



# Helplines

Name	Phone No	Comment	Email Address	Website	District
AA Disability Helpline	0800 26 20 50	(Mon–Thurs 24 hours, Fri–Sun 7am–11pm) Also have a Minicom: 0800 328 2810 (Mon–Fri 8am–7pm, weekends 9am–5pm)			
Ableworld	01270 440993	Full Selection Of Mobility Support Products	feedback@ableworld.co.uk	www.ableworld.co.uk	Crewe / Nantwich
Ableworld	01270 440811	Full Selection Of Mobility Support Products	feedback@ableworld.co.uk	www.ableworld.co.uk	Crewe / Nantwich
Acorn Action Group		This group are a self advocacy forum for people with learning difficulties	acornactiongroup@googlemail.com		Crewe / Nantwich
Adult Disability Team	01625 534851				
Adults with Special Needs Team	01270 505128				
Advocacy Learning Disabilities	01606 42688				Vale Royal
Advocacy Mental Health	01606 596396				Vale Royal
Advocacy Physical Disability CCIL	01606 872760	This is a user led organisation of disabled people and has been providing support to disabled people since 1992 and promoting the philosophy of independent living. Provides the Direct Payments service for Chesire County Council	office@cdf-northwest.org.uk		Vale Royal
Advocate Deaf / Blind	01606 47831	Now come under Deafness Support Network	dsn@deafnesssupportnetwork.co.uk	http://www.deafnesssupportnetwork.co.uk	Vale Royal
Advocate Health Complaints CAB	01606 869310				Vale Royal
Advocate Mental Health	01606 331850				Vale Royal
Age Concern	01606 881660	Opening Times: Week Days: 9:30 AM - 4:30 PM	information@ageconcern.org.uk	http://www.ageconcerncheshire.org.uk	Vale Royal
Alcohol Services	01270 580243	Work to reduce the incidence and costs of alcohol-related harm			Crewe / Nantwich



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Alzheimer's Helpline	0845 3000336	national helpline is open 08.30 - 18.30 from Monday to Friday	enquiries@alzheimers.org.uk	<a href="http://www.alzheimers.org.uk">http://www.alzheimers.org.uk</a>	Warrington
Alzheimer's Society South Cheshire Branch	01270 501901or 216910	for General info. advice and befriending	Jan.Daum@alzheimers.gov.uk	<a href="http://www.alzheimers.org.uk">http://www.alzheimers.org.uk</a>	Alsager
Alzheimer's Society Vale Royal	01606 351112	General Advice info and Support	info@valeroyalalzheimers.org.u k		Vale Royal
Arthritis Care National	0808 8004050	Arthritis Care exists to support people with arthritis.	info@arthritiscare.org.uk	<a href="http://www.arthritiscare.org.uk">http://www.arthritiscare.org.uk</a>	
Arthritis Care Northwich		Meets at Dane Walk Community Centre, Northwich. 2nd Friday each month 7:30pm.			Vale Royal
Arthritis Care Winsford		Meet at the Dingle Centre, High Street On third Thursday in month at 7.30 - 9.15pm			Vale Royal
Asbestos Support Group	0151 236 1895	Monday - Friday: 9am - 4.30pm	gfr15@dial.pipex.com	<a href="http://www.asbestosdiseases.org.uk">http://www.asbestosdiseases.org.uk</a>	
Autism Society	0151 494 9909				
Autistic Society	0845 070 4004	Autism Helpline provides impartial and confidential information, advice and support Open Monday-Friday, 10am-4pm		<a href="http://www.autism.org.uk">http://www.autism.org.uk</a>	Vale Royal
Blindness: IRIS Vision Resource Centre	01270 250316	IRIS Vision Resource Centre, 14 Chapel Street, Crewe, Cheshire, CW2 7DQ	info@iriscentre.org.uk		Crewe / Nantwich
Blue Car Badge application	0845 113 1133			<a href="http://www.cheshire.gov.uk">http://www.cheshire.gov.uk</a>	Middlewich
British Brain Tumour Association	0151 929 3229	(National Information Line)Best time to telephone: 10am - 4pm			
British Heart Support	0207 487 7110				
British Red Cross	01565 650201				



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Name	Phone No	Comment	Email Address	Website	District
British Royal Legion	01606 74800				Vale Royal
Cancer - St Lukes Hospice	01606 551246				Vale Royal
Cancer Helpline	0800 132905				
Carers Allowance	01772 899655				
Carers Centre Helpline	0800 0850307				
Carers Support Crossroads	01606 49989				Vale Royal
Carers UK	0808 8087777		info@carersuk.org	http://www.carersuk.org	
CCC Welfare Rights	01244 603062				Chester
Central & East Cheshire Primary Care Trust	01606 275303				Middlewich
Cerebral Palsy SCOPE Frodsham	01928 734120				
Cheshire Carers Centre	01270 257331	Older Peoples Project	opp@cheshirecarerscentre.org.uk		Crewe / Nantwich
Cheshire Centre for Independent Living (Cheshire East Office)	01270 748797		office@cheshirecil.org	www.cheshirecil.org	Crewe / Nantwich
Cheshire Centre for Independent Living (Head Office)	01606 872760		office@cheshirecil.org		Vale Royal
Cheshire Highways Office	01270 537574				Crewe / Nantwich
Cheshire Sport Develop	01606 871812				Vale Royal
Cheshire Travel Line	0870 6082608				Chester
Community & Hospital Support Service	01270 255141				Crewe / Nantwich
Community Transport	01244 603269				Chester
Companion Scheme	01606 351687				Vale Royal
Continence Advisor	01606 564116				Vale Royal
Counselling Directory	0844 8030 240	This service is a directory for counselling advice and information, connecting those in distress with the largest support network. All visitors to the website put in their postcode to obtain details of counsellors in their area.	www.counselling-directory.org.uk	www.counselling-directory.org.uk	



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Name	Phone No	Comment	Email Address	Website	District
Countess of Chester Hospital	01244 365000				Chester
Crewe & Nantwich Borough Council	01270 537777				Crewe / Nantwich
Crewe & Nantwich Voluntary Action	01270 211545				Crewe / Nantwich
Crewe Citizens Advice Bureau	01270 212401				Crewe / Nantwich
Crewe Library Information Point	01270 505335				Crewe / Nantwich
Crewe Shop Mobility	01270 580031	Range of Mobility scooters & chairs available for Disabled people to use while shopping in the town centre.			Crewe / Nantwich
Crossroads Care	01606 49989				Vale Royal
Cystic Fibrosis	01606 852975				Vale Royal
Daily Living Helpful Equipment - Boots	01270 212252				Crewe / Nantwich
Deafness Support Network Northwich	01606 47831		dsn@deafnesssupportnetwork.co.uk		Vale Royal
Deafness Youth Community Runcorn	01928 574869				
Diabetes UK (Crewe & Nantwich Contact)	01270 567447	Contact Name Bryan Bossons: Monthly Meeting Held 2nd Wednesday every month (not Jan or July) at St Lukes Church Hall, Coppice Rd Willaston, Crewe, Cheshire			Crewe / Nantwich
Diabetic Association UK Chester	01244 675688				Chester
Dial House Chester	01244 345655				Chester
Dial-a-Ride Transport	01270 211884	Disability Information & Services			Crewe / Nantwich
DICE Ellesmere Port	01513 551420				
Direct Payment Advisers	01606 888255				Vale Royal



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Name	Phone No	Comment	Email Address	Website	District
Disability Benefits Helpline	08457 123456	Disability Living Allowance Unit or Attendance Allowance Unit Warbreck House Warbreck Hill Blackpool Lancashire FY2 0YE	dcpu.customer-services@dwp.gsi.gov.uk	<a href="http://www.dwp.gov.uk/lifeevent/benefits/dcs/contact_dcs.asp">http://www.dwp.gov.uk/lifeevent/benefits/dcs/contact_dcs.asp</a>	
Disability Benefits Helpline	0800 882200				
Disability Discrimination Act	0845 7622633				
Disability Information Bureau Macclesfield	01625 501759				
Disability Resource Exchange	01270 501535	Fully accessible premises.	info@drecrewe.org.uk	<a href="http://www.drecrewe.org.uk">http://www.drecrewe.org.uk</a>	Crewe / Nantwich
Disability Sport	01714 904919				
Down's Syndrome Association	0151 2265158				
Drugs Helpline National	0800 776600				
Drugs Helpline Substance Abuse	0808 8002345				
Drugs South Cheshire	01270 216118				Crewe / Nantwich
Drugs Team Community	01270 216118				Crewe / Nantwich
Drugs Turnpoint	01270 588500				Crewe / Nantwich
Dyslexia	01625 530158				Macclesfield
Elderly Care	01606 351687				Vale Royal
Epilepsy Helpline	0808 8005050				
Fire Service Assessment	0800 3890053				
FISH Insurance	01772 724442				
Form Completion Services	0800 441144				



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Name	Phone No	Comment	Email Address	Website	District
Friends for Leisure	01625 613433	Working with children and young people with disabilities to give them opportunities to join or belong to clubs, make friends with other young people or take part in everyday leisure activities. This organisation will soon be expanding to cover Crewe.	info@friendsforleisure.org.uk	<a href="http://www.friendsforleisure.org.uk">http://www.friendsforleisure.org.uk</a>	Macclesfield
Help the Aged - Senior Line	0808 8006565				
HIV Body Positive	01244 400415				Chester
Holiday Care Service	0845 1249971				
Homestart Central Cheshire	01270 252719	Contact: Clare Robinson			Crewe / Nantwich
Housing Office	0845 1221205				
Independent Living Fund	0845 6018815				
Jobcentre Direct	0845 6060234				
Learndirect Helpline	0800 100900				
Legal Advice	0845 6081122				
Leighton Hospital	01270 255141				Crewe / Nantwich
Les Welch - Community out reach transport	01565-682308/ 07843-468007	This service will operate as a transport service to assist those people who are either in receipt of a Choice-quip prescription or who wish to travel from their own homes to a shop to obtain equipment and are unable to do so due to isolation or mobility.	LWelch@redcross.org.uk		
Link Group Northwich	01606 871502				Vale Royal
Living Aids Direct	01270 760179	Full Selection Of Mobility Support Products.			Sandbach
Mavis Advice	01344 661000				
MENCAP	01928 722385				
MENCAP	01606 350610				Vale Royal



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Name	Phone No	Comment	Email Address	Website	District
MENCAP Helpline	0808 8081111				
Meningitis Merseyside Support Group	0151 4244402				
Mental Health Link Northwich	01606 871502				Vale Royal
Metabolic Diseases (CLIMB)	0870 7700325		info.svcs@climb.org.uk	<a href="http://www.climb.org.uk">http://www.climb.org.uk</a>	Crewe / Nantwich
Mid Cheshire Hospital - Leighton	01270 211545				Crewe / Nantwich
MIND	01606 863305	This is an informal drop in centre for people who have had or currently experiencing mental health problems.		<a href="http://www.winsfordmind.org.uk">www.winsfordmind.org.uk</a>	Vale Royal
Mobility Information Service	01743 761889				
Motability Helpline	0845 456566				
Motor Neurone Disease	0151 2892597				
MP House of Commons	02072 193000				
Multiple Sclerosis S E Cheshire	01270 812089/761570				Crewe / Nantwich
Multiple Sclerosis Society National Helpline	0808 8008000				
Multiple Sclerosis Vale Royal	01606 852222				Vale Royal
Muscular Dystrophy	01606 46526				Vale Royal
Muscular Dystrophy Group: (Crewe)	01270 625521	Contact Mr G Cundall			Crewe / Nantwich
Myasthenia Gravis Association	01606 832781	Can also contact Pam Broadhead on 01270 760374			Vale Royal
Myasthenia Gravis National Helpline	0800 919922	The Myasthenia Gravis Association (MGA) has as its objective the promotion of the welfare of sufferers			
National Housing Helpline	0808 8004444				
National Rail Enquiries	08457 484950				
Neighbourhood Centre Winsford	01606 551766				Vale Royal
Neuromuscular Centre Winsford	01606 861733				Vale Royal
New Deal Helpline	0845 6062626				
NHS DIRECT	0845 4647				



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Name	Phone No	Comment	Email Address	Website	District
NHS Wheelchair Repairs	01302 796269				
Northwich Clinic (I.C.C)	01606 564126				Vale Royal
Open University Disabled Students	01908 653745				
Parkinson Disease	01925 654890				
Parkinsons Disease Association (Crewe)	01270 661358	To ease the lives of people with Parkinson's disease and their families and carers by promoting a constructive dialogue between science and society			Crewe / Nantwich
Patient Advice and Liaison	01270 612346	Occupational Health, based within Leighton Hospital Crewe			Crewe / Nantwich
Petty Pool Learning Difficulties	01606 889097				Vale Royal
PHAB	01244 383908		info@phab.org.uk	<a href="http://www.phabengland.org.uk">http://www.phabengland.org.uk</a>	Chester
Police General Conflict	0845 4580000				
Prescription Renewal	0845 8500030				
RAC Insurance	0870 5722722				
RADAR	02072 503222				
Radar Toilet Key	01270 537777	Available from DRE Crewe			Crewe / Nantwich
RELATE	01606 350995				Vale Royal
SAAFA Cheshire & North West	01565 723330			<a href="http://www.woking.gov.uk/council/websites/soldierssailorsairmenandfamiliesassociationforcessaffa">http://www.woking.gov.uk/council/websites/soldierssailorsairmenandfamiliesassociationforcessaffa</a>	
Samaritans	01606 43211				Vale Royal
Schizophrenia Fellowship National	01565 633141				
SCOPE	0845 8003333				
Sexuality & Disability	01925 240832				Warrington
Shopmobility Chester	01244 398566		shopmobilitieservices@supanet.com	<a href="http://www.shopmobilityservices.co.uk">http://www.shopmobilityservices.co.uk</a>	Chester



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Name	Phone No	Comment	Email Address	Website	District
Shopmobility Crewe	01270 580031		shopmobility@asdacrewe.fsnet.co.uk	<a href="http://www.crewe-nantwich.gov.uk">http://www.crewe-nantwich.gov.uk</a>	Crewe / Nantwich
Shopmobility Northwich	01606 353524/01606 353525		office@vrds.org.uk	<a href="http://www.vrds.org.uk">http://www.vrds.org.uk</a>	Vale Royal
Shopmobility Winsford	01606 557550		office@vrds.org.uk	<a href="http://www.vrds.org.uk">http://www.vrds.org.uk</a>	Vale Royal
Skill (Information Services)	0800 3285050				
Skin Camouflage Service Red Cross	01565 650201				
Social Service - Out of Hours Emergency Team	01606 76611				Vale Royal
Social Services Crewe & Nantwich & C&N Access Team	01270 375100	Formally called Social Service Reception Crewe	accesscentral@cheshire.gov.uk	<a href="http://www.cheshire.gov.uk">http://www.cheshire.gov.uk</a>	Crewe / Nantwich
Social Services Northwich & Northwich Access Team	01606 814900	Formally Called Social Services Northwich Reception	accesscentral@cheshire.gov.uk	<a href="http://www.cheshire.gov.uk">http://www.cheshire.gov.uk</a>	Vale Royal
South Cheshire Crossroads	01270 753487	Providing support to Carers in their own homes, giving Carers "time" to be themselves.	schesxroadsadmin@btconnect.com		Sandbach
Speakability Helpline	0808 8089572				
Spina Bifida / Hydrocephalus	01733 555988				
Spina Bifida: Elizabeth Myers	01490 450360				
Spinal Injuries Association Helpline	0800 9800501				
St. Lukes Winsford (Hospice)	01606 551246	There are lots of different contact numbers depending on what individuals needs are. These are detailed on their web site	clairelangston@stlukes-hospice.co.uk	<a href="http://www.stlukes-hospice.co.uk">http://www.stlukes-hospice.co.uk</a>	Vale Royal
Stepping Stones	01606 330633				
Stroke Association Crewe & Winsford	01270 612237	This organisation is based within Leighton Hospital			Crewe / Nantwich
Stroke Association Dysphasic Support (Crewe & Natwich)	01270 872190	Contact for this number is Susan Whalley. Meeting times: Monday 2pm- 4pm & Tuesday 2pm- 4pm			Crewe / Nantwich



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Name	Phone No	Comment	Email Address	Website	District
Stroke Association Dysphasic Support (Vale Royal)	01606 43466	Contact Elizabeth Wenham. Meeting Times Tuesday 10:30 am to 12:30			Vale Royal
Stroke Club (Crewe)	01270 650361	Meeting Times: 2nd & 4th Tuesday, 7:30pm- 9:30 pm. Contact Miss E Moss			Crewe / Nantwich
Sue Hughes	0844 225 3756	This contact is the Information and Support Worker Central and East Cheshire Parkinsons Disease Society	shughes@parkinsons.org.uk		
Survive	01270 250051	This organisation provide support for survivors of sexual assault,			Crewe / Nantwich
Telecare	01606 813444				Vale Royal
Text Deaf / Speech Difficulty	0800 243335				
Tourettes Syndrome Association Helpline	0845 4591252				
Train Journey Care	0845 7443366				
Tuberous Sclerosis Helpline	0808 8083555				
Vale Royal Borough Council Northwich	01606 353501	RADAR KEY			Vale Royal
Vale Royal Borough Council Winsford	01606 862862	RADAR KEY	webmaster@valeroyal.gov.uk		Vale Royal
Vale Royal Disability Services	01606 888400				Vale Royal
Vale Royal Disability Services Learning Centre	01606 333673				Vale Royal
Vale Royal Disability Services Outreach Learning	01606 888604				Vale Royal
Vale Royal Voluntary Action	01606 723180	They Provide an Information point for the local community & services to some the most disadvantaged groups in the area	aneil@valeroyal.org.uk	<a href="http://www.valeroyal.org.uk">http://www.valeroyal.org.uk</a>	Vale Royal



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Name	Phone No	Comment	Email Address	Website	District
Victoria Royal Infirmary Hospital	01606 564000				Vale Royal
Vision Resource Centre	01606 564060				Vale Royal
Vision Support	01244 382222				Chester
Visually Impaired Services	01606 815716				Vale Royal
Warm Front Scheme	0800 0720151	Grants to make homes warmer		<a href="http://www.direct.gov.uk/keepwarmkeepwell">http://www.direct.gov.uk/keepwarmkeepwell</a>	
West Cheshire Primary Care Trust	01244 650300	There is also a free phone number 0800 132996	<a href="mailto:feedback@wcheshirepct.nhs.uk">feedback@wcheshirepct.nhs.uk</a>		Chester
Wheelcare	01270 878309	This company are importers of a quality range of electric bicycles and a large selection of disability aids including wheelchairs, walkers, sticks, crutches, commodes, shower chairs,ramps etc,		<a href="http://wheelcareukltd.bttradespace.com">http://wheelcareukltd.bttradespace.com</a>	Alsager
Wheelchair Assessment Unit - Chester	01513 571070				Chester
Wheelchair Assessment Unit - Congleton & Macclesfield	01625 661064				
Wheelchair Assessment Unit - Crewe	01270 612348				Crewe / Nantwich
Winter Fuel Payment	08459 151515	Payment aged 60 or over			
Youth Information Cheshire	01270 587543	National Youth Agency for Young people & all those working with them.	<a href="mailto:youthinformation@nya.org.uk">youthinformation@nya.org.uk</a>	<a href="http://www.nya.org.uk">http://www.nya.org.uk</a>	