

Some amendments to the Who, What Where Guide

Section 1b

The Disability Rights Commission no longer exists. Now part of the Equality and Human Rights Commission. Equality and Human Rights Commission Helpline: Freepost RRLL-GHUX-CTRX, Arndale House, Arndale Centre, Manchester M4 3AQ . Tel: 0845 604 6610. Textphone, 0845 604 6620 - England

Section 1c

Royal National Institute for the Blind – Now called the Royal Institute of Blind People. Other details remain the same.

Section 2b

New address for **Victim Support in Islington** 1 Highbury Crescent, London N5 1RN Tel: 020 7700 6014. Monday to Friday 9am - 5pm. Email: info@islingtonvictimsupport.co.uk. Website: www.islingtonvictimsupport.co.uk. Emotional support and practical help to victims of crime (including domestic violence) and their families.

Section 5b

Amended telephone number for the **National Debtline** Tel: **0808 808 4000**.

Section 5c

- **The Office of the Public Guardian and Court of Protection.**
Office of the Public Guardian, PO Box 15118, Birmingham B16 6GX. Customer Services 0845 330 2900. **Court of Protection**, Archway Tower, 2 Junction Road, London N19 5SZ , Tel: Customer Services 0845 330 2900. Website: www.publicguardian.gov.uk. The Public Guardian, supported by the Office of the Public Guardian and the Court of Protection, helps protect people who lack capacity to deal with issues relating to things such as their property, financial affairs, healthcare and personal welfare. The Court also has the power to make declarations about whether someone has the capacity to make a particular decision. Work includes setting up and managing a register of Lasting Powers of Attorney and Enduring Powers of Attorney.

Added to Sections 3, 6, and 7

Islington LINK, c/o IVAC (Islington Voluntary Action Council). Tel: 020 7354 6372, email LINK@ivac.org.uk, website: www .ivac.org.uk/link. LINKs are Local Involvement Networks of voluntary and community organisations, plus local individuals and groups, aiming to sure that everyone in the community has the chance to say what they think about, and influence, local health and social care services.

Please note that the **Patient and Advice Liaison Service (PALs)** still **exists** (it's the Patients Forum which has gone).

Section 9a

The Area Housing offices have been reorganised into just 4 housing areas - Central Street; Holland Walk; Lyon Street; and Upper Street. Boleyn Road and Isledon Area Housing Offices no longer exist.

Also note the change of email address for Holland Walk Housing Office:
Holland.walk@homesforislington.org.uk

Section 9

Housing Aid Centre should be removed from the “For tenants” section of 9d and put in the “For anyone with a housing issue” section, plus inserted into 9e (homelessness). The following amended version should be used: (noting that the Centre assists those who are homeless as well as tenants of any kind, plus noting the telephone number (the calls all go via Contact Islington now).

- **Housing Aid Centre** 38 Devonia Road, London N1 8UY. Monday to Friday (except Wednesday) 9am - 4pm, Wednesday 12 noon - 4pm. For telephone enquiries, call Contact Islington on 020 7527 2000. (textphone 020 7527 1900), Monday – Friday 8am – 8pm, Saturday 9am – 6pm. Information and advice on housing matters (including occupation rights, rent arrears, housing benefit claims). For all Islington residents with any housing-related enquiries or concerns, including homelessness.

Section 11b

Energywatch no longer exists. It is now part of **Consumer Focus**.

- **Consumer Focus** (a merger of energywatch, Postwatch and the National Consumer Council) 4th Floor, Artillery House, Artillery Row, London SW1P 1RT. Tel: 020 77997900. Fax: 020 77997901, email: contact@consumerfocus.org.uk, website: www.consumerfocus.org.uk . The energy section of their website can help people find out about the best energy deals, check on their consumer rights, and help make an effective complaint to energy company or use the new energy ombudsman service. For personal assistance with energy enquiries or complaints, try Consumer Direct on 08454 04 05 06, www.consumerdirect.gov.uk.

Section 14

London Fire Brigade: Replace with the following (noting new telephone numbers)

- **London Fire Brigade** To book a home visit service (for a free home risk assessment, advice on home fire safety, and installation of a smoke alarm), tel: freephone 0800 028 4428. For telephone advice and information on all aspects of fire safety call 020 8555 1200. (In case of an actual fire, of course, ring 999.)

May 2009