



## Contact List and Useful Publications

Advisory, Conciliation and Arbitration Service (ACAS)

☎ 08457 474 747 (Helpline)

Minicom 08456 06 16 00

Website: [www.acas.org.uk](http://www.acas.org.uk)

Ashton, Leigh and Wigan Primary Care Trust

☎ 01942 482711

Email: [public.enquiries@alwpct.nhs.uk](mailto:public.enquiries@alwpct.nhs.uk)

Website: [www.alwpct.nhs.uk](http://www.alwpct.nhs.uk)

Address: Bryan House, 61 Standishgate, Wigan, WN1 1AH

Carer's Allowance Unit

☎ 0845 608 4321

Minicom 0845 604 5312

Email: [cau.customer-services@dwp.gsi.gov.uk](mailto:cau.customer-services@dwp.gsi.gov.uk)

Address: Palatine House, Lancaster Road, Preston, PR1 1HB

Carers Helpline (Wigan and Leigh)

☎ 01942 606086

Carers Centre (Wigan and Leigh)

☎ 01942 705959

Address: 3-5 Frederick Street, Hindley, Wigan WN2 3BD

Carers Support Team

☎ 01942 705983

Email: [ssdcarers@wigan.gov.uk](mailto:ssdcarers@wigan.gov.uk)

Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Address: Wigan Council, Department of Adult Services, Hyndelle Lodge, King Street, Hindley, Wigan WN2 3AW

Carers UK

☎ 0808 808 7777 (CarersLine)

Email: [info@carersuk.org](mailto:info@carersuk.org)

Website: [www.carersuk.org](http://www.carersuk.org)

Address: 20 Great Dover Street, London, SW1 4LX

Central Duty Team

☎ 01942 828777

Minicom 01942 828790

Email: [ssdcdt@wigan.gov.uk](mailto:ssdcdt@wigan.gov.uk)

Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Children in Need Duty Team

☎ 01942 828300

Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Address: Wigan Council, Children and Young Peoples Services, Town Hall, Ince Green Lane, Ince, Wigan, WN3 4QX

Children's Disability Register

☎ 01942 481180

Email: [ssdcnt@wigan.gov.uk](mailto:ssdcnt@wigan.gov.uk)

Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Address: Children with Complex Needs Team, Lower Ince Health Centre, Phoenix Way, Ince, Wigan, WN3 4NW

Children's Information Service

☎ 01942 486960

Email: [careforkids@wlct.org](mailto:careforkids@wlct.org)

Website: [www.wlct.org](http://www.wlct.org)

Address: Encams, Elizabeth House, Pottery Road, Wigan, WN3 4EX

Citizens Advice Service in the Borough of Wigan

☎ 0844 826 9713 (Helpline)

Website: [www.wigancab.org](http://www.wigancab.org)

Address: 6 The Avenue, Leigh, WN7 1ES

Contact a Family

☎ 0808 808 3555

Minicom 0808 808 3556

Email: [helpline@cafamily.org.uk](mailto:helpline@cafamily.org.uk)

Website: [www.cafamily.org.uk](http://www.cafamily.org.uk)

Address: 209 – 211 City Road, London, EC1V 1JN

Contact a Family North West England

☎ 0161 743 0700

Email: [northwest.office@cafamily.org.uk](mailto:northwest.office@cafamily.org.uk)

Address: 6<sup>th</sup> Floor, St. James House, Pendleton Way, Salford, M6 5FW

Crossroads Care

☎ 0845 450 0350

Website: [www.crossroads.org.uk](http://www.crossroads.org.uk)

Address: 10 Regent Place, Rugby, Warwickshire CV21 2PN

## Department of Adult Services

☎ 01942 827819

Email: [ssdhq@wigan.gov.uk](mailto:ssdhq@wigan.gov.uk)

Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Address: Wigan Council, Civic Centre, Millgate, Wigan, WN1 1AZ

Area offices at:

Holly Road, Aspull, Wigan ☎ 01942 832592

82 High Street, Golborne, Warrington ☎ 01942 728603

Town Hall, Market Street, Leigh ☎ 01942 404523

Town Hall, Elliott Street, Tyldesley, Manchester ☎ 01942 404765

64 Larch Avenue, Wigan ☎ 01942 487910

## Direct Payments Team

☎ 01942 404507

Email: [directpayments@wigan.gov.uk](mailto:directpayments@wigan.gov.uk)

Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Address: Department of Adult Services, Town Hall, Market Street, Leigh, WN7 1DY

## Disability Alliance

☎ 020 7247 8776 (voice and minicom)

Email: [office@disabilityalliance.org](mailto:office@disabilityalliance.org)

Website: [www.disabilityalliance.org](http://www.disabilityalliance.org)

Address: Universal House, 88-94 Wentworth Street, London, E1 7SA

## Embrace Wigan and Leigh

☎ 01942 513053

Website: [www.embracewiganandleigh.org.uk](http://www.embracewiganandleigh.org.uk)

Address: 81 Ribble Road, Platt Bridge, Wigan, WN2 5EG

## Government Information for Carers

Is available on the Directgov website: [www.direct.gov.uk](http://www.direct.gov.uk) Look for the section marked 'Caring for Someone'.

## HM Revenue and Customs

☎ 0845 302 1462

Minicom ☎ 0845 302 1408

Website: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Local Enquiry Centres:

60 Leigh Road, Leigh, WN7 1NH

Bridgeman House, Bridgeman Terrace, Wigan, WN1 1TR

## Jobcentre Plus

Jobcentre addresses and telephone numbers in the Wigan Borough:

Brocol House, 71-73 King Street, Wigan ☎ 01942 752100

Roydale House, 2-10 Windermere Road, Leigh ☎ 01942 263700

17-19 Gerrard Street, Ashton-in-Makerfield ☎ 0845 604 3719

129 Market Street, Atherton ☎ 01942 755900

Website: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Job Seeker Direct  
☎ 0845 6060 234  
Minicom ☎ 0845 6044 022

Lancashire Adult Learning  
☎ 01257 276719  
Website: [www.lancashirecollege.com](http://www.lancashirecollege.com)  
Address: Lancashire College, Southport Road, Chorley, PR7 1NB

Learndirect  
☎ 0800 101 901  
Website: [www.learndirect.co.uk](http://www.learndirect.co.uk)  
Address: PO Box 900, Leicester, LE1 6XJ

Learner Support Helpline  
☎ 0800 121 8989  
Provides information about Education Maintenance Allowance, the Adult Learning Grant, and national childcare schemes.

Learning and Employment Service  
☎ 01942 827826  
Address: Wigan Skills Shop, Unit 30, Grand Arcade, Wigan, WN1 1BH  
Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Learning and Skills Council (North West)  
☎ 0845 019 4142  
Email: [GrManchesterinfo@lsc.gov.uk](mailto:GrManchesterinfo@lsc.gov.uk)  
Website: [www.lsc.gov.uk](http://www.lsc.gov.uk)  
Address: LSC North West, 9<sup>th</sup> Floor, Arndale House, Arndale Centre, Manchester, M4 3AQ

Leigh Connexions  
☎ 0800 953 0109  
Email: [info@connexions-wigan.org.uk](mailto:info@connexions-wigan.org.uk)  
Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)  
Address: Leigh Investment Centre, 116 Bradshawgate, Leigh, WN7 4NP

NIACE (The National Organisation for Adult Learning)  
☎ 0116 204 4200 or 0116 204 4200  
Email: [enquiries@niace.org.uk](mailto:enquiries@niace.org.uk)  
Website: [www.niace.org.uk](http://www.niace.org.uk)  
Address: 20 Princess Road West, Leicester, LE1 6TP

The Open University  
☎ 0845 300 60 90  
Email: [general-enquiries@open.ac.uk](mailto:general-enquiries@open.ac.uk)  
Website: [www.open.ac.uk/study](http://www.open.ac.uk/study)

Address: Walton Hall, Milton Keynes, MK7 6AA

Pension Service

☎ 0845 606 0265

Website: [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

Address: PO Box15, Chester, CH70 8BG

Local office: Brocol House, 73 King Street, Wigan, WN1 1EB

☎ 01942 758210

Princess Royal Trust for Carers

☎ 0844 800 4361

Email: [info@carers.org](mailto:info@carers.org)

Website: [www.carers.org](http://www.carers.org)

Address: Princess Royal Trust for Carers Northern Office, Suite 6, Oak House, High Street, Chorley, PR7 1DW

Skill (National Bureau for Students with Disabilities)

☎ 0800 328 5050 or 020 7657 2337 (Information Service)

Email: [info@skill.org.uk](mailto:info@skill.org.uk)

Website: [www.skill.org.uk](http://www.skill.org.uk)

Address: Unit 3, Floor 3, Radisson Court, 219 Long Lane, London, SE1 4PR

W.A.V.E (Women Against Violent Environments)

☎ 01942 262270 (24 hour Helpline)

Website: [www.wavedvcentre.com](http://www.wavedvcentre.com)

Address: 101 Railway Road, Leigh, WN7 4AD

Wigan Connexions

☎ 0800 953 0109

Email: [info@connexions-wigan.org.uk](mailto:info@connexions-wigan.org.uk)

Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Address: London House, 104-110 Standishgate, Wigan, WN1 1XP

Wigan Independent Advice Centre (WIAC)

☎ 01942 324851

Suite 26, Rodney House, King Street, Wigan, WN1 1BT

Wigan and Leigh College

☎ 01942 761111 (Course Enquiries)

Website: [www.wigan-leigh.ac.uk](http://www.wigan-leigh.ac.uk)

Address: PO Box 53, Parson's Walk, Wigan, WN1 1RS

Wigan Link

☎ 01942 202054

Email: [norman@wiganlink.co.uk](mailto:norman@wiganlink.co.uk)

Website: [www.wiganlink.co.uk](http://www.wiganlink.co.uk)

Address: Office 5 and 10, Hindley Business Centre, Platt Lane, Hindley, Wigan, WN2 3PA

Wigan Supported Employment Service

☎ 01942 828439

Address: Wigan Council, Department of Adult Services, Town Hall, Ince Green Lane, Ince, Wigan, WN3 4QX

Email: [supempt@wigan.gov.uk](mailto:supempt@wigan.gov.uk)

Website: [www.wigan.gov.uk](http://www.wigan.gov.uk)

Working Families

☎ 0800 013 0313

Address: 1-3 Berry Street, London EC1V 0AA

Email: [advice@workingfamilies.org.uk](mailto:advice@workingfamilies.org.uk)

Website: [www.workingfamilies.org.uk](http://www.workingfamilies.org.uk)

## Useful publications

### General

Getting into work – a guide for parents of disabled parents returning to work

This guide, published by Working Families, deals with issues such as finding work, filling in application forms and going for interviews. Copies can be obtained by sending an A5 stamped addressed envelope to 1-3 Berry Street, London, EC1V 0AA, or you can download it, free of charge from the Working Families website.

Working Families

☎ 020 7253 7243

Website: [www.workingfamilies.org.uk](http://www.workingfamilies.org.uk)

Supporting working carers – a carer's guide

A free 19 page booklet for people balancing paid work with caring. It includes much useful information about benefits, legal rights and other issues of concern to working carers.

Carers UK

☎ 0845 241 0963 (Publication Ordering)

Website: [www.carersuk.org](http://www.carersuk.org)

Carers and Employment a guide to the right to request flexible working

This guide explains what flexible working is, the ways it can benefit carers and how to make a request. It also contains a template application form which you can give to your employer.

Carers UK

☎ 0845 241 0963 (Publication Ordering)

Website: [www.carersuk.org](http://www.carersuk.org)

Caring about your pension: a carer's guide to pensions

If you want to know more about pensions and how the introduction of the 'Carers Credit' in April 2010 is likely to affect you this booklet will be extremely useful. There is also information about the support available to carers who are already getting their pension.

☎ 0845 241 0963 (Publication Ordering)

Website: [www.carersuk.org](http://www.carersuk.org)

Disability Rights Handbook 2010 / 2011 edition **£27.50** (£12 for people on benefit)

The Disability Rights Handbook contains everything you need to know about social security benefits, tax credits and related services. Published by the Disability Alliance and updated annually, it has become an essential reference book for hundreds of thousands of disabled people, their families and carers. The Disability Alliance has also produced a range of over 50 factsheets which you can order by post or download free of charge from the website.

Disability Alliance

☎ 020 7247 8776

Website: [www.disabilityalliance.org](http://www.disabilityalliance.org)

Address: Universal House, 88-94 Wentworth Street, London E1 7SA

### Carers and their Rights – the Law relating to Carers **£10**

This handbook – which outlines the principal rights of carers to support from the health and social services authorities - has been written by leading community care lawyer, Professor Luke Clements. Copies cost £10 from Carers UK or you can download it, without charge, from the website.

Carers UK

☎ 01942 752100 0845 241 0963 (Publication Ordering)

Website: [www.carersuk.org.uk](http://www.carersuk.org.uk)

### **Academic**

#### Action for Carers and Employment (ACE National) Project

ACE National was a Carers UK led project which ran May 2002 – May 2005. It sought to address the barriers faced by carers and former carers in entering, re-entering or remaining in the labour market, through establishing a national partnership to influence the development of services and policy at a local and a national level. The research carried out by Carers UK and ACE National led to the publication of a number of reports, including:

- Who Cares Wins: The Social and Business Benefits of Supporting Working Carers (2006)
- Caring for Sick or Disabled Children: Parents' experiences of combining work and care (2006)
- Redressing the Balance: inclusion, competitiveness and choice (2002)

Hard copies of these reports can be obtained from Carers UK or you can download them, free of charge, from the website.

## Carers, Employment and Services (CES) reports

Carers, Employment and Services was a major study conducted at the University of Leeds during 2006/2007. Outcomes were published in a series of fourteen reports that you can find online at:

[www.sociology.leeds.ac.uk/circle/publications/ces-reports.php](http://www.sociology.leeds.ac.uk/circle/publications/ces-reports.php)

Some of the reports, including: 'Stages and Transitions in the Experience of Caring' (2007) and 'Managing Caring and Employment' (2007) are also available from Carers UK, which commissioned the original study.

## Websites

[www.direct.gov.uk/carersemployment](http://www.direct.gov.uk/carersemployment) The directgov website contains plenty of useful information for both employed carers and those who would like to combine their caring role with some form of paid work.