

Interim
Directory
of
Domestic Violence Services

For Service Providers

November 2004

Please note that this is only an interim directory and we are aware that several areas are not covered. The Luton Multi-Agency Domestic Violence Forum hope to produce a more comprehensive directory in due course.

Index

Ashanti	28
Beds. Body Positive	20
Befrienders	29
Bengali Women's Project	15
C.A.B. Citizen's Advice Bureau	3
Crown Prosecution Service	14
Dunstable and Luton Counselling Service	13
Education Welfare Service	36
Empowering Families Experiencing Abuse	37
Family Matters Luton	16
Family Welfare Association	30
Hindu Centre	21
Housing Advice - Luton Council	22
James Kingham Project / Alcohol Services for the Community	11
Job Centre Plus	12
Law Centre	26
Luton and District Rape Crisis Centre	6
Luton NHS Walk-In Centre	17
Luton Nightsheltler (RISE)	23
Luton Rights	8
Luton Women's Aid	24
Machins Solicitors	27
N.S.P.C.C	5
NHS Direct	18
Our House	7
Police –Bedford	32
Police –Dunstable	33
Police –Luton	31
Safer Luton Partnership	9
Samaritans	4
Signposts	25
Social Services –Adults	34
Social Services - Children & Families	35
Sure Start	19
The Lodge	10
Victim Support Scheme	38

Advice

C.A.B. Citizen's Advice Bureau

Telephone:

Appointments Only: 01582 486632

Advice Line: 01582 731616

Address:

24-26 King Street

Luton

LU1 2DP

Times:

Mon - Fri 9.00 am - 4.00 pm (Appointment Only)

Information:

Provides free, independent, confidential advice on a wide range of subjects including welfare benefits, debt, housing

Advice

Samaritans

Telephone:

01582 720666

National Helpline 08457 909090

Address:

33 Cardiff Road

Luton

LU1 1PP

Times:

Open for visitors 10.00 am - 10.00 pm daily

Saturday Closed 5.00 pm - 8.00 pm

Information:

24 hour confidential listening service for those in crisis or at risk of taking their lives through suicide.

Advice/Children

N.S.P.C.C

Telephone:

National Helpline: 0808 800 5000 (freephone)

Information:

New project expected early 2005

Advice/Counselling

Luton and District Rape Crisis Centre

Telephone:
01582 733426

Contact: Sandra Mcilroy

Address:
19 George Street West.
Luton
LU1 2BJ

Times:
Mon. - Fri. 10.00 am - 4.00 pm Answerphone out of hours

Information:
Offer a confidential counselling, support, advice and information service to any victim of sexual abuse, both men, women and to families of those abused.
Provide an education service, also services which can liaise and interact with other agencies.

Advice/Education

Our House Bury Park Asian Women' s Project

Telephone:
01582 757664

Contact: Andrea Tompkins - Administrator

Address:
64 Westbourne Road
Luton
LU4 8JD

Times:
Open Drop in Session: Thursdays 1.00 pm—3.00 pm

Information:
A service for Asian women offering support, advice, education information and activities leading to improved health of families. Current activities include English Classes, Exercise and Cookery Club. Women' s health advice sessions Wednesday pm.

Advice/Employment

Luton Rights

Telephone:

01582 453372 / 402978

Address:

15 New Bedford Road

Luton

LU1 1SA

Times:

Mon. - Fri. 9.00 am - 5.00 pm By Appointment Only

Information:

Free to all unemployed, pensioners and people with disabilities. Welfare rights, redundancy advice, job search workshops, guidance and counselling, campaigning, volunteers' group, training courses.

Advice/Information

Safer Luton Partnership

Telephone:

01582 480770

Email: susanbaker.slp@btconnect.com

Contact: Sue Baker - Domestic - Violence Co-ordinator

Helen Lubin - Personal Safety Consultant

Address:

6 Cardiff Road

Luton

LU1 1PP

Times:

Mon - Fri 9.00 am - 5.00 pm

Information:

Domestic Violence Co-ordinator - Services the Multi-Agency Domestic Violence Forum, holds and disseminates information on Domestic violence etc. Personal Safety Consultant - Act as a catalyst for all agencies to do with person safety, especially women and the elderly. Personal safety talks given.

Advice/Sexual Health

The Lodge

Telephone:
01582 511000

Address:
The Lodge
4 George Street West
Luton
LU1 2BJ

Times:
Mon. - Thurs. 9.00 am - 5.00 pm
Fri. 9.00 am - 4.30 pm

Information:
Sexual health service which includes family planning and reproductive health clinics. Sexual health promotion and education and client services for people with HIV and their carers. Public library with sexual health information.

Alcohol

James Kingham Project / Alcohol Services for the Community

Telephone:
01582 723434

Contact: Breege Begley

Address:
26 - 30 John Street
Luton
LU1 2JE

Times:
Mon, Thur, Fri 11.30 am - 4.00 pm
Wednesday - women only
Tues 12.30 pm - 7.30 pm

Information:
Aim is to promote a healthier lifestyle without reliance on Alcohol and other drugs.

Benefits

Job Centre Plus

Telephone:
01582 744000

Address:
Cheviot House
55 Guildford Street
Luton
LU1 2ER

Times:
Mon - Thur 9.00 am - 5.00 pm
Friday 10.00 am - 5.00 pm

Information:
Job Centre Plus is responsible for paying Social Security benefits to people based on their individual circumstances. It also gives advice and information on Social Security benefits and Job Seekers Allowance.

Counselling

Dunstable and Luton Counselling Service

Telephone:
01582 732450

Contact: Maggy Swift - Head of Counselling

Address:
Hilde Eccles House
70-72 Princess Street
Luton
LU1 5AT

Times:
By Appointment

Information:
Aim to offer individuals who are experiencing personal difficulty, professional counselling for one hour each week.

Courts

Crown Prosecution Service

Telephone:

01582 816600

Website: www.cps.gov.uk

Address:

Sceptre House

7-9 Castle Street

Luton

LU1 3AJ

Times:

Mon. - Fri. 8.30 am - 5.30 pm

Information:

The Crown Prosecution Service prosecutes criminal cases including harassment and assault. The service only accepts cases which are referred to them by the Police. Initial complaints of criminal conduct should therefore be made to the Police.

Education/Support

Bengali Women's Project

Telephone:

01582 480779

01582 519500 (Switchboard)

Address:

C/o Centre for Youth and Community Development

94 - 106 Leagrave Road

Luton

LU4 8HZ

Times:

Mon. - Fri. 9.00am - 5.00pm

Information:

A free confidential, befriending, advocacy and counselling service provided in Bengali, Sylheti for young women. Also established self-help group and able to provide an outreach service. Raise awareness of needs of Bengali speaking young women.

Drop in sessions for young women: Wed 6 - 9.30 pm Sunday 12.00 - 3.00 pm

Education/Support

Family Matters Luton

Telephone:
01582 651011

Contact: Team Administrator

Address:
C/O FRCC
27 Axe Close
Marsh Farm
Luton
LU3 3LT

Times:
Mon - Fri 10.00 am - 6.00 pm

Information:
Offers support, counselling, information, safety planning, life skills education to men and women living with or who have lived with domestic violence. Also, seminars, workshops and training to professionals.

Health

Luton NHS Walk-In Centre

Address:

14-16 Chapel Street

Luton

LU1 2SE

Times:

Mon. - Fri. 7.00 am -10.00 pm

Weekends & Bank Holidays 9.00 am -10.00 pm

Information:

No appointment is necessary at the centre which provides a wide range of primary care services from advice on giving up smoking, healthy diet and general health information to treatment for minor injuries and ailments, such as, strains and sprains and coughs, colds and tummy upsets. In addition the centre will provide information on other local services, as well as offering emergency contraception and advice and providing a blood testing service at times to complement other local services.

Health

NHS Direct

Telephone:

National Helpline: 0845 4647

Website: www.nhsdirect.nhs.uk

Times:

24 Hours

Information:

NHS Direct is a 24-hour health advice and information line. As well as offering medical advice from qualified nurses, NHS Direct can provide a wealth of information about local and national health services and help groups. The service is completely confidential.

Health

Sure Start

Telephone:

01582 515300

Email: Mary.Armour@luton.gov.uk

Contact: Mary Armour

Address:

Coulter Building

Northwell Drive

Luton

LU3 3RH

Times:

Mon. - Fri. 9.00 am - 5.00 pm

Information:

Sure Start is a government funded organisation which is designed to improve the lives of vulnerable children under 5 and their families. We provide the core health visiting service for all families on Marsh Farm and also provide many group activities and learning opportunities for parents.

Health/AIDS

Beds. Body Positive

Telephone:

Helpline: 01582 484499

Admin Line: 01582 485448

Website: www.bbpositive.com

Contact: Chrissie Matthews

Address:

Ground Floor

1 Union Street

Luton

LU1 3AN

Times:

Mon - Fri 10.00 am - 4.00 pm

Information:

Offers advice, support and information to those affected by or at risk from HIV and AIDS, their families, friends and children.

Health/General

Hindu Centre

Telephone:
01582 663414

Address:
Hereford Road
Lewsey Farm
Luton
LU4 0PS

Times:
Everyday 10.00 am - 12.30 pm & 6.00 pm - 8.30 pm

Information:
Health issues including heart disease, prostate cancer in men, women's group and issues including HRT. Diabetic support group meet once per month, exercise classes for men and women and education sub-committee.

Housing

Housing Advice - Luton Council

Telephone:

01582 546630

Out of Hours: 01582 720703

Email: housing.needs@luton.gov.uk

Contact: Housing Needs Manager

Address:

Housing Section

Town Hall

Luton

LU1 2BQ

Times:

Mon - Thurs 9.00 am to 5.00 pm

Friday 9.00 am to 4.30 pm

Information:

The Homeless Advice Service provide practical help and advice to people who are either homeless or threatened with homelessness. There is an out of hours standby service contactable on 01582 720703.

Housing

Luton Nightshelter (RISE)

Telephone:

01582 400016

Email: gotofit2gerald@hotmail.com

Contact: Lorraine Fitzgerald

Address:

77- 79 London Road

Luton

LU1 3YF

Times:

7.00 pm—8.30 am

Information:

Clients must provide current proof of benefits being received in the form of a proof of income letter signed and dated that day by the benefits agency. Cost £ 2.00 per night. Arrive at 7.00 pm.

Housing/Support

Luton Women's Aid

Telephone:

Helpline: 01582 391856

National Helpline: 0845 7023468

Office: 01582 725045

Email: jennymoodylutonwomensaid@ntlworld.com

Website: www.lutonwomensaid.org

Contact: Jenny Moody

Address:

144 Wardown Crescent

Luton

LU2 7JU

Times:

Mon. - Fri. 10.00 am - 5.00 pm Help line:

Information:

Helpline times – Monday to Friday – 10.00 a.m. to 5.00 p.m

Helpline / outreach giving information and / or support for women suffering domestic abuse who may or may not want to leave home.

Outreach arranged through local helpline number

Refuge for women with or without children who are suffering domestic abuse

Accommodation is secure and confidential

Night service for Luton women only who need a safe emergency place to go between the hours of 8.00 p.m. and 6.00 a.m.

Contactable through Samaritans, Police, Social Services and Housing.

Luton Women's Aid provides training for professionals and groups from a trained trainer in domestic abuse.

Housing/Support

Signposts

Telephone:

01582 722629

Email: headoffice@signpostsluton

Address:

Rooms 2-4

Whitehill House

6 Union Street

Luton

LU1 3AN

Times:

Mon - Fri 9.00 am - 5.00 pm

Information:

Accommodation and Support for single homeless people 16-25 years.

Legal

Law Centre

Telephone:

Office: 01582 482000

Helpline: 01582 481000

Contact: Gillie Sharp

Address:

28 Clarendon Road

Luton

LU2 7PQ

Times:

Mon. - Fri. 9.30 am - 5.30 pm

Mon., Tues., Thurs., Fri. Advice line 10.30 am - 12.30 pm

Information:

Free, confidential legal services. Specialise in housing, employment, immigration and complicated benefits cases.

Legal

Machins Solicitors

Telephone:
01582 514 000

Contact: Family Department (Reshma Ramana,
Nicholette Zarka, Dreana Rawlins)

Address:
Victoria Street
Luton
LU1 2BS

Times:
Mon. - Fri. 9.00 am - 5.30pm

Information:

If there has been violence or abuse in a relationship, or problems involving children, we can help get protection quickly by way of a court injunction, often on the very same day. We are able to grant immediate public funding for those on low income, provided circumstances warrant it. If immediate and urgent advice is required we will ensure that the earliest appointment is made available. we provide representation at any type of court hearing, tribunal or meetings involving professional, such as the Police or the Social Services department.

Mental Health

Ashanti

Telephone:
01582 560895

Contact: Prafulla Sanghrajka, Fitzroy Wilson

Address:
93b Marsh Road
Luton
LU3 2QG

Information:
Support team provides services for people from Asian and African-Caribbean communities suffering from mental health problems.

Mental Health

Befrienders

Telephone:
01582 757625

Contact: Theresa McCloskey

Address:
46-56 Dumfries Street
Luton
LU1 5BP

Times:
Monday to Friday and Sunday.
Mon, Wed, & Thurs. evening.

Information:
Support people who are suffering from or recovering from mental health problems.

Mental Health

Family Welfare Association

Telephone:
01582 691994

Address:
Lewsey Farm Learning Trust
Tomlinson Ave
Luton
LU4 0QP

Information:
Runs the Building Bridges service which provides support and groups for women experiencing mental health issues, sometimes relating to Domestic Violence.

Police

Police - Luton

Telephone:

Domestic Violence Unit: 01582 394384

Out of hours: 01582 401212

Emergencies: 999

Contact: Michele Webb, Madelyn Doggrell, Caren Irwin

Address:

Luton Police Station

Buxton Road

Luton

LU1 1SD

Times:

Mon - Fri 8.00 am - 4.00 pm

Information:

In cases of emergency ring 999. Bedfordshire police have appointed domestic violence officers who work from Luton, Dunstable and Bedford police station.

They specifically deal with victims who are suffering abuse within their homes and they liaise with other agencies.

Police

Police - Bedford

Telephone:

Domestic Violence Unit: 01234 275292

Non-emergency cases: 01234 841212

Email: dahlia.henderston@bedfordshire.pnn.police.uk

Contact: Dahlia Hendrickson

Address:

Greyfriars Police Station

Bedford

MK40 1HR

Times:

Mon - Fri 8.00 am - 4.00 pm

Information:

Advice and support to all victims of domestic violence.

Police

Police - Dunstable

Telephone:

Domestic Violence Unit: 01582 473122

Non-emergency cases: 01582 471212

Address:

Dunstable Police Station

West St

Dunstable

LU6 1SJ

Social Services

Social Services - Adults

Telephone:

01582 547660 / 547659

Email: daviesd@luton.gov.uk

Contact: Adult Duty Desk Telephone:

Address:

Clemitson House

Upper George Street

Luton

LU1 2RP

Times:

Monday to Friday 8.45 am - 5.20 pm

Information:

Adult Social Services will assist by seeing the individual concerned, if required, and offering further advice and assistance as appropriate. They will also signpost individuals to alternative voluntary and independent sector services.

Social Services

Social Services - Children & Families

Telephone:

01582 547653

Email: barkerc@luton.gov.uk

Contact: Initial Assessment Team

Address:

Unity House

111 Stuart Street

Luton

LU1 5NP

Times:

Monday to Friday 8.45 am - 5.20 pm

Information:

The childcare duty desk is the initial point of contact for families and professionals who are concerned about the welfare and safety of children within the boundaries of the Borough of Luton.

Support/Children

Education Welfare Service

Telephone:

01582 562302

Email: porrj@luton.gov.uk

Contact: Jackie Porr

Address:

Education Welfare Service

Waulud Primary School

Wauluds Bank Drive

Luton

LU3 3LZ

Times:

Mon - Fri 9.00am - 5.00pm

Information:

Offers support to children and their families for school related issues such as bullying, poor attendance, phobia's etc. Also, help and advise with factors that may affect their ability to learn such as family breakdown, bereavement, abuse etc. Financial support is also provided where applicable in the form of Free School Meals and Clothing Grants.

Messages can be left on answering machine.

Support/Information

Empowering Families Experiencing Abuse

Telephone:

Office Numbers: 01582 526438, 01582 685906

Contact: Caroline Herber, Carol Lewis

Address:

Times:

Information:

A small charity committed to helping families experiencing abuse, who will be based at Marsh Farm, Coulter Building and hopes to expand Luton wide. They don't offer refuge, but do offer after care. This is important to the woman's transition from victim to survivor. They are user lead and the services they will be providing will include: 9 - 5 p.m. drop-in 5 day week, counselling, information and advice, help-line and support net-work - including workshops and 24 hour week-end cover.

Support/Information

Victim Support Scheme

Telephone:

01582 725507

National Helpline: 0845 3030900

Email: dkenyon@btconnect.com

Contact: David Kenyon

Address:

64-66 Stuart Street

Luton

LU1 2SW

Times:

Mon. - Fri. 9.00 am - 4.30 pm

Information:

Dedicated service to victims of crime, free and confidential support and information with the help of trained volunteers.

Useful Websites

Action on Elder Abuse	www.elderabuse.org.uk
Advocacy Services	www.crarg.org.uk
Aftermath	www.aftermathuk.org.uk
Asylum Aid	www.asylumaid.org.uk
Broken Rainbow	www.lgbt-dv.org
Domestic Violence Data Source	www.domesticviolencedata.org
Calm Campaign	www.thecalmzone.net
Campaign Against Domestic Violence	www.cadv.org.uk
Criminal Injuries Compensation Authority	www.cica.gov.uk
Home Office	www.homeoffice.gov.uk
Justice for Women	www.jfw.org.uk
Legal Services Commission	www.legalservices.gov.uk
The Mankind Initiative	www.mankind.org.uk
Men's Aid	www.mens-aid.org
One Parent Families	www.oneparentfamilies.org.uk
Supporting People	www.spkweb.org.uk
Temper	www.temper.4t.com
Women at Risk	www.womenatrisk.org.uk
Women's Aid	www.womensaid.org.uk

Produced by:

Sue Baker, Luton Domestic Violence Co-ordinator, Safer Luton Partnership, 6 Cardiff Road, Luton LU1 1PP. Tel: 01582 480770

More copies available on request