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On behalf of The Asian Health Agency, I am pleased to introduce and launch this new Directory. This Directory had been developed as part of our efforts to improve the level of awareness on a range of existing local services and resources as well as to promote take up of these local services particularly amongst Asian communities living in Slough.

Our Directory is not intended to be a comprehensive compilation of all the services provided by either Slough Borough Council, Berkshire Health Authority or other agencies providing services within Slough. It lists selected services information and useful contacts primarily designed to assist local residents to make informed decisions or to enable them to access health and social care services. The availability of our Directory in Punjabi and Urdu will help those whose first language is not English.

Our Directory provides a borough wide profile of the Asian population as well as listing the key wards within Slough with a large Asian population. This information combined with the list of Asian community groups will also be useful to mainstream agencies and professionals interested in developing links with Asian communities or setting up services to meet specific needs within the diverse Asian communities.

It is hoped that our Directory will contribute to making information easily available to enable readers to contact the key local agencies or information points in respect of their particular information requirements or service needs. Whilst all efforts have been made to ensure the accuracy of the information we recognise that some information may be out of date or have changed by the time this Directory is printed.

We hope that this Directory will act as a useful tool to local Asian people in their efforts to secure services, assert rights and address inequality.

We acknowledge and thank the Berkshire Health Authority for their financial support towards the publication of this Directory.

Balraj Purewal
Director, TAHA

The Asian Health Agency (TAHA) formally called the West London Asian Health Agency, was established in June 1994 and is an independent sector service provider, specialising in provision of support services to Asian communities.

TAHA is a unique Agency amongst Asian and other ethnic minority groups by the virtue of the fact that it has managed to translate a holistic approach into a workable reality. Since its development TAHA has developed into a major service provider and support agency providing a range of specialist services including:

- Direct community and social care services to different sections of the Asian communities;
- Health education and promotion, through services and activities;
- Research, training and consultancy services to statutory and voluntary sector agencies;
- Networking with community based groups and capacity building support services to the Asian voluntary sector.

How to use this Directory

We have tried to provide an extensive range of information to help our local communities. It is self-explanatory if you follow the headers. There is also an index at the back for specific enquiries.

DISCLAIMER

TAHA has been taken all effort to ensure that the information above is correct at the time of collating the information. Please note that during the passage of time, telephone numbers and contact names may have changed.

Slough has a population of 109,690. In terms of deprivation, under the Jarman Slough is ranked as 334th out of 366 English local authorities.

- The proportion of Slough adults in Social classes I and II is below the national average;
- There are a high number of children looked after by the Local Authority;
- There are high numbers of children with statements of special educational need, which is above the national average;
- The proportion of children living in overcrowded households is above average;
- In relation to health, ill health, morbidity and mortality in Slough figures are above national averages;
- Slough has a high degree of homelessness and asylum seekers (many placed by other Authorities).

Within the town, the three most deprived areas are Britwell, Chalvey and Stoke, followed by Baylis. Baylis and Chalvey wards have the highest unemployment figures in the Borough, followed closely by Central and Stoke Wards.

Asian and other minority communities in Slough

Ethnicity Breakdown in Slough

White	72.90%
Indian	12.20%
Pakistani	8.80%
Black Caribbean	2.60%
Other	1.90%
Black Other	0.60%
Black African	0.40%
Chinese	0.25%
Bangladesh	0.10%

Slough has a large Asian and other minority community concentrated particularly in Stoke, Baylis, Central and Chalvey wards. Central and Baylis have the highest percentage, with over 50% of the Asian and other Minority communities within their population.

Employment figures for Slough

Sector Forums	In Employment	Economically Inactive	Unemployed
1. Chalvey Cippenham	46.7%	23.2%	5.1%
	57.3%	22.9%	2.2%
2. Baylis Farnham Stoke	51.8%	23.5%	5.0%
	55.5%	22.1%	4.2%
	44.1%	26.1%	4.8%
3. Central Upton Wexham	49.3%	25.4%	4.9%
	57.7%	26.4%	3.6%
	50.6%	27.0%	3.4%
4. Colnbrook & Poyle Foxborough Kedermister Langley St.Mary	60.2%	30.8%	1.4%
	58.2%	22.8%	3.6%
	45.6%	33.5%	3.6%
	56.9%	22.5%	1.6%
5. Britwell Haymill	45.1%	31.7%	3.9%
	52.6%	23.6%	3.5%

THE COUNCIL MISSION STATEMENT

Slough Borough Council exists to deliver high quality services to the people of Slough and to work in partnership with others to improve the quality of life for those who live and work in Slough. It is committed to demonstrating and practicing BEST VALUE in everything that it does, both in delivering services and working with others.

CORE VALUES

Slough Borough Council has five Key Policy Priorities (KPP's), which are at the heart of all the services it delivers.

1) SOCIAL JUSTICE:

To combat poverty and social exclusion.

2) ECONOMIC DEVELOPMENT:

To ensure a thriving economy and promote local employment.

3) COMMUNITY DEVELOPMENT:

To give all Slough people a say in their town's future, supporting self help and local action groups, developing local democracy.

4) EQUALITY OF OPPORTUNITY:

To challenge and overcome all forms of discrimination both as an employer and a provider of services.

5) HEALTHY ENVIRONMENT:

To promote a healthy lifestyle and sustainable development.

In order to achieve its Mission Statement and delivery of its five KPP's, the Council has produced its first 'Community Plan' and has started to produce plans which will contain many objectives and targets for improving Public Services, including the Community Care Plan, Youth Justice Plan, Children Services Plan, Quality Protects, Health Improvement Plans and Community Safety Strategy.

To find out details about Plans and Council Policies
contact: **(01753) 552288**

THE COUNCIL DEPARTMENTS

Slough Borough Council provides services to its local community through seven Departments; Assets and Resources, Community Services, Development and Consumer Protection, Education, Legal and Corporate Services, Social Services and Town Services.

ASSETS AND RESOURCES Department

This Department has responsibility for all the

- Finance,
- Property,
- Economic Development and Policy roles of the Council.

It is also responsible for Information Technology and Performance Review.

COMMUNITY SERVICES Department

This Department covers

- Libraries,
- Arts and Information,
- Leisure Services,
- Community Development and Grants,
- Community Sports Development Team,
- Parks and Open Spaces,
- Youth, Community and Play Service.

The Department is responsible for Community Safety issues and the Nai Roshni Partnership.

DEVELOPMENT and CONSUMER PROTECTION Department

This Department has responsibility for

- Highways,
- Traffic,
- Planning,
- Car Parks,
- Environmental Health,
- Trading Standards,
- Consumer Advice,
- Registrar Service and Crematorium.

EDUCATION Department

This Department is responsible for

Nursery, Primary and Secondary education in Slough. The Education Department is responsible for Early Years centres, and special education

and Adult education. It is also responsible for education welfare and specialist education support services.

LEGAL and CORPORATE Department

This Department is responsible for all the legal functions of the Council and Emergency planning, the Electoral Office and Corporate Personnel.

SOCIAL SERVICES Department

The Social Services Department offers care and support to the most vulnerable in our society. The Department is divided into two main areas; one responsible for supporting children and young people aged 0-18 years and the other is responsible for supporting adults. Social Services promote the safety and welfare of children, young people and adults in Slough. The Department cares and supports adults who are vulnerable and those in need and at risk through a variety of reasons.

TOWN SERVICES Department

The responsibilities of this Department range from housing and benefits to refuse collection and street sweeping. The Department is also responsible for the town's One Stop Shop based in the Queensmere Shopping Centre, which is the first point of contact for all Council services. It collects Council Tax, rents, allocates council housing and assesses benefits.

This Department provides CCTV coverage within the borough to help fight crime. The Department also offers an important 24-hour response care-line for vulnerable elderly people living on their own.

LOCAL UNITARY AUTHORITIES

Local Authorities in Berkshire

Bracknell Forest Borough Council	01344 424642
Reading Borough Council	0118 939 0900
Slough Borough Council	01753 552288
West Berkshire Council	01635 42400
Windsor & Maidenhead	01628 798888
Wokingham District Council	0118 974 6800

Surrounding Area

South Bucks District Council	01753 533333
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Asian Community Groups

Asian Community Groups in Slough

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AHMADIYYA MUSLIM ASSOCIATION

Main purpose/function:	To promote greater togetherness among the group members and working to promote peace and harmony.
Activities offered:	Meetings and community events.
Languages supported:	Punjabi and Urdu
Priority age group:	0-60+
Contact:	J.H. Hameed
Address:	30 Verney Road, Slough, SL3 8NX
Telephone number:	01753 547611

ALL NEPALESE ASSOCIATION

Main purpose/function:	To promote the work of the All Nepalese Association
Activities offered:	Cultural and Social
Languages supported:	Nepalese, English
Priority age group:	all ages
Contact:	Mr Arjun Pradhan
Address:	63 St.Paul's Avenue, Slough, SL2
Telephone number:	01753 572627

AL-NASR

Main purpose/function:	Advice and information on issues concerning Islam
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Arabic, Urdu, Punjabi
Priority age group:	all ages
Contact:	Mr Khalid Mehar
Address:	Ansar House, 8 Ledgers Road, Slough, SL1 2QX
Telephone number:	01753 550788

AMAN GROUP

- Main purpose/function:** Support for women and children through activities and ESOL (English as a second language) classes primarily for Asian women. The group encourages membership from all Asian religious groups.
- Activities offered:** Social interaction for women and children through a range of activities
- Languages supported:** English, Gujarati, Hindi, Punjabi, Urdu
- Priority age group:** 0 – 50 plus
- Contact:** Mrs. Saroj Rai
- Address:** 48 Canterbury Avenue, Slough, SL2 1EG
- Telephone number:** 01753 532509

AN-NISA MUSLIM WOMENS GROUP

- Main purpose/function:** Support and focus point for Muslim women and children, Support and educational opportunities.
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Hindi, Bangladeshi, Urdu, Punjabi, Arabic
- Priority age group:** All ages
- Contact:** Mrs Jaleelah Siddiqi
- Address:** 167, Long Readings Lane, Slough, SL2 1QH.
- Telephone number:** 01753 749751

ASIAN COMMUNITY ASSOCIATION

- Main purpose/function:** To assist the Asian community in any problems or difficulties they come across and to promote Asian culture in a safe way.
- Activities offered:** Cultural, Social and Education
- Languages supported:** Bangladeshi, English, Gujarati, Hindi, Punjabi, Urdu, Tamil.
- Priority age group:** all ages
- Contact:** Mr S S Phull
- Address:** 71 Paxton Ave, Slough, SL1 2SX
- Telephone number:** 01753 533165

ASIAN WOMEN'S ASSOCIATION

Main purpose/function:	To support and promote the work of the Association
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Bangladeshi, Urdu, Punjabi
Priority age group:	all ages
Contact:	Mrs V. Sarpal
Address:	10 Gordon Road, Maidenhead SL6 6BT
Telephone number:	Please write to address

CHUNG WAI ASSOCIATION

Main purpose/function:	Services for the Chinese Community in Berkshire
Activities offered:	Education, Cultural and Social
Languages supported:	English, Chinese
Priority age group:	0-61 plus
Contact:	Mr Tim Mok
Address:	71 Stoke Road, Slough SL2 5BJ
Telephone number:	01753 691061

DHANAK ARTS

Main purpose/function:	To develop, support and promote Asian arts in the local area
Activities offered:	Cultural and Social
Languages supported:	English, Hindi, Urdu, Punjabi
Priority age group:	12-61+
Contact:	Mrs Sunita Mohindru
Address:	c/o Studley House, The Ave, Farnham Common, Slough, SL2 3JX
Telephone number:	01753 533555

EASTERN WOMENS CULTURAL SOCIETY

Main purpose/function: Promote arts and culture from the South East Asia Region.

Activities offered: Religious, Cultural and Social

Languages supported: English, Hindi, Urdu, Punjabi

Priority age group: all ages

Contact: Mrs S.L. Seth

Address: 40 Ledgers Road, Slough, SL1 2RL

Telephone number: 01753 527824

HAMARI KIN DADA PROJECT

Main purpose/function: Training and Cultural Exchanges for Women

Activities offered: Leisure, Employment, Education and Social Events

Languages supported: English, Punjabi, Urdu, Hindi

Priority age group: 25+

Contact: Sikander or Farhat

Address: Slough Race Equality Council, Coleridge House, Park Street, Slough

Telephone number: 01753 691266

HINDU CULTURAL SOCIETY

Main purpose/function: To promote Hindu philosophy, advance the Hindu religion and to perform Hindu religious rites. To encourage community services to the Hindu society and services as a meeting place.

Activities offered: Religious, Cultural and Social

Languages supported: English, Hindi, Gujarati, Punjabi

Priority age group: 0-61+

Contact: The Chairperson

Address: 5 Brook Path, Keel Drive, Slough SL3 7DY

Telephone number: 01628 542595

INDIAN ARMY EX-SERVICE MEN'S ASSOCIATION (1846-1947)

Main purpose/function:	To ensure the welfare of Indian army ex-service-men
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Urdu, Punjabi
Priority age group:	45+
Contact:	Mr S.S. Athwal
Address:	13 Old Crown Building, Windsor Road, Slough, SL1 2LD
Telephone number:	01753 438121

INDIAN WELFARE SOCIETY

Main purpose/function:	To promote the welfare of its members.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Punjabi, Urdu
Priority age group:	0-61+
Contact:	Mr Surjeet Singh
Address:	49 Kendal Drive, Slough, SL2 5HU
Telephone number:	01753 535274

JAMIA MASJID AND ISLAMIC CENTRE

Main purpose/function:	To provide facilities for prayers five times a day. Religious education. Promote Muslim principles and positive living.
Activities offered:	Religious, Educational and Social and Cultural
Languages supported:	Arabic, Punjabi, Urdu and English
Priority age group:	0-60+
Contact:	Trustee- Mohammed Latif Khan
Address:	83, Stoke Poges Lane, Slough
Telephone number:	01753 521204

JEET COMMUNITY ARTS

Main purpose/function:	Multicultural dance therapy for all people
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Punjabi
Priority age group:	16-61+
Contact:	Mrs D. Singh
Address:	80, Mead Avenue, Langley, Slough SL3 8HT
Telephone number:	01753 544125

KASHMIRI CULTURAL SOCIETY

Main purpose/function:	To promote cultural awareness of Kashmiri traditions through a range of activities.
Activities offered:	Religious, Social and Cultural
Languages supported:	Punjabi and Urdu
Priority age group:	5-61+
Contact:	Mr Eshaq Khan
Address:	Rotunda Stadium, Belfast Ave, Slough, SL1 3HF
Telephone number:	01753 733023

KHUSH MIZAZ SELF HELP GROUP

Main purpose/function:	Health promotion for Asian women and collecting money for charity
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Urdu, Punjabi
Priority age group:	0-61+
Contact:	Mrs Manjit Kaur Chima
Address:	Chalvey Y&C Centre, Darvill Road, Slough SL1 2PH
Telephone number:	01753 579379

LOCHMA

- Main purpose/function:** To increase the awareness of Asian classical music by encouraging the promotion of Asian music.
- Activities offered:** Educational, Cultural and Social
- Languages supported:** English, Hindi, Urdu, Punjabi
- Priority age group:** 0-61+
- Contact:** Mrs Neena Dutt
- Address:** 44, Verney Road, Langley, Slough, SL2 5EX
- Telephone number:** 01753 814345

LOOK AFTER YOURSELF ASIAN WOMEN GROUP

- Main purpose/function:** Working in partnership with the Upton Hospital to promote exercise, diet, good health primarily for Asian women
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Hindi, Punjabi
- Priority age group:** all ages
- Contact:** Ms Sindy Singh
- Address:** Upton Hospital Comm. Nursing, Osborne Road, Slough, SL1 2BJ
- Telephone number:** 01753 636631

MALIK ELEVEN CRICKET CLUB

- Main purpose/function:** Supporting the Enjoyment of Sports
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Hindi, Urdu, Punjabi
- Priority age group:** 12- onwards
- Contact:** Mohammed Jahangir
- Address:** 53 Bryant Avenue, Slough SL2 1LF
- Telephone number:** 01753 712787

NATIONAL COUNCIL FOR THE DEVELOPMENT OF URDU

Main purpose/function:	To promote Urdu in the British education system and the wider society
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Bangladeshi, Gujarati, Urdu, Punjabi
Priority age group:	12-21
Contact:	Mr M.A. Quraishy
Address:	108 Borderside, Slough, SL2 5QS
Telephone number:	01753 531062

PAKISTAN PENSIONERS AND COMMUNITY COUNCIL

Main purpose/function:	Services primarily for the Pakistani Community
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Urdu, Punjabi
Priority age group:	50+
Contact:	Mr Mazhar Malik
Address:	Tregantle, Slough, SL2 5QS

PAKISTAN WELFARE ASSOCIATION

Main purpose/function:	To promote Welfare of Muslim residents in Slough through activities, advice sessions and community development.
Activities offered:	Religious, Cultural and Social. Also advice, information and support
Languages supported:	English, Urdu and Punjabi
Priority age group:	40-61+
Contact:	Mr Shafeeq Rabbani
Address:	Unit 9, Alexandra Plaza, Chalvey Road West, Slough, SL1 2NJ
Telephone number:	01753 821003

PAKISTANI & KASHMIRI ADVICE BUREAU

- Main purpose/function:** Advice, information and guidance for the Pakistani and Kashmiri community in Slough
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Hindi, Urdu, Punjabi
- Priority age group:** 0-61+
- Contact:** Mr Sohail Ahmed Nazir
- Address:** 76 Stoke Road, Slough, SL2 5RY

PAKISTANI & KASHMIRI YOUTH PROJECT

- Main purpose/function:** Supporting Young Asian people through advocacy
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Hindi, Urdu, Punjabi
- Priority age group:** 5-25
- Contact:** Mohammed Asghar
- Address:** Asghar & Co. 12a High Street, Slough SL1 1EE
- Telephone number:** 01753 535577

PAKISTANI CULTURAL SOCIETY

- Main purpose/function:** Offers professional support in the preparation of educational materials for teaching of Urdu within the British educational system.
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Hindi, Urdu, Punjabi
- Priority age group:** All ages
- Contact:** Safeeq Rabbani
- Address:** Unit 8, Alexandra Plaza, Chalvey Road West, Slough SL2 2NJ
- Telephone number:** 01753 821003

PAKISTANI PARENTS' ASSOCIATION

Main purpose/function:	Provision of advice service to parents, voluntary welfare work within the community.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Urdu, Punjabi
Priority age group:	All ages
Contact:	Mr Nazir Lodhi
Address:	55 Furnival Avenue, Slough
Telephone number:	01385 767447

PARVAAZ

Main purpose/function:	To enable young Asians with disabilities to access existing community services and facilities. To organise arts and crafts, cooking etc., activities include multi-gym and other activities to enhance physical and mental health.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Urdu, Punjabi
Priority age group:	12-25
Contact:	Mr Baldev Singh
Address:	Rotunda Youth and Community Centre, Northampton Ave, Slough, SL1 3BP
Telephone number:	01753 539642

POTHOAR WELFARE AND ISLAMIC TRUST

Main purpose/function:	To promote moral development of young people, and raising standards in education.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Urdu, Punjabi
Priority age group:	40-61+
Contact:	Raja Javid Akhtar
Address:	179 High Street, Chalvey, SL1 2TS
Telephone number:	01753 732845

PUNJABI THEATRE ACADEMY

- Main purpose/function:** Drama productions, opportunities for learning film making for Asian actors.
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Hindi, Urdu, Punjabi
- Priority age group:** 16-45
- Contact:** Mr. Tajinder Sindra
- Address:** c/o Rotunda Youth and Community Centre, Northampton Ave. Slough
- Telephone number:** 0208 574 7390

RAJASTHANI WELFARE SOCIETY

- Main purpose/function:** To promote the positive social and cultural traditions of Rajasthan. To celebrate the Dusshera festival and promote the educational well-being of its members.
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Hindi, Punjabi
- Priority age group:** All ages
- Contact:** Mr Ramesh Chauhan
- Address:** c/o 43 Borderside, Slough, SL2 5QU
- Telephone number:** 01753 533192

RAMGARHIA GURDWARA

- Main purpose/function:** To promote cultural awareness of the Sikh religion, offer space for religious worship, weddings and promotes teaching of Sikh faith.
- Activities offered:** Religious, Cultural, Educational and Social
- Languages supported:** English, Urdu, Punjabi
- Priority age group:** All ages
- Contact:** Mr Amarjit Singh Bachu
- Address:** Woodlands Avenue, Slough SL1 3BU
- Telephone number:** 01753 525458

SANGAM DAY CENTRE

Main purpose/function:	Day care for the Asian elderly
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Bangladeshi, Gujarati, Urdu, Punjabi
Priority age group:	51-61+
Contact:	Major S. Sanghera
Address:	50 Darvills Lane, Chalvey, Slough SL1 2PH
Telephone number:	01753 574293

SHREE SORATHIA PRAJAPATI

Main purpose/function:	Promote sports and cultural activities
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Punjabi, Gujarati, Urdu
Priority age group:	all ages
Contact:	Miss Manisha Ladwa
Address:	54 Richmond Crescent, Slough, SL1 1XD
Telephone number:	Please write to the above address

SIKH UNION (SLOUGH)

Main purpose/function:	Inform youth of the multicultural diversity and promote cultural awareness of Sikh faith in the society. To ease the pain of youngsters growing up in a multi-cultural society, and to teach tolerance.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Punjabi
Priority age group:	12-60+
Contact:	Ms. S.K. Dhaliwal
Address:	PO Box 270, Slough, SL1 2UU
Telephone number:	01753 574575

SIKH YOUTH FEDERATION (DDT)

Main purpose/function:	Advice, information and guidance. Celebration of religious activities.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Punjabi
Priority age group:	12-30
Contact:	Joginder Singh Bal
Address:	46 Northampton Avenue, Slough
Telephone number:	write to above address

SLOUGH ALL MUSLIMS WOMENS ASSOCIATION

Main purpose/function:	To promote activities for Muslim women
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Urdu, Punjabi
Priority age group:	0-61+
Contact:	Mr Shafi Ahmed
Address:	please phone below number
Telephone number:	01753 525458

SLOUGH HINDU SOCIAL CLUB

Main purpose/function:	To promote social and religious values of the Hindu culture in the Slough community
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Gujarati, Punjabi
Priority age group:	0-61+
Contact:	Mr B. Chopra
Address:	100 Cippenham Lane, Slough, SL1 5BN
Telephone number:	01753 578353

SLOUGH ISLAMIC TRUST AND JAMIA MASJID

Main purpose/function:	To offer facilities for prayer, children's education and celebration of Muslim faith.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Arabic, Urdu, Punjabi
Priority age group:	8-60+
Contact:	Mr Sufi Afzal
Address:	Diamond Road Mosque, Slough
Telephone number:	write to above address

SRI GURU SINGH SABHA GURDWARA

Main purpose/function:	Religious and cultural awareness among the Sikh community, offer place of worship and promote teachings of the Sikh faith.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Urdu, Punjabi
Priority age group:	All ages
Contact:	Charanjit Singh
Address:	Sheehy Way, Wexham Court, Slough, SL2 5SS
Telephone number:	01753 526828

THAMES VALLEY OVERSEAS INDIAN CONGRESS

Main purpose/function:	The celebration of Indian culture and Indian national holidays and the promotion of the welfare of Indian residents.
Activities offered:	Religious, Cultural and Social
Languages supported:	English, Hindi, Punjabi
Priority age group:	All ages
Contact:	Mr J.S. Bains/Mr K.S. Bhambra
Address:	22 Rutland Place, Slough, SL6 4AJ
Telephone number:	01628 781857

THE ASIAN FILM ACADEMY

- Main purpose/function:** Drama productions, opportunities for learning film making for Asian actors and the promotion of Asian Drama and Arts.
- Activities offered:** Cultural and Social
- Languages supported:** English, Hindi, Bangladeshi, Gujarati, Urdu, Punjabi
- Priority age group:** All ages
- Contact:** Mr Anil Sharma
- Address:** 2 Pownall Road, Hounslow, TW3 1YN
- Telephone number:** 020 8570 9170

THE ASIAN WOMEN'S COUNSELLING SERVICE

- Main purpose/function:** Confidential and free, counselling services in Asian languages for Asian Women.
- Activities offered:** Self help support group, one-to-one confidential services allowing women space to talk about problems and identify ways forward.
- Languages supported:** Punjabi, Urdu, Hindi, English
- Priority age group:** 14+
- Contact:** Lopita Sen
- Address:** Rotunda Youth and Community Centre, Northampton Avenue, Slough, SL1 3BP
- Telephone number:** 020 8570 6568 / 01753 693031

YOUNG MUSLIM ASSOCIATION

- Main purpose/function:** To provide guidance to Muslim Youth on education, employment and cultural matters. To promote Muslim culture within the community and wider understanding in Britain.
- Activities offered:** Religious, Cultural and Social
- Languages supported:** English, Urdu, Punjabi
- Priority age group:** 0-61+
- Contact:** Mr M. Ali
- Address:** 35 King Edward Street, Slough, SL1 3QT
- Telephone number:** 01753 535728

A-Z of Local Services

ACCESS FOR DISABLED PEOPLE

If you have any queries regarding disability access, Slough Borough Council Service Building Control can inform and advise on disabled access to facilities in Slough

Contact: (01753) 875810

ADMISSIONS TO LOCAL SCHOOLS

General information on Admissions to Schools

Contact: (01753) 875728 (see schools)

ADOPTION AND FOSTERING

If you are interested in Fostering, Adoption, ring Social Services to find out about training and support particulars; expectations, responsibilities, etc.

Slough Social Services: 01753 690960

ALLOTMENTS

To find out information on the 800 allotments plots in Slough

contact: Parks and Open Spaces Department on (01753) 875574

ARTS

For information on local arts plan, advice, and assistance to arts groups and/or individuals.

Contact: Community Arts Department on (01753) 875517

Asylum Seekers Support Group

Offers support and advice to asylum seekers in Slough.

Contact: (01628) 661994

BENEFITS

For information on State Benefits e.g. Housing, Council Tax

Contact: Benefits Helpline on: (01753) 875348 or (01753) 875349

Welfare Rights Surgery at the One Stop Shop on: (01753) 787878

BUS PASSES

To find out about or get a concessionary Bus Pass which are available to Women (over 60), Men (over 65) and people with disabilities.

Application forms available at

One-Stop Shop Contact: (01753) 787878,

Town Hall Contact: (01753) 552288.

Details for railway passes for pensioners, and people with disabilities

Contact: Slough Railway Station (01753) 538621

CARELINE

A 24-hour emergency alarm system for the elderly and people with disabilities. (Push Button alarm system) for further information.

Contact: Careline on (01753) 875064 / 535622

CAREERS SERVICE

Thames Careers Guidance offers advice, information to people under 25 years of age looking for training jobs or career guidance.

Contact: (01753) 576136

CARERS

Slough Carers National Association

Slough branch provides support, training and produces newsletters for carers.

Contact: 01753 647286

Asian Carers Group

Contact: (01753) 690400

See details on guide to carers p.56

CAPAX

Supports ethnic minority organisations in the voluntary sector. The Project offers training and advice. For further details

Contact: Adrian Hailer on (01753) 524176

CHALVEY OPPORTUNITIES SHOP

An Information and Advice Centre, offering general advice and assistance on many issues, including housing, welfare rights and training. If they cannot help, they will tell you who can.

Contact: (01753) 577901 / 577903

CHILDREN AND FAMILIES SERVICES

Social Services Department provide direct support and advice to children and families in need.

Contact: Slough Social Services Duty Officer on (01753) 690400.

CHILD PROTECTION

Social Service Department has a legal duty to look into allegations of child abuse and to promote safety and welfare of children.

Contact: Slough Social Services on (01753) 690400

CITIZEN'S ADVICE BUREAU AND LAW UNIT (CAB)

Offers free information, guidance and support on a wide range of welfare benefits, housing, legal, and consumer topics. An interpreter can be arranged.

Contact: 01753 522004

COMMUNITY SAFETY

Deals with all issues of Community Safety including services, advice and information, and any concerns you may have on community safety issues.

Contact: Slough Borough Council on 01753 875561

COUNCIL TAX

Council Tax Benefit (CTB) helps people pay their Council Tax. If you are on Income Support you may get 100% rebate for help with Council Tax, depending on the property valuation band your home is in.

For information about Council Tax bills

Contact the general Council Tax helpline: (01753) 875323 / 24
Council Tax Benefits Helpline: (01753) 875348 / 49
Discounts on Council Tax contact: (01753) 875350
Information about Council Tax after debts: (01753) 875390 / 875391
See guide to benefits p.51

COMMUNITY DEVELOPMENT

The Council's Community Development Team work to improve the quality of life for groups in the community, facilitate the process of regeneration and improve the neighbourhoods.

For further information, contact Vernon Joynson 01753 875560.

COMMUNITY INFORMATION

A Borough Database listing of all local agencies, and community groups

Contact: (01753) 875402

CREMATORIUM AND CEMETERY

Slough Crematorium and Cemetery in Slough, **contact: (01753) 523127**

DAY CENTRES / LEISURE CENTRES

To find about variety of services and individual programmes, please contact individual centres.

LEISURE CENTRES

Montem Leisure Centre, Montem Lane, Slough	01753 875222
Slough Ice Arena, Montem Lane, Slough	01753 821555
Slough Tennis Centre, Salt Hill Park, Slough	01753 875587
Centre Pool, Northampton Ave, Slough	01753 875532
Langley Leisure Centre, Parlaunt Road, Langley	01753 544141
The Centre, Farnham Road, Slough	01753 787555

PLAYCENTRES

Langleywood Sports and Playcentre	01753 541160
Upton Lea Playcentre	01753 570430
Chalvey Playcentre	01753 529651
Manor Park Playcentre	01753 526171
Britwell Playcentre	01753 528926
Haymill Playcentre	01628 663163
Centralised Bookings (Leisure Link)	01753 875162
General enquiries regarding Leisure Services	01753 875500

COMMUNITY CENTRES AND HALLS

To book the halls that are below you will need to call Leisure Link on:

01753 871562

Langley Hall

Langley Pavilion

Manor Park Hall

Maria Cowland Hall

Westfield Hall

YOUTH & COMMUNITY CENTRES

Britwell Project	01753 526802
Chalvey Youth and Community Centre	01753 577007
Haymill Youth and Community Centre	01628 604760
Horsemoor Green Youth and Community Centre	01753 730044
Orchard Youth and Community Centre	01753 770061
Project Contact Youth and Community Centre	01753 733019
Rochfords Youth and Community Centre	01753 529582
Rotunda Youth and Community Centre	01753 532980
Slough Young Peoples Centre, High St, Slough	01753 539300

DOGS

If you have information about stray dogs in the Slough area.

Contact: The Consumer Protection Team on 01753 875255

DRUGS AND ALCHOL ABUSE

Cascade is a joint project run by Berkshire Health Authority and Slough Social Services. It provides a free and confidential counselling service for drug users, family and friends of users. Cascade also provides a needle exchange service.

For appointments or details, contact: 01753 821789

EARLY YEARS START-UP

This is the Council's integrated approach to provision for Under 8's and includes co-ordination of all local statutory, private and voluntary sector services for children under 8 years of age.

For further information contact: **Early Years Co-ordinator on 01753 875702**
Education Department: 01753 875700

EAST BERKSHIRE COLLEGE

Local Further Education College with a variety of courses both part-time and full-time and available in the community.

Contact: 01753 793000 for general inquiries for information and advice on courses or 0800 923 0423 for admission

Maidenhead Site Boyn Hill Avenue, Maidenhead SL6 4EZ

Tel. 01753 793474

Langley Site Station Road, Langley, Slough SL3 8BY

Tel 01753 793471

Windsor Site Clarendon Road, Windsor SL4 3AZ

Tel 01753 793125

EDUCATION DEPARTMENT

For all information on Slough Local Education Authority (LEA), from early years, secondary education to life long learning

Contact: Education Department on 01753 875700

EQUAL OPPORTUNITIES

Council commitments to ensure all residents have equal access to services.
For more information contact: 01753 875718.

THE FOYER

Provide training and accommodation to young people all at one point.
For further information, contact: 01753 572250.

GARDEN CARE SCHEME

Council tenants scheme for pensioners and people with disabilities to have grass and hedges cut.

Telephone: **01753 785490 Central Areas**
 01753 875491 West Areas
 01753 875492 East Team

GARDEN CLINIC

Provides free confidential sexual health advice, support around Sexually Transmitted Diseases, contraception etc. Also same day testing for HIV (by appointment).

Contact: 01753 635302

GRAFFITI REMOVAL

To remove graffiti on public highways, underpasses in the borough and other premises owned by the Council

Contact: 01753 875273

GRANTS

To get information about grants available to local community groups and community projects and initiatives,

Contact: Richard Vernon on 01753 875553

HARASSMENT

The local authority treats reports of harassment seriously particularly against racism and sexism.

Slough Against Racial Attacks (SARA) contact: 01753 691266

Slough Housing Department contact: 01753 875423/ 25/ 27

HIGHWAYS

To report highway defaults, roads and road disrepairs,

Contact: 01753 875661 or visit One-Stop Shop.

HOME CARE

If you have difficulty in managing at home, Home Care Service may be available to you. Home Care provides help with the shopping, cleaning or laundry at a small charge or free of charge if you are on a low income. Social Services will provide home care depending on need and will assess each case.

Contact: Duty Officer in Social Services Department: 01753 690400.

HOMELESSNESS

Support and help for vulnerable, homeless people living rough in Slough.

Contact: 01753 875423/25/27 or visit One Stop Shop.

Slough YMCA

Also available through Shelter on 01753 691844

HOME START, SLOUGH

Support and help for young children from 4 yrs old and their families, through a range of programmes, activities and opportunities.

Contact: 01753 580513

HOSPITAL SOCIAL SERVICE

Social Service home team based at the Hospitals in Wexham Park and Upton Hospital.

Hospital Social Services Team (Wexham) 01753 633661

Hospital Social Services Team (Upton) 01753 821441 Ext 5070

HOSPITAL

Hospitals -	Heatherwood (Ascot)	01344	623333
	Wexham Park (Slough)	01753	633000
	Upton Hospital (Slough)	01753	821441
	King Edward VII (Windsor)	01753	860441
	St. Marks (Maidenhead)	01628	32012

HOUSEBOUND SERVICES

Home delivery of library books/talking books to residents who are house-bound. Mobile libraries also visit residential/sheltered accommodation.

Further details ring: 01753 535166

HOUSING BENEFIT

Housing Benefit provides help with rent and you can get Housing Benefit if you are on a low income. If you are on Income Support, you may get 100% help on eligible rent.

HOUSING EXCHANGES

To swap your Council or Housing Association home in another part of the country.

Transfer details in Slough 01753 875421

HOUSING - WAITING LIST

Slough has around 8,500 properties, **for enquiries please ring: 01753 875424** or if you are over 58 **contact Slough Council on 01753 875420.**

HOUSING ASSOCIATION

Airways Housing Society, 1 Douglas Road, Staines,

Contact 01784 247311

Beacon Housing Association, 50 Stoke road, Slough SL2 5AW

Contact 01753 606707

Toynbee Housing , **contact 01753 552288**

JOB VACANCIES IN THE COUNCIL

To find out what type of jobs are available in Slough Borough Council contact the

Recruitment line: **01753 875049**
01753 875028

LIBRARIES

Range of services for adults and children; free to anyone living, studying or working in the Slough area. Materials available in Urdu, Hindi, Punjabi, etc. Cassette, Video, etc available on loan. For further details contact the following:

Slough Central Library	01753 535166
Langley Library	01753 542153
Britwell Library	01753 522869
Cippenham Library	01628 661745
Special Mobile Service (for house bound people)	01753 535166

MEALS ON WHEELS

A provision of meals for those in need or unable to care for themselves.

Service provided at reasonable rates. Asian and Vegetarian meals available.

Contact: 01753 875880

NEW DEAL - GATEWAY

Careers guidance, training work placements and support for unemployed people.

Contact: Slough Borough Council on 01753 875255

NURSING HOMES

Access to nursing homes is dependant on Social Services carrying out an assessment to determine eligibility.

Slough Borough Council Social Services run 3 homes:

- Hew Beach House, Long Readings Lane, Britwell, Slough **01753 691212**
- Longcroft, 305 Langley Road, Langley, Slough **01753 542450**
- Wexham Court Estate, Knolton Way, Slough **01753 532253**

Contact: 01753 690400 ask for the Duty Officer

For Sheltered Housing for the Elderly in Slough, Contact: 01753 875442

OCCUPATIONAL THERAPY

Occupational Therapy services include help with adaptations to the home and other equipment to enable elderly, wheelchair users and others at risk to remain independent as far as possible. For help and further information,

Contact: Duty Officer Social Services 01753 690400.

ORANGE BADGES

Social Services provides Orange Car Parking Badges to assist people with a range of disabilities. Please note under recent European Law, the badge has changed colour to Blue.

Contact Social Services 01753 690400 or visit One-Stop Shop 01753 552288.

PRIMARY CARE GROUPS

Primary Care Groups (PCG) recently set up by the government. PCGs consists mainly of General Practitioners and representatives of the local community and other specialist in the field of community health. Each PCG is responsible delivering and commissioning services. The PCGs will become independent Trusts.

For details of membership and information about local PCG ring 01753 635638

SCHOOLS

Arbour Vale Special School

Stoke Road
Slough
Berkshire
SL2 5AY
Tel: 01753 525291

Baylis Court Nursery School

Oatlands Drive
Slough
Berkshire
SL1 3HS
Tel: 01753 521917

Baylis Court School (Girls)

Gloucester Avenue
Slough
Berkshire
SL1 3AH
Tel: 01753 531760

Beechwood School

Long Readings Lane
Slough
Berkshire
SL2 1QE
Tel: 01753 520473

Castleview Primary School

Woodstock Avenue
Slough
Berkshire
SL3 7LJ
Tel: 01753 810615

Chalvey Nursery School & Family Centre

The Green
Chalvey
Slough
Berkshire
Tel: 01753 536293

Cippenham Junior School

Elmshott Lane
Slough
Berkshire
SL1 5RB
Tel: 01628 604665

Cippenham Infant School

Dennis Way
Slough
Berkshire
SL1 5JP
Tel: 01628 604732

Cippenham Nursery School

St Andrews Way
Slough
Berkshire
SL1 5NL
Tel: 01628 661506

Claycots Nursery & Infants School

Monksfield Way
Slough
Berkshire
SL2 1QX
Tel: 01753 522410

Claycots Junior School

Monksfield Way
Slough
Berkshire
SL2 1QX
Tel: 01753 521215

Foxborough Primary School

Common Road
Langley
Slough
Berkshire
SL3 8TX
Tel: 01753 546376

Godolphin Infant School

Warrington Avenue
Slough
Berkshire
SL1 3BQ
Tel: 01753 521888

Godolphin Junior School

Oatlands Drive
Slough
Berkshire
SL1 3HS
Tel: 01753 521481

Hershel Grammar School

Northampton Avenue
Slough
Berkshire
SL1 3BW
Tel: 01753 520950

Holy Family Catholic Primary School

High Street, Langley
Slough
Berkshire
SL3 8NF
Tel: 01753 541442

James Elliman School

Elliman Avenue
Slough
Berkshire
SL2 5BA
Tel: 01753 810686

Langley Grammar School

Reddington Drive
Langley
Slough
Berkshire
SL3 7QS
01753 810850

Langleywood School

Langley Road
Slough
Berkshire
SL3 7EF
Tel: 01753 541549

Lea Infant School

Wexham Road
Slough
Berkshire
SL2 5JW
Tel: 01753 520538

Lea Junior School

Grasmere Avenue
Slough
Berkshire
SL2 5JD
Tel: 01753 520018

Lea Nursery School (The)

Wexham Road
Slough
Berkshire
SL2 5JW
Tel: 01753 536492

Littledown Special School

Queens Road
Slough
Berkshire
SL1 3QW
Tel: 01753 521734

Lynch Hill Primary School

Garrard Road
Slough
Berkshire
SL2 2HX
Tel: 01753 524170

Marish Infant School and Nursery Unit

Swabey Road
Slough
Berkshire
SL3 8NZ
Tel: 01753 543569

Marish Junior School

Swabey Road
Slough
Berkshire
SL3 8NZ
Tel: 01753 819900

Montem Infants School

Chalvey Grove
Slough
Berkshire
SL1 2TE
Tel: 01753 733037

Montem Junior School

Chalvey Grove
Slough
Berkshire
SL1 2TE
Tel: 01753 528050

Our Lady of Peace Catholic Infant & Nursery School

Derwent Drive
Slough
Berkshire
SL1 6HW
Tel: 01628 661886

Our Lady of Peace Catholic Junior School

Derwent Drive
Slough
Berkshire
SL1 6HW
Tel: 01628 666715

Parlaunt Park Primary School

Kennett Road
Slough
Berkshire
SL3 8EQ
Tel: 01753 542269

Priory School

Orchard Drive
Slough
Berkshire
SL1 6HE
Tel: 01628 604767

Ryvers Primary School

Trelawney Avenue
Slough
Berkshire
SL3 7TS
Tel: 01753 544474

Slough & Eton

Church of England School

Ragstone Road
Slough
Berkshire
SL1 2PU
Tel: 01753 520824

Slough Grammar School

Lascelles Road
Slough
Berkshire
SL3 7PR
Tel: 01753 522892

Slough Centre Nursery School

Buckingham Avenue East
Slough
Berkshire
SL1 3EA
Tel: 01753 521975

St Anthony's Catholic

Primary School

Farnham Road
Farnham Royal
Slough
Berkshire
SL2 3AA
Tel: 01753 645828

St Bernard's Convent Grammar

Langley Road
Slough
Berkshire
SL3 7AF
Tel: 01753 527020

St Ethelbert's Catholic

Primary School

Wexham Road
Slough
Berkshire
SL2 5QR
Tel: 01753 522048

St Joseph's Catholic High School

Shaggy Calf Lane
Slough
Berkshire
SL2 5HW
Tel: 01753 524713

St Mary's Church of England

Primary School

Yew Tree Road
Slough
Berkshire
SL1 2AR
Tel: 01753 534791

Western House School

Brook Path
Slough
Berkshire
SL1 5EJ
Tel: 01628 602913

Westgate School

Cippenham Lane
Slough
Berkshire
SL1 5AH
Tel: 01753 521320

Wexham School

Norway Drive
Slough
Berkshire
SL2 5QP
Tel: 01753 526797

Wexham Court Primary School

Church Lane
Wexham
Slough
Berkshire
SL3 6LU
Tel: 01753 524989

William Penn School

Penn Road
Slough
Berkshire
SL2 1PH
Tel: 01753 521881

SHOP MOBILITY

Based in the Town Centre, for the hiring of wheelchairs, etc.

Contact: 01753 536273

SLOUGH ABILITY

A local service to meet the needs of people who require aid and adaptations at home.

Contact: 01753 690400

SLOUGH CARD

The Slough Card is your ticket to a whole range of benefits at key venues in Slough. It is free to all Slough residents and gives up to 50% discount to leisure facilities.

Contact: 01753 787888

SLOUGH COUNCIL FOR VOLUNTARY SERVICE

Supports and co-ordinates work of voluntary organisations in Slough. It runs the Volunteer Bureau and houses the CAPAX Project.

Contact: Adrian Hailer 01753 524176

For Volunteer Bureau, Irene Goh on Thursday and Fridays 07930 534214

SLOUGH DISABILITY FORUM

Based at the William Street Day Centre, providing specialist advice and assistance to people with disabilities including disability benefits, access and advocacy.

Contact: 01753 575707

SLOUGH RACE EQUALITY COUNCIL

If you have been a victim of racial discrimination and want someone to look into the matter.

Contact: 01753 691266

The Director, 2nd Floor, Coleridge House,
5-7 Park Street. Slough. SL1 1PE

SPECIAL EDUCATION NEEDS (SEN)

The first point for queries about Special Educational Needs in Schools. The Education Department will refer you to the appropriate agency if needed.

Contact: 01753 578511

SPORTS DEVELOPMENT

The Sports Development Unit encourages local communities to participate in sports at their chosen level of ability by providing opportunities through a diverse range of events, activities and coaching opportunities.

Contact: Steve Wicks on 01753875575

SOCIAL SERVICES

Social Services provide a broad range of services to people who are vulnerable or in need.

Main Switch Board:	01753 690400
Home Care Team:	01753 690930 - Ask for the Duty Officer
Family Placement Team:	01753 692962 - Ask for the Duty Officer
Under 8's Team:	01753 690976 - Ask for the Duty Officer
Slough Mental Health Team	01753 582999 - Ask for the Duty Officer
Slough CT PLD (with Learning Difficulties)	01753 824443
Hospital Social Services Team (Wexham)	01753 633661
Hospital Social Services Team (Upton)	01753 821441 Ext 5070

STUDENT AWARDS

For general queries about Student loans and/or grant awards.

Contact: 01753 875721 **between the hours of 1.00pm - 4.00 p.m.**
01753 875724 **(24 hour answerphone)**

STREET CLEANING

If you wish to deal with cleaning problems.

Contact Hotline: 01753 875273

TENANT PARTICIPATION

Council is keen to involve local tenants in neighbourhood issues.

Contact: 01753 875470

THAMES VALLEY POSITIVE SUPPORT

It offers support for people with HIV, for partners, families and carers. The service also befriends people with HIV and offers counselling to carers.

Further details write to PO Box 1433, Slough SL1 6YG. **Tel: 01628 603400**

TRADING STANDARDS

For information, advice and guidance on Safety, Food Labelling, Fair Trading and Consumer Protection and rights.

Contact: 01753 875255

TRAFFIC LIGHTS

Information about traffic management, and faulty lights.

Contact: 01753 875643/45/53

TREES

To report dangerous trees or overshadowing on public roads.

Contact: 01753 875661

For tree preservation: 01753 875513

VICTIM SUPPORT

Offers support to victims of crime.

Contact: 01753 535266

WILLIAM STREET DAY CENTRE

Provides advice and assistance on all welfare benefits and related issues to older people.

Contact: 01753 536347

Dr. G.D. Livingston

44 Lake Avenue
Slough
Berks
SL1 3BZ

Telephone: 01753 527357

Dr. G.J. Burden & Dr N.J. Thompson

425 Trelawney Avenue
Langley
Slough
Berks
SL3 7TT

Telephone: 01753 775545

Dr. G.J. Burden & Dr N.J. Thomspou

40 Ragstone Road
Slough
Berkshire
SL1 2PX

Telephone: 01753 775545

Dr. H. Kumar

59 Grasmere Avenue
Slough,
Berkshire
SL2 5JE

Telephone: 01753 579803

Dr. J.K. Maini

3 Leeds Road
Slough
Berks
SL1 3PX

Telephone: 01753 538741

Dr. J.S. Bumbra

32 Burlington Avenue
Slough
Berks
SL1 2LD

Telephone: 01753 530548

Dr. J.S. Trivdei & Partner

Shreeji Medical Centre
22 Whitby Road
Slough
Berks
SL1 3DQ

Telephone: 01753 527988

Dr. L.B.C. Gilfeather & Partner

Farnham Road Surgery
301 Farnham Road
Slough
Berks
L2 1HD

Telephone: 01753 520917

Dr. L.B.C. Gilfeather & Partner

Cippenham Medical Centre
100 Weeks Drive
Cippenham
Slough
SL1 2YP

Telephone: 01753 693567

Dr. M. Aggarwal & Partner

Wexham Road Surgery
242 Wexham Road
Slough
Berkshire
SL2 5JB

Telephone: 01753 552255

Dr. M.L.H. Kumar & Partner

16 Lansdown Avenue
Slough
Berks
SL1 6BB

Telephone: 01753 533857

Dr. M.L.H. Kumar & Partner

450 Bath Road
Slough
Berks
SL1 6BB

Telephone: 01753 602564

Dr. Q. Shafiq

Cippenham Surgery
261 Bath Road
Slough
Berks
SL1 5PP

Telephone: 01753 532006

Dr. V. Sharma

240 Wexham Road
Slough
Berks
SL2 5JP

Telephone: 01753 517360

Dr. J.G.M. O'Dowd & Partners

The Avenue Medical Practice
Wentwork Avenue
Britwell Estate
Slough
Berks
SL2 2DQ

Telephone: 01753 524549

Dr. F. Jamal & Partners

The Crosby House Practice
Crosby House
91 Stoke Poges Lane
Slough
Berks
SL1 3NZ

Telephone: 01753 520680

Dr. P.A. Sutlieff

The Foster House Practice
Foster House Surgery
23 Cockett Road
Langley,
Slough,
Berks
SL3 7TQ

Telephone: 01753 580484

Dr. R.J.H. Neale & Partners

The Herschel Medical Practice
45 Osborne Street
Slough
Berks
SL1 1TT

Telephone: 01753 520643

Dr. N. Gordon & Partners

The Langley Practice
Langley Health Centre
Common Road
Langley, Slough
Berks
SL3 8LE

Telephone: 01753 544288

Dr. N. Gordon & Partners

The Langley Practice
324 Trelawney Avenue
Langley,
Slough
Berks
SL3 7TX
Telephone: 01753 544288

Dr. N. Gordon & Partners

12 Wheelwrights Place
High Street
Colnbrook
SL3 ONF
Telephone: 01753 544288

Dr. S. Kumar & Partners

The Manor Park Practice
15 Princes Street
Slough
Berks
SL1 1SB
Telephone: 01753 526625

Dr. P.W. Newman

The Newmed Surgery
Beechwood School
Long Readings Lane
Farnham Royal
Berkshire
SL2 1QE
Telephone: 01753 512926

Dr. J.G. Eyers & Partners

The Upton Medical Partnership
18 Sussex Place
Slough
Berkshire
SL1 1NR
Telephone: 01753 522713

Dr. J.G. Eyers & Partners

The Upton Medical Partnership
The Village Medical Centre
Mercian Way
Cippenham
Slough
Berkshire
SL1 5ND
Telephone: 01628 660151

A

**Guide to
Benefits**

Social Security Benefits

This section offers brief details of some of the benefits to which you may be entitled. In order to ensure you are claiming your full benefit entitlement, it also lists the various agencies and some organisations you can contact to obtain further information and advice you may need.

WHERE TO GO FOR YOUR BENEFIT

The Benefits Agency

(Department of Social Security or DSS)

The Benefits Agency deals with a variety of benefits such as Income Support, Incapacity Benefit, State Retirement Pension and other benefits for people who are on a low income or who have a range of special needs.

What is the Benefits Agency?

All individual files are kept at computerised centres, now called Benefits Agencies, at DSS offices outside London. If you have any queries regarding your pension etc, you can contact the DSS Office/Benefits Agency Centre directly (all telephone calls will be charged at local rates). You can also call into your local office (see below for the office serving your postcode) where they will be able to deal with your problem in person. It would be useful to have your National Insurance number ready when you contact the Benefits Agency/DSS, as you will be asked for it. If you do not know your number, you can give them your date of birth.

If you have any queries on whether you can get a social security benefit, contact your local Benefits Agency office. The DSS also has some other useful phone numbers to contact for further information:

Benefits Enquiry Line – Disabilities

Tel: 0800 88 22 00 Minicom: 0800 24 33 55

Mon-Fri 8.30pm-6.30pm Sat 9 am – 1 pm

This is run by the Benefits Agency for people with disabilities, their carers and representatives, and provides help and advice on all social security benefits.

Disability Benefits Information Helpline

Tel: 0845 7123456

Open Mon-Fri 7.30am – 6.30pm

For information only on Disability Living and Attendance Allowances.

Pensions Direct Helpline:

Tel: 0191 203 0203

Open: Mon – Fri 7 am – 7 pm

Winter Fuel Payment

Tel: 0845 915 1515

Text phone: 0191 218 7280

Open: Mon – Fri 8.30 am – 4.30 pm

For information about the annual payment (currently £150) to all pensioners. It is paid direct, so no need to claim. The annual Christmas bonus, also paid direct to all pensioners.

Incapacity Benefit (IB)

This benefit is paid to people who are incapable of work who have paid or been credited with sufficient National Insurance contributions to qualify for it. It is not dependent on whether or not you are employed, and is not affected by any income or savings, which you may have.

Income Support (IS)

Income Support is intended to provide for basic living expenses, and is for people with low levels of income and savings. You may get IS if your savings are £8,000 (increasing to £12,000 in 2001) or less, and your income is below a set amount which varies according to your age, etc.

The Social Fund (DSS)

There are three types of payments from the Social Fund. Community Care Grants is one of these. They help people on low incomes who have exceptional expenses including funeral payments. Please note that the Council's Information and Assessment Service can make charity applications for those who have been refused the Social Fund.

Cold Weather Payments

These are paid automatically to people over 60 who receive Income Support, and depends on whether the average temperature for seven days in a row is at, or is forecast to go down to freezing point. This is different from the Winter Fuel Payment.

State Retirement Pension

State Retirement Pension is paid to women at 60 and men at 65 and can be cashed weekly at a Post Office or paid every 4 weeks or quarterly into a bank account. You can still get your state pension without having to retire from your regular employment. A claim form will normally be sent to you automatically about four months before your retirement birthday. If you have not received the form by three months before you reach pension age, you should contact your local Benefits Agency office.

Widow's Benefits

Any benefits you receive as a widow are based on your late husband's contribution record. See BA booklet NP45 'A guide to Widow's Benefits'.

Minimum Income Guarantee

Telephone Claim Line: 0800 028 1111

Open: Mon – Fri 8.30 am – 4.30 pm

For those on low incomes contact for an application pack and to check if you qualify for additional payments to the basic state retirement pension or other income. An adviser will help fill in a new electronic claim form over the phone. The whole process can be done from home, saving the need to visit a Benefits Agency office.

Working Families Tax Credit

Tax Credit Helpline: 0845 609 5000

Working Families' Tax Credit is a payment from the Inland Revenue, which is paid to a person if s/he is employed and has children and is on a low income. Application packs are available from the Inland Revenue, Benefits Agency or Job Centre.

Additional benefits if you need care, have a disability or are a carer

Attendance Allowance (AA)

This benefit is paid to people over 65 who need regular help with day-to-day living because of a disability. Your income or savings do not affect it, and it is tax free.

Disability Living Allowance (DLA)

This is a tax-free benefit, which can be paid to people who claim before the age of 65. Payment is at different rates depending on the level of need and can be for help with personal care or help with mobility needs.

Invalid Care Allowance (ICA)

This is a benefit for people who are unable to work full-time because they are caring for a severely disabled person for at least 35 hours a week.

For further details and application forms for any of these benefits, contact your nearest Benefits Agency office.

ADVICE FOR CARERS

By carers, we mean anyone who looks after a relative or friend who needs support because of age, physical or learning disability or illness, including mental illness.

The Local Authority provides support for those who care for others. They can give you information and advice about the services, such as respite care, that are available for you as a carer, as well the person for whom you are caring. They can also offer practical support and put you in touch with carers' groups that meet in your area. From April 1996, the Carers' (Recognition and Services) Act 1995 gave carers the right to have their needs assessed independently for the person they are caring for. This is done at the time the person they care for is being assessed. In the first instance contact: Respite Care

• Overnight Breaks – Respite Care

It may be possible to arrange relief or 'respite' from a carer's day-to-day duties for a few hours, a few days or longer in a day centre, residential home or nursing home. There will usually be a charge and availability will depend on places so make arrangements in advance.

• Information and Assessment Service

Slough Borough Council
Social Services Department
Town Hall
Bath Road
Slough
Berkshire
SL1 3UQ
Tel: 01753 690400

ADVICE TO IMMIGRANTS/REFUGEES

Joint Council for the Welfare of Immigrants (JCWI)

Advice, information and representation on immigration, refugee and nationality law and practice.

115 Old Street, EC1V 9RT

Tel: 020 7251 8706

Open: Mon, Tues, Thurs 2 pm-5 pm

Refugee Action

Resettlement of newly arrived refugees. Promotion of better service provision for refugees. Works closely with other agencies working with refugees and asylum seekers

240A Clapham Road, SW9 0PZ

Tel: 020 7735 5361

Open: Mon-Fri 9.30 am-5.30 pm

Refugee Council

Open Mon-Fri 10 am - 4 pm enquiry line provides information for anyone involved with refugee issues. Manages one residential home for elderly refugees.

1 Bondway, Vauxhall, SW8 1SJ

Tel: 020 7820 3000

Refugee Council One Stop Service

240 -250 Ferndale Road, SW9 8BB

Tel: 020 7346 6770

Open: Mon-Fri Advice line 10 am – 1 pm. Advice and day centre services for newly arrived refugees, and asylum seekers. Drop-in (best to arrive early.)

Commission for Racial Equality (CRE)

Head office of the CRE. Works towards the elimination of racial discrimination promotes equal opportunities and good race relationships, Enforces the Race Relations Act 1976 and monitors how it is working. The Commission provides a legal and casework service around racial discrimination in employment, training, housing, provision of goods and services. See local Race Equality Council.

Elliott House, 10-12 Allington Street, SW1E 5EH

Tel: 0207 828 7022

Open: Mon-Fri 9.30 am - 5.30 pm

ADVICE FOR PEOPLE WITH DISABILITIES

British Council of Disabled Persons

An organisation led by disabled people, which provide information for people with disabilities particularly impairments and special needs.

(BCODP) Litchurch Plaza, Litchurch Lane,

Derby DE24 8AA

Tel: 013322 295551

DIAL UK

Advice line for disability information.

Tel: 01302 310 123

Disabled Person's Tax Credit

Tel: 0845 60 55 858

Disability Discrimination Act (DDA) Helpline

Helpline on the Disability Discrimination (1995) Act, which gives disabled people new rights in the areas of employment, education, transport, access to goods and services, and buying or renting land or property.

Tel: 0845 7622 633 Minicom 0845 7622 644

Disabled Living Foundation

Information and advice on daily living aids for people with disabilities, older people and carers.

380-384 Harrow Road, W9 2HU

Helpline: 0870 603 9177

Minicom: 0870 603 9176

Disability Rights Commission

Newly formed Commission to promote the rights of people with disabilities. Conciliation and dispute service.

London Office

7th Floor, 222 Grays Inn Road, WC1X 8HL

Tel: 020 7211 3000

Text phone: 020 7211 4049

Helpline: 0845 7622 6333

The Disablement Income Group

An advisory service, including benefits advice for people with disabilities and their families.

Unit 5, Archway Business Centre

19-23 Wedmore Street, N19 4RZ

Tel: 020 7263 3981

Greater London Action on Disability (GLAD)

This group acts as a voice for disabled Londoners.

Publishes fortnightly bulletin 'Disability Update' and 'Boadicea' for disabled women.

336 Brixton Road, SW9 7AA

Open: Mon, Wed, Fri 1.30pm - 4.30pm

Making A Complaint About Services

Organisations who provide many services recognise that things can go wrong. Your complaint is the first step in helping them to rectify matters. You can complain on behalf of someone else, including someone who has died. If you are complaining on behalf of someone who is too ill to complain, you may need his or her consent.

Leaflets, detailing how to complain are available from the Council, local library and Community Health Council.

To seek advice and support, your local Councillor or MP can be contacted at any stage.

COMPLAINTS – ABOUT COUNCIL SERVICES

The Council has a complaints procedure, which is freely available. You should contact the Service Manager who will arrange to discuss your complaint with you. You can take a friend or advocate with you. If the matter is not resolved to your satisfaction, you can appeal – as there is an Appeals Procedure. If this is not satisfactory, write to the Chief Officer of the Department who will investigate the matter.

If the council does not resolve your complaint, contact:

The Local Government Ombudsman
21 Queen Anne's Gate
London
SW15 9BU
Telephone: 020 7915 3210

COMPLAINTS – ABOUT HEALTH AUTHORITY SERVICES

If you are not happy with the service being provided, put your complaint in writing.

If you need help to make a complaint, you can contact the Community Health Council

Telephone: 01753 520357

If you remain dissatisfied, contact:

The Health Service Ombudsman
11th Floor Millbank Tower
London
SW1P 4QP

Telephone: 0845 0154033

or contact

The Patients Association
8 Guildford Street
London
WC1N 1NT

NHS ADVICE LINE

To help people who feel they have a grievance against the National Health Service.

Telephone: 020 7467 9807

COMPLAINTS OR APPEALS – WELFARE BENEFIT DECISIONS

If you disagree with a decision, write and ask for a Review. If this is unsatisfactory, contact:

The Welfare Rights Unit

Telephone: 01753 787842

COMPLAINTS ABOUT PUBLIC BODIES

If you wish to make a complaint against public bodies, including MP's, local council and central government decisions, contact:

The Parliamentary Ombudsman

Church House,

Great Smith Street,

London

SW1P 3BW

Telephone: 020 7276 2130

COMPLAINTS ABOUT A SOLICITOR

Contact:

The Office For Supervision of Solicitors

Victoria Court

8 Dormer Place

Leamington Spa

Warwickshire

CB32 5AE

Helpline: 01926 822007/8/9

COMPLAINTS –

ABOUT TELECOM, WATER, GAS AND ELECTRICITY REGULATORY BODIES

Office of Telecommunication (OFTEL)

50 Ludgate Hill

London EC4M 7JJ

Telephone: 020 7634 8888

Office of Water Service (OFWAT)

15-17 Ridgemount Street

London WC1E 7AH

Telephone: 020 7636 3636

Minicom: 0121 625 1422

LinkLine: 0345 581658 (local rate)

The Gas Consumers Council (OFGAS)

North Thames, 6th Floor

Abford House,

15 Wilton Road,

London SW1V 1LT

Telephone: 020 7931 9151

The Office of Electricity Regulation (OFFER)

Hagley House

83-85 Hagley Road

Birmingham B16 8QG

Telephone: 0121 456 2100

COMPLAINTS ABOUT SHOPS AND GOODS IN SLOUGH

If you have a complaint about a shop or goods bought in Slough, contact:

The Consumer Protection Section,
Environmental Services,
Slough Borough Council on 01753 875258 or

Office Of Fair Trading
Field House
15-25 Breams Building
London EC4A 1PR.

COMPLAINTS ABOUT THE POLICE

Police Complaints Authority (PCA)
10 Great George Street
London SW1P 3AE.
Telephone: 020 7273 6450

COMPLAINTS ABOUT POST OFFICE SERVICES

Post Office, Users National Council,
Waterloo Bridge House
Waterloo Road
London SE1 8UA
Telephone: 020 7928 9458

COMPLAINTS ABOUT POLLUTION

Contact: The Environment Agency
Telephone: 0800 807060 (24 Hour hotline)

Citizens Advice Bureau and Law Unit (CAB)

Free information and support on welfare benefits, housing and legal matters, help with consumers' rights.

Citizens Advice Bureau
27 Church Street
Slough SL1 1PL
Telephone: 01753 522004

COMPLAINTS ABOUT RACIAL HARRASSMENT

If you feel that you are being discriminated against because of your race or colour, contact Commission for Racial Equality.

Commission for Racial Equality

Elliot House
10 – 12 Allington Street
London SW1E 5EH
Telephone: 020 7828 7022
Fax: 020 7630 7605

Slough Race Equality Council

Colleridge House
5 – 7 Park Street
Slough SL1 1PE
Telephone: 01753 691266
Fax: 01753 517329

COMPLAINTS ABOUT SEXUAL HARRASSMENT

If you are being discriminated against because of your gender, contact Equal Opportunities Commission

Customer Contact Point
Equal Opportunities Commission
Arndale House
Arndale Centre
Manchester M4 3EQ
Telephone: 0161 833 9244
Fax: 0161 838 8312

If an issue affects you or if you have a complaint, you may want to do something about it.

CONTACT YOUR MP

Your MP is there to represent your interests in Parliament, regardless of whether you voted for him or her.

MP SURGERIES

There are three MPs covering the Slough Area. To find out who your MP is, contact:

Members Services
Slough Borough Council
Telephone: 01753 552288

MP'S can also be contacted at
House of Commons
London, SW1A 0AA
Telephone: 020 7219 3000

MEMBER OF EUROPEAN PARLIAMENT

Your MEPs are there to represent your interests in the European Parliament. There are several MEP's for the South East Region. Contact Slough library for a list. (See page 37 for telephone numbers)

COUNCILLORS

Local Councillors represent your interest on Slough Borough Council. As Councillors they are concerned with local issues including Housing, Education, Planning, Social Services, Transport, Leisure, Consumer Advice, Environmental Issues and Equal Opportunities. Each ward has two or three Councillors.

Contact the Member's Secretary at Slough Borough Council or the local library for a list. You can get a list of the Councillors on each Council Committee.

Members Services
Slough Borough Council
Telephone 01753 552288

VOTING

You are entitled to vote in Local, National and European elections, if you have British, Irish or Commonwealth citizenship and your name is on the electoral register. You can also appoint a Proxy to vote on your behalf.

If your name is not on the electoral register or if you are unable to get out to vote on Election/ Polling Day you could qualify for a postal vote by sending details of your name and address to:

The Electoral Registration Officer
Slough Borough Council
Town Hall
Bath Road
Slough SL1 3UQ
Telephone: 01753 552288

All numbers are Slough (01753) unless otherwise stated.

Advice Centre for Unemployed	670112
Age Concern	822890
AIDS Help Line	692401
Alzheimer's Disease Society	636120
Benefits Agency	615600
Berkshire Disability Network	01344 301572
Berkshire Health Promotion	0118 9878182
British Rail Enquiries	0345 484950
Bus Enquiries (Beeline)	524144
Business Link	512288
Careers Service	576136
Carers National Slough & District	544831
Cascade (Substance Misuse Service)	821789
Chamber of Commerce	577877
Child Support Agency	0345 133133
Citizens Advice Bureau	522189
Community Health Council	520357
Courts	521345
Environment Agency	0645 333111
Groundwork Trust	01895 832662
Health –East Berkshire Community Health Trust	859221
Job Centre	226300
Mencap	580801
Motor Neurone Disease Association	535027
N.S.P.C.C.	692824
Police H.Q.	506000
Probation Service	537516
Reap Resettlement Agency	571324
Samaritans	531011
Shelter	691844
Slough Victim Support Scheme	535266
Thames Valley University	534585

ALCOHOL

National Association for Children of Alcohol Abuse

0800 289061

Drinkline

Offers advice, information and support to anyone concerned about their own or someone else's drinking.

0800 917 8282

BEREAVEMENT

Cruse Bereavement Line

Helpline for bereaved people and those caring for bereaved people.

0208 332 7227

Child Death Helpline

Telephone helpline for anyone affected by the death of a child.

0800 282986

CARERS

Carers Line

Advice and information for all carers.

0345 573369

CHILDREN AND YOUNG PEOPLE

Childline

Helpline for children and young people in danger, distress or with any problem.

0800 1111

NSPCC

For anyone concerned about a child at risk of abuse. Staffed by social work counsellors.

0800 800500

DISABILITY

DIAL

UK network of disability information and advice services run by people with direct experience of disability.

01302 310123

DOMESTIC VIOLENCE

Refuge

24-hour crisis line providing practical advice and emotional support for women experiencing domestic violence.

0990 995443

DRUGS

National Drugs Helpline

Helpline for drug users, their families, friends and carers.

0800 776600

Release

Advice on health and welfare aspects of drug use and legal consequences.

0207 603 8654

EMOTIONAL CRISIS

The Samaritans

Confidential, emotional support for anyone in a crisis.

0345 90 90 90

FAMILY

Careline

Counselling for children, young people and adults.

0208 514 1177

Parentline

Helpline for the parents and carers of children.

01702 559900

HEALTH

Health Information Service

Provides information on NHS services and coping with illness and treatments. Also provides information about support groups and helplines including mental health, sexual health and those providing information relating to pregnancy/abortion.

0800 66544

LEGAL

Accident Legal Line

For people who have suffered an injury in an accident. Will refer on to local solicitors if appropriate.

0500 192939

Immigration Advisory Service

Advice, assistance and legal representation for people who encounter problems with British immigration controls.

0207 378 9191

LESBIANS AND GAY MEN

Lesbian and Gay Switchboard

For anyone who needs support or information about homosexuality.

0207 837 7324

Larger Lesbian and Gay Employment Rights

Provides support and advice to those experiencing discrimination at work.

Lesbians 0207 704 8066

Gay men 0207 704 6066

MISSING PEOPLE

National Missing Persons Helpline

Counselling, listening and practical support for anyone missing relatives or immediate family members.

0500 700 700

Message Home

Confidential helpline to let someone know that you are safe if you have left home or run away.

0800 700 740

MONEY

National Debtline

Help for anyone in debt or concerned they may fall into debt.

0645 500 511

OLDER PEOPLE

Seniorline

Information service for senior citizens, their relatives, carers and friends.

0800 65 00 65

Age Concern

Telephone service for older people, their families and people working with them.

0208 679 8000

RAPE AND SEXUAL ABUSE

Rape Crisis Centre

Helpline for women and girls who been raped or sexually assaulted.

0207 837 1600

SOCIAL WELFARE

Shelter

Helpline for anyone facing a housing emergency.

0800 446 441

GOVERNMENT AGENCIES

National Government

Benefits for People with Disabilities	0800 88 22 00
Department of Education	0207 925 5555
Disability Living Allowance Helpline	0345 123456
DVLA – Driving Licence Enquiries	01792 772151
DVLA – Vehicle Licensing Enquiries	01792 772134
Family Credit Helpline	01253 500050
House of Commons	0207 219 3000

AIRPORTS

Birmingham	0121 767 5511
Gatwick	01293 535353
Heathrow	0208 759 4321
Luton	01582 405100
Manchester	0161 489 3000
Stansted	01279 680500

BUS AND COACH

Bus Station, Bracknell	01344 424938
Bus Station, Slough	01753 524144
National Express	0870 5808080
Surrey Traveline Bus Enquiries	01737 223000
Traveline (Bucks CC)	0345 382000

RAIL

Railways - National Rail Enquiries	
Train times and fares information only	0345 484950
Surrey Traveline Train Enquiries	01737 223000
Traveline (Bucks CC)	0345 382000

ROAD

AA	
24hr breakdown	0800 887766
RAC	
24hr breakdown	0800 828282

TAHA Services for Mainstream Agencies And Community Groups

The Asian Health Agency is a leading national Agency specialising in the provision of direct social and health care services, capacity building support to Asian communities and training and consultancy services to mainstream voluntary and statutory sectors.

TAHA offers a range of support services. Please tick any of those you are interested in.

For Professional and Mainstream agencies

- Setting up specific services targeting Asian and Minority Ethnic communities
- Making Existing services relevant, accessible and accountable
- Addressing racism and inequalities
- Developing collaborations with communities
- Building capacity of Asian and Minority Ethnic Voluntary communities
- Reproducing TAHA projects in your locality
- Research, training and consultancy services
- Quarterly TAHA Newsletter
- Other (please specify) _____

For Community Groups

Fundraising and Grants

Organisational and leadership development

Training volunteers, staff and management

Managing and delivering services

Building sustainable and negotiated partnerships

Network opportunities

Challenging racism and inequality collectively

Quarterly TAHA Newsletter

Other (please specify) _____

TAHA welcomes partnerships with community groups and mainstream agencies on a local, regional or national agenda. Interested? No time wasters please.

Contact Name _____

Organisation Name _____

Address _____

Tel _____

Email _____

Return to: TAHA, Shanti Centre, 49 Queen Caroline Street, London W6 9QH

Email: TAHAoo1@aol.com

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