

# The Directory

## HOUSING, SUPPORT AND ADVICE AGENCIES IN CHARNWOOD



# Where can I get help, advice and information in Charnwood?

*This booklet provides a guide of useful agencies providing help, advice and information to the residents of Charnwood:*

*Relevant support agencies are listed alphabetically under each of the following sections:*

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## BENEFITS

### Attendance Allowance and Disability Living Allowance (DWP)

Department for Work and Pensions | Warbreck House | Warbreck Hill | Blackpool | Lancs FY2 0YE

**Tel:** 08457 12 34 56

**Textphone:** 08457 224433 (for hearing or speech difficulties)  
Lines are open between 7.30am and 6.30pm Monday to Friday.

**Email:** [DCPU.CUSTOMER-SERVICES@dwp.gsi.gov.uk](mailto:DCPU.CUSTOMER-SERVICES@dwp.gsi.gov.uk)

This email is for general queries and feedback only. Please do not send personal details, as we cannot guarantee that this is a secure channel.

**Website:** [www.dwp.gov.uk](http://www.dwp.gov.uk)

*Provides advice and information about eligibility for Attendance Allowance and Disability Living Allowance.*

### Benefit Enquiry Line (DWP)

Department for Work and Pensions | 201 Red Rose House | Lancaster Road | Preston | Lancs PR1 1HB

**Tel:** 0800 88 22 00

**Textphone:** 0800 24 33 55 (for hearing or speech difficulties)

Line are open between 8.30am and 6.30pm Monday to Friday and between 9.00am and 1.00pm on Saturdays.

*Provides general advice and information about benefits for disabled people.*

### Carers Allowance (DWP)

Department for Work and Pensions | Carers Allowance Unit | Palatine House | Lancaster Road | Preston PR1 1HB

**Tel:** 01253 856123

**Textphone:** 01772 562 202 (for hearing or speech difficulties)

Lines are open between 8.30am and 5.00pm Monday to Thursday and between 8.30am and 4.30pm on Fridays.

**Email:** [cau.customer-services@dwp.gsi.gov.uk](mailto:cau.customer-services@dwp.gsi.gov.uk)

This email is for general queries and feedback only. Please do not send personal details, as we cannot guarantee that this is a secure channel.

**Website:** [www.dwp.gov.uk](http://www.dwp.gov.uk)

*Provides advice and information for people who have caring responsibilities for parents, children and family members who have disabilities.*

### Child Support Agency (DWP)

Department for Work and Pensions | National Helpline | PO Box 55 | Brierly Hill | DY5 1YL

**Tel:** 08457 133 133

Lines are open 8am to 8pm Monday to Friday and 9am to 5pm on Saturday.

**Textphone:** 08457 138 924 (for hearing or speech difficulties)

**Website:** [www.csa.gov.uk](http://www.csa.gov.uk)

*Provides help and advice to separated or separating parents to make sure that parents who live apart from their children contribute financially to their upkeep by paying child maintenance.*

## Department for Work and Pensions (DWP)

**Website:** [www.dwp.gov.uk](http://www.dwp.gov.uk)

*Provides information and advice on all welfare benefits. Appointments can be made for help filling in forms and applying for benefits. There is a queuing system at offices if an appointment is not made.*

## Disability and Carers Service (DWP)

**Postal Address:** Midlands Disability Benefits Centre | PO Box 34 | Birmingham B99 1AR

**Actual Address:** Midlands DBC | Five Ways Complex | Islington Row | Middleway, Edgbaston | Birmingham | B15 1SL

## Disability Living Allowance and Attendance Allowance (DWP)

Department for Work and Pensions | Warbreck House | Warbreck Hill | Blackpool | Lancs FY2 0YE`

**Tel:** 08457 12 34 56

**Textphone:** 08457 224433 (for hearing or speech difficulties)  
Lines are open between 7.30am and 6.30pm Monday to Friday.

**Email:** [DCPU.CUSTOMER-SERVICES@dwp.gsi.gov.uk](mailto:DCPU.CUSTOMER-SERVICES@dwp.gsi.gov.uk)

This email is for general queries and feedback only. Please do not send personal details, as we cannot guarantee that this is a secure channel.

**Website:** [www.dwp.gov.uk](http://www.dwp.gov.uk)

## Housing Benefit

Charnwood Borough Council | Southfields Road | Loughborough | LE11 2TT

**Tel:** 01509 634851 | 01509 634848 | 01509 634854 | 01509 634853

**Email:** [benefits@charnwood.gov.uk](mailto:benefits@charnwood.gov.uk)

**Website :** [www.charnwood.gov.uk](http://www.charnwood.gov.uk)

## Jobcentre Plus (DWP)

Department for Work and Pensions | 2 Lemyngton Street | Loughborough | Leics LE11 1UY

**Tel:** 01509 831000

**Textphone:** 08457 138924 (for hearing or speech difficulties)

**Website:** [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

*Jobcentre Plus is part of the Department for Work and Pensions provides and help and support to people of working age if they cannot work and aims to help more people into paid work.*

# CHILDREN AND YOUNG PEOPLE

## Charnwood Independent Youth Action

**Main Office:** 53-55 Queens Road | Loughborough | LE11 1HA

Tel: Reception-01509 828083

Floating Support Team-01509 828085

Liberation Learning Team-01509 828084

**Marshalls Court:** 25 Marshalls Court | Little Moor Lane | Loughborough | LE11 1SF

Tel: 01509 265222/01509 236717

**Park Road House:** 37 Park Road | Loughborough | LE11 2ED

Tel: 01509 232656

*Support and accommodation for 16-25 year olds.*

## Childline

**Tel :** 0800 1111

**Website:** [www.childline.org.uk](http://www.childline.org.uk)

*Young people can talk to ChildLine about anything – no problem is too big or too small. If you are feeling scared or out of control or just want to talk to someone you can call ChildLine. Some of the things that people phone about are feeling lonely or unloved, worries about their future, problems about school, bullying, drugs, pregnancy, HIV and AIDS, physical and sexual abuse, running away and concerns about parents, brothers, sisters and friends, and crimes against them.*

## Child Support Agency (DWP)

Please see main entry under "Benefits," on page 3

## Connexions Leicestershire

7 Fennel Street | Loughborough | LE11 1UQ

**Tel:** 01509 214002

**Email :** [loughborough@connexions-leics.org](mailto:loughborough@connexions-leics.org)

Connexions provides information, advice and guidance for local 13-19 year olds, (or to 25 for young people with learning difficulties and/or disabilities), including:-

- Career information, advice and guidance.
- Information and advice on a range of other issues including benefits, rights, housing, relationships, drugs and equal opportunities.
- Details of local jobs and training opportunities.
- Job hunting advice and support.

## Family Information Service (FIS)

Leicestershire County Council, Family Information Service, Room 700, County Hall, Glenfield, Leicester. LE3 8RA

**Tel:** 0116 305 6545

Lines are open between 8.30am and 5.00pm Monday to Thursday and 8.30am and 4.30pm on Fridays.

**Email:** [family@leics.gov.uk](mailto:family@leics.gov.uk)

**Website:** [www.leics.gov.uk /family](http://www.leics.gov.uk/family)

*Provides free and impartial information, advice and guidance to families who have children aged 0-19 years. We also provide this service to practitioners to support them in their work.*

## Home Start Charnwood

46 Derby Road | Loughborough | Leics LE11 5BX

**Tel:** 01509 239 786

**Email:** [enquiries@homestartcharnwood.co.uk](mailto:enquiries@homestartcharnwood.co.uk)

*Trained volunteers provide a free and confidential service of regular support, friendship and practical help to families with children aged under 5 years who are under stress in their own homes, helping to prevent family crisis and breakdown. Families can refer themselves or be referred by other agencies, for example, Health Visitor or Social Worker.*

## Loughborough Foyer

The Office | Flat 3 | Limehurst Avenue | Loughborough | Leics LE11 1PA

**Tel:** 01509 270633

**Website:** <http://www.ncha.org.uk/Publications/publicationPage225.aspx>

*Owned by Nottingham Community Housing Association, Loughborough Foyer has an excellent reputation as a provider of secure, high quality temporary accommodation for formerly homeless young people. Residence in the Foyer is conditional on the young person being prepared to progress into education, training or other forms of 'meaningful occupation', and to take an active part in planning their own lives to ensure they do not experience repeated homelessness. Loughborough Foyer aims to be a place where young peoples' lives are transformed within our support service.*

## New Directions

See main entry under Drugs and Alcohol on page 8

## Single Access Point

The Bridge | 38, Leicester Road | Loughborough | Leicestershire | LE11 2AG

**Tel:** 01509 220560

**Website:** <http://www.bridgehousingervices.com/sap.htm>

*The Single Access Point, based at the Bridge, is a specialist service that works with 16 & 17 year olds who are having difficulties where they are living. They may feel it is hard to stay where they are, or may have already reached the point where they have looked into or gone to other places. All 16 & 17 year olds who are experiencing difficulties with accommodation are directed to the Bridge for assistance.*

## SureStart – Shelthorpe SureStart Children’s Centre

The Hub | Woodthorpe Road | Loughborough | Leics LE11 1NF

**Tel:** 0116 305 5241

*SureStart aims to offer help, support and advice to families with children aged under 4 years who live within the SureStart area.*

## Talk<sup>2</sup> Sort

The Bridge | 38, Leicester Road | Loughborough | Leicestershire | LE11 2AG

**Tel:** 01509 260500

**Website:** <http://www.bridgehousingervices.com/med.htm>

*The Bridge Mediation Service works with young people and families who are experiencing difficulties at home and/or with their relationship. The most common issues that people want to sort out include arguments at home, untidy bedrooms, loud music, and communication between family members, house rules, household chores and relationships with step parents, siblings and step siblings. Mediation can be highly effective with these behavioural issues and can also impact on feelings that are more difficult to define such as respect, trust and the atmosphere at home. The service works with 14 -19 year olds and family members.*

# CRIME

## Community Safety Partnership – Charnwood

Community Safety Unit | Charnwood Borough Council | Southfields | Loughborough | Leics LE11 2TR

**Tel:** 01509 634901

**Email:** [community.safety@charnwood.gov.uk](mailto:community.safety@charnwood.gov.uk)

**Website:** [www.charnwood.gov.uk](http://www.charnwood.gov.uk)

*Provides advice and information on anti social behaviour, violent crime, drugs misuse, discrimination and harassment and crime prevention.*

## Leicestershire Police

Leicestershire Constabulary | Force Headquarters | St Johns | Enderby | Leics LE19 2BX

Please mark your envelope clearly with the individual or department you want to contact.

**Tel:** 0116 222 2222

**Website:** [www.leics.police.uk](http://www.leics.police.uk)

*Provides information, advice and support on all policing related matters.*

### **Probation Scheme, The (SHARP Leicester)**

The Support Team | 137a Narborough Road | Leicester LE3 0PB

**Tel:** 0116 275 8777

*Referrals to the scheme must be made through the Probation Officer or another professional who is working with you.*

### **Victim Support in Leicestershire North**

3a Park Road | Melton Mowbray | Leics LE13 1TT

**Tel:** 01164 411 700

**Email:** [rutlandandmelton@victimsupport-leicsrut.org.uk](mailto:rutlandandmelton@victimsupport-leicsrut.org.uk)

**Website:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

*Provide free, independent and confidential support and information to help victims of crime cope with the effects of crime, and to witnesses at local criminal courts.*

### **Youth Offending Service**

Suites 2, 3 & 4 | Bridge Park Road | Bridge Park Plaze | Thurmaston | Leics LE4 8BL

**Tel:** 01164 411 700

**Email:** [rutlandandmelton@victimsupport-leicsrut.org.uk](mailto:rutlandandmelton@victimsupport-leicsrut.org.uk)

**Website:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

*Leicestershire Youth Offending Service works with young people aged up to 17 years old who are at risk of committing offences or those who have already committed offences in the Leicestershire and Rutland area. We are based at two offices, one in Thurmaston and one in Hinckley.*

## **DOMESTIC VIOLENCE**

### **Domestic Violence Integrated Response Project – DVIRP**

PO Box 7675 | Leicester LE1 6XY

**Tel:** 0116 255 0004

**Email:** [admin@dvirp.co.uk](mailto:admin@dvirp.co.uk)

**Website:** [www.dvirp.co.uk](http://www.dvirp.co.uk)

*Trained female and male workers provide support and information and a listening ear to victims of domestic violence. DVIRP also offer support to perpetrators and their families.*

*Aimed at anyone aged 16 years or over who is affected by domestic violence in Leicester, Leicestershire and Rutland.*

### **Loughborough Women's Aid**

Loughborough | Leicestershire

**Tel Refuge Workers:** 01509 237206 (Weekdays 9am to 5pm)

**Tel Outreach Workers & IDVA:** 01509 552549 (Weekdays 9am to 5pm)

**Email:** [info@lwa.org.uk](mailto:info@lwa.org.uk)

**Website:** [www.lwa.org.uk](http://www.lwa.org.uk)

*Free confidential support for people, with or without children, suffering domestic abuse. Can also arrange refuge accommodation (and other safe options), provide advice on legal, housing options, budgeting, and provide accompanying support at meetings with solicitors, etc.*

# DRUGS AND ALCOHOL

## DAAT – Drug & Alcohol Action Team

Leicestershire & Rutland DAAT | Unit 1, 1<sup>st</sup> Floor | 674 Melton Road | Thurmaston | Leics LE4 8BB

**Telephone:** 0116 3052680

**Email:** [info@drugs.org.uk](mailto:info@drugs.org.uk)

**Website:** [www.drugs.org.uk](http://www.drugs.org.uk)

*The DAATs aim is to work in partnership with others to help people resist drug misuse, support communities with drug-related issues, find help for those in need of treatment for those in need and help stop the supply of illegal drugs*

## DAAT – Drug & Alcohol Action Team (SHARP Leicester)

The Support Team | 137a Narborough Road | Leicester LE3 0PD

**Telephone:** 0116 275 8777

*Provides support for people with drug and alcohol problems. Referrals must be made by a professional who is already working with you.*

## Leicestershire Community Projects Trust (LCPT)

96 New Walk | Leicester | LE1 7EA

**Tel:** 0116 222 9522

**Fax:** 0116 222 9552

**Website:** <http://www.lcp-trust.org.uk>

*Alcohol services offered by LCPT include, Alcohol Advice Centre, 'New Directions' Young People's substance misuse service, groupwork/day programmes, assessments for inpatient detoxification and residential rehabilitation, dedicated black and minority ethnic community workers, drug and alcohol outreach services and complementary therapies*

## New Directions

96 New Walk | Leicester | LE1 7EA

**Tel:** 0116 222 9559 (Under 18's Helpline)

**Fax:** 0116 222 9552

Opening hours: 9am – 5.00pm via telephone

*The New Directions Team (based within LCPT) provide advice, information and support to young people (aged Under 18) who are experiencing problems using alcohol or drugs.*

## Snowdrops FDS

**Tel:** 01509 218445

**Email:** [snowdropsfds@hotmail.co.uk](mailto:snowdropsfds@hotmail.co.uk)

*Snowdrops offer support to Parents, Carers, partners or anyone affected by someone else's Drug use. They provide telephone support throughout Leicestershire and support groups in Loughborough.*

## Turning Point

22 Frederick Street | Loughborough | Loughborough | Leics LE11 3BJ

**Tel:** 01509 611 111

**Email:** [info@turning-point.co.uk](mailto:info@turning-point.co.uk)

**Website:** [www.turning-point.co.uk](http://www.turning-point.co.uk)

*Provide an open access service offering advice and information, referral for treatment and one to one keyworking for people affected by drug and alcohol misuse.*

## GAY, LESBIAN, BISEXUAL

### Leicester Lesbian, Gay and Bisexual Centre

15 Wellington Street | Leicester LE1 6HH

**Tel:** 0116 254 7412

**Helpline:** 0116 255 0667

**Email:** [info@llgbc.com](mailto:info@llgbc.com)

**Website:** [www.llgbc.com](http://www.llgbc.com)

*Provides a range of support and information on issues relating to sexual orientation, including counselling and support with trained staff and volunteers, a helpline and library of resources.*

## HEALTH

### Adult Social Care– Public Access Point

Leicestershire County Council | Pennine House | 2 Lemyngton Street | Loughborough | Leics LE11 1UH

**Tel:** 01509 266641

*Provides advice and information on personal care, for carers and people who are being cared for.*

### Advance Housing and Support

Please see main entry under "Housing Associations," on page 12

### Carers Direct

PO Box 4338 | Manchester M61 0BY

**Tel:** For Carers – 0808 802 0202

**Email:** [CarersDirect@nhschoices.nhs.uk](mailto:CarersDirect@nhschoices.nhs.uk)

**Website:** [www.nhs.uk/CarersDirect/carereslives/Pages/CarersDirecthelpline.aspx](http://www.nhs.uk/CarersDirect/carereslives/Pages/CarersDirecthelpline.aspx)

*A telephone helpline support service is available for carers for advice and information on a range of issues.*

### Disability and Carers Service (DWP)

Please see main entry under "Benefits," on page 4

### Disabled Facilities Grants (DFGs)

Private Housing | Charnwood Borough Council | Southfield Road | Loughborough | Leics LE11 2TR

**Telephone:** 01509 63 4351

**Email:** [private.housing@charnwood.gov.uk](mailto:private.housing@charnwood.gov.uk)

**Website:** [www.charnwood.gov.uk/pages/privatehousing](http://www.charnwood.gov.uk/pages/privatehousing)

*Provides grant assistance for Disabled Facilities Grants to owner occupiers and private tenanted accommodation.*

### Disability Living Allowance and Attendance Allowance (DWP)

Please see main entry under "Benefits," on page 4

### **Leicestershire Action for Mental Health (LAMP)**

LAMP | 65 Regent Road | Leicester LE1 6YF

**Tel:** 0116 255 6286

**Email:** [lamp@lampdirect.org.uk](mailto:lamp@lampdirect.org.uk)

**Website:** [www.lampdirect.org.uk](http://www.lampdirect.org.uk)

*Provides information and advice on a range of mental health issues, and individual and group advocacy for people experiencing mental distress and for carers. Facilitates service user and carer involvement forums.*

### **Leicestershire Aids Support Services (LASS)**

Direct Services Manager | The Michael Wood Centre | 53 Regent Road | Leicester LE1 6YF

**Tel:** 0116 255 9995

**Website:** [www.lass.org.uk](http://www.lass.org.uk)

*Provides a free and confidential advice, information and support service for people living in Leicester, Leicestershire and Rutland with HIV/AIDS and carers.*

### **Leicestershire Care Online**

**Website:** [www.leicscareonline.org.uk](http://www.leicscareonline.org.uk)

*Provides help with access to computers and the internet to carers, older people and people with disabilities – including training, technical support and home visits with equipment installation and assistive technology.*

*A website information service is also available and an online forum where users share information and experiences and give advice and support to each other.*

### **Leicestershire County Adult Social Care Service**

Adult Social Care Service | Leicestershire County Council | County Hall | Glenfield | Leicester LE3 8RA

**Tel:** 0116 305 7404

**Email:** [AdultSocialCare@leics.gov.uk](mailto:AdultSocialCare@leics.gov.uk)

**Website:** [http://www.leics.gov.uk/social\\_services.htm](http://www.leics.gov.uk/social_services.htm)

*Provides social care and support for people. People may need social care or support during a crisis, because of their age, long term ill health or disability, or because they are caring for others.*

### **Lifeline**

Please see main entry under “Older People,” on page 17

### **Loughborough walk-in Centre**

Pinfold Gate | Loughborough | Leicestershire | LE11 1BE

**Tel:** 01509 553 998

*Provides care 24 hours a day, seven days a week and is co-located with a minor injuries unit. The centre offers fast and easy access to a range of NHS services, including health information, advice and treatment. Experienced NHS nurses are on hand to treat a range of minor illnesses, such as coughs, colds, and infections, as well as minor injuries like strains, sprains and cuts. You can get advice on how to stay healthy and information on out-of-hours GP and dental services, local pharmacy services and other local health services.*

### **Meals on Wheels**

Please see main entry under “Older People,” on page X

## HOUSING ADVICE

### Age Concern Leicestershire and Rutland

Please see main entry under “Older People,” on page 16

### Bridge Housing Advice Service, The

38 Leicester Road | Loughborough | Leics LE11 2AG

**Tel:** 01509 260500

**Email:** [assistance@bridgehousingservices.com](mailto:assistance@bridgehousingservices.com)

**Website:** [www.bridgehousingservices.com](http://www.bridgehousingservices.com)

*The Housing Advice service provides free, independent advice, assistance and advocacy on all housing or homelessness related issues.*

*Please also see separate entries for Talk<sup>2</sup> Sort Mediation Service, Bridge Housing Support Service and Single Access Point for 16/17 year olds.*

### Citizens Advice Bureau

Please see main entries under Citizens Advice Bureau Charnwood, or Citizens Advice Bureau Shepshed under “Legal Advice,” on page 15

### Charnwood Housing Needs Service

Southfields | Loughborough | Leics LE11 2TT

**Tel:** 01509 634789

**Email:** [information@charnwood.gov.uk](mailto:information@charnwood.gov.uk)

**Website:** [www.charnwood.gov.uk/contacts](http://www.charnwood.gov.uk/contacts)

*Provides information and advice about housing problems, assess applications for council housing (including homeless applications) and allocate council housing.*

### Help the Aged

Please see main entry under “Older People,” on page 17

### Human Rights and Equalities Charnwood

Please see main entry under “Other Agencies,” on page 18

## HOUSING PROVIDERS

### Abbeyfield Society

Please see main entry under Older People on page 16

### Abbeyfield Loughborough

See main entry under Older People on page 16

### **Advance Housing and Support**

5 Faraday Court | Conduit Street | Leicester LE2 0JN

**Tel:** 0116 255 9935

**Email:** [support@advanceuk.org](mailto:support@advanceuk.org)

**Website:** [www.advanceuk.org](http://www.advanceuk.org)

*Provides floating support services for tenants with mental health problems and/or learning difficulties. To qualify for the scheme, tenants need to be seeing a consultant psychiatrist or, if there are learning difficulties, be in receipt of a social services care package because of a learning difficulty. Tenants have to be referred by a housing officer or other professional.*

### **Charnwood Independent Youth Action**

Please see main entry under "Children and Young People," on page 4

### **Charnwood Neighbourhood Housing**

Charnwood Neighbourhood Housing Limited | Council Offices | Southfield Road | Loughborough | LE11 2TN

**Tel:** 01509 634666

**Fax:** 01509 634518

**Email:** [info@cnh.org.uk](mailto:info@cnh.org.uk)

**Website:** [www.cnh.org.uk](http://www.cnh.org.uk)

*Charnwood Neighbourhood Housing is an Arms Length Management Organisation (ALMO) that manages, maintains and improves the Council's rented and leasehold properties*

### **De Montfort Housing Society Ltd**

33 Millstone Lane | Leicester | LE1 5JN

**Tel:** 0116 2233700

**Fax:** 0116 2233701

**E mail:** [admin@demontforhousing.co.uk](mailto:admin@demontforhousing.co.uk)

**Website:** [www.eshagroup.co.uk/sDMHS](http://www.eshagroup.co.uk/sDMHS)

*De Montfort Housing Society Ltd considers all groups for housing.*

### **Derwent Living Housing Association Ltd**

1 Centro Place | Pride Park | Derby DE24 8RF

**Tel:** 01332 346477

**Email:** [info@derwentliving.com](mailto:info@derwentliving.com)

**Website:** [www.derwentliving.com](http://www.derwentliving.com)

*Derwent Living Housing Association Ltd considers all groups for housing.*

### **East Midlands Housing Association**

Jubilee House | Stenson Road | Whitwick Business Park | Coalville | Leics LE67 4NA

**Tel:** 01530 276 000

**Email:** [enquiries@emha.org](mailto:enquiries@emha.org)

**Website:** [www.EMHA.org](http://www.EMHA.org)

*East Midlands Housing Association considers all groups for housing.*

### **EM Homebuy**

Jubilee House | Stenson Road | Whitwick Business Park | Coalville | Leicestershire | LE67 4NA.

**Tel:** 0844 892 0112

**Website:** <http://emhomebuy.org.uk/>

*EMHomebuy are the Homebuy agent for the East Midlands they provide a "one stop shop," advice service about low cost home ownership schemes.*

### **FCH Housing and Care**

5 The Triangle | Enterprise Way | NG2 Business Park | Nottingham | NG2 1AE

**Tel:** 0845 608 8110

**Email:** [enquiries@fch.org.uk](mailto:enquiries@fch.org.uk)

**Website:** [www.fch.org.uk](http://www.fch.org.uk)

*FCH Housing and Care considers all groups for housing*

### **Hanover Housing Association**

Please see main entry under Older People on page 17

### **Housing 21**

Please see main entry under Older People on page 17

### **Leicester Housing Association (LHA-ASRA)**

LHA-ASRA Group | 3 Bede Island | Leicester LE2 7EA

**Tel:** 0845 389 1777

**Website:** [www.lha.org.uk](http://www.lha.org.uk)

*Leicester Housing Association considers all groups for housing.*

### **Midland Heart**

20 Bath Row | Birmingham B15 1LZ

**Tel:** 0345 60 20 540

**Email:** [customer.servicecentre@midlandheart.org.uk](mailto:customer.servicecentre@midlandheart.org.uk)

**Website:** [www.midlandheart.org.uk](http://www.midlandheart.org.uk)

*Midland Heart considers all groups for housing.*

### **Nottingham Community Housing Association**

Rowlinson Court | 6 Heathley Park Drive | Leicester LE3 9EQ

**Tel:** 0800 013 8555

**Website:** [www.ncha.org.uk](http://www.ncha.org.uk)

*Provides accommodation for families.*

### **Places for People**

Midland Region | 12 Vivian Avenue | Sherwood Rise | Nottingham NG5 1AF

**Tel:** 0800 4320002

**Website:** [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)

*Provides accommodation for families and older people.*

### **Raglan Housing Association**

Lancaster House | Grange Business Park | Enderby Road | Whetstone | Leics LE8 6EP

**Tel:** 0845 070 7772

**Website:** [www.raglan.org](http://www.raglan.org)

*Raglan Housing Association will consider all groups for accommodation.*

## Riverside

Riverside House | 49 Western Boulevard | Leicester E2 7HN

**Tel:** 0845 330 4900

**Website:** [www.riverside.org.uk](http://www.riverside.org.uk)

*Riverside do not have an open waiting list in the Charnwood area and all properties are let through Nomination from Charnwood Borough Council.*

## Sanctuary Midlands

78 Burleys Way | Leicester | LE1 3BD

**Tel:** 0800 916 1404

**Email:** [midlands@sanctuary-housing.co.uk](mailto:midlands@sanctuary-housing.co.uk)

**Website:** [www.sanctuary-housing.co.uk](http://www.sanctuary-housing.co.uk)

*Making a significant contribution to social housing through innovative new housing schemes and the regeneration of older properties in both urban and rural areas.*

## Spirita

Raleigh House | 68-84 Alfreton Road | Nottingham NG7 3NN

**Tel:** 0115 988 7100

**Email:** [customer\\_services@mht.co.uk](mailto:customer_services@mht.co.uk)

**Website:** [www.spirita.org.uk](http://www.spirita.org.uk)

*Provide a range of accommodation*

## Tuntum Housing Association

90 Beech Avenue | New Basford | Nottingham | NG7 7LW

**Tel:** 0115 9166066

**Email:** [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk)

**Website:** [www.tuntum.co.uk](http://www.tuntum.co.uk)

*Tuntum Housing Association considers all groups for accommodation.*

# HOUSING SUPPORT

## Advance Housing and Support

Please see main entry under "Housing Associations," on page 12

## Bridge Tenancy Support Service

BRIDGE | 38 Leicester Road | Loughborough | Leicestershire | LE11 2AG

**Tel:** 01509 260 500

**Website:** <http://www.bridgehousingservices.com/>

*Provides support service for those who have just been offered a tenancy and need support with the practicalities of moving in. Existing tenants who have problems with managing in their tenancy e.g. with rent arrears, a lack of furniture, problems with income, isolation and anything else that is related to their*

housing. Also support homeless applicants in temporary accommodation. Referrals can be from other agencies or self referrals. A referral form is available from the Bridge website.

### [Charnwood Independent Youth Action](#)

Please see main entry under "Children and Young People," on page 4

### [NCHA Charnwood Project](#)

Charnwood Project | Nottingham Community Housing Association | 9, Bridge Street | Shepshed | Leicestershire

**Tel:** 0115 8443560/0115 8443559

*Provides support for tenants in Charnwood aged 16 plus.*

### [SHARP](#)

The Support Team | SHARP | 37a, Narborough Road | Leicester

**Tel:** 0116 2758777

*SHARP have 2 floating support schemes available for tenants in Charnwood: the DAAT scheme is for tenants with drug and alcohol problems. The Probation Scheme helps tenants who are working with the Probation Service.*

## LEGAL ADVICE

### [Age Concern Leicestershire and Rutland](#)

Please see main entry under "Older People," on page 16

### [Citizens Advice Bureau – Charnwood](#)

John Storer House | Wards End | Loughborough | Leics LE11 3HA

**Tel:** 01509 267376

*Provides free, independent and confidential advice on legal, money, employment, housing, immigration, personal, and family matters. Can also help with benefit claims, tax issues, and appeals against decisions.*

### [Citizens Advice Bureau – Shepshed](#)

Shepshed Community Centre | 47a Charnwood Road | Shepshed | Leics LE12 9QE

**Tel:** 01509 506 663 / 267 376

*Provides free, independent and confidential advice on legal, money, employment, housing, immigration, personal, and family matters. Can also help with benefit claims, tax issues, and appeals against decisions.*

## MONEY ADVICE

### [Age Concern Leicestershire and Rutland](#)

Please see main entry under "Older People," on page 16

### [Citizens Advice Bureau](#)

Please see main entries under Citizens Advice Bureau Charnwood, or Citizens Advice Bureau Shepshed under "Legal Advice," on page 15

### **Enquire (PACE)**

2a Granby Street | Loughborough | Leics LE11 3DU

**Tel:** 01509 211 194

**Email:** [office@enquireadvice.org](mailto:office@enquireadvice.org)

**Website:** [http://www.paceuk.org.uk/projects\\_enquire.php3](http://www.paceuk.org.uk/projects_enquire.php3)

*Provide an information, advice and guidance service specialising in debt and advice. Also provide advice and information on the following areas:*

- *Employment*
- *Welfare benefits*
- *Family issues*
- *Housing*
- *Community Law Service (for people who are entitled to Legal Aid)*

### **Pension Service, The (DWP)**

Please see main entry under "Older People," on page 17

## **OLDER PEOPLE**

### **Abbeyfield Society**

Abbeyfield House | 53 Victoria Street | St Albans AL1 3UW

**Tel:** 01727 857536

**Web:** [www.abbeyfield.com](http://www.abbeyfield.com)

**Email:** [enquiries@abbeyfield.com](mailto:enquiries@abbeyfield.com)

*Sheltered accommodation for the elderly*

### **Abbeyfield Loughborough**

Abbeyfield House | 53 Victoria Street | St Albans AL1 3UW

**Tel:** 01727 857536

**Email:** [enquiries@abbeyfield.com](mailto:enquiries@abbeyfield.com)

**Website:** [www.abbeyfield.com](http://www.abbeyfield.com)

*Provides sheltered accommodation for older people.*

### **Age Concern Leicestershire and Rutland**

Lansdowne House | 113 Princess Road East | Leicester LE1 7LA

**Tel:** 0116 299 2233

**Email:** [enquiries@ageconcernleics.com](mailto:enquiries@ageconcernleics.com)

**Website:** [www.ageconcernleics.com](http://www.ageconcernleics.com)

*Provides advice and information on a wide range of issues from finding the right care home, will making, housing, health and benefits to help at home, financial advice and leisure and learning.*

### **De Montfort Housing Society Ltd**

Please see the main entry under Housing Organisations on page 12

### **East Midlands Housing Association**

Please see main entry under Housing Organisations on page 12

### **The Charity of Hannah Clarke for Almshouses**

Hannah Clarke Almshouses | Park Road | Birstall

**Tel:** 01509 843579

*Almshouses for poor aged women who are unmarried or widowed.*

### **Hanover Housing Association**

Nelson House | Alington Road | Eynesbury | St Neots | Cambs PE19 6RE

**Tel:** 0800 280 2575

**Website:** [www.hanover.org.uk](http://www.hanover.org.uk)

*Provides retirement accommodation for older people.*

### **Help the Aged**

19 Baxter Gate | Loughborough | Leics LE11 1TG

**Tel:** 01509 212402

**Website:** [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

*Provides information and advice on housing, health, debt and budgeting, bereavement, making a will and going into hospital.*

*Services include advocacy, befriending scheme, daybreak scheme, day care services, health advice and information, handyman service, respite service, advice on moving into residential and nursing homes, and services for people from minority ethnic communities.*

### **Housing 21**

The Triangle | Baring Road | Beaconsfield | Bucks NP9 2NA

**Tel:** 0370 192 4000

**Email:** [enquiries@housing21.co.uk](mailto:enquiries@housing21.co.uk)

**Website:** [www.housing21.co.uk](http://www.housing21.co.uk)

*Provides sheltered accommodation for older people.*

### **Leicestershire County Adult Social Care Service**

See main entry under "Health," on page 10

### **Lifeline**

Charnwood Neighbourhood Housing | C/o Charnwood Borough Council | Southfield Road | Loughborough | Leics LE11 3TT

**Tel:** 01509 643 970

**Website:** <http://www.cnh.org.uk/lifelineoperator.html>

*The lifeline service provides, at a very modest cost, security and support to people during crises, or because of their age, long term ill health or disability, or because they are caring for others. A key safe will also be fit outside the property for emergency services access.*

### **Meals on Wheels**

Pennine House | Leicestershire County Council | 2 Lemyngton Street | Loughborough | Leics LE11 1UH

**Tel:** 01509 26 6641

**Email:** [AdultSocialCare@leics.gov.uk](mailto:AdultSocialCare@leics.gov.uk)

**Website:** <http://www.leicestershire.gov.uk/service.htm?initial=M&pid=315>

*Provides meals to people who have been assessed as needing this support. A meal is delivered to people's home on the days that have been agreed. The meals are nutritious and can cater for specific dietary needs.*

### **Pension Service, The (DWP)**

The Pension Service | PO Box 13 | Birmingham B99 1AP

**Tel:** 0800 99 123 or 0845 606 0265

Lines open Monday to Friday from 8am to 8pm

**Textphone:** 0191 218 7280 or 0845 606 0285

For those with speech or hearing difficulties

**Website:** [www.pensions.gov.uk](http://www.pensions.gov.uk)

*Provides information about pensions and pensioner benefits, for those planning for the future, about to retire or already retired.*

### Places for People

Please see main entry under housing organisations on page 13

### Spirita

Please see main entry under housing organisations on page 14

### Veterans UK (DWP)

**Tel:** Freephone 0800 169 22 77

**Textphone:** 0800 169 34 58 (for hearing or speech difficulties)

**Email:** [veterans.help@spva.gsi.gov.uk](mailto:veterans.help@spva.gsi.gov.uk)

**Website:** [www.veterans-uk.info](http://www.veterans-uk.info)

*Provides a single point for accessing advice and information for a variety of different veteran services provided by a range of different organisations.*

*Services provided by the Veterans Services Directorate of Service Personnel and Veterans Agency (SPVA) will also come under the Veterans-UK name.*

*For the future, it is hoped that Veterans-UK will include other Ministry of Defence services to veterans, those from other Government Departments, and possibly voluntary sector organisations.*

## OTHER AGENCIES

### Charnwood Listeners

C/o Emmanuel Church Centre | Forest Road | Loughborough

**Tel:** 01509 266071 to make an appointment

*Confidential service in the Charnwood area providing 3 to 4 one hour sessions for a person to talk to trained listeners about any problem. Offers advice and information, and one to one support.*

### Human Rights and Equalities Charnwood

66 Nottingham Road | Loughborough | Leicestershire | LE11 1EU

**Tel:** 01509 261561

**Website:** <http://humanrightsandequalitiescharnwood.aj-services.com/>

*HR&EC can help with advice and information about discrimination, equal opportunities or the work of HR&EC. Assistance and advice in completing any forms on welfare benefits, immigration, nationality and passports. People suffering from learning disability or are a carer for someone with learning disability. We have a Link Worker who will be able to offer you advice and support. They can also signpost or refer to appropriate agencies if unable to help directly.*

### Leicester Charity Link

20a Millstone Lane | Leicester LE1 5JN

**Tel:** 0116 2222 200

**Website:** [www.charity-link.org](http://www.charity-link.org)

*Provides grants for people experiencing poverty to buy essential items, for example, clothes, a cooker or a bed.*

Applicants must be referred by a housing officer or other professional.

### SOFA (Suppliers of Furniture and Appliances)

Towles Building | Nottingham Road | Loughborough | Leics LE11 1DY

**Tel:** 01509 26 2557

**Email:** [office@sofause.org](mailto:office@sofause.org)

**Website:** <http://www.sofareuse.org/>

*SOFA sells used furniture directly to the general public with all proceeds used to support its charitable purposes.*

### Voluntary Action Charnwood

John Storer House | Ward's End | Loughborough | Leics LE11 3HA

**Tel:** 01509 631750

**Website:** [www.voluntaryactioncharnwood.org.uk](http://www.voluntaryactioncharnwood.org.uk)

*Provides a community centre and voluntary action centre.*

## PRIVATE HOUSING

### Disabled Facilities Grants (DFGs)

Private Housing | Charnwood Borough Council | Southfield Road | Loughborough | Leics LE11 2TR

**Telephone:** 01509 63 4351

**Email:** [private.housing@charnwood.gov.uk](mailto:private.housing@charnwood.gov.uk)

**Website:** [www.charnwood.gov.uk/pages/privatehousing](http://www.charnwood.gov.uk/pages/privatehousing)

*Provides grant assistance for Disabled Facilities Grants to owner occupiers and private tenanted accommodation.*

### Private Housing

Charnwood Borough Council | Southfield Road | Loughborough | Leics LE11 2TT

**Tel:** 01509 63 4561

**Email:** [private.housing@charnwood.gov.uk](mailto:private.housing@charnwood.gov.uk)

**Website:** <http://www.charnwood.gov.uk/pages/privatehousing>

*Provides the following private housing services:*

- Awards housing grant assistance to owner occupiers and private tenants
- Assists for landlords regarding HMO enquiries, licensing information, details on the Tenant Finder and Fresh Start schemes and the Landlord eForum
- Advice for tenants on issues such as the condition of the property and landlord responsibilities
- Investigate overcrowding issues
- Provide accommodation letters in relation to immigration applications
- Monitor empty properties in the borough of the Charnwood Borough Council
- Enforce site licence conditions relating to caravan sites
- Advise on and investigate problems with private drains and sewers
- Offer advice and guidance on domestic energy efficiency including home insulation, heating systems and alternative energy

### Tenant Finder

Private Housing | Charnwood Borough Council | Loughborough | Leics LE11 2TT

**Tel:** 01509 634937

**Email:** [landlord.services@charnwood.gov.uk](mailto:landlord.services@charnwood.gov.uk)

**Website:** <http://extranet.charnwood.gov.uk/landlordservices/tenantfinderscheme.html>

*The Tenant Finder Service is a new initiative offered by Charnwood Borough Council which aims to provide a sustainable and settled future for families in housing need.*

### **Tenancy Relations Officer, Bridge Housing Advice Centre, The**

38 Leicester Road | Loughborough | Leics LE11 2AG

**Tel:** 01509 260500

**Email:** [assistance@bridgehousingservices.com](mailto:assistance@bridgehousingservices.com)

**Website:** [www.bridgehousingservices.com](http://www.bridgehousingservices.com)

*The Bridge employ a dedicated Tenancy Relations Officer who can provide advice, information and assistance to both private tenants and landlords on a range of issues including the Tenancy Deposit Scheme, unlawful eviction and harassment.*

## **REFUGEES**

### **Human Rights and Equalities Charnwood**

Please see main entry under "other agencies," on page 18

### **Refugee Action Leicester**

Chancery House | Leicester LE1 5JN

**Tel:** 0116 261 6200

**Website:** <http://www.refugee-action.org.uk/leicester/default.aspx>

*Provide a range of services for asylum seekers, refugees and other agencies working with asylum seekers in the Leicester area.*

*Refugee Action Leicester works in partnership with the following:*

- Voluntary Sector Forum
- Multi Agency Forum
- East Midlands Consortium

### **RASAP**

3rd Floor- Epic House | Lower Hill Street | Leicester | LE1 3SH

**Tel:** (0116) 299 9807/8

**Fax:** (0116) 299 9801

**Website:** <http://www.lrec.org.uk/RASAP.htm>

*The Project offers an advice service that responds to the different needs of refugees and asylum seekers. Two Welfare Rights Officers have been appointed to give advice and assistance to refugees and asylum seekers in respect of benefits entitlements and applications. In addition we have a Refugee Resettlement Officer who can give advice and assistance to refugees who have been served with their 14 day 'notice to quit' NASS accommodation and develop a support service for refugees for successful integration into the community.*

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