



Department  
of Health



# Havering Carers' Information Booklet

  
Havering Clinical Commissioning Group



**Havering**  
LONDON BOROUGH

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## Introduction to your Carers' Information Booklet

Welcome to the first edition of Havering Carers' Information Booklet. This Booklet provides information about a range of support for carers, that we hope will be helpful to you, including how to request a carer's assessment and details on a wide range of services provided by the Council, the NHS and local organisations.

If you have any suggestions for information that you would like to see included in future editions of the Havering Carers' Information Booklet, we would welcome your suggestions and ideas: please contact [carersservices@havering.gov.uk](mailto:carersservices@havering.gov.uk) or phone 01708 432000.

### Who is a carer?

A carer is someone who looks after a relative or friend who, because of age, physical or other disability, cannot manage at home without help. The type of care they provide may range from personal care such as toileting, washing and feeding to visiting shopping and housework. They can live in the same household or separate from the cared for.

In England, millions of people provide unpaid care or support to a family member or friend, either in their own home or somewhere else.

According to the 2011 Census, 11% (25,214 of Havering residents) provide unpaid care. Some 7% (16,094) provide between 1 to 19 hours of unpaid care per week and a further 3% (5,835) provide 50 hours and over unpaid care per week. Both categories are higher than England and London averages.

Some 10.4% of adults in Havering have identified themselves as carers, compared to 8.5% in London. At the same time the proportion of carers in Havering receiving support is below the national average.

People may not see themselves as "a carer" because the person you care for is a family member, partner or friend. However, "carer" is a government term used in legislation, national strategies and guidance documents. Therefore professionals in Health and Adult Social Care also use the term "carer" in certain situations.

### Adult carers

"Carer" can refer to an adult who provides or intends to provide care for another adult needing care. An adult is not to be regarded as a carer if the adult provides or intends to provide care under or by virtue of a contract, or as voluntary work.

### Parent carers/an adult caring for a child

"Carer", in relation to a child, means an adult (including one who is a parent of the child) who provides or intends to provide care for the child needing care. An adult is not regarded as a carer for a child if the adult provides or intends to provide care under or by virtue of a contract, or as voluntary work.

### Young carers

"Young carer" means a person under 18 who provides or intends to provide care for an adult needing care. A person is not regarded a young carer if the person provides or intends to provide care under or by virtue of a contract, or as voluntary work.

A carer could be someone of any age who provides care to someone with a physical disability or a sensory impairment, or learning disabilities, or mental health support needs, or someone affected by drugs, alcohol or substance misuse, or to someone who has a long term or chronic illness, or an older person who is physically or mentally frail.

### Carers at the heart of 21st century families and communities (the Government's National Carers' Strategy 2008) describes the term carer as:

*"A carer is someone who spends a significant proportion of their time providing unpaid support to a family member, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems."*

Carers can care for more than one person, may be studying, working or unemployed, and may have their own disabilities or illnesses.

Carers are not to be confused with paid care workers, Personal Assistants, Shared Lives carers or volunteer carers.

## Health checks for carers

If you are caring for a friend or relative with an illness or disability, it can be all too easy to neglect your own health. Attending a free NHS Health Check can help to lower your potential risk of developing a whole range of conditions such as heart disease, stroke, type 2 diabetes, kidney disease and even some forms of dementia.

If you are aged between 40 and 74 and you have not already been diagnosed with one of these conditions, you will be invited for a check at your local GP, pharmacy or community healthcare centre every five years. These tests comprise of a few straightforward tests and a basic medical history to allow GPs to get a clearer picture of your health.

You will then be taken through your results and any treatment that you might need to help control conditions such as high cholesterol levels or raised blood pressure. You will also have access to personalised advice and lifestyle recommendations.

It will only take up a short amount of your time, but the benefits for your health and your ability to care for your loved one could be enormous.

If you are at all concerned about your health – even if you are outside of the designated age range, already have a pre-existing condition or if you have not yet received an invitation for a Health Check – please contact your GP.

## What to do if you or your loved one has health problems

If you or your loved ones are experiencing health problems, it is important to remember that A&E should be for people with serious and life-threatening emergencies only. Choosing a service that is more suited to your symptoms may help to save you time and to prevent an unnecessary trip to hospital.

Local walk-in or urgent care services can treat most minor injuries that are urgent, but not life threatening – including suspected broken bones, cuts and rashes as well as minor burns, bruises, bites and stings – while your GP is the best option for non-urgent, persistent health problems.

Your local pharmacist can offer advice on a wide range of common conditions, like coughs, skin conditions or stomach upsets. You do not need an appointment and many have consultation areas, so they are an excellent first port of call. They will tell you if you need further medical attention and can also offer advice on how you can treat yourself at home with over the counter medication and by getting plenty of rest.

For health advice on the move, you can download the Not Always A&E app for iPhone or Android smartphones and tablets by searching for “**NotalwaysA&E**” in the Apple Store or Google Play.

If you are unsure where to go for the right treatment or if you need urgent medical advice, call NHS **111**. This is available 24 hours a day, 7 days a week and is free to call from both mobiles and landlines.

## Care and support is changing



From April 2015, care and support in England is changing. The new Care Act will help make care and support more consistent across the country.

The way care and support needs are assessed in England is changing and, when decisions are made about the help you receive, the Council will consider your wellbeing and what is important to your family.

For the first time, there will be a national level of care and support needs that all councils will consider when they assess what help they can give you. This may result in you being eligible for care and support and will make it easier for you to make plans now and in the future. If you move to another area in England, councils will work together to make sure that there is no gap in your care when you move.

If you receive care and support, you will be more in control of decisions that affect you, and in putting together a care plan, tailored to your needs.

For further information and to sign up for email updates on care and support, please visit [www.havering.gov.uk/careact](http://www.havering.gov.uk/careact)

## Useful contact numbers

There are a variety of local and national organisations who are able to provide information, advice, support and services for carers. For more information please see Page 15

Local Organisations in Havering	Web site address	Telephone Number
Attention Deficit Disorders Uniting Parents (ADD=+UP)	www.addup.co.uk	01708 454040
Age UK East London – Handy Person Scheme	www.ageukeastlondon.org.uk	0208 503 4800
Arthritis Care	www.arthritiscare.org.uk	01708 705320
Asian Women's Association of Havering		01708 444732
Barnardo's	www.barnardos.org.uk	0208 554 2888
British Red Cross – Help Not Hospital		01708 432000
Carers Trust EHHR	www.carerstrustcrossroadsehhr.org	01708 757242
Citizens Advice Bureau	www.haveringcab.org.uk	01708 763531
DABD (UK) – Wheelchair Service and Transport		0208 517 7682
Daybreak Counselling Service	www.Daybreakcounselling.org.uk	01708 471361
Family Information Group (FIG)		01708 378141
First Step	www.firststep.org.uk	01708 556355
Hard of Hearing Group		01708 609283
Havering Alzheimer's Society	www.alzheimers.org.uk	01708 739293
Havering Asian Women's Association	www.haswa.org	01708 522789
Havering Association for People with Disabilities (HAD)	www.hadhavering.co.uk	01708 476554
Havering Association for the Support of People with Learning Disabilities and their Carers (HAVCARE)		01708 769993
Havering & Brentwood Bereavement Service	www.hbbscounselling.org	01708 476912
Havering Community Transport		01708 555907
Havering Disabled Sports Association		01708 780360
Havering Family Diabetes Group	www.haveringfamilydiabetesgroup.org.uk	01708 331746
Havering Islamic Cultural Centre		01708 763954
Havering Mind	www.haveringmind.org.uk	01708 457040
Health in Balance Havering Branch		01708 434392
Hindu Cultural Society of Havering: Support & Access for Vulnerable Adults (SAVA)		01708 447965
Hindu Welfare Association of Essex		01708 443569
Home-Start Havering	www.homestarthavering.co.uk	01708 455551
Macular Disease Society – Havering		01708 459220
Multiple Sclerosis Society	www.mssociety.org.uk	01708 505896
Parkinson's Disease Society	www.parkinsons.org.uk	01708 451995

Local Organisations in Havering	Web site address	Telephone Number
Partially Sighted Society	Email: peter.slattery@blueyonder.co.uk	01708 448227
People First - Havering	Email:Peoplefirst1@hotmail.co.uk	07906183071
Positive Parents	www.positiveparentshavering.org.uk	01708 524627
Rainham Carers' Support Group		01708 553059
Realistic Opportunities for Supported Employment (ROSE) Project	Email: ROSE@havering-college.ac.uk	01708 462865
Relate North East London	www.relate.org.uk	01708 441722
Romford Autistic Group Support (RAGS)	www.rags-havering.org.uk	01708 564871
Royal Association for Deaf People (RAD)	Email: advocacy@royaldeaf.org.uk	0845 688 2525
Samaritans of Havering	www.samaritans.org.uk	01708 740000
Sickle Cell and Thalassaemia Support Group for bdh	www.sicklecellbhr.org.uk	020 8532 7330
Sight Action - Havering	www.sightaction.org.uk	01708 448057
St Francis Hospice	www.sfh.org.uk	01708 753319
Sycamore Trust	www.sycamoretrust.org.uk	020 8517 9317
Tapestry	www.tapestry.org.uk	01708 796600
The Golden Years Club		07811 117679
Victim Support Group	www.victimsupport.org.uk	0208 550 2410
Yew Tree Day Reablement Service		01708 434566
YMCA (Romford)	www.romfordymca.org	01708 766211
National Organisations		Telephone numbers
Alzheimer's Association		0300 222 1122
British Heart Foundation		0300 330 3322
Carers Direct		0300 123 1053
Carers Trust		0844 800 4361
Carers UK		0808 808 7777
Childline		0800 1111
Citizens Advice Bureau		0345 404 0506
Cruse Bereavement Care		0844 477 9400
Department of Work and Pensions – Benefits Advice		0845 608 4321
Department of Work and Pensions – Pension Service		0345 606 0265
Diabetes UK		0207 424 1000
Disability Rights UK		0300 555 1525
The Family Fund		0844 974 4099
HM Revenue and Customs – National Insurance Enquiries		0300 200 3500
MIND		0300 123 3393

## Useful contact numbers (cont)

National Organisations		Telephone numbers
Multiple Sclerosis Society		0208 438 0700
National Autistic Society		0808 800 4104
Samaritans		0845 790 9090
Silverline		0800 470 8090
Stroke Association		0303 303 3100
Victim Support		0808 168 9111
Working Families		0800 013 0313
Young Minds		0808 802 5544
Local Statutory Organisations	Web site address	Telephone Number
Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT)	<a href="http://www.bhrhospitals.nhs.uk">www.bhrhospitals.nhs.uk</a>	01708 435000
Havering Clinical Commissioning Group	<a href="mailto:hccg@haveringccg.nhs.uk">hccg@haveringccg.nhs.uk</a>	01708 574902
Havering Council	<a href="http://www.havering.gov.uk">www.havering.gov.uk</a>	01708 434343
North East London Foundation Trust (NELFT)	<a href="http://www.nelft.nhs.uk">www.nelft.nhs.uk</a>	0300 555 1200



## Information and support for all

### Havering Carers' Register

Havering Council and Havering Clinical Commissioning Group wants to keep in touch with carers and would like to invite you to sign up to the Havering Carers' Register. The benefits will include:

- updates about developments to services and support and other information which may be of interest to you
- invitations to carers events including the Havering Carers' Forum and National Carers' Week events and activities in June
- invitations to complete surveys to influence new services for carers.

If you would like to sign up to the Havering Carers' Register please complete and return the form at the end of this Booklet.

### Havering Carers' Newsletter

The Havering Carers' Newsletter is a quarterly publication which provides information about changes in legislation and service developments and support for carers of Havering residents. The newsletter also contains information about upcoming events.

### Havering Carers' Forum

Havering Council and Havering Clinical Commissioning Group recognises the importance of carers and how working and listening to you can help make sure we plan and deliver services which best meet your needs and the needs of the person you care for.

We currently organise Carers' Forum meetings quarterly and invite carers to attend to:

- hear from carers and discuss what matters to you
- share ideas and get your thoughts on plans for developing support for carers

- hear presentations from the Council, NHS, local voluntary organisations and other speakers that carers have asked us to invite
- update you on the Care Act 2014 and what it means for carers.

Carers' Forum meetings will be advertised in the Carers' Newsletter and the Events Page on the Council's website:

[www.havering.gov.uk/Pages/LatestEvents.aspx](http://www.havering.gov.uk/Pages/LatestEvents.aspx)

### National Carers' Week

Every year, Carers' Week is a national campaign to raise awareness of caring, highlight the challenges that carers face and recognise the contribution carers make to families and communities throughout the UK.

National Carers' Week is focusing on 'Building Carer Friendly Communities' - communities which support carers to look after loved ones well, while recognising that you are individuals with needs of your own.

Please sign up to the Havering Carers' Register so that we can keep you informed via [www.haveringcarepoint.org](http://www.haveringcarepoint.org)

### Carers' Rights Day

Every year, Carers' Rights Day takes place on the last Friday of November or first Friday of December, and is designed to help carers across the country know your rights, find out about local support and access it.

To find out what's on in Havering on Carers' Rights Day, please visit the events page on the Havering website

[www.havering.gov.uk/Pages/LatestEvents.aspx](http://www.havering.gov.uk/Pages/LatestEvents.aspx)

## Helping you to keep caring

If you provide or intend to provide care for another adult and you have needs that you would like to discuss, you can request a carer's assessment. You can have a carer's assessment even if the person you care for does not get any help from the Council and they will not need to be assessed.

The assessment is your opportunity to talk about your own needs and things that could make caring easier for you.

A carer's assessment can look at the different ways that caring affects your life and explore how you can carry on doing the things that are important to you and your family. Your physical, mental and emotional wellbeing will be at the heart of the assessment.

A trained assessment worker can discuss with you what else matters to you in your life, your caring role, and how this might be having an impact. They can support you to develop your own individual care and support plan to help you going forward.

A carer's assessment can be completed either jointly with the person that you care for or you can have an assessment separately.

The assessment is usually completed with a trained assessment worker face-to-face. However an assessment can be completed on the telephone if this is your preference, or through a supported self-assessment on the website [www.haveringcarepoint.org](http://www.haveringcarepoint.org)

### How to access a carer's assessment

- To request a Carer's assessment, if you are aged 16 years or over, caring for a Havering resident aged 16 years or over, please telephone 01708 432000, Monday to Friday, 9am to 5pm
- If the person you care for is accessing Mental Health Services through North East London NHS Foundation Trust please contact their Care Co-ordinator and they can undertake or support you to access a Carer's Assessment.

If you are unsure, please contact Havering Council's Customer Services Team on **01708 432000**.

### Requesting a carer's assessment if you are a Parent Carer

To request a carer's assessment, if you are aged 16 years or over, caring for a child, contact Children's Services, Monday to Friday, 9am to 5pm, on **01708 433222**

### Requesting a carer's assessment if you are a young carer

You can contact Barnardos on **020 8554 2888** or visit [www.havering.gov.uk/Pages/ServiceChild/Young-carers.aspx](http://www.havering.gov.uk/Pages/ServiceChild/Young-carers.aspx)

### Assessing your well being

Havering Council and Havering Clinical Commissioning Group recognise and value the support that carers provide to some of the Borough's most vulnerable residents. We also recognise the impact that caring may have on some people's lives. For example, many carers give up work or reduce their hours of work to care. Carers may also have their own physical and emotional health needs as a result of caring.

A carer's assessment is your opportunity to talk about your own needs and things that could make caring easier for you.

If you have had a carer's assessment and your circumstances have changed, you can request a review of your needs. It is often helpful to carers who are caring for someone long term to meet for a carer's assessment on an annual basis.

### Eligibility and support

There are services that are available for all carers and services that will help meet your needs, outcomes you feel are important to you and how these outcomes help you maintain your own wellbeing. If you are eligible for support, there are a range of ways that organisations including the Council can support you. For example, information and advice through to services that provide carers with respite. Once a carer's assessment has been completed the assessment worker will advise you of your eligibility, if applicable. You will receive written confirmation of the eligibility judgment and how the decision has been made.

If you are eligible for support the assessment worker will work with you to develop your own care and support plan and we can do this in a number of ways, depending on your circumstances and needs. It could be you require additional advice and information; it may be a service review for the person you care for or you may require either a particular provision or direct payment.

All care and support will be reviewed annually. However if your circumstances change prior to this you can request a review of your needs.

## Emergency Alert Card for Carers

Emergency Alert Cards are available for carers to carry in your purse, wallet or handbag to let others know that there is someone who is dependent on you and therefore could be vulnerable if something were to happen to you.

The card aims to:

- Give you the confidence and reassurance that, if you were involved in an accident or other crisis, the person you cared for would be looked after
- Get support in place quickly for the vulnerable person you care for.



### Who is the scheme for?

The scheme is for anyone who looks after someone who lives in the borough, who could not manage without help and would be at risk if no one was able to look after them.

### How does it work?

The emergency services or other people, upon finding the card, can contact the emergency telephone number to access help and advice.

### Nominated person

On signing up for the alert card you will be invited to give the contact details of one or two people on the application form who would be willing to take your place in an emergency. You will be responsible for ensuring that anyone you nominate is happy to do this and a basic care plan has been designed and kept for your reference.

To sign up for an Emergency Alert Card please get in touch:

Tel: **01708 432000**

Email: [carersservices@havering.gov.uk](mailto:carersservices@havering.gov.uk)

## Benefits advice and income maximisation services

As a carer you and the person you care for could be entitled to the following benefits:-

### Carer's Allowance

As at April 2015, Carer's Allowance is currently £61.35\* a week to help you look after someone with substantial caring needs. You don't have to be related to, or live with, the person you care for.

Carer's Allowance is taxable. It can also affect your other benefits.

You might be able to get Carer's Allowance if all of the following apply:

- you are 16 or over
- you spend at least 35 hours a week caring for someone
- have been in England, Scotland or Wales for at least 2 of the last 3 years
- you normally live in England, Scotland or Wales, or you live abroad as a member of the armed forces
- you are not in full time education or studying for 21 hours a week or more you earn no more than £102 a week (after taxes, care costs while you're at work and 50% of what you pay into your pension) .

There are some exceptions to these conditions if you're living in another European Economic Area country or subject to immigration control.

You might not get Carer's Allowance if you already get one of these benefits:

- State Pension
- Bereavement Allowance
- contribution-based Employment and Support Allowance
- contribution-based Jobseeker's Allowance
- Incapacity Benefit
- Industrial Death Benefit
- Maternity Allowance

- Severe Disablement Allowance
- training allowance
- Un-employability Supplement – paid with industrial Injuries
- Disablement Benefit or War Pension
- War Widow's or Widower's Pension
- Widowed Mother's Allowance
- Widowed Parent's Allowance
- Widow's Pension.

You should still apply for Carer's Allowance even if you get these as your benefits might be increased.

The person you care for must already get one of these benefits:

- Personal Independence Payment (PIP) daily living component
- Disability Living Allowance (DLA) - the middle or highest care rate
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit, or basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment (AFIP)

### Making a claim

Before you apply, check you're eligible and make sure you have:

- your National Insurance number
- the date of birth and address of the person you're caring for
- your bank or building society details

You may need to provide course details if you are studying, and any employment details including dates and how much you were paid.

For claim forms, information and to check entitlements, please visit:

[www.gov.uk/benefitsadvisor](http://www.gov.uk/benefitsadvisor)

Tel: **0845 608 4321**

\*Allowances, credits and financial data correct in 2014/15.

### Pension Credit

Pension Credit is an income-related benefit made up of two parts - Guarantee Credit and Savings Credit. Guarantee Credit tops up your weekly income if it's below £148.35 (for single people) or £226.50 (for couples).

Savings Credit is an extra payment for people who saved some money towards their retirement, e.g. a pension.

You may not be eligible for savings credit if you reach State Pension age on or after 6 April 2016.

You do not pay tax on Pension Credit.



Your circumstances	Guarantee Credit per week	Savings Credit per week
Single people	Top up to £148.35	Up to £16.80
Couples	Top up to £226.50	Up to £20.70

This may differ, depending if you are a carer, severely disabled or have certain housing costs.

### Carer's Credit

You could get Carer's Credit if you're caring for someone for at least 20 hours a week.

This is a National Insurance credit that helps build your entitlement to the State Pension. It makes sure there are no gaps in your National Insurance record.

To get Carer's Credit you must be:

- aged 16 or over
- under State Pension age
- looking after one or more people for at least 20 hours a week

Pension Service helpline: Mon-Fri 8am-6pm  
Tel: **0345 606 0265** Text phone: **0800 169 0133**

The person you're looking after must get one of the following:

- Disability Living Allowance care component at the middle or highest rate
- Attendance Allowance
- Constant Attendance Allowance
- Personal Independence Payment - daily living component, at the standard or enhanced rate
- Armed Forces Independence Payment

If the person you're caring for doesn't get one of these benefits, you may still be able to get Carer's Credit. When you apply, fill in the 'Care Certificate' part of the application form and get a health or social care professional to sign it.

### Advice on claiming benefits

The Council's Welfare Rights Unit can give you free independent advice on how to claim benefits. For more information please telephone **01708 434444**.

The team can help you understand which benefits you may be entitled to claim and explain how you can appeal if you think decisions made about your benefit are not correct. This service includes confidential benefit checks and may be able to help you or refer you to other organisations that may help filling in forms for:

- Income Support
- Incapacity Benefit or Employment and Support Allowance
- Disability Living Allowance or Attendance Allowance
- Jobseekers Allowance or Pension Credit
- Housing Benefit or Council Tax Benefits
- Child Tax Credit or Working Tax Credit
- Carers Allowance or Carers Premium
- Emergency Assistance Scheme.

To make sure you get the right advice, you may need to give some information about your home and family circumstances, your income and savings and any disabilities you and your family have.

If you are still unsure then Havering Council's Adult Social Care Customer Services Team will be able to advise you on 01708 432000 (Monday to Friday, 9am to 5pm).

### Department of Work and Pensions

For claim forms, guidance, information, and to check entitlements, please visit [www.gov.uk/benefitsadvisor](http://www.gov.uk/benefitsadvisor)

For sickness benefits, disability benefits and Carers Allowance, please phone **0845 608 4321**

If you are a carer of someone under 16 or over 65, please visit [www.gov.uk](http://www.gov.uk)

To request a new claim form, please phone **0845 7123456**

## Advocacy for carers

### What is independent advocacy for carers?

The Care Act 2014 places a duty on councils and local Clinical Commissioning Groups to involve you in decisions made about the care and support you will receive, right from first point of contact, no matter how complex your needs may be.

This means that the Council will make sure that independent advocacy is available to help you express your wishes and feelings, support you in weighing up your options and assist you in making your own decisions.

The role of an independent advocate is:

- To be available from the first point of contact and subsequent stage of the process
- To be independent from the Council and the NHS
- To be available if you have no other person to support you in your decision making or to represent your wishes, if needed
- To be involved in the processes below around the receipt of care and support.

Advocacy may be used when:

- Carrying out assessments
- Undertaking care and/or support planning
- Carrying out care reviews
- Undertaking/managing safeguarding enquiries
- Undertaking safeguarding adult reviews.

## Staying safe

### What is safeguarding?

An 'adult at risk' is someone who is 18 years or over who may be in need of community care due to a mental health problem, learning disability, physical disability, age or illness. As a result, they may find it difficult to protect themselves from abuse.

### Types of abuse

- Physical abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Neglect and acts of omission (including self-neglect)
- Discriminatory abuse
- Institutional abuse.

### Reporting abuse

Please report it. If you see, hear or suspect that an adult at risk is being abused call:

The Safeguarding Adults Team

Tel: **01708 433550**

Out of office hours tel: **01708 433999**

Text phone: **01708 433175**

Fax: **01708 432497**

Email:

[safeguarding\\_adults\\_team@havering.gov.uk](mailto:safeguarding_adults_team@havering.gov.uk)

Contact the Metropolitan Police

Non-emergency Tel: **101**

Emergency Tel: **999**



## Safeguarding for children



Havering Council's Children and Young People's Service (CYPS) is responsible for the children's social care statutory functions of the council including child protection, looked after children, youth offending and children in need services.

It is also responsible for Early Help Services including Children's Centres, targeted Youth Service and the Havering's Troubled Families programme.

Children's Services  
Triage, MASH and Assessment Team  
Tel: **01708 432222**



## Telecare

### What is it?

Telecare describes a range of technology equipment that may be used to assist people to live as independently as possible at home or to support people in their daily lives and routines.

The equipment can promote independence, while providing safety and security.

Telecare can be useful in many different ways, from simple alerts should someone need emergency assistance, to devices designed to help people with dementia or memory loss carry out daily tasks and routines.

Telecare can be particularly useful if someone is at risk of falls or needs extra support and reassurance to remain independent or stay safe within their own home.



Telecare can be a short-term solution to help someone return home from hospital or more long-term to help maintain independence.

Many of the products can also be used alongside a community alarm service which when activated, automatically generates an alarm call to a control centre so that an emergency response can be raised whatever the time of day.

Alarm pendants are a well known Telecare product. The pendant can be worn around the neck during the day or kept close at hand during the night, and can be used to call for help.

Simply pressing the button sends an alarm to a control centre where staff can arrange for you to get the help you need immediately. Other equipment includes detectors which can give early warning of natural gas, smoke, extreme heat, flood, a fall, if someone has left the property or managed to get in or out of bed safely.

### Who can get Telecare?

The service is available to anyone over the age of 18 with illness, sight or hearing loss or a physical or learning disability where it will help meet your needs. It is also useful for people in the early stages of dementia, at high risk of falling or having just come out of hospital. It is of particular value to those living alone who wish to remain living independently in their own home.

### How much does it cost?

Telecare equipment is available on a six week trial period free of charge but if you find that you don't qualify for help from Havering Council, you can be able to purchase the same service privately.

If following an assessment by the Council it is agreed that Telecare equipment can help you then it will be provided free of charge. However, you may wish to pay for the service yourself. In this case the costs start at £6 per week.

For more information go to: [www.haveringcarepoint.org](http://www.haveringcarepoint.org) or phone **01708 434343**



## Services and support in Havering

There are many voluntary and community based organisations in Havering that offer a range of services and support for carers of Havering residents and the people you care for.

Please find contact information for key organisations in Havering below, an overview of the support that they provide and contact details for further information.

<p><b>ADD+UP</b> 59 Billet Lane Hornchurch RM11 1AX T: <b>01708 454040</b> <a href="http://www.addup.co.uk">www.addup.co.uk</a></p>	<p>Provides support and guidance to families of children with ADD/ADHD and associated disorders.</p>
<p><b>Age UK East London – Handy Person Scheme</b> Age UK East London Postal Address: 655 Barking Road Plaistow London E13 9EX T: <b>020 8503 4800</b> <a href="http://www.ageukeastlondon.org.uk">www.ageukeastlondon.org.uk</a></p>	<p>Provides a 'Handy person service' offering a reliable high quality practical service. They assist with small plumbing jobs e.g. fitting washing machines, dishwashers, taps etc, small electrical jobs e.g. putting up light fittings, security lights etc, carpentry jobs e.g. putting up cupboards, fixing flat-packs, shelving etc. or help to move furniture.</p>
<p><b>Arthritis Care</b> 67 Lodge Lane Collier Row Romford RM5 2LJ T: <b>01708 705320</b> <a href="http://www.arthritiscare.org.uk">www.arthritiscare.org.uk</a></p>	<p>Provides information relating to pain management, drug therapies, diet, exercise and a helpline. Provides the opportunity for people affected by arthritis to meet and socialise.</p>
<p><b>Asian Women's Association of Havering</b> 16 Ferndown Hornchurch RM11 3JL T: <b>01708 444732</b></p>	<p>Supports Asian women and their children where English is not their first language. Arranges trips and celebrates Asian and Muslim festivals.</p>
<p><b>Barnardo's – Children's assessments</b> Havering Young Carers 13 Granville Road Ilford IG1 4RU T: <b>020 8554 2888</b> <a href="http://www.barnardos.org.uk">www.barnardos.org.uk</a></p>	<p>Barnardo's runs a young carers service, on behalf of Havering Council, that assesses and supports young carers whose caring role within their family is significantly affecting their own development. The service aims to reduce the impact of caring and inappropriate caring roles, provide positive socialisation and activities with peers, increase confidence, self-esteem and quality of life.</p>
<p><b>British Red Cross Help not Hospital</b> c/o Yew Tree Resource Centre 20 Yew Tree Gardens Romford RM7 9AA T: <b>01708 432000</b></p>	<p>The Help Not Hospital Service is to assist people with low to moderate needs, for up to 6 weeks, to improve their quality of life and increase their confidence and independence, whilst enhancing their personal dignity and safety.</p>

<p><b>Carers Trust EHHR</b> Victoria Centre Pettits Lane Romford RM1 4HP T: <b>01708 757242</b> <a href="http://www.carerstrustcrossroadsehr.org">www.carerstrustcrossroadsehr.org</a></p>	<p>Provides a range of services both for children and adults including services which provide respite for carers of people with varying disabilities, chronic and life-limiting illness provided at home or in the local community.</p> <p>Carers or people with care needs can self-refer and referrals are also taken from Havering Council, NHS Havering and other voluntary agencies. Carers Trust provide support for young carers including a Young Carers Club for those who care for a brother or sister with special needs and or/disability.</p>
<p><b>Citizens Advice Bureau</b> Havering Citizens Advice Bureau 9 Victoria Road Romford RM1 2JT T: <b>01708 763531</b> <a href="http://www.haveringcab.org.uk">www.haveringcab.org.uk</a></p>	<p>The Havering Citizens Advice Bureau is an independent local charity. The information and advice service covers all areas of advice, ranging from debt, benefits, housing and employment. This support is free, impartial, independent, confidential and is offered through face-to-face, email and online self-help.</p>
<p><b>DABD (UK)</b> Wheelchair Service T: <b>0208 517 7682</b></p>	<p>Provides wheelchairs for occasional usage or short-term loan to assist people with broken limbs or who have just been discharged from hospital. It is a dial a wheelchair service.</p>
<p><b>Daybreak Counselling Service</b> 24 North Street Hornchurch RM11 1QX T: <b>01708 471361</b> <a href="http://www.Daybreakcounselling.org.uk">www.Daybreakcounselling.org.uk</a></p>	<p>Daybreak offers free consultation/ assessments, brief intervention, counselling, life coaching, support groups for those affected by someone else's substance use i.e. drugs, alcohol or a gambling addiction.</p>
<p><b>Family Information Group (FIG)</b> 90 Taunton Road Harold Hill RM3 7SU T: <b>01708 378141</b> E: <a href="mailto:familyinfo@tiscali.co.uk">familyinfo@tiscali.co.uk</a></p>	<p>Support to families in Havering including a play scheme where children and young people are allocated places for during the summer. Transport is provided. Trips and on site activities are based on the needs of the children and young people.</p>
<p><b>First Step</b> Tangmere Crescent Hornchurch RM12 5PP T: <b>01708 556355</b> <a href="http://www.firststep.org.uk">www.firststep.org.uk</a></p>	<p>Provides a range of services for pre-school children aged 0-4 years who have special needs and/or disabilities. They also provide a support programme for children aged 5-8 who have a brother or sister with special needs and or/disability</p>
<p><b>Hard of Hearing Group</b> Yew Tree Resource Centre 20 Yew Tree Gardens Romford RM7 9AA T: <b>01708 609283</b></p>	<p>A self-help group that meets at Yew Tree Resource Centre, Romford to share experiences and tips for communication.</p>

<p><b>Havering Alzheimer's Society</b> St Cedd's Centre Sims Close, Junction Road Romford RM1 3QT T: <b>01708 739293</b> <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></p>	<p>Provides a range of support services for people with dementia, their families and carers. Services are open to all Havering residents, including a monthly dementia café, social inclusion projects plus a support &amp; activities group</p>
<p><b>Havering Asian Women's Association (HASWA)</b> Greenfields Kilmartin Way Elm Park RM12 5NB T: <b>01708 522789</b> <a href="http://www.haswa.org">www.haswa.org</a></p>	<p>Promotes a social culture integration and awareness along with the provision of facilities for recreation including yoga, Sahara carer's group, lunch clubs, social and cultural events.</p>
<p><b>Havering Association for People with Disabilities (HAD)</b> Whittaker Hall 1a Woodhall Crescent Hornchurch RM11 3NN T: <b>01708 476554</b> <a href="http://www.hadhavering.co.uk">www.hadhavering.co.uk</a></p>	<p>HAD is an independent voluntary organisation working on behalf of people who have a wide range of physical and sensory disabilities and their carers. Their aim is to reduce social isolation and provide support, information and training in a welcoming environment.</p> <p>Self-directed support user group (SDS) is an independent support group of users and carers who manage direct payments and personal budgets.</p> <p>Health in balance – a self-managing health promotion group which operates as part of the Health in Balance advisory service.</p>
<p><b>Havering Association for the Support of People with Learning Disabilities and their Carers (HAVCARE)</b> Valerie Knights 28 Hill Grove, Romford RM1 4JP T: <b>01708 769993</b> M: <b>07548 203831</b></p>	<p>Promotes the welfare and best interests of people with learning disabilities, their carers and family members living in Havering.</p>
<p><b>Havering &amp; Brentwood Bereavement Service (HBBS)</b> The Hornchurch Business Centre 7 Station Lane Hornchurch RM12 6JL T: <b>01708 476912</b> <a href="http://www.hbbscounselling.org">www.hbbscounselling.org</a></p>	<p>Provides one-to-one counselling for adults and children to support with bereavement.</p>
<p><b>Havering Community Transport</b> Unit 4A, 2 Rainham Trading Estate New Road Rainham RM13 8RA T: <b>01708 555907</b></p>	<p>The service provides low-cost, accessible transport within the borough, exclusively serving elderly and disabled members of the community, member organisations and statutory authorities.</p>
<p><b>Havering Disabled Sports Association</b> The Broxhill Centre Noak Hill Road Harold Hill RM3 7QT T: <b>01708 780360</b></p>	<p>The service provides sporting activities for all disabled people including bowls, darts, archery and snooker.</p>

<p><b>Havering Family Diabetes Group</b> 1 Morris Road Romford RM3 7EP T: <b>01708 331746</b> <a href="http://www.haveringfamilydiabetesgroup.org.uk">www.haveringfamilydiabetesgroup.org.uk</a></p>	<p>Providing advice and support to people suffering with diabetes, their families, friends and carers.</p>
<p><b>Havering Islamic Cultural Centre</b> 91 Waterloo Road Romford RM7 0AA T: <b>01708 741333</b></p>	<p>Provides classes in Arabic, Urdu and computing. Service users also have access to a Library and the centre for events.</p>
<p><b>Havering Mind</b> Harrow Lodge House Harrow Lodge Park Hornchurch Road Hornchurch RM11 1JU T: <b>01708 457040</b> <a href="http://www.haveringmind.org.uk">www.haveringmind.org.uk</a></p>	<p>Provides information, support and advice for carers of people with mental health conditions, including befriending, and referral enablement pathway services.</p>
<p><b>Health in Balance Havering Branch</b> Yew Tree Resource Centre 20 Yew Tree Gardens Romford RM7 9AA T: <b>01708 434392</b></p>	<p>Provides practical guidance and advice on methods that can help people to cope better with limitations as a result of their chronic conditions or disabilities.</p>
<p><b>Hindu Cultural Society of Havering: Support &amp; Access for Vulnerable Adults (SAVA)</b> T: <b>01708 447965</b></p>	<p>Provides support to vulnerable adults, including carers, with information about local support services and an opportunity to meet and receive professional advice.</p>
<p><b>Hindu Welfare Association of Essex</b> Trinity Centre School House Church Road Noak Hill Romford RM4 1LD T: <b>01708 443569</b></p>	<p>The services provided include:</p> <ul style="list-style-type: none"> <li>• Advancement of Hindu tradition</li> <li>• Support to the Hindi community</li> <li>• Hindu cultural centre</li> </ul>
<p><b>Home-Start Havering</b> Unit B, Ground Floor Melville Court, Spilsby Road Harold Hill RM3 8SB T: <b>01708 455551</b> <a href="http://www.homestarthavering.co.uk">www.homestarthavering.co.uk</a></p>	<p>Provides support to families who are struggling to cope with postnatal illness, a child's disability, family breakdown or bereavement or feel isolated and unable to connect with their local community.</p>
<p><b>Macular Disease Society – Havering</b> c/o Yew Tree Resource Centre Yew Tree Resource Centre 20 Yew Tree Gardens Romford RM7 9AA T: <b>01708 459220</b></p>	<p>Provides social inclusion and peer support.</p>
<p><b>Multiple Sclerosis Society</b> 11 Lower Mardyke Avenue Rainham RM13 8PL T: <b>01708 505896</b> <a href="http://www.mssociety.org.uk">www.mssociety.org.uk</a></p>	<p>A support service for those affected by multiple sclerosis. Meetings are held at the Yew Tree Resource Centre, Romford RM7 9AA on the first and third Tuesday of each month. Transport is available for members to attend meetings.</p>

<p><b>Parkinson's Disease Society</b> T: <b>01708 451995</b> <a href="http://www.parkinsons.org.uk">www.parkinsons.org.uk</a></p>	<p>Members meet every 1st and 3rd Tuesday of each month at Langtons Social Hall, Hornchurch between 2pm and 4pm.</p>
<p><b>Partially Sighted Society</b> Yew Tree Resource Centre 20 Yew Tree Gardens Romford RM7 9AA T: <b>01708 448227</b> E: <a href="mailto:peter.slattery@blueyonder.co.uk">peter.slattery@blueyonder.co.uk</a></p>	<p>Provides advice and information for visually impaired people to help them socialise with each other and encourage independent living by holding demonstrations of specialist equipment.</p>
<p><b>People First – Havering</b> c/o 24 Weald Road Brentwood CM14 4SX T: <b>07906183071</b> E: <a href="mailto:peoplefirst1@hotmail.co.uk">peoplefirst1@hotmail.co.uk</a></p>	<p>People First provides one to one advocacy support, signposting to other organisations, information and awareness to support adults, 18 years of age and above, with learning disabilities.</p>
<p><b>Positive Parents</b> First Step Building Tangmere Crescent Hornchurch RM12 5PP T: <b>01708 524627</b> <a href="http://www.positiveparentshavering.org.uk">www.positiveparentshavering.org.uk</a></p>	<p>Positive parents provide for parent/carers of young people with learning disabilities, information and advice to influence decisions that affect them and their families and to contribute to developing services that meet their needs.</p>
<p><b>Rainham Carers' Support Group</b> The Ship Centre 1-3 Upminster Road South Rainham RM13 9YF T: <b>01708 553059</b></p>	<p>Provides a safe place where carers share concerns and find help in dealing with issues that arise. This group is open to anyone regardless of age.</p>
<p><b>Realistic Opportunities for Supported Employment (ROSE) Project</b> Havering College Tring Gardens Romford RM3 9ES T: <b>01708 462865</b> E: <a href="mailto:ROSE@havering-college.ac.uk">ROSE@havering-college.ac.uk</a></p>	<p>The programme aims to secure paid work placements for students with learning difficulties, to gain confidence and life skills.</p>
<p><b>Relate North East London</b> Langtons, Billet Lane Hornchurch RM11 1XL T: <b>01708 441722</b> <a href="http://www.relate.org.uk">www.relate.org.uk</a></p>	<p>This service offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone or website.</p>
<p><b>Romford Autistic Group Support (RAGS)</b> Taunton Hall 90 Taunton Road Harold Hill Romford RM3 7SU T: <b>01708 564871</b> <a href="http://www.rags-havering.org.uk">www.rags-havering.org.uk</a></p>	<p>This service is managed by parents of children with Autism/Aspergers Syndrome. They provide information, guidance and support as well as many opportunities for parents and carers to get together in a supportive, non-judgemental environment.</p>
<p><b>Royal Association for Deaf People (RAD)</b> T: <b>0845 688 2525</b> E: <a href="mailto:advocacy@royaldeaf.org.uk">advocacy@royaldeaf.org.uk</a></p>	<p>Specialist advocates, the majority are deaf and fluent in British Sign Language, the Association will provide specialist advocacy for deaf people to access mainstream services, appointments, personal budgets/direct payments. Will assist with complaints and translation.</p>

<p><b>Samaritans of Havering</b> 107 North Street Romford RM1 1ER T: <b>01708 740000</b> <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a></p>	<p>Samaritans provide confidential non-judgemental support, 24 hours a day for people experiencing feelings of distress or despair, including those which could lead to suicide.</p>
<p><b>Sickle Cell and Thalassaemia Support Group of bdh</b> Ripple Centre 121-125 Ripple Road Barking IG11 7FN T: <b>020 8532 7330</b> <a href="http://www.sicklecellbhr.org.uk">www.sicklecellbhr.org.uk</a></p>	<p>Supports people with either sickle cell or thalassaemia conditions. They hold awareness promotions, focus groups, befriending, home/hospitals visits, advice on seeking welfare benefits, advocacy and social events.</p>
<p><b>Sight Action – Havering</b> T: <b>01708 448057</b> <a href="http://www.sightaction.org.uk">www.sightaction.org.uk</a></p>	<p>Provides a telephone befriending service for housebound, sight impaired residents.</p>
<p><b>St Francis Hospice</b> The Hall Havering-Atte-Bower Romford RM4 1QH T: <b>01708 753319</b> <a href="http://www.sfh.org.uk">www.sfh.org.uk</a></p>	<p>Saint Francis Hospice is a registered charity providing specialist care to anyone affected by a life-limiting illness either through its own services or via education and training of other care providers.</p>
<p><b>Sycamore Trust</b> 27-29 Woodward Road Dagenham RM9 4SJ T: <b>020 8517 9317</b> <a href="http://www.sycamoretrust.org.uk">www.sycamoretrust.org.uk</a></p>	<p>Support for families in Havering living with autistic spectrum disorder and learning difficulties. They offer a range of support groups and activities for all the family.</p>
<p><b>Tapestry</b> Scottish Mutual House 1st Floor, 27-29 North Street Hornchurch RM11 1RS T: <b>01708 796600</b> <a href="http://www.tapestry.org.uk">www.tapestry.org.uk</a></p>	<p>Provides a 'one-stop shop' service for older people and their carers, with information on services, practical support like form-filling and signposting to other organisations. Tapestry also provides lunch clubs, neighbourhood day service and young onset dementia support service.</p>
<p><b>The Golden Years Club</b> 25 Bards Court Heaton Avenue Harold Hill RM3 7HU M: <b>07811 117679</b></p>	<p>Provides support to the elderly and disabled people. Members meet monthly to socialise, and enjoy organised trips. Transport is organised for members to attend events.</p>
<p><b>Victim Support Group including Women's Aid for Havering</b> Unit 10, Bourne Court Southend Road Woodford Green IG8 8HD T: <b>020 8550 2410</b> <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a></p>	<p>Victim Support is a national charity who support victims and witnesses of crime, regardless of whether the crime has been reported and regardless of when it happened. They offer emotional and practical support and advocacy with other agencies. The services are free and confidential. The services are free and confidential and offer tailored support for specific areas of crime, including domestic abuse, sexual abuse and hate crime amongst others.</p>

<p><b>Yew Tree Day Reablement Service</b> Yew Tree Resource Centre 20 Yew Tree Gardens Romford RM7 9AA T: <b>01708 434566</b></p>	<p>Provides the opportunity for people with physical and sensory disabilities to access a variety of training activities to help them regain optimum independence, choices and control over their lives.</p>
<p><b>YMCA (Romford)</b> Rush Green Road Romford RM7 0PH T: <b>01708 766211</b> <a href="http://www.romfordymca.org">www.romfordymca.org</a></p>	<p>Provides exercise groups for people with special needs, including stroke rehabilitation, Boccia and a fully equipped gym with accessibility for wheelchairs.</p>



## Other key local contacts and services

### The Public Advice and Service Centre (PASC)

The Council has a Public Advice and Service Centre (PASC) where you can access information on a range of local services. This is located in Romford's Liberty Shopping Centre. Lifts and stairs to the PASC are located via the walkway between H&M and NEXT shops, opposite the parking ticket machines

Telephone: **01708 434590**

**Healthwatch Havering** - giving people a powerful voice to help and shape services for the future:

Tel: **01708 303300**

E: **enquiries@healthwatchhavering.co.uk**

### NELFT Mental Health Direct

North East London Foundation Trust (NELFT) provides an extensive range of mental health and community health services for people living in the London boroughs of Havering, Barking and Dagenham, Redbridge, Waltham Forest and South West Essex (community health services).

Tel: **0300 555 1200**

NELFT Mental Health Direct out of hours emergency contact number:

Tel: **0300 555 1000**

### Havering Shop Mobility

Havering Shop Mobility operates a wheelchair loan service, providing a choice of manual wheelchairs and powered scooters. This service is based in

The Liberty Shopping Mall and The Brewery Site in Romford

Tel: **01708 765764/722570**

### Housing Services

Havering has a range of housing options and ways to get housing advice. One way is to visit the Public Advice and Service Centre (PASC) to speak directly with an advisor in Housing Services.

Alternatively, you can browse the Housing Advice web page which contains information on:

- Applying for housing – housing allocations and applying for a council home
- Homeless advice – housing advice and guidance
- Keys for Change Scheme – for 18-34 year-olds, not in education, employment or training and looking for both work and housing
- Advice for private tenants
- Advice for private landlords
- Buying a home - home ownership schemes, for those looking to buy

**[www.havering.gov.uk/Pages/Category/Housing](http://www.havering.gov.uk/Pages/Category/Housing)**

Telephone **01708 437769**

### Dial a ride

If you are disabled and cannot use public transport, try Dial-a-Ride. It is free, door-to-door, and great for getting out and about. Use Dial-A-Ride for shopping, visiting friends and family, travelling to recreational activities such as the theatre. Do not use Dial-a-Ride for hospital appointments, getting to and from work, travelling from Council day centres and school. If you need help for these journeys contact your GP, Jobcentre Plus, the day centre manager or school administrator.

Tel: **0207 309 8900**



**You can comment, compliment and complain about Adult Social Care or Children and Young Peoples Services by contacting:**

Telephone: **01708 431801**

Fax: **01708 433334**

Email: **complaints@havering.gov.uk**

### Family Information Service

The Family Information Service (FIS) provides comprehensive advice and support to families, in addition to working closely with registered Private, Voluntary and Independent childcare providers in Havering.

Tel: **01708 431782/431783**

**[www.havering.gov.uk/directory](http://www.havering.gov.uk/directory)**

### Parents in Partnership Information Advice and Support

This service offers impartial information, advice and support to parents /carers, children and young people with Special Educational Needs and/or Disabilities (SEND) in Havering. PiP IASS supports at school meetings, applying for an EHC plan and with the process of transferring from a statement to an EHC Plan.

Tel: **01708 433885**

**[www.havering.gov.uk/directory](http://www.havering.gov.uk/directory)**

### Havering SEND Local Offer

The service will ensure that information is made available to all users in a variety of formats

**[www.havering.gov.uk/directory](http://www.havering.gov.uk/directory)**

## Havering Carers' Register

**Are you a carer? Do you look after a relative or friend who lives in Havering, who depends on you for care and support? They might have a disability, illness, condition or be frail.**

Please complete this form if you would like to join the Havering Carers' Register so that we can keep in touch with you.

- We will send you updates about developments to services and support, the quarterly Havering Carers' Newsletter and other information which may be of interest to you
- Invitations to carers' events including the Havering Carers' Forum and Carers Week
- Occasional invitations to complete surveys to influence new services for carers'.

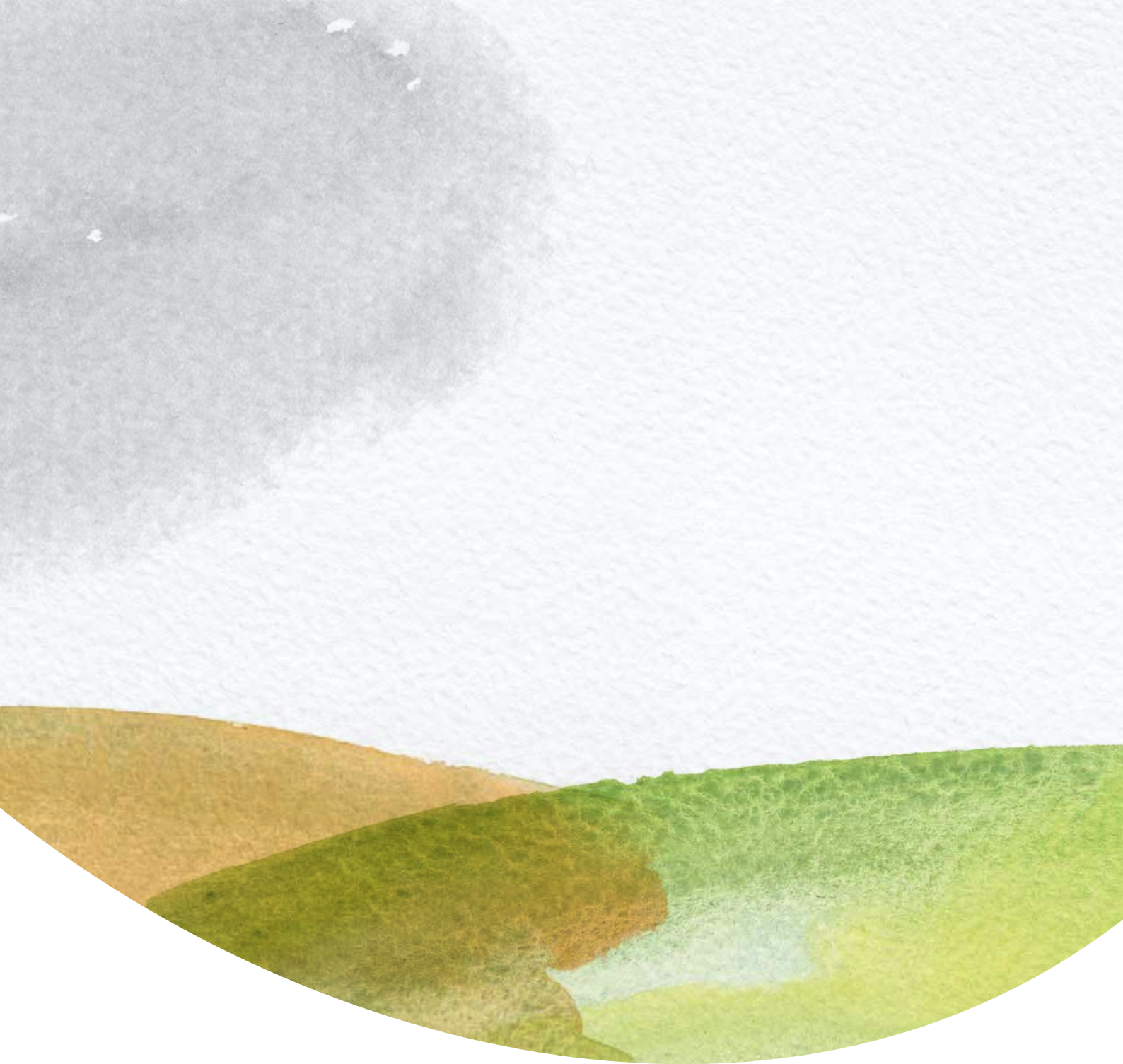
The Havering Carers' Register will be kept confidential in accordance with the Data Protection Act 1998.



About you	
Your name (Title/First Name/Surname)	
Your address & postcode	
Your landline/mobile telephone number	
Your email address	
Your date of birth	
About the person you care for	
Their name (Title/First Name/Surname)	
Their address & postcode (if different from above)	
Their date of birth	
Their disability, illness or condition / the reason why they need your care and support	
Their relationship to you	
<small>The Council holds personal information about its customers and clients and Havering's residents. All the information about you that we hold is protected under the Data Protection Act 1998 . The Act refers to users of personal information as "Data Controllers" (such as the Council) who must work within the requirements of the Act when receiving and using information about you.</small>	
<b>Return form to:</b> Michelle Brown - Commissioning Manager for Carers and the Voluntary Sector 11th Floor, Mercury House, Town Hall, Main Road, Romford RM1 3BB	

**This form is available in accessible formats.  
Contact the Council for details.**





This booklet is available in accessible formats.  
Contact the council for details.

