



**Hounslow**

# **Services for** **Disabled clients**

**Provided by Hounslow  
Citizens Advice Bureaux Service**



# 1. Disability Adviser

General advice for disabled clients and their carers. First contact via drop-ins at one of our bureaux, outreaches or Advice Line 0300 330 1185.

## 2. Home Visiting Service

This service is a part of the Disability Advice contract with LBH. Home visits usually take place on a Thursday.

**Who for:** residents of the London Borough of Hounslow who are unable to phone us or to visit our offices / outreaches due to a disability or long-term illness.

**Referrals:** from local organisations that support vulnerable residents, for example Age UK, Hestia Housing and Disability Network Hounslow (DNH).

**How to refer:** Email: [referrals@hounslowcabs.org.uk](mailto:referrals@hounslowcabs.org.uk)

**Self-referrals:** residents or their carers can contact us by phone on 0300 330 1185 or attend one of our drop-ins for an initial assessment to establish eligibility for a home visit.

**After Referral:** A CAB adviser will telephone the client to assess his/her needs and to arrange a visit to the client's home.

**Our help:** Assistance with Welfare Benefits, including form filling, calculations and challenging benefit decisions. General advice on housing, debt and employment. Other issues or more complex ones may be referred to CAB in-house generalist or specialist teams.

For more information on our services, locations and opening hours, please visit our website: [www.hounslowcabs.org.uk](http://www.hounslowcabs.org.uk)

