Luton Services Guide
For Adults with a Learning Disability

Compiled with the support of Luton Learning Disability Partnership Board and Luton Borough Council
(Photo taken at Swirl Nightclub)
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction and Community Life</td>
<td>4</td>
</tr>
<tr>
<td>Carers</td>
<td>5</td>
</tr>
<tr>
<td>Health services</td>
<td>6</td>
</tr>
<tr>
<td>Advice and Support Services</td>
<td>9</td>
</tr>
<tr>
<td>Day Opportunities and Adult Learning</td>
<td>14</td>
</tr>
<tr>
<td>Support to find work</td>
<td>17</td>
</tr>
<tr>
<td>Leisure interests</td>
<td>18</td>
</tr>
<tr>
<td>Social groups and activities</td>
<td>21</td>
</tr>
<tr>
<td>Holiday ideas</td>
<td>23</td>
</tr>
<tr>
<td>Short breaks services</td>
<td>26</td>
</tr>
<tr>
<td>Supported Living accommodation</td>
<td>27</td>
</tr>
<tr>
<td>Residential Homes</td>
<td>28</td>
</tr>
<tr>
<td>Domiciliary Care</td>
<td>31</td>
</tr>
<tr>
<td>Transport</td>
<td>32</td>
</tr>
<tr>
<td>Safeguarding of Vulnerable Adults</td>
<td>34</td>
</tr>
<tr>
<td>Feedback</td>
<td>36</td>
</tr>
</tbody>
</table>
Introduction and Community Life

Welcome to the first edition of the learning disability services guide for people living in Luton. The creation of this guide came about from listening to carers who identified a need for a directory of local services, for local people with a learning disability.

We have listened to people with a learning disability, their families and carers and have identified what services are available in Luton. We hope the information will give people the opportunity to choose services that meet their needs and enable people to have choice and control over their lives.

It is our wish that with the aid of this booklet people will feel confident that services in Luton support people with a learning disability to engage with their local community; enabling individuals to gain independence, feel valued and live an enjoyable and fulfilling healthy lifestyle.

The Luton Learning Disability Partnership Board has worked closely with Optimal Living Ltd. to deliver this guide. We hope you find the information helpful and that it inspires our customers to try something new.
If you have a learning disability, are a carer or a provider of services and would like to join or get more information about the Luton Learning Disability Partnership Board please contact Tracey Brennan on 01582 547886 or email Tracey.Brennan@luton.gov.uk

Carers

Carers of people with learning disabilities are often unique. For many they will be experiencing a lifetime of caring, for a son, daughter or sibling with learning disabilities.

Negotiating the health, education and social care systems through infancy, childhood and adulthood may seem a daunting task but can also mean that family carers may have decades of experience that they can draw on or can share with other carers to offer support. For carers of people with learning disabilities, having a break, finding support and getting the best and most appropriate services must be seen in the context of this lifetime of caring.

Some people with learning disabilities are caring for a partner or friend, and often as families grow older the person who is being cared for may start to care for their partner or carer. This is known as mutual caring.
Information and advice for carers of people who do not have a learning disability can be found in the Luton Carers Handbook.

**Luton Parent and Carers Forum**
Please feel free to join our Luton Parent and Carers Forum, which is held regularly and chaired and co-chaired by a parent carer(s).
Tel. 01582 547541

A **Carer’s Assessment** can be requested which will help you to find out what benefits or other support services may be available for you and the person you care for. If the person you care for has a social worker with them, then request a Carer’s Assessment from them. If you have no involvement from Adult Social Services you can request one by calling either of these numbers.
Tel. 01582 547659 / 01582 547660 (Customer Contact Centre)

**Health Services**

Carers need to maintain good mental and physical health when looking after someone with a learning disability. This can involve seeing the GP, dentist, optician, chiropodist / podiatrist and pharmacist. Regular check ups are advised for both the carer and
the person they are caring for. The pharmacy may be able to provide you with sealed dosette boxes to aid compliance with medication. This box will vary between pharmacies. It is important to find one that you find easy to use.

Some opticians can undertake routine eye tests in your home. This is one provider but there may be others.

**Opticall**
Tel. 0208 998 4228  
E-mail: info@opticalleyecare.co.uk  
www.opticalleyecare.co.uk

**Community Dental Services** is a social enterprise providing routine and specialist dental services including domiciliary services. Criteria apply for some treatment programs.  
Tel. 01234 310223  
E-mail: info@cds-cis.nhs.uk  
www.communitydentalservices.co.uk

If you need medical help but it isn’t an emergency, you can call 111. This service is available all day and night. Calls are free from landlines and mobile phones.

It is important to have a **Health Action Plan** for the person being cared for. This is a collection of
information, which is very useful for many health professionals. It will contain telephone numbers for the person’s doctor, dentist, optician, chiropodist, district nurse and any other professional involved in a person’s health. It will also detail the outcome of any appointments that have taken place. If you need help setting up a Health Action Plan, you can call the Health Action Plan Coordinator.
Tel. 01582 547859

**Luton and Dunstable Hospital**
Tel. 01582 491166
There are 2 Learning Disability Liaison Nurses. The Nurses can support people with a learning disability with hospital appointments and can advise hospital colleagues on how to support people with a learning disability during a person’s stay in hospital.
Tel. 01582 718271

**SEPT (Community Specialist Learning Disability Team)** provides an Intensive Support Therapy team, which aims to provide a time limited, person centred service for adults with learning disabilities who are exhibiting behaviours that challenge. SEPT also provides health clinics, located at Beech Close, Dunstable.
Tel. 01234 310589
[www.sept.nhs.uk](http://www.sept.nhs.uk)
Healthwatch is a new independent consumer champion for health and social care, which gathers and represents the views of the public. They help people get the best out of their health and social care services. They enable people to access information and listen to your opinions.
Tel. 01582 817060
www.healthwatchluton.co.uk

Advice and Support Services

It is important that both the carer and the person being cared for receive the correct information.

For enquiries relating to Jobseeker’s Allowance, Income Support, Employment and Support Allowance and Incapacity Benefit, you can call 0845 608 8627. There are some changes due to take place and the new benefit will be collectively called Universal Credits. There is a Disability Employment Adviser available at the Jobcentre Plus for further support if needed.
Tel. 01582 744079 or 01582 744137

The Luton Advice Network consists of Luton Rights, Citizens Advice Bureau and Luton Law Centre. Luton Rights are available at the Town Hall on a Wednesday for debt advice and for benefits advice on a Friday.
www.lutonadvice network.org.uk
Luton Rights is an independent advice agency based in Luton.
Tel. 01582 453372
www.lutonrights.org/

Citizens Advice Bureau provides legal advice when needed.
Tel. 0844 245 1285
www.citizensadvice.org.uk

Luton Law Centre is a professional legal service, which is free to the public.
Tel. 01582 481000

If you need more information about Direct payments, you need to speak to your Social Worker or the Customer Contact Centre (Adult Social Care) on 01582 547659.

There are many services that can provide lots of advice and information. Here are some of them.

POhWER is an advocacy support service and provides a voice group.
Tel. 0300 456 2370
E-mail: pohwer@pohwer.net
www.pohwer.net
The Challenging Behaviour Foundation has produced new summary information sheets about challenging behaviour. The information sheets were written by experts and cover a wide range of topics connected to challenging behaviour and severe learning disabilities. They are written for both family carers and professionals. The summary versions contain all the key points of the full information sheets, but in a more accessible format.
Tel. General Enquiries 01634 838739
E-mail: info@thecbf.org.uk
Tel. Family Support Line 0845 602 7885
E-mail: support@thecbf.org.uk
www.challengingbehaviour.org.uk

Autism Bedfordshire provides lots of helpful advice for people with autism.
Tel. 01234 350704
E-mail: enquiries@autismbeds.org
www.autismbedfordshire.net/

The National Autistic Society is the leading UK charity for people with autism and their families. They provide information, services and support.
Tel. Autism Helpline 0808 800 4104
www.autism.org.uk
The British Red Cross shop provides health and support services, for example hiring a wheelchair. Our nearest branches providing loans of medical equipment are in Hemel Hempstead and Leighton Buzzard.
Tel. 01442 260157 (Hemel Hempstead)
Tel. 01525 384077 (Leighton Buzzard)

The Care Quality Commission checks whether hospitals, dentists, care homes, GP services and care in your home services meet national standards.
Tel. 03000 61 61 61
www.cqc.org.uk

The Disability Resource Centre has a database of information on all aspects of disabled life. They also sell and hire out equipment and can tell you how to get your equipment serviced.
Tel. 01582 470900
E-mail: information@drcbeds.org.uk
www.drcbeds.org.uk

Luton Mencap is the local branch of Mencap supporting people with a learning disability.
E-mail: lutonmencap52@hotmail.co.uk
Mencap supports people to live their lives in the way that they choose. They provide lots of helpful information and advice.
Tel. 0808 808 1111
www.mencap.org.uk

MIND is a national charity offering support and advice for anyone with a mental health problem.
Tel. 0300 123 3393
www.mind.org.uk

Penrose Synergy provides a range of support services for vulnerable adults in the community.
Tel. 01582 343230
E-mail: luton@penrose.org.uk
www.penrose.org.uk

S.A.I.L. is a self-advocacy group for people with learning disabilities in Luton. They chat over topics of interests over a cup of tea every 3rd Saturday at Strathmore Methodist Church Hall, Strathmore Avenue, Luton. You will need to call if you would like to attend.
Tel. Gill Davies on 01582 655972
Day Opportunities and Adult Learning

As day opportunities are developing all the time it would be a good idea to speak to your social worker for the latest information. Some services can be accessed through self-referral whereas others will require a community care assessment via social services.

**Bramingham Day Centre** offers building based day care to people with a learning disability. Customers are also supported to access activities in the community. This is a council run service and will need a referral through your Social Worker.
Tel. 01582 573408
E-mail: janine.macey@luton.gov.uk
Heywood House provides education and social day care for young adults with profound learning disabilities and complex needs.
Tel. 01582 848288
E-mail: info@heywoodhouse.co.uk
www.heywoodhouse.co.uk

Ashdowne provides a day service for adults with learning disabilities (aged 19 years and over) who may have additional complex needs.
Tel. 01582 486432
E-mail: lipi.k@lansdownecare.com
www.lansdownecare.com

Lifestyle Choices (Livability) supports people to get out and about in a personalised and flexible way.
Tel. Malcolm Ross on 07718 706305 (Quote LLC Luton)
E-mail: enquiries@livability.org.uk
www.livability.org.uk

Sense@Keech is a service for young people aged 19 years upwards with sensory impairment and severe disabilities.
Tel. 01582 497867
www.sense.org.uk
Yawn Life offers a not for profit day opportunity for sociable adults with learning disabilities. Users will enjoy a wide range of activities including life skills as well as health and social skills in and around the community.
Tel. Jeanette on 07983434524 or Julie on 07792734183
E-mail: info@yawnlife.co.uk
www.yawnlife.co.uk

Access to further education is also available:

Barnfield College – The Pathfinder Department offers a variety of courses and cater for a range of disabilities and covers a wide age group.
Tel. 01582 569737

Central Bedfordshire College - Pathways Program. These courses cover vocational skills, independent living skills and personal and social skills.
Tel. 01582 477776 extension 360

Luton Adult Learning – A wide range of learning programmes are available.
Tel. 01582 490033

Apprentice Steps is a learning program currently for young adults with learning difficulties and disabilities,
which offers a combination of classroom based and work placement learning. Applicants will be required to attend an interview to assess whether the program meets their needs. These are the contact details for more information and the referral process.
Tel. Teresa King on 01582 490033
E-mail: teresa.king@lutonacl.ac.uk or
Tel. Chris Brandom on 01582 548371
E-mail: christopher.brandom@luton.gov.uk
www.lutonacl.ac.uk

Support to find work

Voluntary opportunities can help to ease people into working life.

**New Horizons** provides vocational support to people with a learning disability. They support people to secure and sustain appropriate training programmes, volunteering opportunities and open paid employment. They have also developed a number of social enterprises. They can be accessed via the Social Worker or the Disability Employment Advisor at the Jobcentre Plus.
Tel. 01582 548370
E-mail: christopher.brandom@luton.gov.uk
Jobcentre Plus
The Disability Employment Advisor at the Jobcentre Plus can be contacted on 01582 744079 or 01582 744137.

The Shaw Trust is an organisation that helps disabled people sustain employment or enjoy more independent living. Work choice enquiries can be made by calling 0300 3033111.
www.shaw-trust.org.uk

Leisure interests

There are lots of things to do in and around Luton and a really good website for more information is www.loveluton.org.uk. If you’re not on the internet, you can call the number below for more information.
Tel. 01582 546265
E-mail: coordinator@loveluton.org.uk
Active Luton is a sports and leisure trust providing a variety of sports and leisure facilities. There are 8 leisure and activity centres in and around Luton. Go4Less is a sport and leisure card, which offers discounted rates on many Active Luton facilities. You may also qualify for additional concessionary rates if you’re in receipt of certain benefits. Further information can be found by sending an e-mail or visiting the website.
E-mail info@activeluton.co.uk
www.activeluton.co.uk

Dunstable and District Disabled Sports (DADDS) provide sporting opportunities for people with any disability. The session takes place in the main sports hall at Dunstable Leisure Centre between 1pm and 3pm. More information can be found on www.dadds.moonfruit.com/

The Keech Hospice hydrotherapy pool caters for the needs of the frail and disabled of all ages. Terms and conditions apply.
Tel. 01582 492339
E-mail: info@keech.org.uk

The Cinema’s Exhibitors’ Association (CEA) Card will allow a person with a disability to obtain one free ticket for the person accompanying them. There is a
processing fee involved (currently £5.50) but the card is valid for a year. There are some terms and conditions that apply.
Tel. 0845 123 1292
E-mail: info@ceacard.co.uk
www.ceacard.co.uk

**Cineworld** offer autism friendly screenings at selected Cineworld cinemas. These screenings take place on the first Sunday of every month at 11am.
Tel. Customer Services on 0844 815 7747
www.cineworld.co.uk/

The website [www.lutonculture.com](http://www.lutonculture.com) provides information about all the cultural aspects of Luton. The libraries, museums, shows and exhibitions are all detailed. Stockwood Discovery Centre hosts different exhibitions. Wardown Park Museum also has different events and exhibitions. The Hat Factory offers dance and theatre performances as well as music performances and comedy nights.

There are 8 libraries in and around Luton. The main library is the Central Library and others are located in Leagrave, Wigmore, Marsh Farm, Lewsey, Stopsley, Sundon Park and Bury Park. There is also a Luton Mobile Library and a Luton Home Library Service. Here are the contact telephone numbers.
Social Groups and Activities

**The 21 Club** is a not for profit organisation meeting on Wednesday evenings for music and entertainment. It is for members only (aged from 21 years and over). Call for more details.
Tel. 01582 734088

**First note** is a music program open to anyone with a disability. It’s an opportunity to create and socialise through music and everyone is welcome. It runs 2 sessions on a Thursday, one in the morning and one in the afternoon. It is open for people over the age of 16 years (if you’d like to attend without a carer). Please contact New Horizons if you are interested. Contact can also be made via the Facebook group ‘First Note.’
Tel. 01582 548370

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<tr>
<th>Library/Location</th>
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<tr>
<td>Luton Central Library</td>
<td>01582 547418</td>
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<tr>
<td>Luton Library Theatre</td>
<td>01582 547474</td>
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<tr>
<td>The Hat Factory</td>
<td>01582 878100</td>
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<tr>
<td>Stockwood Discovery Centre</td>
<td>01582 548600</td>
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<tr>
<td>Wardown Park Museum</td>
<td>01582 546722</td>
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Flag night is a social night running once every six weeks at the Chaul End Centre between 7-9pm. You will need to book tickets in advance and it is open to anyone over the age of 16 years. Tel. 01582 548370 or Theresa on 07711389446

Luton Mencap organise discos at the Bramingham day centre regularly. They also organise a drama club on a Thursday night. Everyone is welcome. Tel. 01582 727055

Townsend Charity Disco (under the umbrella of Mencap, Dunstable) organises a disco at the United Services Club, High Street South, Dunstable. This usually takes place every four weeks on a Thursday evening from 7-10pm. Tel. Eric Bierton on 01582 600624

D&H Gateway Club (also under the umbrella of Mencap, Dunstable) hold a social evening every Friday from 7-9.30pm at the Dunstable Boys Club, Manchester Place, Dunstable. Tel. Eric Bierton on 01582 600624
Swirl is a club night held once a month for people with learning disabilities. It is open to anyone over the age of 16 years.
Tel. 01582 518309
E-mail: darren@swirlnightclub.com
www.swirlnightclub.com

YAWN 16 is a group for sociable young adults aged 16-30, meeting on a Wednesday as well as several trips and other events throughout the year.
Tel. 01582 528154
E-mail: youth.club@ntlworld.com
www.yawn.co.nr

Holiday Ideas
When planning a holiday, there’s a lot to think about. For example, would you like to stay in a hotel or self-catering accommodation? Will you be travelling with family or would you prefer to travel on your own with support? Perhaps you’d like to travel abroad! The first port of call is the Disability Resource Centre as it has a large database of all the different options. Here are a few examples of what’s available.

**Livability** provides accessible accommodation in a range of locations across the country.  
Tel. 01492 876833  
E-mail: info@livability.org.uk  
Accommodation can be viewed on their website.  
[www.livability.org.uk](http://www.livability.org.uk)

**Go Provence** provides activity holidays for adults with learning disabilities in the South of France. More information is available using the following contact details.  
Tel. Ian Callen on 0033 4 92 76 62 94  
E-mail: ian@goprovence.co.uk  
[www.goprovence.co.uk](http://www.goprovence.co.uk)
3H Helping Hands for Holidays is a charity, which not only organises group holidays for the disabled but also assists with some grants programme holidays.
Tel. 01892 860219
E-mail: info@3hfund.org.uk
www.3hfund.org.uk

The Bond Hotel, Blackpool provides accessible accommodation. Respite breaks can also be arranged.
Tel. 01253 341218
E-mail: sales@bondhotel.co.uk
www.bondhotel.co.uk

JollyDays offers accessible, inclusive holidays for people with mild to moderate learning disabilities. Leisure and active holidays are available in the UK and abroad.
Tel. 01277 35 55 65
E-mail: enquiries@jollydaysholidays.co.uk
www.jollydaysholidays.co.uk

Papillon Holidays is a not for profit organisation offering supported holidays in group settings throughout the UK as well as Spain and France.
Tel. 07939 869317
E-mail: enquiries@papillonholidays.co.uk
www.papillonholidays.co.uk
Butlins
Tel. 0845 070 4748 for the special needs team.
www.butlins.com

**Short breaks services**

A care management assessment will be required for the following services. There are a couple of options. A short break service can be a building based respite unit or a stay with a shared lives carer.

**Shared lives (Luton Borough Council)**
Tel. 01582 548272
E-mail: Linda.Ambrose@luton.gov.uk

**Tomlinson Avenue (Luton Borough Council)**
Tel. 01582 605196
E-mail: Linda.Ambrose@luton.gov.uk

**Really Flexible Care (Angel Close)**
Tel. 01858 881660
E-mail: John@reallyflexiblecare.co.uk

**Capwell Grange Nursing Home (Bupa)** provides 24 hour care for young, physically disabled people aged 18 to 65 years.
Tel. 01582 806878
**Access Disability Project**
This is a multicultural youth provision with a wide range of activities. It caters for young people with special needs living in Luton.
Tel. 01582 519500
E-mail: adp@cycd.org.uk

**Supported Living Accommodation**

This is a service where a person with a disability gets the support they need to live in their own (rented) home. There is a separation between housing and support. Several schemes are in place but they can only be accessed through a care management review. Here is a list of current providers.

**Luton Borough Council**
Tel. 01582 548235 / 01582 548234
E-mail: Linda.Ambrose@luton.gov.uk

**Affinity Trust (Woodlands and Belper Road)**
Tel. 01582 564780
E-mail: sharonprice@affinitytrust.org

**Lifeways (Paisley Close)**
Tel. 01582 593315
E-mail: luton@lifeways.co.uk
Priory Group (Craegmore – Hitchin Road, Pastures Way)
Tel. 01582 732653
E-mail: HowardJones@priorygroup.com

St Alex.
Tel. 0208 4406060
E-mail: info@stalex.co.uk

Dimensions
Tel. 01582 470900
E-mail: petros.gudza@dimensions-uk.org

Aldwyck (Arthur Street)
Tel. 01582 415132
E-mail: Jaine.Gaines@aldwyck.co.uk

Residential Homes

This is a service where a person lives with support in a home environment. Here is a list of the current providers in Luton. A person would need to have a care assessment via adult social services before being placed in any of the services below.

Optimal Living Ltd. (Belle Vue)
Tel. 01582 734169
E-mail: bellevue@ntlbusiness.com
Advance Housing
Tel. 01582 721257
E-mail: justine.griffiths@advanceuk.org

Apex Care (Atwell House)
Tel. 01582 584500
E-mail: andrea@apexcare.co.uk

Priory Group (Georgina Residential Home)
Tel. 01582 456574
E-mail: georgina.house@priorygroup.com

Priory Group (Vaughan House)
Tel. 01582 734812
E-mail: vaughan.house@priorygroup.com

Priory Group (Rose Court)
Tel. 01582 452258 / 01582 482288
E-mail: rose.court@priorygroup.com

Hope Lodge
Tel. 01582 457599
E-mail: info@hopelodgecenter.co.uk

Juniper House
Tel. 01582 419923
E-mail: al.bute3@ntlworld.com
Marlin Lodge
Tel. 01582 723495
E-mail: marlin.lodge@btinternet.com

Mulberry House
Tel. 01582 570569

Oakley Lodge
Tel. 01582 613656
E-mail: oakleylodge@hotmail.co.uk

Mencap (Wickstead Ave)
Tel. 01582 504217
E-mail: H3082@mencap.org.uk

Mencap (Strangers Way)
Tel. 01582 505013
E-mail: H3080@mencap.org.uk

Turning Point (Franklyn Avenue, Barton-Le-Clay)
Tel. 01582 883465
E-mail: Claire.Paton@Turning-Point.co.uk

Vine House
Tel. 01582 485744
E-mail: ppcomservice@aol.com
Domiciliary Care Agencies

There are a number of agencies that provide support for people to live in their own home. This is a list of agencies used by Luton Borough Council. The Care Quality Commission website (see Advice and Support services) contains a more detailed list.

Better Healthcare
Tel. 01582 422777
E-mail: domcarelu@betterhealthcare.co.uk

Caremark
Tel. 01582 415946
E-mail: harbeer.danga@caremark.co.uk

Prime Care Support
Tel. 01582 601501
E-mail: sam@primecare.co.uk

Saga Home Care
Tel. 01525 383081
E-mail: lisa.ball@saga.co.uk

Sevacare
Tel. 01582 345407
E-mail: sonny.dhatt@sevacare.org.uk
Transport

You may be entitled to certain travel concessions and support. Discounted travel may be available if you are in receipt of certain benefits and a form can be obtained from the Tourist Information Office at the Central Library.

A **concessionary travel scheme** offers free travel on local public transport for those who have an eligible disability. Some people will also be entitled to a carer travelling free with them. Again eligibility criteria will still apply.
Tel. 01582 54 72 54 or 01582 54 72 56  
www.luton.gov.uk/concessionaryfares

Arriva buses do provide some wheelchair accessible buses for specific routes.  
Tel. 0844 800 44 11 or  
Tel. Traveline on 0871 200 2233  
www.arrivabus.co.uk

A disabled persons railcard allows you to get 1/3 off most rail fares across Great Britain.  
Tel. 0845 605 0525  
E-mail: disability@atoc.org

For questions relating to eligibility for a blue badge or questions relating to blue badge parking, please ring 01582 510372.

The South Beds Dial-a-Ride service is available for people who have difficulty using public transport. Eligibility criteria apply and the user must have a valid bus pass.  
Tel. 01525 220044

Luton Taxis provide wheelchair accessible taxis.  
Tel. 01582 735555  
www.lutontaxis.com
Shopmobility provides equipment and support for people with limited mobility to access the Mall Centre Luton. It also provides a mini bus pick up service from your home to The Mall Centre Luton.
Tel. 01582 738936
www.lutonshopmobility.co.uk

Safeguarding of Vulnerable Adults

Everyone should be able to live free from fear and harm. However, people with learning, sensory or physical disabilities might be at risk. They may be less able to protect themselves or they may find it hard to make their wishes and feelings known.

You may be concerned that a person is at risk of abuse because
• Someone has told you something
• You have seen or heard something that makes you feel uncomfortable about the care of a vulnerable adult
• You may be being abused yourself and need help to stop it happening.
If you SEE or SUSPECT abuse please call 01582 547770 or e-mail safeguarding@luton.gov.uk.
The website for further information is www.luton.gov.uk/adultsafeguarding

Reporting crime or anti social behaviour means that the police and Luton Borough Council can build up a better picture of what's going on in our area. It can also prevent someone else from being a victim of crime.

Some residents may feel uneasy in reporting incidents of anti-social behaviour. They often fear that things may get worse if they report it to the police. The Community Safety Team understand these problems and will not take any action or speak to anyone else about the problem without agreeing this with you first. All reports made to the council are treated in the strictest confidence. To report anti-social behaviour, Tel. 01582 556629 or E-mail: communitysafety@luton.gov.uk

To report a crime when it isn’t an emergency call 101.

To report a crime in an emergency, call 999. You should do this if you think there is an immediate threat to life or property.

To report a crime and if you don’t want to say your name, call Crimestoppers on 0800 555 111.
Feedback

We hope that this guide has been useful for you. If you would like any topics or services added to future editions, please let us know by using any of the contact details below.

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Unfortunately this guide is only as up-to-date as the day it went to print!

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