



Directory of Useful Information



**for people living with
a disability**



**Milton Keynes Centre for Integrated Living
Disability Information Service
330 Saxon Gate West Central Milton Keynes MK9 2ES**

**Phone: 01908 231344
Fax: 01908 231335
Minicom: 01908 231505
Email: info@mkcil.org.uk**

Registered Charity No.1096402

Registered Company No.4391864

This guide has been compiled by and is the property of the Milton Keynes Centre for Integrated Living (MK CIL).

The cover has been designed by Annette Holcroft.

To obtain a free copy of this guide please contact MK CIL.

Please let MK CIL know if this guide has been of use to you or if you have any recommendations for the next one.

All of the pictures within the Survival Guide have been taken from the CHANGE Picture Bank. CHANGE is an organisation run by adults with learning disabilities. For more information see www.changepeople.co.uk

With special thanks to Rebecca Twilley and Angela Doherty.



Whilst every effort has been made to ensure the accuracy of the information contained within this guide, we are unable to guarantee its accuracy.

FOREWORD

I am delighted to support the latest edition of this Survival Guide which offers straightforward and comprehensive information, advice and guidance for those living in Milton Keynes with a disability.

In Milton Keynes we have long history of working closely across Social Care, Health and the Voluntary sector to provide a wide range of services for disabled people. We all strive to ensure that Milton Keynes is a place where people with disabilities can get the support they need, when they need it, and in a way they want. We promote choice and control as a way for people to lead fulfilled lives and to be as independent as they wish.

People with a wide range of disabilities have told us that information is key to exercising choice, so this guide has a crucial role to play when people, at different times in their lives, need to know what services, support and information are available locally for them, their friends, families or carers. As a user lead organisation the MK CIL is perfectly placed to provide just such advice and so much more!

I'm sure this Survival Guide will prove a welcome companion to help with the many questions that day to day life brings.



Debbie Brock
Cabinet Member for Adult Social Care, Health and Wellbeing

INTRODUCTION

This latest version of the MK Survival Guide has been updated and enhanced to be our most comprehensive guide ever. We hope that it will be helpful to all disabled people, especially those who are new to Milton Keynes or recently disabled. The guide has brought together information held on our local database and additional research. The Milton Keynes Survival Guide is also available on our website, and will be updated on a regular basis.

We have made every effort to ensure that the information is up to date and accurate at the time of going to print. Inevitably situations change, so please get in touch with us if you find any inaccuracies or if you know of other groups that could be included on our database and in later editions of the Guide.

We are always looking to improve the service that we offer and would welcome any feedback you can give on the Guide.



Christine Pearce CEO MK CIL

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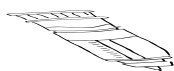
Use the Contents pages to browse for information by subject area.
Use the Index at the back if you know the name of the organisation
or service you are looking for.



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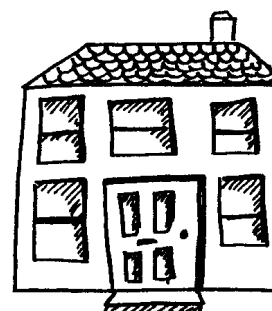
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ASSISTANCE WITH DAILY LIVING

Assistance with daily living can enable you to lead a more independent life. If there are things that you find difficult to do, there may be something that can be provided to help. It could be anything from being provided with a piece of equipment to having help to get up in the morning, or it might include help to access social activities.



Adult Social Care Access Team (ASCAT)
Neighbourhood Services,
Milton Keynes Council, Civic Offices,
1 Saxon Gate East, Central Milton Keynes, MK9 3EJ
Tel: 01908 253772 (9am to 5.00pm Mon-Fri)
Fax: 01908 253185 Text Phone: 07957150983
Email: ascat@milton-keynes.gov.uk
Web: www.milton-keynes.gov.uk/socialcare-health/



Milton Keynes Council's Adult Social Care Access Team (ASCAT) assesses for and arranges a wide range of social care services for people aged 18 and over who are disabled, frail, have a sensory impairment or mental illness to enable them to live as independently as possible. Support can also be provided for those who care for others.

Upon contacting ASCAT a member of staff may arrange to meet with an individual to complete an assessment of their needs. This involves establishing whether their needs meet ASCAT's eligibility criteria, formalising a care plan (if eligibility criteria is met) and discussing finances to assess whether an individual will be required to pay towards the cost of the services.

Services are only available once you have received an assessment, except in cases of emergency.





Milton Keynes Council Community Social Work Team
Milton Keynes Council, Civic Offices,
1 Saxon Gate East
Central Milton Keynes, MK9 3EJ
Tel: 01908 253772



The Community Social Work Team work with all people aged 18+ years that have Social Care needs.

The team provides assessments and arranges care and support to people with long term health conditions and disability who meet the Adult Social Care eligibility criteria, i.e. they have critical and substantial care and support needs.

The team provides Social work services, rehabilitation to enable people regain or maintain their independence, supported employment to help people back into voluntary and paid employment and support to help people maintain their tenancies.

All referrals are made through ASCAT on 01908 253772.

Community Occupational Therapy Services
Therapy Unit, Whalley Drive, Bletchley,
Milton Keynes, MK3 6EN
Referral is through Adult Social Care Access Team (ASCAT)
Tel: 01908 253772 (9.00am – 5.00pm Mon – Fri)

The Community Occupational Therapy Unit provides an assessment of service users in their own homes; supplying equipment and adaptations, as appropriate within the Council's criteria, to enable more independent living (and/or assisting of carers).

If you are having difficulties with areas of everyday living for example dressing, moving around your home or cooking, then a Community Occupational Therapist may be able to assess your needs and give advice or suggest appropriate adaptations and equipment.

PERSONAL BUDGETS FOR SOCIAL CARE

If you are assessed as having eligible social care needs, such as: help with personal care, help to prepare a meal, mobility needs, support to improve your physical and emotional health and well-being, to maintain important relationships and access social activities, then you will be allocated an Indicative Personal Budget.

An Indicative Personal Budget is a sum of money that Milton Keynes Council may provide to you to provide services to meet your assessed needs. The actual amount of Personal Budget you receive will be advised once the support you need has been decided and agreed.

For more information visit the Milton Keynes Council website, see page 206 for useful websites, or contact Milton Keynes Centre for Integrated Living Choice and Support (MK CIL).

MK CIL Choice and Support
330 Saxon Gate West, Central Milton Keynes,
MK9 2ES

Information and Advice Service:

Tel: 01908 231344 Email: info@mkcil.org.uk

Peer Support Planning and Brokerage Service:

Tel: 01908 231344 Email: info@mkcil.org.uk



MK CIL Choice and Support offers free and independent services to people of all ages needing support with everyday activities who are physically disabled or have a sensory impairment, a learning disability, a communication disorder, mental health issues, a long term health condition or are a family member or carer. The services offered are:

Information and Advice Service:

The Information and Advice Service is provided by people who know about living with a disability, long term ill health or mental health issues. They will listen and help you work through Social Care procedures.

Peer Support Planning and Brokerage Service:

People who receive a personal budget from Adult Social Services sometimes need advice and practical support to help them choose the resources that best meet their assessed needs. One way to get this is through the Peer Support Planning and Brokerage Service – help and guidance from a person who has had similar life experiences.





CARE PROVIDERS


If you need support from another person to help you carry out day to day activities e.g. Getting up, washing, dressing, preparing a meal, shopping, help to access social activities, you could use the services of a care agency.



A Care Agency would arrange to send a paid carer in to support you on a daily, weekly or ad-hoc basis to meet your needs.

Alternatively, you could choose to employ a personal assistant (PA) to provide your day to day support.

The organisations below can provide information and advice on both options.

Milton Keynes Centre for Integrated Living (MK CIL Ltd)		
330 Saxon Gate West, Central Milton Keynes, MK9 2ES		
Tel:	01908 231344	Minicom: 01908 231505
Fax:	01908 231335	Email: info@mkcil.org.uk
Times:	10.00am to 4.00pm	(For enquiries and drop-in)


Milton Keynes Centre for Integrated Living (MK CIL) holds details of the Milton Keynes Council approved care agencies as well as details of other care providers in Milton Keynes.

MK CIL Choice and Support 330 Saxon Gate West, Central Milton Keynes, MK9 2ES <u>Employment Support Service:</u> Tel: 01908 300567 Email: employmentsupport@mkcil.org.uk Fax:01908 231335 Minicom: 01908 231505	
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The PA Employment Support Service:

The PA Employment Support Service support people who would like to employ a Personal Assistant (PA) by providing initial advice and information, recruitment and interviews. The PA Employment Support Service supports you to meet the legal requirements of being an employer as well as offering a payroll service

WHO ELSE CAN HELP

Milton Keynes Centre for Integrated Living (MK CIL Ltd)		
330 Saxon Gate West, Central Milton Keynes, MK9 2ES		
Tel:	01908 231344	Minicom: 01908 231505
Fax:	01908 231335	Email: info@mkcil.org.uk
Times:	10.00am to 4.00pm	(For enquiries and drop-in)

MK CIL has a disability information service open from 10.00am to 4.00pm on weekdays offering a very wide range of free and confidential information for disabled people, their families, carers and anyone else with an interest in the field of disability.

Information is available on local and national support groups, benefits, equipment, services, statutory & voluntary organisations, leisure, holidays, care, etc. and a Community Legal Service Quality Mark for information provision is held. A comprehensive database is used to provide local information.

Trained volunteers can assist with first time applications for Disability Living Allowance (DLA) for children, Attendance Allowance (AA) for older people and Personal Independence Payment (PIP) for working age adults, (by appointment only.)

There is a display area equipped with adaptations and equipment to try out and view. There is also a working stair lift for anyone who wishes to try one. An equipment database, providing a comprehensive list and details of a very extensive range of equipment, can be accessed.

A wheelchair user's weighing machine is also available to use you, do not need to book an appointment, just drop in.

MK CIL works in partnership with The Citizens Advice Bureau (CAB) offering appointments for individuals with a disability to meet with a CAB advisor at the MK CIL offices every Thursday, see CAB entry on page 86 for details about what an advisor from CAB could help with.

MK CIL also holds a number of application forms for local services such as Blue Badges or Plus Bus.

RADAR keys for accessible toilets, locked with the RADAR national key scheme can also be purchased for a small charge.

Access: There is Blue Badge parking to the front of the building, level access, automatic doors to the side, and accessible toilets.





Sensory Advice and Resource Centre (SARC)
275 Upper Fourth Street, Witan Court,
Central Milton Keynes, MK9 1EH



Tel: 01908 401135
Email: sarcmk@bid.org.uk
Web: www.sarc-bid.org.uk

The Sensory Advice and Resource Centre is available across Milton Keynes and aims to help adults who are profoundly deaf, hard of hearing, sight impaired or have a dual sensory loss.

The aim of the service is to provide a range of resources and support to enable people with a sensory impairment to live as independently as possible.

Some of the things SARC offer includes:

- A central Milton Keynes drop in facility
- Information and Advice around sensory impairments
- Access to information about services in the community
- Recommendation and supply of specialist equipment
- Rehabilitation Advice
- Referral to Social care and other appropriate agencies for support

Open to call or drop in: **Monday – Thursday 9:00am – 5:00pm**
Friday – 9:00am – 4:30pm.

An open referral system is operated, so anyone can self-refer or can be referred by a friend or family member. SARC are happy to help with the referral process.

NHS Disability Equipment Service
Whalley Drive, Bletchley, Milton Keynes, MK3 6EN
Tel: 01908 379450



The NHS Disability Equipment Service offers access to equipment such as hoists, hospital beds, toileting and bathing aids and more. Referrals are via District Nurses, Community Occupational Therapists or Physiotherapists.

For repairs to equipment already on loan, please call on the number above.

The service is open Monday to Friday 8.30am – 4.30pm and is by appointment only.

Access: Disabled facilities

Bucks Vision MK Resource Centre
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3EB
Telephone: 01908 395498
Tuesday 1.00pm – 4.00pm
Wednesday 10.00am – 1.00pm



Bucks Vision MK Resource Centre is an important point of contact for information and equipment for blind and partially sighted people in Milton Keynes.

Bucks Vision is managed and run by volunteers who all have first-hand experience with visual impairment. The equipment on display at the Resource Centre includes:

- Large Button Telephones
- Daylight Lighting
- Talking Watches and Clocks
- Writing Aids
- Electronic Reading Aids
- Computer Equipment
- And Much More



Wheelchair Service
Milton Keynes Primary Care Trust
Wheelchair Services, Whalley Drive, Bletchley,
Milton Keynes MK3 6EN
Enquiries Tel: 01908 379385 Collections Tel: 01908
379450
Fax: 01908 650407



Subject to eligibility, a range of wheelchairs, accessories, pressure relieving cushions and special seating items are available for long term loan through the Wheelchair Service. Equipment is provided free of charge or through voucher scheme funding (subject to eligibility).

The service only caters for people registered with a GP in the MK NHS Primary Care Trust area and who have a permanent condition which affects their ability to walk. The service does not issue wheelchairs for short term loan.

Referrals are accepted from professionals only, so please discuss with your health professional in the first instance.

Office hours: Monday - Friday 9.00am - 4.00pm. An answer



phone may be in use during busy periods.



Community Alarm Telecare Service
4 Woodhouse Court, Soskin Drive,
Stantonbury Fields, Milton Keynes, MK14 6GB
Tel: 01908 222616 Minicom: 01908 252779
01908 311773 Out of office



Community Alarm Service

The Community Alarm Service provides a home safety and personal security system that assists people to live independently in their own homes. This is achieved through a 24 hour telephone link to a Response Centre in Milton Keynes. All that is required is a telephone line and an electrical point. Should a sensor be activated, a message is sent to the Response Centre where trained operators take the most appropriate action - contacting a family member, neighbour, doctor or the emergency services 24 hours a day - 7 days a week. A personal trigger is also available which enables a call for help to be raised from anywhere in the home or garden.

People who may benefit are: older or disabled people, individuals who have been discharged from hospital and require additional support, people at risk of domestic violence, racial harassment, repeat victimisation or distraction burglary, those living in high crime areas and people of any age living alone.

Telecare Service

The Telecare Service offers alternative types of sensors including:
Fall Detector - automatically detects a serious fall and raises an alert.

Bed Occupancy Sensor - provides an early warning if the client leaves their bed and does not return within a predetermined time period.

Bogus Caller Button - fitted near a door - used to call for assistance when a stranger requests entry to your home.

Smoke Detector - if activated raises an alert at the Response Centre.

Property Exit Sensor - to detect if someone with memory loss problems leaves their home and is at risk.

Medication Dispenser – provides a reminder to take medication and will raise an alert if it is not responded to.

There may be a charge for this service dependent on which

benefits the client receives.

BT Including You.

**BT Plc, BT Correspondence, Providence Row,
Durham, DH98 1BT**

Tel: 0800 800150 (8.00am – 8.00pm)

TextPhone: (18001) 0800 800 150

Email: disability@bt.com

Web: www.bt.com/inclusion



BT offer services for elderly and disabled customers. Some of the services BT offer are free, for example: Free 195 Directory Enquiries for blind and disabled customers, Free priority repair service for customers that are registered disabled and a Free scheme to protect your services if you forget to pay a phone bill in exceptional circumstances e.g. Being in hospital.

BT have standard and specialised equipment for people with a range of needs including hearing difficulties, sight, speech and language, mobility, dexterity and mental health and learning disabilities. This equipment will need to be purchased or rented from BT.

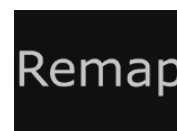
BT produces a guide with information about standard and more specialised equipment and services. This is available in Large Print, Braille and Audio CD. You can request one of these guides by phoning the number above or visiting www.bt.com/includingyou

REMAP (MK)

National Organiser: 0845 1300 456

Local contact Tel: 01908 586102

Web: www.remap.org.uk



REMAP (MK) is a local branch of the national organisation REMAP. Volunteers, working throughout the UK, design and make, or adapt equipment for people with disabilities where no suitable item is available.

Across the country there are local panels of volunteers made up of technicians and designers, alongside Occupational Therapists and Physiotherapists. The panel will take referrals from any source and a visit will be arranged. All needs will be discussed in depth and, provided there is no commercially available aid and your safety is not compromised, a design or adaptation will be suggested. After the visit the design will be put to the panel and, if all is well the technicians will set to work. There is no charge for REMAP





services.

**Private Sector Housing
Milton Keynes Council, Saxon Court,
502 Avebury Boulevard,
Central Milton Keynes, MK9 3HS
Tel: 01908 253047 Fax: 01908 253606**



Flexible Home Improvement Loans are provided to improve the warmth, comfort, safety and security of a property. Any householder (including shared ownership) aged 60 or over is eligible to apply for a loan. The minimum loan is £1000

A few examples of work that may be acceptable to apply for a loan include:

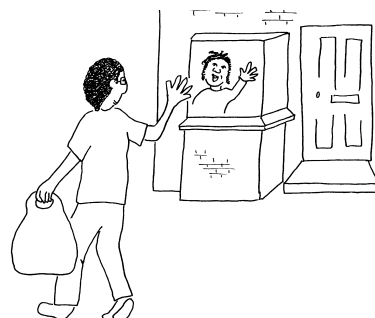
- Essential repairs and maintenance
- Replacement of Doors and Windows
- Replacement Bathrooms
- Replacement Kitchens

The loan will be secured via a charge on the property. There must be enough equity in the property to cover the loan. Interest rates are 2% above the Bank of England rate but subject to a minimum and maximum rate. There is no specific term and payments are flexible and can be paid monthly, annually, occasionally, or left until the property is sold or transferred to another name. Repayment arrangements can be varied at any time.

Proof of identity and age is required, and usually a UK passport or UK picture driving license is acceptable.

For more information call The Private Sector Housing Team on the above number.

There are also more substantial grants available for Disabled Adaptations and major renovation schemes.



The British Red Cross Medical Loans
Unit 3, Joplin Court, Crownhill,
Milton Keynes, MK8 0JP
Medical Loans Tel: 0845 0703 753



British Red Cross Medical Loans offer equipment for the public to borrow on a short term basis to cope at home and after hospital treatment, e.g. commodes, manual wheelchairs. However, pre-booking is advised.

Opening Times:

Monday 2pm – 4pm, Tuesday & Thursday 1pm – 3pm.

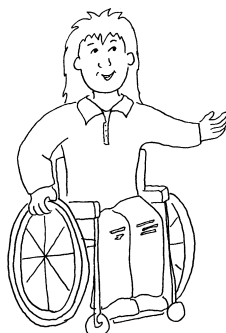
Access: Medical Loans are on the ground floor of the building, there is also a lift to the rest of the building.

Buckingham Engineering Mobility Systems Ltd
Old Leighton Farm, Mursley Road, Stewkley,
Buckinghamshire, LU7 0ES
Tel: 01296 720800 or 01908 221102

Buckingham Engineering Mobility Systems are agents for leading manufacturers of disability aids and equipment. They have powered and manual wheelchairs and scooters for sale, hire or rental. There is a 2000 square foot showroom with a wide range of wheelchairs and scooters for clients to try out. Second hand stock is sometimes available and servicing & repair can be undertaken on all makes of wheelchairs.

An extensive selection of wheelchair batteries, tyres, spare parts and accessories are stocked. Waterproof clothing, walking aids, hoists, riser-chairs and adjustable beds are also sold. Insurance can also be arranged, and stair lifts fitted.

Access: Easy parking adjacent and wheelchair accessible toilet.





Milton Keynes Mobility
26 High Street, Newport Pagnell,
MK16 8AQ
Tel: 01908 218191



Milton Keynes Mobility
98 Queensway, Bletchley, Milton Keynes, MK2 2RX
Tel: 01908 644133

Web: www.miltonkeynesmobility.co.uk

Milton Keynes Mobility specialise in the sales (new and used), hire and service of manual and powered wheelchairs, scooters and accessories. They also sell Extra roomy footwear, Foot care products, Bath lifters, Bathing Aids, Adjustable beds, Fire side chairs, Electric riser recliner chairs together with a vast range of other independent living aids and equipment.

Staff can visit customers in their own home to give advice and demonstrations. All engineers are CRB checked. Chargeable services of wheelchairs or mobility scooters can now be done in the showrooms.

Milton Keynes Mobility offer the opportunity to Part Exchange existing mobility scooters when purchasing a new one. The Part Exchange price will depend on the condition of the existing scooter.

Milton Keynes Mobility also undertake stairlift installations and service new and second hand stairlifts, rented or purchased stairlifts including Stannah, Meditek, and Minivator stairlifts.

Both showrooms are open:

Weekdays 10.00am - 5.00pm Saturday 10.00am - 4.00pm

Newport Pagnell branch Access: Situated in the High Street with blue badge parking bays located close by. There is level access inside the shop.

Bletchley branch Access: Customer parking at rear of shop with level access.

WHEELS Mobility
Midsummer Place, 421 Saxon Gate East, Midsummer Place,
Central Milton Keynes, MK9 3DX
Tel: 01908 550470

WHEELS Mobility
The Centre MK, 672 Silbury Boulevard,
Central Milton Keynes, MK9 3AE
Tel: 01908 695060

Both shops sell a range of large and small scooters and light weight wheelchairs, bath seats, walking aids and much more.

A fully equipped workshop at Midsummer Place carries out wheelchair repairs and services as required; a collection and delivery service is available.

Both shops loan manual and electric wheelchairs and scooters for use in the shopping centre. There is no charge for this service however any voluntary donations are very much appreciated. It is advisable to pre-book - booking is taken up to one week in advance. Two forms of identification are needed with address on e.g. driving license or building society book.

Opening Times:

Monday - Wednesday	9.30am - 5.00pm
Thursday - Friday	9.30am - 6.00pm
Saturday	9.30am - 5.00pm
Sunday	11.00am - 5.00pm

(Midsummer place shop is closed on a Saturday and Sunday on these days all enquiries to be made at the Silbury Boulevard shop)

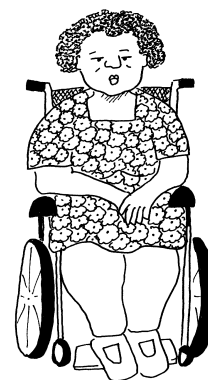


GETTING AROUND



We all want to be able to get to where we want to go, whether it is to the local shops or across country to visit relatives. This section encompasses key aspects of mobility: car travel and public transport.

For information regarding mobility and travel whilst abroad, please see the HOLIDAYS AND TRAVEL section.



CAR TRAVEL

Milton Keynes' grid-road system makes driving easier, quicker and means you're much less likely to be sat in traffic. For disabled drivers, a primary concern is parking. In Central Milton Keynes a person with a blue parking badge can park in most parking bays (except in permit and resident's only bays, or privately owned car parks) free of charge for an unlimited amount of time. It is always best to check local signage for parking information. There are also a substantial amount of parking spaces designated specifically for disabled people meaning that you can drive and park with ease.

AA Disability Helpline
Automobile Association, Contact centre,
Carr Ellison House, William Armstrong Drive,
Newcastle-Upon-Tyne, NE4 7YA
Free Helpline: 0800 26 20 50
TextPhone: 0800 328 2810
Email: customer.services@theaa.com
Web: www.theaa.com



The AA provides information on a range of disability related subjects, such as motoring in the UK and overseas, route requests, car adaptations and wheelchair maintenance; all services are free to AA members. Membership is available at discounted rates to Blue Badge holders. Call free on 0800 444 999 and quote 'Blue Badge'.

Once a member, individuals can register their particular requirements relevant to how roadside assistance may be provided.

The 'AA Disabled Traveller's Guide' is a comprehensive information source that is free to members. It contains information on motoring, insurance, driving tests, vehicle adaptations and airports. The guide is only available for free if you are an AA member.

Blue Badge Scheme Application
Milton Keynes Council, Civic Offices
1 Saxon Gate East, Central Milton Keynes, MK9 3HQ
Enquiry Line: 01908 253449



The Blue Badge Scheme is open to anyone who is registered blind, or who receives the higher rate mobility component of the Disability Living Allowance (DLA). It is also possible to qualify if you receive the lower rate of DLA or do not receive DLA, but still cannot walk, or have considerable difficulty in doing so.

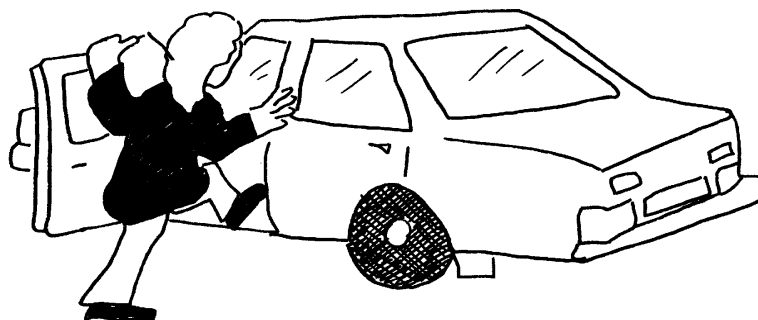
The application form for the Blue Badge Scheme requires both a photograph and a form of ID to be sent with the completed form. Alternatively an application form can be completed online via direct.gov If the form is completed online, a photograph and a form of ID will need to be posted seperately.

There is a small charge for the Blue Badges, please check for current rates. Milton Keynes Council are unable to accept cash payment for the Blue Badge and can only accept payment by debit/credit card, postal order or cheque.

If an application is successful the Blue Badge is valid for three years.

More details about the application process and eligibility criteria are available online at direct.gov or from Milton Keynes Council on 01908 253449.

Application forms are available from Milton Keynes Centre for Integrated Living (MK CIL), page 9 of the guide, available from the direct.gov website, or from Milton Keynes Council on the contact details abov





DMUK
National Headquarters, Ashwellthorpe,
Norwich, Norfolk, NR16 1EX

Tel: 01508 489449 (9.00am - 5.00pm)

Email: info@disabledmotoring.org

Web: www.disabledmotoring.org



Disabled Motoring is a membership charity which campaigns on behalf of disabled people on issues relating to their mobility. Members have access to an information and advice service run by experienced information officers. The information and advice service is there to answer questions on disabled motoring issues such as Blue Badge queries, parking problems and information about where to get vehicle adaptations. Members receive a monthly magazine and are eligible for discounts on a variety of goods and services. There is an annual membership fee.

Motability
Warwick House, Roydon Road, Harlow,
Essex, CM19 5PX

Helpline: 0300 456 4566 Fax: 01279 632000

Minicom: 01279 632273 Web: www.motability.co.uk



The Motability Scheme enables disabled people to use their government-funded mobility allowance to lease a new car, scooter or powered wheelchair.

If an individual receives the Higher Rate Mobility Component of Disability Living Allowance (DLA), War Pensioner's Mobility Supplement (WPMS), Enhanced rate of the Mobility Component of Personal Independence Payment (PIP) or the Enhanced rate of the Mobility Component of Armed Forces Independent Payment they may be eligible to join the Motability Scheme. Parents and carers can join on behalf of a child aged three and above. The vehicle must be used for the benefit of the disabled person.

Insurance, servicing, repairs and breakdown assistance are included in the cost of the lease. A range of adaptations are also available, some at no additional cost.

As a National Charity, Motability also raises funds and provides financial assistance to those who may otherwise be unable to afford the mobility solutions they need.

For more information, please visit the website.

BSM Driving Tuition
3 St Patricks House, Penarth Road,
Cardiff, CF10 5ZA

Tel: 0800 316 3699 BSM

0800 037 0817 16 – 24 yr. old disabled driver scheme

Email: drivings@theaa.com

Web: www.bsm.co.uk

BSM
part of RAC

BSM offer specialist driving tuition programmes developed by driver training experts. BSM aims to meet the needs of people with disabilities and older learners.

Lessons are tailored to each individual student's needs and are provided in a fleet of 240 dual – controlled driving school cars equipped with a range of specialist adaptations.

BSM Instructors are Approved Driving Instructors (ADI's) who have undergone further professional training to ensure students receive the support they need to develop their skills behind the wheel.

For more information about the specialist driving tuition programmes contact BSM on the above telephone number.

BSM have a strong partnership with Motability, enabling them to offer 16 – 24 year old disabled drivers help towards the cost of their driving lessons. To find out more about possible help for disabled drivers learning to drive please contact: 0800 037 0817.

For more information about the Motability Scheme see entry for 'Motability'.



Drivewell
Nick Kettle
6 Meadow Street, Walnut Tree, Milton Keynes, MK7 7BP
Tel: 01908 930039
Mob: 07739 801881

Drivewell offers driving tuition for disabled drivers from an experienced instructor.

Control adaptations that can be covered include:

- Automatic Gearbox
- Push/Pull hand controls
- Steering ball and steering peg
- Infra-red driving controls and switches
- Quick release handbrake
- Panoramic Mirrors
- Right and left accelerator pedals

Please contact Drivewell to discuss your particular needs and fees and discounts.

In Car Safety Centre
Unit 5 Auto Centre, Stacey Bushes, Milton Keynes, MK12 6HS
Tel: 01908 220909
Email: info@incarsafetycentre.co.uk
Web: www.incarsafetycentre.co.uk

The In Car Safety Centre offers advice and sale of safety equipment for children in cars, including children's car seats. They can also give advice on specialist safety equipment for children with disabilities.

Open: Monday – Friday 9:30am – 5:00pm
Saturdays – 9:30am – 4:00pm.

Access: Ground floor access through large up and over door.

PB Conversions
Units 5 & 6 Acacia Close,
Cherrycourt Way, Leighton Buzzard, Bedfordshire, LU7 4QE
Tel/ Fax: 01525 850588
Email: pbconversions@aol.com
Web: www.pbconversions.co.uk

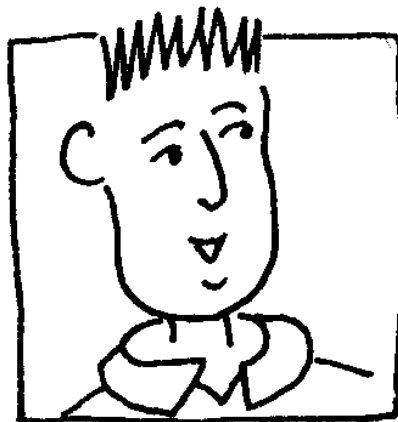


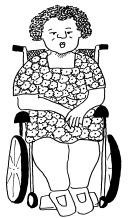
PB Conversions are specialists in vehicle adaptations for people with disabilities. Please contact for more advice; a no obligation quote service is offered.

PB Conversions are able to carry out all adaptations including:

- Push / Pull hand controls
- Other types of hand controls (Autoadapt, Guido Simplex, floor mounted radial and others)
- Switches for hand controls (horn, indicator, wipers, lights)
- Left foot accelerator
- Lighten power steering
- Steering Aids
- PB 4 way powered hoists
- Parking aids, automatic wipers and other devices.
- Van Conversions (Including drive from wheelchair)
- Voice control systems
- Electronic brake and gas systems

PB Conversions also stock a small range of mobility scooters available for sale.





Regional Driving Assessment Centre (RDAC)
Unit 11, Network Park, Duddleston Mill Road,
Saltly, Birmingham, B8 1AU

Tel: 0845 337 1540

Web: www.rdac.co.uk



The Regional Driving Assessment Centre (RDAC) is a registered charity that specialises in providing driving assessments for people who have a medical condition or a disability. Anyone can go to RDAC for an assessment but most people are referred by DVLA, Access to Work (page 52) or Motability. If you have a disability due to an accident or would like to determine your ability to drive or any adaptations you may need to your vehicle you can self-refer for an assessment by contacting RDAC on the above details.

RDAC help disabled people of all ages and older people maintain their independence by ensuring they are driving or travelling safely. RDAC also helps those who are travelling as passengers in vehicles and their carers. A car seat clinic is also available for disabled children travelling in cars or teenagers who are concerned about learning to drive.

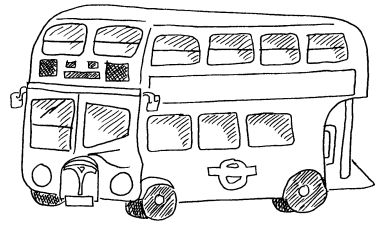
RDAC has a team of Driving Advisors, Occupational Therapists and Administration staff who can offer advice and information to people who may have concerns or anxiety about driving with a disability.

RDAC have driving assessment centres nationwide. The closest centres to Milton Keynes are Birmingham and Oxford. All of the centres have adapted vehicles permanently available which cater for a range of mobility needs. Please contact on the above details for more information.



PUBLIC TRANSPORT

Public transport access and provision for disabled people in Milton Keynes is very positive. Concessionary rates are available for disabled and elderly people using the conventional bus service. For those unable to use conventional public transport, the community PlusBus is available to all the disabled and elderly Milton Keynes residents that meet the eligibility criteria. People with eligible and assessed transport needs may also benefit from the Personal Budget for Transport Scheme (see page 27).



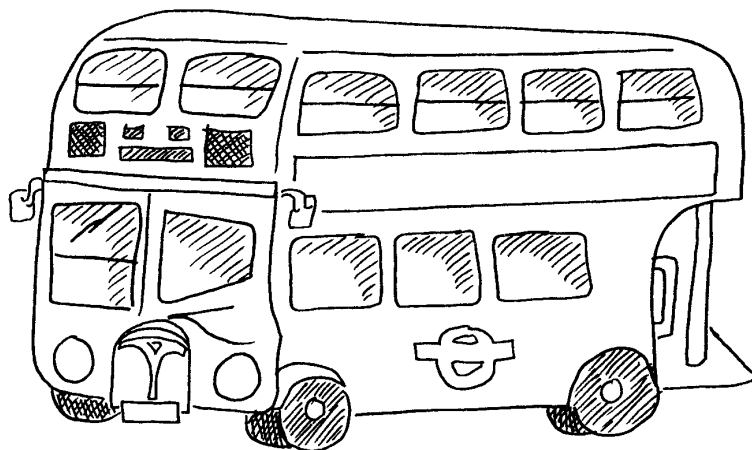
Concessionary Bus Fares in Milton Keynes
Milton Keynes Council,
Civic Offices, Central Milton Keynes, MK9 3EJ
Tel: 01908 252558



Concessionary bus fares are available for disabled and elderly residents living in the Borough of Milton Keynes, also for anyone who is in full time education in Milton Keynes and under the age of 19.

Free local bus travel after 9:30am is available in the Milton Keynes area for elderly and disabled people.

Application forms to join the concessionary scheme are available from the Civic Offices in Central Milton Keynes. In order to qualify, disabled people need to get their application forms signed by their GP.





MK PlusBus



**Milton Keynes Community Transport,
31 Burners Lane, Kiln Farm, Milton Keynes, MK11 3HA
Tel (bookings): 01908 266950 (9.00am – 3.00pm)
Tel (cancellations): 01908 266955
Customer Hotline: 01908 266954
Email: MK@ECTCharity.co.uk**

MK Plus Bus is funded by Milton Keynes Council and offers a door-to-door transport service for disabled, frail and elderly residents of Milton Keynes who are unable to use mainstream public transport. Residents with learning disabilities or mental health issues, that would make it unsafe for them to use other public transport, may also qualify for the service.

Anybody wishing to use the service must first register (this is free). Application forms are available from Milton Keynes Centre for Integrated Living (MK CIL) or by contacting MK Plus Bus. Once registered, the cost of a journey (as of Feb 2013) is £2.65 return or £1.50 single. Fares apply to all passengers including carers and escorts.

Bookings can be made on a one-off basis (up to 7 days in advance) or on a regular basis (for the same trip each week). The service is extremely busy, however, and members may need to be flexible regarding their travel times. The service only covers Milton Keynes Council area (which includes Olney and Hanslope).

The first pick up time Mon – Fri is between 8:00am & 8:20am and the latest return time Mon – Fri is between 10:00pm & 10:20pm. On a Saturday and Sunday the first pick up time is between 9:00am & 9:20am and the latest return time on a Sat and Sun is between 5:00pm & 5:20pm.

The vehicles used operate in a distinctive green livery and each is wheelchair accessible and able to take scooters. Each driver will have undergone disability awareness, passenger assistance and safety training.

**Personal Budget for Transport
Milton Keynes Council,
Civic Offices, 1 Saxon Gate East MK9 3EJ
Tel: New Applications, Complaints and Feedback:
01908 254712 (9am & 5pm Mon – Fri)**



The Personal Budget for Transport Scheme is there to help people with mobility difficulties travel independently. Journeys can be for a variety of social reasons such as visiting friends, going to the hairdressers, entertainment or for appointments at the Doctors or Hospital. You can go anywhere for any reason, as long as it is in Milton Keynes.

£75 per annum is paid to the member via their bank account. They can then use any registered taxi company or drivers. £150 per annum is paid to permanent wheelchair users who cannot transfer and require a wheelchair taxi. However, members will be required to keep a receipt for every taxi journey they pay for and supply these as proof of spending to the Council.

To join the Personal Budget for Transport Scheme you must meet the scheme's eligibility criteria which include anyone who is:

- Unable to access public transport and requiring transport to meet assessed needs. For example transport for access to day opportunities and day centres.
- Registered blind/severely sight impaired and therefore not able to use public transport.
- In receipt of War Pensions Mobility Supplement.

This scheme is not open to people who are able to use public transport independently (local buses) this includes regular use of the Plus Bus.

This scheme is not appropriate when someone has regular access to a car or Blue Badge.



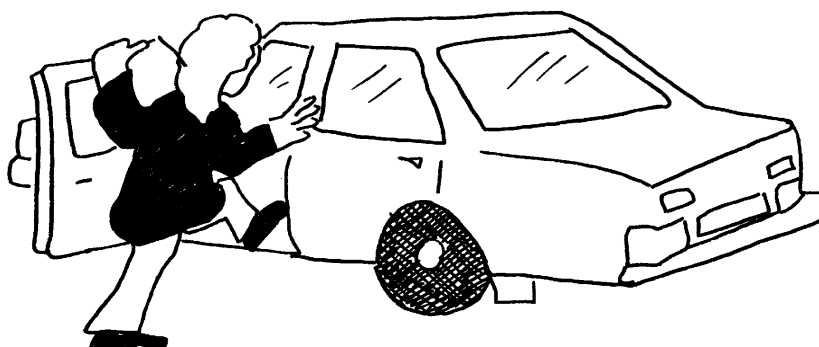


Some local taxi providers who can accommodate disabled travellers:

Company/ driver	Telephone number	Able to provide transport for:
Raffles	01908 222222	Fold up wheelchair/ scooter
Saleem	07782 200480*	Fold up wheelchair and vehicles with ramps
Newline	07930 447121*	Fold up wheelchair/ scooter and accessible minibus can take 3 electric wheelchairs or 4 manual wheelchairs
Wheelchair Taxi Service	07802 847503*	Fold up wheelchair/ scooter and vehicles with ramps/tail lifts
Zahoor	07950 716502*	Fold up wheelchairs and vehicles with ramps
Skyline	01908 222111*	Fold up wheelchair
Bill's Taxis	01908 613000	Fold up wheelchair and vehicles with ramps
Eezy Cabs	01908 218 218** www.eezycabs.co.uk	Fold up wheelchair and vehicles with ramps

*Can book by SMS Text Message

**Can book online



Rail Enquiries

National Rail Enquiries: 08457 484950
Disabled Persons Rail Cards: 08456 010132
Text phone: 08448 714036
Senior Rail Cards: 08448 714036
General Web: www.rail.co.uk
Railcard Web: www.railcard.co.uk

London Midland Travel Assistance

Tel: 0800 092 4260
Textphone: 0844 811 0134
Fax: 0845 051 8359

Call on the above telephone numbers for all national rail related enquiries. There are nationally recognised railcards for elderly and disabled customers.

Railcard for the elderly can be bought at most staffed stations or online and currently offers 1/3 off most standard and 1st class fares across Britain. For more information call on the above number or email RailcardHelp@atoc.org

Railcard for disabled people can be applied for at most staffed stations or online and also currently offers 1/3 off most standard and 1st class fares across Britain for the disabled person and a companion. For more information call on the above number or email disability@atoc.org

If you would like assistance when making a journey, such as help getting on or off a train or ramps for a wheelchair, contact the Train Company that manages the station located at the start of your journey. Milton Keynes train station is managed by London Midland - for assistance when starting a journey from Milton Keynes please contact London Midland on 0800 0924260.

If possible try and give a minimum of 24 hours' notice before your journey as this will allow time for any special arrangements to be made. If this is not possible the Train Companies will still do their best to help, but cannot guarantee to provide their normal level of service.



**National Express****national express****National Express Ltd (Nationwide Coach Operator)****Head Office: Mill Lane, Digbeth,
Birmingham, West Midlands, B5 6DD****Tel: 08717 81 81 79****Textphone: 0121 455 0086****Web: www.nationalexpress.com**

National Express have a Code of Practice called 'Serving our Disabled Customers' which outlines the standards delivered to disabled customers and customers with reduced mobility. National Express have a dedicated help line for travel assistance which can help disabled customers plan their journey. The assisted travel team can also help arrange seat reservations and discuss ticketing options.

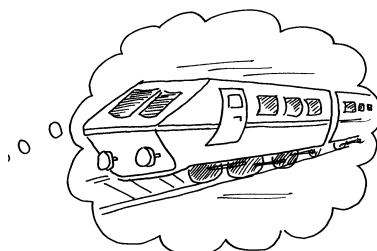
For the full National Express entry see page 189 of the guide.

**Traveline South East & Anglia
Confederation of Passenger Transport,
Drury House, 34 – 43 Russell Street
London, WC2 5HA****Tel: 0871 200 2233**

(Calls can be made by TypeTalk through the above number as well.)

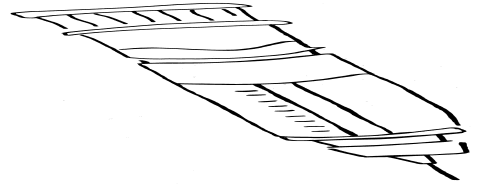
Web: www.traveline.org.uk

Traveline provides comprehensive timetable and journey planning information about all public transport services within its own region and for journey to and from all National Rail stations and main coach stops throughout Great Britain. The service is available on the internet via the above website address or through a call centre on the above number. Call centres are open from 7:00am to 10:00pm daily.



HEALTH

The idea of 'health' can cover a lot of areas and sometimes it can be confusing finding the information you want. Often, a good way of getting the most out of a hospital or doctors appointment is writing down and taking the questions you want answered with you and taking notes of the answers if possible. This way you're less likely to leave the appointment feeling confused or worried. For help with possible questions see:



http://www.bbc.co.uk/health/support/talking_to_your_doctor/

Alternatively, if you don't have access to the internet, please call Milton Keynes Centre for Integrated Living (MK CIL) who will be happy to help, see page 32 of the guide.

This section provides information on a range of health organisations, as well as some general helpful advice regarding getting to and from hospital appointments and how to make the best use of your local pharmacy.

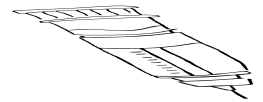
**Patient Experience Team
Oak House,
Milton Keynes Hospital,
Standing Way,
MK6 5LD
Tel: 01908 243633/ 01908 243181
Email: patientexperience@mkhospital.nhs.uk**


The Patient Experience Team provides a free, impartial and confidential service for anyone who would like advice, information, or who may have a concern about the care provided by Milton Keynes Hospital.

The Patient Experience Team can:

- Provide information about the full range of NHS services.
- Point you in the right direction of other useful sources of information and support.
- Ensure that the feedback you give is used to improve patient care within Milton Keynes Hospital.

The Patient Experience Team will listen to your concerns and help you raise them with the people providing your care and help resolve issues effectively.



Milton Keynes Centre for Integrated Living (MK CIL Ltd) 
330 Saxon Gate West, Central Milton Keynes, MK9 2ES
Tel: 01908 231344 Minicom: 01908 231505
Fax: 01908 231335 Email: info@mkcil.org.uk
Times: 10.00am to 4.00pm (For enquiries and drop-in)

MK CIL offers a confidential and free service, giving information on many health related issues, ranging from adaptations to incontinence.

Whilst MK CIL cannot give medical advice or counselling, they will be able to put you in touch with someone who can.

NHS Direct
Tel: 111



NHS Direct operates a 24-hour nurse advice and health information service providing confidential information on:

- What to do if you or your family are feeling ill
- Particular health conditions
- Local healthcare services, such as doctors, dentists or late night opening pharmacies
- Self help and support organisations

NHS Direct works hand in hand with other healthcare services provided by the NHS, helping you make the right choice to meet your needs.

If you need health information or advice at any time of the day or night ring the above number. Calls to NHS Direct are charged at local rates and, for patient's safety, all calls are recorded.



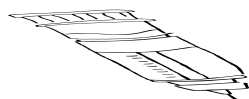
Neurological Clinical Specialist Team
Bletchley Community Hospital, Whalley Drive, Bletchley,
Milton Keynes, MK6 3EN
Senior Administrator Direct Line Tel: 01908 650447
Fax: 01908 274358
Email: karen.gardner@mkchs.nhs.uk
Web: www.mkchs.nhs.uk

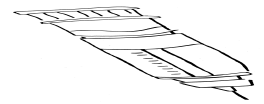
The Neurological Clinical Specialist Team is a community based specialist team of qualified healthcare professionals with a wide range of experience and knowledge relating to neurological conditions and rehabilitation.

The team provides a service for adults (aged 18 and over) with a neurological diagnosis and a GP in Milton Keynes Primary Care Trust.

Hours of operation: Monday to Friday 8:30am to 4:30pm

- Brain Injury Clinical Specialist Tel: 01908 650423
- Stroke Clinical Specialist Tel: 01908 650424
- Stroke Clinical Specialist Assistant Tel: 01908 650424
- Multiple Sclerosis Clinical Specialist Tel: 01908 650420
- Neurological Conditions Clinical Specialist Tel: 01908 650419
- Multiple Sclerosis Specialist Nurse (Drug Modifying Therapies) Tel: 01908 650409
- Parkinson's Disease Nurse Specialist Tel: 01908 650425
- Sapphire Nurse (Epilepsy) Tel: 01908 378229





Speech and Language Therapy Services
Eaglestone Health Centre, Standing Way,
Milton Keynes, MK6 5AZ



Children Tel: 01908 209305 Adult Tel: 01908 243095
Email: Amanda.Bousaki@mkchs.nhs.uk

Speech and Language Therapy Services offer assessment and treatment of communication and swallowing problems for adults and children.

Children's Service – Referral to the service can be via a health professional e.g. GP or health visitor. However the service also runs a Drop-In Assessment Clinic every Monday morning between 9:30am and 12pm at the Adult Speech and Language Therapy Department at Milton Keynes Hospital, and every first Thursday of the month at Wolverton Health Centre between 9:30am and 12pm. These clinics are for anyone who is worried about their child's speech and language and no referral is needed.

A Speech & Language Therapist at the clinic will be able to discuss concerns and assess the child and will suggest an appropriate course of action, if required.

Adult Service – People experiencing language or speech problems can self - refer themselves either by ringing or writing to the service via Eaglestone Health Centre. People with swallowing or voice problems should visit their GP and be referred via the GP.



Milton Keynes Neurological Rehabilitation & Falls Service
Bletchley Community Hospital Campus
Whalley Drive, Bletchley, MK3 6EN
Tel: 01908 379440

The Neurological Rehabilitation Unit: Is for people with an identified rehabilitation need resulting from a neurological condition or multiple diagnosis related to ageing.

The service aims to support people with neurological conditions to achieve their functional potential in their home, work, social and community lives and to adjust to, understand and manage their disability. Assessment and intervention is on an appointment basis and is offered in an outpatient setting.

Referrals can be made by any health or social care professional.

The service is for people who:

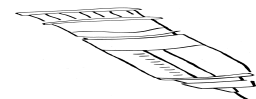
- Are aged 18 years and over
- Have a neuro-rehabilitation need arising from a neurological condition as their main diagnosis, or have multiple diagnoses related to ageing.
- Are medically stable and able to cope with travel to and from the Rehab unit
- Are registered with a Milton Keynes GP
- Agree to actively participate in rehabilitation

The Falls Service: Offers a specialist assesment for people who have fallen or who are at risk of falling. The assessment included advice about things that could be done around the home to help prevent falling, such as removing rugs, or wires that could present a hazzard. The service can also offer advice on appropriate shoes to wear to help prevent falling.

The Falls Service are able to discuss daily routines, provide education about what to do if you do fall and provide equipment that may prevent falling eg. Walking aids, toilet frames, and grab rails.

The Falls Service is available primarily for people aged 65 years and over, but the service is able to triage and signpost people aged between 55 years and 65 years to the appropriate service.

Anyone wanting to access the Falls Service can either self refer by contacting the service on the details above, or ask to be referred by their GP.



Sight Testing at Home
DW Roberts, 17 The Square, Wolverton,
Milton Keynes, MK12 5DQ
Tel: 01908 562355

DW Roberts
— OPTOMETRISTS —

DW Roberts can arrange for an eye examination to be carried out by one of their experienced Optometrists in the comfort of your own home for people who are unable to leave their home unaccompanied.

An Optometrist will bring a wide selection of frames with them for you to choose from. Frame prices start from £40. When spectacles are ready they can either be collected or sent via post.

Many people, including people aged 60 years and over, are entitled to a free NHS sight test, and, in some circumstances, help with the cost of glasses.



Audiology Services

**Entrance 4, Main Outpatient Department, Luing Cowley
Centre,**

Milton Keynes Hospital, NHS Foundation Trust,

Standing Way, Eaglestone, Milton Keynes, MK6 5LD

Head of Audiology Services Tel: 01908 243148

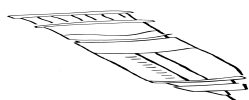


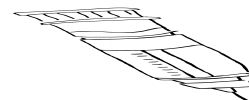
Audiology Services are comprised of the Audiology and Hearing Aid Department and the Children's Hearing Assessment Unit. The philosophy is to provide a service to assist in the identification and diagnosis of hearing loss and to minimise, as far as possible, the disability arising from it. Following referral from an appropriate health professional, a range of services is offered to both adults and children:

- A full audio assessment service to Ear, Nose and Throat.
- A domiciliary service on G.P's request.
- Direct G.P access for audiometry and hearing aids.
- Assessment of babies from the Newborn Hearing Screening Programme and ongoing rehabilitation.
- Tinnitus Service.
- 24 hour hearing aid repair service, excluding weekends and bank holidays.

There is open access for hearing aid repairs and follow up to patients with NHS aids who are under the care of the Audiology Department at Milton Keynes Hospital NHS Foundation Trust. These patients can contact the department directly for an appointment. Patients who have been fitted with NHS hearing aids by another provider should contact that provider for follow-up arrangements.

Access for hearing tests for children is usually made through paediatricians, health visitors, speech and language therapist and school nurses.





Nursing Support for Families Caring for Children with Complex Needs

Milton Keynes Community Health Services

Trust Headquarters, Hospital Campus, Eaglestone

Milton Keynes, MK6 5NG

Tel: 01908 243933 ext. 2642 – Paediatric Nurses

Email: mail@miltonkeynes-pct.nhs.uk

The Children with Complex needs team is a nurse led service that provides assessment, care, case management and the provision of supplies to children with complex needs.

The service can provide:

- Assessment of healthcare/nursing needs carried out by a paediatric nurse.
- On-going delivery of nursing care, in various community settings, to an identified group of children.
- Delivery of some respite care
- Provision of supplies for identified children
- Provision of end of life care
- Management of complex continence needs

To be eligible for this service, children need to fall into one of the following three categories:

- Children with severe, unpredictable or complex medical conditions and/ or disability or range of complex medical conditions that indicate a very high use of health care.
- Children with life threatening or life limiting illnesses where it is expected that they will not reach adulthood.
- Children whose long term or complex conditions make them medically unstable and requiring input from a health professional and/ or regular hospital admissions.

Children who attend special schools in Milton Keynes who have complex epilepsy, require medical supplies or have complex continence needs that require specialist input will be eligible for support from the team on an episodic basis.

Referrals to this service can be from parents or any professional who feels that the child meets



the criteria.

**NHS Adult Hearing Service,
Eaglestone Health Centre, Standing Way,
Milton Keynes, MK6 5AZ
Tel: 01908 209314**



Adults aged 18+ who require a routine assessment of their hearing can be referred by their GP. However there are also drop in clinics held at:

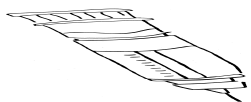
- Bletchley Therapy Unit (Whalley Drive) – 1:00pm – 3:00pm on the third Thursday of every month.
- Eaglestone Health Centre – 9:00am – 12 noon every Wednesday morning.
- Newport Pagnell Medical Centre – 12 noon – 3:00pm last Friday of every month.
- Wolverton Health Centre – 9:00am – 12 noon on the third Thursday of every month.

A member of the Hearing Service Team would check ears for wax and undertake a quick screening to see if you would benefit from a full NHS hearing assessment. This would be arranged by a member of the team.

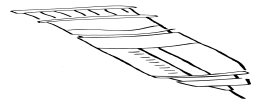
**Pain Clinic
Milton Keynes Hospital, Standing Way,
Milton Keynes, MK6 5LD
Tel: 01908 660033 ext 2104**

The pain clinic is run for patients who are referred by their GP's. Once a referral has been made an assessment appointment would be made at the pain clinic. Following this, patients may be offered the following:

- A service that offers psychological treatment and/or support to people with chronic pain
- Tens machine clinic and acupuncture clinic
- Pain management programmes
- Medical interventions for people with chronic pain
- A full medical and psychological assessment for people in chronic pain.

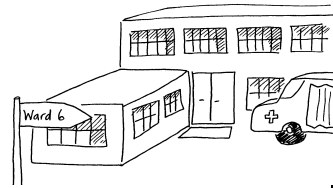


Contact your GP if you think you could benefit from the Pain Clinic.



Helpful Advice

Getting to and from hospital appointments



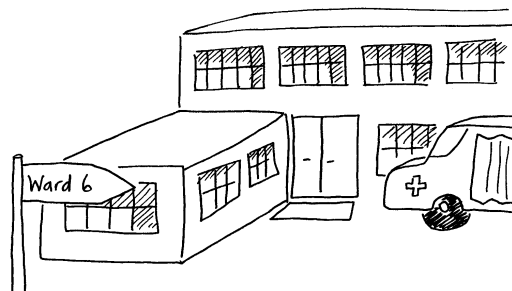
Patient Transport Service (PTS)

If you need an NHS ambulance service transport to escort you to and from a hospital appointment then the Patient Transport Service may be able to help you.

You may be eligible to use the Patient Transport Service if you:

- Require continuous oxygen
- Require a stretcher
- Cannot stand or walk by yourself more than a few steps and cannot travel by public transport or in a family or friend's car
- Have a disability that prevents you from travelling by private or public transport
- Have a medical condition that may deteriorate if you were to travel by private or public transport
- You have a mental health problem that prevents you from travelling alone
- You have a medical condition that requires constant supervision for your own safety
- You require a carer at your destination.

If you think you may qualify for the Patient Transport Service you can contact the team on 0300 100 0015.



Red Cross Transport and Escort Scheme



Unit 3, Joplin Court, Crownhill, Milton Keynes, MK8 0JP

Booking Line: 0845 0703 752

Opening Times: Mon, Tues, Thurs 9am – 4pm
telephone messages can be left

anytime.

Red Cross provide transport to hospital appointments, dental checks, doctor's appointments etc. by use of volunteers who use their own cars.

The service is available for appointments in Milton Keynes, Oxford, Northampton, London, and further afield if needed. The driver will escort you to the appointment and wait for you if required.

Currently the cost is 65p a mile, which is invoiced monthly. To make a booking please contact the booking line on the number above and note that at least 48 hours' notice must be given when making a booking for this service.

Reimbursement of travel costs (taxi, bus, parking, fuel cost)

If you do not have a medical need for the Patient Transport Service, you may still be able to claim costs for travelling to and from a hospital appointment.

Under the Department of Health's **Healthcare Travel Costs Scheme (HTCS)** you, and possibly your escort, may be entitled to reimbursement of travel costs incurred.

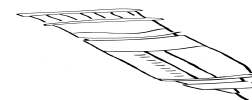
You may be entitled to reimbursement if you receive any of the following benefits:

- Income based Employment Support Allowance
- Income Support
- Income based Job Seekers Allowance
- Tax Credits
- Pension Credits

To claim reimbursement of travel costs only for the day of your particular appointment you will need to complete a HC5 form.

You may also be entitled to full or partial support if you do not claim any of the above benefits, but still have a low income via the NHS Low Income Scheme. To claim for reimbursement on the grounds of low income you will need to complete a HC1 form.

HC5 and HC1 forms are available from your local Job Centre Plus (see page 51), NHS Hospital, your GP, Dentist, or Optician.



Help with health costs

If you are on certain benefits you may also be entitled to help with health costs and list of qualifying benefits and further information about help with health costs is available in the HC11 'Help with Health Costs' leaflet. You can pick up a HC11 leaflet at Milton Keynes Centre for Integrated Living (MK CIL) see page 32, your local Job Centre Plus (see page 51), GP Surgery, Pharmacy, Dentist, Main Post Office or online at www.nhs.uk which tells you how to apply.

To claim help with health costs including, travel costs, dental treatment, sight tests, glasses, wig or fabric support you will need to complete a HC5 claim form. You can get a HC5 form from your local Job Centre Plus, NHS Hospital, Your GP, Dentist, or Optician. Alternatively you can request a form by telephoning 0845 610 1112 or visiting www.nhsbsa.nhs.uk.

To claim for help with health costs on the basis of a low income you will need to complete a HC1 form. You can get a HC1 form from your local Job Centre Plus, NHS Hospital, Your GP, Dentist, or Optician.

Making use of your local pharmacy

Your local pharmacy can offer more in the way of community health services than you may think. Long gone are the days where pharmacies merely dispense prescriptions; you can now access an extensive range of health services without having to see your doctor.

Medicine Usage Review Scheme

What is it?

A Medicine Usage Review (MUR) offers the chance for you to have a private consultation with a pharmacist to discuss your prescribed medication, over-the-counter medication you may take on a regular basis and their possible side effects. In addition the pharmacist will review your dosage, the combination of medicines you take and provide you with answers to the questions which you may not have asked the doctor.

How can I get one?

It's simple, just call into, or telephone your local pharmacy and they will be able to accommodate you.

Minor Ailments Scheme

You can now get medicines from your pharmacy for treating minor illnesses without the need for a prescription from the doctor. If you are suffering from one of the following minor illnesses your pharmacist will offer advice on self-care and may supply a short course of medicine.

Illnesses include: cough, sore throat, headache, fever, blocked nose, allergies/hay fever, insect bites or stings, diarrhoea, constipation, mouth ulcers, vaginal thrush, threadworm, athlete's foot, nappy rash or pain.

This means no more waiting for GP appointments. If you are exempt from prescription charges, there is no need to pay for any of the above treatments. The scheme is only open to patients registered with a Milton Keynes doctor.

Disability and Daily Living aids

Some pharmacies have suppliers that sell specialist equipment and daily living aids for you to order on request.

If you wish to try out a daily living aid before ordering or purchasing, contact or pop into the Milton Keynes Centre for Integrated Living (MK CIL); they hold a wide range of adaptations and equipment for you to view in a non-sales environment.

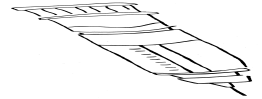
Please see the Assistance with Daily Living section for more details.

Services for disabled customers

Since the introduction of the Disability Discrimination Act 1995 (DDA) and the Equality Act 2010, primary healthcare providers, GP and Dental surgeries, walk-in health centres, pharmacies, and out-of-hours services are legally obligated to make their services and products accessible for disabled people.

For example, this includes removing all physical access barriers and to make all consultation, treatment and waiting areas physically accessible, have hearing loops and wheelchair height desks. In addition this will mean changes in the provision of services, for

example, appointment making by email, TextPhone or Typetalk, pharmacists dispensing medicines into containers that suit your needs and the ability to book longer appointments with your doctor.



Pre-Payment Certificates

If you are not eligible for help with health costs via the **HC11** form and are prescribed 3 or more items in 3 months or 13 items in 12 months, then you can save money by purchasing a Prescription Pre-Payment certificate (PPC).

Current Cost:

- £29.10 for a 3 month Pre-payment certificate
- £104.00 for a 12 month Pre-payment certificate
(Costs as of Feb 2013)

How do I get one?

- Website - Buy online at: www.nhsbsa.nhs.uk
- By telephone - Call the PPC order line on 0845 850 0030
- From a pharmacy registered to sell PPC's

Repeat prescription and collection/ delivery service

What is it?

Pharmacies who offer this service will pick up a repeat prescription from your GP surgery and dispense it ready for collection. Some pharmacies will also deliver it to your door if required. Pharmacies and doctor's surgeries ask that you give at least 48 hours' notice for this service.

How do I do it?

- Simply put in a request for a repeat prescription of the medicines you need this time with your GP surgery and request that they give it to the representative from your chosen pharmacy.
- Next, telephone your local pharmacy and tell them when the repeat prescription will be ready at your surgery and the day you wish to have it delivered. Please note that delivery days and times may differ for each pharmacy.
- After your prescription has been dispensed by your pharmacist, you can either collect it or have it delivered to your home. Delivery is usually only available for older or disabled customers.

Please note that pharmacies will only pick up from doctors' surgeries and deliver within a certain specified area. Phone your

GP surgery or pharmacy for more details.


MONEY MATTERS

Financial security is a prime concern for everyone; but it can be of particular concern if you are disabled and are unable to work, become disabled during your life or are a carer. This section provides information on where to get money advice including disability related benefits that are available and advice around debt. This section also covers organisations who offer advice, support and opportunities within work and employment.



BENEFITS AND INCOME

Help is available, for those who qualify, in the form of Personal Independence Payment (PIP), Disability Living Allowance (DLA) for older people and children, Attendance Allowance (AA), Council Tax reduction, Housing Benefit, Disabled Facility Grants, VAT relief, Working Tax Credits with a disability premium, Disabled students allowance and not in work benefits.

Milton Keynes Centre for Integrated Living (MK CIL Ltd)		
330 Saxon Gate West, Central Milton Keynes, MK9 2ES		
Tel:	01908 231344	Minicom: 01908 231505
Fax:	01908 231335	Email: info@mkcil.org.uk
Times:	10.00am to 4.00pm	(For enquiries and drop-in)

MK CIL has trained volunteers who can, by appointment, assist with first time applications for Personal Independence Payment (PIP), Disability Living Allowance (DLA) for children and Attendance Allowance (AA) for older people.

MK CIL works in partnership with the Citizens Advice Bureau (CAB) and, if required, can arrange an appointment with a CAB advisor at the MK CIL offices on a Thursday of each week to discuss benefit related issues.

If you are in need of financial help the charitable sector may be able to assist you. Many of these organisations do not advertise but you can get further details from MK CIL.





**The Citizens Advice Bureau (CAB)
Acorn House, 361 Midsummer Boulevard,
Central Milton Keynes, MK9 3HP**

Tel: 01908 604475

Fax: 01908 545199

Minicom: 01908 692704

**Telephone helplines are open Monday – Friday 9am- 5pm
An automated 24 hour information line is open out of these
hours.**



The CAB offers free, impartial, and confidential advice on a wide range of issues including benefits and debt advice. The CAB can offer benefits checks, benefits advice and help with benefit form filling. The CAB have a disability specialist who can be seen, if appropriate, by referral appointment only.

For more information about booking a CAB appointment please see the full CAB entry on page 86 of the guide.

**Housing Benefit and Council Tax Reduction Scheme
Milton Keynes Council, Civic Offices,
1 Saxon Gate East, Central Milton Keynes, MK9 3EJ**

Tel: 01908 253100 Fax: 01908 253025

01908 252770 - Claims Hotline

Email: benefits@milton-keynes.gov.uk

Web: www.mkweb.co.uk/benefits

www.milton-keynes.gov.uk/welfare-reform



Housing Benefit and Council Tax Reduction Scheme helps tenants on low incomes pay their rent and their Council Tax. They are administered in this area by Milton Keynes Council and are means tested. So a person's income and savings are taken into account when they apply for help.

To apply for Housing Benefit or Council Tax Reduction call the Claims Hotline above or visit Milton Keynes Council at the address above.

For more information on Milton Keynes Council's Housing Benefit and Council Tax Reduction Scheme, and the recent changes including Room Subsidy and Benefit cap please visit the Council's website: www.milton-keynes.gov.uk/welfare-reform

**Department of Work and Pensions (DWP)
The Benefit Enquiry Line, Warbrek House,
Warbrek Hill, Blackpool, FY02 0YE**

DWP

Helpline: 0800 882200 Monday to Friday 8:00am – 6:00pm

Textphone: 0800 243355

Email: BEL-Customer-Services@dpw.gsi.gov.uk

Web: <https://www.gov.uk/benefit-enquiry-line>

The Benefit Enquiry Line (BEL) is a national benefits helpline for people with disabilities, carers and their representatives. BEL offers advice and information on Social Security benefits and how to claim them. On request they will send out a range of leaflets and claim packs to customers.

The advisers do not have access to peoples' personal records and are able to provide general advice only. Advisors are trained to provide advice on all Social Security benefits, but more specifically such benefits that relate to illness and disability.

BEL also provides help to complete certain disability-related claim packs over the telephone. There is no charge for this service but mobile phone users may incur a cost from their service provider. Home visits can also be organised to complete claim packs, but a valid reason must be given as to why a home visit is needed. The service can be provided in braille or large print if required.

For more information and assistance please telephone:

- **Help with form completion for disability benefits:**
Freephone: 0800 882200 Textphone: 0800 243355
- **For new Personal Independence Payments (PIP) claims:**
Freephone: 0800 917 2222 Textphone: 0800 9177777
- **New Employment Support Allowance claims:**
Freephone: 0800 0556688 Textphone: 0800 0234888
- **For new State Pension claims:**
Freephone: 0800 7317898 Textphone: 0800 7317339
- **For new Pension Credits claims:**
Freephone: 0800 991234 Textphone: 0800 1690133
- **For enquiries related to existing state pension or credit claims:**
Freephone: 0845 6060265 Textphone: 0800 7317339





Help with NHS costs



A booklet called "NHS Booklet HC11 help with health costs" is available from any Job Centre Plus office, online at Direct.gov or from the health cost advice line on 0845 8501166. Ask for booklet HC11 to see if you are eligible for any help with health costs. Refer to page 42 of the guide for more details.



Tax Help for Older People

10 Pineapple Business Park, Salway Ash, Bridport, DT6 5DB

Tel: 0845 601 3321 or 01308 488066 Fax: 01308 488185

Web: www.taxvol.org.uk

Tax Help for Older People is a free independent tax advice service for older people on low incomes who cannot afford to pay for professional advice.

The service is available in Milton Keynes. Regular surgeries are held at Age UK's drop-in facility located:

1st Floor, the Food Centre, 791 Avebury Boulevard, Central Milton Keynes, MK9 3JT

To book to see an adviser you must contact Tax Help for Older People's head office on either of the above telephone numbers.

Tax Help for Older People's advisors can help with any personal tax issue no matter how minor it may seem. Advisors can also undertake a tax health check to ensure that everything is in order.

The service is free to those with a household income of up to around £17,000 net per year and aged close to 60 or older. Those caring for an eligible older person, whether family, friend or professional, may also request help on their behalf.

Telephone advice may be given if the enquiry is a simple one and home visits can be arranged in cases of disability.



SSAFA Milton Keynes & Forces Help Society
John Howard Barracks, Yeomans Drive, Blakelands,
Milton Keynes, MK14 5NQ

Tel: 01908 217181 Fax: 01908 218564



The Soldiers, Sailors and Airman's Families Association and Forces Help Society (SSAFA) MK are the local contact of the national organisation through which individuals can access an independent welfare network that helps ex-servicemen/women and their families/dependants.

Advice on problems and assistance is given to those considered eligible in the Milton Keynes area. Home visits may also be arranged by a case worker. Messages left on the answerphone will be responded to within 24 hours.

Papworth Trust
Unit 49, Abbey Court, Alston Drive,
Bradwell Abbey, Milton Keynes, MK13 9HB
Tel: 01908 320059
Email: homesolutions@papworth.org.uk
Web: www.papworth.org.uk/homesolutions



Caseworkers at Papworth Trust can carry out a free benefit check for anyone aged 60 years or over, who is disabled, or who has a disabled child to make sure they are getting all the benefits they are entitled to. The caseworkers can also help with most benefit form filling for people meeting the criteria.

There is no charge for this service.

Please see the Papworth Trust's full entry on page 127 for other services they offer.





Milton Keynes Money Advice
The Ridgeway Centre, Featherstone Road,
Wolverton Mill South, Milton Keynes, MK12 5TH
Tel: 01908 226049
Email: mkma@newlifenorth.org.uk
Web: www.newlifenorth.org.uk



Milton Keynes Money Advice offers free, confidential and impartial advice to people who are facing financial difficulties.

Milton Keynes Money Advice service can:

- Help people to manage budgeting
- Check the client is getting all the benefits they are entitled to
- Help to decide which debts to deal with first
- Suggest ways to avoid getting into more debt
- Contact debt collectors and try to work out a reasonable rate to pay back the debt



The premises are accessible and there is a disabled toilet.

Money Lifeline Milton Keynes
Acorn House, 391a Midsummer Boulevard
Central Milton Keynes, MK9 3HP
Tel: 0300 1235198
An answer phone operates outside of office hours
Email: office@mkmoneylifeline.org.uk
Web: www.moneylifelinemk.org.uk



Choice & Support

Money Lifeline Milton Keynes offers free confidential money advice to anyone in the Milton Keynes area. Money Lifeline offers practical help to people in debt through three main tools:

- Telephone advice for simple debt or money advice queries.
- Personal appointments with one of the team for more complex issues.
- Self-help packs available to download online.

There is helpful advice available on budgeting as well as debt if needed Money Lifeline can negotiate with creditors on the client's behalf.

Call for an appointment on:
 Monday 11:00am – 3:00pm
 Tuesday 11:00am – 5:00pm
 Wednesday 1:00pm – 5:00pm



WORK AND EMPLOYMENT

Finding employment can sometimes be difficult if you have a disability. The organisations within this section will be able to guide and support you through the employment process.



Disability Employment Advisors
Job Centre Plus, Southgate House,
449-499 Midsummer Boulevard,
Central Milton Keynes MK9 3BN

Tel: 01908 975213
01908 975209

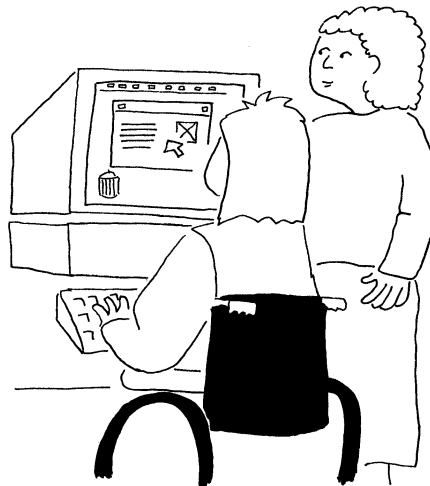
Email: ann.spencer@jobcentreplus.gsi.gov.uk
anamaria.mitchell@jobcentreplus.gsi.gov.uk

Access: Wheelchair accessible, lifts and automatic doors.

jobcentreplus

The Disability Employment Advisors at Job Centre Plus offer help and advice for people with a disability in assessment, finding employment, training and advice regarding equipment. Also helping people to stay in employment through retention by working with employers at employers request.

Disability Employment Advisors can help people with disabilities to find and keep suitable jobs and give advice on employment, assessment, rehabilitation and training schemes.





Access To Work

Tel: 0208 4263110 Textphone: 0208 4263133

Email: atwosu.london@dwp.gsi.gov.uk

Web: www.gov.uk/access-to-work

Access to Work can provide practical and financial support to help people who have a disability or long term physical or mental health condition to overcome barriers to starting or keeping a job.

Access to work can help pay for support needed because of a disability or long term health condition for example:

- Aids and equipment in the work place
- Adapting equipment to make it easier to use
- Money towards any extra travel costs to and from work if public transport cannot be used.
- An interpreter or other support at a job interview
- Other practical help at work, such as a job coach or sign language interpreter.

If someone has a mental health condition they will be offered assistance to develop a support plan. This plan may include steps to support an individual go in to, remain in, or return to work, and suggestions for reasonable adjustments in the work place for example:

- Flexible working patterns to accommodate changes in mood
- Providing a mentor to give additional support at work
- A phased return to work such as reduced hours or less days

For more information about how Access to Work could help, details about eligibility criteria or to make an application contact the customer service team on the above details.



Connexions MK

The Point, 602 Midsummer Boulevard

Central Milton Keynes, MK9 3NB

Tel: 01908 398300 Fax: 01908 698109

Web: www.connexions.org.uk

Email: connexionsmk@prospects.co.uk

Facebook: Connexions MK Twitter:

@ConnexionsMKjob

Connexions is a support service for young people aged 16-19 years in Milton Keynes (aged up to 24 years for some young people with learning difficulties and/or disabilities) who are not in employment, education or training.

Connexions provide free and confidential information, advice, guidance and access to personal development opportunities for young people, helping them make a smooth transition to adulthood and working life. They offer:

- Drop in service
- A daily job club 10am -1pm
- CV, job search and interview skills
- Free access to the internet for job searching
- Details of weekly job vacancies

To see the full Connexions entry please see page 109 of the guide.

Works for Us

MK Central, Station Square, 500 Elder Gate,

Central Milton Keynes, MK9 1BB

Tel: 01908 200186/ 200676 Fax: 01908 236872

Email: info@worksforus.org.uk

Web: www.worksforus.org.uk

Office opening hours: Monday to Friday 9:00am - 4.00pm

The Milton Keynes Women and Work provides advice, guidance, training and support to women in the Milton Keynes area to enable them to enter paid employment and /or further training.

Services include 1-2-1 appointments for information, advice & guidance, outreach work, free training courses, workshops, fast track courses and an IT centre





**National Careers Service (NCS)
Freephone Tel: 0800 100900**



National Careers Service (NCS) is a local service that offers adults across Milton Keynes, Oxfordshire and Buckinghamshire free, impartial and confidential information and advice on all aspects of learning and work.

NCS aims to help adults (aged 20 and over) improve their job prospects, gain qualifications or make the most of their current job by explaining the options available to them to get ahead and make a difference in their lives.

Support provided may include:

- CV building, layout and content
- Changing jobs
- Returning to work after a break
- Finding suitable courses and funding
- Application forms and covering letters
- Redundancy Support
- Interview skills
- Volunteering
- Job Search strategies

Community Action: MK – Volunteering
Acorn House, 351 Midsummer Boulevard,
Central Milton Keynes, MK9 3HP
Tel: 01908 661623
Email: info@communityactionmk.org
Web: www.communityactionmk.org



Community Action MK can help find and place volunteers for local charities and community groups that cover everything from children and young people, sports and hobbies, health and disability, campaigning, working with elderly people to working in the environment.

Open: Monday – Friday 9:00am – 4:30pm
Advice sessions are by appointment only, please phone to book.

Drop In Sessions are held every week:
Thursday at Acorn House between 10:00am – 12noon.

HOUSING

The majority of Milton Keynes' housing is in self-contained estates set away from roads, comprising a mix of housing types, a local shop, takeaway restaurant, community centre or hall, doctor's surgery and, in some estates, a post office and pharmacy.



There are different types of accommodation available for disabled people in Milton Keynes; independent living, sheltered housing and supported housing. In addition to their own property, the council also works closely with other housing associations, some of which are listed in this section.

INDEPENDENT HOUSING

To register an interest in an adapted rental property, the starting place would be to contact Milton Keynes Council's Housing Options Team.

Housing Options Team
Milton Keynes Council, Civic Offices,
1 Saxon Gate East, Central Milton Keynes, MK9 3HG
Tel: 01908 253481



People looking for accommodation suitable for a person with a disability in Milton Keynes have to be assessed by a Housing Options Team adviser at Civic Offices.

An initial assessment of a person's situation is made and, if eligibility criteria are met, a more detailed interview will be held (normally on the same day) where application forms are completed. The person will then be matched against suitable accommodation when it becomes available.

Generally the person who carries out the more detailed interview will remain the contact person for any follow up enquiries.

Those who do not meet council criteria will be given general housing advice as appropriate.

An appointment cannot be made for an assessment interview - just turn up at the Civic Offices during office hours.





Habinteg Housing Association
Holyer House, 20-21 Red Lion Court,
London, EC4A 3EB



Tel: 020 7822 8700 Fax: 020 7822 8701
Email: info@habinteg.org.uk Web: www.habinteg.org.uk

Habinteg Housing Association has in excess of 50 properties in the Milton Keynes area; all built to full wheelchair standard including 2 and 3 bedroom dwellings. For further information contact Habinteg Housing on the above number. The office is open: Monday – Thursday 9:15am – 5:15pm and Friday 9:15am – 4:00pm.

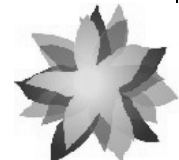
Jephson Homes Housing Association
5 Mill Square, Featherstone Road,
Wolverton Mill South, Milton Keynes, MK12 5ZD



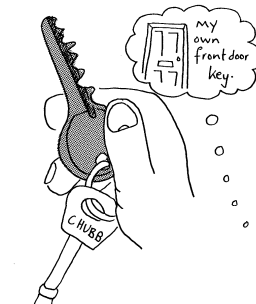
Tel: 01908 628000 Fax: 01908 628098
Minicom: 0800 5875055 Web: www.jephson.org.uk
Email: miltonkeynes@jephson.org.uk

Jephson Homes Housing Association is a provider of well managed homes for people on low incomes who are homeless or inadequately housed.

Guinness South
Henshaw House, 851 Silbury Boulevard,
Central Milton Keynes, MK9 3JZ
Housing Advice Team
Tel: 01908 609577
Web: www.guinnesspartnership.com



Guinness South provides Homebuy (shared ownership) and rental homes. General needs and disabled rented accommodation are filled through nominations from Milton Keynes Council's Housing Options Team.



SHELTERED HOUSING

Sheltered Housing
4 Woodhouse Court, Stantonbury Fields,
Milton Keynes, MK14 6GB

Tel: 01908 222616 - General Advice

Email: sheltered.housing@milton-keynes.gov.uk

Web: www.mkweb.co.uk/sheltered-housing



Milton Keynes Council Sheltered Housing is designed primarily for people aged 60 years and over. It provides a safe, secure and supportive environment for people wishing to live independently in their own homes.

Most schemes have at least one adapted flat for wheelchair users and many individual flats have some form of adaptation e.g. flat floor shower or lowered units.

All schemes have a communal lounge for the use of tenants and regular social activities.

There is a Sheltered Housing Officer for each scheme who is on duty 5 days a week and whose main duty is to act as a facilitator and to monitor tenant's well-being.

All properties are connected to the Community Alarm Service, which provides emergency assistance 24 hours a day, 7 days a week.

Milton Keynes Council does not operate a points based waiting list. They can only provide homes for people with an urgent housing need who have a local connection with Milton Keynes.

If you do not fall into both of these categories they will only be able to provide you with advice about how you can secure a property in other housing sectors (e.g. private landlord, shared ownership).



Lovat Fields Village
Japonica Lane, Willen Park,
Milton Keynes, MK15 9LE
Tel: 01908 351300

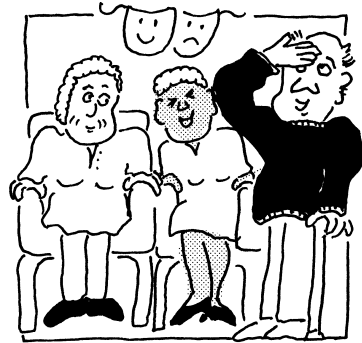


Web: www.extracare.org.uk

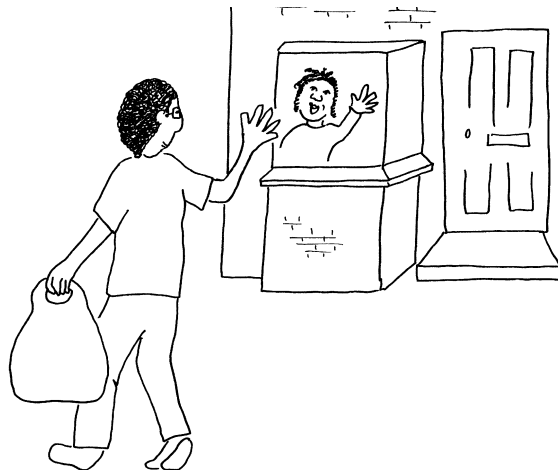
Lovat Fields Village is a housing community for those aged 55 and over who must live or have a close relative in Milton Keynes. There are one and two bedroom apartments and bungalows available to rent, purchase, or part-purchase. In addition, all properties and communal areas are wheelchair accessible and main communal arrears have a hearing loop.

The village has extensive social and leisure facilities:

- health and fitness suite
- shop
- bar
- hairdressers
- greenhouse
- restaurant
- library
- craft and hobby rooms
- village hall
- spa room



An on-site team provides 24 hour support and care, everything from domestic help and personal care to a handy man service. Every property is connected to an emergency call system which will alert on site staff immediately in the event of an emergency.



Extra Care Shenley Wood Village
Chalkdell Drive, Shenley Wood, Milton Keynes,
MK5 6GJ
Tel: 01908 413000


THE EXTRACARE
CHARITABLE TRUST

Extra Care Charitable Trust in partnership with Milton Keynes Council, Milton Keynes Partnership and The Department of Health has opened Shenley Wood Village, which is a housing community for those aged 55 and over. People wishing to live in the village must already live or have a close relative in Milton Keynes.

Properties are available to rent, purchase or part purchase. All properties and all communal areas are wheelchair accessible.

The Village has over 18 health and leisure facilities, on site care and a host of other social and active opportunities including:

- Café bar
- Craft Room
- Fitness Centre
- Quiet Lounge
- Greenhouse
- Indoor Bowling Green
- IT Suite
- Library
- Hairdressing Salon
- Village Shop
- Woodwork Suite



Approximately one third of residents within the village will receive help with their care. Dependent on individual circumstances, Extra Care will support residents with significant assessed care needs, including dementia. Residents who do not have current care requirements are also very welcome.



SUPPORTED HOUSING

Supported housing is shared or self-contained housing with support workers, providing a supportive living environment for individuals with learning disabilities and mental health needs. This

is often accessed via a social worker.

Sanctuary Supported Living
Norman Russell House, Crownhill, Milton Keynes, MK8 0EH
Head Office Tel: 0207 397 5300
Local tel: 01908 562741
Web: www.Sanctuary-Housing.co.uk

Sanctuary Supported Living is for single people from 18 years upwards who have mental health issues. The service is also open to people who have additional needs or disabilities alongside mental health issues.

Sanctuary Supported Living offers long term accommodation in a friendly atmosphere, residents have their own room and share facilities.

Residents are supported by a project worker and a support worker.

Referral is via Adult Social Care Access Team (ASCAT) on 01908 253772 or by contacting Sanctuary Housing directly.

Richmond Fellowship
80 Boycott Avenue, Oldbrook,
Milton Keynes, MK6 2QD
Tel: 01908 606523



The Richmond Fellowship Oldbrook is a residential supported housing service for adults with mental health problems.

There are three houses, each accommodating four clients. Clients have shared living accommodation but all have their own bedrooms. The project is staffed until early evening throughout the week and for a period on Saturdays. At other times an emergency contact is available.

Referral for this service should be via a Milton Keynes Mental Health Professional or via the Assessment and Short Term Intervention Team (ASTI) see page 144 of the guide.

Camphill MK Communities Ltd
Japonica Lane, Brickhill Street, Willen Park South,
Milton Keynes, MK15 9JY
Tel: 01908 235000 Fax: 01908 235606



Email: office@camphill-miltonkeynes.co.uk

Camphill Communities create residential communities that provide support towards independent living, work and training for people with learning disabilities. They have three sites in Milton Keynes in Pennyland, Downhead Park and Willen Park.

Camphill MK offers opportunities for residents through workshops including:

- **The Café**
- **The Bakery**
- **Basket workshop & Weavery,**
- **Gardening and Horticulture,**
- **Tools Refurbishment and Tech lab**
- **Camphill advocacy group.**

Camphill also have a theatre 'The Chrysalis' which serves as a theatre, meeting place, concert hall to the residents at Camphill and the wider Milton Keynes community.

See the full Camphill entry on page 133 of the guide.

MacIntyre

602 South Seventh Street, Milton Keynes, MK9 2JA

Tel: 01908 230100

Email: referrals@macintyrecharity.org

Web: www.macintyremiltonkeynes.org



In Milton Keynes and North Bucks, MacIntyre support over 80 individuals in residential services which include registered care homes, supportive living homes and individual tenancies. They also have a number of day services which offer many vocational and lifelong learning opportunities including:

- **Coffee Shops**
- **Catering**
- **The Learning Centre**
- **Enhanced Support Learning Services**

If you are interested in finding out more about MacIntyre or would like to refer somebody to one of our services telephone or email on the above details.

See the full entry for MacIntyre on page 134 of the guide.

MENCAP

Housing & Support

123 Golden Lane, London, EC1 ORT

MENCAP
Understanding learning disability



Tel: 0808 808 1111 – MENCAP advice and information line
Web: www.mencap.org.uk

Mencap provides residential housing and support for people with learning disabilities in Milton Keynes, ranging from a few hours a week in a person's home to 24-hour support in a specially adapted house. They also help people to find suitable accommodation.

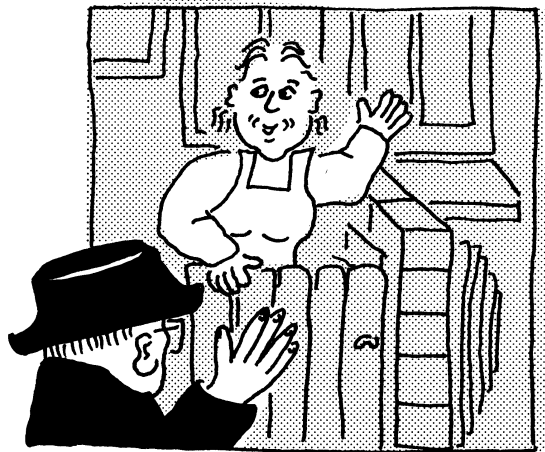
A list of current vacancies in Mencap-managed homes is available on the website.

HELP WITH HOUSING ISSUES

The Citizens Advice Bureau (CAB)
Acorn House, 361 Misdummer Boulevard,
Central Milton Keynes, MK9 3HP
Tel: 01908 604475
Fax: 01908 545199



The CAB offer free, impartial and confidential advice on a wide range of issues such as housing, benefits, and legal and employment issues. Please see main entry for CAB for full details on how to book an appointment see page 86.



Connection Floating Support Service
Bletchley Park Science & Innovation Centre,



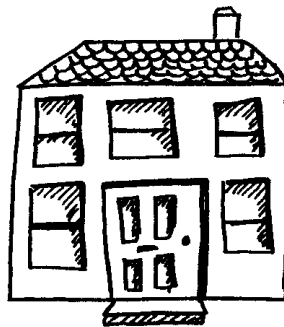
**E Block EAU3, The Mansion, Bletchley Park,
Milton Keynes, MK3 6EB**
Tel: 01908 363492 or 01908 363493
Fax: 01908 363486
Email: mkenquiries@connectionfs.org
Web: www.connectionfs.org/areas/milton-keynes/

Connection Floating Support Service is a flexible service, which provides support and assistance to people who are classed as homeless or at risk of losing their home. The support workers from Connection Floating Support can meet with the individual in the community or in their own home.

Connection Floating Support can help:

- Where a family or individual is Statutory homeless and is about to be housed in either permanent or temporary housing.
- Where there is risk of homelessness
- Where the Council has a duty to house but there is a real risk that the tenancy will fail without support.
- Where an individual or family has been identified as vulnerable
- There is previous history of failed tenancy
- Is the first tenancy and the tenant will require support to maintain accommodation
- A rough sleeper who is accessing housing for the first time after an extended stay on the streets and floating support will increase the likelihood of a successful tenancy

To apply for this service, the individual can either self refer via the referral form on the website, or be referred by: Housing Services, Housing Association, Care Manager, CPN, GP, Probation Officer or an Advocate.



Shelter
National Helpline: 0808 800 4444

Shelter

Mon- Fri 8am – 8pm
Sat & Sun – 8am – 5pm
Web: www.shelter.org.uk

Shelter is a National Charity that provides free confidential information and advice around housing issues and homelessness through their National Helpline and via their website.

Shelter can offer information and advice around:

- Homelessness
- Housing Benefit
- Paying for a home
- Eviction or Repossession
- Renting or Buying a property
- Repairs or bad conditions
- Neighbourhood Issues
- Complaints and legal action

Contact the National Helpline to talk to an advisor or visit the website for information and advice around a wide range of housing issues.



EDUCATION

Milton Keynes has so much to offer in terms of education regardless of age or ability. For children, Milton Keynes Council have processes in place to provide support for pupils with special needs, which are detailed in the Children's Section. For adults there is a wealth of further educational opportunities as detailed in the Adult Education section.



EDUCATION FOR CHILDREN AND YOUNG PEOPLE

Milton Keynes Council has an inclusive policy towards special educational needs and in their Children and Young People's Plan; it says they are "Accessible and actively promoting equality, mutual respect and community cohesion".

Where there are significant needs there is a process of obtaining formal assessments and producing a 'Statement of Special Educational Needs'.

For less significant needs support can be given through Early Years Action, Early Years Action Plus, School Action and School Action Plus. Support and guidance from your child's school or pre-school is given throughout all of these processes. However, you may wish to contact Parent Partnership (see page 67 of the guide) who offer independent information, advice and support to parents.

If you think your child may have special needs, it is often difficult to know where to start in looking for help and support.

As a general rule, for children who are younger than pre-school age, the starting point would be to raise your concerns with your GP or Health Visitor, who will be able to make the necessary referrals for assessment.

For the pre-school and nursery age children a good place to start is to raise your concerns with the pre-school or nursery that your child is currently attending.

For school-age children again the best place to start is by raising your concerns with the school your child is currently attending, but you can also contact the Special Educational Needs and Disability Team at Milton Keynes Council.





The Education for children and young people section also includes details of the Special Schools in Milton Keynes and lists schools with special provision. It should be noted that the school placements for children with a Statement of Special Educational Need are allocated through the Special Educational Needs and Disability Team. A caseworker is allocated to you once you begin the process of obtaining a statement for your child.

<p>Special Education Needs and Disability Team Milton Keynes Council, Children & Families, Saxon Court, 502 Avebury Boulevard, Central Milton Keynes, MK9 3HS Tel: 01908 253138 Fax: 01908 253254 Email: SEN@milton-keynes.gov.uk Web: childrenwithdisabilitiesteam@milton-keynes.gov.uk</p>	 MILTON KEYNES COUNCIL
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The Special Education Needs and Disability Team can provide general information and advice on all aspects of additional and special educational needs. The service can help with identification, assessment and provision for children and young people with additional needs and places in mainstream and special schools.

Times: 9.00am - 5.00pm Monday to Friday
Access: Wheelchair access and disabled toilet.



Milton Keynes Parent Partnership Service
Galley Hill Education Centre, Galley Hill, Stony Stratford,
Milton Keynes, MK11 1PA
Tel: 01908 254518 Fax: 01908 254504
Email: parent.partnership@milton-keynes.gov.uk
Web: www.milton-keynes.gov.uk/parentpartnership

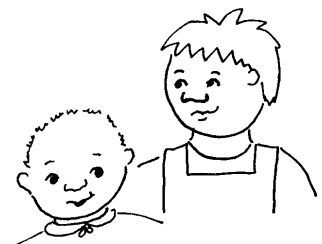
Milton Keynes Parent Partnership Service offers independent information, advice and support to the parents of children who have, or may have, a special educational need. The service offers:

- Information and advice on all aspects of Special Educational Needs (SEN)
- Explanation of educational jargon
- Explanation about Statutory Assessments & Statements
- Help with understanding and writing reports
- Help to explore the different options for your child's education
- Support regarding meetings with the school or Local Authority
- Details of or contact with other organisations and support groups
- Links to local and national voluntary organisations
- Explanation of how children and families services work in MK
- Help with disputes and appeals

Milton Keynes Parent Partnership can also put parents and carers in touch with Independent Parental Supporters who can listen to their concerns on a one-to-one basis and give advice and support.

MK Portage Service
Galley Hill Education Centre, Galley Hill,
Milton Keynes, MK11 1PA
Tel: 01908 254515

MK Portage Service provides a home visiting service to children aged between 0 and 3 years who show a significant delay in their development. Support is given to assist parents to help their child through play and to access other agencies and services as appropriate. The service also offers support to the transition to a pre-school/ nursery setting.





**Children and Families Information (CFI)
Milton Keynes Council,
Saxon Court Offices, Central Milton Keynes,
Milton Keynes, MK9 3HS.**

Tel: 01908 253918 - Mon – Fri 9:00am – 5pm.

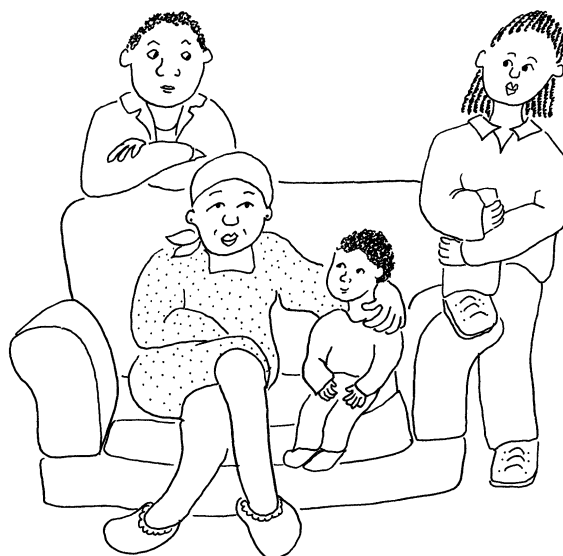
Email: childcare@milton-keynes.gov.uk

Web: www.childcarelink.gov/miltonkeynes



Children and Families Information (CFI) provides free and impartial information about childcare and young people's services across Milton Keynes. CFI provide information, advice and guidance on:

- Childminders
- Pre-school and Playgroups
- Nursery School
- Out of school care
- Nannies
- Finding childcare
- Leisure and Play
- Financial Support
- Children with disabilities
- Working Parents
- Parenting/Carers support



Milton Keynes Christian Foundation
Aylesbury Street, Wolverton,
Milton Keynes, MK12 5HX

Milton Keynes Christian Foundation



Tel: 01908 311112
01908 312843

Fax: 01908 313375

Times: Monday to Friday 9.00am - 4.00pm

The Milton Keynes Christian Foundation provides Foundation Learning for 16 -19 year old young people concentrating on personal development, vocational development and functional skills. Training is targeted at young people who need extra assistance prior to finding employment or commencing further training and is delivered through a number of social enterprises.

There is extended training for year 10 and 11 students.

Area covered: Milton Keynes & North Bucks.

Access: Wheelchair access and disabled toilet.





Pre-School Learning Alliance 2 Burners Lane, Kiln Farm, Milton Keynes, MK11 3HB Tel: 01908 263700 Email: milton.keynes@pre-school.org.uk
Family Support Team Tel: 01908 266683 Email: lynn.warner@pre-school.org.uk
Toy Library Tel: 07834585817 Email: toylibrarymk@pre-school.org.uk
Mobile Creche Tel: 01908 266682 Email: crechemk@pre-school.org.uk

The Pre-School Learning Alliance in Milton Keynes offers a range of services including an Inclusion Team which provides advice and support for early year's practitioners, volunteers and Parent and Toddler Groups to provide effective early intervention for children with additional needs.

There is the family support team who visit all parent and toddler groups to advise on Health and Safety issues, Organise Pushchairs in the park, provides committee support, advice on fundraising, organises parent information events, outreach work supporting families at risk of exclusion by accessing funding and resources and enabling families to access local services.

The Toy Library offers a range of toys and equipment for hire, including specialist equipment and toys suitable for children with special needs. The Toy Library is open term time only.

There is a mobile crèche that can be provided for children aged 0 – 5 years, to enable parents/carers to access educational and recreational activities. It's advisable to check the accessibility of the venues used by the mobile crèche by emailing or phoning on the above details.



Special Educational Needs (SEN) Schools in Milton Keynes

The Walnuts School

Admiral Drive, Hazeley, Milton Keynes, MK8 0PU

Tel: 01908 563885 Fax: 01908 555617

Email: admin@walnuts.milton-keynes.sch.uk



The Walnuts is a special school for children and young people aged between 4 and 19 years. It is for pupils who have an Autistic Spectrum Disorder (ASD).

A limited amount of weekly, termly and 52 week boarding provision is also available and this is allocated through Milton Keynes Council's residential panel and will be considered as part of the Special Educational Needs Statementing process. Parents are welcome to visit the school at any time of the statementing process.

White Spire School

**Rickley Lane, Bletchley, Milton Keynes,
MK3 6EW**

Tel: 01908 373266



White Spire School caters for children and young people aged between 7 and 19 years. It is a mixed special school for children with learning disabilities and has provision for weekly boarders if required.

Slated Row School

**Old Wolverton Road, Wolverton,
Milton Keynes, MK12 5NJ**

Tel: 01908 889402

Email: slatedrow@milton-keynes.gov.uk



Slated Row School is a special school which caters for children aged 5-19 years with moderate and complex learning disabilities.

Stephenson Academy

Crosslands, Stantonbury, Milton Keynes, MK14 6AX

Tel: 01908 313903

Fax: 01908 221195



The Stephenson Academy is for boys and girls of secondary age with emotional, social and behavioral difficulties. The school caters for day pupils aged 12 -18 years.





**Romans Field,
Shenley Road, Bletchley,
Milton Keynes, MK3 7AW
Tel: 01908 376011
Email: RomansFieldSchool@milton-keynes.gov.uk**

Romans Field is a special school for children aged 7- 13 years with behavioural, emotional and social difficulties.

**Redway School
Farmborough, Netherfield, Milton Keynes, MK6 4HG
Tel: 01908 200000 Fax: 01908 206420
Web: www.theredway.net**



The Redway School is a special school for children with profound and complex needs including severe learning difficulties and autism. The school caters for children and young people aged between 2-19 years



Special Provision in Primary Schools



The schools listed below are those where specialist resources have been set up to support pupils with particular Statements of Special Educational Need.

Caroline Haslett Primary School – 01908 231101

Can provide support for pupils with Language Difficulties.

Chestnuts Primary School – 01908 373748

Provision for Hearing Impaired pupils

Falconhurst School – 01908 679354

Can provide support for pupils with Complex Needs.

Giffard Park Primary School – 01908 617868

Can provide support for pupils identified with Complex Learning Difficulties.

New Bradwell School – 01908 312244

Can provide support for pupils with Social Communication Difficulties.

Shepherdswell /Orchard Schools – 01908 665418

Can provide support for pupils with Physical Disabilities and Social Communication Difficulties.

Charles Warren Academy – 01908 670074

Can provide support for pupils with Language Difficulties.

Two Mile Ash School – 01908 562262

Can provide support for pupils with specific Learning Difficulties.

Special Provision in Nurseries (3+)



Cedars Combined School – 01908 610561

Provides support for nursery pupils aged 3+ who have a Statement of Special Education Need (SEN).

Rickley Park – 01908 252727

Provides support for nursery pupils aged 3+ who have a Statement of Special Education Need (SEN).





Additionally Resourced Special Needs Bases in Secondary Schools

All secondary schools are organised so that they can support children with specific or moderate learning disabilities including those with a Statements of Special Education Need.

St Paul's Catholic School – 01908 669735

Resource base for sensory impaired pupils, hearing and visually impaired. Resource base for pupils with social communication difficulties.

The Radcliffe School – 01908 682222

Has a Resource base for pupils with social communication difficulties.

Stantonbury Campus – 01908 324400

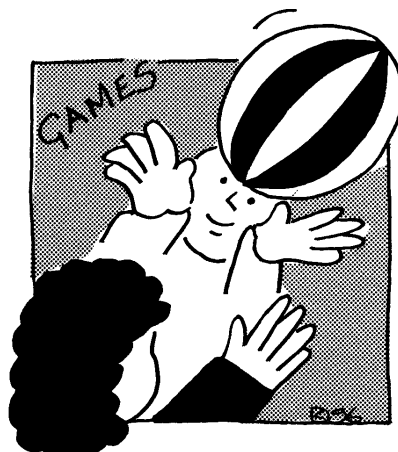
Has a Resource base for pupils with language difficulties and Social Communication difficulties.

Oasis Playscheme

13 Pinders Croft, Greenleys, Milton Keynes, MK12 6AJ

Tel: 01908 220541 Mobile: 07968 344453

The Oasis playscheme operates from Stacey Bushes Meeting Place and provides care for children aged between 4-16 years during most school holidays (except Christmas). The Oasis Playscheme welcomes children with special needs up to the age of 16 years. Full and part time day care is available. High adult/child ratios are maintained.



ADULT EDUCATION

Milton Keynes is brimming with community educational facilities. The Open University, Milton Keynes College, Adults Continuing Education (ACE) and Cranfield University all offer a wide variety of interesting and accessible courses. Each of the education organisations in this section will be able to advise on funding, should you need it.



If you are in need of financial help, the charitable sector may be able to assist you. Many of these organisations do not advertise, but you can get further details from Milton Keynes Centre for Integrated Living (MK CIL). See page 9 of the guide.

UK Online

Adult Continuing Education (ACE), Rivers ACE Centre, Trent Road, West Bletchley, MK3 7BB

Tel: 01908 556700

Central Milton Keynes Library

555 Silbury Boulevard, Central Milton Keynes MK9 3HL

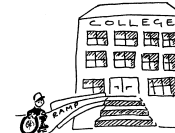
Tel: 01908 254085

UK Online is a government run scheme which aims to inspire people to get online and supporting them to gain skills and confidence they need to use the internet.

There are several UK Online Centres in Milton Keynes, including Rivers ACE Centre and MK library, and they offer a wide range of learning opportunities, including how to use the Internet and email through drop-in sessions.

The courses offered are usually free but for those that are chargeable there are discounts for people in receipt of certain benefits.





**Adult Continuing Education (ACE) – Milton Keynes
ACE Rivers Centre, Trent Road, Bletchley,
Milton Keynes, MK3 7BB**

Tel: 01908 556700 - Enquiries

Fax: 01908 566701

Minicom: 01908 556702

Email: adult.education@milton-keynes.gov.uk

Web: www.milton-keynes.gov.uk/ace

ACE offer a range of academic and vocational courses from English and Maths through to the Arts, Business & Computing, Languages, lip reading and sign language.

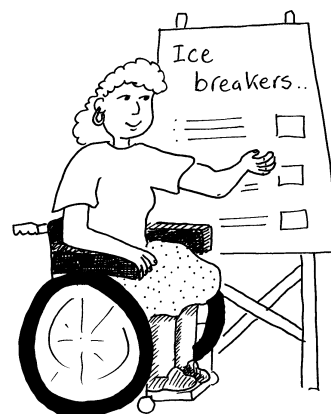
ACE uses a variety of accessible locations across Milton Keynes and hold day, evening and some weekend classes, so there should be a time and place to suit everyone.

ACE is ideal for people who are looking to improve their skills in basic numeracy, literacy and English for speakers of other languages. Classes are small (8-10) and individual support is available where appropriate.

Courses leading to a qualification and 'Skills for Life' classes are free to 16-18 year olds. Guidance, support and advice for training and development are provided within a student centred adult learning service.

ACE provides opportunities for learning which is tailored to individual needs. If you have a learning or physical disability ACE can arrange a one to one in class and/or out of class support assistant.

A hearing loop can be provided for people with a hearing impairment and communication support can be provided in class for people who use British Sign Language.



If you have a visual impairment ACE can provide all written materials in large print. If you are using a computer for your course ACE will adapt the machine to help people with a visual impairment, for example text reading software or magnifiers. ACE are able to offer Dyslexia support to those who need it.

Community Learning – Skills for Life
Farthing Enterprise Centre,
39 Farthing Grove, Netherfield, Milton Keynes, MK6 4JH
Tel: 01908 236875



Milton Keynes College runs Community Learning Courses through three accessible community centres in Milton Keynes: Netherfield, Conniburrow and Wolverton.

The courses that are offered are aimed at adults who wish to brush up on their skills and gain valuable qualifications that are recognised by employers and other training providers.

Each centre runs Maths courses for beginners, or those who lack confidence, through to move on Maths which is the adult GCSE equivalent.

There are also Literacy courses offered for complete beginners or those more experienced, as well as move on English courses.

There are English for Speakers of Other Languages (ESOL) courses as well and they are aimed at anyone who does not have English as their first language and who would like to improve their reading, writing, speaking and listening skills.

All courses are free to people who do not have a GCSE in Maths or English and who have UK/EU residency.

To find out more about these courses, or to apply to take a course at one of the centres, please contact Community Learning on the number above.





Milton Keynes Resource Centre
1 Fletchers Mews, Neath Hill, Milton Keynes, MK14 6HW
Tel: 01908 660364
Fax: 01908 231407
Email: karen.fairbrother@scope.org.uk

The Milton Keynes Resource Centre provides sessional courses for adults with physical disabilities. The facilities provide for social interaction and the building of social skills, rehabilitation and confidence building.

Courses and activities on offer include Literacy and Spelling, Arts and Crafts, Computers and a Music Club as well as one off special events.

The Milton Keynes Resource Centre are able to accept clients who are in receipt of personal budget from Milton Keynes Council and would like to buy time at the Resource Centre. In these instances referrals are through the Milton Keynes Adult Social Care Access Team (ASCAT) on 01908 253772/3.

Individuals who would like to fund the courses themselves should contact the Resource Centre directly.

Individuals are welcome to contact the Resource Centre to discuss a free taster session, to have a look around or for help with the referral process.

Available Mondays, Tuesday, Thursdays and Fridays 10.00am - 4.30pm

Access: Wheelchair accessible and personal care facilities.

The Resource Centre in Milton Keynes will be closing in October 2013, please contact MK CIL for an update on all changes to this service. See page 9 of the guide for MK CIL contact details.



Learning Support Team
Milton Keynes College, Chaffron Way,
Woughton Campus West, Leadenhall,
Milton Keynes, MK6 5LP
Tel: 01908 684301
Fax: 01908 684399
Email: timothy.gallagher@mkcollege.ac.uk
Web: www.mkcollege.ac.uk



The Learning Support Team organises support for students with learning difficulties and disabilities. The team is able to provide appropriate equipment and support following assessment of needs and offer potential students the opportunity to discuss their needs before enrolling. Home visits may be possible.

A wide range of full and part time courses are offered at the College, including specifically designed programmes for students with learning difficulties and or disabilities.

The College is on two main sites, Chaffron Way and Bletchley and both have good accessibility. There are also several outreach centres and many community settings with varied accessibility.

Information on access to the college is available on the webpage www.mkcollege.ac.uk

The College aims to create opportunities for people to achieve their personal, educational and employment goals, by providing a quality service in an environment which enables all those involved to learn to their full potential.





Student Registration & Enquiry Service
The Open University, PO Box 197,
Milton Keynes, MK7 6BJ
Telephone: 0845 300 60 90
Web: www.open.ac.uk/disability



The Open University

The Open University offers a wide range of part time qualifications which you can study at home. The Open University offer innovative teaching methods and study materials to bring learning to life in exciting, interactive ways including podcasts, downloads and DVD's, as well as textbooks. The flexible distance learning approach combines multimedia materials and support from a tutor.

Students can study at their own pace within a scheduled framework, and there may be the choice of attending tutorial or residential seminars.

Reasonable adjustments, including a range of alternative formats for studying materials, study support booklets and advice, are available for students who have a disability, health condition, mental health disability, or a specific learning disability (such as dyslexia) that affects their ability to study.

The Open University offers a low cost entry route called Access to Success to students from England. To be eligible you must have no previous higher education qualifications and an annual household income of less than £25,000.

To find out more please contact the Student Registration and Enquiry Service on the above telephone number Mon-Fri 8:00am – 8:00pm and Sat 9:00am – 5:00pm.



Cranfield University

Cranfield campus, Cranfield, Milton Keynes, MK43 0AL

University Diversity Manager

Tel: 01234 754113

DLSO Email: h.odedra@cranfield.ac.uk

Cranfield
UNIVERSITY

Cranfield University aims to provide an inclusive learning, teaching and working environment in which disabled students and staff are not disadvantaged or treated unfavourably.

A range of postgraduate courses are offered and support is available to disabled students in the following ways:

- Organising dyslexia assessments and support with needs assessment appointments.
- Support with Disabled Students Applications
- Assisting with specific examination adjustments (upon receipt of medical evidence)
- Providing reasonable adjustments on all aspects of learning and coursework.

For further information please contact the University Diversity Manager.





SUPPORT GROUPS AND SERVICES



Support groups can offer specialist advice on a wide range of issues surrounding disability and are often run by those who have, or have family or friends with, the specific condition or disability the group represents. Advice of this nature is often more informed and personable. In addition support groups offer a chance to socialise with others who have personal experience of the condition or disability.

Alzheimer's Society - Milton Keynes
Acorn House, 433a Midsummer Boulevard
Central Milton Keynes, MK9 3BN
Tel: 01908 232612

Alzheimer's Society | Leading the fight against dementia

The Milton Keynes branch of the Alzheimer's Society offer groups for people with Alzheimer's as well as carers of people with Alzheimer's.

Carers groups meet on Wednesday each week between 10:30am and 12:30pm. A drop in arts and crafts session for people with dementia is offered each Tuesday and Friday. Please telephone for more information and details of other groups.

Ankylosing Spondylitis Support Group – Milton Keynes
Tel: 079208320042

The Ankylosing Spondylitis Support Group offers information, advice, and support to people with the condition. As well as information and advice this group meets every Wednesday evening, during term time only and offers a chance to talk to a qualified physiotherapist and time in the gymnasium doing different types of effective exercise.

The group is made up of people of all ages and with varying degrees of ability.

The first session is free, for more information on the group please contact on the above telephone number.

Time: 7:00pm – 9:00pm (Term time only)

Venue: The Redway School, Farmborough, Netherfield, MK6 4HG

Arthritis Care (national)
Floor 4, Linen Court, 10 East Road, N1 6AD

Main Helpline: 0808 800 4050
General Enquiries: (9.00am - 5.00pm)
020 7380 6500

Helpline for young people: (10.00am - 4.00pm):
0808 808 2000

Fax: 020 7380 6505

General email: helplines@arthritiscare.org.uk

The Source email helpline: thesource@arthritiscare.org

Web: www.arthritiscare.org.uk



Arthritis Care is the UK's largest voluntary organisation working with and for all people with arthritis. It provides information and support on a range of issues related to living with arthritis.

Arthritis Care campaigns locally and nationally to make sure people with arthritis have access to the treatments and services they deserve.

Arthritis Care
Aylesbury Support Group (also covering
Milton Keynes)
11 Carrington Road, Southcourt, Aylesbury,
HP21 8JD
Tel: 01296 434460



The Arthritis Care Support Group in Aylesbury is affiliated to the National organisation and is also open to residents of Milton Keynes.

The group offers people with Arthritis a chance to talk to other people with the condition, share experiences, socialise, and attend regular trips out. The group also brings in a number of guest speakers throughout the year.

The group meets from 2:00pm – 4:00pm on the Second Saturday of each month in the back hall of Church of the Good Shepherd, Southcourt, Church Square, Aylesbury. This is on a direct bus route from Milton Keynes.

For more information about attending the Support Group see the contact details above.





The AS Meet Up

Tel: 01908 543206 / 07713075690

Email: jane.lynds@hotmail.co.uk

simon@simonrice77.wansdoo.co.uk

Web: www.milton-keynes.gov.uk/autism/

The AS Meet Up is a social group for people aged 18+ and who are on the Autistic Spectrum and or has Asperger's Syndrome. However a diagnosis is not required and anyone who thinks they are on the Autistic Spectrum are welcome to come along.

The AS Meet Up is a chance to make friends, to relax and chat to others who understand. Sometimes the group discusses issues around Autism and it is a chance to have a voice about Autism in Milton Keynes.

The group is mixed gender and usually 50% male and 50% female. There is always at least one person in a supporting role at the meetings to make sure everyone is comfortable.

Attendee's do not have to come to the group every month, and do not have to stay for the whole two hours if they don't want to.

Place: Wetherspoons, Midsummer Boulevard, CMK
(opposite Chiquitos)

Time: 7:30pm – 9:30pm

When: Third Wednesday of every month.

Carers and parents are not encouraged to attend the meet, however if they would like to attend for the first meeting this is fine.

Association of Young People with ME (AYME)

10 Vermont Place, Tongwell, Milton Keynes, MK15 8JA

Helpline: 08451 232389

Monday to Friday 10.00am - 2.00pm

Email: helpline@ayme.org.uk

Web: www.ayme.org.uk



AYME is a registered charity dedicated solely to the support of children and young people with ME up to 26 years. Membership is free to children and young people who wish to join.


AYME can also supply a range of educational literature, penpals, a postal library and has an Internet message board and chat room on

their website.

<p>British Thyroid Foundation Milton Keynes Branch Tel: 01908 210310 Web: www.btf-thyroid.org or www.thyroidmk.co.uk</p>	
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The British Thyroid Foundation aims to provide support and clear information to people with thyroid disorders, to promote greater awareness of these disorders amongst the general public and the medical profession, to help set up regional support groups and raise funds for research.

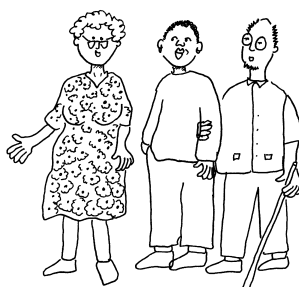
The Milton Keynes Branch of the British Thyroid Foundation can be contacted by telephone or email (as detailed above). Meetings are held every three months at the Open University. A small voluntary donation is invited.

<p>Bucks Vision MK Resource Centre The Peartree Centre, 1 Chadds Lane, Peartree Bridge, Milton Keynes, MK6 3EB Telephone: 01908 395498 Tuesday 1.00pm – 4.00pm Wednesday 10.00am – 1.00pm</p>	
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Bucks Vision MK Resource Centre is the main point of contact for information and equipment for blind and partially sighted people in Milton Keynes.

Bucks Vision is managed and run by volunteers and all have first-hand experience with visual impairment. The equipment on display at the Resource Centre includes:

- Large Button Telephones
- Electronic reading aids
- Daylight Lighting
- Writing Aids
- Computer Equipment
- Talking Watches and Clocks
- And Much More



**Buckinghamshire Fire & Rescue Service Home Risk Check
Brigade HQ, Stocklake, Aylesbury, Bucks, HP20 1BD
Tel: 01296 744477
Email: cs@bucksfire.gov.uk
Web: www.bucksfire.gov.uk**

Residents of Milton Keynes and Buckinghamshire can book a FREE Home Fire Risk Check from Buckinghamshire Fire Risk & Rescue Service.

A home fire risk check is a basic assessment of the fire risks in the home. Staff can offer fire safety advice, based on any potential fire risks that they may identify during the check and they can also answer any fire safety related questions.

The check takes about 20 – 30 minutes, depending on the size of the house. Someone needs to be present during the check to answer a few questions.

The staff will fit as many smoke alarms as they think necessary. They currently provide British Standard smoke alarms with a sealed battery that should last 10 years in normal use.

If an individual is deaf or hard of hearing they may find it difficult to hear the smoke alarms that would normally be fitted. If this is the case Bucks Fire Rescue Service can refer to an appropriate service who will carry out a hearing assessment and if necessary be able to loan a smoke alarm system which is suitable.

To book a FREE home fire risk check contact Bucks Fire and Rescue Service on the above number, email or book online via their website.

If an individual has sight, hearing, or mobility issues or if they use oxygen the fire service should be made aware of this during the check. This way the fire crew is made aware of an individual's circumstances in the event of an emergency.



**The Citizens Advice Bureau (CAB)
Acorn House, 361 Midsummer Boulevard,
Central Milton Keynes, MK9 3HP**

Tel: 01908 604475

Fax: 01908 545199

Minicom: 01908 692704

**Telephone helplines are open Monday – Friday 9am- 5pm
An automated 24 hour information line is open out of these
hours.**



The CAB offer free, impartial and confidential advice on a wide range of issues such as benefits, housing, consumer rights, family matters and legal and employment issues. The CAB have a disability specialist who can be seen, if appropriate, by referral, appointment only.

The CAB are accessible in the following ways:

By phone – the telephone helplines are open Monday – Friday 9:00am – 5:00pm. If they are closed the call will be transferred to an automated system, this is a 24 hour recorded information line that may help with your query.

At the Information Centre at Acorn House – Open Monday – Friday 9:00am – 3:00pm. There is an Enhanced Access Service which is for people who need an interpreter if English is not their first language or do not have access to a telephone. This service is available between 3:00pm and 5:00pm.

This is not a sit and wait service and a further appointment will be made for people who would like advice.

There are other outreach centres run by the CAB and appointments are offered at the outreaches. For more details of the outreaches across Milton Keynes contact Milton Keynes Centre for Integrated Living (MK CIL) see page 9, or CAB on above details.

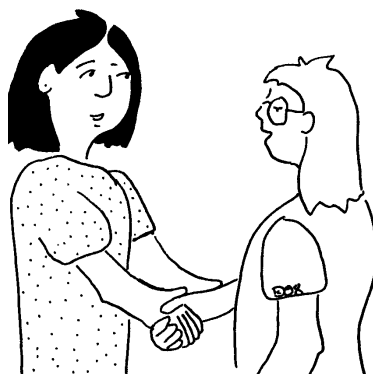
Carers Milton Keynes
Acorn House, 381 Midsummer Boulevard,
Central Milton Keynes, MK9 3HP
Telephone: 01908 231703 Fax: 01908 660867
E-mail: mail@carersmiltonkeynes.org
Monday to Thursday 8:30am – 4:30pm
Friday 8.30pm - 4.00pm

If an individual is looking after someone on a regular basis, who can't manage without them, then that individual is a carer and, as such, is entitled to information and support for themselves. Irrespective of how long they are caring for someone, who they are caring for, age or ethnic origin; - Carers Milton Keynes may be able to help.

Highly experienced staff can help by providing up to date information and advice and help to secure Carers Milton Keynes services. They also offer emotional support and a listening ear, advice on how to protect your health (as a carer), training to help carers in their role and links to other family carers, including support groups and access to therapy sessions.

There is also a Citizens Advice Bureau (CAB) outreach for carers who wish to access information about their benefit entitlements and help with benefit form filling. This outreach runs on Thursdays by appointment only. To find out more and to book an appointment, call 01908 231703.

Family carers have a right to an assessment by Social Care; this is an interview to discuss an individual's needs in relation to the caring they are giving. This assessment is free and gives an individual a chance to talk about their situation and put their point of view. For more information about a carer's assessment call the Adult Social Care Access Team (ASCAT) on 01908 253772.





Child Brain Injury Trust
Unit1, The Great Barn, Baynards Green,
Nr Bicester, Oxfordshire, OX27 7SG

Tel: 01869 341075

0303 3032248 – Helpline

Email: helpline@cbituk.org

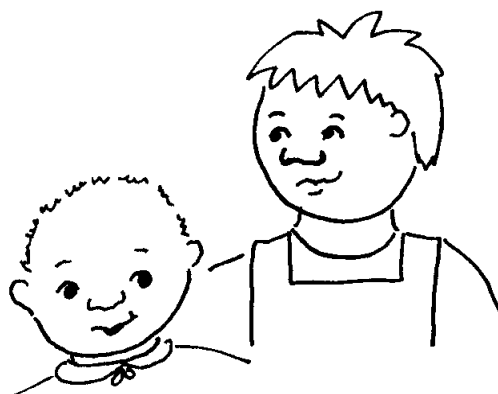
Web: www.childbraininjurytrust.org.uk



The Child Brain Injury Trust offers support for families across Oxfordshire and Buckinghamshire. The support that the Child Brain Injury Trust offers includes:

- On-going support in Hospital and at Home
- Social opportunities for children and young people
- Training for parents, carers, and professionals
- Localised Support
- Family Support Groups
- Information leaflets, booklets, Factsheets, Newsletters and other Resources
- Dedicated helpline available Mon – Fri 9:00am – 5:00pm
- Annual conference for parents and professionals

To access this service please contact the Child Brain Injury Trust on the above details or on their dedicated helpline.



CRi Recovery Service
Cripps Lodge, Broadlands, Netherfield,
Milton Keynes, MK6 4JJ
Tel: 01908 250730
Fax: 01908 230285



CRi Recovery Service is a free and confidential service for people aged 18 – 65 years old with a drug and/ or alcohol addiction. Offering access to counselling, advice and information, residential rehabilitation, detoxification, needle exchange, substitute prescribing, groups and keywork.

For anyone wishing to access the CRi Recovery Service a self-referral is accepted and each person is asked to complete an assessment form which has a series of questions relating to their drug or alcohol addiction.

If you would like advice or if you would like to speak to a member of the team then you can make an appointment by contacting CRi on the above number.

Phone Enquiries: Mon, Weds & Fri 9:30am – 12:30pm and
1pm – 4pm.
Tues 9:30am – 12:30pm and 1pm -7pm
Thurs 9:30am – 12noon and 4:30pm – 7pm

Diabetes UK - MK
141 Cottingham Grove, Bletchley,
Milton Keynes, MK3 5AJ

DIABETES UK
CARE. CONNECT. CAMPAIGN.

Secretary
Tel: 01908 372744 Head Office Tel: 020 7424 1000
Careline:0845 120 2960
Email: ken.plackett@phonecoop.coop
Web: www.diabetesmk.org.uk

Diabetes UK is a registered charity whose aims are to help those living with diabetes and to raise money for research. Meetings are held at The Peartree Centre, Peartree Bridge, MK6 3EB on the second Tuesday of each month starting at 7:45pm for a guest speaker attending at 8:00pm. Contact Diabetes UK –MK Secretary for more information.





Different Strokes

9 Canon Harnett Court, Wolverton Mill,
Milton Keynes, MK12 5NF

Tel: 0845 130 7172

01908 969877 – MK Support Group

Web: www.differentstrokes.co.uk

Email: miltonkeynes@differentstrokes.co.uk

different Strokes
Support for Younger Stroke Survivors

Different Strokes is a national charity launched by younger stroke survivors for younger stroke survivors for the purposes of active self-help and mutual support.

Throughout the UK, Different Strokes provides a telephone helpline staffed by stroke survivors, information packs, access to gyms, physiotherapy, exercise sessions and swimming, counselling services, and advice and guidance regarding education, work and benefits.

There is a local branch in Milton Keynes offering an exercise class for all working age and younger stroke survivors, at Shenley Leisure Centre, every Tuesday at 2:00pm. Please contact Different Strokes for more details.



Down's Syndrome Support Group – Milton Keynes
43 Green Lane, Wolverton,
Milton Keynes, MK12 5HN
Tel: 01908 311681

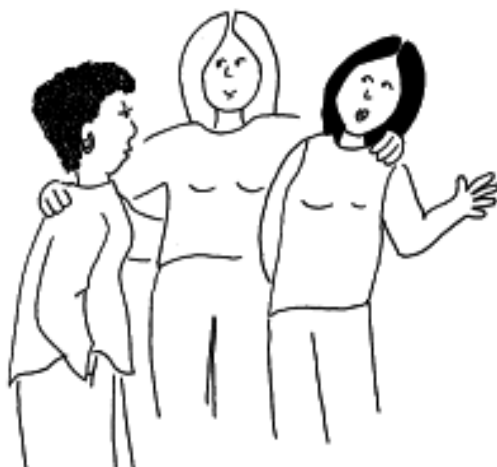


National Down's Syndrome Association
Helpline: 0333 1212 300
Web: www.downs-syndrome.org.uk

The Down's Syndrome Support Group in MK offers experience from someone who is a member of The National Down's Syndrome Association. The local contact is happy to hear from anyone who has any questions regarding living with Down's syndrome or family and friends of someone with Down's Syndrome.

The National Down's Syndrome Association offers information through a dedicated helpline providing information about all aspects of living with Down's Syndrome including: advisers on benefits, education and health, advice for new parents, anyone experiencing difficulties and advice on employment and training for people with Down's Syndrome.

For more information about living with Down's Syndrome or becoming a member of the National Down's Syndrome Association please contact either the National Down's Syndrome Association helpline or the Local Milton Keynes contact on the details above.





**Headway Milton Keynes (The Brain Injury Association)
793/795 Avebury Boulevard, Central Milton Keynes
MK9 3JP**

Tel: 01908 696700 (24 hour answer phone)

Email: kimmcmaster@headwaymk.org.uk

Web: www.headwaymk.co.uk



Headway Milton Keynes seeks to promote understanding of all aspects of brain injury and to provide support, information and services to people with a brain injury and their families and carers.

Headway aims to provide the chance to meet other people in a similar situation and to help brain injured people regain confidence and self-esteem.

A centre is available, for use by members, which provides support and a range of activities including art, cooking, discussion groups, quiz games, IT, trips, music and talks from visiting speakers.

The centre is open 5 days a week, Monday to Friday between 9am and 5pm. Sessions are held on Tuesday, Wednesday and Thursdays between 10:00am and 4:30pm at the Food Centre, Milton Keynes. Contact on above details for more information.

**Lymphoma Association – Milton Keynes Support Group
c/o Age UK, The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, MK6 3EB**

Tel: 01908 641663 Local Support Group

0808 8085555 Freephone Helpline

Email: information@lymphomas.org.uk

Web: www.lymphomas.org.uk



The Lymphoma Support Group is for those affected by Hodgkin or non-Hodgkin's Lymphoma who live in Milton Keynes. The group is held on the first Thursday of most months at 2pm at The Peartree Centre, Peartree Bridge.

For further details please contact Rosa on the above telephone number, Janet on 01234 357814 or Betty and David (Acting Chair) on 01908 265398 for information about the local support group.

Marie Curie Cancer Care

Head Office Tel: 0800 716 146

Web: www.mariecurie.org.uk



Marie Curie Cancer Care provides high quality nursing, totally free, to give terminally ill people the choice of dying at home supported by their families.

Many people, who are seriously ill with cancer and, for whom active treatment is no longer an option, wish to remain at home for as long as possible. The Marie Curie Nursing Service can help to make that possible through a nationwide network of Marie Curie Nurses providing nursing care at home. The service is free to patients and their families or carers. Your GP will be able to provide contact details for the local District Nurse.

Stroke Drop-In

Tel: 01908 650424

Time: First Tuesday of every month
(Between 10.00am - 12.00pm)

The Stroke Drop In is held on the first Tuesday of every month and is a friendly environment where there is an opportunity to meet others, share experiences and discuss queries or concerns. The group meets:

At: Milton Keynes Centre for Integrated Living (MK CIL),
330 Saxon Gate West, Central Milton Keynes, MK9 2ES

Time: Between 10.00am - 12.00pm.

There is no need to book, just come along.





The Monday Club

**c/o Age UK, The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3EB**

Tel: 01908 317860

**Time: Second Monday of the month
(2.00pm – 4.00pm)**

The Monday Club is for anyone who has had a stroke, their partner or family member. It is the chance to meet with people in a similar position, have a chat and listen to speakers on every day topics and so is more of a social club than the Stroke Drop-In (above).

Time: The group usually meets on the second Monday in the month 2.00pm – 4.00pm at Age UK, The Peartree Centre, 1 Chadds Lane, Peartree Bridge.

There is no need to book – just go along. A timetable is available on request. For more information please contact them on the telephone number above.

Milton Keynes & District Osteoporosis Support Group

Tel: 01908 377509 – Pat

01908 370511 – Elizabeth

Web: www.nos.org.uk – National Osteoporosis Society



**National
Osteoporosis
Society**

The Milton Keynes & District Osteoporosis Support Group is part of the National Osteoporosis Society's network of local groups run by people affected by Osteoporosis for the benefit of people living with the disease.

The Milton Keynes & District Support Group offers essential support and information to people with Osteoporosis by holding regular meetings at:

Newton Longville Free Church, Bletchley Road, Corner of London Road, Newton Longville, MK17 0AX.

For more information about the next meeting and for extra support and advice on who, within the National Osteoporosis Society, would be best to help with particular concerns and issues, please contact Pat or Elizabeth on the numbers above.

Milton Keynes Macular Society Support Group

Tel: 01908 319292 – Maggie Western

0300 3030111 – MDS Helpline

Email: info@macularsociety.org

Web: www.macularsociety.org



The Milton Keynes Macular Society support group meets once a month and welcomes anyone affected by central vision loss, together with their carers and friends, whether or not they are member of the Macular Society.

There is a programme of speakers on various topics, but there is also time at each meeting for general discussion and exchange of ideas and experiences over a cup of tea or coffee.

The group meets on the second Tuesday of every month from 2:00pm to 4:00pm at: Centrecom, 602 Secklow Gate West, Central Milton Keynes, MK9 3BJ.

For further details please ring Maggie on the above number or contact the National Helpline.

Mind BLMK – Milton Keynes,

2nd Floor, Midsummer House,

435 Midsummer Boulevard, Milton Keynes, MK9 3BN

Tel: 0300 1233393 – National Mind Information Line

01908 257830

Email: miltonkeynes@mind-blmk.org.uk

Web: www.mind-blmk.org.uk



Mind BLMK Milton Keynes is the local mental health charity working with adults in Milton Keynes providing a range of services that help support people who have experienced mental ill health.

Mind BLMK Milton Keynes also offers an accredited, low cost Counselling service to people across the city of Milton Keynes.

For the full Mind BLMK – Milton Keynes entry please see page 147 of the guide.





MK Ataxia Support Group
78 Gordian Way, Stevenage, Hertfordshire, SG2 7QH
Tel: 01438 747 160
Email: bob-robson@ntlworld.com
Web: www.ataxia.org.uk

Ataxia
UK
Caring today,
researching for tomorrow

The MK Ataxia Support Group meet every other month in Milton Keynes for an informal chat amongst members and for an opportunity to share problems with living with Ataxia and suggestions on coping with the condition.

Details of when the next meeting is and where it is being held are available from Bob Robson on the above contact details. There is also information on the local support group available at the above web address.

MK MEG (Milton Keynes ME Group)
1 Northend House, Willen Road,
Milton Keynes Village MK10 9AF
Tel: 0845 123 2649
Web: www.mkmeg.org.uk



A self-help group for people with Myalgic Encephalomyelitis, Chronic Fatigue Syndrome, Post Viral Fatigue Syndrome and Fibromyalgia Syndrome. Membership is open to all – those with ME, carers, friends, family or anyone with an interest in the illness.

Through MK MEG individuals can meet other people who are living with these illnesses and share common experiences. Group meetings are held once a month and there is a contact network for members to keep in touch with each other.

Individuals can have access to a library of information (books, video tapes and audio cassettes) and a newsletter which provides information, support and some light relief.

MK MEG also aims to inform the public and caring professions about ME and research into it. Advice and support are also offered to carers. For further information phone or write to above address.

**Multiple Sclerosis Society
Milton Keynes & District Branch Marshworth,
Tinkers Bridge, Milton Keynes, MK6 3DD**

Tel: 01908 239151

Email: info@mkms.org

Web: www.mssociety.org.uk/miltonkeynes



This is a branch of the MS Society run entirely by volunteers whose aim is to help those with MS and their families achieve the best quality of life they can.

They offer a monthly drop-in on the last Tuesday of each month (except December) at Age UK, Peartree Bridge from 10:30am – 12:30pm. In addition a weekly swim club is available every Thursday from 11:00am – 12:00 noon at Leon School.





MK Multiple Sclerosis Therapy Group

4 Hollin Lane, Stacey Bushes, Milton Keynes, MK12 6HT

Tel & Fax: 01908 225907

Email: mkmstg@ms-centre.fsnet.co.uk

Web: www.mkweb.co.uk/mkmstg



Milton Keynes
Multiple Sclerosis
Therapy Centre

The Multiple Sclerosis Therapy Group is a centre offering therapy and advice to people with debilitating diseases e.g. Multiple Sclerosis, Rheumatoid Arthritis, ME, Parkinsons, Fibromyalgia, Oral Cancer, Cerebral Palsy, Autism, Sports Injuries or Stroke.

The group runs on a self – referral basis and, although the therapies available are primarily for those with MS, individuals with other conditions requiring therapy are never turned away. Therapies offered are advice, hyperbaric oxygen, remedial, massage, reflexology, touch therapy, holistic and therapeutic massage and Reiki. The centre also treats children with Cerebral Palsy and Autism.

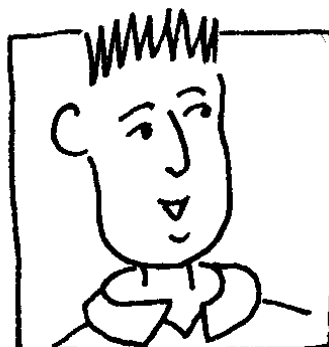
The Multiple Sclerosis Therapy Group is a self funding independent charity run by volunteers. There is a small charge for subscription and a minimum payment for each week you receive therapy.

Opening Times:

Monday	9:30am – 2:30pm
Tuesday	10.00am – 12 noon
Wednesday	10.00am – 12 noon
Thursday	10:00am – 12 noon
Friday	10:00am – 2:00pm

Wednesday Evening 5:00pm – 8:00pm

The Centre reserves the right to vary these times by approximately one hour as necessary.



MK Parkinson's Disease Society (Support Group)
Denise Wilcox - Information & Support Worker

Tel: 0844 225 3773

01908 615122 -Wednesday Support Group

Email: dwilcox@parkinsons.org.uk

juliedavies@btinternet.com -Saturday Group

PARKINSON'S^{UK}
CHANGE ATTITUDES.
FIND A CURE.
JOIN US.

There are two Parkinson's support groups in Milton Keynes that meet regularly for informal support.

The Wednesday group meets between 2:00pm and 4:00pm on the last Wednesday of each month (except December). The Wednesday meetings are held at Centrecom, 602 North Row, Central Milton Keynes, MK9 3BJ. Free car parking is available to those attending the Centrecom. Refreshments are provided.

There is also a Saturday group that meets at LA Fitness Café in Willen. Refreshments are available to purchase. As well as these regular meetings other social activities are also organised, such as walks, theatre trips, and coach trips. Contact above number for more information.

Parkinson's Information and Support Worker

Tel: 0844 225 3773

0808 8000303 – National Helpline

Email: dwilcox@parkinsons.org.uk

PARKINSON'S^{UK}
CHANGE ATTITUDES.
FIND A CURE.
JOIN US.

If you or a member of your family has Parkinson's, one to one support is available to help you deal with the condition.

The local Parkinson's Information and support worker can provide:

- Up to date information on Parkinson's
- Emotional support to you and your family
- Information about and link to local services
- A supporting voice if you need to complain or are having problems getting your needs assessed
- Links to other Parkinson's UK services, a Helpline, website, information resources, local branches and support groups.

The Information and Support worker can also help with benefit



information and help with the application processes, including help with filling in DLA/AA forms for people who are diagnosed with Parkinson's disease or their carer. A home visit can be arranged for form filling.



Milton Keynes Reader Service (MKRS) Tinkers Bridge Small Meeting place, 43 Marshworth, Tinkers Bridge, Milton Keynes, MK6 3DD Telephone: 01908 231123 (Monday to Thursday 9.00am- 2.30pm) Email: mkreader@tiscali.co.uk Web: www.miltonkeynesreaderservice.org.uk	Milton Keynes  Reader Service
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The Milton Keynes Reader Service offers, in their own home, a free face to face reading and writing service to individuals with physical and sensory disabilities. They also offer large print, braille, and audio service. Milton Keynes Reader Service can also provide a transcription service to all individuals and organisations which provide accessible information to blind and partially sighted people and people who cannot access printed information e.g. where English is not the first language and illiteracy etc.

MKRS can also give practical help with education and cultural activities outside the home and the 'Shop and See' escort scheme for visually impaired people. For more information about the 'Shop and See' escort scheme please see the 'Shopping' Section in the guide.

Office is open: Monday – Thursday 9:00am – 2:30pm.
Access: Wheelchair accessible

MK Sickle Cell and Thalassaemia (Support Group) Whalley Drive Clinic, Whalley Drive, Bletchley, Milton Keynes, MK3 6EN Tel: 01908 650418

The MK Sickle Cell and Thalassaemia support group gives support to affected families and encourages sharing of information and experiences. The group's overall aim is to increase public awareness about such disorders. Counselling is available to individuals and families.

Please contact for more information regarding times and locations. Translators are available for many languages via a recognised

language service and by prior arrangement.

MK Talk Back Club

**C/O The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3EB**

Tel: 01908 321476 or 01908 672615

Email: gill.norris@btinternet.com



MK Talk Back Club is affiliated to the stroke association and is a social club for people living in the Milton Keynes area who have Aphasia from stroke, other cerebral vascular accident or any degenerative disorder where it has resulted in speech impairment. There are a range of social activities, occasional outings and lunches.

The group aims to provide confidence, support rehabilitation and general promotion of good health. It also provides speech-orientated activities to maintain and improve the level of speech and language.

Meetings are held each week on a Friday at The Peartree Centre between 9:30 am and 12noon.





Motor Neurone Disease Association
40 Bourton Road, Buckingham, MK18 1BE
Tel: 01280 814024 Support Group
Email: anniewilkes60@hotmail.com
Web: www.mndassociation.org



National Headquarters: Motor Neurone Disease Association,
PO BOX 246, Northampton, NN1 2PR
Tel: 08457 626262 Helpline
01604 25050 Admin
Fax: 01604 624726

The Motor Neurone Disease Association is a self-help support group for individuals with Motor Neurone Disease (MND), families and carers. The association fund raise for and promote awareness of MND.

The group meets on the 1st Thursday of each month, from 12- 2pm, except January and August, for an informal lunch at The Peartree Centre, 1 Chadds Lane, Peartree Bridge, MK6 3EB. There is usually guest speakers with the focus on information regarding equipment, care and research.



People's Voices

**Acorn House, 351 Midsummer Boulevard,
Central Milton Keynes, MK9 3HP**

Tel: 01908 314444

Fax: 01908 579958

Email: mk.support@peoplesvoices.org.uk

Web: www.peoplesvoices.org.uk



People's Voices is a registered charity, independent of social services, health trusts or private care establishments such as residential homes. The service is free and confidential.

Advocacy is speaking up on an individual's behalf, ensuring that their thoughts, concerns and wishes are communicated. An advocate takes an individual's side, listens to them and helps them to ask or action what they want. Advocates are independent and will never reveal information without speaking to the individual first.

People's Voices can provide Advocacy for adults who have: Learning disabilities, mental health issues, a physical or sensory disability.

Contact People's Voices on the above details between 9:00am and 1:00pm Monday – Friday for more information about Advocacy.

If possible potential clients should download, print out, and complete a referral form from the People's voices website listed above before contacting the advocates. If downloading a copy of the referral form is not possible, then please contact People's Voices on the above telephone number for assistance.





Rethink Mental Illness- MK Community Support Service
Room 2, 11 Winchester Circle, Kingston,
Milton Keynes, MK10 0BA

Tel/Fax: 01908 585085

Advice Service: 0208 9746814

Email: mkds@rethink.org

Web: www.rethink.org



Rethink Mental Illness is a national voluntary organisation that supports people with a mental illness, their families and carers.

The Milton Keynes service aims to help people to lead a meaningful life whilst recovering from mental illness. Service users work with staff to establish the best route to recovery and move on from the service when they are ready.

There are a variety of organised and informal activities and interest groups, including specialist services for men and women. Services are provided across Milton Keynes in both service buildings and the community.

Individuals can be referred to the service by their mental health professional, GP or they can contact the office themselves for advice. To find out more, and which group/venue would be most suitable, please contact the service.

RoadPeace

PO Box 2579, London, NW10 3PW

Tel: 020 8838 5102

Fax: 020 8838 5103

Helpline: 0845 450 0355

Email: info@roadpeace.org


Helpline Email: Helpline@roadpeace.org

Web: www.roadpeace.org



RoadPeace is a national charity for road traffic victims providing information and support to bereaved and injured road traffic victims through their helpline, literature, local groups and contact with other

victims.


<p>Samaritans - MK 161 Fishermead Boulevard, Fishermead, Milton Keynes, MK6 2AB Tel: 08457 909090 01908 667777 Email: jo@samaritans.org Web: www.samaritans.org</p>	
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The Samaritans provide confidential emotional support for people finding it hard to talk. They try to reach those who are experiencing feelings of distress or despair, including those which may lead to suicide.

Telephone support is available 24 hours a day on **08457 909090**, 365 days a year.

Callers are also welcome to pop in to the above address between 10.00am and 9.00pm, please telephone 01908 667777 first to check access and to ensure someone will be available to see you.

Access: Please call for access details.

<p>Scope Response SCOPE, PO Box 833, Milton Keynes, MK12 5NY Freephone Helpline: 0808 800 3333 Monday - Friday 9.00am - 5.00pm Excluding Bank Holidays Fax: 01908 321051 Email: response@scope.org.uk Web: www.scope.org.uk Text: Text SCOPE plus message to 80039 (texts are free for sender)</p>	
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Scope is the UK's leading disability charity. Our focus is on children and adults with cerebral palsy and people living with other severe and complex impairments. Our Vision is a world where disabled people have the same opportunities to fulfil their life ambitions as non-disabled people.

The helpline offers in-depth information and advice on all aspects of Cerebral Palsy and disability issues as well as information about, and referral to, Scope services.



For all general enquiries, please use the Freephone Helpline number.




<p>Sensory Advice and Resource Centre (SARC) 275 Upper Fourth Street, Witan Court, Central Milton Keynes, MK9 1EH Tel: 01908 401135 01908 253772 Adult Social Care Access Team (ASCAT)</p>	
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The Sensory Advice and Resource Centre is available across Milton Keynes and aims to help adults who are profoundly deaf, hard of hearing, sight impaired or have a dual sensory loss.

Open to call or drop in: **Monday – Thursday 9:00am – 5:00pm**
Friday – 9:00am – 4:30pm.

Please see the full entry in the Sensory Impairments Section of the Guide.

<p>SSAFA Milton Keynes & Forces Help Society John Howard Barracks, Yeomans Drive, Blakelands Milton Keynes, MK14 5NQ Tel: 01908 217181 Fax: 01908 218564</p>	
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The Soldiers, Sailors and Airman's Families Association and Forces Help Society (SSAFA) MK are the local contact of the national organisation through which individuals can access an independent welfare network that helps ex-servicemen/women and their families/dependants.

Financial assistance is given to those considered eligible in the Milton Keynes area. Home visits may also be arranged by a case worker. Visits to the office are by appointment only.



Shine – Milton Keynes & North Bucks Support Group

**Tel: 01908 610611
07738917939**

Email: john.richards@shinecharity.org.uk

Web: www.shinecharity.org.uk



Shine Milton Keynes and North Bucks is a support group for people living in the area who have Spina Bifida and or Hydrocephalus.

The group offers a chance for people to meet other people with the condition and have a cup of tea and chat. Future meetings may include discussions, DVD's, guest speakers, but the primary focus will be on mutual support of the members.

There are no age limits for people wanting to attend the group, everyone is welcome and should contact John Richards or have a look at the web page for information on forth coming meetings.

Spinal Injuries Association (SIA)

**SIA House, 2 Trueman Place, Oldbrook,
Milton Keynes, MK6 2HH**

FREEPHONE ADVICE LINE: 0800 980 0501

Advice Line Team email: adviceline@spinal.co.uk

Tel: 0845 678 6633

Fax: 0845 070 6911

Text: SIA followed by enquiry to 81025

Email: sia@spinal.co.uk

Web: www.spinal.co.uk



The Spinal Injuries Association (SIA) is the leading charity for spinal cord injured people and all those concerned with their well-being. SIA's services include an Advice Line providing information and advice, a peer advice scheme to assist those

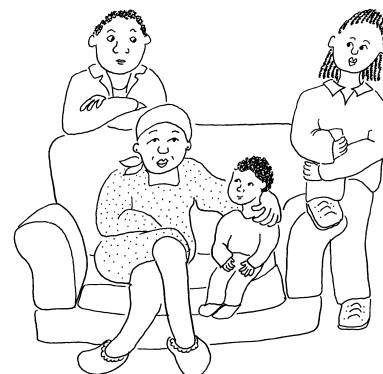


undergoing treatment in Spinal Injury Centres and a range of expert publications. A bi-monthly magazine which addresses a wide spectrum of issues of interest and concern to spinal cord injured people is also produced; in addition there are online e-bulletins and e-clips.



CHILDREN & YOUNG PEOPLE

Milton Keynes has a higher proportion of young people than many established towns and cities. This section aims to cover the wide range of support, activities and facilities available for disabled children and young people in Milton Keynes. Children and young people also feature in other sections of the guide.



Children's Social Care
Milton Keynes Council, Saxon Court,
502 Avebury Boulevard, Central Milton Keynes, MK9 3HS
Tel: 01908 253169 /01908 253170
Web: www.milton-keynes.gov.uk



Children's Social Care is part of Milton Keynes Council and deals with all aspects of social care regarding children and includes child protection referrals, family placement, adoption and disability. The age group covered by this service is 0-18 years.

Referrals for a child with a disability can also be made directly to, Jeremy Taylor, Team Manager on 01908 253617.

Times: Monday to Thursday 9.00am - 5.30pm
Friday 9.00am - 5.00pm

Youth Information Service (YIS)
Saxon Court, 502 Avebury Boulevard,
Central Milton Keynes, MK9 3HS
Tel: 01908 604700
Email: yis@mkmind.org.uk
Web: www.mkweb.co.uk/youthinformation



youth information service

The Youth Information Service (YIS) offers free and confidential

counselling to young people aged 13 – 25 years and works in partnership with City Counselling Centre to offer this service.

Trained counsellors will listen and offer support by appointment. To book an appointment contact YIS on the above number or email.

Connexions MK
The Point, 602 Midsummer Boulevard
Central Milton Keynes, MK9 3NB
Tel: 01908 398300 Fax: 01908 698109
Web: www.connexions.org.uk
Email: connexionsmk@prospects.co.uk
Facebook: Connexions MK
Twitter: @ConnexionsMKjob

Connexions is a support service for young people aged 16-19 years in Milton Keynes (aged up to 24 years for some young people with learning difficulties and/or disabilities) who are not in employment, education or training.

Connexions provides free and confidential information, advice, guidance and access to personal development opportunities for young people, helping them make a smooth transition to adulthood and working life. Connexions can also help vulnerable young people who are not in work, education or training.

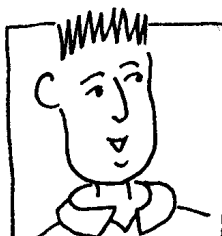
Connexions offer:

- Drop in service
- CV, job search and interview skills
- Weekly job vacancies
- A daily job club 10am -1pm
- Free access to the internet for job searching.

Examples of things Connexions can help with include:

- Housing issues
- Being a teenage parent or pregnancy
- Leaving Care
- Alcohol or drug misuse
- Bullying
- Controlling anger
- Money problems
- feeling low or worried
- Professional advice on applications
- Having been in trouble with the Police or Youth offending service.

Open: Monday – Thursday 9:00am – 5:00pm and Friday 9:00am – 4:30pm.





Family Link
Children & Young People's Service, Saxon Court,
502 Avebury Boulevard, Milton Keynes, Bucks, MK13 5NA
Family Link and Fostering Team
Tel: 01908 253206

Family Link is a respite care service for children with learning and sometimes additional physical disabilities and their families. The goal of Family Link is to ensure that children with learning disabilities and their families have the support they need to live full and rewarding lives.

Family Link carers provide short breaks for children with learning disabilities and sometimes additional physical disabilities. A child is linked to a Family Link carer who cares for the child for short periods, usually the weekend and/or school holidays. Visits to the carer's home might vary from a few hours to a weekend stay and will be dependent on the child's needs and the carer's availability.

Carers come from a wide range of backgrounds and experience to match the needs of individual children.

Children with Disabilities Database
Children's Services, Milton Keynes Council,
Saxon Court, 502 Avebury Boulevard,
Central Milton Keynes, MK9 3HS
Tel: 01908 253559
Email: childrendisabilityteam@milton-keynes.gov.uk




The aim of this database is to ensure that the Children's Services - Health & Education Departments give greater priority to supporting children with disabilities and their families and helps them to develop, plan and co-ordinate services. It is also used to tell people about services or benefits that they may be entitled to receive.

Details included on the database include health, education, housing and membership of local or national groups.


Benefits of being on the database include receiving 'In Touch' - a

newsletter which has information on service developments within health, education and children's services, plus news items about government action, events held by local and national support groups and more. The decision to place a child's name on the database lies with the parents - please contact to discuss.

Association of Young People with ME (AYME) 10 Vermont Place, Tongwell, Milton Keynes, MK15 8JA Helpline: 08451 232389 Monday to Friday 10.00am - 2.00pm Email: helpline@ayme.org.uk Web: www.ayme.org.uk	
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AYME is a registered charity dedicated solely to the support of children and young people with ME (between 0 and 26 years). Membership is free to children and young people who wish to join.

AYME can also supply a range of educational literature, penpals, a postal library and an Internet message board and chat room on their website.

Child Brain Injury Trust (CBIT) Unit1, The Great Barn, Baynards Green, Nr Bicester, Oxfordshire, OX27 7SG Tel: 01869 341075 0303 3032248 – Helpline Email: helpline@cbituk.org Web: www.childbraininjurytrust.org.uk	
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The Child Brain Injury Trust offers support for families across Oxfordshire and Buckinghamshire. The support that CBIT offers includes:

- On-going support in Hospital and at Home
- Social opportunities for children and young people
- Training for parents, carers and professionals
- Localised Support
- Family Support Groups
- Information leaflets, booklets, Factsheets, Newsletters and other Resources
- Dedicated helpline available Mon – Fri 9:00am – 5:00pm
- Annual conference for

parents and

professionals



Young Carers Milton Keynes
Acorn House, 375 Midsummer Boulevard,
Central Milton Keynes, MK9 3HP
Tel: 01908 231703
Fax: 01908 660867
Email: mail@carersmiltonkeynes.org.uk



Young carers are ordinary children or teenagers who take physical and /or emotional responsibility for another person. This person could be ill, have a disability, be experiencing mental distress or be suffering from alcohol or drug misuse. Young Carers MK want to make sure that young carers are able to enjoy being young and achieve all that they want to and so run a service especially for these young people.

Services include social support and clubs, activities and outings, one-to-one support, home visits, advice and information, a newsletter every three months and family events.

When a young carer is referred from a professional agency they will be visited by Young Carers Milton Keynes for an assessment. This helps Young Carers Milton Keynes to understand more about the caring role and get to know the young person and ensure that the Young Carer Service is appropriate.

Contact Young Carers MK for more information.



SNUGS – Special Needs Unit Gymnasts
45 Kernow Crescent, Fishermead, Milton Keynes, MK6 2LD
Tel: 01908 675473 Mobile: 07719 093798

SNUGS offer gymnastics and trampoline sessions for children 6 years old and over with special needs. Sessions are every Saturday between 12.30pm – 17.00pm.

The group meet at Cottesloe Gym, Milton Keynes College, Chaffron Way.

Must be by prior arrangement – please call to book.

Kingston Gymnastic Centre
15 Winchester Circle, Kingston, Milton Keynes, MK10 0BA
Tel: 01908 586500
Email: gym@mkgym.co.uk
Web: www.mkgym.co.uk

Kingston Gymnastic Centre offers gymnastic classes for children of all ages and abilities including a pre-school gymnastics club, trampoline and fitness classes, parent and toddler sessions and classes for children with disabilities and additional needs.

Opening Times:	Monday to Friday	9.00am - 10.00pm
	Saturday	8.30am – 6.00pm
	Sunday	8.30am - 2.00pm

Access: Disabled access and disabled toilets



Creed Street Arts Centre
Creed Street, Wolverton, Milton Keynes, MK12 5LY
Tel: 01908 320179
Email: info@creedstreet.com
Web: www.creedstreet.com

Creed Street Arts Centre is a music and drama community arts project. For dates and time of sessions please see the website or phone to request information.

A number of drama groups are held weekly:

- Star Gazers Drama Group for children aged 7–10 years – Monday 5:30pm – 7:00pm
- Let's pretend Drama Group for children aged 4–6 years – Monday 4:30pm – 5:30pm
- Apollo Theatre Drama Group for children aged 11-14 years – Wednesday 6:00pm – 8:00pm
- Music Project – Wednesday 4:00pm – 9:00pm, ages 14- 19.

A full and varied programme of performances is offered including panto's, plays, music gigs and variety shows. For dates, times, and prices contact Creed Street on the above telephone number or visit the website.

Access: Ramped access to ground floor suitable for wheelchairs. There is lift access to upper floor for all theatre performances and workshops etc.

Victa – Visually Impaired Children Taking Action
P.O. Box 5791, Milton Keynes, MK10 1BE
Tel: 01908 240831
01908 672163
(Lines open Monday to Friday 9.00am – 5.30pm)



Victa is a national charity set up to help families with visually impaired children through the provision of information on education, welfare and leisure activities for their child.

MK Dons Football Club Disability Youth
Tel: 01908 622938 – MK Dons SET Coach
01908 622937 – Karl White
01908 526431

The MK Dons Football Club Disability Youth is for young people aged 5 - 21 years with Special Needs, Mild Learning Difficulties (MLD), Severe Learning Difficulties (SLD), Autism and physical disabilities.

The group meets at the MK Dons Indoor Training Dome, Woughton- on- the- Green on Sundays 5.00pm - 6.00pm for up to 12 years old, from 5.45pm – 7.15pm for 12 – 16 years old and 6.30pm – 8.00pm for over 16 years.

The sessions are led by a MK Dons Community Coach and have two additional FA Level one coaches every week. There is a fee of £2.00 per hour.

MK Dons Football Club Disability Youth
Wheelchair Users Group
Stadium:MK, Stadium Way, Milton Keynes, MK1 1ST
Tel: 01908 622937 – Karl White

The MK Dons Football Club Disability Youth runs a wheelchair users group for people aged 12 years and over.

For people using manual wheelchairs the group meets

On: Thursdays 6:30pm to 7:30pm

At: Bletchley Leisure Centre

For people using a powered chair the group meets

On: Saturdays 10am to 12 noon

At: Bletchley Leisure Centre

There is a small fee for playing and people should book before coming along. For more information or to book please contact Karl White on the number above.



Friday Club Youth Project
Cross Links Centre, 108 Serpentine Court, Bletchley,
Milton Keynes, MK2 3QQ
Tel: 01908 631333

The Friday Club Youth Project is a youth club for people with learning disabilities and associated problems and offers a safe, comfortable place to meet new people and socialise with friends.

The project caters for 13+ years with no upper age limit and takes place on Fridays 7.00pm – 9.00pm (term time only) at Water Eaton Church Centre, Drayton Road, Bletchley, MK2 2RR. Please note there is a small charge of £1.50 per session.

Oasis Playscheme
13 Pinders Croft, Greenleys, Milton Keynes, MK12 6AJ
Tel: 07968 344453
Email: fsn123@btinternet.com


The Oasis playscheme operates from Stacey Bushes Meeting Place and provides care for children with special needs aged 4 – 12 years during most school holidays (except Christmas). Full and Part time day care is available. High adult/child ratios are maintained.

Parents of Special Households (P.O.S.H)
Hanslope Primary School,
Long Street, Hanslope, MK19 7BL
Tel: 07816125863
Web: www.milton-keynes.gov.uk/service

P.O.S.H is a support group for parents of all age children who have additional needs.

The group meets as and when there is a need.

For more information about this group please contact the above telephone number.

<p>PACA – Parents and Carers Alliance c/o Carers Milton Keynes, Acorn House, 375 Midsummer Boulevard, Milton Keynes, MK9 3HP Tel: 01908 231703 Email: pacamk@gmail.com Web: www.pacamk.org</p>	
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PACA is an independent and voluntary group of parents and carers, all caring for children and young people with special needs. For more information and support please contact on the above details.

<p>Milton Keynes Parent Partnership Service Galley Hill Education Centre, Galley Hill, Stony Stratford, Milton Keynes, MK11 1PA Tel: 01908 254518 Email: contact@mkparents.org Web: www.mkparents.org</p>
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Milton Keynes Parent Partnership offers independent information, advice and support to the parents of children who have, or may have, a special educational need.

The service offers:

- Information and advice on all aspects of Special Educational Needs
- Explanation of educational jargon
- Explanation about Statutory Assessments and Statements
- Help with understanding and writing reports
- Help to explore different options for your child's education
- Support regarding meetings with the school or Local Authority
- Contact with other organizations and support groups
- To link you to local and national voluntary organisations
- Explain how MK children and Families services work
- Help with disputes



Milton Keynes Parent Partnership Service can put people in touch with Independent Parental Supporters who can listen to their concerns and give advice and support.



VoiceAbility

**Doddridge Centre, 109 St James Road,
Northampton, NN5 5LD**

**Tel: 0800 0124325 Free phone
01908 886234 Local Rate
07785 426152 Text**

Email: youngvoices.mk@voiceability.org.uk

Web: www.voiceability.org.uk



VoiceAbility provides an advocacy service, in Milton Keynes, for looked after (in care or services) and vulnerable children (children at risk of going into care) up to the age of 18 years.

The service is independent, so looked after children do not need to feel worried if they need to talk to someone about a problem that regards their home or a service from an organisation such as The Local Authority.

Voiceability do not offer advice and they will only represent the best interests of the child. Advocates at Voiceability can:

- Listen
- Communicate views of each child to other people
- Support each child to understand their rights and make sure they are respected
- Work with a child to increase their confidence to speak up for themselves
- Support a child to work through options if they have a decision to make
- Work with the child until their views have been listened to

A young person may want to talk to Voiceability because:

- They want support at a childcare review
- They want to understand what services they can use
- They want information about processes that they may be going through
- They have a letter or email to write and not sure how to start
- They feel nobody is listening to them
- They want to make some changes in their life

Children and young people can contact the service themselves to

discuss how Voiceability may be able to help them, or they can be referred by a Social Worker, Foster Carers, or Family Group conference co-ordinator.

MaD (Make a Difference)
The Buszy, Former CMK Bus Station
401 Elder Gate, Central Milton Keynes, MK9 1LR
Tel: 01908 231312
Email: info@mad-uk.org
Web: www.mad-uk.org

Make a Difference (MaD) is a community interest company that offers a range of activities for young people aged 8-25 years. Activities that MaD offer include:

- Sports and sports nights
- Graffiti/Stencil workshop
- Street Dance classes
- Health & First Aid
- Skateboarding
- Fashion sessions
- Open Mic Night
- Cookery workshops
- Urban Art
- Music
- Media
- Residential Opportunities
- Skate Jams
- Drama Groups
- 'Glee' Clubs
- Movie Nights

Make a Difference welcomes young people with disabilities and will tailor the activities to be accessible to as many people as possible.

MaD also offers a range of voluntary opportunities for young people aged 14-25 and welcome applications from disabled young people.

- Helping at youth groups and youth clubs
- Reading groups
- Helping to run a smoothie bar
- Assisting with the MaD magazine
- Advice and support
- Reception and administration work
- Working in cafes
- Helping with leisure sports
- Arts and cultural activities
- Short and long term residential opportunities

More up to date information regarding current events, voluntary opportunities and training can be found on their website. MaD also welcome any enquiries from clients via telephone or email.

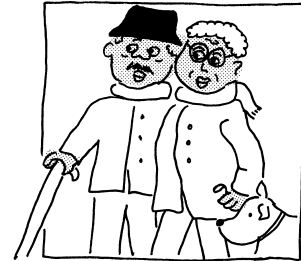


Access: The venue is fully accessible with automatic doors and a lift to the second floor.



OLDER PEOPLE

Older people can be as diverse as any other group in Milton Keynes. The organisations within this section cover a range of age-related issues from the possible practical help and support needed, to the social aspect of growing older. Age UK in Milton Keynes produce a Directory of services for older people living in Milton Keynes. A copy of the Directory can be provided from Age UK Milton Keynes on request. Alternatively you can get a copy of the guide from Milton Keynes Centre for Integrated Living (MK CIL). See page 9 of the guide.



Milton Keynes Council Community Social Work Team
Civic Offices, 1 Saxon Gate East
Central Milton Keynes, MK9 3EJ
Tel: 01908 253772

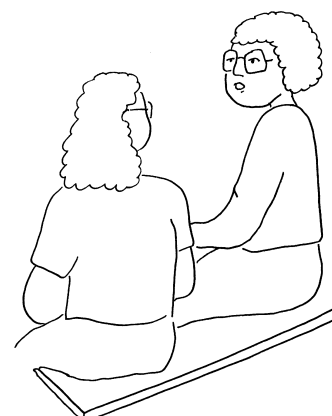


The Community Social Work Team works with all people aged 18+ years that have Social Care needs.

The team provides assessments and arranges care and support to people with long term health conditions and disability who meet the Adult Social Care eligibility criteria, i.e. they have critical and substantial care and support needs.

The team provides Social work services, rehabilitation to enable people regain or maintain their independence, supported employment to help people back into voluntary and paid employment and support to help people maintain their tenancies.

All referrals are made through the Adult Social Care Access Team ASCAT on 01908 253772.



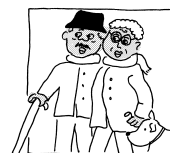
Age UK Milton Keynes
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3EB
Tel: 01908 550700 Fax: 01908 557899
Email: info@ageukmiltonkeynes.org.uk
Web: www.ageukmiltonkeynes.org.uk



Age UK Milton Keynes is a local independent charity working with and for older people living in the Milton Keynes area. They provide services, schemes and products aimed specifically at people aged 55 years and over. These include:

- Lunch clubs
- Home visiting and befriending
- Home from hospital
- Relief care
- Shopping, light housework & home support
- Advocacy
- Small plumbing and electrical jobs
- Gardening (pruning and tidying up)
- Home safety
- Neat Feet – Footcare service
- Insurance service
- Funeral planning
- Energy services
- Drop-in centres
- Computer Training
- Advice & information
- Free legal advice (limited scheme)
- Day excursions
- Volunteering





Age UK Milton Keynes Drop-in Centres
Tel: 01908 240450



The main Age UK Milton Keynes drop-in centre is within their Snack and Chat cafe in Central Milton Keynes. Please call Age UK Milton Keynes for details of others.

Venue: 1st Floor, in the Food Centre, Central Milton Keynes.

Drop-In 10:00am– 12 noon (Monday - Friday)

A service where people can get help and advice with benefits and they can also make an appointment at the Drop-in service to arrange help with DLA/AA form filling.

Snack and Chat café 10.00am – 2.00pm (Monday - Friday)

Offering tea and coffee, meals and snacks. Advice and information and a range of Age UK products and services to the over 50s is also offered.

On the first and third Wednesday of each month The Snack and Chat café also holds a 'drop- in' for free legal advice to anyone over the age of 55. A local solicitor is on hand between 10am – 12noon specialising in wills, probate, and lasting powers of attorney.

Access: Wheelchair accessible with large lifts.

Age UK Milton Keynes Home from Hospital
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3HB
Tel: 01908 234864



The Home from Hospital service is run by Age UK Milton Keynes and offers practical help, financial, emotional and social support for up to six weeks following discharge from hospital.

A team of staff from Age UK Milton Keynes will make sure all services are in place, carry out light domestic tasks, shop for essential groceries and can provide accompanied transport home if necessary.

The Home from Hospital Service is a free service.

Some people are referred via Social Services or by staff at the Milton Keynes & Bletchley Community Hospitals, but people can

also self refer by contacting the number above

Age UK Milton Keynes Take Home and Settle
Tel: 01908 557886



Take Home and Settle is a free service to enable older residents of Milton Keynes who have attended Accident and Emergency at Milton Keynes Hospital to go home rather than be admitted for an overnight stay on one of the wards.

The service is particularly aimed at older people living in Milton Keynes who have little or no immediate family support, who live alone, or have had a fall.

Between 10:00am – 6:00pm Monday to Friday and 12:00pm – 8:00pm on Saturday and Sundays 7 days a week, excluding bank holidays, hospital professionals can contact a member of the Take Home and Settle team if an older person has attended A&E and needs to go home, but has no one to support them. A member of the Take Home and Settle Team can be with the individual.

If it is considered safe and appropriate a member of the team will take the person home.

The staff from the Take Home and Settle Team will provide the individual with the necessary practical and emotional support to make them comfortable at home and reduce the likelihood of them being re-admitted to hospital. Some of the things the team can help with include:

- Making a hot drink or snack
- Light Housework
- Changing bed sheets if needed
- Help to install or position any equipment provided by the hospital
- Collect prescriptions and help the individual manage medication
- Signpost to any other organisation which may be able to help in the future

Milton Keynes Neurological Rehabilitation & Falls Service
Bletchley Community Hospital Campus
Whalley Drive, Bletchley, MK3 6EN
Tel: 01908 379440

The Neurological Rehabilitation Unit: Is for people with an identified rehabilitation need resulting from a neurological condition, or multiple diagnosis related to ageing.

The service aims to support people with neurological conditions to achieve their functional potential in their home, work, social and community lives – to adjust to, understand and manage their disability. Assessment and intervention is on an appointment basis and is offered in an outpatient setting.

Referrals can be made by any health or social care professional.

The service is for people who:

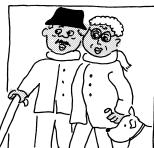
- Are aged 18 years and over
- Have a neuro-rehabilitation need arising from a neurological condition as their main diagnosis or have multiple diagnoses related to ageing.
- Are medically stable and able to cope with travel to and from the Rehab unit
- Are registered with a Milton Keynes GP
- Agree to actively participate in rehabilitation

The Falls Service: Offers a specialist assesment for people who have fallen or who are at risk of falling. The assessment includes advice about things that could be done around the home to help prevent falling, such as removing rugs or wires that could present an obstacle. The service can also offer advice on appropriate shoes to wear to help prevent falling.

The Falls Service are able to discuss daily routines, provide education about what to do if you do fall and provide equipment that may prevent falling eg. Walking aids, toilet frames, and grab rails.

The Falls Service is available primarily for people aged 65 years and over, but the service is able to triage and signpost people aged between 55 years and 65 years to the appropriate service.

Anyone wanting to access to the Falls Service can either self refer by contacting the service on the details above or ask to be referred by their GP.



Age UK Milton Keynes Befriending Scheme
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3HB
Tel: 01908 550700



The Befriending Scheme is run by Age UK Milton Keynes and is open to everyone aged over 55 years old. A volunteer or member of staff can visit a persons home on a regular basis for a friendly chat and to see if things are generally well.

There is no charge for the Befriending Scheme.

Age UK Milton Keynes Relief Care Service
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3HB
Tel: 01908 550700



The Relief Care Service offers people, who are looking after someone aged 55 years and over, a break from caring responsibilities. Someone from Age UK Milton Keynes Relief Care Service will sit with the person requiring care whilst their carer has a break, spending time as they wish.

After an initial assessment visit, Relief Care will arrange the service to suit the client's needs.

Sessions can be:

- Within the hours of 9am – 5pm evenings or weekends
- Regular weekly sitting or a one off ad hoc arrangement
- Once a week or more often
- Sitting with the person who needs care, or taking them for a walk or visit
- Time spent chatting to the carer, as well, if they need support or information about other sources of help.

Each session is charged at £13.00 per hour, (as of June 2013), and service users that are eligible can use funding through their personal budget.

The Relief Care Service enables carers to have the freedom to go out without worrying, knowing that the person they care for is in

safe hands.

Age UK Milton Keynes Computer Training
Tel: 01908 550700 or 01908 240450



Beginners Computer Classes:

Age UK Milton Keynes are running a rolling programme of computer support sessions, made up of one hour sessions where classes are taught in small groups of up to three people.

Sessions are usually held on a Monday morning:

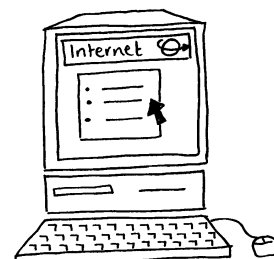
At: 1st Floor, The Food Centre, 791 Avebury Boulevard,
Milton Keynes, MK9 3JT

10:00am – 11:00am

11:00am – 12noon

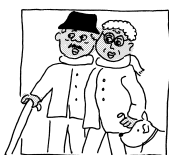
12noon – 1:15pm

1:15pm – 2:15pm



At the moment there is no charge for the computer clubs but donations are welcome. Places on the courses are allocated from a waiting list.

To access the computer courses please phone on either of the above numbers.





Men In Sheds MK
Unit 28, Burners Lane, Kiln Farm,
Milton Keynes, MK11 3HB
Tel: 01908 267126
Email: info@meninshedsmk.org.uk
Web: www.meninshedsmk.org.uk

Men In Sheds MK is facilitated by Age UK Milton Keynes and is a group for older men in Milton Keynes to help reduce isolation and improve their health and wellbeing. Although this group is for older men, there is no lower age limit and, as long as the individual feels comfortable, they are welcome to go along.

Men in Sheds MK involves providing a workshop (shed), tools and equipment for men to use to get involved in:

- Woodwork
- Metal Work
- Model Work including aircraft and railway models.

Men in Sheds MK encourages men to use existing skills, learn new skills and to get involved in productive activity while enjoying the benefits of working in a social group.

Currently the shed is open Monday, Wednesday, and Friday 10:00am – 4:00pm, Wednesday evenings 6:00pm – 9:00pm and Sunday morning 9:00am – 12noon.

For more information feel free to go along to the Shed when it's open or contact the Shed on the above details.



Papworth Trust – Home Solutions
Unit 49, Abbey Court, Alston Drive,
Bradwell Abbey, Milton Keynes, MK13 9HB
Tel: 01908 320059
Email: homesolutions@papworth.org.uk
Web: www.papworth.org.uk/homesolutions



Papworth Trust is working with Milton Keynes Council and Milton Keynes Community Health Services to offer home adaptations, repairs and advice to people over 60 years of age and people who have a disability or who have a disabled child.

The services offered by Papworth Trust include:

Repairs and Improvements

- Rewiring
- Roofing
- Heating and boiler repairs

Adaptations of the home

- Widening of door frames
- Ramps or fitting stair lifts

Project management for adaptations to the home or repairs is charged at 10% of the total cost of the works.

A Handyman for small jobs around the home

- Fitting locks and bolts
- Minor carpentry, plumbing, and electrical work
- Putting up grab and stair rails, curtain poles, shelving and smoke detectors.

The Handyman Service is chargeable at £12.00 per hour (as of June 2013) with a 1 hour minimum charge.

Advice and Guidance

As well as carrying out the work for home improvements Papworth Trust can also give Advice and Guidance around:

- Disabled Facilities Grant
- Benefits
- Recommend ways to reduce utility bills
- Home safety checks

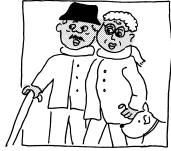
The caseworkers at Papworth Trust can carry out a free benefit check for anyone meeting the eligibility criteria and make sure they are getting all the benefits they are entitled to.


The caseworkers can also help with some benefit form filling such as Pension Credit, Attendance Allowance or forms to support



moving home.

All advice and guidance is a free of charge.



Age UK Milton Keynes Handypersons Service 
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3HB
Tel: 01908 557890
01908 557885 (Referrals)

Age UK Milton Keynes Handypersons Service provide help with small practical tasks, such as plumbing, small electrical jobs, carpentry and other small DIY – type tasks for people aged 55 and over who are unable to manage these for themselves. The Handypersons Service cannot carry out any heating or plumbing work which requires Gas Safe registered tradesmen. They cannot carry out any painting or decorating work or replace broken glass.

Age UK Milton Keynes Handypersons Service can also provide Home Energy Checks to people over the age of 60.

Safety and Security works are currently charged at £13.00 per hour (as of June 2013) with price for materials used added on top.

Age UK Milton Keynes will usually just send one person for the tasks required, but for larger jobs two people may be needed. In this instance the charge for this service will be £13 per hour per workman.



Age UK Milton Keynes Gardening Service
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3HB
Tel: 01908 557885
Fax:01908 557899



Age UK Milton Keynes offers a garden maintenance service to people aged 55 or over at an hourly rate of £15.00 (as of June 2013), which covers the cost of the service. The aim of the service is to assist as many older people as possible to keep their gardens in a reasonably tidy condition.

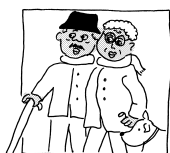
Work the gardener can do includes:

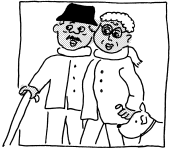
- Grass cutting
- Trimming and pruning overgrown shrubs
- Light weeding
- Trimming hedges which can be reached by the gardener standing on the ground

The Gardening Team are unfortunately unable to spray weed-killers or pesticides. They are unable to apply preservative to woodwork or erect or repair fences. They cannot undertake large garden clearances, tree work, heavy digging, planting or landscaping.

To use this service there is an initial registration fee of £10.00. Clients need to be either on the Milton Keynes Council waste scheme which supplies a green wheelie bin, or have a suitable compost heap/ bin in the garden.

Demand for this service is constantly high and although the gardening team try to provide help as soon as possible, there is a waiting list.





Tax Help for Older People
10 Pineapple Business Park, Salway Ash, Bridport, DT6 5DB
Tel: 0845 601 3321 or 01308 488066 Fax: 01308 488185
Web: www.taxvol.org.uk

Tax Help for Older People is a free independent tax advice service for older people, on low incomes, who cannot afford to pay for professional advice.

The service is available in Milton Keynes. Regular surgeries are held at Age UK MK's drop-in facility located:

1st Floor, the Food Centre, 791 Avebury Boulevard, Central Milton Keynes, MK9 3JT

See page 48 of the guide for the full Tax Help for Older People entry.



LEARNING DISABILITIES

Milton Keynes has a lot to offer for individuals with a learning disability.

The organisations within this section offer practical support for everyday living, social activities and opportunities for access to education and employment for people with a learning disability.



**Community Team for Adults with Learning Disabilities
Milton Keynes Council and Community Health Services,
Tower Drive Centre, Tower Drive, Neath Hill,
Milton Keynes, MK14 6NA**

**Tel: 01908 253001
Fax: 01908 254630**

Milton Keynes 
Primary Care Trust

The Community Team for Adults with Learning Disabilities services include advice and information, day to day help, support with housing, help to find social and leisure services, and help to get a voluntary or paid job. They also provide help for carers, advice and support to keep fit and stay healthy, offer help at home, help to learn new skills, day services, and short breaks for respite as well as long term care.

Specialist services include psychiatry, psychology, speech and language therapy, dietetics, occupational therapy, physiotherapy, nursing, social work, community support, learning and training, counselling and behaviour support.

Referrals: Those known to the service can be referred by self, family member or any paid worker involved. Those not known to the service should contact Adult Social Care Access Team (ASCAT) on 01908 253772.



The ECCO Brokerage Team
Surrey Road Day Services, 5 Surrey Road,
Bletchley, Milton Keynes, MK3 7HD
Web: www.mkweb.co.uk/learningdisability/ECCO



The ECCO Brokerage team works with individuals with learning disabilities to explore possible opportunities and choices to help them decide what they want to do with their lives.

As the way in which people are allocated money to buy their services/ activities is changing, the ECCO Brokerage Team will help individuals to find packages of support to meet their individual needs. This might include finding day services, housing or independent support.

Individuals interested in trying this service should talk to their Support Worker or Social Worker about the ECCO Brokerage Team.

Thrift Farm
Buckingham Road, Whaddon, Bucks, MK17 0EQ
Tel: 01908 501733 Fax: 01908 506542
Times: Monday to Friday 9:30am - 3.30pm

Thrift Farm is a day centre for adults with learning disabilities. The training centre uses skills taught in farming, horticulture and craft workshop alongside a small team of staff to develop confidence and work awareness.

The farm is divided into four units, each offering different work based opportunities and experiences:

- **Horticultural Unit**
- **Small Animal Park**
- **Large Livestock Unit**
- **The Tea Room**

Initially individuals will work on three units for three months, and then they can choose which two areas they prefer.

Referrals are through the Adult Social Care Access Team (ASCAT) in Milton Keynes.

Access: Some wheelchair access to most parts, disabled toilets and showers available

MacIntyre

602 South Seventh Street, Milton Keynes, MK9 2JA

Tel: 01908 230100

Email: referrals@macintyrecharity.org

Web: www.macintyrecharity.org



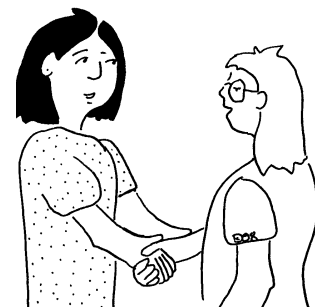
MacIntyre is a national charity that provides services to adults and children with disabilities.

In Milton Keynes and North Bucks, MacIntyre support individuals in residential services which include registered care homes, supportive living homes, shared and individual tenancies.

They also have a number of day services which offer many vocational and lifelong learning opportunities.

These Include:

- **Coffee Shops** – open to the public, these shops offer retail and food related training.
- **The Learning Centre** – offers courses. Certified courses are available and involve working with ACE, MK Council and MK College.
- **The Craft Department** – offering a range of craft activities.
- **Horticulture** – encourages learners to become involved in growing plants and vegetables, grass cutting and general garden duties.
- **Environment Group** – this group offers woodworking, portable appliance testing, vehicle and property maintenance.
- **Support +** - this service supports adults with complex needs through supported activities.
- **Fletchers Mews** – A Community Resource Centre for people with a disability that provides opportunities to meet people and make friends while learning a new skill or practicing old ones including computing and creative arts.



Camphill MK Communities Ltd
Japonica Lane, Brickhill Street, Willen Park South,
Milton Keynes, MK15 9JY
Tel: 01908 235000 Fax: 01908 235606
Email: office@camphill-miltonkeynes.co.uk

Camphill Communities create residential communities that provide support towards independent living, work and training for people with learning disabilities. They have three sites in Milton Keynes in Pennyland, Downhead Park and Willen Park.

Camphill MK offers opportunities for residents through workshops including:

- **The Café** – this workshop allows the residents to work while receiving training in food preparation, food safety and customer care.
- **The Bakery** – where residents learn about and make different sorts of high quality products.
- **Basket workshop & Weavery,**
- **Gardening and Horticulture,**
- **Tools Refurbishment and Tech lab**
- **Camphill advocacy group.**

Camphill also have a theatre, 'The Chrysalis', which serves as a theatre, meeting place, concert hall for residents at Camphill and the wider Milton Keynes community.

To become a resident at Camphill you can self-refer by contacting Camphill directly or be referred by the Adult Social Care Access Team (ASCAT) 01908 253772.

Astlethorpe
Tel: 01908 263757

Astlethorpe is a supported residential training project for young people aged 19 – 25 with mild learning difficulties.

Astlethorpe provides training to help teach skills for independent living. All referrals to this service should be made through the Adult Social Care Access Team (ASCAT) or the Community Team for adults with learning disabilities. See page 131 of the guide for contact details for both teams.

Talkback – Milton Keynes
c/o Talkback, Amersham Community Centre,
Chiltern Avenue, Amersham, HP6 5AH
Tel: 01494 434448
Email: talkback@talkback-uk.com

Talkback is an organisation that aims to support adults with a learning disability to enhance their quality of life.

Talkback helps people with a learning disability to:

- Build self-confidence and self esteem
- Make choices and decisions about their lives
- Speak up for themselves
- Be able to say a real yes and a real no
- Become as independent as they can and want to be

Talkback recognises that people with a Learning Disability should have their own voice and this is central to the work of Talkback.

Connexions MK
The Point, 602 Midsummer Boulevard
Central Milton Keynes, MK9 3NB
Tel: 01908 398300 Fax: 01908 698109
Web: www.mysaymk.com
Email: connexions@prospects.co.uk

connexions direct

Connexions MK is a support service for young people aged 13-19 years (aged up to 24 years for some young people with learning disabilities and/or physical disabilities). It provides an integrated approach to delivering free and confidential information, advice, guidance and access to personal development opportunities for young people to help them make a smooth transition to adulthood and working life.

Please see page 109 of the guide for the full Connexions entry.



People's Voices



**Acorn House, 351 Midsummer Boulevard,
Central Milton Keynes, MK9 3HP
Tel: 01908 314444
Fax: 01908 579958
Email: mk.support@peoplesvoices.org.uk
Web: www.peoplesvoices.org.uk**

People's Voices can provide Advocacy for adults who have: Mental Health issues, a Physical, Sensory or Learning Disability.

Advocacy is speaking up on an individual's behalf, ensuring that their thoughts, concerns and wishes are communicated. An advocate takes an individual's side, listens to them and helps them to ask or action what they want. Advocates are independent and will never reveal information without speaking to the individual first.

Contact People's Voices on the above details between 9:00am and 1:00pm Monday – Friday for more information about Advocacy.

Please see the full People's Voices entry on page 103 of the guide.

**The Learning Disability Partnership Board
Milton Keynes Council,
Joint Commissioning Unit, Civic Offices,
1 Saxon Gate East, Milton Keynes, MK9 3EJ
Tel: 01908 253209 – Lucienne Dunlop (Learning Disability
Partnerships Officer)
Email: valuingpeople@milton-keynes.gov.uk
Web: www.milton-keynes.gov.uk/social-care-and-helath/learning-disability**



The Learning Disability Partnership Board meets every other month with the aim to discuss and make decisions about how services can be made better in Milton Keynes for people with Learning Disabilities.

Anyone with Learning Disabilities who is interested in getting involved is welcome to attend the meetings and should contact Luicenne Dunlop on the above details for more information about the next Learning Disability Partnership Board meeting.

MK SNAP

**20 Bourton Low, Walnut Tree,
Milton Keynes, MK7 7DE**

Tel: 01908 690330

Fax: 01908 674813

Email: info@mksnap.org

Web: www.mksnap.org

Times: Monday to Friday 9.00am - 3.00pm

MK SNAP is a Life Skills Centre for people with learning and physical disabilities aged 16 and over. Training areas include packing and assembly, woodwork, computing, horticulture, literacy/numeracy, healthy life styles, hospitality, office skills and job search skills.

There is a multi-functional hall where sport and exercise activities are offered and MK SNAP's links with outside organisations can help people progress to further training or employment.

Attendance is voluntary; hours are flexible as there are whole day and half day places available.

Anyone in receipt of a personal budget from Milton Keynes Council can choose to spend their budget on sessions at MK SNAP, and people are encouraged to attend three free taster sessions.

Anyone wishing to self-fund sessions at MK SNAP are welcome too.

Placement with MK SNAP can be through the Adult Social Care Access Team (ASCAT) on 01908 253772 or by contacting the centre directly on the above details.

Access: All on one level and fully adapted for wheelchair use



Family Link

**Children & Young People's Service, Saxon Court,
502 Avebury Boulevard, Milton Keynes, Bucks, MK13 5NA**

Family Link Social Worker Tel: 01908 253946

Fostering Team Tel: 01908 253206

Email: www.milton-keynes.gov/fostering

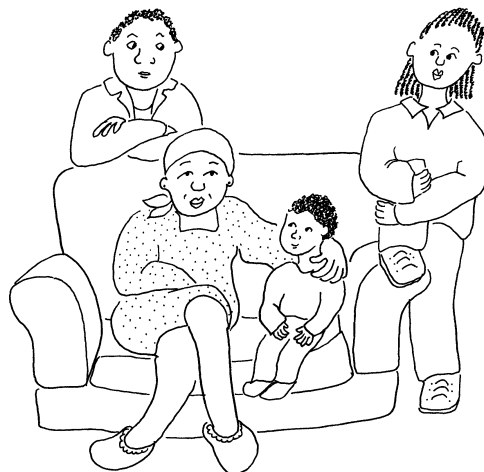
Family Link is a respite care service for children with learning disabilities and or physical disabilities and their families. The goal of Family Link is to ensure that children with learning disabilities and their families have the support they need to live full and rewarding lives.

Family Link carers provide short breaks for children with learning disabilities and or physical disabilities. A child is linked to a Family Link carer who cares for the child for short periods, usually the weekend and/or school holidays. Visits to the carer's home might vary from a few hours to a weekend stay and will be dependent on the child's needs and the carer's availability.

Family Link means that the child has a break from their normal routine and offers them an opportunity to make new friends, share new life experiences, and, hopefully, expand their horizons.

Carers come from a wide range of backgrounds and experience to match the needs of individual children. The steps involved in becoming a Family Link Carer are the same as for foster carers. Individuals must meet specific eligibility criteria and be approved at a fostering panel.

Please contact Family Link if you wish to use this service or become a carer yourself.



Choice Support
2nd Floor, 136 Dunthorne Way, Grange Farm
Milton Keynes, MK8 0LW
Tel: 01908 787940

choicesupport
make life more interesting

Choice Support are an approved provider of support in the community for people aged 18+ with Learning Disabilities. Choice Support can also work with people who have Autism and Acquired Brain Injury or with Mental Health Support Needs. Choice Support accepts clients who are paying with a Direct Payment, Individual Budget or funding directly.

Choice Support can help plan and attend social or work based activities such as college, a job or to the cinema for a night out with friends.

Choice Support can also help their clients find out about and try other activities during the day or evening, including support to travel, on Public Transport, to activities.

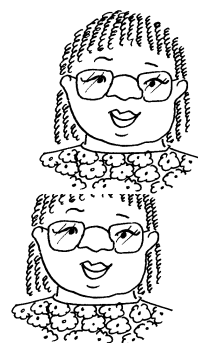
Choice Support is registered with the CQC in order to support clients with personal care. They offer support with all aspects of daily living including:

- Bathing
- Continence Support
- Dressing
- Meal Preparation
- Shopping
- Cleaning and Laundry
- Eating
- Help with Medication



Tasks are carried out by care providers who have had full criminal record checks.

Referrals can be made through the Adult Social Care Access Team (ASCAT) or directly to Choice Support for those people privately funding the services.



MK Dons Football Club Disability Youth
Tel: 01908 622938 – MK Dons SET Coach
01908 622937 – Karl White
01908 526431

The MK Dons Football Club Disability Youth is for young people aged 5 - 21 years with Special Needs, Mild Learning Difficulties (MLD), Severe Learning Difficulties (SLD), Autism and physical disabilities.

The group meets at the MK Dons Indoor Training Dome, Woughton- on- the- Green on Sundays 5.00pm - 6.00pm for up to 12 years old, from 5.45pm – 7.15pm for 12 – 16 years old and 6.30pm – 8.00pm for over 16 years.

The sessions are led by a MK Dons Community Coach and have two additional FA Level one coaches every week. There is a fee of £2.00 per hour (price as of March 2013).



SNUGS – Special Needs Unit Gymnastics
45 Kernow Crescent, Fishermead, Milton Keynes, MK6 2LD
Tel: 01908 675473 Mobile: 07719 093798

SNUGS offer gymnastics and trampoline sessions for children 6 years old and over with special needs. Sessions are every Saturday between 12.30pm – 17.00pm.

The group meet at Cottesloe Gym, Milton Keynes College, Chaffron Way.

Must be by prior arrangement – please call to book.

Friday Club Youth Project
Cross Links Centre, 108 Serpentine Court, Bletchley,
Milton Keynes, MK2 3QQ
Tel: 01908 631333

The Friday Club Youth Project is a youth club for people with learning disabilities which offers a safe, comfortable place to meet new people and socialise with friends.

The project caters for the ages 13 years + (no upper age limit) and takes place on Fridays 7:00pm – 9:00pm at Water Eaton Church Centre, Drayton Road, Bletchley, MK2 3RR

Please note there is a small charge per session, and runs only during term time.

MENCAP Society & MK'64 Club
Tile Barn, 11 Spring Lane, Olney, Milton Keynes, MK46 5HT
Tel: 01234 713723

MENCAP
Understanding learning disability

The '64 Club is a membership club that aims to provide support to adults (aged 18+) with learning disabilities.

The group meets weekly at Tower Drive Day Centre, Neath Hill, Milton Keynes, every Monday 7:00pm – 9:00pm.

Access: The building is wheelchair accessible and has disabled toilet facilities.



Inter-Action MK**The Old Rectory, Peartree Bridge,****Milton Keynes, MK6 3EJ****Telephone and Minicom: 01908 678514****Website: www.interactionmk.org.uk**

Inter-Action MK delivers a programme of high quality, innovative and inclusive Community Arts in Milton Keynes, prioritising work with excluded groups.

Inter-Action MK's programme includes:

- Groovy Gecko – a club night run by and for learning disabled people.
- Creative workshops for disabled young people
- Domestic abuse awareness art project
- Steering groups of disabled young people
- School holiday activities for disadvantaged young people

Inter-Action MK also hires out rooms and equipment for use by other community groups.



MENTAL HEALTH

This section looks at the mental health services and other organisations in Milton Keynes that aim to support people who have had or are experiencing mental health issues. Please be aware the mental health services are currently undergoing a lot of changes. The information within this section is correct at the time of publication.

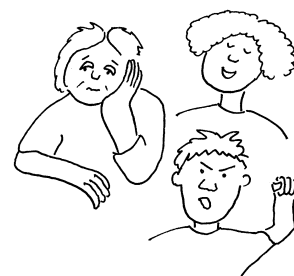


Improving Access to Psychological Therapies (IAPT)
226 Queensway, Bletchley,
Milton Keynes, MK2 2TE



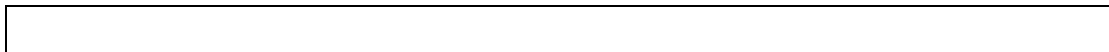
The Improving Access to Psychological Therapies (IAPT) programme supports people aged 18 years and above with no upper age limit, suffering from:

- Depression
- General Anxiety Disorder
- Panic Disorder (with or without agoraphobia)
- Simple Phobias
- Social Phobias
- Health Anxiety
- Mild Post Traumatic Stress Disorder
- Obsessive Compulsive Disorder



IAPT uses cognitive behavioural therapy techniques within a group setting. Cognitive Behavioural Therapy (CBT) is a talking therapy which helps identify and change extreme thinking and unhelpful behaviour.

Anyone who would like to access IAPT should discuss this with their G.P who can refer them to the service.



Assessment and Short Term Intervention (ASTI)
Eaglestone Health Centre, Hospital Campus,
Standing Way, Eaglestone, Milton Keynes, MK6 5AZ
Tel: 01908 605650 (Mon – Fri 8am – 7pm) Answerphone
available outside of these hours.

The Assessment and Short Term Intervention (ASTI) team is the single point of access for mental health services within Milton Keynes. Service users can be referred to ASTI by their GP or through their contact with other professionals or organisations.

ASTI will undertake a full assessment of both health and social needs and provide appropriate onward referral or signposting to alternative services.

Recovery and Rehab Service
Westcroft Health Centre, 1 Saville Lane,
Westcroft, Milton Keynes, MK4 4EN
Tel: 01908 605650 - ASTI

The Recovery and Rehab Service provides support to adults who have been referred with a functional mental illness.

Referrals to the Recovery and Rehab Service must come from the Assessment and Short Term Intervention (ASTI) team or another team within mental health services.

The aim of the service is to enable people with mental health needs to be able to choose to live safely in the community with appropriate support often through a Community Psychiatric Nurse, Social Worker or Support Worker.

The teams will operate within a recovery framework and will provide longer term interventions and support for people with enduring mental health problems, their families and carers, for example a structured care plan, help with accessing services within the community, visits and contact with a Community Psychiatric Nurse, Social Worker or Support worker, help with issues around housing and benefits.

Open: 9:00am – 5:00pm Monday – Friday and a more limited service 9:00am – 5:00pm at weekends.

Memory Assessment Service
Cripps Lodge, Chrysalis, Broadlands,
Netherfield, Milton Keynes, MK6 4JJ
Tel: 01908 605650 – ASTI

The Memory Assessment and Support Service provide individuals experiencing memory problems and their families or carers with a comprehensive assessment to hopefully arrive at a diagnosis. The service also offers post-diagnosis support for those who receive a dementia diagnosis.

Following a diagnosis the service can offer support through invitation to the monthly held information sessions and on-going support via Cognitive Stimulation Therapy or a Psychological Support Group.

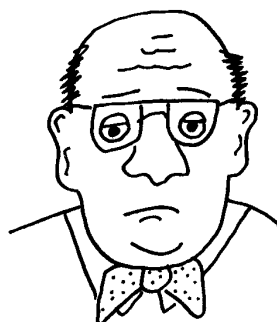
Carers educational and support groups run alongside the therapy groups.

Referrals to this service are made through the Assessment and Short Term Intervention Team (ASTI)

Community Dementia Service
1 Saxon Gate East, Central Milton Keynes, MK9 3EJ
Tel: 01908 252978

The Community Dementia Service offers comprehensive assessment, support and treatment for people of all ages living with Dementia and their carers, enabling them to achieve optimum levels of wellbeing in their own home for as long as possible.

Referrals should be made directly to the team.



CAMHS (Child and Adolescent Mental Health Services)

**The Eaglestone Health Centre,
The Hospital Campus, Standing Way, Eaglestone,
Milton Keynes, MK6 5AZ**



Tel: 01908 254375 - Referrals and Advice

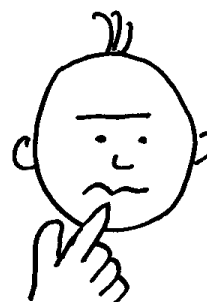
Milton Keynes Specialist Child and Adolescent Mental Health Services (CAMHS) is a multi – disciplinary team designed to support families and professionals who are concerned about children and young people experiencing mild, moderate or severe mental health difficulties.

Support is given to children and young people up to their 18th birthday, their parents/carers and their families who:

- Are causing a high level of concern to adults around them due to significant change in the child or young person's mood or behaviour.
- Reside in Milton Keynes and have a Milton Keynes GP.

The types of problems that CAMHS could help with include:

- Significant behaviour problems
- Depression
- Self- Harm
- Anxiety disorders (Inc. phobias)
- Obsession or Compulsion
- Tic disorders
- ADHD
- Eating Disorders
- Trauma, including post-traumatic stress disorder (PTSD)
- Psychosis



The service is designed so that the team works with children, young people or families over a short or longer period of time to meet their needs and families will be allocated to the most appropriate professional based on the information provided.

You may be seen at the Eaglestone Health Centre or within the community for example at home, school or health centre.

Parents or carers can refer their child to the service either by telephone or letter. A referral can also come from a professional already involved with your child i.e. A teacher or GP.

Written referrals should go to the address above. For telephone referrals or general advice about the service call on the number above.

Urgent referrals are given priority.

**Mind BLMK – Milton Keynes,
2nd Floor, Midsummer House,
435 Midsummer Boulevard, Milton Keynes, MK9 3BN**
**Tel: 0300 1233393 – National Mind Information Line
01908 257830**
Email: miltonkeynes@mind-blmk.org.uk
Web: www.mind-blmk.org.uk



Mind BLMK Milton Keynes is the local mental health charity working with adults in Milton Keynes providing a range of services that help support people who have experienced mental ill health. There is no upper age limit to any of the services provided and people can self-refer to the groups by contacting Mind BLMK Milton Keynes.

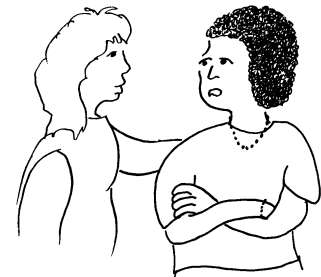
The services and groups provided include:

- **Exploring Art**
- **Relaxation**
- **Cycling Group**
- **Hearing Voices**
- **Horticulture**
- **One to One Scheme**

A 1:1 support service providing people with direct help in accessing community activities.

- **Community Support**

To try and help people stay well, through support including a 1:1 buddying scheme.



Mind BLMK Milton Keynes also offers an accredited, low cost Counselling service to people across the city of Milton Keynes to help with issues such as:

- Addictions
- Panic Attacks
- Depression
- Anxiety
- Stress,
- Phobias
- Relationship Problems
- Anger
- Trauma
- Loss
- Emotional, Physical and Sexual Abuse



RETHINK – Mental Illness – MK Community Support Service
Room 2, 11 Winchester Circle, Kingston,
Milton Keynes, MK10 0BA

Tel: 01908 585085

0300 5000 927 – Advice Service

Email:mkds@rethink.org

Web: www.vcsmk.org.uk/rethink



Rethink Mental Illness is a National Voluntary Organisation, which supports people with a mental illness, their families and carers.

The Milton Keynes service aims to help people to lead a meaningful life, whilst recovering from Mental Illness. Service users work with staff to establish the best route to recovery and move on from the service when they are ready.

There is a variety of organised and informal activities and interest groups, including specialist services to men and women.

Individuals can be referred to RETHINK mental illness by their mental health professional or GP or they can contact the office themselves for advice.

To find out more and which group/venue would be most suitable please contact the service on the above details.

P3 Link Worker +

c/o Milton Keynes Council, Civic Offices, 1 Saxon Gate East,
Central Milton Keynes, MK8 3HG

Tel: 01908 254983

Mob: 07958 514815

The P3 Link Worker + Scheme works with adults with complex needs in order to link them in with services which can support them in the longer term.

Generally P3 Link Workers will work with clients who have addiction issues, offending histories, ill-defined mental health difficulties or a combination of all three. Clients will also typically have a history of struggling to engage with services appropriately and people who do not have a social worker or care co-ordinator already in place.

People could have involvement with P3 Link Workers for a range of reasons, including a simple one off signposting enquiry to longer term work involving practical and emotional support, advocacy and guidance.

Richmond Fellowship
Albany House, 52 Westbury Road, Bletchley,
Milton Keynes, MK2 2RB

Tel: 01908 648788

Email: bletchley@richmondfellowship.org.uk

Web: www.richmondfellowship.org.uk



The Richmond Fellowship offers two services to people in Milton Keynes who have experienced or are experiencing mental health issues.

Richmond Fellowship Employment Service

The employment service is available to people who have an MK postcode, are aged between 18 and 65 and who are:

- Motivated to return to education, training, voluntary work or paid employment.
- Recovering from and have insight into their own mental health issues.
- Are able to obtain a referral from a mental health professional or GP.

Clients can access job search facilities, the internet for research and job applications and access careers guidance programs. Specialised help is also given to those not familiar with using computers.

Retention Service

Richmond Fellowship also provides a job retention service for people who are already employed and are suffering from mental health issues. The retention service aims to help people stay in their current employment. This service is for people who are:

- Employed, although not necessarily attending work.
- Suffering from mental illness, including stress
- Live in Milton Keynes
- Aged between 18 – 65 years



BalancED MK

c/o City Counselling Centre, 320 Saxon Gate West,
Central Milton Keynes, MK9 2ES

Tel: 01908 231131
07716755804

Email: info@balancedmk.co.uk

Web: www.balancedmk.co.uk

BalancEDMK

BalancED MK supports adults affected by an eating disorder, and their carers, through self-support groups, one to one counselling referrals, nutritional guidance and general education.

Support is offered for any type of disordered eating, whether that be not eating enough, eating too much, being sick after food or a mixture of the above.

BalancED MK understand that an eating disorder is a serious mental health issue, but also recognise that, with help, advice and support it is possible to recover and live a happy, balanced life.

ReBalance is the self-help group run by BalancED for anyone affected by an eating disorder, or their carers. The recovery focussed group meets

At: Swifen Harris Hall, London Road, Stony Stratford

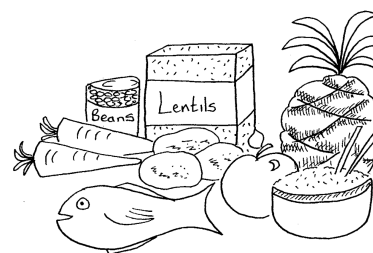
On: 2nd and 4th Saturdays of each month

Time: 10:00am – 12noon

A specific subject is considered at each session during the first hour of the group, followed by time for informal peer support and advice.

BalancED MK are able to refer clients to specialised counsellors with experience and training related to eating disorders. A qualified dietician is also available for general advice and guidance, when appropriate.

To find out more about BalancED MK please visit their website or make contact via email or telephone.



Caraline – Eating Disorders Counselling and Support Service
Kline House, 13 George Street West, Luton, LU1 2BJ
Tel: 01582 457474
Email: carlined@aol.com
Web: www.caraline.com

The Caraline Eating Disorders Counselling and Support Service offer three main services including a Help Line, Self Help Group and Individual Counselling.

The Helpline: 01582 457474 – Monday 10:00am – 3:00pm and Friday 10:00am – 3:00pm.

Self Help Group: The self-help group runs on the last Wednesday of the month 7:00pm – 8:30pm at the above address. The carers support group is on the second Wednesday of the month 7:00pm – 8:30pm.

Individual Counselling: By appointment only

CRi Recovery Service
Cripps Lodge, Broadlands, Netherfield,
Milton Keynes, MK6 4JJ
Tel: 01908 250730
Mon, Weds, Fri – 9:30am – 12:30pm & 1pm – 4pm
Tues – 9:30am – 12:30pm & 1pm – 7pm
Thurs – 9:30am – 12noon & 4:30pm – 7pm
Fax: 01908 230285
Admin: 01908 250735



Cri is for people aged 18 – 65 years old and offers Counselling, Access to residential rehabilitation, Detoxification, Needle Exchange, Substitute Prescribing, Groups and Keywork and Advice and Information to people who have a drug or alcohol addiction.

This is a free and confidential service and CRi Recovery accept All individuals will be made an appointment for an assessment where the individual is asked to complete an assessment form which has a series of questions relating to their drug or alcohol addiction.

If you would like advice or if you would like to speak with a member of the team then you need to make an appointment by contacting CRi Recovery on the above numbers.



SENSORY IMPAIRMENTS



In Milton Keynes there are many services and groups that can help people with a visual, hearing or dual sensory impairment to lead an independent and fulfilling life.

This section aims to provide details of support available to people with a sensory impairment, including how to access information and advice around specialist equipment and information about social and leisure opportunities available.



<p>Sensory Advice and Resource Centre (SARC) 275 Upper Fourth Street, Witan Court, Central Milton Keynes, MK9 1EH Tel: 01908 401135 Email: sarcmk@bid.org.uk Web: www.sarc-bid.org.uk</p>	
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The Sensory Advice and Resource Centre is available across Milton Keynes and aims to help adults who are profoundly deaf, hard of hearing, sight impaired or have a dual sensory loss.

The aim of the service is to provide a range of resources and support to enable people with a sensory impairment to live as independently as possible.

Some of the things SARC offer include:

- A central Milton Keynes drop-in facility
- Information and Advice around sensory impairments
- Access to information about services in the community
- Recommendation and supply of specialist equipment
- Rehabilitation Advice
- Referral to Social care and other appropriate agencies for support



Open to call: **Monday – Thursday 9:00am – 5:00pm**
Friday – 9:00am – 4:30pm.

An open referral system is operated, so anyone can self-refer or can be referred by a friend or family member. SARC are happy to help with the referral process.

The Deaf Community Drop-In
Tel: 07592056784 – Mobile text (SMS)
Email: mkdeaf@hotmail.co.uk

The deaf community drop-in meets on the second and fourth Tuesday of every month.

At: MK CIL,
330 Saxon Gate West,
Central Milton Keynes,
MK9 2ES



Time: Between 9:30am - 12.30pm.

The deaf community drop-in offers a chance for people who are deaf to chat, make friends and access information and advice including:

- Deaf Information
- Information about the council, utility bills and benefits
- Access to Information and Advice from SARC, including the equipment service.
- BSL Translation
- Access to textphone and a BSL Interpreter for phone calls
- Help with booking an interpreter for hospital, G.P, benefits appointments etc.

Help with the following is provided by a Citizens Advice Bureau Adviser with a BSL interpreter:


- Advice on benefits
- Benefit form filling
- Advice on benefit appeals
- Money and debt help
- Employment advice

Help from the CAB Advisor with a BSL interpreter is by appointment only. To book an appointment please contact the deaf drop in by text or email.





Bucks Vision MK Resource Centre
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes, MK6 3EB
Telephone: 01908 395498
Tuesday 1.00pm – 4.00pm
Wednesday 10.00am – 1.00pm



Bucks Vision MK Resource Centre is an important point of contact for information and equipment for blind and partially sighted people in Milton Keynes.

Bucks Vision is managed and run by volunteers who all have first-hand experience with visual impairment. The equipment on display at the Resource Centre includes:

- Large Button Telephones
- Talking Watches and Clocks
- Electronic Reading Aids
- And Much More
- Daylight Lighting
- Writing Aids
- Computer Equipment



NHS Adult Hearing Service,
Eaglestone Health Centre, Standing Way,
Milton Keynes, MK6 5AZ
Tel: 01908 209314



Adults aged 18+ who require a routine assessment of their hearing can be referred by their GP however there are also drop in clinics held at:

- Bletchley Therapy Unit (Whalley Drive) – 1:00pm – 3:00pm on the third Thursday of every month.
- Eaglestone Health Centre – 9:00am – 12 noon every Wednesday morning.
- Newport Pagnell Medical Centre – 12 noon – 3:00pm last Friday of every month.
- Wolverton Health Centre – 9:00am – 12 noon on the third Thursday of every month.

A member of the Hearing Service Team will be able to check ears for wax and undertake a quick screening to see if you would benefit from a full NHS hearing assessment, which will be arranged by a member of the team.

Victa – Visually Impaired Children Taking Action
P.O. Box 5791, Milton Keynes, MK10 1BE
Tel: 01908 240831
01908 672163
(Lines open Monday to Friday 9.00am – 5.30pm)



Victa is a national charity set up to help families with visually impaired children through the provision of information on education, welfare and leisure activities for their child.

Audiology Services

**Main Outpatient Department, Luing Cowley Centre,
Milton Keynes Hospital, NHS Foundation Trust,
Standing Way, Eaglestone, Milton Keynes, MK6 5LD**
Head of Audiology Services Tel: 01908 243148



Audiology Services are comprised of the Audiology and Hearing Aid Department and the Children's Hearing Assessment Unit. They aim to assist in the identification and diagnosis of hearing loss, to understand living with hearing loss, tinnitus and/or hyperacusis and to help the patient minimize as far as possible they activity limitations and participation restrictions that may result from hearing loss, tinnitus or hyperacusis. Following referral from an appropriate health professional, a range of services is offered to both adults and children:

- A full audio assessment service to Ear, Nose and Throat.
- A domiciliary service on G.P's request.
- Direct G.P access for audiometry for adults and children.
- Assessment of babies from the Newborn Hearing Screening Programme and ongoing rehabilitation.
- Tinnitus Service.
- 24 hour hearing aid repair service, excluding weekends and bank holidays.

There is open access for hearing aid repairs and follow up to patients with NHS aids who are under the care of the Audiology Department at Milton Keynes Hospital NHS Foundation Trust. These patients can contact the department directly for an appointment. Patients who have been fitted with NHS hearing-aids by another provider should contact that provider for follow-up arrangements.

Access for hearing tests for children is usually made through pediatricians, health visitors, speech and language therapist and school nurses.





Sound News
31 Hanmer Road, Simpson, Milton Keynes, MK6 3AY
Tel: 01908 660710
Email: sound.news@talk21.com

Sound News supplies recorded local news for blind or partially sighted people. The service is also known as the Talking Newspaper. Recording takes place on Thursday evenings. For further information, please call on the above telephone number.



Milton Keynes Reader Service Tinkers Bridge Small Meeting place, 43 Marshworth, Tinkers Bridge, Milton Keynes, MK6 3DD Telephone: 01908 231123 (Monday to Thursday 9.00am- 2.30pm) Email: mkreader@tiscali.co.uk Web: www.miltonkeynesreaderservice.org.uk	Milton Keynes  Reader Service
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The Milton Keynes Reader Service (MKRS) offers a free face to face reading and writing service to individuals, in their own home, with physical and sensory disabilities..

Milton Keynes Reader Service can also provide a transcription service to all individuals and organisations which provide accessible information to blind and partially sighted people and people who cannot access printed information e.g. where English is not the first language and literacy is an issue etc.

MKRS can also give practical help with accessing educational and cultural activities outside the home and the 'Shop and See' escort scheme for visually impaired people. See page 185 of the guide for more details about Shop and See.

Office is open: Monday – Thursday 9:00am – 2:30pm.

Access: Wheelchair accessible


EYE for ART Club
C/O 79 Windmill Hill Drive, Bletchley,
Milton Keynes, MK3 7RJ
Tel: 01908 631458
Email: rpatching@yahoo.co.uk

EYE for ART Club is a club for visually impaired adults that offers many forms of arts and crafts and social activities including: card making, porcelain flower making, fabric panels, weaving, knitting, sewing and museum visits.

The club meets monthly at Inter-Action MK, Waterside, Peartree Bridge, and costs £10.00 annual subs plus a small fee per session.

Access: Disabled access and disabled toilets at venue.

Calibre Audio Library
New Road, Weston Turville, Aylesbury, Bucks, HP22 5XQ
Tel: 01296 432339 Fax: 01296 392559
Web: www.calibre.org.uk

 Calibre audio library
the freedom to read

Calibre Audio Library is a subscription – free postal and streaming library service of audio books for people with sight problems, dyslexia or other disability which prevents them reading print.

There are over 6,500 unabridged titles to choose from, including 1,800 in the Young Calibre Library for those under 16 years. Books are available on MP3CD's, USB memory sticks and via streaming. The full catalogue is available online or individual subject catalogues are available to purchase in large print.

To subscribe to the audio library you need to fill in an application form which is available from Calibre or may be downloaded from the website.





Milton Keynes Moles
Moles Secretary: 01908 670270

Milton Keynes Moles is a Lawn Bowls Club for visually impaired bowlers. The group meets at Bradwell Bowls Club, Primrose Road, Bradwell, Milton Keynes.

The Moles play indoors in the winter and outdoors in the summer months and currently have approximately 20 members. Bowlers are told where their bowls land in relation to the jack by the dial of a clock. A group of helpers and drivers take members to the venues and also help on the green.

Bucks Vision – Walking Group
Walking Group
Tel: 01908 377058
Email: pscheriyan@gmail.com



Walking Group for visually impaired and those with additional disabilities is funded and provided by Bucks Vision.

A Long Walks programme for more active visually impaired individuals runs throughout the year. A current programme is available from the Bucks Vision Resource Centre on 01908 395498 or by calling the Walking Group directly on 01908 377058. All walks are in and around Milton Keynes.

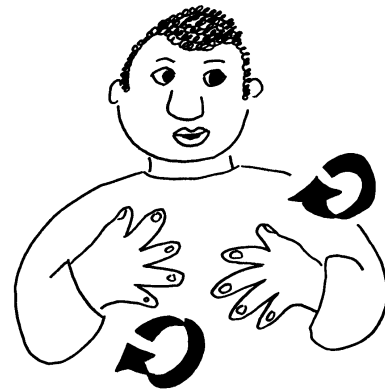
A Short Walks programme, for visually impaired people who are unable to cope with long walks and those with additional disabilities, runs from March to October when weather conditions are congenial. Transport can be arranged if required.



AUTISTIC SPECTRUM DISORDERS

This section provides people with an Autistic Spectrum Disorder (ASD), their families and carers information about the services that may be of use to them in Milton Keynes.

Although services for people with ASD's are still developing, this section is a good starting point for anyone looking for information and support.



**The Autism Partnership Board
Milton Keynes Council,
Joint Commissioning Unit, Civic Offices,
1 Saxon Gate East, Milton Keynes, MK9 3EJ
Tel: 01908 253209
Email: valuingpeople@milton-keynes.gov.uk
Web: www.milton-keynes.gov.uk/social-care-and-health/autism**



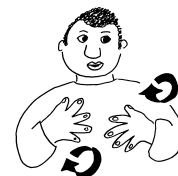
The Autism Partnership Board meets regularly with the aim to discuss and make decisions about how services can be made better in Milton Keynes for people with an Autistic Spectrum Condition.

People who are involved in the Autism Partnership Board include:

- People with an Autistic Spectrum Condition
- Parents of people with an Autistic Spectrum Condition
- Staff from children's services
- Staff from Adult's services
- Staff from Milton Keynes Council
- People from a range of Government and Voluntary agencies including:
 - Job Centre Plus
 - Connexions
 - Talkback

If someone with an Autistic Spectrum Condition or their parents are interested in getting involved with the Autism Partnership Board then please contact Lucienne Dunlop on the telephone number above.





Autism Assessment and Diagnosis Service (AADS)
CTALD Building, Tower Drive Centre,
Tower Drive, Neath Hill, Milton Keynes, MK14 6NA
Tel: 01908 253001 (9am
01908 253772 (Adult Social Care Team)
01908 605650 (Access and Short Term Intervention
Team)
Fax: 01908 254630
Email: aads@milton-keynes.gov.uk
Web: www.milton-keynes.gov.uk/autism

The Autism Assessment and Diagnosis Service (AADS) is part of the joint Health and Social Care Teams within Milton Keynes Council and Milton Keynes Community Health Services.

AADS assess and diagnose Autistic Spectrum conditions for people aged over 18 years. AADS is made up of a team of Nurses, Social Workers and Psychologists.

You can self-refer or be referred by a friend. To do this you need to access the referral form and Autism screening tool which is available at <http://www.milton-keynes.gov.uk/autism/> People can also be referred by a GP, through the Adult Social Care Team who can be contacted on 01908 253772, or through the Adult Mental Health Assessment and Short Term Intervention Team (ASTI) who can be contacted on 01908 605650.

When a referral has been completed and received by the Autism Assessment and Diagnosis Service they will contact the individual within 14 working days to arrange a formal assessment.

If someone is diagnosed and eligible for long term support this would then be offered by a long term intervention team.

The AADS team is available Monday – Friday between 9am and 5pm.



The AS Meet Up

**Tel: 01908 543206
07713075690**

**Email: jane.lynds@hotmail.co.uk
simon@simonrice77.wansdoo.co.uk**

Web: www.milton-keynes.gov.uk/autism/

The AS Meet Up is a social group for people aged 18+ and who are on the Autistic Spectrum and/or has Asperger's Syndrome. However, a diagnosis is not required and anyone who thinks they are on the Autistic Spectrum is welcome to come along.

The AS Meet Up is a chance to make friends, to relax and chat to others who understand. Sometimes the group discusses issues around Autism and it is a chance to have a voice about Autism in Milton Keynes.

The group is mixed gender and usually 50% male and 50% female. There is always at least one person in a supporting role at the meetings to make sure everyone is comfortable.

Attendee's do not have to come to the group every month, and do not have to stay for the whole two hours if they don't want to.

Place: Wetherspoons (opposite Chiqittos) CMK

Time: 7:30pm – 9:30pm

When: Third Wednesday of every month.

Carers and parents are not encouraged to attend the meet, however, if they would like to attend for the first meeting, this is fine.

Milton Keynes Autistic Spectrum Parent Support (MKASPS)

Email: mkasps@googlemail.com

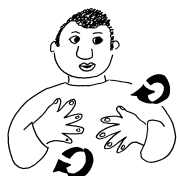
Web: www.MKASPS.web.com

Milton Keynes Autistic Spectrum Parent Support (MKASPS) is a support group which meets, in a relaxed atmosphere, once a month to share concerns, feelings or any new information around Autistic Spectrum Conditions. Anyone is welcome to attend.

The Group meets **at:**

Walnuts School
Admiral Drive
Hazely
MK8 0PU

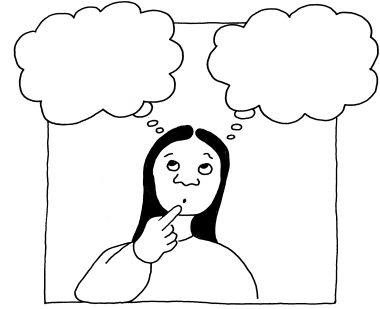
On: The last Thursday of every month between 7:30pm – 9:00pm





LEISURE

Milton Keynes is well known for its modern approach to leisure, culture and lifestyle and can easily compete with larger cities in terms of facilities. All facilities are relatively new compared to more established towns and cities and access to cinemas, theatres and leisure centres is well considered.



THE SOCIAL SCENE

Having a disability need not prevent you from having an active social life - far from it. Many of Milton Keynes' recreational leisure areas are accessible for disabled people: cinemas, restaurants, pubs, bars and the theatre. This level of accessibility brings a wide range of choice; something that can be harder for disabled people who live in more established towns and cities to achieve.



The idea of sociability encompasses not just the organisations below, but the wide range of activities listed throughout the whole of the leisure section.

Milton Keynes Centre for Integrated Living (MK CIL Ltd)		
330 Saxon Gate West, Central Milton Keynes, MK9 2ES		
Tel: 01908 231344	Minicom: 01908 231505	
Fax: 01908 231335	Email: info@mkcil.org.uk	
Times: 10.00am to 4.00pm	(For enquiries and drop-in)	

MK CIL holds a wealth of information on a disability database (DissBASE) including information on leisure and activity groups held in Milton Keynes for disabled people.



The Games Group
Tel: 01908 231344 Minicom: 01908 231505
Fax: 01908 231335

The Games Group runs every Thursday afternoon from 2.00pm to 4.00pm.

At: MK CIL offices, 330 Saxon Gate West,
Central Milton Keynes, MK9 2ES.

Board Games such as Scrabble, Chess, Dominoes, Cards and Yahtzee are played in a friendly and relaxed atmosphere. Individuals with all types of disabilities are welcome, so too are their carers. Please note that personal tasks cannot be undertaken.

Please contact to discuss your requirements, leaving a message via Milton Keynes Centre for Integrated Living (MK CIL).

There is a small charge of £2.00 per session which includes tea, coffee and biscuits.

Access: Disabled toilets, parking and level access throughout.

Milton Keynes Physically Disabled Club
Crosslinks Centre, 108 Serpentine Court, Bletchley, MK2 3QL
Tel: 01908 631333

Milton Keynes Physically Disabled Club is a social club for adults with disabilities that offers a social afternoon with entertainment and outings for members. There is a £6.00 annual subscription fee in aid of the club.

Times: The first Wednesday of every month from 1.00pm to 4.00pm

Venue: Water Eaton Church Centre, off Stoke Road, Water Eaton, Bletchley.

Access: Wheelchair accessible





The Salvation Army
The Salvation Army Hall, Ramsons Avenue,
Conniburrow, Milton Keynes, MK14 7BE
Tel: 01908 606916



The Salvation Army runs a group for people with disabilities. Activities included are painting, handicrafts, singing, games, quizzes and Christian prayers for those who wish to participate.

The group is every Tuesday, 1.00pm - 3.00pm, at a cost of £1.00 per person. There is no need to book - just turn up.

A CAMEO Club where individuals can come and meet each other is held on a Monday at the same venue, all are welcome.



EYE for ART Club
C/O 79 Windmill Hill Drive, Bletchley,
Milton Keynes, MK3 7RJ
Tel: 01908 631458
Email: rpatching@yahoo.co.uk

EYE for ART Club is a club for visually impaired adults that offers many forms of arts and crafts and social activities including: card making, porcelain flower making, fabric panels, weaving, knitting, sewing and museum visits.

The club meets monthly at Inter-Action MK, Waterside, Peartree Bridge, and costs £10.00 annual subs plus a small fee per session.

Access: Disabled access and disabled toilets at venue.



Xscape
602 Marlborough Gate,
Central Milton Keynes, MK9 3XS
Xscape enquiries tel:
Web:

0871 200 3220

www.xscape.co.uk/



Xscape Milton Keynes is an entertainment destination offering a unique combination of extreme sports and leisure activities for all ages and abilities. Xscape is home to the Snozone, Airkix, Rock Climbing, a Cinema, Health and Fitness Club, Shopping, Bars, Restaurants and a Nightclub.

Access: Automatic doors are located at the main entrance and side entrance (near KFC), there is a public lift in the building, Xscape, although on two floors, is a large open building with very few steps within it. Several venues have their own lifts where they are on two floors. All entrances are wide enough to accommodate wheelchairs and access to all amenities is open plan (no doors). In addition there is a significant amount of designated disabled parking.

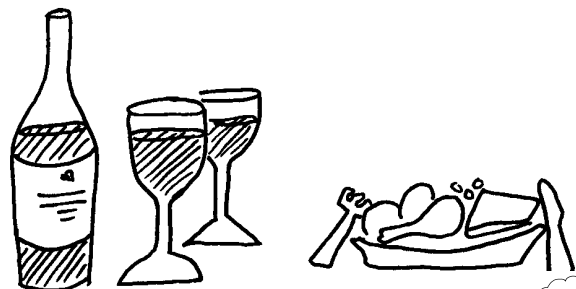
Theatre District
Central Milton Keynes, MK9 3PU
Email: info@theatre-district.co.uk
Web: www.the-theatre-district.co.uk/



The Theatre District is located at the heart of Milton Keynes, and is a collection of clubs, bars and restaurants catering to a multitude of different tastes.

The Theatre District also host fun family activities throughout the year such as handling birds of prey, mascot Olympics, street markets and various music events including the Christmas light switch on event.

Access: All bars and restaurants are accessible and are in close proximity to each other. The majority of restaurants are at ground level and those that are not have accessible lifts to other floors. All have disabled toilets There is disabled parking close by.



The Nationwide Access Register
www.directenquiries.com

Direct Enquiries is the UK's leading provider of access and disability consultancy services. Via the above website Direct Enquiries provide The Nationwide Access Register which includes access information for many restaurants, pubs, shops and public buildings nationwide.

Just go to **www.directenquiries.com** and type in the premises you would like access details for and it will aim to provide you with relevant information regarding disability access.

Disabled Go

Ardent House, Gates Way, Stevenage, SG1 3HG

Tel: 0845 270 4627

Text: 07971425213

Web: www.disabledgo.com

www.disabledgo.com/en/org/milton-keynes-council

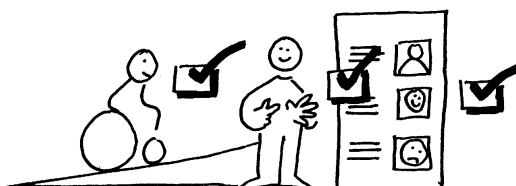


Disabled Go produce an online access guide for places all over the UK including Milton Keynes. They publish the guide on their website which is free for everyone to use.

Disabled Go have consulted with disabled people and generated detailed information about the access to places in Milton Keynes such as Hotels, Restaurants, Tourist Attractions, Doctors Surgeries, Shops, Libraries and many other places of interest.

As well as the physical access to the buildings Disabled Go look at whether staff have had disability awareness training, if braille and large print documents are available, if hearing systems are available, whether assistance dogs are welcomed and if the staff know sign language.

The Disabled Go access guide can be found on the website and is very useful for planning day trips, holidays, or even to get an idea about a new place before going to visit.



**The Cinema Exhibitor's Association
CEA Card, PO BOX 212, Waterlooville,
PO7 6ZN**

Tel: 0845 123 1292

Fax: 0845 123 1296

Minicom: 0845 123 1297

Email: info@ceacard.co.uk

Web: www.ceacard.co.uk



The Cinema Exhibitor's Association Card is Nationally recognised and can be used to verify that the holder is entitled to one free ticket for a person accompanying them to the cinema.

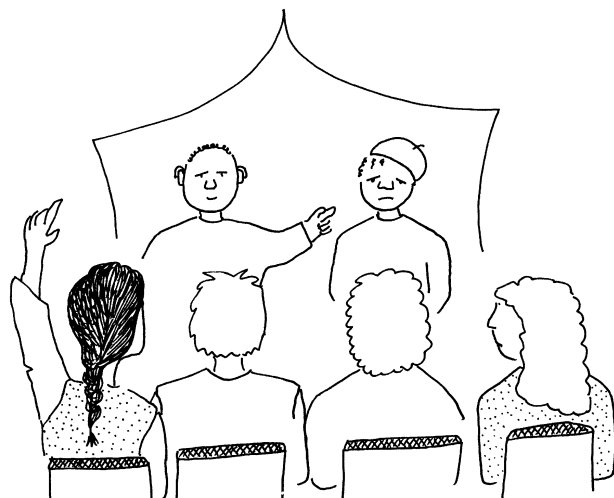
To apply for the card proof of one of the following criteria is needed:

- Be in receipt of Personal Independence Payment (PIP)
- Be in receipt of Disability Living Allowance or Attendance Allowance.
- Be a registered blind person

To apply complete an application form online at the website address above or fill out an application form which can be obtained from Milton Keynes Centre for Integrated Living (MK CIL),(see page 9 of the guide) or from the following local participating cinemas:

Odeon Milton Keynes
The Point,
602 Midsummer Boulevard,
Milton Keynes, MK9 3NB
0871 22 44 007
www.odeon.co.uk

Cineworld Milton Keynes
Xscape,
602 Marlborough Gate,
Milton Keynes, MK9 3XS
0871 220 8000
www.cineworld.co.uk





Passport to Leisure Scheme Milton Keynes Council

Web: www.milton-keynes.gov.uk/leisure-facilities



For a small charge disabled people may be eligible for the Passport to Leisure Scheme which provides discounted access for residents of Milton Keynes to a variety of leisure facilities in Milton Keynes.

To be eligible for the Passport to Leisure Scheme you need to be in receipt of one of the following benefits:

- Disability Living Allowance (DLA) for adults over 65 years
- Personal Independence Allowance (PIP)
- Severe Disablement Allowance
- Council Tax Benefit
- Housing Benefit
- Working Tax Credit

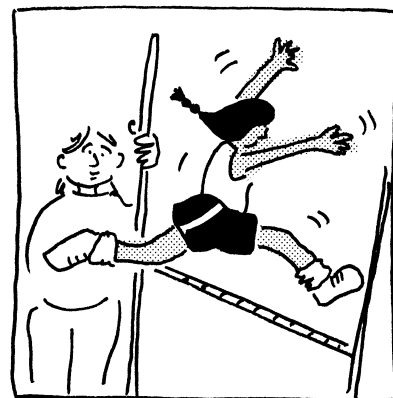
Or if you are:

- In attendance at a Youth/Adult training scheme
- A full time student with a NUS/OU card
- Aged 60 or over and not in employment
- Asylum seeker aged under 18 years of age and registered with MK Council
- A foster carer
- A dependent

On successful application you will receive a Passport to Leisure card which you present when booking and using the leisure facility to obtain any discounts which may apply.

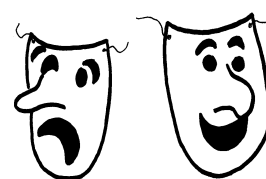
Application forms can be obtained from council offices, libraries, housing offices, Milton Keynes Centre for Integrated Living (MK CIL), see page 9 of the guide, online at the above address or at any of the participating leisure centres.

Details of participating leisure facilities and where to send or take your application form and supporting documentation are detailed on the application form.



ARTS

Milton Keynes offers so much in terms of arts facilities, music, theatre, and galleries. There are lots of organisations and clubs involving the arts for disabled people who offer the opportunity to learn a new skill, socialise and be creative all at the same time.



Inter-Action MK
The Old Rectory, Peartree Bridge,
Milton Keynes, MK6 3EJ
Telephone and Minicom: 01908 678514
www.interactionmk.org.uk



Inter-Action MK delivers a programme of high quality, innovative and inclusive Community Arts in Milton Keynes, prioritising work with excluded groups.

Inter-Action MK's programme includes:

- Groovy Gecko – a club night run by and for learning disabled people.
- Creative workshops for disabled young people
- Domestic abuse awareness art project
- Steering groups of disabled young people
- School holiday activities for disadvantaged young people

Inter-Action MK also hires out rooms and equipment for use by other community groups.

Artworks MK Ltd
Great Linford Arts Workshop, Parklands,
Great Linford, Milton Keynes, MK14 5DZ
Tel: 01908 608108 Fax: 01908 663966
Web: www.artworks-mk.co.uk
Email: info@artworks-mk.co.uk



Artworks MK is an independent arts and education charity which delivers a programme of workshops, exhibitions and events alongside artist studio provision and support for the communities of Milton Keynes and beyond.





MK Gallery

Milton Keynes Gallery
900 Midsummer Boulevard,
Central Milton Keynes, MK9 3QA

Information Desk Tel: 01908 676900

Recorded information Tel: 01908 558307

Web: www.mk-g.org

Milton Keynes Gallery is the city's purpose-built, public contemporary art gallery presenting a changing programme of exhibitions by international and British artists. A variety of related events are also offered. You can find out about these through the gallery's free programme information on the website, or by joining the email list. Admission is free.

Large print versions of the current exhibition room guide texts and the gallery's quarterly information brochure are available on request from the Information Desk or they can be mailed in advance if required. Signed talks can be arranged subject to availability - contact the Information Desk to discuss.

Access: The building is fully accessible to wheelchair users. There is level access through the main entrance on Margaret Powell Square to the three main galleries, shop and adapted toilet facilities. There is lift access to the first floor events room.



The Stables Theatre
The Stables, Wavendon,
Milton Keynes, MK17 8LU

Tel: 01908 280800

Fax: 01908 280825

Email: stables@stables.org

Web: www.stables.org

the
stables

The Stables is a 398 seat venue in a beautiful rural setting which has performances throughout the year of jazz, folk, blues, classical, world music, bands, comedy, revue and theatre. There is also an 80 seat studio space and cafe bar on the premises.

Both auditoria are accessible for wheelchairs and there is a large, free car park at the theatre. Spaces for wheelchairs are available in all areas and there is a Sennheiser infra-red enhanced hearing system.

The season brochure, which details all events, is provided in large print - call the box office to request a copy. The box office is open 10.00am - 6.00pm Monday - Saturday or until 15 minutes after the last performance has begun. On Sundays it opens at 5.00pm (on show nights only).

Stantonbury Campus Theatre
Stantonbury, Milton Keynes, MK14 6BN
Box Office: 01908 324422



Stantonbury Campus Theatre offers a programme of contemporary and community theatre, including regular performances of drama, children's theatre and performances and musical theatre from local groups.

Access: Wheelchair access for the auditorium is via an entrance at ground level and there is an adapted disabled toilet adjoining this entrance. There are 4 designated spaces in the auditorium for wheelchairs on this same level. A lift is available in the Leisure Centre (adjacent to the Theatre) which will facilitate access to the Gallery, Auditorium and Upper Theatre Foyer.

There is an infra-red system installed in the auditorium with six Sennheiser infra-red hearing headsets available to collect from the Front-of House team. Guide dogs are welcome but please advise the Front-of-House Manager of your requirements. There are several specially marked parking bays for disabled patrons in the car park adjacent to the theatre.





Milton Keynes Theatre
Marlborough Gate, Central Milton Keynes, MK9 3NZ
Box Office Tel: 0844 871 7652
Text Relay: 18001 0844 871 7677
Creative Learning: 01908 547651
Web: www.ambassadortickets/miltonkeynes.com



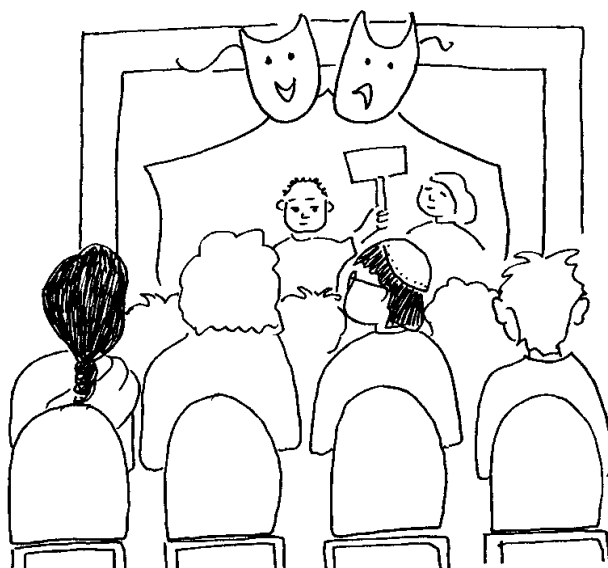
Milton Keynes Theatre brings a variety of performance to the city and provides a focus for the city's already thriving cultural life. The Theatre regularly hosts a variety of large West End productions.

Access: Milton Keynes Theatre has been designed with an emphasis on access facilities. All areas of the Theatre are accessible to customers with limited mobility, including wheelchair users. There is level access from the top of Margaret Powell Square through into the foyer, with level access into the auditorium at both sides of the stalls.

There are lifts, infra-red hearing systems, low level counters, disabled parking, disabled toilets, signed and audio-described performances, Touch tours and STAGETEXT. Milton Keynes Theatre is also hearing dog friendly.

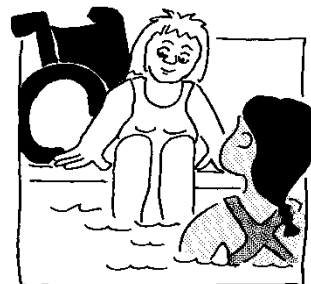
In addition, concession prices are available for individuals and their carers.

For more information around Access related issues the Theatre's Creative Learning Team is available to answer any questions, please contact them on the number above.



SPORT AND FITNESS

Milton Keynes has many high quality sport and leisure facilities. Sport can be very beneficial in terms of health, fitness and socialising and can be enjoyed by all: young, old, disabled or non-disabled. The organisations within this section offer a wide range of varying activities which can cater for almost any ability level and choice.

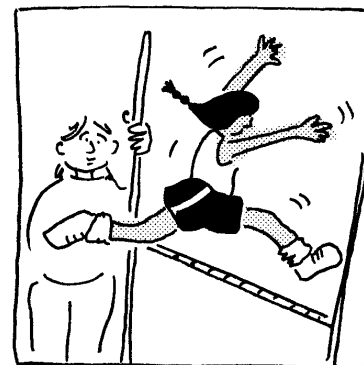


Caldecotte Xperience
George Amey Centre, 366 Simpson Road, Simpson,
Milton Keynes, MK6 3AG
Tel: 01908 232042/ 232027
Fax: 01908 233927
Email: caldecotte@action4youth.org
Web: www.caldecotteexperience.org.uk

The Caldecotte Xperience offers a variety of adventure activities and learning experiences for young people and adults aged from 8 years to 80 years old. Some activities available include:

- Sailing
- Canoeing
- Kayaking
- Rowing
- Climbing
- Caving
- Fencing
- Bushcraft
- Archery
- Windsurfing
- High Ropes

All activities are open to parents and siblings at the same charge of £10 per two hour session. Short breaks vouchers are accepted but only for the young person for whom they were designated.



Check the website for dates of activities for this year.

Places are limited, so for more information or to book a place contact on the above details.

Access: Indoor and outdoor toilets, wheelchair access bedroom with en suite wet room, single level building with total accessibility



**MK Sailability****Tel: 01296 489871****Email: johnf_leonard@yahoo.co.uk****Web: www.mksailability.co.uk**

MK Sailability is based at Caldecotte Lake South and is part of the Milton Keynes Sailing Club (MKSC). It has been in existence for 20 years and is affiliated to the Royal Yachting Association (RYA).

MK Sailability aims to help disabled people access the sport of sailing by giving them experience of feeling the freedom and pleasure of being in control of a boat on the water and by instructing people to acquire the skills to handle a boat competently and later to gain a RYA qualification. If members reach a high enough standard, they may be able to enter sailing regattas.

The group meet twice a month from April to October, please call for times.

Disability Snowsport UK**Milton Keynes Xscape, 602 Marlborough Gate,
MK9 3XS****Tel: 07810263768 - Lessons****07810486273 -Recreational Group****Email: dsukmkslopeorganiser@hotmail.co.uk****admin@disabilitysnowsport.org.uk****Web: www.disabilitysnowsport.org.uk**

Disability Snowsport UK (DSUK) instructors and volunteers have helped thousands of individuals of all ages and with a variety of disabilities including spinal injuries, amputation, sensory impairments, learning difficulties, and physical disabilities to experience enjoyment from participating in skiing, snowboarding and other snowsports. The specialist equipment held by DSUK enables everyone to take part.

Lessons are delivered at the Snozone Xscape throughout the year. There is also a recreational DSUK club that meets monthly at Snozone.

Different Strokes

**9 Canon Harnett Court, Wolverton Mill,
Milton Keynes, MK12 5NF**

Tel: 0845 130 7172 Local Group: 01908 969877

Web: www.differentstrokes.co.uk

Email: info@differentstrokes.co.uk

Different Strokes has a local branch in Milton Keynes offering an exercise class for younger stroke survivors at Shenley Leisure Centre which provides an opportunity for improving balance, fitness, suppleness and optimising blood pressure – continuing where NHS physiotherapy left off. This exercise class is currently held every Tuesday at 2:00pm and all working age and younger Stroke survivors and their partners/carers are welcome. Please call the telephone number above for details.

Venue: Shenley Leisure Centre, Burchard Crescent, Shenley Church End, Milton Keynes, MK5 6HF.

Friday 50+ Club

**C/O 79 Windmill Hill Drive, Bletchley,
Milton Keynes, MK3 7RJ**

Tel: 01908 631458

Email: rpatching@yahoo.co.uk

The Friday 50+ Club is for people over 50 years of age and offers swimming, table tennis, and short mat bowls at a reduced rate.

The club meets every Friday during school term time only, 3:00pm – 5:00pm at Stantonbury Arts and Leisure Centre (upstairs sports arena) and there is a small charge for this service.

Access: Disabled access, lift, and disabled toilets at venue.





Milton Keynes Disabled Angling Club
3 Wallingford, Bradville, Milton Keynes, MK13 7DN
Tel: 01908 321662 Mobile: 07831 831501
Email: davidlewis@msn.com

Milton Keynes Disabled Angling Club (MKDAC) was formed to encourage people with disabilities to fish. This includes those who used to fish and those who wish to try it for the first time. Equipment is available, for short term loan, for those trying fishing for the first time.

Membership costs £5.00 per year and entitles you to free tuition. Non members can be taken out for training sessions but the coaches ask for a donation (cash or kit) to the club.

The club usually meets on a Thursday between 10:00am and 3:00pm – but sometimes meet on an extra day by arrangement.

The club has 2 licensed coaches and welcomes carers to join in and enjoy the same facilities.

Milton Keynes Moles
Moles Secretary: 01908 670270

Milton Keynes Moles is a Lawn Bowls Club for visually impaired bowlers. The group meets at Bradwell Bowls Club, Primrose Road, Bradwell, Milton Keynes.

The Moles play indoors in the winter and outdoors in the summer months and currently have approximately 20 members. Bowlers are told where their bowls land in relation to the jack by the dial of a clock. A group of helpers and drivers take members to the venues and also help on the green.



Yoga - For People with a Disability
Tickford Community Hall, Newport Pagnell, Milton Keynes
For details about the class Tel: 01908 611431

A Yoga class for people with a physical disability is held on Wednesday mornings 11.15am- 12.15pm at Tickford Community Hall in Newport Pagnell.

There is a small cost per session but carers can attend free of charge.

Referrals are normally via Social Services or a Health Professional; however, self-referral may also be accepted. Please call for more information.

Bucks Vision – Walking Group
Walking Group
Tel: 01908 377058
Email: pscheriyan@gmail.com

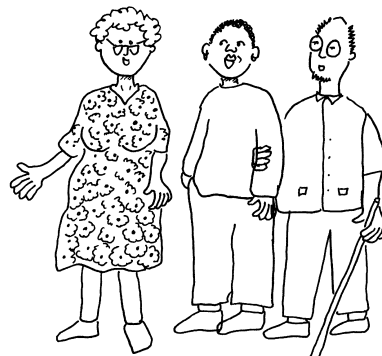


The Walking Group is for visually impaired, and those with additional disabilities, and is funded and provided by Bucks Vision.

A Long Walks programme for more active visually impaired individuals runs throughout the year. A current programme is available from the Bucks Vision Resource Centre on 01908 395498 or by calling the Walking Group directly on 01908 377058. All walks are in and around Milton Keynes.

A Short Walks programme, for visually impaired people who are unable to cope with long walks and those with additional disabilities, runs from March to October when weather conditions are congenial. Transport can be arranged if required.

For more details contact Bucks Vision Walking Group on the above telephone number.





**Multiple Sclerosis Society
Milton Keynes & District Branch
Marshworth,
Tinkers Bridge, Milton Keynes, MK6 3DD
Tel: 01908 239151
Email: info@mkms.org
Web: www.mssociety.org.uk/miltonkeynes**



The Milton Keynes and District branch of the Multiple Sclerosis Society offers a weekly local swim club on a Thursday 11am – 12noon at Leon swimming pool.

**Swimming for People with Disabilities,
Middleton Pool, Newport Pagnell, Milton Keynes
For details about the club tel: 01908 639358**

A swimming club for people with disabilities is based at Middleton Pool in Newport Pagnell. There is an annual membership fee and a small charge per session; helpers or carers accompanying a disabled person may go free of charge.

Times: Mondays, Fridays 3.30pm - 4.30pm (in the water).

**MK Community Cardiac Group
Hinton Hall, 296a Whaddon Way, Bletchley,
Milton Keynes, MK3 7GB
Tel: 01908 632999**

MK Community Cardiac Group offers cardiac exercise and relaxation classes and a support group for people who have had heart problems. They also fundraise as a charitable group.

Exercise and Relaxation Classes:

Monday - 10:00am – 12noon

Tuesday – 7:00pm – 9:00pm

Wednesday – 10:00am – 12noon

Thursday – 10:00am – 12noon and 7:00pm – 9:00pm.

Venue: Hinton Hall, 296a Whaddon Way, Bletchley, MK3 7GB

Please phone for more details.

MK Dons Football Club Disability Youth
Tel: 01908 622938 – MK Dons SET Coach
01908 622937 – Karl White
01908 526431

The MK Dons Football Club Disability Youth is for young people aged 5 - 21 years with Special Needs, Mild Learning Difficulties (MLD), Severe Learning Difficulties (SLD), Autism and physical disabilities.

The group meets at the MK Dons Indoor Training Dome, Woughton- on- the- Green on Sundays 5.00pm - 6.00pm for up to 12 years old, from 5.45pm – 7.15pm for 12 – 16 years old and 6.30pm – 8.00pm for over 16 years.

The sessions are led by a MK Dons Community Coach and have two additional FA Level one coaches every week. There is a fee of £2.00 per hour.

MK Dons Football Club Disability Youth
Wheelchair Users Group
Stadium:MK, Stadium Way, Milton Keynes, MK1 1ST
Tel: 01908 622937 – Karl White

The MK Dons Football Club Disability Youth runs a wheelchair users group for people aged 12 years and over.

For people using manual wheelchairs the group meets

On: Thursdays 6:30pm to 7:30pm

At: Bletchley Leisure Centre

For people using a powered chair the group meets

On: Saturdays 10am to 12 noon

At: Bletchley Leisure Centre

There is a small fee for playing and people should book before coming along. For more information or to book please contact Karl White on the number above.





SNUGS – Special Needs Unit Gymnasts
45 Kernow Crescent, Fishermead, Milton Keynes, MK6 2LD
Tel: 01908 675473 Mobile: 07719 093798

SNUGS offer gymnastics and trampoline sessions for children 6 years old and over with special needs. Sessions are every Saturday between 12.30pm – 17.00pm.

The group meet at Cottesloe Gym, Milton Keynes College, Chaffron Way.

Must be by prior arrangement – please call to book.

Kingston Gymnastic Centre
15 Winchester Circle, Kingston, Milton Keynes, MK10 0BA
Tel: 01908 586500
Email: gym@mkgym.co.uk
Web: www.mkgym.co.uk

Kingston Gymnastic Centre offers gymnastic classes for children of all ages and abilities including a pre-school gymnastics club, trampoline & fitness classes, parent and toddler sessions and classes for children with disabilities and additional needs.

Opening Times:	Monday to Friday	7.30am - 10.00pm
	Saturday	8.30am - 6.00pm
	Sunday	8.30am – 2.00pm

Access: Disabled access and disabled toilets.



Willen Lake: Countryside For All
Milton Keynes Parks Trust,
Campbell Park Pavillion, 1300 Silbury Boulevard,
Milton Keynes, MK9 3AD
Tel: 01908 233600 Fax: 01908 233601
Web: www.theparkstrust.com

Willen Lake
Milton Keynes

Willen Lake has a North Lake which is home to a rich variety of wildfowl (geese, ducks, and swans) whilst the South Lake is a local centre for water sports and family activities including a well-equipped play area, trim trail equipment around the lake, the mini-bowl for events, mini-golf, an adventure ropes course and a miniature railway. Paths are generally good, wide and firm with all-weather surface, but some shallow gradients.

Access: Disabled parking and disabled toilet facilities.

The Parks Trust
Campbell Park Pavilion,
1300 Silbury Boulevard, Milton Keynes, MK9 4AD
Telephone: 01908 233600
Email: info@theparkstrust.com
Web: www.theparkstrust.com

TheParksTrust 
MILTON KEYNES

The Parks Trust is an independent charity that cares for many of Milton Keynes' parks and green spaces. The Trust organises around 200 events in the parks each year such as guided nature walks, sponsored fun runs, monthly events for tiny tots, discovery cycle rides, storytelling, orienteering and music festivals. It offers a chance to enjoy the fresh air, learn a new skill, make new friends, and discover new outdoor spaces.

The majority of activities take place outdoors so appropriate clothing should be worn.

All children must be accompanied by an adult.
Details of access to individual parks can be obtained from the website or by calling the above number.

Some activities may require advanced booking so it is advisable to contact on the above telephone number or look at the website.





Bletchley Leisure Centre
Princes Way, Bletchley, MK2 2HQ
Tel: 01908 377251
Web: www.hertsmereleisure.co.uk

Bletchley Leisure Centre is part of the Hertsmere Leisure Group and is home to Beaumonts health club, which includes a fitness studio with the latest Fitlinxx technology, dance studio, pedal x studio, sauna and steam room, 25m pool, badminton, squash, multipurpose sports hall and 7 indoor bowls rinks.

There is a wide programme of activities for all ages and abilities and a team of staff on hand.

Bletchley Leisure Centre is open 7 days a week and offers a flexible pay as you go option.

The Leisure Centre is fully accessible, including a ramp into the Swimming Pool, Disabled Parking, Automatic Doors, Accessible Changing Rooms, Adapted Fitness Suite and a Hearing Loop.

Contact for more information and timetables.

Stantonbury Campus Leisure Centre
Stantonbury, Milton Keynes, MK14 6BN
Tel: 01908 324466



Stantonbury Leisure Centre is home to Aspirations gym, which is a training facility that provides a suitable environment for both new and experienced members.

Facilities Include: 25m Swimming Pool, Disabled Changing Room, Aspirations Fitness Gym, Free Weights Room, 11 Badminton Courts, Dance Studio, All Weather Pitch, SHOKK Youth Fitness Gym, Tennis and Netball Courts, Function Rooms, Bar and Catering Facilities and Free Car Parking.

Stantonbury Leisure Centre is open 7 days a week with a pay as you go option and special promotions throughout the year.

Contact for details of access, times and activities.

**The Woughton Centre,
Rainbow Drive, Off Chaffron Way, Leadenhall,
Milton Keynes MK6 5EJ
Tel: 01908 660392**



Woughton Leisure Centre and swimming pool has something for everyone and is open 7 days a week.

Facilities Include: Swimming Lessons for Adults and children, 20m Swimming Pool, Gym, Sports Hall, Martial Arts Studio, Theatre, Aerobics Studio, Sun Beds, Astro Turf Pitch and a Licensed Bar.

Woughton Leisure Centre offers flexible price plans, or pay as you go option.

**Shenley Leisure Centre
Burchard Crescent, Shenley Church End,
Milton Keynes, MK5 6HF
Tel: 01908 502488
Web: www.shenleyleisure.org.uk**



Shenley Leisure Centre pride themselves on the quality and diversity of their programme which includes Arts, Sports, Health and Fitness, Children's activities, Bar Entertainments, Dance, Martial Arts, and Community Activities for all ages and abilities.

Facilities Include: Squash Courts, Badminton Courts, Fitness Studio, Football Pitches, Tennis Courts, Fitness Classes, Basketball Courts, Theatre, Gymnasium, Table Tennis and the Sportsman's Rest Bar.

Shenley Leisure Centre do not operate a membership system and all activities can be booked on a pay as you go basis.

Parts of the Leisure Centre are fully accessible; please contact to discuss your particular requirements.

Shenley Leisure Centre is home to the local support group of the national organisation Different Strokes. The group runs an exercise class for younger stroke survivors, providing an opportunity for improving balance, fitness, suppleness and optimising blood pressure.

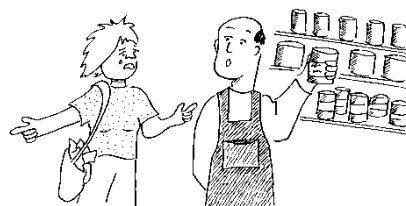
Call the centre for further details, or alternatively contact Different Strokes directly, see the Different Strokes entry in this section for contact details.





SHOPPING

Shopping can be for both necessity and pleasure. The majority of shopping centres, supermarkets and retail centres throughout Milton Keynes are accessible for disabled people. Even the more traditional 'high streets' in the local area are improving with lowered kerbs, accessible doorways and suitable road crossings.



Wheels Mobility Ltd
Midsummer Place, 421 Saxon Gate East, Midsummer Place,
Central Milton Keynes, MK9 3AE
Tel: 01908 550470

Wheels Mobility Ltd
The Centre MK, 680 Silbury Boulevard, Central Milton
Keynes, MK9 3AE
Tel: 01908 695060
Web: www.justmobility.co.uk/shop

Both shops loan, on a voluntary contribution basis, manual and electric wheelchairs and scooters for use in the shopping centre. It is advisable to pre-book - booking is taken up to one week in advance. Two forms of identification are needed which have your address on e.g. driving license or building society book.

Opening Times:

Monday - Wednesday	9.30am	-	5.00pm
Thursday - Friday	9.30am	-	6.00pm
Saturday	9.30am	-	5.00pm
Sunday	11.00am	-	5.00pm

(Midsummer place shop is closed on a Saturday and Sunday on these days all enquiries should be made at the Silbury Boulevard shop)



Shop and See - Milton Keynes Reader Service
Tinkers Bridge Small Meeting place, 43 Marshworth,
Tinkers Bridge, Milton Keynes, MK6 3DD
Telephone and Fax: 01908 231123
Email: mkreader@tiscali.co.uk

Milton Keynes Reader Service runs this escort scheme for visually impaired people, enabling individuals to have support, if required, when doing their shopping. The office is open Monday to Thursday from 9.00am to 2.30pm.

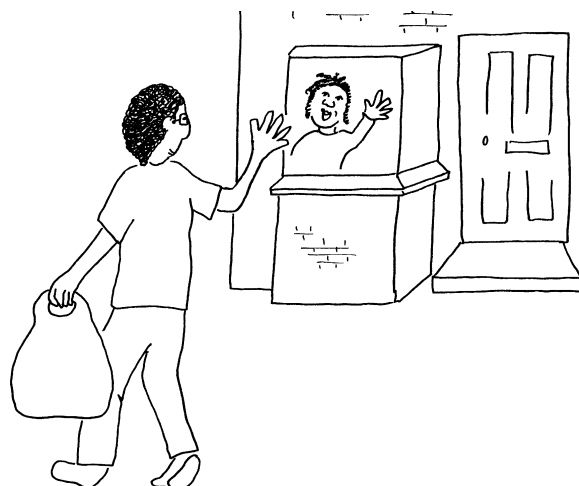
Just Shopping
1 Lammas Road, Cheddington,
Leighton Buzzard, LU7 0RY
Tel: 01296 660286
Email: justshopping@hotmail.co.uk

Just Shopping is a personal food shopping service covering most areas in Buckinghamshire, including Milton Keynes, for those who:

- Find it hard to get out and about
- Lack their own transport
- Do not have access to a computer
- Dislike revealing personal data over the internet or telephone
- Would like to save on taxi fares by using this service
- Wish to continue catering for themselves.

Orders are placed over the telephone and goods are delivered the following week. Just Shopping use a leading, local supermarket and payment can be made, on delivery, by either cash or cheque.

Delivery costs £8.50 for up to 25 items, e.g. three pears is considered as one item. Shopping can be delivered weekly, fortnightly or just occasionally.





<p>Wiltshire Farm Foods Unit 5, Manor Business Centre, High Street South, Stewkley, LU7 0HR 24 Hour Helpline: 0800 773 773 Local Outlet Branch: 01525 242220 Email: beds&bucks@wiltshirefarmfoods.com Web: www.wiltshirefarmfoods.com</p>	
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Wiltshire Farm Foods is a frozen meals home delivery service. The kitchens, in Trowbridge, Wiltshire, produce over 250 different meals and desserts, including options from the soft and pureed and ethnic ranges. Most dishes come as a single serving and include accompanying vegetables.

Each meal is frozen as soon as it's cooked and this ensures flavour and nutrition standards are as high as possible. The orders are then dispatched from local outlets. There is a free home delivery service, which is available throughout the UK, and delivery is available weekly.

Wiltshire Farm Foods can produce a wide range of meals that cater for many different dietary requirements including Diabetic, Gluten Free, Low Fat, Low Salt and Vegetarian.

Orders can be regular weekly orders or just occasionally. There is no need to sign up for regular deliveries.

Orders can be made online or by phone. Please call or visit the website to request a brochure.




HOLIDAYS AND TRAVEL

The ability to travel or go on holiday is often taken for granted. For disabled people there may be many more considerations to take into account when travelling. It can often be more difficult to book or plan, more expensive and sometimes there can be less choice available.



The organisations below include specialist disability holiday operators and disabled access and policy information for national mainstream travel companies and airports.

For a wider range of information, leaflets and brochures regarding holidays and travel please contact MK CIL.

Milton Keynes Centre for Integrated Living (MK CIL Ltd)		
330 Saxon Gate West, Central Milton Keynes, MK9 2ES		
Tel: 01908 231344	Minicom: 01908 231505	
Fax: 01908 231335	Email: info@mkcil.org.uk	
Times: 10.00am to 4.00pm	(For enquiries and drop-in)	

MK CIL holds a wealth of information concerning holidays and many other aspects that are related to holidays and travel for disabled people.

Disability Rights UK – Holidays, A Guide for Disabled People 12 City Forum, 250 City Road, London, EC1V 8AF Tel: 020 7250 3222 Fax: 020 7250 0212 Email: enquiries@disabilityrightsuk.org Web: www.disabilityrightsuk.org	
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Disability Rights UK produce an annual, comprehensive guide to accessible trips away and days out in the British Isles.

The guide includes tips on preparing for a trip, getting around and finding local resources, as well as providing information on advice services, voluntary and commercial organisations and transport, listed by area, town city or county.

To order a copy of the guide please contact Disability Rights UK on the telephone number above or visit their website.





Livability Holidays
Tel: 08456 584478
Fax: 0207 4522001
Web: www.livability.org.uk

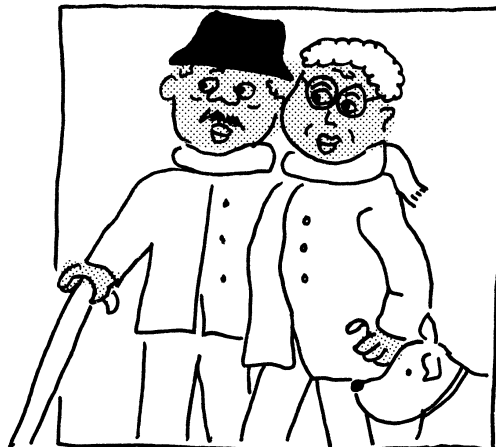


Livability Holidays offer a wide range of accessible holiday accommodation throughout the UK that offer people with disabilities, their friends and families a real choice.

There are a number of holidays to choose from including hotels with seafront locations, countryside properties and self-catering accommodation providing the facilities and access needed for those with various degrees of disability.

Livability Holidays also holds details about holidays with care and assistance, if required, along with specialist equipment and detailed access information on all facilities.

To request a holiday brochure please contact Livability Holidays on the details above.



National Express

national express

National Express Ltd (Nationwide Coach Operator)

**Head Office: Mill Lane, Digbeth,
Birmingham, West Midlands, B5 6DD**

Tel: 08717 81 81 79

Textphone: 0121 455 0086

Web: www.nationalexpress.com

National Express have a Code of Practice called 'Serving our Disabled Customers' which outlines the standards delivered to disabled customers and customers with reduced mobility. National Express have a dedicated help line for travel assistance which can help disabled customers plan their journey. The assisted travel team can also help arrange seat reservations and discuss ticketing options.

Virtually all National Express coaches are wheelchair accessible with a wheelchair lift at the front of the coach. This provides step free access to a dedicated wheelchair space at the front of the coach. The wheelchair is then locked in place for safe carriage during the journey. National Express recommends that customers who use a wheelchair book at least 36 hours in advance of travel wherever possible. This is so that they can prepare the coach and check that the wheelchair specifications are compatible with the onboard safety requirements. Please contact the Assisted Travel Team for more details.

National Express also accepts lightweight manual wheelchairs and scooters for travel, subject to them being safely stored in the luggage hold. Unfortunately they are unable to accept any scooter that cannot be dismantled and reassembled by the customer and where the heaviest part weighs no more than 20kg.

National Express also offers a Disabled Coach Card, which for £10.00 gives a third off all coach travel to anywhere on their network, at any time.

For more information on accessible coaches, journey planning, advice on the carriage of manual and powered wheelchairs, scooters and other assistance services that are available, please contact the National Express Assisted Travel Team between 8am and 8pm 7 days a week.





Rail Enquiries	
National Rail Enquiries:	08457 484950
Disabled Persons Rail Cards:	08456 010132
Text phone:	08448 714036
Senior Rail Cards:	08448 714036
General Web:	www.rail.co.uk
Railcard Web:	www.railcard.co.uk
Email:	RailcardHelp@atoc.org
<hr/>	
London Midland Travel Assistance	
Tel:	0800 092 4260
Text phone:	0844 811 0134
Fax:	0845 051 8359

Call on the above telephone numbers for all national rail related enquiries.

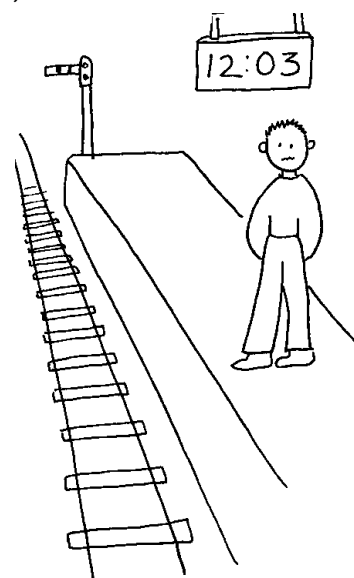
There are nationally recognised railcards for elderly and disabled customers.

Railcard for the elderly: can be bought at most staffed stations or online and currently offers 1/3 off most standard and 1st class fares across Britain.

Railcard for disabled people: can be applied for at most staffed stations or online and currently offers 1/3 off most standard and 1st class fares across Britain for the disabled person and a companion.

If you would like assistance when making a journey, such as help getting on or off a train or ramps for a wheelchair, contact the Train Company that manages the station located at the start of your journey. Milton Keynes train station is managed by London Midland - for assistance when starting a journey from Milton Keynes please contact London Midland on 0800 0924260.

If possible try and give a minimum of 24 hours' notice before your journey as this will allow time for any special arrangements to be made. If this is not possible the Train Companies will still do their best to help, but cannot guarantee to provide their normal level of service.



The British Red Cross Medical Loans
Unit 3, Joplin Court, Crownhill
Milton Keynes, MK8 0JP
Tel: 0845 0703 752
Web: www.redcross.org.uk



Transport can be arranged for travel to UK holiday destinations by use of volunteers who use their own cars. Please call for charges.

At least 48 hours' notice must be given when making a booking.

Office hours:

Monday – 9am – 4pm
Tuesday – 9am – 4pm
Thursday – 9am – 4pm



Telephone messages can be left at any time.

Passport Photos for wheelchair users
Snappy Snaps, Unit 82b Midsummer Arcade,
Central Milton Keynes, MK9 3BB
Tel: 01908 231332
Fax: 01908 392358
Email: info@snappysnaps-miltonkeynes.co.uk



Snappy Snaps offer photographs for passports without the need to access a booth.

Times:

Monday, Tuesday, Wednesday	9.30am	-	6.00pm
Thursday, Friday	9.30am	-	7.00pm
Saturday	9.00am	-	6.00pm
Sunday	11.00am	-	5.00pm

Access: Wheelchair accessible



HOLIDAYS WITH CARE



AIRPORTS

<p>London Luton Airport Navigation House, Airport Way, Luton, Bedfordshire, LU2 9LY Tel: 01582 405100 Typetalk Text: 18001 Web: www.london-luton.co.uk</p>	
--	---

Access: The airport is wheelchair accessible and access to the terminal building is via revolving doors. Doors 2 and 5 are designated as accessible, ideal for wheelchair customers and those with assistance dogs.

Assistance: Disabled customers requiring assistance into the terminal building are requested to use one of the Special Assistance Help Points. These are located in all the car parks and outside the terminal building. There is also a Special Assistance help desk within the terminal building for help in and around the building. This is staffed 24 hours and details about assistance required should be given with the booking.

Many telephones offer a number keypad and a touch screen. In addition there is Internet access and a facsimile facility. There are lowered phones for wheelchair users in each phone bay.

Induction loops have been installed at the check-in desks and at many customer service desks. There are accessible toilets for disabled customers in all areas.

Parking: Designated disabled parking bays for people with a Blue Badge are available in the short term and mid-term car parks. The mid-term car parks are serviced by a fully accessible shuttle buses.

If you are travelling with a motorised wheelchair please contact 0845 3037397 for car parking advice.

Heathrow Airport

The Compass Centre, Nelson Road,
Hounslow, Middlesex, TW6 2GW

Tel: 0844 335 1801

Text phone: 0844 571 7410

Web: www.heathrowairport.com

Heathrow

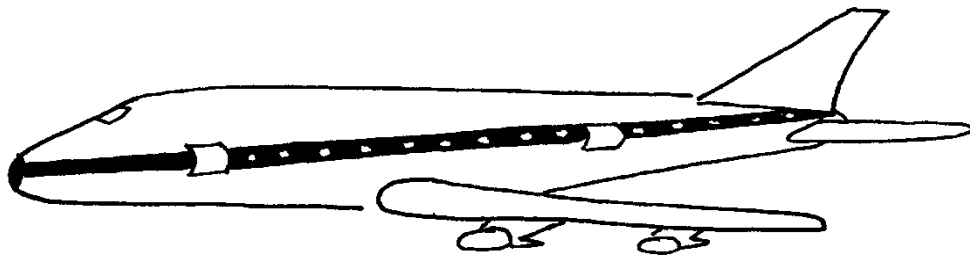
Making every journey better

Access: The terminal building is fitted with ramps and lifts.

Assistance: Access Help Points are located near all disabled parking and assistance is free to disabled customers. Wheelchair push/provision, help with baggage will be provided and can be accessed through the Help Points. For assistance within the airport buildings it is recommended to arrive at the airport no later than 2 hours before departure time and access the Special Assistance areas which are located within all terminals, baggage halls and check in desks.

Parking: Blue Badge parking is available in all short stay car parks located close to terminal access routes. In the business and long stay car parks there is also Blue Badge parking available but it is advised to contact the appropriate car park in advance to make suitable arrangements for transfer to the terminals.

Policy: It is advised that disabled customers should inform their airline in advance so that suitable arrangements can be made for assistance during the flight.



London Stansted Airport
Enterprise House, Bassingbourne Road,
Stansted, Essex, CM24 1QW

Tel: 0844 3351803

Textphone: 07415717410

Email: stn.prm@uk.issworld.com

 london stansted
airport

PART OF M.A.G

Web:www.stanstedairport.com

Access: The terminal is situated entirely on one level. Lifts are fitted with tactile buttons and have voice announcements. Many areas of the terminal are fitted with induction loops. Ramps, lifts and escalators are available throughout the airport. The terminal has ramps and accessible toilet facilities as well as an induction loop in the International departures lounge.

Assistance: When arriving at the airport you can request help getting to check-in at any of the help phones located beside the main terminal doors. There are also Help Call Points along the outer set down lanes of the terminal forecourt and in each zone of the short stay car park.

If travelling with a family member or companion, and they are happy to assist you, there may be wheelchairs available for you to use in the terminal by the special assistance desk. If you have a disability or mobility difficulty and need assistance at the airport, you must inform your airline of your particular needs at least 48 hours before you fly. If, however, no notification is made, best endeavours will be made to assist you. You can also inform the special assistance provider at Stansted Airport on: stn.prm@uk.issworld.com

Parking: Disabled parking bays are available in short stay, mid stay and long stay car park. The Blue Badge Scheme does not operate within the airport, normal parking rates will apply.

Policy: It is recommended that you advise your travel agent of the nature of your disability when booking. All staff are trained in disability awareness.

Gatwick Airport
Gatwick, RH6 0NP

Tel: 0844 892 0322 General Information

0844 811 8311 Parking

0844 892 0322 (opt 2) Wheelchair Assistance

YOUR LONDON AIRPORT
Gatwick

Web: www.gatwickairport.com

Access: Inside the terminals are ramps, accessible toilets and induction loops. The airport directional signs use black text on a yellow background for maximum visibility.

Assistance: It is advised to pre-book with the airline if assistance is required at the airport. At the time of booking the flight or up to 48 hours in advance of travelling, contact the airline directly or via the travel agent to pre book assistance. If it is not possible to pre book assistance, present at one of the many help points around the airport. Special Assistance help points for all those with a disability or mobility difficulty are sited on both terminal forecourts, short stay car parks, stations, baggage reclaim halls and on some routes within the terminals where there are long walking distances. Help with wheelchairs or baggage is also available.

Parking: Disabled parking at Gatwick can be easily found with accessible routes into the terminals which are clearly signposted. As a special concession Blue Badge holders can park in the premium parking area at the standard short term parking tariff. Parking can also be booked in advance by calling the airport on 0844 811 8311.

Policy: Disabled people should inform their airline of their disability and proposed time of travel prior to booking.



Birmingham Airport
Birmingham, B26 3QJ
Tel: 0871 222 0072 General Enquiries
0121 767 7878 Assistance
0845 050 7080 NCP Car Parking



Email: bhx.prm@ocs.co.uk
Web: www.birminghamairport.co.uk

Access: All passenger facilities are accessible on the ground floor and first floor by using signposted lifts. Toilets for disabled customers are provided throughout the terminal buildings as well as in the Multi-Storey car park.

Assistance: There are Special Assistance Help Points located at several different places in and around the airport grounds – disabled parking areas and the terminal. All calls from the Help Points are directed to the help desk in the check-in area. Special Assistance can be provided free of charge to persons with reduced mobility.

Wheelchair or Special Assistance: For wheelchair or special assistance for any part of a journey, from arrival at the airport through to the aircraft on the return journey OCS staff will be happy to help. To arrange assistance please contact your airline or tour operator at least 48 hours before departure or arrival advising the type of assistance required. You can contact OCS directly on the assistance number above.

For the Deaf: There are staff who can use sign language and they can be contacted from the Special Assistance Helpdesk. The airport has an Induction Loop System – these and mini-loop systems are installed in various locations around the terminals.

Car Parking for Disabled Passengers: Spaces are available in the Drop & Go area which is close to the terminal building. Blue Badge holders are entitled up to 60 minutes free parking within the Drop & Go area upon production of their Blue Badge and car parking ticket at the NCP Customer Services Desk. Normal charges apply if the 60 minutes is exceeded. Parking spaces are also available at multi-storey and long-stay surface car parks. Should you require assistance, help points are situated close to the disabled parking areas. For security reasons, disabled drivers are advised that the Blue Badge scheme does not operate within the airport.

OTHER USEFUL ORGANISATIONS



This section holds details of other organisations in Milton Keynes that offer services that you might find useful.

Milton Keynes Equality Council
Acorn House 377, Midsummer Boulevard,
Central Milton Keynes, MK9 3HP

Tel: 01908 606224

Fax and answer phone: 01908 606828

Email: admin@mkrec.org.uk

Web: www.mkequalitycouncil.org.uk



Milton Keynes Equality Council gives advice to people experiencing harassment and discrimination due to their race, faith, gender, disability, sexual orientation, identity, marriage, civil partnership, pregnancy and maternity. Milton Keynes Equality Council also offers advice to organisations with regards to equal opportunities, policy, practices and training. For a scheduled appointment it is advised to call ahead.

Times: Monday to Friday 10:00am - 4.00pm

Community and Diversity Officer (CADO)
Thames Valley Police, 302 North Row,
Witan Gate East, Central Milton Keynes, MK9 2DS

Tel: 01908 686005

Email: Nicholas.cummings@thamesvalley.pnn.police.uk



Nick Cummings is the Community and Diversity Support Officer for Thames Valley Police. He deals with six strands of diversity including disability. He has contact with a large percentage of MK communities and helps them with any policing issues they may have and is therefore a good point of contact where there may be certain community issues which may have an effect on the policing of our communities.



In addition, he works with the Anti-Racial Harassment Group (ARHG), the Community Safety Partnership, The Equality Council and local housing associations; the primary function being to assist Milton Keynes communities to resolve any issues they may have.



Milton Keynes Anti Hate Crime Group
Silbury Court West, 352-390 Silbury Boulevard,
Central Milton Keynes, MK9 2ND

Tel: 01908 606828 / 01908 606224

101 (Police non Emergency)

Email: enquiries@mkantihatecrime.co.uk



Web: www.mkequalitycouncil.org.uk

The home office defines hate crime as ‘any criminal offence that is motivated by hostility or prejudice based upon the victim’s: disability, race, religion or belief, sexual orientation, transgender’.

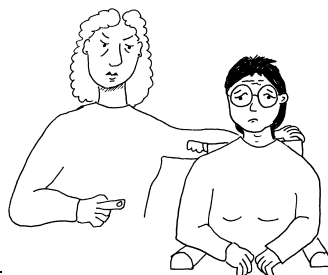
The Anti Hate Crime group is a project run by Milton Keynes Equality Council and other agencies to support victims and reduce hate crime. Some of the key agencies involved include: Safer MK, Thames Valley Police, Crown Prosecution Service, Thames Valley Probation Service, The Open Univeristy and Milton Keynes College.

Types of hate crime might be: Name calling, Physical Abuse, Graffiti, Vandalism or any hostile act which the victim feels is directly related to their disability, race, religion, sexual orientation or transgender.

A hate crime can be reported in the following ways:

- Online at the website above
- By phone
- At any of the reporting centres, including Milton Keynes Centre for Integrated Living (MK CIL), see page 9, reporting centres can be recognised by the Anti Hate Crime poster or sticker displayed. See the website for full details of reporting centres.
- Hate Crime can also be reported directly to the Police:
Non Emergency – call 101 or if it is an emergency – call 999.

Once a report has been made the Equality Council then works with partners, including the Police and housing departments, to try to resolve the issue.



Equality Advisory Support Service (EASS)

FREEPOST

**Equality Advisory Support Service,
FPN4431**

Tel: 0808 800 0082

Textphone: 0808 800 0084

EASS

Equality Advisory
Support Service

Web: www.equalityadvisoryservice.com

The Government has commissioned a new Equality Advisory Support Service (EASS) to replace the old Equality and Human Rights Commission Helpline.

The Equality Advisory Support Service Helpline is aimed at individuals who may need more expert advice and support on discrimination and human rights than advice agencies and other local organisations can provide.

The Equality Advisory Support Service does:

- Give advice to individuals nationwide on all discrimination issues
- Explain legal rights within discrimination legislations
- Explain options for resolution and help people pursue them
- Help people who need or want to seek legal solution by helping them to access legal aid or other accessible legal services.

The EASS can provide support and assistance in writing letters to organisations to help resolve an issue. They may also be able to put an individual in touch with a lay advocate, depending on their needs and other criteria.

The Equality Advisory Support Service does not:

- Provide legal advice
- Provide representation in any legal proceedings
- Advise on the strength of the case
- Provide advice to solicitors and other professional advisors

The EASS works in partnership with the Royal Association for Deaf people (RAD) to make the Equality Advisory Support Service accessible to deaf and hard of hearing people.

If an individual is deaf or hard of hearing, they can call RAD through their webcam portal at www.royaldeaf.org.uk/webcam to speak to an adviser.

Language is no barrier to accessing the services, EASS is able to speak in any language which a client is comfortable using.

The helpline is open 9:00am – 8:00pm Monday – Friday and 10:00am – 2:00pm Saturday and is closed on Sundays and Bank Holidays.



**QAlliance – Lesbian, Gay, Bisexual & Trans
Organisation for Milton Keynes
Acorn House, Midsummer Boulevard,
Central Milton Keynes, MK9 3HP
Email: info@qalliance.org.uk / hqmk@qalliance.org.uk**

LESBIAN GAY BISEXUAL TRANS
IN MK & BUCKS
Q:alliance

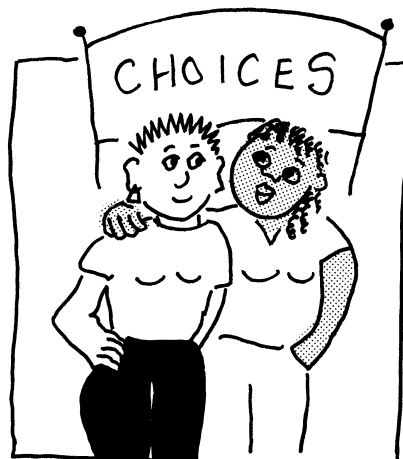
**Web: www.qalliance.org.uk
www.facebook.com/qalliance
www.twitter.com/qalliance**

Q:Alliance provides information and support for lesbian, gay, bisexual and transgender individuals or those who are uncertain of their sexuality, or gender identity, on a wide range of issues such as coming out, loneliness, relationships, health, parenting, friends, social scene and homophobia. They also provide information and support for parents, friends, carers or those coming to terms with other people's sexuality or gender identity.

Q:Alliance services include:

- Lesbian, Gay, Bisexual and Trans counseling sessions
- MSM HIV support
- Lesbian, Gay, Bisexual and Trans Social events
- Annual Lesbian, Gay, Bisexual and Trans Conference
- Equality Training
- A Youth Group called HQMK for Lesbian, Gay, Bisexual and Trans young people aged 13 – 25 on Wednesday evenings in Central Milton Keynes and on a Saturday in Bletchley.

For information about accessing these services contact Q: Alliance or for details about the youth group please email HQMK.



**Brook Milton Keynes,
624 South Fifth Street, Milton Keynes, MK9 2FX
Tel: 01908 669215
Text: 07717 989 023
Web: www.brook.org.uk**



Brook Milton Keynes offers a wide range of sexual health and advice services to anyone up to the age of 25 years. This service is free and confidential and there are a range of health professionals available to provide sexual health and advice services.

There are Nurses, Doctors, Counselors and Advisors, Boys Workers, Clinical Support Workers and a specialist Midwife available to inform people about a range of services:

- Contraception or emergency contraception
- STI testing, including chlamydia tests
- Fitting coils and implants
- Giving out condoms and pills

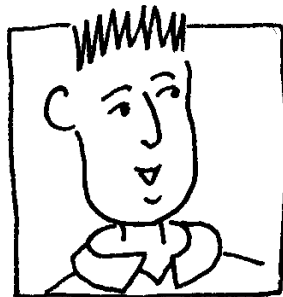


Brook also:

- Listen to your worries about health issues
- Talk about pregnancy and abortion
- Discuss relationship issues
- Give support and advice to young women who are pregnant

There are several Brook outreaches across Milton Keynes – whilst the main centre offers all of the above services it is advisable to check the website to see which services are offered at other centres.

Please contact Brook for details of outreaches nearest to you and for opening times.



MK- ACT
PO BOX 790, Milton Keynes, MK2 3YZ
Tel: 0844 375 4307
Email: info@MK-ACT.org



acknowledge it's happening
call it by its name
tell someone

Web: www.mkact.com

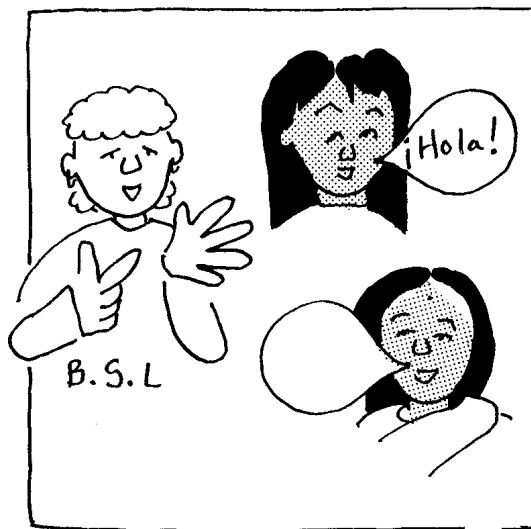
MK ACT provides a safe refuge for women and their children (if they have any) experiencing domestic violence.

They also provide a Crisis Information Service which can provide support and advice for male or female victims of domestic violence.

**Milton Keynes Community Language Service (Inc BSL)
Milton Keynes Council, Saxon Court, 502 Avebury Boulevard
Central Milton Keynes, MK9 3HS
Tel: 01908 253253
Fax: 01908 253461
Email: MK.Community.Language.Service@MiltonKeynes.gov.uk**

Citizens of Milton Keynes who have difficulty communicating in English or who have a hearing impairment are legally entitled to the help of a professional, impartial, confidential interpreter or British Sign Language (BSL) interpreter paid for by the public service provider available 24 hours a day, 365 days a year.

MK Community Language Service has over 260 interpreters and translators on its register offering over 66 different languages including British Sign Language



**Milton Keynes Library Service
555 Silbury Boulevard,
Central Milton Keynes, MK9 3HL
Reference Desk: 01908 254051 Fax: 01908 254088
Lending Library: 01908 254050**



Email: central.library@milton-keynes.gov.uk
Web: www.milton-keynes.gov.uk/library-services

A comprehensive range of community information for the Milton Keynes area is available from the reference section, including signposting to all Milton Keynes Council Services. In addition, application forms for a number of services are available including disabled parking badges, copy of birth, marriage, and death certificates and concessionary bus passes.

There are nine libraries in and around Milton Keynes, and a mobile library that holds a wide range from the lending library. To find out when the mobile library will be near your area and to check opening times visit the library services website.

Central Milton Keynes Library	01908 254073
Bletchley Library	01908 372797
Newport Pagnell Library	01908 610933
Stony Stratford Library	01908 562562
Wolverton Library	01908 312812
Westcroft Library	01908 507874
Kingston Library	01908 254073
Woburn Sands Library	01908 582033
Olney Library	01234 711474

The lending libraries offer the following services for people with a disability:

For people with a visual impairment:

Talking Books	Audio described DVD's
Booktouch for children	Visually Impaired Reading Group
eAudio Books	Large print books

For people with a hearing impairment:

DVD's with subtitles



OTHER USEFUL CONTACT NUMBERS


Ambulance, Fire, Police emergencies **999**

Childline **0800 11 11**

City Counselling Centre	01908 231131
Gas emergencies	0800 111 999
Milton Keynes Council	01908 691691
Milton Keynes General Hospital	01908 660033
Milton Keynes Rape & Sexual Assault Service	01908 231131
MK ACT –victims of domestic violence and abuse	0844 375 4307
NHS Direct	111
Samaritans	08457 90 90 90
Thames Valley Police: Non emergency Police contact	101
Victim Support	0845 30 30 90



USEFUL PUBLICATIONS

<p>Milton Keynes Council Adult Social Care Directory</p>	 <p>MILTON KEYNES COUNCIL</p>
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For a copy please contact the Adult Social Care Access Team (ASCAT):

Adult Social Care Access Team (ASCAT)
Neighbourhood Services, Milton Keynes Council,
Civic Offices, 1 Saxon Gate East,
Central Milton Keynes, MK9 3EJ
Tel: 01908 253772 (9am to 5.00pm Mon-Fri)
Fax: 01908 253185
Textphone: 07903 055605
Email: ascat@milton-keynes.gov.uk
Web: <http://www.milton-keynes.gov.uk/socialcare-health/>

<p>Age UK Directory for the over 60s in Milton Keynes</p>	
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For a copy please contact Age UK:

Age UK Milton Keynes
The Peartree Centre, 1 Chadds Lane, Peartree Bridge,
Milton Keynes, MK6 3EB
Telephone: 01908 550700
Fax: 01908 557899
Email: info@ageukmiltonkeynes.org.uk
Web: www.ageukmiltonkeynes.org.uk

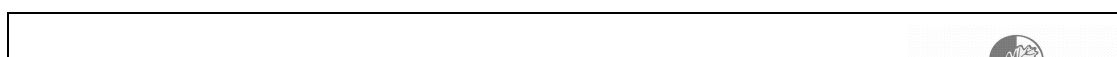
You can pick up a copy of both guides at Milton Keynes Centre for Integrated Living (MK CIL), see page 9 for details.



USEFUL WEBSITES

<p>Milton Keynes Centre for Integrated Living (MK CIL Ltd)</p> <p>Web: http://www.mkweb.co.uk/Health/PhysicalHealth/Conditions/MKCIL/</p>	
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Milton Keynes Centre for Integrated Living (MK CIL) website gives information on all of the services MK CIL offer. This guide and the quarterly newsletter 'Team Talk' can be accessed from here.



Milton Keynes Council
Web: www.milton-keynes.gov.uk

Milton Keynes Council's web page holds a wealth of information on services in Milton Keynes, from housing to education and leisure facilities available.

MK Web
Web: www.mkweb.co.uk/



MK Web offers a comprehensive guide to Milton Keynes. You can find out all you need to know about your local community, from restaurants and pubs to voluntary groups and community centres.

Community Information Network Database (COIN)
Web: www.mkweb.co.uk/coin



COIN is a vast database maintained by the Milton Keynes Library Service which contains community information for the Milton Keynes area.

Disabled Go
Web: www.disabledgo.com/



Disabled Go produce an online access guide for places all over the UK including Milton Keynes. They publish the guide on their website which is free for everyone to use.

The Nationwide Access Register
Web: www.directenquiries.com



The Nationwide Access Register contains information about disabled access at many popular attractions.

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