

# **Housing Officer Support Document**

## **Useful Information**

Below are a list of Agencies, Companies and Charity Organisations to help support our tenants. They are contactable through phone and email. Some will require self-referral (tenant will need to contact them directly), and some also are of chargeable service (self-funded) as stated.

### **LBC – Safeguarding and M.A.S.H (Multi Agency Safeguarding Hub)**

01582546000

In Luton we have specialised teams that work separately or together (known as multi-disciplinary teams) to ensure vulnerable families, adults and children in Luton receive the care and support they need.

### **DWP – Employment and Support Benefits.**

These pages provide information about the changes the government has brought in to support people who are already claiming benefits, need to claim benefits, or are at risk of losing their job as a result of coronavirus.

### **CAB (Citizens Advice Luton)**

### **Free Telephone Service – 09:30am to 12:30pm Monday to Friday, Tel 0344 2451285**

- Debt and Money Advice.
- Welfare Benefits.
- Employment.
- Housing.
- Relationship Breakdown (Family).
- Immigration, Law and Courts.
- Health.

### **Luton Law Centre Self-referral**

**10:30 to 12:30 Tuesdays and Wednesdays – 01582 481000**

- Housing.
- Immigration & Asylum.
- Community Care.

**Turn2Us – Charitable Service – Self-referral**

- Welfare Benefits.
- Grants and Own Grants – *Turn2Us Elizabeth Finn Fund – Turn2Us Response Fund and Turn2Us Edinburgh Trust.*

**AGE UK– For The Elderly – Self-referral**

**Tel 0800 678 1174 – Mon to Fri 8:00am to 7:00**

- Café's and Restaurants – *relaxed, friendly places for get together.*
- Day Centres – *Improve quality of life & helping to be more independent.*
- Exercise & Physical Activity – *keep fit - keep happy.*
- Handy Person Services – *more 70 AGE UK Stores provide this.*
- Home Help – *Help with day to day domestic tasks.*
- IT Training Courses – *helping you get online.*

**Luton Foodbank – Self-referral**

**01582 725838**

- Free, nutritionally balanced, and culturally appropriate food to people in hardship or distress who are referred by a network of partner agencies.
- Signposting information to local advice and information services.

**All Women's Centre – Luton – Self-referral**

**01582 416783**

We are committed to supporting and empowering women, to address the identified needs of women from the diverse communities.

## [Domestic Abuse Triage Service](#)

**- 0333 258 2385** - Self-referral

The Victim Support DA Triage Service will accept referrals for any client over the age of 16.

## [Men's Advice Line](#) - Self-referral

**0808 8010327**

Confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members)

## [National DV Helpline](#) – Self-referral

**- 0808 2000 247**

This is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

## [Stepping Stones](#) – Self-referral

**- 01582 457114**

Stepping Stones provide a safe, welcoming, non-judgemental environment for women living in Luton.

## [Women's Aid](#) – Self-referral

**– 01582 391856**

Women's Aid in Luton is a voluntary organisation supporting women and children who fall victim to domestic abuse.

## [Resolutions](#) – Self-referral

**- 0800 054 6603**

Alcohol and substance misuse support, psychological therapies including counselling as well as support groups.

## [SMART](#) – Self referral

[info@smartcjs.org.uk](mailto:info@smartcjs.org.uk)

SMART SAFE is Luton's alcohol and drug service for under 25's.

[Westminster Drug Programme \(WDP\)](#) **020 7421 3100 – Self-referral**

WDP Luton provides support for people who come through the criminal justice system and are experiencing problems with drugs and/or alcohol

[ELFT](#) – **Self-referral**

**- 020 7655 4000**

ELFT Provides a wide range of community and inpatient services to children, young people, adults of working age.

[Luton Wellbeing Service](#) – **Self-referral**

**01582 393130**

Our philosophy is to help people get the psychological services they need quickly and easily, without having to jump through any unnecessary hoops.

[MIND](#)

**-0300 330 0648 – Self-referral**

Mind BLMK offers a range of services aimed at meeting individual needs and promoting mental health recovery, wellbeing and independence

[SEPT](#) - **0300 123 0808 – Self-referral**

Providing integrated care including mental health, learning disability, social care and community health services.

[PENROSE](#) - **01582 280 818**

We provide high calibre specialist support, practical interventions, education and employment training.

**Elite Day Services - 01234 743116 – Self-referral**

Elite Care Services specialisms include care for Dementia, learning disabilities, mental health conditions, personal care, and sensory impairments.

**MENCAP – Support for people with Learning Disabilities.**

**- 0808 808 1111 – Self-referral**

Providing advice and information on things like employment and education, helping someone to live independently for the first time, and even things like reporting a crime to the police.

**New Horizons – Self-referral**

**- 020 7590 8970**

New Horizons provides vocational support to people with a learning disability. With training programmes, volunteering opportunities and open paid employment.

**Walsingham Support – Self-referral**

**- 0333 405 1030**

Walsingham Support offer a wide range of solutions for learning disabilities and can provide a flexible approach to meet each individual's needs.

**Mary Seacole Housing Association – Self-referral**

**- 01582 415651**

The Association provides value for money, quality supported accommodation to young single homeless people, enabling them to develop the skills needed to move from a state of dependence to that of independence

**NOAH**

- **01582 728416**

NOAH (New Opportunities and Horizons) is a Luton-based charity offering hope and support to people struggling against homelessness and exclusion.

[Azalea](#)

- 01582 733200 – **Self-referral**

Azalea reaches out to those trapped in or vulnerable to sexual exploitation, supporting them to build new lives because of the love of God.

### **You Turn Futures & Direct for Bedfordshire**

youturnfutures.com – **Self-referral**

You Turn is an independent charity based in Bedfordshire, covering areas for

- Serious Youth Violence
- Integrated Offender Management
- Domestic abuse
- Child Sexual Exploitation

[Emerald Centre](#) – **Self-referral**

- **01234 897052 S**

The Emerald Centre SARC offers free support and practical help to anyone in Bedfordshire and Luton who has experienced sexual abuse.

[Embrace Life and Health watch](#) – **Self-referral**

- **01582 817060**

Embrace Life offers advice, support to anyone living with or affected by HIV/AIDS throughout Luton and surrounding areas.

[Early Help Hub](#)

- **01582 548231**

Providing early help is more effective in promoting the welfare of children than reacting later.

### [Family and Friends Service](#)

#### **- 01582 548888 – Self-referral**

provides information, advice and guidance on a variety of services, helplines and websites that are useful to parents, carers, children and young people under the age of 20, and professionals who work with them.

### [Headway – Support after brain injury](#) – **Self-referral**

#### **- 0808 800 2244**

A wide range of services, including rehabilitation programmes, carer support, social re-integration, community outreach and respite care.

### [National Stalking Helpline](#) – **Self-referral**

#### **- 0808 802 0300**

The National Stalking Helpline provides guidance and information to anybody who is currently or has previously been affected by harassment or stalking.

### [Pohwer Luton](#) – **Self-referral**

#### **- 0300 456 2370**

Range of free, confidential and independent advocacy services to help people make choices about their lives.

### [PALS – NHS](#) – **Self-referral**

#### **- 01582 497990**

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters.

### [Victim Support](#)

#### **– 0808 16 89 111 – Self-referral**

Give emotional and practical help we to people who have been affected by crime in Bedfordshire.

## [Pest Control.](#)

### – **01582 – Self-referral**

If you've got a pest problem in your home or garden, we can offer you expert advice or treatments to help you get rid of them.

### [Getridov](#) - **07751 255 294 – Self-referral**

We are a family owned company that has been providing bespoke services to the public and to businesses for a number of years now.

### [Rentokil](#) - **0808 256 8805 – Self-referral**

Wherever you need help with Pest Control throughout the UK, Rentokil Pest Control has local technicians based near you.

### [SwiftClear](#) - **01582 459878 – Self-referral**

Swiftclear is a locally based pest control firm covering Herts, Beds and North London.

### **A M James Pest Control - 01582 600700 – Self-referral**

A M James is a pest control and management services firm in Dunstable and can help you tackle your pest problem, whatever it may be.

## [Gardening and Cleaning Services.](#) – **Self-referral**

Garden maintenance for elderly or disabled council tenants

### [Age UK](#)- **garden cleaning – 01234 360510 – Self-referral**

This service is available to over 50s living in Bedfordshire and Luton, to help keep gardens neat and tidy all year round.

### [Green Aiders](#) - **01707 260129**

Groundwork is a federation of charities working nationally and locally to transform lives in the UK's most disadvantaged communities.

### [Maxine's Cachet Cleaning](#) – **07903860236 – Self-funded**



Maxine provides a helpful, friendly and sensitive cleaning service for vulnerable people.

### **Hoarding Support – Self-referral**

We are delighted to have recently secured funding to work on an exciting pilot project to help service users with hoarding.

For further information and referral form please contact –0300 330 0648 or email: [HQ@mind-blmk.org.uk](mailto:HQ@mind-blmk.org.uk)

### **Reactiv8 – Self-referral**

Employment – Education –Training. 01234 853 600 / 07966 685 530

[info@reactiv8.org.uk](mailto:info@reactiv8.org.uk)

Reactiv8 is an organisation that transforms the lives of others and aims to create sustainable change.

### **Luton Irish Forum – Self-referral**

We offer lots of help and advice re benefits, housing, support etc and it's not just for the Irish in Luton.

For further information and referral form please visit -