

Mental Health And Homelessness Advice Pack



Mental health

Mental ill health can impact anyone however those threatened with or experiencing homelessness are at particular risk. We understand that drug and alcohol dependencies can impact your mental health. We are here to support you.

Luton Borough Council works with other relevant statutory and non-statutory service providers to take reasonable steps to prevent your homelessness and provide you with meaningful support.

There is a wide variety of organisations who provide mental health support services on the Luton Directory. They can be found [here](#).

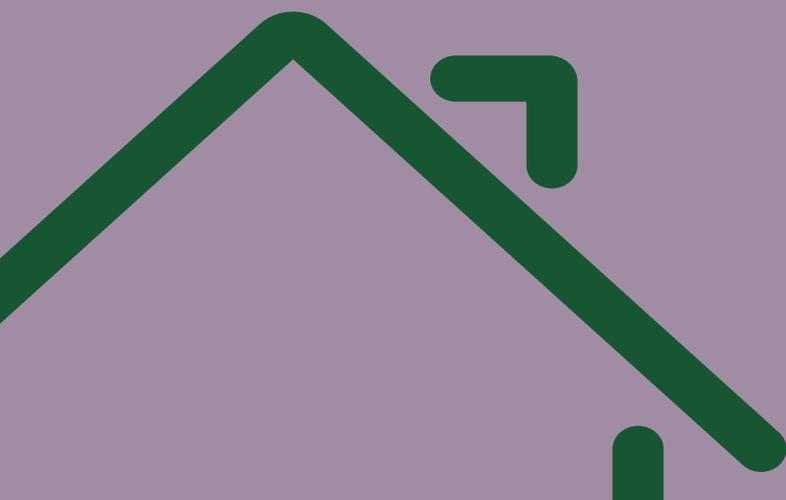
If you require urgent support regarding your mental health call 111 (option 2), dial 999 or go to A&E.

For housing support and advice from the council, please contact:

Luton Borough Council Housing Solutions Team: Tel **01582 510371** or email homelessprevention@luton.gov.uk. The team can offer advice and support on what to do if you are threatened with or are already homeless. If you want your mental health to be considered as part of your housing application, please give us as much information as possible such as GP medical reports, hospital letters or prescriptions. The support and options available to you will depend on your situation.

If you have concerns about an adult who is suffering harm, abuse or neglect please contact:

Luton Borough Council Safeguarding Adults Team: Tel **01582 547730** or **01582 547563** or email adultsafeguarding@luton.gov.uk



Key contacts

Samaritans Luton, South Beds and Harpenden

Samaritans provides confidential non-judgemental emotional support to people who are experiencing feelings of distress or despair, including those that may lead to suicide, on the phone, face to face, by email and by letter, 24 hours a day, every day of the year.

Tel: 116 123 free from any phone or **0330 094 5717**

Email: jo@samaritans.org

Face to face: To book a face-to-face appointment at the Luton, South Beds and Harpenden branch call **07486 850213** and Samaritans will get back to you to schedule an appointment.

Website: samaritans.org/branches/luton

Address: 33 Cardiff Road, Luton, Bedfordshire, LU1 1PP

CALM (Campaign Against Living Miserably)

The Campaign Against Living Miserably offer a confidential and anonymous helpline and webchat for individuals to talk with a trained advisor. This will include working towards creating a positive action plan for a caller which will include signposting to local and/or national services.

Tel: National Helpline 0800 58 58 58 / London: 0808 802 58 58

CALM webchat: Available 5pm – midnight every day of the year.

Support Line

Support Line provides a confidential telephone helpline offering emotional support to any individual on any issue. They offer support to children, young adults and adults by telephone, email and post. They will work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life.

Tel: 01708 765200

Email: info@supportline.org.uk

Website: supportline.org.uk/index.php



Other places to find support

Resolutions Luton

Resolutions provide a confidential non-judgemental support to those who are concerned about family, friends or their alcohol and/or drug use, or have been drinking or taking drugs for many years.

Tel: 0800 054 6603 (Freephone)

Email: resolutions.info@cgl.org.uk

Website: resolutions4luton.org

Address: 2-12 Victoria Street, Luton, LU1 2UA

Alcoholics Anonymous

Alcoholics Anonymous offers free impartial advice and support to aid alcoholics in their recovery journey. There are no barriers to membership, the only requirement is a desire to stop drinking.

Tel: 0800 9177 650

Email: help@aamail.org

Website: alcoholics-anonymous.org.uk

Total Wellbeing Luton

Total Wellbeing Luton supports people living in Luton who want to improve their physical and emotional health. This support includes:

- Exercise for managing long term conditions
- Stop smoking support
- Social prescription (linking you to community organisations that can support you to work through non-medical issues)
- Nutrition, weight and physical activity support

Tel: 0300 555 4152

Email: info@totalwellbeingluton.org

Website: totalwellbeingluton.org

Referrals: Total Wellbeing Luton accept referrals from professionals as well as self-referrals. To make a self-referral call **0300 555 4152** or use their **[online form](#)**.

Bereavement Support

If a child has a loved one, such as a friend or family member who's going to die, they can benefit from special support.

A wide variety of support is on offer on the Luton Directory which can be found **[here](#)**.



Further useful links

- [Homelessness advice on the Luton Directory](#)
- [Penrose](#) – advice on homelessness, mental health issues and more
- [Noah Enterprise](#) - support for people struggling against homelessness and exclusion
- [Severe weather shelter](#) - Noah provides an emergency night shelter in winter
- [Signposts](#) - providing residential and supporting services if you're unable to find suitable accommodation
- [Mary Seacole Housing Association](#) - supported accommodation to single homeless people in Luton
- [Luton Foodbank](#) - eradicating food poverty in Luton
- [Food First Luton](#) - an online tool mapping where individuals in need can receive food and access warm spaces across Luton
- [Budgeting loan](#) - GOV.UK
- [Luton, supporting you](#) - We want to make sure that you get the help and support available to you during the current cost of living crisis
- [Benefits calculators](#) - these can be accessed via [TURN2US](#), [Entitled To](#) and [Policy in Practise](#)