

Eastbourne Guide for Disabled People



Getting Around

Shopping

Leisure

Keeping Active

Toilets

Art & Culture

Support Groups

Seafront & Harbour

Parks & Gardens

Useful Contacts



CONTENTS

	Page
Eastbourne Access Group _____	1
Introduction _____	2
Reporting Problems, Keeping Safe _____	3
Tourist Information Centre _____	3
Getting Around - Bus, Rail, Parking, Taxis, Wheelchairs and Scooters _____	4-6
The Promenade, Waterfront, Harbour _____	6
Accessible Public Toilets _____	7
Wheelchair Route Maps _____	8-14
Hotel Accommodation _____	15
Parks and Gardens _____	15
Shopping, Banks, Post Office _____	16
Theatres, Cinemas, Art Gallery _____	17
Hearing and Visual Impairments, Dementia _____	18
Local Support Groups, Children & Young People _____	19
Useful Contacts _____	20-22

Eastbourne Access Group

Contact details:

0781 0317 185

admin@eastbourneaccessgroup.org.uk

www.eastbourneaccessgroup.org.uk



We thank **Callum Lock** from **Defiant Sports** for designing our new logo.

INTRODUCTION

Welcome to the Eastbourne Guide for Disabled People, published by the **Eastbourne Access Group**, a voluntary community group. We promote equality and inclusion for all and disability awareness. We want Eastbourne to be a disabled friendly town. We are members of **Eastbourne Disability Involvement Group (EDIG)** together giving a voice to local disabled people.

Eastbourne is a fine Victorian town built mostly on the level. Gentle ramps and slopes are used to overcome steps and stairs where possible making Eastbourne more accessible although some barriers do remain due to architectural limitations.

We hope the information in this guide, on our website and Facebook page will make it easier for disabled people whether they are residents or visitors, to enjoy Eastbourne to the full.

On our website you will find:

- Accessible places to eat and visit in and around Eastbourne
- Disabled facilities in seafront hotels
- Blue Badge parkingand much more.

Town Centre Terminus Road, Phase 1 completed. A mixture of hazards to be aware of: one-way bus lane in paved shared area defined by tactile paving, no kerbs or formal crossings, low edged planters, lamp posts, street furniture which blends in with paving.

New Welcome Building in Devonshire Quarter by Congress Theatre has the TIC, theatre box office, cafe, exhibition and event halls. All accessible, lifts, toilets, blue badge spaces.

Our events with **The Beacon** shopping centre supporting **Purple Tuesday** and **Eastbourne Access Event** are encouraging local businesses to ensure all customers enjoy a better experience. They are helping to give disabled people the confidence to go out and about trying new places knowing a warm welcome will be given and staff have awareness training.

Everyone can get involved by reviewing services they receive either face to face, via feedback forms or use review websites. If businesses are not told they cannot be expected to improve and make changes. Pleasing a customer means a returning customer bringing back friends and family; everyone wins. Giving good customer service and making small adjustments can make a big difference to any customer's journey or experience.

REPORTING PROBLEMS

For dog fouling, overgrown vegetation, fallen trees, fly tipping, graffiti, use the free **Report it, Eastbourne App** for smart phones or call **Customer First** 01323 410000.

Do you have trouble putting out your wheelie bin or recycle box? There is an **assisted collection service** for disabled people. Are there barriers preventing you accessing a service provider? Call Customer First 01323 410000 or online www.lewes-eastbourne.gov.uk

For road and pavement problems contact **East Sussex Highways** Tel: 0345 60 80 193, report it online www.eastsussexhighways.com or use the **Fixmystreet App** for potholes, dropped kerbs, cross overs, blocked drains, etc.

KEEPING SAFE

Hate Crimes ring 999 if it is an emergency, report online at www.sussex.police.uk or ring 101. Can also ring local Citizen Advice Bureau 03444 111 444 or Customer First 01323 410000. **SCAMS** report fraud to Action Fraud 0300 123 2040 or online www.actionfraud.police.uk.

Use local businesses that are approved or checked by Trading Standards:

Checktrade www.checkatrade.com

Buy with Confidence www.buywithconfidence.gov.uk

For further information about Eastbourne, contact the **Eastbourne** Visitor Centre (TIC), Welcome Building BN21 4BP Tel: 01323 415415. They can help with hotel accommodation, theatre bookings, events, places to visit, transport, etc.

Seafront Office (TIC) by Bandstand, 6 Lower Parade, Grand Parade, BN21 3AD. Tel: 01323 410611. Open 9:30-4 Mon-Fri, December to March; 9:30-5 April, May & October; June-Sept: 9.30am-6 pm; 9pm show nights. Closed throughout November. You can get your Eastbourne Resort Guide from the Eastbourne Visitor Centre or **www.visiteastbourne.com**.

Lifeguard Station & First Aid Post Lower Parade BN21 3AD Near Wish Tower open May-September, 10-5. Tel: 01323 412290.

GETTING AROUND

Buses

Eastbourne uses **Stagecoach** services. The circular routes 'Loop', 1/1a and 'The Wave 99' services use accessible buses most of the time. They accept Class 2 mobility scooters and powerchairs. Owners are required to show they can safely manoeuvre onto a bus, a permit card is given to show drivers. Ring Stagecoach Disability Helpline 0345 600 9788 for details. Use Stagecoach Bus App, social media or website to keep up to date. www.stagecoachbus.com. The Wave 99 is the Hastings, Bexhill, Eastbourne service. **Brighton & Hove Buses** Coaster 12, 12A, 12X & 13X to Brighton and return. All accessible buses with ramps. For more information Tel: 01273 886200 or online www.buses.co.uk.

Disabled Persons Bus Pass Tel: 03003 309471, you can get a form from your local library or online www.eastsussex.gov.uk.

Rail

Southern Rail provides coaches with accessible toilets, marked with a wheelchair symbol on each train. Four spaces available for wheelchairs and mobility scooters, shared with bicycles and child pushchairs. Maximum size of wheelchairs allowed is 700x1200mm, total weight 300kg. All local stations are accessible but use the level crossing to cross the line at Hampden Park and at Polegate. If you need assistance, ring the Assisted Travel Line 0800 138 1016 at least 24 hours prior to your journey. There are helpful travel guides, tips on the website www.southernrailway.com

Disabled Persons Railcard Tel: 0345 605 0525 or apply online.

Car Parking

Blue Badge holders may park for free with no time restriction in the Council car parks, on-street pay and display bays, except in spaces designated for other user's resident / permit holders and on chevron-marked no-waiting and no-loading areas. On-street disabled bays have no time limit, unless it is signed differently. Hyde Gardens, middle section car park is 2 hours maximum for all. **Please ensure you read all road signage, markings and notices before parking and leaving your vehicle.**

Multi-storey car parks – The Beacon (free on Sundays), Junction Road and Trinity Place do charge Blue Badge holders. Pay particular attention to the vehicle height restriction especially in The Beacon.

Parking Information and Permits General enquiries Tel: 01273 335500 or email parking.information@eastsussex.gov.uk. Register and apply for permits on line, using NSL Apply.

Blue Badge Applications

Contact ESCC Blue Badge Team for information and help with application. Email bluecarbadge@eastsussex.gov.uk. Tel: 01323 464244 Mon, Wed & Fri 9 to 4. Or apply online www.gov.uk.

Eastbourne Taxis

Call-a-cab Ltd 01323 746746.

Eastbourne and Country 01323 720720.

Sussex Cars 01323 726726.

Wheelchair Transport Services 01323 400429, 07813 800 948, info@wtsplus.co.uk 6 vehicles; each take 1-4 wheelchairs + seats. Adrian Attwater 07885 744725 up to 4 wheelchairs + seats.

See our **Wheelchair Route maps** indicating the safest way to travel on pavements in your wheelchair or scooter using dropped kerbs and pedestrian crossings are shown on the centre pages of this Guide. (Digital version available on our website).

Wheelchairs and Scooters

These can be bought from mobility shops, some hire out, some offer repair and servicing and buy or sell used mobility vehicles.

AB Mobility, 7a St Mary's Walk, Hailsham. 01323 849736

CareCo, Hilliers Garden Centre, Stone Cross. 01323 449380

Clearwell Mobility, 336-338 Seaside, E/b. 01323 484060

M&B Mobility Services, Tideswell Rd. 01323 721223/638046

Proctor Health Care, 8 Station Parade, E/b. 01323 417508

Southern Mobility, 2a Cavendish Avenue, E/b. 01323 645067

Weald Mobility, 330 Seaside, Eastbourne. 01323 431455

Active Days, covers Eastbourne area. 01323 382782

Shopmobility, Rear exit of The Beacon by Marks and Spencer, Tel: 01323 439585. Hires manual wheelchairs, scooters and power chairs for those with limited mobility

The British Red Cross Mobility Aid Service Thalia House, 3 London Road, Bexhill TN39 3JT 01424 213583. Open Monday and Wednesday 10-1. Lend wheelchairs and aids for a donation.

East Sussex Wheelchair Service. Tel: 0333 003 5619 a professional referral is required to access this service.

Walking or Riding on Paths, Shared Areas and Roads

Please remember pedestrians always have right of way so be prepared to slow down in your scooter, wheelchair or adapted cycle. Eastbourne is getting more shared areas particularly within the town centre area. Many people have hidden disabilities and will not be aware of your presence even with an audible warning. When buying or hiring a scooter or wheelchair make sure it suits your needs. Before taking charge of your vehicle make sure you know its capabilities, understand the controls and the steps needed to keep it well maintained. You are allowed to travel a maximum 4 miles per hour on pavements. Insurance is advisable. If your scooter has two speed settings it must be set not to exceed the maximum speed permissible. To drive on the road, you need a Class 3 scooter that can travel at up to 8 mph and have front and rear lights, flashing indicators, mirror and a horn. Class 3's must be registered with DLVA. The Highway Code applies to scooters.

The Motability Scheme www.motability.co.uk. Provides an affordable, worry-free way for disabled people with higher rate mobility benefit to lease a car, scooter or powered wheelchair.

THE SEAFRONT PROMENADE

This stretches from Holywell in the West to Langney Point in the East. Ramps lead to the Lower Prom near the Pier, Bandstand and Wish Tower. During summer, the Dotto Train runs entire Prom to the Harbour, has ramp for small manual wheelchairs. There are wooden beach pathways to high water mark at the Lifeguard Station and either sides of the Bandstand. See page 7 for accessible toilets. There are cafes and kiosks along the Prom. Car parks at Wish Tower slopes, Treasure Island, Fisherman's Green, Fort Fun, Prince William Parade.

The Bandstand and Seafront Office (TIC) Tel: 01323 410611. Beware some of the Prom is a shared cycle path while other paths are marked with lanes dedicated for walkers or cyclists.

THE WATERFRONT and SOVEREIGN HARBOUR

Most of the harbour area is accessible by wheelchair. Large free car park, Blue Badge spaces. Accessible public toilet. Accessible walkways to and around the harbour, beach, lock-gates, bars and restaurants, some with accessible toilets. Some of the paths are shared cycleways. Sovereign Retail Park with shops, post office in ASDA, petrol station - pump card payment only. Boots chemist with midnight pharmacy. Defiant Sports Hub. Community Centre.

ACCESSIBLE PUBLIC TOILETS

Eastbourne has many accessible public toilets shown on the Wheelchair Route maps (centre pages), plus those in the shopping centres, railway station and at the Waterfront in South Harbour. Most are kept locked with a RADAR (National Key Scheme) key. Keys can be purchased from Eastbourne Visitor Centre TIC, Shopmobility, & some mobility shops - see Page 5.

Eastbourne has a **Community Toilet Scheme** visit www.eastbournecommunitytoilets.co.uk (under review)

Accessible public toilets situated on the Seafront:

Beachy Head, in the main car park.

Holywell, on the lower Prom.

Helen Gardens, at the rear of Pavilion.

Bandstand, on both Middle and Lower Prom.

Changing Places toilet facility on Middle Prom by Bandstand - (with hoist and bench, key access details from Seafront Office on Lower Prom 01323 410611 or www.lewes-eastbourne.gov.uk).

Pier, under the Pier on the Lower Prom.

Treasure Island Car Park, attached to the Bowling Pavilion.

Fishermans Green, by the Tennis Courts.

Prince William Parade, on Prom by the Waterworks.

Waterfront, South Harbour by boat yard/shops/cafes.

Elsewhere in Eastbourne:

The Archery, Seaside adjacent Youth Centre.

Brassey Avenue, Hampden Park, by railway crossing.

Green Street, near Albert Parade, OldTown.

Hampden Park, beside Cafe.

Hyde Gardens, Cornfield Road (by old TIC) in town centre.

Princes Park, beside cafe.

Seaside Rec, Whitley Road.

The Beacon & Supermarkets with toilets:

The Beacon, main square and a **Changing Places** toilet facility.

ASDA, Crumbles Retail Park.

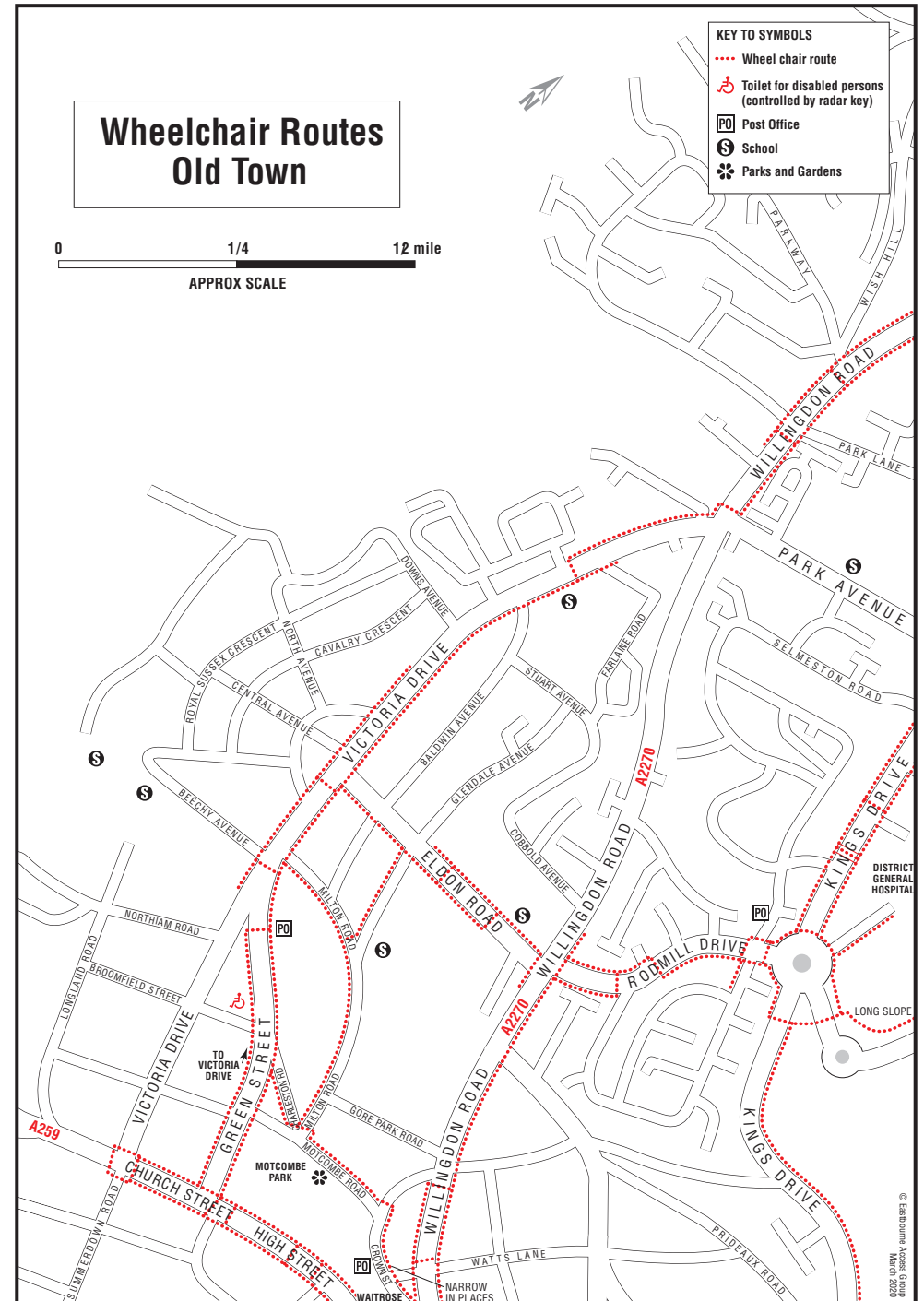
Morrisons and Aldi, Lottbridge Drove.

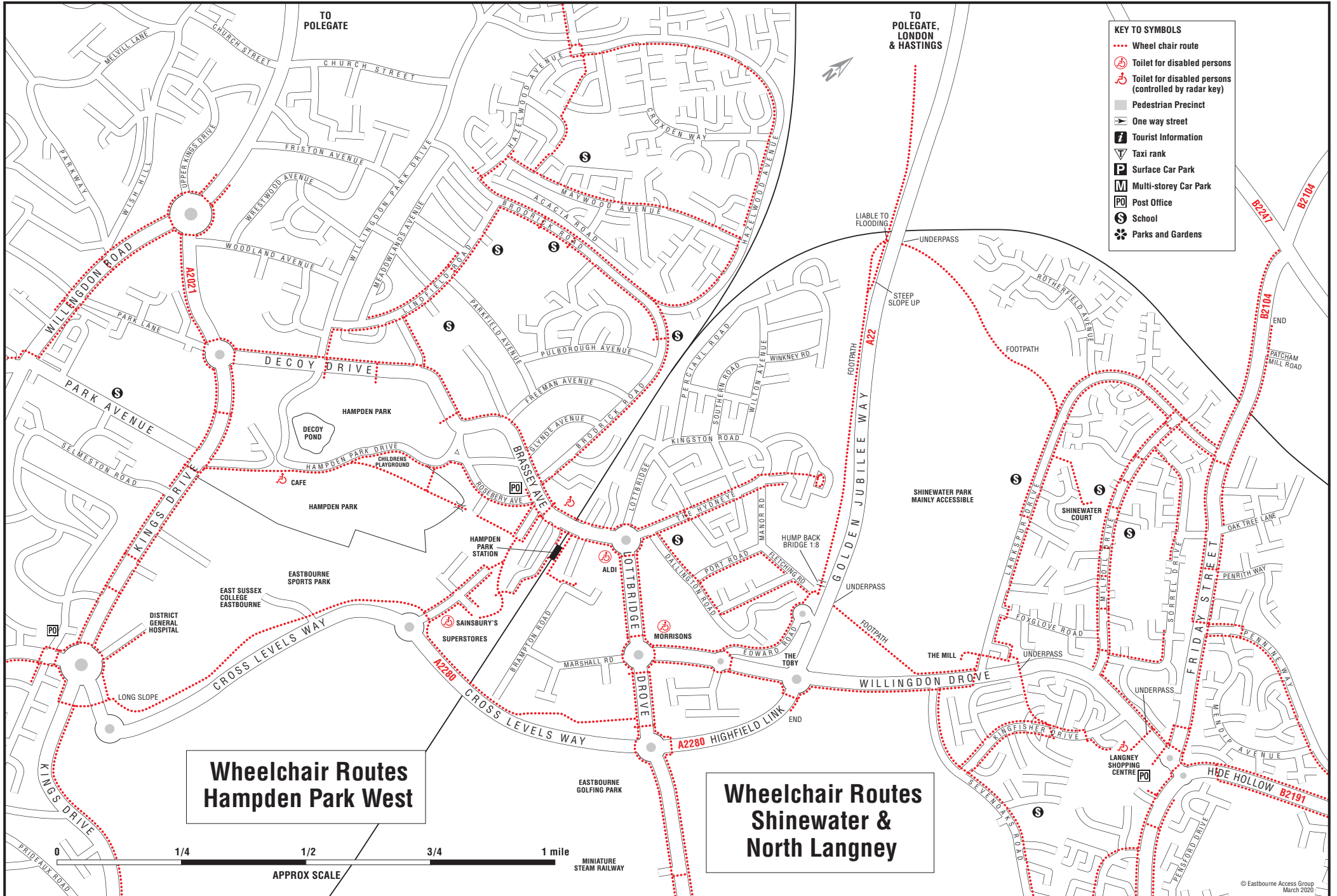
Sainsbury's, Cross Levels Way.

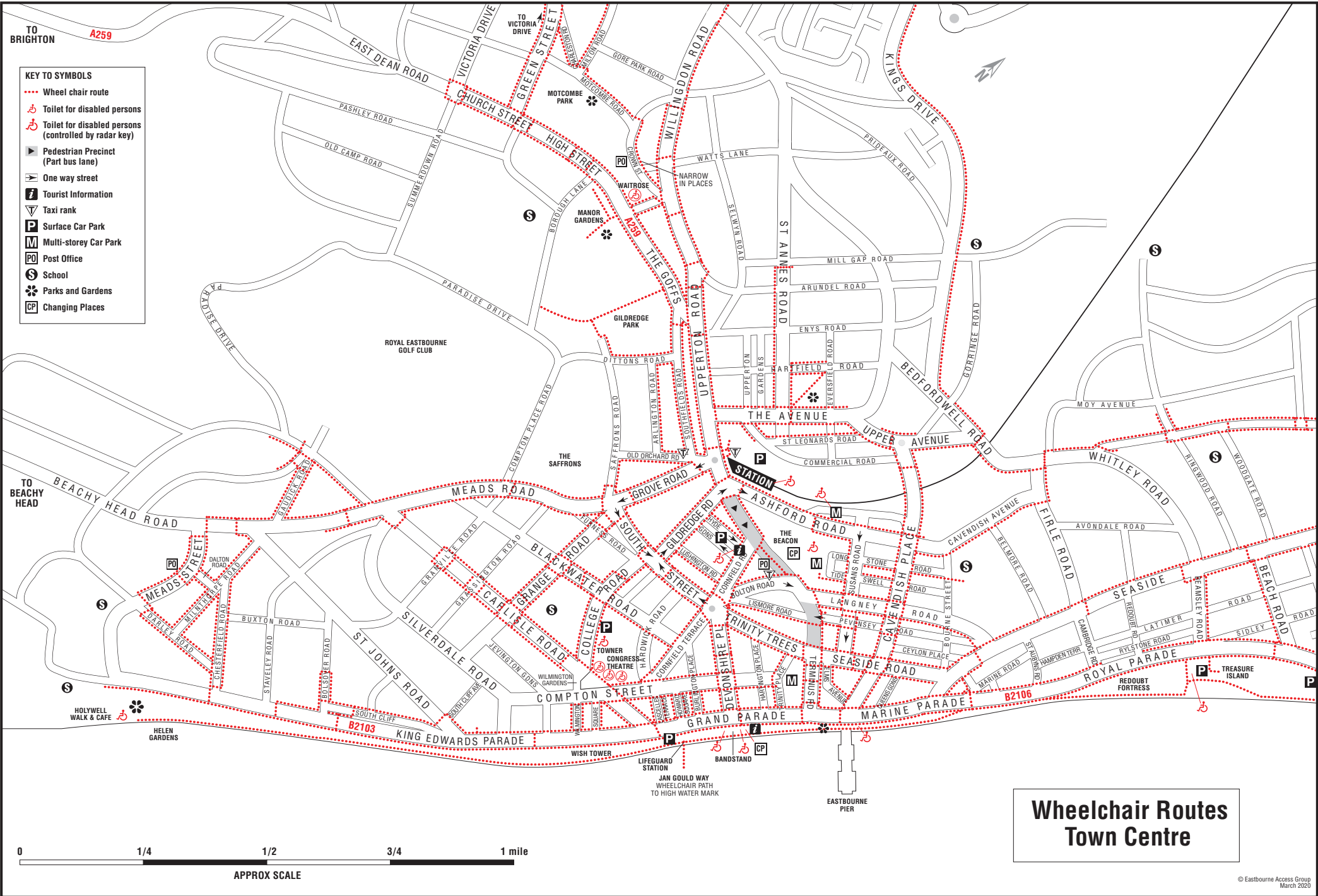
Tesco, Lottbridge Drove.

Waitrose, High Street, Old Town.

If you experience a problem with a public toilet call Customer First 01323 410000 or if privately owned contact directly.







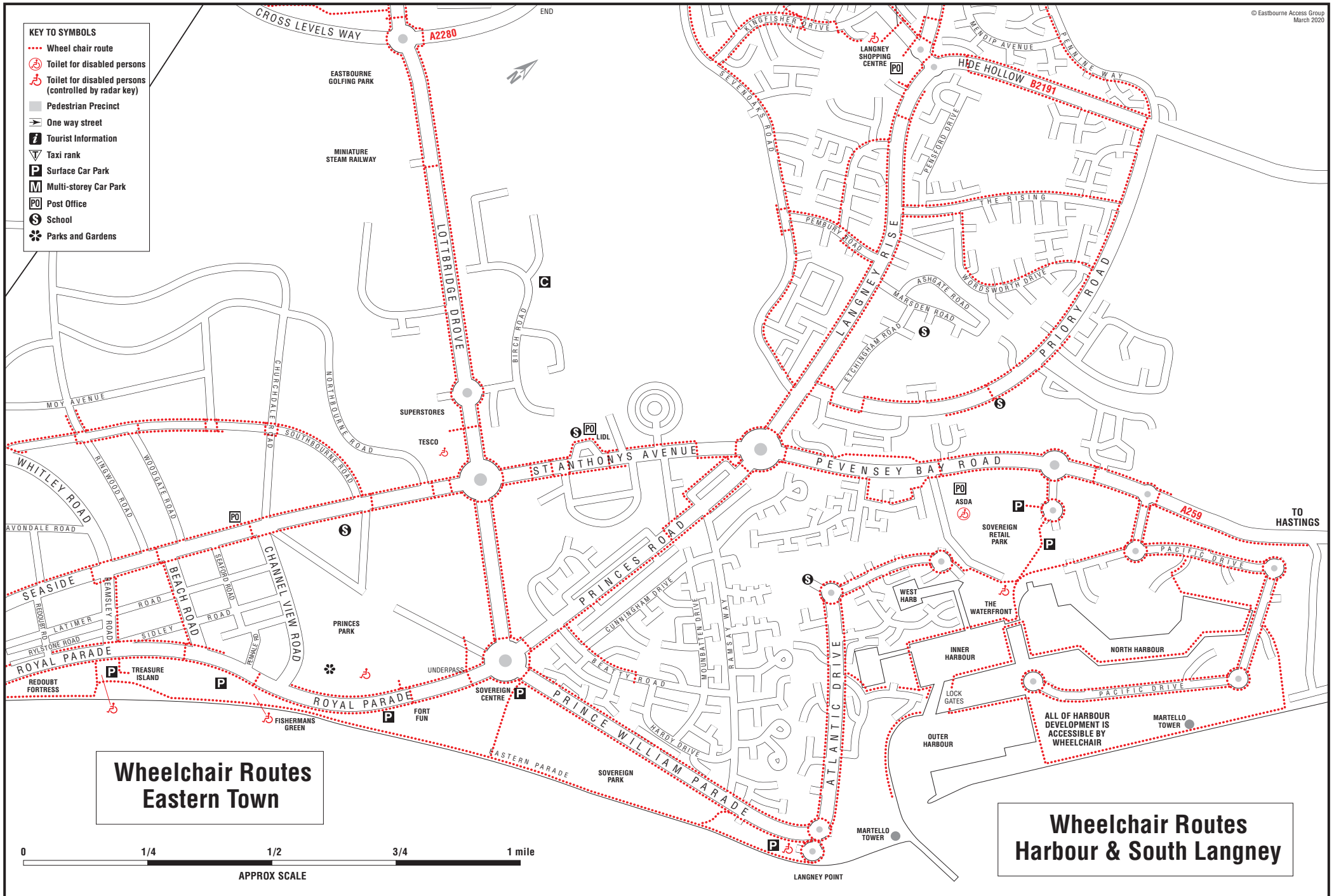
- KEY TO SYMBOLS**
- ⋯ Wheel chair route
 - Toilet for disabled persons
 - Toilet for disabled persons (controlled by radar key)
 - Pedestrian Precinct (Part bus lane)
 - One way street
 - Tourist Information
 - Taxi rank
 - Surface Car Park
 - Multi-storey Car Park
 - Post Office
 - School
 - Parks and Gardens
 - Changing Places

**Wheelchair Routes
Town Centre**



© Eastbourne Access Group
March 2020

- KEY TO SYMBOLS**
- ⋯ Wheel chair route
 - Toilet for disabled persons
 - Toilet for disabled persons (controlled by radar key)
 - Pedestrian Precinct
 - One way street
 - Tourist Information
 - Taxi rank
 - Surface Car Park
 - Multi-storey Car Park
 - Post Office
 - School
 - Parks and Gardens



**Wheelchair Routes
Eastern Town**

**Wheelchair Routes
Harbour & South Langney**

ALL OF HARBOUR
DEVELOPMENT IS
ACCESSIBLE BY
WHEELCHAIR

HOTEL ACCOMMODATION

Eastbourne is well supplied with hotels and guesthouses, large and small, but as is often the case, traditional architecture limits accessibility. Our website has a list of disabled facilities provided by some seafront hotels. Eastbourne Visitor Centre (TIC) Tel: 01323 415415 offers further help to find more accessible and disabled friendly accommodation such as dietary requirements, ramp access, lift, level access shower, wet room, hearing loops, etc. Alternatively search www.visiteastbourne.com. It is your responsibility to check with individual hotels if they can meet your needs and requirements.

PARKS AND GARDENS

Helen Gardens in King Edwards Parade. Play area, bowls, kiosk, putting green. Accessible toilet by pavilion. Street Parking.

Western Lawns King Edward's Parade. Leads up to the Wish Tower - open days/tours. (Martello Tower). Large open space, used for public events, Bistrot Pierre restaurant, RNLI Museum. Small car park, blue badge spaces, gives access to promenades.

Gildredge Park Entrances in Dittons Road, Compton Place Road and The Goffs. Bowls, cafe, tennis, play area, and a skate park. Small car park at The Goffs entrance, otherwise street parking. Public toilets not accessible for wheelchairs.

Motcombe Gardens Motcombe Road. Small quiet park with pond. Bowls. Street parking only. No toilets.

Hampden Park Accessible paths through park and wooded sections, level path round lake and play area. Accessible toilet by cafe. Skate park, bowls, tennis, rugby club. Street parking.

Princes Park Entrances Wartling Road, Channel View Road and Royal Parade. Lake, model boat club, bowls, splash pad, play areas. Accessible level pathways around most of park. Large field. Accessible toilet by Cafe. Street parking or Fort Fun car park.

Shinewater Park Access from Larkspur Drive, Pigs Lane bridle path near The Mill or Edward Road BN23 8AS near Toby Carvery. Large man-made lake, surfaced pathways, fishing, play area and skate park. Weekly park run. Street parking. The 14 mile Cuckoo Trail starts here, part of National Cycle Network.

MAIN SHOPPING CENTRES AND RETAIL PARKS

The Beacon. Town Centre under cover, accessible. Cineworld 2nd floor, restaurants 1st floor access via escalators and lifts. Some retailers have own toilets. General accessible toilets and Changing Place toilet facility in main square. 'The Hut' community space and chill out area. Multi-storey car park with lifts. Charges apply. Shopmobility at rear exit, near Marks & Spencer. Chemist. Bank.

Sovereign Retail Park. Next to Waterfront Harbour. Large free car park with Blue Badge spaces. ASDA with post office, cafe, accessible toilet, chemist. Boots has midnight pharmacy, other retail units, Defiant Sports Inclusion Hub and petrol station - pump card payment only. Community centre adjacent.

Langney Shopping Centre. Under cover, main mall on one level. Free car park, Blue Badge spaces. Tesco, cafes and other shops units. Community library. Costa has accessible toilet, general toilets downstairs. Post Office. Petrol station adjacent.

Broadwater Way. Large free car park with Blue Badge spaces. Sainsbury's with cafe, chemist, accessible toilet. Also, Currys /PC World, DFS Furniture and petrol station.

Admirals Retail Park. Lottbridge Drove. Large free car park, Blue Badge spaces. Tesco, chemist, accessible toilet. Petrol station. Homebase accessible toilet. Several large retail units.

Hampden Park Retail Centre. All car parks have Blue Badge spaces, Morrisons supermarket with cafe, toilets, petrol station. Dunelm with cafe, toilets, B&Q, Aldi with toilet and other stores.

(Please beware parking time limits apply in many of the car parks - please read the signs).

There are many independent shops in Meads, Albert Parade, Old Town, Enterprise Centre, Little Chelsea, Seaside, St Anthony's, Langney Point, Hampden Park, Freshwater Square, etc.

BANKS AND BUILDING SOCIETIES

These are mainly accessible with hearing loops. The majority are situated in the Town Centre in Terminus Road.

EASTBOURNE'S MAIN POST OFFICE

Within WH Smiths, 110 Terminus Road, BN21 3AL. Accessible.

THEATRE, CINEMAS AND ART GALLERY

Eastbourne Theatres Box Office in **Welcome Building**. Tel: 01323 412000. Cafe. Eastbourne Theatres operate a free scheme for those who need a carer to be with them at a show to assist them. Apply for '**Essential Companion Scheme**' at box office.

Congress Theatre. BN21 4JR. 15 Wheelchair spaces with seat for Essential Companion. Lifts to all floors. Accessible Toilets. Blue Badge Drop Off point for 30 minutes parking plus other Blue Badge parking bays on roads and in adjacent car parks. Loop System in all areas of auditorium, Infrared System with headphones and neck loops available from Duty Manager.

Devonshire Park Theatre. BN21 4BW. 4 wheelchair spaces with seat for Essential Companion. Access from service road beside theatre. 6 Blue Badge spaces in front of theatre or street parking. Loop System and Infrared System as above. Audio-description Friday evenings and Saturday Matinees. Accessible toilet.

Winter Garden. Re-opening in Autumn 2021. 2 Accessible toilets.

Royal Hippodrome Theatre. 2 wheelchair spaces. Accessible toilet. Loop audio system. Box Office Tel: 01323 802020. Free place for Essential Companion Scheme, contact box office.

The Bandstand. Concerts for all ages, accessible, toilets. Free carers ticket. Tickets from Seafront Office Tel: 01323 410611 or Eastbourne Visitor Centre. www.eastbournebandstand.co.uk.

Cinemas. Cineworld, 2nd Floor The Beacon access via escalators or lifts Tel: 0330 333 4444; **Towner** level access entrance Tel: 01323 434670; **Hailsham Pavilion** side door entrance for wheelchair users. Tel: 01323 841414. Contact re your needs. Cinema Exhibitor's Association Card allows people with disabilities to obtain a carer ticket. www.ceacard.co.uk. Tel:01244 526016.

The Birley Centre and College Theatre. Carlisle Road BN21 4JY. A contemporary performing arts centre. Ramp access, lift, accessible toilet. Part of Eastbourne College. Box Office Tel: 01323 452255.

Towner Art Gallery. BN21 4JJ. Next to Congress Theatre. Fully accessible, loop system at reception, large print information and magnifying glasses available from reception, lift to all floors, cafe and accessible toilet on 2nd floor. The cinema on ground floor has 2 wheelchair spaces in front row. Tel: 01323 434670.

HEARING IMPAIRMENT

East Sussex Hearing, 22 Upperton Road, BN21 12BF. Display of assistive devices, hearing loops, mobile service, lip reading and sign language classes, drop in, NHS hearing aid battery replacement and maintenance, deafblind, deafened, etc. Awareness training. Tel: 01323 722505, mail@eshrc.org, text 07950 855580.

Hearing Link, Offer a range of services to help people adjust to and manage the challenges hearing loss can bring. 01844 348111 or helpdesk@hearinglink.org. www.hearinglink.org.

Hearing Loops. In difficult hearing situations like noisy places and trying to hear people behind security screens a hearing loop is a great help. Hearing Link's 'Lets Loop' campaign encourages businesses to use them. Eastbourne's theatres, most banks, churches, the station and some supermarkets are equipped. Look out for the sign at the entrance or counter. When out and about always ask if there is a hearing loop and check it works!

VISUALLY IMPAIRED PEOPLE (VIP)

Eastbourne Blind Society, 124 Longstone Road, BN22 8DA Social activities and resource centre for VIPs. Display of aids and equipment. Awareness Training. Tel: 01323 729511.

East Sussex Library Service Large print, audio books and online services. Home library service. Enquiries Tel: 0345 60 80 196.

The Eastbourne Talking Newspaper Association provide recorded extracts from local and Sunday newspapers and magazines for VIPs. Tel: 01323 727273.

The Friends of Devonshire Park Theatre arrange audio-description of plays on Friday nights and Saturday matinees that run for a week.

Guide Dog and Assistance Dog Owners have the same right to services supplied by shops, banks, hotels, libraries, pubs, taxis and restaurants as everyone else - Equality Act 2010. A taxi driver may have medical exemption for not carrying a dog.

DEMENTIA - For people worried about or affected by dementia. **Adult Health & Social Care Connect**. Tel: 0345 60 80 191.

Alzheimer's Society. Dementia Connect Support line 03331503456 or email dementia.connect@alzheimers.org.uk. DI SC Dementia Support E. Sussex 07591250988 / 07591251005. Eastbourne Dementia Action Alliance Tel:01323 385285, email hello@eastbournedaa.co.uk; www.eastbournedaa.co.uk.

Memory Lane Eastbourne. 07800 874361 activities, singing, IT, dancing, cinema, for people with dementia and their carers.

OTHER LOCAL SUPPORT GROUPS

Eastbourne Mencap. 113 Pevensey Road BN22 8AD Tel: 01323 745100. Supporting local people with learning disabilities.

Eastbourne MS Society. Tel: 07580 469300.

Eastbourne Parkinson's Group. Tel: Chairman 01323 670049.

Eastbourne Wellbeing Centre. 8 Saffrons Road BN21 1DG.

Tel: 01323 405330 Supporting people's mental health & wellbeing

E. Sussex MND Assoc branchcontact@mndaeastsussex.org.uk.

Epilepsy Sussex. Tel: 07497 822055 www.epilepsysussex.com.

JPK Project. 39-41 Church Street, Eastbourne, BN21 1HP Tel:

Charity 0843 289 3624. Old Town Cafe open Wed-Sunday 10-4,

providing training and work experience to people with a learning

disability. Bookings/Functions/Hiring Tel: 01323 304591.

SASBAH The Sussex Association for Spina Bifida and Hydrocephalus. Tel: 01825 873045 www.sasbah.org.uk.

Samaritans. 13 Bolton Road BN21 3JT. Call for free on 116 123 or Email jo@samaritans.org. Lift.

Pegasus Card. If you have speech or communication difficulties, registering for a Pegasus card could help you in an emergency. The emergency services will know how best to communicate with you and your specific needs. Register online www.sussex.police.uk and search Pegasus card.

Autism Stress Alert card scheme. Tel: 07476 418135. Creating an autism friendly community. autismstressalert@gmail.com.

CHILDREN, YOUNG PEOPLE AND FAMILIES

Information for Families. Tel: 0345 60 80 192. Childcare, activities, support groups, i-go card email i-go@eastsussex.gov.uk; for 0-25yrs. Search www.eastsussex.gov.uk and www.escis.org.uk.

Amaze SENDIASS helpline Tel: 01273 772289 for free impartial information advice and support for parents/carers and young people up to 25 years with SEND about education, health and social care. sendiass@amazesussex.org.uk

Single Point of Advice for Children Services 01323 464222.

Children's Centres. Support families with under 5's Tel: 01323 464340 for your nearest centre and services offered.

East Sussex Young Carers. Tel: 0300 1111110 support 5-18 year olds who are caring for someone at home, parent or sibling.

Embrace. Suite 1&2, The Undercroft, 20 Wharf Road, BN21 3AW. Tel: 01323 404775 supports special needs and disabled children and young people, activities, clubs, outreach, advocacy.

USEFUL CONTACTS

Local Support

ESCIS, East Sussex Community Information Service website. Directory of leisure, hobbies, childcare, support groups, disabilities, events, etc. Covering all ages. www.escis.org.uk

1 Space a self-service directory. www.eastsussex1space.co.uk.

Support with Confidence ESCC a directory of help at home you can trust search on www.eastsussex.gov.uk.

Possability People. www.possabilitypeople.org.uk

A Sussex charity making more things possible for disabled & older people. Information and advice for disabled people, families, friends and carers. Tel: 01424 234460.

Care and support services and advice. Tel: 01273 894040.

Care for the Carers. 8 St Leonards Road, BN21 3UH.

Tel: 01323 738390. Email: info@cftc.org.uk. Offers support, information, advice, training, carers groups, newsletter - CareLine for unpaid carers in East Sussex. Carers alert/discount card.

Benefits, East Sussex helpline. Tel: 0333 3440681.

East Sussex Credit Union Tel: 0300 303 3188. Not for profit savings and loans co-operative. www.eastsussexcu.org.uk

BHT Eastbourne Advice. 8 St Leonard's Road, BN21 3UH. Tel: 01323 642615. Free specialist housing advice to people on possession action, homelessness, suitability of accommodation, tenancy rights, disrepair and allocations policies.

Citizens Advice Bureau. Highlight House, 8 St Leonards Road, BN21 3UH Tel: 03444 111 444. www.eastbournecab.co.uk.

'STEPS 4 independence'. Town Hall, Grove Rd, BN21 4UG. Tel: 01323 436414. For 60+ and facing housing difficulties.

Eastbourne Foodbank. Tel: 01323 409925. Contact for agencies who can give foodbank vouchers and for your nearest distribution centre. Email info@eastbourne.foodbank.org.uk.

Pre-owned furniture outlets run by local charities -

Age UK Langney Shopping Centre, BN23 7RT. Tel: 01323 403111

British Heart Terminus Road, BN213DF. Tel: 01323 306630

Furniture Now 3 Courtlands Rd, BN22 8TR Tel: 01323 638000

Salvation Army 36-40 Pevensey Road, BN21 3HP. Tel: 01323 430619. New-to-you Furniture and Care & Share Clothing shop.

St Wilfrid Hospice Moy Avenue, BN22 8LD. Tel: 01323 409589

Salvation Army Citadel, 141 Langney Road. Admin office 01323 640382. Weekday activities.

Matthew 25 Mission. Brodie Hall, Seaside BN22 7NN. 01323 726960. Offering practical assistance and support to anyone.

Keeping active

Age Concern, Eastbourne. The Venton Centre, Junction Road BN21 3QY. Services for people aged 50 plus. Cafe, hairdresser, therapies, activities. Accessible toilets. Tel: 01323 638474.

Alice Croft House. BN21 4NE Tel: 01323 728157. Club for over 50's. Activities, classes, snooker, IT suite. Lift. Accessible toilet.

Chaseley Trust. Activate Gym for wheelchair users. Open to local disabled people. Membership charges Tel: 01323 744200.

Community Wise. Ocklynge Road, BN21 1PY. Tel: 01323 722924. Community services and activities. Community shop.

Defiant Sports Inclusion Hub Sovereign Harbour BN23 6JH Tel: 07887 755856 providing inclusive sports and activities in their hub and within the community. All ages, all abilities. Sensory room. Changing Places toilet.

Eastbourne Seniors Forum. A voice for over 50's, newsletter, events, directory of leisure facilities. Contact chair@esf-online.org

Eastbourne Wheels for All. Accessible cycling for all abilities and ages. Eastbourne Sports Park, BN21 2UF. 07881 282725.

East Sussex Age UK. Offer support to those in later life with day services, information and advice. Tel: 01273 476704.

Motcombe Swimming Pool. BN21 1PU Tel: 01323 410748 accessible changing, toilet, hoist into pool - currently closed.

Sovereign Centre Swimming Pool. Royal Parade BN22 7LQ Tel: 0845 2671200. Accessible changing area, toilet. Hoist into gala pool available on request. Level access into fun pool with waves. Cafe and seating area.

Sport Eastbourne. Tel: 01323 509859 Centres at Hampden Park, Cavendish, Shinewater and Sports Park. Classes and activities for all ages and abilities. www.sporteastbourne.com.

Volunteering

Volunteers Network CIC Find out about volunteering opportunities and information on events, activities, local groups, charities. Eastbourne Voice-community paper. Tel: 01323 763762. admin@volunteersnetwork.co.uk. www.volunteersnetwork.co.uk.

Possability People. Volunteering & employment support for disabled and with long term health conditions Tel: 01273 894040.

Public and Local Authority Services

Adult Health & Social Care Connect. Tel: 0345 60 80 191. Helps those needing extra support to live as independently as possible. Carers Assessments. Report abuse or neglect.

East Sussex Fire and Rescue Service. Offer free Home Safety checks, smoke detectors. Ring re eligibility Tel: 0800 1777 069.

Eastbourne Borough Council. www.lewes-eastbourne.gov.uk. 01323 410000, email customerfirst@lewes-eastbourne.gov.uk.

Eastbourne Central Library. 1 Grove Road, BN21 4TL. Tel: 0345 60 80 196. Also in Hampden Park, Brodrick Close BN22 9NQ. Accessible. Equal Access and Home Library Service. Large print, audio, DVD and specialised books. Online services including eBooks and downloadable audio books. Community Libraries in Old Town, Langney Shopping Centre and Willingdon.

Police emergency 999. Non-emergency 101.

Eastbourne Visitor Centre TIC 01323 415415 Welcome Building, BN21 4BP. Accommodation, theatre, places to visit, events, etc.

Wel being, DoroCare (UK) Ltd - (new name) 24-hour telephone response service for vulnerable people and other services to aid independent living. Tel: 01323 644422 www.welbeing.org.uk

Health Services

Eastbourne District Hospital. Kings Drive, BN21 2UD and **Conquest (Hastings) Hospital.** The Ridge, TN37 7RD. Tel: 0300 131 4500. Both have a Walk in Urgent Treatment Centre for minor injury or illness plus A & E.

Emergency Dental Service. Hailsham. Weekdays appointment line 6.30- 10.30 pm for appointments 7- 9 pm. Weekends/Bank Holidays 1-5.30 pm appointments 2-4 pm. Tel: 01323 449170.

Health in mind offers a free service and help if feeling stressed or down Tel: 0300 003 0130, www.healthinmind.org.uk.

Healthwatch, East Sussex. Want your views on health & social care services. 0333 101 4007. www.healthwatcheastsussex.co.uk

St Wilfrid's Hospice. 1 Broadwater Way, Eastbourne BN22 9PZ. Tel: 01323 434200. Providing specialist care for people with any progressive, advanced life-limiting illness. Home Wellbeing service **NHS 111 service** for non-emergencies, medical advice available. Free from landlines and mobile phones.

Your Local Pharmacist can help you with your medication, repeat prescriptions, minor ailments, health checks, etc.

If you find this guide helpful **please support us through**



With every £1 ticket bought via our *Good Causes* page we receive 50p for our work, which ensures we can keep publishing this Guide free of charge.

www.eastbournelocalottery.co.uk



Eastbourne Shopmobility



...Accessibility for All

Available to hire for those with limited mobility due to a temporary or permanent disability:

- **Manual Wheelchairs**
- **Scooters • Power Chairs**

Rediscover your independence and the pleasure of being able to do your own shopping and enjoy the delights of Eastbourne!

You'll find us just outside the rear exit of The Beacon by Marks and Spencer.

For more details:

Call: 01323 439585

www.eastbourneshopmobility.org.uk
eastbourneshopmob@btconnect.com

Published by The Eastbourne Access Group

This Guide is available in large print or digital format on request, please call: 07810 317185 or email: admin@eastbourneaccessgroup.org.uk

The information in this guide was correct at the time of publication.

Supported by Eastbourne Borough Council

Original Guide Printed March 2020

Updated April 2021



Working in partnership with **Eastbourne Homes**