

Luton's Family Poverty Directory ~ a guide to organisations and services to help overcome barriers and improve the income of families with children

ISSUE 7
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1. Keeping this directory up to date

We have tried to capture all organisations in this directory
It will be updated every 6 months

If you wish to advise us of any updates or amendments,
please send an email to fis@luton.gov.uk

Index

1. Keeping this directory up to date	2
2. Childcare	4
3. Employment and preparing to get back to work	7
4. Lack of skills, qualifications or poor English	12
5. Would like to start own business?	17
6. Clothes for Interview and transport	19
7. Immigration Status.....	20
8. Understanding your financial situation, managing your money and coping with debt	21
9. Claiming benefits	27
10. Family Issues.....	31
11. Domestic Violence	34
12. Ex-Offenders.....	39
13. Advice on Alcohol, Drugs and Smoking	42
14. Disability & additional needs	47
15. Mental Health issues, depression and self harm	51
16. Housing Issues/Homelessness	54
17. Home fittings	60
18. Fuel Poverty.....	61
19. Welfare Reform.....	64

2. Childcare

Do you need more information on locally funded and available childcare?

Is a lack of available or affordable childcare impacting upon your ability to work or return to education?

Service	Contact	Information
Family Information Service	<p>Tel: 01582 548888</p> <p>Email: fis@luton.gov.uk</p> <p>Web: www.luton.gov.uk/fis</p> <p>Open 8.45 am to 5.15 pm Monday to Thursday. 8.45 am to 4.30 pm Friday</p>	<p>Maintains a list of all childcare providers in the Borough to help parents find childcare to meet their needs.</p> <p>Holds information on childcare settings providing the weekly 15 hours <u>free</u> nursery education for <u>all</u> three and four year olds.</p> <p>Holds information on providers of the weekly 15 hours <u>free</u> nursery education for two year olds. This funding is subject to benefits and eligibility criteria.</p> <p>Offer a brokerage service to help parents who are struggling to find childcare due to the particular needs of their family – e.g. unusual working hours, additional needs or disabilities.</p> <p>Can offer literature and advice on help with childcare costs – tax credits, benefits, funded nursery places etc.</p> <p>Have details about financial help for students with children to help pay for childcare and study materials.</p>
Children’s Centres	www.luton.gov.uk/childrenscentres	Provide services to families with under fives in the community, offer integrated early years education and childcare. Can

	Information available from Family Information Service – see contact details on page 4.	offer family support services, parenting courses, family finance courses, health services, access to Job Centre Plus, adult learning. Usually open 48 weeks a year, at least five days a week, ten hours per day.
Pre School	Information available from Family Information Service – see contact details on page 4.	Registered childcare for children aged two to five during term time. Sessions from two and a half hours to four hours. Some pre schools offer longer sessions which can cover the whole day. Usually run by parents and volunteers, they are Ofsted registered and staff are trained to provide the Early Years Foundation Stage.
Day Nursery / Maintained Nursery	Information available from Family Information Service – see contact details on page 4	Provide care and education for children aged six weeks to five years. Usually open 50 weeks per year – full or part time places available. Some offer care for five to eleven year olds outside the school day.
Childminder	Information available from Family Information Service – see contact details on page 4.	A childminder provides childcare working in their home. Some childminders offer the weekly 15 hours free nursery education for three and four year olds. Also have community childminders specifically trained to work with children with additional needs and disabilities at no additional cost. Many offer care for five to seventeen year olds outside the school day and can provide school runs if required.

<p>School / Out of School Clubs</p>	<p>Contact the individual school.</p>	<p>Some schools offer breakfast and after school clubs alongside other extra curricular activities. These can help parents with childcare around the school day to cover their hours of work.</p>
<p>Holiday playschemes</p>	<p>Information available from Family Information Service – see contact details on page 4.</p>	<p>Some community centres, schools and local organisations run activities during the school holidays for all ages and needs of children this can assist some parents with childcare for part time hours.</p>
<p>Family workers</p>	<p>Contact the individual school or children’s centre. www.luton.gov.uk/childrenscentres</p>	<p>A family worker is part of the school/children’s centre team and is able to provide information, advice and support to families on a range of issues. All Infant / Junior / Primary schools have a family worker, as do maintained nursery schools and children’s centres. The family worker is available before and after school and may be able to visit you at home.</p>
<p>Central government: Gov website</p>	<p>Web link: https://www.gov.uk/</p>	<p>Provides advice about what financial and other support there is available to support parents including information on getting help with pre-school costs, tax credits and child maintenance options. Also have information specific to students who have children.</p>

3. Employment and preparing to get back to work

Do you lack confidence in applying for jobs?

Do you feel out of touch with the job market?

Would you like to do some work experience to brush up your skills and get an up to date work reference?

Service	Contact	Information
Jobcentre Plus	Cheviot House Guildford Street Luton LU1 2ER Mon-Thurs: 9.00 am to 5.00 pm Fri: 10.00 am to 5.00 pm Appointment-based system where candidates are helped to find suitable work so that employers fill vacancies. www.jobseekers.direct.gov.uk	Offers a wide range of advice services to working age customers and employers. Administers benefits such as Jobseeker's Allowance, Employment and Support Allowance, Income Support and discretionary payments from the Social Fund. Also offers job search advice, help with CVs, interview skills and training for those looking for work, as well as a number of programmes and services to help unemployed people with health problems and disabilities and others who may need extra help with finding work.
Citizens Advice Bureau	24-26 King Street Luton LU1 2DP Tel: 0844 2451285 The Bureau is open between 9 am and 4 pm Monday to Friday	The Citizens Advice service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities regardless of race, sex, gender identity, age, disability, sexuality, faith or nationality. Team of volunteer and paid specialist advisers offers practical support and assistance at the Bureau, on the

	<p>The telephone advice line is open between 9.30 am and 12.30 pm Monday to Friday.</p> <p>www.lutoncab.org.uk</p> <p>www.adviceguide.org.uk</p> <p>www.citizensadvice.org.uk</p>	<p>telephone and in the community through home visits and regular outreach sessions at Lewsey Community Centre, Bushmead Community Centre and Marsh Farm Futures.</p> <p>For more information/ venues and times on outreach sessions go to http://www.lutonadvicenetwork.org.uk/</p>
<p>Luton Rights</p>	<p>1st Floor Voluntary Resource Centre, 15 New Bedford Road, Luton LU1 1SA</p> <p>Tel: 01582 453372</p> <p>Email: admin@lutonrights.org</p> <p>Web: www.lutonrights.org</p>	<p>Provides free, independent and confidential specialist advice and casework on welfare benefits , debt/money advice, employment, housing and employment support services including: help to produce a CV, help with job searches, covering letters, careers advice, interview techniques, skills for jobs training, short courses in first aid, health and safety, food hygiene, basic computers, and ESOL (English for Speakers of Other Languages).</p>
<p>Luton All Women's Centre</p>	<p>The Spires, Suite 2 2 Adelaide Street Luton LU1 5BB</p> <p>Tel: 01582 416783</p> <p>Email: support@lawc.org.uk</p> <p>Web: http://lutonallwomenscentre.org.uk/</p>	<p>Luton All Women's Centre provides support and advice on a variety of issues including domestic abuse, welfare benefits, employment advice and lots more.</p>

<p>Family Information Service</p>	<p>Tel: 01582 548888</p> <p>Open 8.45 am to 5.15 pm Monday to Thursday. 8.45 am to 4.30 pm Friday</p> <p>Email: youth@luton.gov.uk</p> <p>Web: www.youth.luton.gov.uk</p>	<p>Youth Information Officer produces publications and information to support 11-19 year olds – literature available to help write a CV, getting your first job, attending your first interview and much more.</p> <p>Publications available electronically on the youth website.</p> <p>Also offer information for young parents, parents still in education, lifestyle choices, educational options and how parents can best support the young people in their family to achieve.</p> <p>The FIS also support those wishing to work in Childcare – becoming a childminder, getting childcare qualifications, working in a nursery or setting.</p>
<p>Luton Adult Community Learning</p>	<p>Lea Manor Campus Northwell Drive Luton LU3 3TL</p> <p>Tel: 01582 490033</p> <p>Email: info@lutonacl.ac.uk</p> <p>Web: www.luton-acl.ac.uk</p>	<p>LACL offer a wide range of courses designed to meet the needs of the people of Luton and the wider community. Courses are available for getting back into work, gaining a qualification, learning a skill or improving career prospects. A range of IT, language, initial teacher training, teaching assistants, GCSE's and health & social care courses are available. Skills for Life courses include Maths, English and English for Speakers of Other Languages (ESOL).</p> <p>They also offer courses a wide range of family learning courses including keeping up with the children, family finance and parenting. Some courses have crèche available to support childcare needs.</p> <p>The service also offers impartial information, advice and guidance through their National Careers Service contract.</p>

<p>Families Programme</p>	<p>F1 Training</p> <p>To contact F1 training please visit their website and use the online form in the contact section</p> <p>www.f1training.org.uk</p>	<p>Through participation on The Families Programme we will support families and individuals to break the welfare dependency cycle, whilst reducing the wider impacts of intergenerational worklessness. The programme has been designed with a family-centred approach. The provision shall last a maximum of 52 weeks for each participant and will deliver a series of interventions to progress participants closer to employment. These interventions are known as 'progress measures'.</p>
<p>Information, advice and guidance for young people aged 16-19 (25 with a learning difficulty or disability) who are not currently in education, employment or training</p>	<p>Drop in Centre 8, Cresta House, 12 Alma Street, Luton, LU1 2PU</p> <p>Tel; 01582 548209</p> <p>Opening times and further information available at: http://www.youth.luton.gov.uk</p>	<p>Offers information, advice and guidance to support young people to access employment or education. Including interview skills workshops, help to produce CVs, help with job and college application forms and advice on relevant benefits (including Care To Learn for young parents to access education).</p> <p>Further information about careers guidance and other publications available at http://www.youth.luton.gov.uk.</p>
<p>SEETEC Employment Support for Adults</p>	<p>3rd Floor, St Nicholas House 15 – 17 George Street Luton LU1 2AF</p>	<p>This ESF co-financed project supports workless adults (aged 19 or over) to assist them into paid employment</p>

	<p>Tel: 0844 55 63 565</p> <p>Email: enquiries@seetec.co.uk</p>	
<p>Employment Support for Adults with Health Issues</p>	<p>Shaw Trust Chantelle Beckett</p> <p>Tel: 01502 527602</p> <p>Email: Chantelle.Beckett@shaw-trust.org.uk</p>	<p>This ESF co-financed project supports workless adults (aged 19 or over) who have significant barriers to obtaining work. These barriers could include physical or mental health issues, drug or alcohol dependency and/or they could be homeless or living in temporary accommodation. The support provided will help them address these issues and assist them into work.</p>
<p>Care to Learn</p>	<p>Tel : 0800 121 8989</p> <p>Web: www.gov.uk/care-to-learn</p>	<p>For those under 20 and who have children Care to Learn is a grant that can help pay for childcare and travel costs while you're learning.</p>
<p>Luton Youth services including TOKKO Drop in</p>	<p>To speak to a Personal Adviser visit: TOKKO Youth Space 7 Gordon Street, Luton, LU1 2PQ</p> <p>Website: www.youth.luton.gov.uk</p> <p>Facebook: facebook.com/youthluton</p> <p>Twitter: twitter.com/youtluton</p>	<p>Luton Youth Service is a free service offering impartial advice, guidance, support and access to personal and social development opportunities to help young people.</p> <p>For information and advice on:</p> <ul style="list-style-type: none"> Careers Voluntary work Job Seeking Apprenticeships and training Education CV writing Education and work applications Personal issues Signposting to other services

The Learning Partnership – Bedfordshire and Luton	Telephone: 01234 853201 Email: ccooper@learning-partnership.co.uk Web: www.investingincommunities.co.uk For further information or to book your appointment, please contact: Chris Cooper on Tel: 01234 853201	Information, Advice and Guidance is here to help customers access support in a 1:1 or group setting: One to one support looking at individual requirements with an action plan that customers will be able to take away with them after their session. Group Workshops looking at: <ul style="list-style-type: none">- CV Writing- Interview Techniques- Application forms (online and hard copy)- Spec and Cover letters- Job leads and job search- What is the National Careers Service and how can it help me- Setting up my own business- Higher Education opportunities Information and Advice on opportunities available locally including: <ul style="list-style-type: none">- Funding- Job Clubs Language Support (translation available) on request
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4. Lack of skills, qualifications or poor English

Do you have trouble speaking, reading or writing English?

Do you need to update your skills and competencies?

Do they appear to be having trouble learning or remembering things?

Service	Contact	Information
Barnfield College	<p>New Bedford Road Luton LU2 7BF</p> <p>Tel: 01582 569569</p> <p>Email: enquiries@barnfield.ac.uk</p> <p>Web: www.barnfield.ac.uk</p>	<p>Offers a wide range of courses, care for children aged 2- 5 years old may be available when attending a course. If you are in receipt of benefits you may qualify for free or concessionary rates on the courses. Courses are held at a number of different sites across Luton.</p>
Luton Adult Community Learning	<p>Lea Manor Campus Northwell Drive Luton LU3 3TL</p> <p>Tel: 01582 490033</p> <p>Email: info@ltonacl.ac.uk</p> <p>Web: www.luton-acl.ac.uk</p>	<p>Luton Adult Community Learning offer a wide range of courses designed to meet the needs of the people of Luton and the wider community. Courses are available for getting back into work, gaining a qualification, learning a skill or improving career prospects. A range of IT, language, initial teacher training, teaching assistants, GCSE's and health & social care courses are available. Skills for Life courses include Maths, English and English for Speakers of Other Languages (ESOL).</p> <p>They also offer courses a wide range of family learning courses including keeping up with the children, family finance and parenting.</p> <p>Some courses have crèche available to support childcare needs.</p> <p>The service also offers impartial information, advice and guidance through their National Careers Service contract.</p>

<p>Educational Psychologist</p>	<p>Educational Psychology Services Luton Borough Council</p> <p>Tel: 01582 548150</p> <p>Email: edpsychology@luton.gov.uk</p> <p>Web: www.luton.gov.uk/educationpsychology</p>	<p>Work to address the barriers to a child's learning, which may vary from learning difficulties to social or emotional problems. They carry out a wide range of tasks to enhance a child's learning and emotional development, and they also help teachers to become more aware of the social factors affecting teaching and learning.</p>
<p>Children's Centres</p>	<p>www.luton.gov.uk/childrenscentres</p> <p>Information available from Family Information Service – see contact details above.</p>	<p>Some children's centres offer language courses in the community to improve English skills and understanding.</p>
<p>Marsh Farm Community Trust</p>	<p>www.marshfarmfutures.co.uk</p>	<p>Provide a variety of training skills to improve people skills. Luton Enterprising Communities Project – focusing on business start up and encouraging self employment. Jobs, Education and Training Project (JET) funded by Skills Funding Agency.</p>
<p>Princes Trust -</p>	<p>2nd Floor Suites 1-5 Premier House Argyle Way Stevenage Hertfordshire SG1 2AD</p> <p>Tel: 01438 730 520</p>	<p>They work with 13 to 30-year-olds who have struggled at school, have been in care, are long-term unemployed or have been in trouble with the law, running run programmes that encourage young people to take responsibility for themselves. Also they give practical and financial support to the young people who need it most through developing their key skills, confidence and motivation, which will enable them to move into work, education or training.</p>

	Web: http://www.princes-trust.org.uk/	
Luton Rights	<p>1st Floor Voluntary Resource Centre 15 New Bedford Road Luton LU1 1SA</p> <p>Tel: 01582 453372</p> <p>Email: admin@lutonrights.org</p> <p>Web: www.lutonrights.org</p>	<p>Provides free, independent and confidential specialist advice and casework on welfare benefits , debt/money advice, employment, housing and employment support services including: help to produce a CV, help with job searches, covering letters, careers advice, interview techniques, skills for jobs training, short courses in first aid, health and safety, food hygiene, basic computers and ESOL.</p>
Training & Support for NEETs.	<p>Exemplas Holdings Ltd Bryn Roberts</p> <p>Tel: 01707 398201</p> <p>brynr@exemplas.com</p>	<p>This ESF co-financed project supports young people aged 16 to 19 who are not in education, employment or training (NEET), to assist them to re-engage with education, training or work.</p>
Pre-NEET Support	<p>Exemplas Holdings Ltd Bryn Roberts</p> <p>Tel: 01707 398201</p> <p>brynr@exemplas.com</p>	<p>This ESF co-financed project supports young people aged 14 to 16 who are at risk of becoming NEET (not in education, employment or training), to assist them to re-engage with education or training.</p>
Support for Vulnerable young people Not in Education, Employment or training.	<p>Watford & District YMCA Julia Collar</p> <p>Tel: 01923 353646</p> <p>juliacollar@watfordymca.com</p>	<p>This ESF co-financed project supports particularly vulnerable young people aged 16 to 19 who are not in education, employment or training (NEET), to assist them to re-engage with education, training or work.</p>

ESOL and Employment Support	Luton Rights Rob Burton Tel: 01582 453372 rob@lutonrights.org	This ESF co-financed project supports workless adults (aged 19 or over) from new or more established migrant communities who need help to improve their English language skills and move into work.
Care to Learn	Tel : 0800 121 8989 or visit www.gov.uk/care-to-learn	For those under 20 and who have children, Care to Learn is a grant that can help pay for childcare and travel costs while you're learning.

5. Would like to start own business?

Would you like to start your own business but you don't know where to start?

Service	Contact	Information
ACBBA Association of Community Based Business Advice	ACBBA, United House, North Road, London N7 9DP Tel: 020 3102 8128 Email: armandopardo@communitybasedbusiness.co.uk Web: http://www.communitybasedbusiness.co.uk/	Offer help and advice for individuals who are looking to set up their enterprise.
Marsh Farm Futures House	www.marshfarmfutures.co.uk	Futures House can support the growth of small and medium sized enterprises.
Family Information Service	Tel: 01582 548888 Email: fis@luton.gov.uk Web: www.luton.gov.uk/fis Open 8.45 am to 5.15 pm Monday to Thursday. 8.45 am to 4.30 pm Friday	Provides information about setting yourself up as a childminder in your own home. Pre registration courses available free of charge, as well as set up grants for equipment and childminder toolkit. Note: Registration with Ofsted is required which incurs a fee.

<p>Economic Development</p>	<p>Town Hall George Street Luton LU1 2BQ</p> <p>Tel. 01582 547970</p> <p>Email: thinkluton@luton.gov.uk</p> <p>www.luton.gov.uk/business</p>	<p>Provide information about business start ups, signposting to other specialists and linking with key partners.</p> <p>Coordinate the Luton Timebank service which links businesses to key advisors e.g. legal and financial advice (To become fully operational Sep – Dec 12)</p>
<p>Wenta</p>	<p>Wenta D7 BasePoint 110 Butterfield, Great Marlings Luton Bedfordshire LU2 8DL</p> <p>Tel: 01582 433700</p> <p>Email: dawnbell@wenta.co.uk</p> <p>Website: www.wenta.co.uk / www.myincubator.co.uk</p>	<p>Provide a variety of tailored business advice and guidance to start-up, new and existing small businesses across Hertfordshire and Bedfordshire.</p> <p>Access to a unique business support advice environment ('My Incubator') which offers workspace, on-site business advice, telephone, computer and internet facilities to pre-start and new businesses.</p> <p>Run a variety of business skills training courses</p> <p>Run Enterprise Clubs to help people start up their own Business and networking with local entrepreneurs</p>
<p>Business and Self Employed</p>	<p>Gov Website</p> <p>www.gov.uk/browse/business</p>	<p>Information about starting up and running a business in the UK, including help if you're self employed or a sole trader.</p>

6. Clothes for Interview and transport

Are you looking to return to work after having a child and your work wardrobe doesn't fit any more?
Do you need clothes for a job interview?

Service	Contact	Information
<p>Dress for Success (London)</p>	<p>Unit 9 89 Shepperton Road London N1 3DF</p> <p>Tel: 020 7288 1770</p> <p>Email: london@dressforsuccess.org</p> <p>Web: www.dressforsuccess.org</p>	<p>We are a charity that helps women on low incomes get back to work. When a woman comes to Dress for Success London, trained stylists will dress her in a smart professional outfit to wear to her job interview. She will then receive personal interview training from a senior executive. Looking fantastic and with her confidence restored, a Dress for Success client now has a far better chance of success.</p> <p>The Dress for Success London mentoring programme –called the Professional Friend programme – is designed to offer support and guidance to women who have either recently re-entered the workplace or who are still looking for work. Clients are paired with a mentor who meets up with them on a regular basis to offer support and advice.</p>

7. Immigration Status

Are you an illegal immigrant?

Do you need advice on your UK visa?

Service	Contact	Information
Immigration Advice Service	Open 7 days a week. Tel: 0844 8870111 07773 399271 (out of hours) Email: info@iasservices.org.uk	Provides free representation and advice in immigration and asylum law.
Immigration Aid	185A Dunstable Road Luton, LU1 1BT Tel:01582 480 544 Email: advice@immigrationaid.net Web: www.immigrationaid.co.uk	Immigration Aid provides a specialist service in the area of immigration and nationality law and is regulated by the OISC. The organisation employs highly experienced consultants and although we were not funded by the Legal Services Commission (LSC), Immigration Aid is one of the few firm whose consultant's work is supervised by an LSC (Legal Services Commission) Accredited Supervisor.

8. Understanding your financial situation, managing your money and coping with debt

Are you struggling with debt? Struggling to get a bank account?

Do you find yourself failing to make ends meet week after week?

Have you received correspondence about your financial situation that you don't understand?

Service	Contact	Information
National Debt line	Tel: 0808 808 4000 Web: www.nationaldebtline.co.uk	Provide confidential and independent advice on dealing with debt.
Citizens Advice Bureau	24-26 King Street, Luton LU1 2DP Tel: 0844 2451285 The Bureau is open between 9 am and 4 pm Monday to Friday The telephone advice line is open between 9.30 am and 12.30 pm Monday to Friday. www.lutoncab.org.uk www.adviceguide.org.uk/index.htm www.citizensadvice.org.uk	The Citizens Advice service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities regardless of race, sex, gender identity, age, disability, sexuality, faith or nationality. Team of volunteer and paid specialist advisers offers practical support and assistance at the Bureau, on the telephone and in the community through home visits and regular outreach sessions at Lewsey Community Centre, Bushmead Community Centre and Marsh Farm Futures. For more information/ venues and times on outreach sessions go to http://www.lutonadvicenetwork.org.uk/

<p>Luton Law Centre</p>	<p>6th Floor Cresta House Alma Street Luton LU1 2PL</p> <p>Tel: 01582 48100 or 01582 480745</p> <p>Email: admin@lutonlawcentre.org.uk</p>	<p>Luton Law Centre specialise in housing, immigration and asylum, discrimination and welfare benefits. They have caseworkers and solicitors who provide full legal advice and casework services in these areas of law.</p>
<p>Luton Rights</p>	<p>1st Floor Voluntary Resource Centre, 15 New Bedford Road, Luton LU1 1SA</p> <p>Tel: 01582 453372</p> <p>Email: admin@lutonrights.org</p> <p>Web: www.lutonrights.org</p>	<p>Provides free, independent and confidential specialist advice and casework on welfare benefits , debt/money advice, employment, housing and employment support services including: help to produce a CV, help with job searches, covering letters, careers advice, interview techniques, skills for jobs training, short courses in first aid, health and safety, food hygiene, basic computers and ESOL.</p>
<p>Luton Irish Forum</p>	<p>102 Hitchin Road, Luton LU2 0ES</p> <p>Tel: 01582 720447</p> <p>Email: info@lutonirishforum.org</p> <p>Web: www.lutonirishforum.org</p>	<p>Provide advice, information and guidance concerning housing, disability, debt, incapacity benefit/employment support allowance, employment tribunals, benefit appeals, pensions.</p>
<p>Children's Centres</p>	<p>Information available from Family Information Service – see contact details on page 4.</p>	<p>Some Children's Centres offer Family Finance courses to help with managing bills, debts and finances.</p>

	www.luton.gov.uk/childrenscentres	
Luton Adult Community Learning	<p>Lea Manor Campus Northwell Drive Luton LU3 3TL</p> <p>Tel: 01582 490033</p> <p>Email: info@lutonacl.ac.uk</p> <p>Web: www.luton-acl.ac.uk</p>	<p>Offer a wide range of courses designed to meet the needs of the people of Luton and the wider community. Courses available for getting back into work, gaining a qualification, learning a skill or improving your career prospects. Also offer courses in family learning, family finances, skills for life, IT, language, teaching and health & social care.</p> <p>Some courses have crèches available for childcare.</p>
Family Information Service	<p>Tel: 01582 548888</p> <p>Open 8.45am to 5.15pm Monday to Thursday. 8.45am to 4.30pm Friday</p> <p>Email: fis@luton.gov.uk</p> <p>Web: www.luton.gov.uk/fis</p>	<p>Offer advice and calculators for working out if you are claiming all the benefits you are entitled to and how much you may be able to claim.</p> <p>Offer literature and advice about help with the costs of childcare.</p>
Free School Meals	<p>Luton Borough Council Financial Assessment Team Town Hall George Street Luton LU1 2BQ</p> <p>Tel: 01582 510346</p>	<p>Free school meals are available for children who are attending a Luton school, regardless of whether they live in Luton or not, whose parent/guardian is receiving a qualifying benefit.</p> <p>Only children attending school for at least one session before and one session after lunch can receive free school meals.</p> <p>If your child lives in Luton, but is attending a school outside of Luton, they should apply for free school</p>

	Email: revenues@luton.gov.uk	meals to the local authority in which that school is based.
16-19 Bursary Fund	Available from schools, colleges or independent private providers to support young people aged 16-19 whilst in training or education with them..	The 16-19 Bursary Fund has two elements: (i) Young people in care, care leavers, young people in receipt of income support and disabled young people in receipt of Employment Support Allowance who are also in receipt of Disability Living Allowance will be eligible to receive a bursary of £1,200 a year. (ii) Providers may then use their discretion to make awards to young people in ways that best fit the needs and circumstances of their students. Bursary awards should be targeted towards young people facing financial barriers to participation, such as the costs of transport, meals, books and equipment.
Money Advice Service	0300 500 5000 Web www.moneyadviceservice.org.uk	Helps people understand money, offers budget calculators and advice on savings
Turn2Us	Tel: 0808 802 2000 Web: http://www.turn2us.org.uk/	We are a charitable service which helps people access the money available to them – through welfare benefits, grants and other help. Our free, accessible website has been designed to help you find appropriate sources of financial support, quickly and easily, based on your particular needs and circumstances. Has an easy-to-use benefits calculator to help to you if you are employed, unemployed and looking for work, on a low income, retired, bringing up children, ill, have a disability or care for someone.
Money Matters	Landacre Road, Luton, LU4 0SW	MoneyMatters is a well established mutual society in Luton

<p>Credit Union</p>	<p>Tel: 01582 666877</p> <p>Email: office@mmcu.co.uk</p> <p>Web: www.mmcu.co.uk</p>	<p>operating from 03rd November 1995. Locally delivered and ethically focused, we offer excellent value loans and savings.</p> <p>MMCU have a number of local sub offices which are open once a week:</p> <ul style="list-style-type: none"> • Futures House, Marsh Farm, Luton • St Mary's Church, West Street, Dunstable • St Joseph's Church, Gardenia Avenue, Luton • Baptiste Church, Hammersmith Gardens, Houghton Regis <p>See website or call the telephone number for further details</p>
<p>Post Office Budget Card</p>	<p>Tel: 0800 316 0586</p> <p>Web: http://www.postoffice.co.uk/budget-card</p>	<p>Regularly save as little as £5 to help you pay your household bills. You must be over 18 so apply, there are no fees and you cannot go overdrawn. Once you have a card and have started saving, just pop into your local branch and use the card to pay your bills.</p>
<p>Free basic bank accounts</p>	<p>Approach your local bank and ask for information about a 'basic bank account' – these services are often not well advertised so you will need to ask specifically.</p> <p>They are for individuals with a poor credit score, or no credit history.</p>	<p>Some banks offer free basic bank accounts allowing you to set up direct debits or standing orders, and receive benefits or wages. Some of these accounts give you a debit card that you can use to make withdrawals from a cashpoint. They are subject to a credit search, have no overdraft or cheque facility. You cannot go overdrawn however, need to manage your balance as you will be charged for rejected transactions if sufficient funds are not available.</p> <p>For those individuals who do not pass a credit check there are other services available, however some monthly fees and transaction charges may apply.</p>
<p>Illegal money lenders</p>	<p>If you need advice or think you have borrowed money from an illegal money</p>	<p>To lend money lawfully you have to be licensed by the Office of Fair Trading. People who lend money without a licence are</p>

	<p>lender you can contact the Illegal Money Lending Hotline in confidence:</p> <p>Tel: 0300 555 2222</p> <p>Email: reportaloanshark@stoploansharks.gov.uk</p> <p>Or text loan shark and your message to 60003</p>	<p>breaking the law. They are known as loan sharks.</p> <p>You can find out whether a money lender is licensed by checking the Consumer Credit Register on the OFT website www2.crw.gov.uk.</p> <p>Loan sharks often work from home, charge very high rates of interest and don't give you much paperwork to confirm the arrangements they have made with you.</p> <p>Loan sharks often take other illegal action to collect the money they have lent you, such as threatening violence or taking away your credit cards or valuables. If a loan shark threatens you or acts in a violent way, contact the police straight away.</p>
<p>Luton Foodbank</p>	<p>Tel: 07796 603 760</p> <p>Email: info@lutonfoodbank.org.uk</p> <p>Web: www.lutonfoodbank.org.uk for a list of collection and distribution points.</p>	<p>If you are struggling to feed yourself or your family due to financial problems or a crisis then visit one of the local centres listed here to see if you qualify for a food parcel from the foodbank.</p> <p>Referrals are made through front line professional agencies – Citizen's Advice Bureau, Luton Rights, Children's Centres, Age Concern, Luton Law Centre, Penrose, Probation etc</p> <p>Luton Foodbank is the result of more than 50 local organisations and many more volunteers who were committed to ensuring no-one goes hungry in our town.</p>

9. Claiming benefits

Do you need to challenge the amounts of benefits awarded to you?

Do you want to check the amount of benefits you are receiving is the maximum amount you're entitled to?

Have you recently returned to work?

Even if you have returned to work, you may still be entitled to benefits and that there are financial incentives for the first year in work after longer periods of unemployment.

Service	Contact	Information
<p>Financial Assessment Team</p>	<p>Revenues Town Hall Luton LU1 2BQ</p> <p>Tel: 0300 790 0345 or apply online at www.luton.gov.uk/revenues</p> <p>E:mail: revenues@luton.gov.uk</p>	<p>Responsible for assessment of entitlement to Housing Benefit, Council Tax Support, Free School Meals and Adult Social Care charges. Give information about benefit entitlements and make home visits to ensure residents are getting all the benefits that they are entitled to.</p> <p>You can also visit the following LBC web pages to make an application: Housing Benefit Council Tax Support Free School Meals</p>
<p>Free School Meals</p>	<p>Revenues, Town Hall, Luton LU1 2BQ</p> <p>Tel: 0300 790 0345 or apply online at www.luton.gov.uk/revenues</p> <p>E:mail: revenues@luton.gov.uk</p>	<p>The team will be able to assess a family's entitlement to free school meals.</p> <p>Free school meals are available for children from 5 -16 years. If at college, there may be a bursary provided to help towards the cost of a meal. Check with the college.</p> <p>Apply for Free School Meals here</p>

<p>Health Start Vouchers</p>	<p>Tel: 0845 607 6823</p> <p>Web: http://www.healthystart.nhs.uk/</p>	<p>With Healthy Start, you get free vouchers every week to spend on milk, plain fresh and frozen fruit and vegetables, and infant formula milk. You can also get free vitamins.</p> <p>You qualify if you're at least 10 weeks pregnant or have a child under four years old and you or your family get:</p> <ul style="list-style-type: none"> • Income Support, or • Income-based Jobseeker's Allowance, or • Income-related Employment and Support Allowance, or • Child Tax Credit (but not Working Tax Credit unless your family is receiving Working Tax Credit run-on only*) and has an annual family income of £16,190 or less (2012/13). <p>You also qualify if you are under 18 and pregnant, even if you don't get any of the above benefits or tax credits.</p> <p>*Working Tax Credit run-on is the Working Tax Credit you receive in the 4 weeks immediately after you have stopped working for 16 hours or more per week.</p>
<p>Jobcentre Plus</p>	<p>Cheviot House Guildford Street Luton LU1 2ER</p> <p>Appointment-based system where candidates are helped to find suitable work so that employers fill vacancies.</p> <p>Opening Hours: Mon-Thurs: 9.00 am to</p>	<p>Jobcentre Plus offers a wide range of advice services to working age customers and employers. Jobcentre Plus administers benefits such as Jobseeker's Allowance, Employment and Support Allowance, Income Support and administers discretionary payments from the Social Fund.</p> <p>Jobcentre Plus also offers job search advice, help with CVs, interview skills and training for those looking for work, as well as a number of programmes and services to help unemployed people with health problems and disabilities and others who</p>

	<p>5.00 pm Fri: 10.00 am to 5.00 pm</p> <hr/> <p>Web: www.jobseekers.direct.gov.uk</p> <hr/>	<p>may need extra help with finding work.</p> <p>Give information on benefits available when returning to work and how to claim them, better off calculations and check that families are receiving all their entitled benefits.</p>
<p>Citizens Advice Bureau</p>	<p>24-26 King Street Luton LU1 2DP</p> <p>Tel: 0844 2451285 The Bureau is open between 9 am and 4 pm Monday to Friday</p> <p>The telephone advice line is open between 9.30 am and 12.30 pm Monday to Friday.</p> <p>www.lutoncab.org.uk www.adviceguide.org.uk/index.htm www.citizensadvice.org.uk</p>	<p>The Citizens Advice service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities regardless of race, sex, gender identity, age, disability, sexuality, faith or nationality. Team of volunteer and paid specialist advisers offers practical support and assistance at the Bureau, on the telephone and in the community through home visits and regular outreach sessions at Lewsey Community Centre, Bushmead Community Centre and Marsh Farm Futures</p> <p>For more information/ venues and times on outreach sessions go to http://www.lutonadvicenetwork.org.uk/</p>
<p>Luton Law Centre</p>	<p>6th Floor Cresta House Alma Street Luton LU1 2PL</p> <p>Tel: 01582 48100 or 01582 480745</p> <p>Email: admin@lutonlawcentre.org.uk</p>	<p>Luton Law Centre specialise in housing, immigration and asylum, discrimination and welfare benefits. They have caseworkers and solicitors who provide full legal advice and casework services in these areas of law.</p>

<p>Luton All Women's Centre</p>	<p>The Spires, Suite 2 2 Adelaide Street Luton LU1 5BB</p> <p>Tel: 01582 416783</p> <p>Email: support@lawc.org.uk</p> <p>Web: http://lutonallwomenscentre.org.uk/</p>	<p>Luton All Women Centre provides support and advice on a variety of issues including Domestic Abuse, Welfare Benefits, Employment advice as well as training, NVQ's and workshops.</p>
<p>Luton Irish Forum</p>	<p>102 Hitchin Road, Luton LU2 0ES Tel: 01582 720447</p> <p>Email: info@lutonirishforum.org</p> <p>Web: www.lutonirishforum.org</p>	<p>Provide advice, information and guidance concerning housing, disability, debt, incapacity benefit/employment support allowance, employment tribunals, benefit appeals, pensions.</p>
<p>Luton Rights</p>	<p>1st Floor Voluntary Resource Centre, 15 New Bedford Road, Luton LU1 1SA</p> <p>Tel: 01582 453372</p> <p>Email: admin@lutonrights.org</p> <p>Web: www.lutonrights.org</p>	<p>Provides free, independent and confidential specialist advice and casework on welfare benefits , debt/money advice, employment, housing and employment support services including: help to produce a CV, help with job searches, covering letters, careers advice, interview techniques, skills for jobs training, short courses in first aid, health and safety, food hygiene, basic computers and ESOL.</p>

Money Advice Service	www.moneyadviceservice.org.uk	This independent organisation offers a number of calculators to help you manage your monthly budget, compare financial products, and check your entitlements.
Turn2Us	Tel: 0808 802 2000 Web: http://www.turn2us.org.uk	We are a charitable service which helps people access the money available to them – through welfare benefits, grants and other help. Our free, accessible website has been designed to help you find appropriate sources of financial support, quickly and easily, based on your particular needs and circumstances. Has an easy-to-use benefits calculator to help to you if you are employed, unemployed and looking for work, on a low income, retired, bringing up children, ill, have a disability or care for someone.
For information on forthcoming Welfare Reforms please also see Section 19		

10. Family Issues

Do you want to strengthen your family relationships?
 Are you a lone parent?
 Would you like some advice on dealing with your child's behaviour?
 Are you struggling to feed your family due to a crisis?

Service	Contact	Information
Family Information Service	Tel: 01582 548888 Open 8.45 am to 5.15 pm Monday to Thursday. 8.45 am to 4.30 om Fridays.	Can give details of parenting courses running in your area at local community venues, some are run in community languages or for specific groups – e.g. fathers, mothers, families with teens, disabled children etc.

	<p>Email: fis@luton.gov.uk</p> <p>Web: www.luton.gov.uk/fis</p>	
Family Lives	<p>Helpline: 0808 800 2222 Monday – Sunday 7am – midnight</p> <p>Email: parentsupport@familylives.org.uk</p> <p>Live Chat: through website - www.familylives.org.uk</p>	<p>Family Lives is a charity that supports parents, young people and families in England with all aspects of family life. They can be contacted via the helpline, as well as through email, Skype and live chat.</p>
Family Workers	<p>Contact the individual school via the Schools Directory</p>	<p>A family worker is part of the school team and is able to provide information, advice and support to families on a range of issues. All Infant /Junior / Primary schools have a family worker. The family worker is available before and after school and may be able to visit you at home.</p>
Young Carers Project	<p>Family Action Dorothy Blackhall 15 New Bedford Road, Luton LU1 1SA 01582 731705</p> <p>Email: info@family-action.org.uk</p>	<p>Training and awareness for professional Activities and family support for young people 5-18 years who are taking on young carer’s roles in families.</p>

<p>Educational Psychology Service and Behaviour Support Service</p>	<p>Speak to your child’s teacher or the Special Educational Needs Co-ordinator in the school.</p>	<p>Educational psychologists provide support and advice to schools to help them ensure that all children develop well both in terms of their learning and emotional well-being. They are particularly concerned with children who are experiencing difficulties learning or who have social, emotional or behavioural problems. Educational psychologists also meet with parents and can give advice about managing behaviour at home. Behaviour support advisory teachers provide support and advice to schools for children with emotional or behavioural difficulties. Referrals to these services are made by schools.</p>
<p>Luton Foodbank</p>	<p>Tel: 07796 603 760</p> <p>Email: info@lutonfoodbank.org.uk</p> <p>Web: www.lutonfoodbank.org.uk for a list of collection and distribution points.</p>	<p>If you are struggling to feed yourself or your family due to financial problems or a crisis then visit one of the local centres listed here to see if you qualify for a food parcel from the foodbank.</p> <p>Referrals are made through front line professional agencies – Citizen's Advice Bureau, Luton Rights, Children's Centres, Age Concern, Luton Law Centre, Penrose, Probation etc</p> <p>Luton Foodbank is the result of more than 50 local organisations and many more volunteers who were committed to ensuring no-one goes hungry in our town.</p>

11. Domestic Violence

Are you suffering from domestic violence?

Do you need temporary housing or advice as a result of domestic violence?

Service	Contact	Information
Alcohol Services for the Community	Napier House 17-21 Napier Road Luton Tel: 01582 723434	<p>Alcohol Services for the Community (ASC) runs a regular support group for women affected by domestic abuse. "Positive Steps" is a 6 week programme which focuses on domestic abuse and alcohol and offers those attending support and strategies to stay safe as well as developing self-confidence. Women both currently and previously affected by this issue are welcome.</p> <p>ASC also operates ladies morning, a social group, held every Wednesday at Napier House between 11 am and 1 pm for women with historical or ongoing alcohol issues. The groups are not specifically aimed at those affected by domestic abuse but are run in a male-free environment.</p> <p>The group is free of charge and operates on a drop in basis, no appointment is needed though women must not consume alcohol during or immediately prior to the group. The weekly group sessions are activity based with a different theme or topic to be covered each week. The sessions are held in a relaxed and informal environment.</p>
Bedfordshire Police	Bedfordshire Police- Luton Police Station	Bedfordshire Police takes Domestic violence/ Abuse seriously. The police will deal promptly and positively with any

<p>DV & HBA/FMU- Domestic Violence /Honour based Abuse/ Forced Marriage Unit</p>	<p>Buxton Road, Luton</p> <p>Tel: 101-Non emergency</p> <p>Tel: 01582 394 356 or 01582 394 355 Monday- Friday 7am-4pm for advice and safeguarding</p> <p>Tel: 999 In any emergency</p> <p>Email: HBA.unit@bedfordshire.pnn.police.uk</p> <p>Web: www.bedfordshire.police.uk</p>	<p>Domestic Incident reported and will adopt a multi- agency approach in protecting, advising and supporting victims of Domestic Violence.</p> <p>Bedfordshire Police also has a specialist team that provides support and advice to victims at risk from honour based abuse or forced marriage. They work closely with other agencies to provide the best outcome for each victim.</p>
<p>Homesafe</p>	<p>Housing Solutions Team Luton Borough Council Town Hall Luton Borough Council LU1 2BQ</p> <p>Tel: 01582 510370</p> <p>Homesafe scheme</p>	<p>Home Safe is a joint venture between Luton Borough Council, and the Bobby Van Scheme to ensure anyone at risk receives all the support, information and equipment they need to remain living at home and feeling safe.</p> <p>Typical measures Home Safe can provide are;</p> <ul style="list-style-type: none"> • Replacement Locks • Door modifications or replacement • New window fittings • Panic Alarm • Mobile phone and letterbox security
<p>Housing Solutions</p>	<p>Housing Solutions Team Luton Borough Council</p>	<p>Team of officers to discuss your situation and advise on help and assistance available to you. This includes initial legal</p>

	<p>Town Hall Luton Borough Council LU1 2BQ</p> <p>Tel: 01582 510370</p> <p>LBC Housing Advice and Solutions Service</p>	<p>advice, the private rented sector, homelessness and temporary accommodation to those whom the council owe a duty.</p>
<p>Luton All Women's Centre</p>	<p>The Spires, Suite 2 2 Adelaide Street Luton LU1 5BB</p> <p>Tel: 01582 416783</p> <p>Email: support@lawc.org.uk</p> <p>Web: http://lutonallwomenscentre.org.uk/</p>	<p>“Luton All Women Centre is dedicated to meet the needs of All Women. The centre provides support and advice on a variety of issues including Domestic Abuse, Welfare Benefits, Parenting support and a specialist service on Forced Marriage and Honour Based Violence.</p> <p>We run weekly support groups that specialise in specific areas like Domestic Abuse or Parenting and also offer a Counselling service.</p> <p>The centre also offers one to one support in parenting by using an accredited Positive Parenting Programme.”</p>
<p>Women's Aid in Luton</p>	<p>Tel: 01582 391856</p> <p>Mon to Fri 10 am to 5 pm appointments only</p> <p>Email: info@womensaidinluton.org</p> <p>Web: www.womensaidinluton.org</p>	<p>Women's Aid in Luton is a specialist provider of safe, secure Refuge accommodation for Women and Children fleeing Domestic Abuse.</p> <p>We also provide services including support groups, individual advice and guidance on all issues relating to Domestic and Sexual Violence, see our website for more information.</p> <p>Our trained and specialist support staff can provide</p>

		<p>information in many of the Asian and Eastern European languages used locally.</p> <p>The Freedom Programme is accessible to all Women who have been affected by Abuse and Violence, on a self referral basis at our 'Drop In' facility, close to the town centre. Further information can be obtained by contacting the above number.</p>
Stepping Stones	<p>Stepping Stones (Luton) 9a George Street West Luton LU1 2BW</p> <p>Tel 01582 457114</p> <p>Web: www.steppingstonesluton.co.uk</p>	<p>Stepping Stones offers free help and support to women affected by any drug/alcohol, domestic abuse, mental health and social care related issues.</p> <p>Services include support groups, counselling, parenting programmes, one to one support and childcare provision.</p>
Victim Support	<p>East of England Victim Care Unit 5 The Chequers High Street Ingatestone Essex CM4 0DG</p> <p>Tel: 0845 456 5995 Open: 8am to 8pm Monday to Friday 9am to 5pm Saturday</p>	<p>Victim Support offers confidential services for victims and witnesses of crime, offering practical help and emotional support even if the crime has not been reported to the police.</p> <p>The service also offers support to those appearing in court as witnesses or giving evidence in criminal proceedings.</p> <p>Services are provided by trained volunteers and are free.</p>
Luton Law Centre	<p>6th Floor Cresta House Alma Street</p>	<p>Luton Law Centre specialise in housing, employment, immigration and asylum, discrimination and welfare benefits. They have caseworkers and solicitors who provide full legal</p>

	<p>Luton LU1 2PL</p> <p>Tel: 01582 48100 or 01582 480745</p> <p>Email: admin@lutonlawcentre.org.uk</p>	<p>advice and casework services in these areas of law. They also have a Disability Rights Worker whose job is to promote the use of Disability Discrimination Act, part 3, through education and training as well as casework.</p>
<p>Citizens Advice Bureau</p>	<p>24-26 Kings Street, Luton LU1 2DP</p> <p>Tel: 0844 2451285</p> <p>The Bureau is open between 9 am and 4 pm Monday to Friday</p> <p>The telephone advice line is open between 9.30 am and 12.30 pm Monday to Friday.</p> <p>www.lutoncab.org.uk</p> <p>www.adviceguide.org.uk/index.htm</p> <p>www.citizensadvice.org.uk</p>	<p>The Citizens Advice service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities regardless of race, sex, gender identity, age, disability, sexuality, faith or nationality. Team of volunteer and paid specialist advisers offers practical support and assistance at the Bureau, on the telephone and in the community through home visits and regular outreach sessions at Lewsey Community Centre, Bushmead Community Centre and Marsh Farm Futures.</p> <hr/> <p>For more information/ venues and times on outreach sessions go to http://www.lutonadvicenetwork.org.uk/</p>
<p>Although the services provided are available for support and information, if you or another is the victim of a crime or in immediate risk, you should telephone the police on 999</p>		

12. Ex-Offenders

Are you about to or have you recently been released from prison?

Are you finding it hard to get work or support because you have a criminal record?

Service	Contact	Information
Nacro	Resettlement helpline 0800 0181259	Nacro are a charity offering a free resettlement helpline to offenders who need advice regarding criminal records, housing, employment and training.
Signposts	Signposts Luton 47 High Town Road, Luton LU2 OBW Tel: 01582 722629 Web: www.signpostsluton.org	Offers long and short term accommodation and support to homeless and vulnerable persons, including young and ex offenders, people with drug, alcohol and mental health issues.
Luton Rights	1 st Floor Voluntary Resource Centre, 15 New Bedford Road, Luton LU1 1SA Tel: 01582 453372 Email: admin@lutonrights.org Web: www.lutonrights.org	They help people make informed decisions about their future in a supportive environment. They offer advice re any issues relating to accommodation, including access to various sorts of accommodation as well as training/employment advice and health/welfare counselling. They assist individuals to deal with a wide range of emotional issues which are related to or are preventing them from accessing services or opportunities
Apex Trust	Tel: 01744 612 898 Email: sthelens@apextrust.com	Telephone helpline giving advice about how to disclose criminal records, CRB applications, etc.

	Web: http://www.apextrust.com	
Citizens Advice Bureau	<p>24-26 Kings Street, Luton LU1 2DP</p> <p>Tel: 0844 2451285</p> <p>The Bureau is open between 9 am and 4 pm Monday to Friday</p> <p>The telephone advice line is open between 9.30 am and 12.30 pm Monday to Friday.</p> <p>www.lutoncab.org.uk</p> <p>www.adviceguide.org.uk/index.htm</p> <p>www.citizensadvice.org.uk</p>	<p>The Citizens Advice service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities regardless of race, sex, gender identity, age, disability, sexuality, faith or nationality. Team of volunteer and paid specialist advisers offers practical support and assistance at the Bureau, on the telephone and in the community through home visits and regular outreach sessions at Lewsey Community Centre, Bushmead Community Centre and Marsh Farm Futures.</p> <hr/> <p>For more information/ venues and times on outreach sessions go to http://www.lutonadvicenetwork.org.uk/</p> <hr/>
Penrose Synergy	<p>Victoria House, Victoria Street, Luton, LU1 2UA</p> <p>Tel: 01582 32 32 30 or 07582 78 22 81</p> <p>Email: luton@penrose.org.uk</p> <p>Web: www.penrose.org.uk</p>	<p>A society that works with Ex-Offenders and people recovering from mental ill-health and substance misuse to ensure their resettlement and reintegration. To help the individual to develop the skills, knowledge, motivation and self confidence to manage all aspects of living independently in the community. Support is delivered through a combination of 1 to 1 support meetings and access to a wide and varied programme of workshops held at the resource centre in Victoria Street. These workshops include: accommodation advice and brokerage, form filling, debt and money advice, bidding on LBC Choice Based Lettings system, literacy and numeracy, basic IT skills, counselling, legal advice, motivation, relaxation techniques, film nights and many more.</p>

Community Resettlement Support Project	Telephone 01234 482482 Email: maureen@crsp.org.uk Web : www.crsp.org.uk	<p>Community Resettlement Support Project (CRSP) provides befriending and mentoring to men and women who have recently been released from prison or serving a community sentence in Bedford, Luton and Bedfordshire.</p> <p>The service is provided by trained volunteers who meet with ex-offenders for a specified length of time usually 12 weeks. CRSP works with Bedfordshire Probation Trust in Luton and Bedford as well as with HMP Bedford.</p> <p>To find out more contact us either by phone or email.</p>
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13. Advice on Alcohol, Drugs and Smoking

Are you concerned about your alcohol use or have worries about drugs

Is alcohol or drug use affecting a member of your family?

Are you concerned about the behaviour of someone close to you and do you suspect that they may be using drugs or alcohol?

Are you bothered about spending too much on cigarettes?

Service	Contact	Information
<p>Luton Drug & Alcohol Partnership</p>	<p>4th Floor Unity House Stuart Street Luton</p> <p>Tel: 01582 709231</p> <p>Email: lutondap@luton-pct.nhs.uk</p> <p>Web: www.lutondap.org</p>	<p>Not sure which alcohol or drug service might be best for you or your family call us for information or send a query via the website</p>
<p>General Practitioner</p>	<p>To find local GP:- www.nhs.uk/servicedirectories</p> <p>Or Luton PCT, Nightingale House, 94 Inkerman Street, Luton LU1 1JD</p> <p>Tel: 01582 532016</p>	<p>Can provide a wide range of family health services, including: advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services. A GP may also be able to support an application for rehabilitation or counselling, or provide prescriptions to support you in coming off drugs/alcohol.</p>

<p>Underground</p>	<p>Young Peoples Drug Service 53-55 Cardiff Road Luton</p> <p>Tel: 01582 65 75 58</p>	<p>Call us or drop in to check us out The service offers support and advice to help you keep safe and take fewer risks with cannabis alcohol and other drugs. Confidential service with lots of help on offer.</p>
<p>PUKE</p>	<p>Napier House, 17-21 Napier Road, Luton, Beds LU1 1RF</p> <p>Tel: 01582 723434</p> <p>Email: administration@alcohol-services.co.uk</p> <p>pukeluton@alcohol-services.co.uk</p> <p>Web: www.asc-puke.co.uk</p>	<p>A alcohol and other drugs service for young people and for young people who are concerned about their parents or family members drinking</p> <p>The service provides information workshops in schools, community venues, centres and festivals</p>
<p>ADIBOP</p>	<p>94-106 Leagrave Road, Luton, LU4 8HZ.</p> <p>Female adviser: 01582 51 95 04 Male adviser: 01582 51 95 03</p> <p>Web: http://www.cycd.org.uk/adibop/</p>	<p>ADIBOP is a service that caters for the need of all local communities, by raising drug and alcohol awareness in a culturally sensitive manner.</p> <p>Information, support and understanding of drug related issues, home visits, staff who speak English, Urdu, Phari and Bengali</p>
<p>SNAP</p>	<p>Social Needs Awareness Project Hat Factory Bute Street Luton</p> <p>Tel: 01583 419584</p>	<p>Creative arts drop in and advice for young people</p>

	Email: snapart33@hotmail.com	
Family and Friends	<p>Reconnect 2-12 Victoria Street Luton</p> <p>Tel: 07899 992205 or 01582 455080</p>	<p>Support and information for families and friends of drug/alcohol users</p> <ul style="list-style-type: none"> • One to one support • Weekly support group • Family sessions • Complementary care • Meet at our office or where you choose.
Frank	<p>Tel: 0800 77 66 00</p> <p>Text: 82111</p> <p>Email: frank@talktofrank.com</p> <p>Web: www.talktofrank.com</p>	<p>Provide 24 hour free confidential and independent advice to anyone who has a concern about drugs or knows someone who might. Also offers a referral advice and information on locally available services</p>
Noah Enterprises	<p>141 Park Street, Luton</p> <p>Tel: 01582 728416</p> <p>Email: info@noahenterprise.org.uk</p> <p>Web: www.noahenterprise.org</p>	<p>Homeless day centre providing breakfast, lunch and tea at low cost, showers and laundry facilities. Supports adults to reduce harm caused by drug and alcohol and offers housing and financial advice</p>
Alcoholics Anonymous	<p>Tel: 0845 769 7555</p> <p>Email: help@alcoholics-anonymous.org.uk</p>	<p>Provide 24 hour free confidential and independent advice to anyone who has an alcohol problem or knows someone who might. Also offers a referral advice and information on AA locally available support to remain alcohol free</p>

	Web: www.alcoholics-anonymous.org.uk/	
Alcohol Services for the Community	<p>Napier House, 17-21 Napier Road, Luton, Beds LU1 1RF</p> <p>Tel: 01582 723434</p> <p>Email: administration@alcohol-services.co.uk</p> <p>Web: www.alcohol-services.co.uk</p>	<p>Information and advice for alcohol users and their families</p> <ul style="list-style-type: none"> • Drop-in no appointment needed • Activities and group discussions • Computer classes • Individual support • Long term support
Drink Aware	Web: www.drinkaware.co.uk	The amount of units will vary from drink to drink. Check this site for a unit calculator, the latest recommended daily allowances and tips on how to cut down your consumption.
Clarendon Link	<p>34 Clarendon Road Luton</p> <p>Tel: 01582 732200</p>	<p>Information and advice for drug users and their families</p> <ul style="list-style-type: none"> • Drop-in no appointment necessary • Complementary care • Key work support • Needle exchange and advice • Laundry and shower • Free use of computers
Shared Care Drug Service	<p>Clody House 100 Collingdon Street, Luton.</p> <p>Tel: 01582 708308</p>	<p>Substitute prescribing for opiate users</p> <ul style="list-style-type: none"> • Key work support • HEP & HIV screening • Hep A & B vaccinations
Reconnect	Reconnect	Empowering change for drug and alcohol users and their

	<p>2-12 Victoria Street Luton</p> <p>Tel: 01582 455080</p>	<p>families</p> <ul style="list-style-type: none"> • Therapeutic counselling to help sort past/present problems • Group programmes • Complementary care • Support to maintain changes
<p>Luton Drug and Alcohol Specialist Service (LDASS)</p>	<p>15/17 Cardiff Road, Luton.</p> <p>Tel: 01582 528880</p>	<p>Co-ordinated care for those with alcohol, drug and mental health support needs</p> <ul style="list-style-type: none"> • Consultant prescribing • Key work support • Assessment for inpatient detox
<p>Luton Stop Smoking Services</p>	<p>Tel: 0800 013 0845 Email: stop.smoking@ccs.nhs.uk or healthpromotion.sms@nhs.net</p>	<p>Provides FREE support through specialist and community advisors. Our service is based around the needs of individual. They can choose either to join one of our stop smoking groups, or have one-to-one sessions.</p> <p>Anyone who wants to quit can call the Luton Stop Smoking Service free or attend one of our locally advertised drop-ins (check free newspapers for details).</p>
<p>NHS Smokefree</p>	<p>Tel: 0800 22 43 32</p> <p>Web: www.smokefree.nhs.uk</p>	<p>Specialist NHS service with free helpline offering advice and information and tips to help you quit.</p> <p>Lines are open Monday to Friday 9am to 8pm and Saturday and Sunday 11am to 5pm.</p>

14. Disability & additional needs

Are you disabled or do you have a disabled child?
Do you need support with your disability or in returning to work?

Service	Contact	Information
Mencap	Sundon Business Park, 6 Dencora Way, Luton LU3 3HP Tel: 01582 560003 Email: lutonmencap52@hotmail.co.uk Mencap Direct: 0808 808 1111 Web: www.mencap.org.uk Email: help@mencap.org.uk	Gives advice and information about community care, benefits, education, jobs, housing, holidays, family and personal relationships. As part of the In Control and Me project, the Learning Disability Helpline in England can also provide advice and information about individual budgets and self-directed support in relation to learning disability issues.
Dial UK	Web: www.scope.org.uk/dial	Provides a network of approximately local disability information and advice services run by and for disabled people. DIAL information and advice services are based throughout the UK and provide information and advice to disabled people and others on all aspects of living with a disability.
Disability Resource Centre (part of Dial UK network)	Poynters House, Poynters Road, Dunstable LU5 4TP	Free advice service supporting disable people, carers and family member in Bedfordshire and Luton, Services include:

	<p>Tel: 01582 470900</p> <p>Text phone: 01582 470968</p> <p>Web: www.drcbeds.org.uk</p>	<p>Information, all topics relating to disability e.g. holidays, housing, leisure, access, rights.</p> <p>Equipment advice on equipment to help promote independence. From trying to buying.</p> <p>Welfare benefits, assistance/advice with disability benefits and entitlement.</p> <p>Personalisation – assistance with direct payments to fund your care including recruitment payroll and managing budgets, personal assistant register to find the right person.</p> <p>Opening times Mon-Fri 9am-5pm</p>
<p>Jobcentre Plus</p>	<p>Appointment based system where candidates are helped to find suitable work so that employers fill vacancies.</p> <p>Opening Hours: Mon-Thurs: 9.00am to 5.00pm Fri: 10.00 to 5.00pm</p> <p>Cheviot House, Guildford Street, Luton LU1 2ER</p> <p>Web: www.jobseekers.direct.gov.uk</p>	<p>Can provide advice and potential funding options (Access to Work) to help people with disabilities remove barriers to taking up employment.</p>
<p>Luton Irish Forum</p>	<p>102 Hitchin Road, Luton LU2 0ES</p> <p>Tel: 01582 720447</p>	<p>Provide advice, information and guidance concerning housing, disability, debt, incapacity benefit/employment support allowance, employment tribunals, benefit appeals, pensions.</p>

	<p>Email: info@lutonirishforum.org</p> <p>Web: www.lutonirishforum.org</p>	
Family Information Service	<p>Tel: 01582 548888</p> <p>Open 8.45am to 5.15pm Monday to Thursday. 8.45am to 4.30om Fridays.</p> <p>Email: fis@luton.gov.uk</p> <p>Web: www.luton.gov.uk/fis</p>	<p>Have free copies of the Parents Directory 'Information to help parents of children with additional needs' either in hard copy or DVDs in a number of community languages.</p>
Parent Partnership	<p>Telephone : 01582 548 156 or 01525 719 754</p> <p>Email: parentpartnership@luton.gov.uk</p> <p>Web: www.luton.gov.uk/parentpartnership</p>	<p>Parent Partnership Services (PPS) are statutory services offering impartial information advice and support to parents and carers of children and young people with special educational needs (SEN). PPS are also able to put parents in touch with other local and national organisations.</p>
Face2Face	<p>Freephone: 0808 800 33 33</p> <p>Email: response@scope.org.uk</p>	<p>offer free, impartial and expert information, advice and support to disabled people and their families</p> <p>Offer one-to-one befriending service for parents discovering their child is disabled</p> <p>Any parent of a disabled child may use their local scheme. It is not necessary for a diagnosis of any condition to have been made</p>
Contact a Family	<p>Free national helpline 0808 808 3555</p> <p>Email: helpline@cafamily.org.uk</p>	<p>UK-wide charity providing advice, information and support to the parents of all disabled children.</p>

	<p>Web: www.cafamily.org.uk</p>	<p>general advice line can help with</p> <ul style="list-style-type: none"> • benefits or tax credits issues • details of local parents support groups • information about your child's condition • how to access help with getting a break from caring • details of charities which give grants to families with disabled children • advice and information on any other aspect of caring for a disabled child <p>The helpline has access to interpreters in over 170 languages</p>
<p>Travel Costs</p>	<p>Bus Travel: Concessionary Travel Scheme</p> <p>Train Travel: Disabled Persons Railcard</p> <p>Car Travel: Blue Badge Parking Permit</p> <p>Road Tax Exemption</p> <p>Motability</p>	<p>There are a number of schemes which can help those with a disability and their carers get reductions on travel.</p> <p>See the schemes and links on the left for further details, please read through the criteria carefully</p>

15. Mental Health issues, depression and self harm

Do you get depressed?

Are you affected by mental health issues?

Service	Contact	Information
Child & Adolescent Mental Health Services (CAMHS)	Luton CAMHS Team Trend House Dallow Road Luton LU1 1LY Tel: 01582 708140 Web: www.camh.org.uk	Provide support to parents of children and adolescents with mental health issues. A Parenting Support worker within the CAMHS or CAMHS Parenting Team can provide specific and targeted forms of parenting support
LCET (Luton Churches Education Trust)	Tel: 01528 877220 Web: www.lcet.org	Runs small therapeutic groups on a range of subjects including self harm.
MIND	Beds & Luton Mind Tel: 01525 844160 Tel: 0300 123 3393 Email: ha@bedsandlutonmind.org.uk info@mind.org.uk	Offer employment support services for people with mental health needs to help them get and maintain employment, training or voluntary work.

	Web: www.mind.org.uk/	
The Samaritans	Tel: 08457 90 90 90 Email: jo@samaritans.org Web: www.samaritans.org	A confidential 24 hour service for people in emotional distress.
Childline	Tel: 0800 11 11 Web: www.childline.org.uk	A free, 24 hour counselling service for children and young people.
CALM (Campaign against living miserably)	Free phone 0800 58 58 58, Email info@thecalmzone.net Web: www.thecalmzone.net ,	Support and advice for men of all ages in Luton and Bedfordshire, who are feeling low or suicidal.
Runaway	Freephone: 116 000 Text 80234 Email runaway@missingpeople.org.uk Web: www.runawayhelpline.org.uk	Help for people feeling they want to runaway or leave home.
National Self-Harm	Free phone 08006 22 60 00	A service supporting individuals who self harm

<p>Network</p>	<p>Email support@nshn.co.uk</p> <p>Web: www.nshn.co.uk</p>	
<p>Talk Zone</p>	<p>Referrals are being taken from the LBC Early Intervention Team initially.</p> <p>Call 01582 401366 to make initial appointment. Further appointments will be scheduled by the counsellor with the young person directly.</p> <p>Location: Alma Street Drop In Alma Street Luton LU1 2PU</p>	<p>A free counselling service, offers a professional, confidential counselling service to young people in Luton aged 13-21 inclusive. It is funded and supported by Luton Borough Council. It is delivered at a convenient town centre location in a safe and welcoming environment.</p> <p>An initial six sessions with a progress review allows the 50 minute sessions to be targeted to the needs of the user. A further six sessions may then be agreed if the counsellor feels the client will benefit from further support.</p> <p>All the Counsellors working for TALK ZONE COUNSELLING SERVICE are qualified to at least Diploma level or equivalent. They are members of The British Association for Counselling and Psychotherapy (BACP) and adhere strictly to the Ethical Framework of the BACP.</p>
<p>Penrose Synergy</p>	<p>Victoria House, Victoria Street, Luton, LU1 2UA</p> <p>Tel: 01582 32 32 30 or 07582 78 22 81</p> <p>Email: luton@penrose.org.uk</p> <p>Web: www.penrose.org.uk</p>	<p>A society that works with Ex-Offenders and people recovering from mental ill-health and substance misuse to ensure their resettlement and reintegration. To help the individual to develop the skills, knowledge, motivation and self confidence to manage all aspects of living independently in the community. Support is delivered through a combination of 1 to 1 support meetings and access to a wide and varied programme of workshops held at the resource centre in Victoria Street. These workshops include: accommodation advice and brokerage, form filling, debt and money advice, bidding on LBC Choice Based Lettings system, literacy and numeracy, basic IT skills, counselling, legal advice, motivation, relaxation techniques, film nights and many more.</p>

16. Housing Issues/Homelessness

Are you homeless?

Are you having problems paying your rent or bills?

Are you at risk of losing your home? Or being evicted?

Is your home too small for your family?

Service	Contact	Information
Housing Solutions Unit	Luton Borough Council, Town Hall, Luton LU1 2BQ Tel: 01582 510370 Email: homelessprevention@luton.gov.uk LBC Housing Advice and Solutions Service	Team of officers to discuss your situation and advise on help and assistance available to you. This includes initial legal advice, the private rented sector, homelessness and temporary accommodation to those whom the council owe a duty. You can also check your rights and get advice if you are facing eviction .
16+ Team	Tel: 01582 547820 Email: opendoor@luton.gov.uk Web: 16+ Team - Luton BC	Any young person who finds themselves homeless at 16 or 17 years of age can approach the team for advice and assistance. The Homeless officer or duty social worker will undertake an assessment of need, which will lead to the most appropriate resource being provided.
Financial Assessment Team	Revenues, Town Hall, Luton LU1 2BQ Tel: 0300 790 0345 or apply online at	Responsible for assessment of entitlement to Housing and Council Tax Support, Free School Meals and Adult Social Care charges. Give information about benefit entitlements

	<p>www.luton.gov.uk/revenues</p> <p>E:mail: revenues@luton.gov.uk</p>	<p>and make home visits to ensure residents are getting all the benefits that they are entitled to.</p> <p>You can also visit the following LBC web pages to make an application:</p> <p>Housing Benefit Council Tax Support Free School Meals</p>
Shelter	<p>Tel: 0808 800 4444</p> <p>Email: info@shelter.org.uk</p> <p>Web: www.shelter.org.uk</p>	<p>24 hour, free, national helpline providing advice to anyone with a housing problem. Provides guidance, support, information and telephone advice as well as training courses.</p>
Crisis	<p>Tel: 0300 636 1967</p> <p>Email : enquiries@crisis.org.uk</p> <p>Web: www.crisis.org.uk</p>	<p>Provides housing, advice, support, training and information single homeless people.</p>
Citizens Advice Bureau	<p>24-26 Kings Street, Luton LU1 2DP</p> <p>Tel: 0844 2451285</p> <p>The Bureau is open between 9 am and 4 pm Monday to Friday</p>	<p>The Citizens Advice service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities regardless of race, sex, gender identity, age, disability, sexuality, faith or nationality. Team of volunteer and paid specialist advisers offers practical</p>

	<p>The telephone advice line is open between 9.30 am and 12.30 pm Monday to Friday.</p> <p>www.lutoncab.org.uk</p> <p>www.adviceguide.org.uk/index.htm</p> <p>www.citizensadvice.org.uk</p>	<p>support and assistance at the Bureau, on the telephone and in the community through home visits and regular outreach sessions at Lewsey Community Centre, Bushmead Community Centre and Marsh Farm Futures.</p> <p>For more information/ venues and times on outreach sessions go to http://www.lutonadvicenetwork.org.uk/</p>
Luton Law Centre	<p>6th Floor Cresta House Alma Street Luton LU1 2PL</p> <p>Tel: 01582 48100 or 01582 480745</p> <p>Email: admin@lutonlawcentre.org.uk</p>	<p>Luton Law Centre specialise in housing, immigration and asylum, discrimination and welfare benefits. They have caseworkers and solicitors who provide full legal advice and casework services in these areas of law.</p>
Luton Rights	<p>1st Floor Voluntary Resource Centre, 15 New Bedford Road Luton LU1 1SA</p> <p>Tel: 01582 453372</p> <p>Email: admin@lutonrights.org</p> <p>www.lutonrights.org</p>	<p>Provides free, independent and confidential specialist advice and casework on welfare benefits, debt/money advice, employment, housing and employment support services including: help to produce a CV, help with job searches, covering letters, careers advice, interview techniques, skills for jobs training, short courses in first aid, health and safety, food hygiene, basic computers, and ESOL</p>
Signposts	<p>Signposts Luton 47 High Town Road, Luton LU2 OBW</p>	<p>Offers long and short term accommodation and support to homeless and vulnerable persons, including young and ex</p>

	<p>Tel: 01582 722629</p> <p>www.signpostsluton.org</p>	<p>offenders, people with drug, alcohol and mental health issues.</p>
<p>Mary Seacole House</p>	<p>Tel: 01582 415651</p> <p>Email: mail@maryseacoleha.com</p> <p>Web: www.maryseacoleha.com</p>	<p>Provides support and hostel accommodation for young single homeless people 16-25 years old with support needs. Offers training in social and living skills.</p>
<p>LAMP</p>	<p>17 – 21 Napier Road, Luton LU1 1RF</p> <p>Tel: 01582 431744</p> <p>Email: office@lamp.uk.net</p> <p>Web: www.lamp.uk.net</p>	<p>LAMP offers support services to 16 to 25 year olds in Luton who are in danger of becoming homeless. They also work with the young people to ensure they develop skills for independent living.</p>
<p>Noah Enterprise</p>	<p>141 Park Street, Luton, LU1 3HG</p> <p>Tel: 01582 728416</p> <p>Email: info@noahenterprise.org.uk</p> <p>Web: www.noahenterprise.org</p>	<p>Support for Homeless and severely excluded adults. Homeless day centre providing breakfast, lunch and tea at low cost, showers and laundry facilities Support for adults to reduce harm caused by drug and alcohol and offers housing and financial advice. Also offers Outreach Support.</p>
<p>Luton Community Housing Ltd</p>	<p>108 Wellington Street, Luton , LU1 5AL</p> <p>Tel: 01582 391053</p>	<p>General Needs Tenants Provide homes for people living in Luton and South Bedfordshire who are least able to compete in today's market. A points system is used to assess all</p>

	<p>Email: office@lch-ltd.co.uk</p> <p>Web: www.lutonhousing.org</p>	<p>applicants for eligibility.</p> <p>Hostel Needs Tenants The male and female hostels around the Westhill area provides support and hostel accommodation for single homeless people with support needs, aged 16-64. Pathways Project provides emergency accommodation for 10-14 days for young single homeless people 16-25 years old</p>
Luton Irish Forum	<p>102 Hitchin Road Luton LU2 0ES Tel: 01582 720447</p> <p>Email: info@lutonirishforum.org</p> <p>Web: www.lutonirishforum.org</p>	<p>Provide advice, information and guidance concerning housing, disability, debt, incapacity benefit/employment support allowance, employment tribunals, benefit appeals, pensions.</p>
Runaway	<p>Freephone: 116 000</p> <p>Text 80234</p> <p>Email runaway@missingpeople.org.uk</p> <p>Web: www.runawayhelpline.org.uk</p>	<p>Helpline for young people under 18 who have run away from home or care. Advisers are available 24 hours a day, 365 days a year.</p>
The Message Home service	<p>Freephone 116 000</p> <p>Email: messagehome@missingpeople.org.uk</p>	<p>If you want to send a message to your family or friends to let them know you are safe, a 24-hour service is available. You don't have to let them know where you are, just that you are OK.</p>
Betty McKean	<p>Luton Community Housing Ltd. 108 Wellington Street, Luton,</p>	<p>To provide housing related support with accommodation and resettlement for women aged 16-25 who are pregnant or who have children</p>

	<p>LU1 5AF</p> <p>Tel: 01582 391053</p> <p>Email: office@lch-ltd.co.uk</p>	
<p>Penrose Synergy</p>	<p>Victoria House, Victoria Street, Luton, LU1 2UA</p> <p>Tel: 01582 32 32 30 or 07582 78 22 81</p> <p>Email: luton@penrose.org.uk</p> <p>Web: www.penrose.org.uk</p>	<p>A society that works with Ex-Offenders and people recovering from mental ill-health and substance misuse to ensure their resettlement and reintegration. To help the individual to develop the skills, knowledge, motivation and self confidence to manage all aspects of living independently in the community. Support is delivered through a combination of 1 to 1 support meetings and access to a wide and varied programme of workshops held at the resource centre in Victoria Street. These workshops include: accommodation advice and brokerage, form filling, debt and money advice, bidding on LBC Choice Based Lettings system, literacy and numeracy, basic IT skills, counselling, legal advice, motivation, relaxation techniques, film nights and many more.</p>

17. Home fittings

Have you recently been housed in council housing but you need electrical goods, furniture, or other furnishings for your home?
Are you about to have a child and do you need support in getting toys and furniture for the baby?

Service	Contact	Information
Noah Enterprise	141 Park Street, Luton LU1 3HG Tel: 01582 728416 Email: info@noahenterprise.org.uk Web: www.noahenterprise.org	Provides good quality low cost furniture and appliances as well as training and employment opportunities, in particular to those who are or have been homeless or those with other social needs.

18. Fuel Poverty

Is your home drafty or badly insulated?

Do you have problem paying your fuel bills?

Do you or your family members suffer from ill health as a result of where you live?

Service	Contact	Information
Affordable Warmth	Luton Borough Council, Town Hall, Luton LU1 2BQ Tel: 01582 546789 Email: affordablewarmth@luton.gov.uk	Provide advice about saving energy in the home and reducing fuel bills. This can include home visits.
Charis Grants	Charis Grants Ltd, Midgate House, Midgate, Peterborough, PE1 1TN Tel: 01733 421021 Web: www.charisgrants.com/ Email: admin@charisgrants.com	Charis administers trust funds for British Gas, EDF, Npower and Affinity Water (previously Veolia). This is aimed at people who have had a problem meeting payments in the past, and are now able to afford the costs of their ongoing energy use but facing an impossible task to clear arrears. Successful applicants need to demonstrate they can pay their ongoing energy bills for an agreed period – after which they can have arrears completely written off. The trust can also help meet the costs of essential household items such as washing machines or cookers. And can assist with bankruptcy deposits and funeral expenses.
WaterSure Scheme	Ofwat Centre City Tower, 7 Hill Street	Available to certain customers with a water meter. It allows them to have their bills capped. This is to make sure that

	<p>Birmingham, B5 4UA Tel: 0121 644 7500</p> <p>Email: mailbox@ofwat.gsi.gov.uk</p> <p>Web: www.ofwat.gov.uk/consumerissues/assistance/watersure/</p>	<p>these customers don't cut back on how much water they use because they are worried about how they will pay their bill. Applicants must be receiving qualifying benefits, and have either three or more children under 19 living in the property, or someone in the property must have a qualifying medical condition.</p>
<p>Fuel Direct</p>	<p>To arrange fuel direct, get in touch with Jobcentre Plus and your fuel supplier. Jobcentre Plus will contact your supplier to check that they agree with you paying this way.</p>	<p>If you're on certain benefits, you can arrange to pay your fuel arrears direct from your benefit. This scheme is called fuel direct. You must be getting on of the following benefits to qualify:</p> <ul style="list-style-type: none"> • income-based Jobseeker's Allowance • Income Support • income-related Employment and Support Allowance • Pension Credit. <p>The amount you pay is fixed by the Department for Work and Pensions (DWP). Fuel direct is often cheaper and more convenient than a prepayment meter. And you won't run out of gas or electricity.</p>
<p>Affinity Water (previously Veolia Water)</p>	<p>Customers of Affinity Water have access to a number of schemes to help them manage their water payments more effectively.</p> <p>For more information on the schemes please visit Affinity Water Schemes or email</p>	<p>Water Sure scheme – details as above. Request a form online.</p> <p>WaterSure scheme - caps annual charges at a level so that any water used after this point is not charged for. To benefit from this scheme customers do need to meet certain criteria.</p> <p>Water Direct - if you are on qualifying benefits and behind</p>

	<p>mybill.central@affinitywater.co.uk</p>	<p>with your water bill you can arrange to pay your water bill directly from your benefits.</p> <p>SoLowTariff – Discount of Anglian Water to help with sewage costs. Customers must be on a meter and use no more than 75 cubic metres of water per year.</p>
<p>HomeHeat Helpline</p>	<p>Tel: 0800 33 66 99</p>	<p>The Home Heat Helpline offers advice on energy efficiency and fuel debts to people on a low income.</p> <p>The Helpline can also make sure that if you're in one of the groups of people who should get extra protection from disconnection, you're not at risk of being cut off. These include if:</p> <ul style="list-style-type: none"> • are a pensioner • have long-term ill health • are disabled • have severe financial problems • have very young children living in your home.
<p>Warm Home Discount</p>	<p>To find out the qualifying criteria of your energy supplier visit https://www.gov.uk/the-warm-home-discount-scheme/overview</p>	<p>If you are on a low income, you may qualify for the Warm Home Discount Scheme. This gives a rebate to pensioners on low incomes and some other customers on low incomes. For winter 2013 to 2014, you could get a £135 discount on your electricity bill through the Warm Home Discount Scheme. The discount won't affect your Cold Weather Payment or Winter Fuel Payment</p> <p>If you are on a low income, it will be up to your supplier to decide whether you can get the Warm Home Discount. You may be eligible if you're on a low income and you have a disability or long-term illness, or children.</p>

19. Welfare Reform

Luton Borough Council	www.luton.gov.uk – Welfare Reform speak to a benefit change advisor on 0300 790 0345 visit a benefit change advisor at the Town Hall on Tuesday or Thursday	Information about Central Government's changes to benefits.
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