



Free Local Services



First Edition 2016

**UC Universal
Credit**
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**Location:**

A list of various locations around Northampton will be given once a voucher has been issued.

Eligibility:

Open to people who are struggling to pay for food / waiting for a benefit decision to be made.

Provision Details:

The Food Bank Northampton is working to alleviate poverty and feed people in crisis. The Food Bank is designed to help individuals and families in crisis with free emergency food until the appropriate agencies are in a position to assist.

Referral process:

We work with the following Agencies in Northampton, who can offer you a food bank voucher alongside other help and support:

The Advice Shop St Giles Street, Northampton

Blackthorn Good Neighbours and Children's Centre, Longmead Court
Blackthorn

Broadmead Baptist Church, Broadmead Avenue, Abington

Cathedral of Our Lady & St Thomas, Barrack Road, Northampton

Citizens Advice Bureau, Mercers Row, Northampton

Emmanuel Church, Weston Favell Centre, Northampton

Jesus Centre, Abington Square, Northampton

Kingsthorpe Children's Centre, St David's Road, Northampton

Spring Lane Children's Centre, The Annex, Spring Lane, Northampton

Contact Number:

01604 716323

Client Specific Agencies

Please check the website for a list of these agencies

www.northamptonfoodbank.org.uk



**Location:**

Riverside Centre
Islington Road
Towcester
NN12 6AU

Telephone:

Foodbank: 07724 832043
Paul Knight: 01327 354173

Eligibility:

Open to those who are in need of food parcels.

Provision Details:

Foodbanks are run by the community for the community: non-perishable food is donated by local people— schools, businesses, churches and individuals. Volunteers of all backgrounds help run foodbanks by packing, sorting and distributing the food. Every client is referred to the foodbank by a frontline care professional such as a doctor or social worker. Foodbanks are an emergency food service: to prevent dependency on foodbanks our clients are entitled to up to three consecutive food bank vouchers. To help clients break out of poverty, we signpost clients to organisations able to resolve the underlying problem.

Food parcels have been designed by dieticians to provide recipients with nutritionally balanced food for three days. Rural foodbanks often operate delivery services to reach those unable to get to a foodbank

Referral Process: Care professionals such as doctors, health visitors, social workers, CAB and police identify people in crisis and issue them with a foodbank voucher.

Opening Times:

Monday 12:00pm – 2:00pm
Thursday 12:00pm – 2:00pm

Please contact the food bank for any further information.

<http://towcester.foodbank.org.uk/>





RE:STORE
NORTHAMPTON
DO JUSTICE:LOVE MERCY:WALK HUMBLY

Offers hot food and drinks to people on the streets of Northampton on a weekly basis

Location:

Central Vineyard Hub
Unit G3 Nene Enterprise Centre
Freehold Street
Northampton
NN2 6EF

Eligibility:

Support for the Homeless in Northampton

Provision Details

We offer hot food and drinks to people on the streets of Northampton on a weekly basis. We work closely with charities providing support for the homeless.

We work closely with charities providing support for the homeless and individuals living at No Fixed Abode (NFA). Regular volunteers work on a rota, providing support to those out in Northampton between 8pm-10pm every Thursday night.

They have the opportunity to listen to people's personal experiences, offer hospitality and give practical help, such as clothing and sleeping bags. Advice and signposting is also offered where relevant, as is spiritual and emotional support when the need arises.

Hours available

8pm -10pm every Thursday night in Northampton

Contact:

Tel: 01604 716323

Email: admin@restorenothampton.org.uk

[Soup Run - Re:store Northampton](#)



**Location:**

Abington Street
Northampton

Eligibility:

Anyone who is homeless

Provision Details:

A mobile Sikh kitchen serves free hot meals to Homeless people each Sunday night between 6pm – 7pm.

Types of food on offer

- Curry and rice
- Chips
- Coffee
- Tea
- Biscuits
- Cakes
- Fruit



They also give out free clothing, hats, scarfs and gloves (depending on donations)

Our aim at Midland Langar Seva Society is help the homeless and provide food / hunger relief to those that really need it. Langar is the term used in the Sikh religion or in Punjab for general or common kitchen / canteen where food is served for free. Midland Langar Seva society is run by volunteers who help prepare meals and then distribute them to the homeless and needy across various locations, we encourage family's to work together to prepare meals and then help Serve the meals directly to homeless along with our regular volunteers.

Contact Details:

Email: northamptonsikhs@gmail.com

Website: <http://midlandlangarseva.org.uk/>





Clothes bank

Location:

Oasis House
35-37 Campbell Street
Northampton
NN1 3DS

Eligibility:

To purchase clothes – everyone
Free Clothing - Referral from Bromford Support

Provision Details:

Clothes Store at the Hope Centre, open to everyone, the cost of the items are listed below;

20p for Trousers, t-shirts, shirts, jackets, skirts, jeans

Underwear is free

Only able to purchase one item a day

Hours & Duration

Monday – Friday 10:00am to 11:00am

Telephone number: 0845 5199371

Referral Process:

If a Bromford Support customer please speak to your advisor
Everyone else please attend at open times stated.

[Welcome » Northampton Hope Centre](#)



**Location:**

Hope Enterprises CIC
Oasis House
35 -37 Campbell Street
Northampton
NN1 3DS

Eligibility:

Anyone affected by Homelessness

Provision Details:

Hope Enterprises is a social enterprise set up by Northampton's Hope Centre, formerly Northampton Soup Kitchen, with more than 30 years' experience working with the town's homeless.

Workshops enable our homeless clients to develop necessary skills to build their self-esteem as well as generate much needed funds to support our charitable work.

Hope Enterprises have launched three new initiatives: -

- Hope Tools – Refurbished second-hand garden tools, enabling people we support to develop the necessary skills to refurbish second-hand garden tools and in doing so build their self-esteem.
- Hope Catering – buffets for business meetings, parties and events
- Hope PAT Testing – routine safety checking for all electrical appliances, homeless people will be given training, by a qualified workshop manager, education and if successful, employment.

Contact details:

0845 519 9371

Email:

office@hopeenterprises.org.uk

Website:

<http://www.hopeenterprises.org.uk/index.php>



Location:

Gladstone Close
Northampton

Eligibility:

Open to everyone in need of furniture

Provision Details:

Spencer Contact seeks to relieve poverty and hardship in and around Northampton by supplying free second-hand furniture. Regardless of the cause of their hardship, and without discrimination, families and individuals are helped by the provision of basic necessities, which brings a degree of comfort to their homes.

Referral details:

Telephone: 01604 587589

Phone lines are open Monday to Friday (excluding Bank Holidays) between 9:30 and 4:30. If we are unable to take your call please leave a message and they will return the client's call as soon as possible

Or

Email: mail@spencercontact.com

Please include a contact telephone number, as we are unable to make appointments via email, but are happy to ring the client back during office hours.

Villages are served also, please check website for further details

www.spencercontact.com



Location

Northampton Borough Council
The Guildhall
St Giles Square
Northampton
NN1 1DE

South Northamptonshire Council
Springfields
Towcester
NN12 6AE

Eligibility

Residents of Northamptonshire who are looking to reduce their energy bills.

Provision Details

The Northamptonshire Energy Saving Service (N.E.S.S.) provides advice on managing your energy bills and improving the energy efficiency of your home. It also offers a full benefit check and independent advice on claiming additional income. N.E.S.S. can provide:

- Help to check your energy bill tariffs
- Energy efficiency advice
- Free energy saving devices
- Advice on financial entitlements including grants and regular income

Hours & Duration

Tailored to individual.

Referral Process

For energy saving advice: 01604 623708

Northampton Borough Council:
Tel: 0300 330 7000
Email: enquiries@northampton.gov.uk

South Northamptonshire Council:
Tel: 01327 322322
Email: customerservice@southnorthants.gov.uk
<http://www.northantswarmhomes.com/about/>



Community Law Service Northampton & County

Free Legal Advice

Location

49 – 53 Hazelwood Road
Northampton
NN1 1LG
01604 621038

Eligibility

Open to all.

Provision Details

Community Law Service (Northampton and County) provides comprehensive advice and representation in welfare benefits, debt, housing and immigration.

Housing Advice - advice, casework and representation funded by Legal Services Commission and Northamptonshire County Council.

Debt Advice - advice, casework and representation funded by Money Advice Service, Northamptonshire County Council and Wellingborough Homes.

Welfare Benefit Advice - advice and casework funded by Northamptonshire County Council and Wellingborough Homes.

Energy Advice - energy efficiency and income maximisation advice funded by Northamptonshire County Council.

Hours & Duration

Opening Hours:
Monday - Thursday: 10.00 - 4.00
Friday: 10.00 - 1.00

Referral Process

Phone: Northampton 01604 621038, Rushden 01933 313020 and Wellingborough 01933 278248

Email: enquiries@communitylawservice.org.uk **FREE Legal Advice*** - [Northamptonshire Charity - Debt Advice welfare Benefits Housing - Community Law Service Northampton Rushden Wellingborough](#)

**Location**

C2C Social Action
First Floor
1 Overstone Road
Northampton
NN1 3JL

Contact Details:

01604 824080
info@c2csocialaction.com

Provision Details:

C2C support any individual at any stage of the Criminal Justice System by inspiring and motivating them to take personal responsibility for their behaviour, in order to reduce re-offending.

Our services are based in Northamptonshire and are accessible to young people, men and women at any stage in the criminal justice system.

We have a number of projects providing specific services, with staff and volunteers working together in all projects:

- Mentoring & befriending
- Community orders
- Prison work
- Youth work
- Appropriate adult work
- School watch
- The good loaf bakery

C2C provide a service to people regardless of faith, or none, and regardless of their crimes, age, ethnic or cultural background, gender, sexuality or disability.

Referral Process

Contact 01604 824080

<http://www.c2csocialaction.com/>





Rock n Roll Tea Dance

Location:

The Picturedrome
222 Kettering Road
Northampton
NN1 4BN

Telephone: 01604 230777

Eligibility:

Open to everyone of all ages.

Provision Details:

The Rock and Roll Tea Dance weekly event in Northampton is gaining in popularity.

Earlier in the year a group of retired musicians got together with a 10 piece rock n' roll band to stage this social event at The Picturedrome in Northampton in the hope that it would attract an audience of retired people,

In fact the tea dance is now supported by a mix of ages and has become an important get-together for a cross section of the community and improving quality of life for many. Of course people don't have to dance, you are welcome to go along to enjoy some good music and good company, however, we all recognise that dancing is an enjoyable way to keep fit and offers an excellent chance to socialise with people of all ages.

Customers have a fine selection of home cooked food and popular beverages available to them including tea and cake, with easy parking on The Racecourse opposite.

Hours and Duration:

Thursdays from 1:00 pm – 4:00 pm

Referral Process:

Free Admission

[The Venue | Northampton Picturedrome | Live Music and Entertainment Venue](#)





Blocking unwanted calls.

Location:

Countywide

Eligibility:

Anyone can register.

Provision Details:

The Telephone Preference Service (TPS) is a free service. It is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls. It is a legal requirement that all organisations (including charities, voluntary organisations and political parties) do not make such calls to numbers registered on the TPS unless they have your consent to do so.

The TPS can accept the registration of mobile telephone numbers, however it is important to note that this will prevent the receipt of marketing voice calls but not SMS (text) messages. If you wish to stop receiving SMS marketing messages, please send an 'opt-out' request to the company involved.

Contact Numbers: 0845 070 0707

0845 703 4599

Email: www.tpsonline.org.uk

**Location**

Northampton

Eligibility: LGBT Community

Provision Details

FAN is an innovation as much as it is an aspiration.

We want to get people together, build common interests and develop accessible networks. We aim to do this in ways that maximizes the potential for social capital and innovation within the community, by the community and for the community.

FAN is improving lives. It's identifying and positively addressing a recognised local issue within a community, strengthening those community ties and identity. We're building on learning lessons from collaboration, cohesion, equality and community principles. FAN is completely volunteer run, and relies on the community to help develop its ideas and plan and deliver its activities. The group formed in August 2011. At the time, there seemed to be a lack of activities that would not only help bring the LGBT community together, but also show that we are vibrant and active members of the wider community as well.

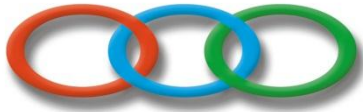
Contact Details:

Please visit the website and click on contact to send a direct e-mail

<http://www.fannorthants.com/>



Charity Link



tackling poverty – changing lives

Location:

C/o Charity Link
20a Millstone Lane
Leicester
LE1 5JN

Eligibility:

Individuals and families in Northamptonshire experiencing poverty, hardship or crisis. Examples of the people we can help include those who are not able to get support through Northamptonshire County Council's Sustaining Independent Living Scheme (or those who do receive this help but still require additional help), the homeless, elderly or vulnerable, and people of all ages facing demonstrable financial hardship.

Provision details:

Charity Link is a registered charity (no 1078271) which supports those affected by poverty, hardship or crisis. We do this by supplying household items and other goods to help improve quality of life. These include beds and bedding, cookers, fridges, clothing and mobility equipment.

How to refer:

Clients are referred to us by agencies such as charities, housing support services, debt advisors, probation services, social service and many others. We are also working with five Northamptonshire libraries who can apply on behalf of those who are not in contact with another service. The referrer completes an application form on the client's behalf. Once received, we act fast to ascertain the need and source support for clients from local, occupational and benevolent funds. Items are delivered directly to the client's home, and fitted and installed where necessary.

Contact details:

For more information and to access our application form visit www.charity-link.org/northamptonshire

Telephone: 0116 222 2200

Facebook: www.facebook.com/charitylink

Twitter: www.twitter.com/charitylinknths

**Location:**

Countywide

Eligibility:

Available to everyone

Provision Details:

The Freecycle Network™ is made up of 5,000+ groups with 7 million members across the globe. It's a grassroots and entirely non-profit movement of people who are giving (and getting) stuff for free in their towns and keeping good stuff out of landfills. Membership is free, and everything posted must be free, legal and appropriate for all ages.

By giving freely with no strings attached, members of The Freecycle Network help instill a sense of generosity of spirit as they strengthen local community ties and promote environmental sustainability and reuse. People from all walks of life have joined together to turn trash into treasure.

Referral process

Self-referral – Membership is free. To sign up, find your community by entering your area in the search box online or by clicking on 'Browse Groups'

Contact Details

Website: <https://www.freecycle.org/>



Learn Something NEW Neighbourhood Learning

IT Online Basics

with laptops and tablets provided

Help towards employment:

IT skills, CVs, email and job searching

Maths and English

Taster Courses – that can extend to a Functional Skills qualification

Volunteer skills

Wellbeing Courses including:

Build your confidence

Cooking on a Budget

Manage your Money Better

Crafts

Free courses in Corby, Kettering, Northampton & Wellingborough

1-6 week courses : Learn in a small group with an accredited tutor

Help you learn something new in a local community venue

Increase your confidence, skills and wellbeing

Take a next step towards employability, volunteering and joining in the community

Contacts for Neighbourhood Learning

Corby	Jonathan Sheldon	07834 496013	jsheldon@northamptonshire.gov.uk
Kettering	Sue Yates	07834 006311	syates@northamptonshire.gov.uk
Northampton	Hazel Johnston	07540 669753	hjohnston@northamptonshire.gov.uk
Wellingborough	Helen Doel	07834 006312	hdoel@northamptonshire.gov.uk
	Sarah King	07734 983035	sarahking@northantsadultlearning.org
Team Manager	Anne Wilshin	01604 367119	awilshin@northamptonshire.gov.uk

We welcome enquiries from local groups who would like to extend our service to their users.

Neighbourhood Learning is part of Northamptonshire County Council's Adult Learning Service and is funded by the Skills Funding Agency. We work hard to provide a great service, and we are regulated by OFSTED. At our last inspection, we were judged as 'Good'.

Northamptonshire County Council, John Dryden House, 8-10 The Lakes, Northampton NN4 7YD
01604 367119



Central and East Northamptonshire Citizens Advice Bureau

Location

Serving the communities of Northampton, Wellingborough, South and East Northamptonshire

Eligibility

Open to Everyone for Free, Confidential and Independent Advice

Provision Details

We offer a range of ways in which you can seek the help you need. Please remember however, that we are a charity and unable to offer direct help to everyone who needs it, as our service is considerably oversubscribed. Accordingly, for simple problems you may in the first instance like to use adviceguide -our free, public access website - available 24/7 and providing information about many of the "frequently asked questions".



Get advice

Access to advice is vitally important and key to our service as a bureau. People must be able to get in touch in a way that is convenient to them, even when we are busy – often oversubscribed. Once you have made contact, our aim is to make sure you have the information or assistance you need to help resolve your problem. And if you need to contact us again, we make it quick and easy to do so.



<http://www.adviceguide.org.uk/england.htm>



<mailto:> [By email](#)



03444 889 629



**Town Centre House
7/8 Mercers Row
Northampton NN1 2QL**



**Town Centre House
7/8 Mercers Row
Northampton NN1 2QL**





Family Learning Courses



Information for Partners

What is Family Learning?

Courses are run at local schools, children's centres, community centres, libraries and other local venues. If mothers, fathers and carers want to learn with their children, or to further develop their own skills to support their children at school, we will have a course that suits their needs.

What are the benefits?

Family learning builds confidence, skills and interest to go on learning in adults and children and enable families to learn with and from each other. Our courses also promote family relationships, raise the attainment and/or achievement of adults and encourage positive behaviour and attitude changes in children through the promotion of collaborative learning.

Who are the courses for?

Courses are targeted at parents without level 2 qualifications and can improve parents English and Maths skills which in turn increase their confidence to help their children learn. In addition participation on family learning courses enables parents to have more contact with the education system and become more active partners with schools and nurseries.

For more information about how we can work together please contact Tania Sowerby:

Tel: 01604 367119

Email: tsowerby@northamptonshire.gov.uk

[Adult Learning - Northamptonshire County Council](#)



Kingsthorpe Children's Centre

A Sure Start Children's Centre

**Location:**

Kingsthorpe
St.Davids
Kingsthorpe
NORTHAMPTON
NN2 7QJ

Telephone: 01604 791537

Eligibility:

Open to Mum's and Dad's of all ages with children under 5 years of age.

Provision Details:

Kingsthorpe Children's centre offer a wide range of services whether you're a new parent or have little ones already running around there is something for every one, here are a few of the services they offer

- Young Parents Group for 16 – 24 yr olds
- Adult Literacy and numeracy classes
- Messy Play
- ESOL
- Well Being Clinic
- Family Support
- Health Visitor Drop in

Referral Process: The centre is open between 9am and 5pm Monday – Friday
Please call in advance if you would like to book on a course or find out more information.

[Kingsthorpe Children's Centre](#)



Gingerbread
Single parents, equal families

Location:
National

Eligibility:
Single Parents

Provision Details:

Gingerbread's vision is a society in which single parents are valued and where they (and their children) are treated equally and fairly.

We provide advice and practical support for single parents via our helpline and local Gingerbread support groups. Our website is full of useful information from joining a support group to the training opportunities we offer.

The single parent helpline provides support and expert advice on anything from dealing with a break up, going back to work or sorting out maintenance, benefits or tax credit issues.

Contact Details:

Single Parent Helpline: 0808 802 0925 Monday 10am – 6pm
Tuesday, Thursday & Friday 10am – 4pm
Wednesday 10am – 1pm and 5pm – 7pm

www.gingerbread.org.uk



toddler about Northamptonshire

Location

Northampton, Daventry, Towcester and Brackley

Eligibility

Children aged bump to 5 in areas.

Provision

What's on for little ones in Northamptonshire. Whether you are looking for [Mums and Tots Groups in Northampton](#), [Baby Swimming Classes in Towcester](#) or [Children's Shops in Daventry](#), you will find them in Toddler About.

We've also listed all the baby and toddler events and great [family days out in Northamptonshire](#) for you - they are in chronological order, but you can also [search by location](#).

[Subscribe](#) to the Toddler About magazine (it's free!) and you will get all this delivered to your door every quarter:

- 100s of baby groups and toddler classes in and around Northampton, Towcester, Daventry & Brackley (inc. the free ones!)
- Ideas for family days out in Northamptonshire.
- A handy, searchable directory of local businesses useful to families with babies & toddlers.
- Fun & interesting articles and features for parents.
- Discount vouchers, special offers and competitions

Use the shortcuts below to find the offers that are of greatest interest to you, or use the search function in our [offers section](#).



[Baby Gifts](#), [Baby Products](#), [Childcare](#), [Children's Shoes](#), [Free Entry](#), [Free Gift](#), [Gymnastics Classes](#), [Health & Beauty](#), [Holiday](#), [Indoor Play Centres](#), [Music Classes](#), [Pamper](#), [photography](#), [Pottery Painting](#), [Pregnancy](#), [Swimming](#), [toys](#), [Unique Products](#), [yoga](#)



Listening, supportive and non-judgemental

Location

Nationwide

Eligibility

Young Parent in Need of Advice and Support

Provision

Becoming a parent is hard work, and it can be even harder without family or friends around to support you. You may be worried about how you will cope financially or how you will continue to study or afford childcare while looking after your baby. Family Lives is available free 24/7 if you need someone to talk to call our free and confidential helpline on 0808 800 222



Education

If you're currently studying and wish to continue once your baby arrives, there is a scheme from the government that can help to make this possible. [Care to Learn](#) is for people under 20 who are already a parent at the start of their course and is designed to help with the cost of childcare while you are studying. To find out if you qualify visit the website. For more information call the Learner Support helpline on 0800 121 8989. For help filling in the form, visit your Connexions Personal Advisor, or ask your school or college for help.

Further Help

- Family Lives is available around the clock. Call our free Helpline on [0808 800 2222](tel:08088002222) and speak to someone confidentially, talk to other parents on [our forums](#) or find information about support [in your area](#).
- [Brook](#) is a national charity who offer sexual health advice to people under 25. Call to talk to someone in confidence: 0808 802 1234.
- Visit [Gov.uk](#) or [Citizens' Advice](#) for information about what benefits you qualify for and details of useful services.
- [Gingerbread](#) works locally and nationally with single parent families to help improve their lives.
- Connexions offers information and advice for people aged 13-19. Talk to someone in confidence through services including phone, email or text. Find your local centre online. .
- Visit [Healthy Start](#) to see if you qualify for vouchers for free milk, fruit, vegetables and vitamins.
- [Advice Guide](#) offers information about your rights, including benefits, housing and employment.
- If you need to talk to someone in confidence about any problem, [Get Connected](#) is a free service for young people under 25. Call 0808 808 4994 to speak to someone.

Contact Helpline:

0808 800 2222



Location:

National

Eligibility:

Parents and Carers

Provision Details:

Pace works alongside parents and carers of children who are – or are at risk of being – sexually exploited by perpetrators external to the family. We offer guidance and training to professionals on how child exploitation affects the whole family.

Pace understands that just as every child is unique, every family's situation requires an individual response. Therefore we offer one-to-one telephone support for parents whose children are being sexually exploited, or for those who are concerned their child is at risk. Our parent support workers provide independent, non-judgmental and confidential support, which fully recognizes your rights as a parent and your decisions on how to reduce the risk of harm to your child.

Pace offers;

- One to one telephone support to parents
- Facilitating meetings with similarly affected parents for peer support
- Advise how to establish rights as a parent and work with agencies such as police and social workers.

Referral Process:

Pace welcomes referrals from professionals and also self referrals from parents.

Contact: 0113 240 5226 for help and advice

0113 240 3040 office switchboard

www.paceuk.info

Location

Northamptonshire

Eligibility:

Support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force and their families.

Provision Details:

Serving Forces: We understand that life in the Forces is unique, so occasionally you or your family might need a helping hand. We have a network of trained volunteers on Army, RAF and Naval bases in the UK and around the world. We're here to provide practical and emotional support when you need it most, from a friendly chat to assistance during operational deployment. And because we know that everyone faces different challenges, we've developed our services to meet the needs of today's serving community.

Veterans: SSAFA provides lifelong support for our Forces and their families. That means if you've ever served in the Royal Navy, British Army or Royal Air Force, we're here for you and your family for life. That's for both Regulars and Reserves. Our trained volunteers can provide practical and emotional help if and when you need it. We have a network of local branches, which means that help and advice is always close at hand. When you contact us for support we will put you in touch with one of our experienced advisors in your area

SSAFA offers help and support to **all serving members and former members of all ranks of the Armed Forces** who have received one day's pay in one or more of the following:

- Royal Navy, Royal Marines, Army and Royal Air Force
- Volunteer Reserve Forces, including Royal Navy Reserves, Royal Marine Reserves, Army Reserves and Royal Air Force Reserves
- Nursing services.

The following people are also eligible for our support:

- Wives and former wives
- Husbands and former husbands
- Widows and widowers
- Civil partners and former civil partners
- Partners who are, or were, in an established relationship with a Beneficiary
- Children who are dependent on a beneficiary
- Those who provide, or provided, care for a beneficiary

Contact Details:

0207 403 8783

<https://www.ssafa.org.uk/>

**Location**

Nationwide

Eligibility:

Support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force and their families

Provision Details:

Forcesline is a free and confidential telephone helpline and email service. It is independent of the military chain of command. Our experienced civilian staff provide a supportive listening and signposting service for current and former members of the Armed Forces and their families. You can talk to us about anything, including personal concerns, worries and problems. We will give you factual information or 'signpost' the appropriate ways forward.

Contact Details:

Freephone Numbers

UK	0800 731 4880
Germany	0800 1827 395
Cyprus	800 91065
Falkland Islands	# 6111
Rest of the World	+44 (0)1980 630854

You can write to Forcesline and they aim to reply within one week.

Forcesline
FREEPOST
PO BOX 1312
Pewset
Wiltshire
SN9 6NN

Email:

<http://www.ssafa.org.uk/about-us/contact-us/forcesline-email-enquiry/>

Absent without Leave (AWOL) Line – Open Monday – Friday 9:00am – 10:00am.

A message can be left outside these times for a call back
01380 738137

<https://www.ssafa.org.uk/>





Sorting out Separation

Helping you deal with relationship break-down.

Location:

Nationwide

Eligibility:

Separated Families

Provision Details:

Sorting out Separation is a free online service for parents and couples dealing with divorce or separation.

Sorting out Separation will;

- Show you where to find reliable information, easy-to-use tools and specialist services on a range of topics such as Children & Parenting, Money & Finances, Housing, Relationships & Conflict
- Help you focus on and deal with the most important issues
- Create a personalised list of support services and tools for your circumstances

Sorting out Separation is part of the Government's Help and Support for Separated Families initiative. This initiative aims to encourage parents to seek support, and develop and co-ordinate the support that is available.

Referral Process:

Self-referral, please visit the website

Contact details:

<http://www.sortingoutseparation.org.uk/en/home>



NORTHAMPTONSHIRE

Connexions Northamptonshire

Careers advice for young people

Location

Unit 2 Bouverie Walk
The Lakes
Northampton
NN4 7YD

Eligibility

16-19 - not in education, employment or training.

Provision Details

Connexions Choices Advisers work in the community and will be available at job clubs listed above.

Job Clubs are there to help you with your CV and application forms, job searching and careers advice.

Hours & Duration

Job Clubs - Drop in times:

- One Stop Shop, The Guildhall, St Giles Street, Northampton, NN1 1DE
Every Monday 12.00pm - 2.30pm
- Youth Job Club, Weston Favell Library, Weston Favell Shopping Centre
Every Friday 10.00am - 12.00pm
- Northampton College Skills Centre, Lower Mounts, NN1 3DE
Friday morning 9.00am - 11.00am on 21st March 2014 and 4th April 2014

Referral Process

Tel: 01604 630033

Email:- General enquiries: advisers@connexionsnorthants.org.uk

[Connexions Northamptonshire | Careers Advice in Northamptonshire for Young People](#)





Location:
National

Eligibility:
Child or young person up to 25

Provision Details:

NYAS is a UK charity providing socio-legal services for young people and vulnerable adults through a network of dedicated paid workers and volunteers throughout England and Wales. Through these services NYAS provides a safety net for children and young vulnerable adults who have nowhere else to turn. We work within communities across England and Wales with professionals, carers and local authorities.

We provide services such as;

- Advocacy services
- Family contact contact.centre@nyas.net
- Specialist family legal services
- Signposting to other appropriate available services
- Separated parents information programme
- Advocacy for adult carers
- Training
- Helpline

Referral Process:

Self referral

Contact: Helpline 0800 61 61 61 9am-8pm weekdays 10am-4pm weekends
Email: help@nyas.net www.nyas.net



Child Protection Project

Location

Nationwide

Eligibility

Open to Children, Young People, their families, carers and professionals



Provision Details

Coram Children's Legal Centre, part of the Coram group of charities, specialises in law and policy affecting children and young people. Coram Children's Legal Centre offers specialist legal advice over the telephone to children, their families and carers.

Part of the Coram group, Coram Children's Legal Centre is the UK's leading children's legal charity. We are committed to promoting children's rights in the UK and worldwide. We provide free legal information, advice and representation to children, young people, their families, carers and professionals, as well as training and consultancy on child law and children's rights.

- To improve access to justice through legal advice, information and representation for children, young people and adults working on their behalf.
- To publish a range of legal guides and information on child law, policy and practice.

Contact:

0808 802 0008

Got a Question?



Ask Lisa your Legal

Question:

Ask

mailto:http://www.childrenslegalcentre.com/index.php?page=virtual_assistant





Supporting Children, Young People, Adults and Families

Professional Play Therapy, Counselling, Family Therapy & Support services available for countywide children, young people and families through our NHFT Post Sexual Abuse Pathway Contract;

Location:

In a wide range of community settings across Northamptonshire

Further Contact Details:

Service Six
Head office
26 Rock Street
Wellingborough
Northants
NN8 4LW

Telephone:

01933 226602

Eligibility:

Children, Young People, parents/carers and families affected by sexual abuse

Provision Details:

Service Six offers a free range of professional therapeutic and support services for Northamptonshire children, young people, parents / carers and families affected by sexual abuse who are referred to us by SERENITY (Sexual Assault Referral Centre – SARC)

Referral Process:

Via SERENITY - Sexual Assault Referral Centre – SARC

Initial Contact:

Counselling Service Manager; Catherine Sharp 07789 887546
catherinesharp@servicesix.co.uk

www.servicesix.co.uk 



Supporting Children, Young People, Adults and Families

The Opal Project

Location:

Countywide web-based support service.

Further Contact Details:

Service Six
Head office
26 Rock Street
Wellingborough
Northants
NN8 4LW

Telephone:

01933 226602

Eligibility:

Anyone

Provision Details:

The aims and objectives of Opal is to help young people deal with self-harm, to help others handle difficult situations with self-harm and try to make young people's lives better so they do not feel the need to self-harm. Opal is supporting young people to become strong, understand their feelings and live a better life without the need to inflict damage on themselves. Opal currently offers the following services for free: web-based Information and guidance as well as self-help resources such as the Spectrum Journal and the information Pack as well as useful links.

Website; www.theopalproject.com

Email; help@theopalproject.com

Initial Contact:

Assistant Chief Executive; Claudia Slabon 07740 038190

email: claudiaslabon@servicesix.co.uk

Website: <http://www.servicesix.co.uk/>





Supporting Children, Young People, Adults and Families

Service Six

NCC Supporting Services Contracts - Early Help & Prevention Supporting Services for Children & Families:

Location: Corby, Daventry, East Northants, Northampton (Central, East, North, West), South Northants & Wellingborough

Eligibility: Child over 5 years old within the family & Early Help Assessment in place (support can be provided)

Referral Pathway: Direct Referral through Service Six Portal and/or Referral through EH- Coordinator, Complex Case Meeting, Targeted Prevention & Social Care

Provision details:

Our Early Help and Prevention services will meet three specific themes:

Domestic Abuse delivered through our contract partner Northampton Women's Aid;

- Target Age Group; Children & Young People aged 5-19 years and up to 25 years for Disabled Young People, adults & families currently at Levels 2,3 &4
- Groupwork and 1:1 service Package for:
 - 1:1 support for children, young people and adult victims of domestic abuse
 - Groupwork for children, young people and adult victims of domestic abuse:
 - ❖ 'You & Me Mum' (Women)
 - ❖ 'Freedom' (Women)
 - ❖ 'Help me to stay safe' (7-12 year old)
 - Groupwork and as required 1:1 sessions, with perpetrators of domestic abuse:
 - ❖ 'Choose to Change' (Young People)
 - ❖ 'Power to Change' (Male Perpetrators)

northampton
women's aid

Challenging Youth Behaviour delivered through Service Six Youth ASB Prevention team;

- Target Age Group; Children & Young People aged 5-19 years and up to 25 years for Disabled Young People and their families currently at Levels 2,3 &4
- Group work and 1:1 Service Package for:
 - Bespoke 1:1 Mentoring, Coaching and Support
 - Diversionary activities from low level offending and Anti-Social Behaviour, including
 - Sports & other positive activities as well as accredited activities
 - Multi Skills & Transferrable Life Skills programmes, including PlayPlus
 - Interventions for family to support emotional and behavioural difficulties



Parenting delivered through our contract partner Family Action;

- Target Age Group; Parents of Children aged 5-19 and up to 25 years for Disabled Young People and children with Families currently at levels 2, 3 & 4
- Groupwork and 1:1 Service package for:
 - 1:1 Parenting Support ('Building Bridges')
 - Group parenting support ('Triple P'), including groups solely for parents with Disabled Children and for foster carers and/or prospective adopters
 - Parenting Peer & Volunteer Support Programme



Contact Details:

Referral enquiries: Service Six Portal Team; Phone: 03332 400716, Email: referrals@servicesix.co.uk General Enquiries: Assistant Chief Executive, Claudia Slabon, Phone :07740 038190, Email: claudiaslabon@servicesix.co.uk



**Supporting Children, Young People, Adults
and Families**

BBC Children in Need project; 'Smiles' (Play Therapy)

Location:

In a wide range of community settings across Northamptonshire

Further Contact Details:

Service Six
Head office
26 Rock Street
Wellingborough
Northants
NN8 4LW

Telephone:

01933 226602

Eligibility:

Children aged 4 – 9 years who have witnessed or experienced domestic violence **or** are looked after children

Provision Details:

Service Six offers a free professional Play Therapy service for children aged 4-9 years who have witnessed or experienced domestic violence **or** are looked after children.

Referral Process: referrals in particular from Northamptonshire interpersonal violence refuge and prevention providers, NCC's Initial Assessment Team and Targeted Prevention Team or other services which engage appropriate children for referral.

Initial Contact:

Counselling Service Manager; Catherine Sharp 07789 887546
catherinesharp@servicesix.co.uk

www.servicesix.co.uk





Supporting Children, Young People, Adults and Families

NHS Youth Counselling Contracts

Location:

In a wide range of communities within Wellingborough, East Northants, Northampton, Daventry & South Northants

Further Contact Details:

Service Six
Head office
26 Rock Street
Wellingborough
Northants
NN8 4LW

Telephone: 01933 226602

Eligibility:

Children & Young People aged 10 – 18 years

Provision Details:

The therapeutic counselling service is provided by professional therapists who are; fully qualified, experienced, quality assured and professionally clinically supervised in accordance with the British Association for Counselling & Psychotherapy (BACP). Most of our therapists also have post graduate specialist qualifications and are BACP Accredited. Service Six is a member of BACP.

As this service is free, professional and quality assured, demand is understandably high. Service Six takes all available measures to ensure a prompt response to referrals and service delivery. Despite our demand management, we still hold waiting lists for the initial assessment process and therapy. To support the needs of the county's most vulnerable young people we prioritise stated referrals from TPT, CAMHS and Social Services.

Referral Process:

- widely accessed by the statutory sector including TPT, CAMHS and Social Workers as well as GP's, schools and children's services to support their work with highly vulnerable young people and families
- young people's self-referral, referral by family / friends and or through our wide strategic partnership and networks across the county

Initial Contact: Counselling Service Manager; Catherine Sharp 07789 887546
catherinesharp@servicesix.co.uk

www.servicesix.co.uk





Supporting Children, Young People, Adults and Families

Big Lottery Fund – ‘Youth Starz’ for young people

Location:

In a wide range of communities within the Kettering, Northampton and Wellingborough area

Further Contact Details:

Service Six
Head office
26 Rock Street
Wellingborough
Northants
NN8 4LW

Telephone:

01933 226602

Eligibility:

Children & Young People aged 5-24 years, predominantly aged 13-19 years

Provision Details:

The Youth Starz project aims to improve young people's well-being, to build their confidence and self-esteem and to raise future aspiration through transferable life skills and provides a wide range of:

- positive activities, such as football, dance and boxing
- life skills programmes, such as cookery, managing money and parenting
- Accredited youth volunteering opportunities for disadvantaged children and young people predominantly aged 10-19 to improve their well-being, to build their confidence and self-esteem and to raise future aspiration. The project is currently delivered in the following areas: Spring Boroughs, Semilong, The Mounts, Queensway in Wellingborough and The Grange in Kettering

Referral Process:

Self-referral, referral by family / friends and or through our wide strategic partnership and networks across the county.

Initial Contact:

Youth Starz Project Manager; Hayley Brown 07923904334

hayleybrown@servicesix.co.uk

Website: <http://www.servicesix.co.uk/>



**Location:**

Nationwide

Eligibility

To remove the barriers to the achievement of deaf children

Provision Details

We believe that with the right support, deaf children can do anything other children can do. We empower deaf children, young people and their families to make informed choices and influence decisions affecting them.

We aim to support all deaf children and young people, but put particular focus on those who most need our support. This includes deaf children from families in poverty, those with additional complex needs and those from a black and minority ethnic background.

Our guide to understanding the different types of deafness, hearing tests, audiograms, and communication and language is a great starting point for everyone.

Call us for information and support for deaf children and families. We can provide advice and support on a range of issues including benefits, education, technology, health, social care, discrimination and communication. We provide advice and information for professionals working with deaf children as well.

Our opening hours are from Monday to Thursday between 9.30am-9.30pm and on Friday between 9.30am-5pm.

The Helpline is closed on all Bank Holidays observed in England.

Contact us: 0808 800 8880

We have a **live chat** service - [click here now](#)

**Further Support**

Where needed we can provide specialist support including home visits from our UK wide team of Children and Families Support Officers. This is a free service to support children and families.

Email us helpline@ndcs.org.uk

<http://www.ndcs.org.uk/>





Earn while you Learn

Eligibility

Day one unemployment

Provision Details

Apprenticeships offer the opportunity to work for a real employer, earn a real salary and gain a real qualification whilst gaining valuable workplace skills and experience.

Anyone living in England, over 16 years old and not in full-time education can apply to be an apprentice.

Earn while you learn.

All apprentices must receive the appropriate national minimum wage (£2.68 for under 19s and first year apprentices, £5.03 for 18 and 20 year olds and £6.31 for those aged 21 and over).

A real job.

Over 150,000 employers are offering Apprenticeships in more than 200,000 locations. Apprenticeships are available at Intermediate, Advanced and Higher (degree) level, covering more than 170 industries and 1500 job roles, from advertising to youth work via environmental engineering and nuclear decommissioning

Hours / Duration

All apprentices should work for at least 30 hours a week, apart from in exceptional circumstances

Contact Details

National Careers Service:

Tel: 0800 100900.

Website: <https://www.gov.uk/topic/further-education-skills/apprenticeships>





DBC Training

Providing apprenticeships, courses, advice and support

Eligibility

Must be a UK resident, unemployed and live within one of the five counties within the East Midlands (Derbyshire, Nottinghamshire, Leicester, Lincolnshire or Northamptonshire,) and be aged 19 or over.

Locations

Various

Provision Details

DBC Training Offers apprenticeships in:

- Business Administration
- Customer Service

A variety of courses including:

ECDL, Finance, Audio Transcription and Bookkeeping among others.

And DBC Training offers:

- One-to-one impartial advice and guidance
- Skills training to enhance your employability
- Job search support including career advice, assistance with application forms, online application forms, preparing your CV and interview techniques.
- Job specific training
- Support throughout participation in the programme to help you secure a positive future and become more confident in your own abilities
- Support from a dedicated Employment Adviser to help you find a new job

Hours & Duration

Flexible

Referral Process

Tel: 01332 295588

Email: derby@dbc-training.co.uk

<http://www.dbc-training.co.uk/>





The Enterprise Programme in the East Midlands

If you're aged 18-30, unemployed or working fewer than 16 hours a week, the Enterprise programme can help you decide whether self-employment is right for you.

What help could I get?

- The first stage is the information session, where you can find out what the Enterprise programme can do for you
- We run free four day *Explore Enterprise* workshops, which will help you with ideas and tips on how to start your own business. There is no commitment to start a business – the course is just for you to see what's involved, and decide if it's for you. If you choose not to go ahead – no problem.
- We can also offer loans, averaging £2,500
- We can give you access to a range of discounted and free support offers for three years
- We offer specialist mentors, if you would like one
- We provided one-to-one business planning support to help you develop a business plan

If you're interested in the Enterprise Programme please complete an [online form](#) or call 0800 842 842 or text "call me" to 07983 385418

www.princes-trust.org.uk

**Location:**

Kings park Conference Centre
Kings Park Road
Northampton
NN3 6LL

Eligibility

Anyone working with young people in Northamptonshire

Provision Details:

Northamptonshire Association of Youth Clubs (NAYC) offers help, training and advice to those working with young people in Northamptonshire. This Includes:

- Starting new groups
- Supporting existing groups
- Facilitating inter-group work
- Linking young people to groups in their area

Affiliated groups receive free training, access to a minibus, subsidised use of activity centres, DBS checks, events, regular group visits and much more.

Opening Times:

Phone lines are open Monday to Friday 9:30am – 4:30pm, excluding Bank Holidays.

Contact Details:

01604 499699

Email and Website:

yd@nayc.org

www.nayc.org includes group finder using postcode search facility.





Babble

Share • Chat • Support

An online community for young carers under 18

www.babble.carers.org



Location

Nationwide

Eligibility

Young Carers

Provision Details

Together with our Network Partners, we provide access to desperately-needed breaks, information and advice, education, training and employment opportunities. Our Network Partners benefit from the provision of grants, advice documents and reports to improve carers' services. We give carers and young carers avenues to speak to someone and make their voices heard, offline via our carers' services and young carers' schemes and online via our interactive websites: www.carers.org, [Matter](#) (carers aged 16-25) and [Babble](#) (carers aged under 18).

The site aims to bring together young carers from across the UK in an online space which is safe, fun and supportive.

The [online team](#) are on hand to answer any questions you might have, and to offer support and advice via e-mail or one-to-one webchats.

- Find out more about how Babble works on our [FAQs page](#)
- Not got a Babble account yet? [Join now](#)

If you are a young carer looking for personal help, support or advice contact the online team at youngcarers@carers.org or via the '[Ask a Question](#)' form.

**Location:**

3 Kingswell Street (off Gold Street, behind Yorkshire Bank) Look for the big **red** door!
Northampton
NN1 1PP

Eligibility:

Children and young adults aged 12 – 25

Provision Details:

The lowdown is the ONLY counselling service in Northamptonshire offering free and confidential drop in service six days a week to children and young adults in distress or experiencing crisis.

The issues we deal with are broad. We provide information, advice and counselling which we tailor to your individual needs. We always respect your privacy, and understand it can be difficult to ask for help and talk about the things that are troubling you.

It's important to remember you are not alone.

Hours and Duration:

Monday 12pm-3pm then 4pm-7pm
Tuesday 4pm-7pm
Wednesday 12pm-3pm then 4pm-7pm
Thursday 4pm-7pm
Friday 4pm-7pm
Saturday 10am-4pm
Sunday and Bank Holidays – Closed

Contact Details

01604 622223

For LGBTQ contact:

07585737482

Email and Website:

info@thelowdown.info
<http://thelowdown.info/>



**Location:**

Nationwide

Eligibility:

Young people under 25

Provision Details:

Brook is the UK's largest young people's sexual health charity. For 50 years, we have been providing sexual health services, support and advice to young people under the age of 25.

Ask Brook (text and webchat)

Ask Brook is a service giving sexual health information, support and signposting for anyone under 25, anywhere in the UK.

Ask Brook is made up of three things

1. A webchat service run by advisors
2. A text chat service run by advisors
3. The [Ask Brook 24/7 tool](#)

Webchat and text are available 9am to 3pm, Monday to Friday (except Bank Holidays). You can access the Ask Brook 24/7 tool anytime. You can contact and advisor by text on 07717 989 023. For webchat [Brooks webchat](#)

Ask Brook is confidential, that means we won't tell anyone you've contacted us unless we think you are in really serious danger.

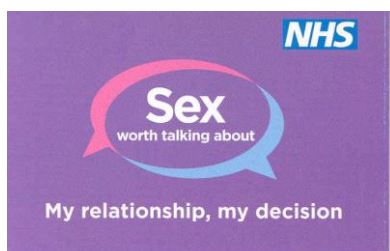
Contact Details:

07717 989 023

admin@brook.org.uk

Website:

<http://www.brook.org.uk/>



Location:

National

Eligibility:

Teenagers

Provision Details:

Talking about sex doesn't have to be as difficult as you think. Whether it is knowing about your contraceptive choices, explaining STIs, coping with emotions or understanding your body, you'll find straightforward information and advice to make it easier to discuss everything to do with sexual health, right here.

Sex. Worth talking about.

[Contraception](#)

Find out about different contraception options, how they work, and where to get advice.

[Contraceptives explained](#)

[Chlamydia testing](#)

Read more about chlamydia and why it's important to get tested.

[How to get tested](#)

[STIs](#)

Find out more about sexually transmitted infections, how to protect yourself, and where to get tested.

[Protect yourself and get tested](#)

[Teen talk](#)

What to consider if you're thinking of having sex, dealing with peer pressure, where to go for contraception, and more.

[Get the answers you need](#)

[Talking about sex](#)

Why it's important to talk about sex, what you need to know, and how to talk about sex to your partner, teenager or children.

[Make it easier to talk about sex](#)

Website:

www.nhs.uk/worhtalkingabout

Contact: Worth Talking about Helpline (run by Sexwise)

0300 123 2930 Monday – Friday 2pm – 8pm

Saturday and Sunday 2pm – 4pm

Free confidential helpline for under 19's



Age UK

Help for older people

Location

Northamptonshire

Eligibility

Open to all.

Provision Details

We believe that your later years can be fulfilling years. Whether you want to live well into old age or you're going through tough times, we're here to help.

Services include:

- A little help – we may be able to assist you in ways that allow you to remain independent at home and even reduce the need for hospital or residential care admissions.
- Home Care – Offering help with domestic tasks
- Hospital Aftercare – Providing practical and emotional support to older people who have been discharged from hospital, to re-adjust and return to independence.
- Carers Service – Supporting people who care for others
- Shopping – designed to help older people who find it difficult or impossible to do their own shopping and have nobody else that could do it for them.
- Handyperson – Assisting with a range of minor household repairs
- Lifetime centres – offering a range of activities to people who want to maintain a good quality of life.
- Extra help at the End of Life – providing care for people in the last weeks of their life, which enables them to remain at home with their loved ones, referral from your GP surgery or hospital staff.

Hours & Duration

Tailored to individual.

Referral Process

Age UK Northamptonshire:

Tel: 01604 611 200

Email: northamptonshire@acnorthants.org.uk

www.ageuk.org.uk





Care & Repair

Practical services for vulnerable people

Location

Care & Repair (Northampton) Ltd
25 Tenter Road
Moulton Park
Northampton
NN3 6AX

Eligibility

Elderly or disabled Countywide

Provision Details

We provide a range of practical services designed to support older, disabled and vulnerable people and enable them to continue to live safe, warm and secure within their own homes.

Our Services:

- Handyperson – Low cost repairs for older and disabled people
- Home Security – A wide range of security solutions tailored to your needs
- Support My Life – Purchase a wide range of day to day living aids
- Home Affordable Warmth – Free energy saving solutions
- Project Management – Home improvement management solutions

Hours & Duration

Tailored to individual.

Referral Process

Tel: 01604 782250

Email: office@care-and-repair.org.uk

[Care & Repair](http://www.care-and-repair.org.uk)

**Location**

Nationwide

Eligibility

Open to all Elderly people

Provision

Free and impartial advice for older people, their families and carer on home care, care homes, NHS services, housing and other issues. We offer expertise on social care, benefits, befriending and other social support through our advice service and range of guides and publications.

Telephone Buddies. Our network of caring, trained volunteers provide face-to-face and telephone befriending to help alleviate loneliness and isolation. As you get older, especially if you live on your own, it can be difficult to stay in touch with family or friends. We know that for many - especially if they've gone through a difficult patch - a regular chat with someone who is understanding and has similar interests, can be reassuring and welcoming. Our 'telephone buddies' can offer you regular phone support to get you through a crisis or change in your life - like a period of poor health - all from the comfort of your own home. Calls can be weekly or monthly - whatever suits you. And as your phone friend calls you, there's no cost.

Volunteer Visitors can offer you friendship and support, safe in the knowledge that you're not alone and there for you when you need them. You get to decide with your volunteer how regularly they visit. Signing up for a volunteer visitor will also give you easy access to the other services and support. Our expert advisers provide advice and information on a wide range of subjects, including social care, local services and benefits.

All our volunteers are trained and have had all the checks you would expect.

Open Hours

Monday to Friday from 10am - 4pm.

Contact Details

0800 319 6789

<http://www.independentage.org>



**Location:**

Unit 10, Pineapple Business Park
Salway Ash
Dorset
DT6 5DB

Eligibility:

For people over 60 or for people caring for someone over 60.

Provision Details:

Tax Help for Older People is a charity service from Tax Volunteers that provides free, independent and expert advice and help for older people on lower incomes. (£20,000 gross per annum or less.)

Our volunteer tax advisers are spread right across the United Kingdom. Most of them currently practicing or retired tax professionals, including retired HM Revenue and Customs staff. These volunteers give their time and expertise free of charge because they recognize how difficult the tax system can be for older people who can't afford professional advice and they want to use their skills to benefit the community. We answer simple questions over the telephone. For other problems, we'll arrange a face-to-face meeting with a volunteer adviser. For anyone unable to travel because of disability, we'll arrange a home visit.

Our advice is free, independent and confidential. Advice can be give on any personal tax matter, large or small. If you are worried about tax, we are here to help.

Contact Numbers: 0845 6013321
01308 488066

Email: taxvol@taxvol.org.uk

Website: <http://www.taxvol.org.uk/>





Location

Northants 50+ Network
c/o St Giles Parish Office
St Giles Terrace
Northampton
NN1 2BN

Eligibility

Anyone aged +50

Details

Do you care about the quality of your life, your community and the services you receive? Do you have issues or concerns, suggestions and ideas? Do you know where to take them? With our partners we want to change the way we plan, develop and deliver services for older people in this county, creating a better Northamptonshire for older people. By joining the network, you can have your say at local meetings, start your own group, get your ideas heard by those who can make things happen, meet new people, learn new things and help take action.

We aim to enable over 50's to:

- Have a voice and be listened to through consultation and engagement opportunities.
- Influence statutory organisations, public bodies and voluntary sector organisations on how their services are developed and delivered and be engaged in creating opportunities for change.
- Participate in local, county, regional, national and international initiatives for older people.
- To share information both within the organisation and within the community.
- Encourage the development of new activities in areas where activities are not provided.
- Promote and encourage participation in activities.
- To challenge age discrimination.

Contact our 50+ Network Secretary

Tel: 01604 812144

Email: secretary@northantsfiftyplus.co.uk

Contact our 50+ Events Secretary

Sandra Frampton

Tel: 01604 718098

Email: events@northantsfiftyplus.co.uk

<http://www.northantsfiftyplus.co.uk/index.php>





“Call in Time” Telephone Befriending Service

Location: Nationwide

Contact: 01604 611200

Eligibility:

Primarily for the over 60's but open to anyone who would benefit from the service.

Provision details:

Age UK “Call in Time” service comprises “Friendship Calls” and “Good Day Calls”

- A Friendship Call is a weekly phone call (lasting normally around 20 minutes) from a trained and supported corporate volunteer.
- A Good Day call is a short call several times a week, at a time that suits you best, for an initial period of 8 weeks. This can provide a little reassurance when people most need it – for example, if an older person has experienced a recent bereavement or just come out of hospital.

Call in Time would benefit those who need additional support, a telephone friendship could provide.

These people could be

- Living alone
- Living away from family and friends
- Socially isolated or lonely
- Recently bereaved
- Caring for someone
- Isolated from their immediate community due to physical disability or health problems
- Recently out of hospital or experiencing significant change to their daily living arrangements.

Hours and Duration: All “Call in Time” calls are delivered Monday to Friday between 9:00am and 5:00pm

Referral Process: Contact Age UK on 0844 2250320

www.ageuk.org.uk





Free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Location

Nationwide

Eligibility

Anyone aged +65

The Silver Line is the confidential, free helpline for older people across the UK, open every day and night of the year. Our specially trained helpline staff:

- Offer information, friendship and advice
- Link callers to local groups and services
- Offer regular befriending calls
- Protect and support those who are suffering abuse and neglect

The Silver Line is a helpline for older people – the Silver Generation. We have no strict age limits but most people we speak to are over 65. So, **if you think it's for you, it's for you.**

The Silver Line is a confidential helpline and callers are free to express their feelings and describe their lives honestly, and can trust us to respect their privacy.

In cases of abuse or neglect, with the callers' permission, we will involve specialist safeguarding organisations such as Action on Elder Abuse or Social Services.

Silver Line Forums

For those who want to connect online with others who have similar experiences, there are [forums](#) on a wide range of subjects that you can contribute to.

The Silver Line Helpline is free to callers.

Contact No. Landlines: 0800 4 70 80 90

Contact No. Mobiles: 0300 4 70 80 90.





Location

Northamptonshire

Eligibility

People who are vulnerable

We offer and prioritise home fire safety checks for people who are unable to help themselves or who need specialist advice. During these visits we can give tailor made advice about the following;

- Preventing common fires
- What to do if a fire start and the best escape plan
- Smoke alarms and smoke alarm testing

In some circumstances we may be able to install a smoke detector for you.

If you would like to request a home fire safety check please complete one of the following online forms:



[Request a Home Fire Safety Check for yourself or a family member](#)

We will always inform you of who will be attending your home for a pre-booked appointment. If you are approached as a result of 'direct engagement' in your area please be assured that all our staff will wear a valid service ID card. These can be checked with the service by [contacting us](#).

We are working in partnership with the British Red Cross and Age Concern. They may contact you to carry out your home fire safety check on our behalf.

Electrical Safety - Are you overloading your sockets and putting your home at risk of fire?

This is a common cause of fire. Most people have extension leads in their homes, using 4-way bar adaptors. Although there is space to plug in four appliances, this does not mean it is always safe to do so. Different electrical appliances use different amounts of power. Use the Electrical Safety Council's [online calculator](#) so you can plug in some typical household appliances to see the effect on the load, and to get useful tips on how to avoid overloading your sockets. Further electrical safety advice is available on the [Electrical Safety First](#) website.

Contact Number: 0300 126 1000



Anglian Water Assistance Fund

Location

Northamptonshire

Eligibility

Anyone suffering financial hardship and struggling to pay their water bill

The Anglian Water Assistance Fund (AWAF) has been set up to support customers in financial hardship. To administer a grants programme aimed at reducing water and sewerage debt for customers experiencing poverty and hardship throughout the region.

- To make awards that will help people recover from the burden of debt and become financially more stable.
- To make a long term position difference to applicants financial situation.

How can the Fund help?

The fund can consider helping you if you are in debt with your water and/or sewerage charges to Anglian or Hartlepool Water and you are a current domestic account holder of Anglian or Hartlepool Water.

The fund may be able to help you to clear arrears of domestic water and sewerage charges by offering a number of solutions.

How to apply for help

If you would like to apply for help you can download, print and complete an application form. Alternatively you can call us on **01733 421060** to request an application form. You will also need to send us proof of the amount of income you have and where it comes from e.g. wages, benefits, etc.

Please [click here](#) for an application form.

You can now apply online.

The quickest way of applying is by completing and submitting the online application form by <http://www.anglianwater.co.uk/assets/media/11172-AN.PDF> [clicking here](#).

Sending in your application.

Once you have completed and signed your application, you should send the form and the necessary information about your income, medical condition, etc. to: **PO Box 42 Peterborough PE3 8XH**

<mailto:www.anglianwater.co.uk> > Household > Your account > Problems paying





Location

Northamptonshire

Eligibility

Everyone

Details

Every day in Northamptonshire people are prone to falling victim to doorstep crime. Most of the victims are elderly or vulnerable. Whether you are caring for a family member, working as a professional in the community care or community safety field, or just keeping an eye out for a neighbour, you may be the only person that has regular contact with the person(s) you care for and can play a vital role in preventing them from becoming a victim.

Doorstep crime takes two forms:

Distraction Burglary Tactics

Distraction Burglars or 'bogus' callers will call at a house with the intention of tricking their way inside to steal money and/or other valuables. The caller may be a man, a woman or even a child and they will use any story they can to try and gain access to the property.

Rogue Doorstep Traders' Tactics

Rogue Doorstep Traders will use a trade as a means to extract large sums of money from people. They could offer services such as driveway re-surfacing, block paving, roofing, fascia's, gardening or selling goods such as furniture, alarms or mobility aids. They often give a very low quote that will increase when work begins.

What can you do to protect the person you care for?

- Make the person aware that they are never required to open their door to unexpected callers and that it is not rude to send someone away
- Reinforce the message **'IF YOU'RE NOT SURE DON'T OPEN THE DOOR'**

To apply for a **No Cold Calling** sticker:

Telephone: 08454 04 05 06

Email: tradedstd@northamptonshire.gov.uk



Contact the Doorstep Crime hotline on :

0345 23 07 702

If a crime is in progress, dial 999

If you need advice about your consumer rights contact Trading Standards by calling 08454 04 05 06



Confidential and emotional support by telephone

Location:

Nationwide

Eligibility:

Any individual in need of support on any issue

Provision Details:

Support Line provides a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. Support Line is a member of the Helplines Association. Support Line also provides support by email and post. We offer confidential emotional support to children, young adults and adults by telephone, email and post. We 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. We also keep details of counsellors, agencies and support groups.

Referral Process:

Self-referral

Contact Details:

01708 765200

Email at info@supportline.org.uk

<http://www.supportline.org.uk/contact.php>





The Cinnamon Trust

The National Charity for the elderly the terminally ill and their pets

Location:

Nationwide

Eligibility:

Supporting the terminally ill and their pets

**Provision Details:**

It is widely acknowledged that pets can positively benefit the well-being of elderly owners. For many elderly people living on their own, their pets are their reason for living. Cinnamon Trust is the only specialist national charity which seeks to relieve the anxieties, problems, and sometimes injustices, faced by elderly and terminally ill people and their pets, thereby saving a great deal of human sadness and animal suffering.

A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes and supply love and care in abundance until owner and pet can be reunited. The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets. Arrangements are made between owners and the Trust well in advance, so owners do have peace of mind in the knowledge that their beloved companion will have a safe and happy future

Opening Hours: General Enquiries

Monday - Friday 9am - 5pm

Emergency Calls available 24hrs

Contact Number:

01736 757 900

[The Cinnamon Trust - The National Charity for the elderly, the terminally ill and their pets. About the Cinnamon Trust.](#)

**Location**

Nationwide

Eligibility

Families raising disabled children on a low income

Provision Details

Family Fund is the UK's largest grant-giving charity for families raising disabled or seriously ill children. We believe that all families raising disabled and seriously ill children should have the same opportunities as others. Beginning with the most vulnerable, those on low incomes, and considering all conditions against our disability criteria, we aim to make a difference to outcomes for children with disabilities or serious illnesses and the lives of the families raising them across the UK.

We provide grants for a wide range of items, such as washing machines, sensory toys, family breaks, bedding, tablets, furniture, outdoor play equipment, clothing and computers. It can be a struggle financially, emotionally and physically for families raising disabled or seriously ill child, and these grants help break down many of the barriers families face, improving their quality of life and easing the additional daily pressures.

Contact Details

There are many ways to get in touch with us to ask a question or share your views. You can send us a message or contact us by email, telephone, textphone, fax or by post.

Email info@familyfund.org.uk

Tel: 01904 621115

Textphone: 01904 658085

Fax: 01904 652625

If you need an interpreter, we will use Language Line. Please contact us, telling us the language you use.

<http://www.familyfund.org.uk/about-us/contact-us>



Northamptonshire Centre for Independent Living

Supporting Disabled People, Carers and Family Members

Location

Northamptonshire – Covering the towns and villages served by Corby, Daventry, East Northants, Kettering, Northampton, South Northants and Wellingborough Councils

Eligibility

Any person with a disability, their family members and carers.

Provision Details

Information service committed to finding the broadest range of opportunities available to suit individual needs, giving freedom of choice. Support can be provided to resolve everyday issues such as accessible venues, home services, hobbies, transport and everything in between.

Help with all disability benefits, from benefit checks to help form filling.

Equipment Service

The retail area has a wide selection of small items for sale including blue badge holders, kitchen aids, pill organisers, reachers, walking sticks and bathroom aids. We also sell RADAR keys and offer NHS hearing aid battery exchange (P13, P312, P675)

Second Hand Equipment Services

Second hand equipment register - enabling people to sell and buy second hand disability equipment. This service is free of charge and if you are interested in purchasing any of the items on the register then we put you in touch with the seller direct as we do not hold any of the items at the centre. The register is updated every month and we can add you to our mailing list to receive a copy monthly either through the post or via email.

Open for telephone enquiries

9am - 5pm (4:30pm on Fridays)

10am - 4pm for appointments and drop-ins

Tel: 01604 588501

Fax: 01604 591276

Textphone: 07751 359396

www.northamptonshirecil.org.uk



FREE HOME EYE TEST

Location:

Nationwide

Eligibility:

Details below:-

Provision Details: Specsavers offer a free home eye test to those who are not able to get to the opticians due to physical or mental disability. To get a free home eye test you will need to fall into any of the following categories:

- Aged 60 or over
- Registered blind or partially sighted
- Diagnosed with diabetes or glaucoma
- Considered to be at risk of glaucoma, as advised by an optician
- Aged 40 or over and your mother, father, brother, sister, son or daughter has been diagnosed with glaucoma
- Receiving benefit (Income Support, Income-based Jobseeker's Allowance / Employment and Support Allowance or Pension Credit Guarantee Credit)
- Entitled to, or named on, a valid NHS tax credit exemption certificate
- On a low income and named on a valid HC2 (full help) or HC3 (partial help) certificate
- Eligible for an NHS Complex Lens Voucher (their optician will advise on the entitlement)

Free glasses: Specsavers also offer free or cheaper glasses depending on the price. To get this you will need to fall into any of the categories which can be found at <http://www.specsavers.co.uk/home-eye-tests/eligibility-for-nhs-support>.

Contact

0800 198 1132.

<http://www.specsavers.co.uk/home-eye-tests>





Northamptonshire Action for the Blind

Location

Northamptonshire Association for the Blind,
37 Harborough Road,
Kingsthorpe,
Northampton,
NN2 7BB.

Provision Details

We are the leading provider of specialist advice, support and information for anyone suffering with sight loss in Northamptonshire. We provide advice and support for anyone suffering with sight loss. Whether you or a loved one have lost or are losing your sight, we understand the effects this can have on all your lives. Our range of responsive services have been developed to help you at a time when you need it most.

Join in one of our social groups and enjoy - good company, entertainment and refreshment, a contact point for support and information or simply a welcome break from the house- our social groups for visually impaired people offer any or all of these things! Our groups enable people with sight loss to come together and build friendships, share information and tips but most of all- enjoy themselves.

Our Social Group Helpers currently organise monthly meetings in:

- **Corby:** Swan Gardens, School Place off Gainsborough Road.
- **Long Buckby:** Greenhill Court, Park Road (includes Lunch).
- **Northampton:** St Alban's Church Rooms, Broadmead Avenue.
- **Northampton:** The Trumpet Public House, Wellingborough Road.
- **Wellingborough:** Knights Court, Gold Street.

As part of an exclusive partnership with Tollers Solicitors, Northamptonshire Association for the Blind is offering you the option to have your Will written free of charge, no matter what age you are and whether you are visually impaired or sighted.

Contact: 01604 719193

Email us: admin@nab.org.uk



Deafconnect

“Supporting and empowering all Deaf and hearing impaired people to achieve their full potential and become fully included members of the community. Providing services for Deaf, Deafened, hard of hearing and Deafblind people their families, friends, carers and other professionals.”

Location:

Spencer Dallington Community Centre,
Tintern Avenue
Northampton
NN5 7BZ

Information and Advice:

About interpreters, equipment, benefits, health, crime prevention, work, education, social and leisure activities for all ages.

Support:

Help filling in forms, understanding leaflets, reading and understanding letters, making phone calls on your behalf and any issues with education services, Self help groups and children's activities

Advocacy:

We will make sure that your voice is 'heard'. We will work with you to ensure that your opinions are taken into account. We will make sure that you have the information necessary to make informed choices about your life and make sure you have the confidence to represent yourself well in all situations. We can work and advocate for both adults and children.

Interpreting Service:

- British Sign Language (BSL)
- Sign Supported English
- Lip – Speakers
- Note – takers
- Deafblind

Contact:

Tel 01604 589011

Text 07817 006817

Fax 01604 754529

Email general@deafconnect.org.uk



**Location:**

Wycombe Road
Buckinghamshire
HP27 9NS

Eligibility:

For Hard of hearing/deaf people.

Provision Details:

Hearing dogs for Deaf People is a national charity and centre of excellence in training hearing dogs to alert deaf people to everyday household sounds and danger signals in the home, work place and in public buildings.

We train hearing dogs to alert deaf children's and adults to important household sounds and danger signals, such as the alarm clock, doorbell, telephone and smoke alarm – providing independence, confidence and valuable friendship. Hearing dogs alert their deaf recipients to household sounds by touching them with a paw or nudging with a nose to gain attention. The recipient then asks the dog 'what is it?' by voice and/or hand command and then the hearing dog leads the recipient to the source of the sound. For danger signals such as the smoke alarm, the hearing dog will alert the recipient in the same way, but when asked 'what is it?' the dog will lie down to indicate danger.

Five key points about Hearing Dogs for Deaf People:

1. Hearing dogs are provided to deaf people at no charge.
2. The Charity receives no government funding. We rely on the generosity of individuals, groups, companies and other organisations.
3. Each dog is trained to the specific needs of the deaf individual they have been matched to, creating a life-changing partnership.
4. The breeding, training, placement and life-long care of each hearing dog costs around £45,000.
5. It takes 12-14 months for a puppy to complete its socialising training and a further 16-18 weeks for a dog to complete soundwork training.

Contact numbers: 01844 348100 (Voice & Minicom)

Email: info@hearingdogs.org.uk

Website: www.hearingdogs.org.uk





Location

Nationwide

Eligibility

Technology support for Disabled People

Provision Details

AbilityNet exists to change the lives of disabled people by helping them to use digital technology at work, at home or in education. Our free helpline helps any disabled person who wants advice about technology. You don't need to be a student - just give us a call and we will do what we can to solve your questions about hardware, software or specialist equipment.

AbilityNet has been a leading authority on accessibility and assistive technologies for 20 years and we continue to provide a range of free services for disabled people, their family and friends, their employers and other people who care for them.

- [Free Factsheets covering a range of tips and advice](#) about how computers can be adapted to help disabled people. [Dyslexia and Computers](#) and [Autism and Computers](#), but we also cover things like [Voice Recognition](#) and [Tablet Computers](#).
- Call our **free Helpline** on 0800 269 545 to ask anything about how computers can be adapted to meet the needs of disabled people.
- Our **free online tools**, including [My Computer My Way](#) and an [online assessment tool](#), help disabled people tailor their IT to meet their needs.
- Our network of [IT Can Help volunteers can visit disabled people in their home](#) to help with everyday IT needs.

Contact:

0800 269 545

Email:

enquiries@abilitynet.org.uk



[Ability Net](#)



Location

Countywide

Eligibility

Anyone can have a Keep Safe card if they have a learning disability.

Provision Details

The Scheme is designed to make the holder more aware of their personal safety, to encourage reporting of crime - especially hate crime - and to help them seek help if they need it. It will also help those providing assistance, such as librarians and the Police, to access support for the user of the card and understand how to make them feel safer.

There are lots of places in Northamptonshire that are Keep Safe places. You will know if they are a Keep Safe place as they will have the above sticker on their window or door. This means staff that work there have had training so they know more about the Keep Safe scheme and ways they can help people with learning disabilities.

This is what the card looks like:-

You can ask for a card by filling in [this form](#) and sending it to:

FCR Service Recovery Dept.
Northants Police HQ
Wootton Hall
Northampton
NN4 0JQ

or via [email attachment here](#).

Contact Details

Keep Safe Card: 101 ext 343655

General Enquiry: 07733512107

[Keep Safe Scheme](#)



Providing independence and choice

Location

Nationwide

Eligibility

Open to all

Provision Details

Detailed access information to thousands of venues across the UK. Established over 14 years ago, our mission is to maximise independence and choice for disabled people in accessing their local area and the places we all want to visit.

Developed by disabled people for disabled people - DisabledGo is unique among national access information providers because only we:

- visit and survey every venue on our website in person
- use a survey method that over 800 groups of disabled people have fed into
- have a national network of steering groups that guide our work and support the continuous development of our service



- Offer a standardised service – from Aberdeen to Portsmouth our trained surveyors use the same high standards and pan-disability survey template to ensure that all our guides are accurate, reliable and presented in a user-friendly format.

DisabledGo gives you more 'independence and choice'.

Contact Details

Phone: 0845 2704627

Email address: enquiries@disabledgo.com

<http://www.disabledgo.com>



**Location:**

Nationwide

Eligibility: Anyone with a Disability

Provision Details:

A website dedicated to helping Disabled People access venues around the country with the help of reviews by other Disabled People.

Euan's Guide was founded by Euan MacDonald who is diagnosed with Motor Neurone Disease, below is an extract from the website by Euan

Despite being in a wheelchair due to Motor Neurone Disease, I still want to go out to bars, restaurants, hotels, cinemas, music festivals, sports grounds etc. I'm always looking for new places to go out but can only find out if access is suitable through a process of trial and error.

Following years of investigating, my family and I have built up something akin to a local directory on disabled access that we were keen to share with others with accessibility needs. We thought that there must be thousands of people who have the same issues that we do so we decided to take this a step further and create a website to help others. Euan's Guide aims to be a friendly, honest & empowering alternative to hours of web searching and phone calls and most importantly remove the 'fear of the unknown' when visiting a venue for the first time.



We've made a start, but we need your help to achieve this. Please help us by reviewing your favourite places, listing your venue or simply telling people about us.

Referral Process: Visit the website <http://www.euansguide.com/>

Contact Details:

Email: hello:euansguide.com

Phone: 0131 510 5106

Address: Euan's Guide, 10 Constitution Street, Edinburgh, EH6 7BT



**Location:**

Nationwide

Eligibility:

Available to anyone

Provision Details:

Scope exists to make this country a place where disabled people have the same opportunities as everyone else. Until then, they will be here. Scope provide support, information and advice to more that a quarter of a million disabled people and their families every year. We raise awareness of the issues that matter. And with your support, Scope will keep driving change across society until the country is great for everyone.

- Scope Supports: Disabled People, Parents, Carers and Professionals
- You can get information on: About disability, Benefits and Grants
- You can find: Services and Support or Charity Shops neat you.

Referral Process:

Open to anyone

Contact Details:

For emotional support and disability advice – free helpline 0808 800 3333

Email: helpline@scope.org.uk

Website: <http://www.scope.org.uk/>

For phone and postal enquiries please contact the main switchboard on 020 7619 7100

Scope
6 Market Road
London
N7 9PW





Alcohol / Drug Treatment

Location

Springhouse 39 Billing Road Northampton NN1 5BA

Eligibility

Alcohol / Drug problem

Provision Details

This opportunity should only be used where a claimant has satisfied the following:

- Must be identified as a user of alcohol/drugs
- Declared they are not undergoing any form of drug treatment
- Agreed voluntarily to attend the appointment
- Given consent for JCP to record sensitive personal info on LMS by completing DPA1
- Agreed to JCP sharing their personal details with the treatment provider on form TPR1

Hours & Duration

TBA with claimant

Referral Process

Telephone: 01604 211304. After referral claimant will have a discussion with treatment provider
CRI will decide the most appropriate treatment for claimant who will then move into a treatment programme



**Location**

Nationwide

Eligibility:

Anyone who is struggling with Drug and/or Alcohol abuse

Provision Details:

Across the UK, we help thousands of people to overcome their problems with drugs and alcohol – supporting them to go on and lead fulfilling and healthy lives, free of dependency and other issues.

This support doesn't mean that you have to stay in a 'residential rehab' centre (although we can offer that too). Instead, you can get all the support and advice you need while remaining part of your local community. We can also help you with other issues you may be struggling with – such as employment, housing, debt or family relationships.

The help we give you will depend on whether it is alcohol or drugs you are struggling with (and of course, what kind of drug) but the basis of all of Addaction's work is to build a strong relationships between you and on tof our workers. They will be able to use a number of approaches – from cognitive therapy to prescribing medication (should you need it), to give you the support you both need and deserve.

Our aim is for you to be able to stop using the substance that is causing you problems altogether. But we fully understand that this can be a complicated process. We wont judge you and will work at a pace you are comfortable with, helping you to reduce your using finding a way to stop altogether.

Telephone: 020 7251 5860

Email: info@addaction.org.uk

Website: www.addaction.org.uk

**Location:**

Northampton

Phone: 0300 456 4292

Email: northampton@aquarius.org.uk

Address: 36 - 38 Abington Square, Northampton, NN1 4AA

Eligibility

For people with drug, alcohol and gambling issues

Provision Details:

At Aquarius we strive to help people overcome the harms caused by alcohol, drugs and gambling. We work closely individual, families and friends to lessen the impact caused by the behaviour of a loved one. Overcoming an addiction can be a difficult process but you can be sure that our staff will be dedicated to giving you and your family the attention and support that you need. We will be there to help you with each step of your journey along the way to recovery and help you look forward to the future with the confidence that change is possible.

What we do

- Offer a free and confidential service
- Provide alcohol advice and information
- Offer one to one support or group sessions
- Refer to detox and/or rehabilitation service if necessary
- Provide support for affected family members
- Provide information on other services which can help you

We meet you at our premises, in our clinic at a hospital or at a suitable community venue. Together we can draw up an agreed support plan to help with your alcohol issues and other needs and with your permission we can also work with others concerned with your care.

Opening times:

Mon; 9am – 5pm

Tues; 9am – 5pm

Wed: 9am - 5pm

Thurs; 9am – 5pm

Fri; 9am – 4:30pm

Sat & Sun: Closed

Bridge Substance Misuse Programme

63c Gold Street
Northampton
NN1 1RA

Website: www.bridge-northants.org.uk
Email: enquiries@bridge-northants.org.uk
Telephone: 01604 621259

Bridge is a substance misuse programme based in Northampton but working throughout Northamptonshire.

Eligibility

Clients must be at least 18 years of age and have, or have had, a problem with alcohol or drugs. They must be committed to addressing and resolving their issues.

Provision Details

For its mentoring programme, Bridge recruits, trains and supervises volunteers who have had drug or alcohol problems themselves, or close contact with people who have. They act as mentors or support workers to clients with drug or alcohol problems.

The aim is to help them deal with their substance misuse by providing practical support in relation to social aspects which impact negatively on their lives.

Bridge also offers clients the chance to take part in sporting and other activities as well as offering assistance with education, training and/or employment.

Premises also have a gym and café.

Opening Hours

Northampton: 9:30am – 4:00pm (Mon, Tues, Thurs, Fri) and 11:30am – 3:30pm (Sun).
Wellingborough: 10:00am – 2:00pm (Mon, Tues, Thurs, Fri).
Corby: 10:00am – 2:00pm (Mon, Tues, Thurs, Fri).

Referral Process

Visit www.bridge-northants.org.uk/contact.php and click on Self-Referral icon or Referral icon (agency referral).



Northamptonshire Drug and Alcohol Services (NDAS) Northampton

Location

Spring House
39 Billing Road
Northampton
NN1 5BA

CAN (Northampton)
81 St Giles Street
Northampton

Provision Details

We can help you with a range of treatment and support services for drug and alcohol problems and will also work with you to look at lifestyle factors that may be contributing to your problems.

Our team of experts includes doctors, specialist addiction nurses, complex needs workers and drug support workers who will work together for your care. They can work with you on a one-to-one basis and also in group sessions to identify your needs and put in place plans to tackle those needs. Facilities available include counselling groups, group rooms and inpatient treatment beds.

Contact

Phone number – CAN 01604 627027

Phone number – South of the county 01604 233 227

Location

Nationwide

Eligibility

Help and advice with your drinking

Provision Details

We are a small independent charity that is committed to reducing harm from alcohol-related problems. We work throughout England to help people understand the dangers of drinking too much and to fight for varied and effective treatment services for the people who need it. We also campaign at a national level to try and make a difference to the lives of people who have been affected by alcohol.

It's not always obvious when you're drinking too much. However, your alcohol consumption could be affecting you in a number of different ways that you didn't even realise. Weight gain, lack of sleep and trouble concentrating can all be caused by excess drinking.

We have a range of tools that you can use to work out exactly how much alcohol you're drinking and the likely impact it's having on your body. We have also busted some myths about drinking, so you can make an informed decision about the amount of alcohol you consume in the future.

Many people are reluctant to admit they have a problem with alcohol. But every year hundreds of people in England and Wales turn their lives around and take control of their drinking. There are many excellent services in Wales that can help with this. [Look up your local service here.](#)

Hours

Mon – Fri 9am – 8pm

Weekends 11am – 4pm

Contact

0300 123 1110

Email

contact@alcoholconcern.org.uk





Marijuana Anonymous UK

Locations:

Call the helpline for information on local meetings.

Eligibility:

The only requirement for membership is a desire to stop using marijuana. There are no dues or fees for membership. We are self-supporting through our own contributions.

Provision Details:

Our primary purpose is to **stay free of marijuana** and to **help the marijuana addict who still suffers** achieve the same freedom. We can do this by practicing our suggested twelve steps of recovery and by being guided as a group by our twelve traditions.

Marijuana Anonymous uses the basic 12 Steps of Recovery founded by Alcoholics Anonymous, because it has been proven that the 12 Step Recovery program works.

Referral Process:

Contact the Helpline Number: 07940 503 438 (8pm – 12 midnight)

Email: helpline@marijuana-anonymous.uk

Website: www.marijuana-anonymous.co.uk to join on-line forum.

Bereavement Service

Location:

The Evelyn Centre (Area R) at Northampton General Hospital

Telephone: 01604 523489 or 523454

Eligibility:

Anyone who has been bereaved

Provision Details:

Support and Assistance

The PALS Bereavement Service provides sympathetic information, advice and support to bereaved relatives and carers by helping them through the practical arrangements that follow the death of an adult patient at the hospital.

The team can help you deal with issues such as:

- Registering the Death
- Funeral Director
- The Coroner and Coroner's Office

Children's & Young People's Bereavement Services

Telephone: 01604 545131

The Children and Young Person's Bereavement Service offers one-to-one counselling and age appropriate bereavement groups. The service has a number of counsellors and volunteers and takes referrals from parents, schools, health professionals and if the child is over 16, from the child themselves.

The service also provides training for anyone requesting help in dealing with bereaved children.

Referral Process: Contact number above



Cruse Bereavement Care

Free confidential grief support

Location

Nationwide

Eligibility

Anyone who has been bereaved

Provision Details

Cruse Bereavement Care is here to support you after the death of someone close. For those who need specialist help, Cruse offers free confidential support for adults and children, and this can be by telephone, email or face-to-face.

Cruse offers the following bereavement services:

- Telephone support
- Email support
- Face-to-face support
- Support for children and young people
- Early intervention project
- Publications
- Bereavement Care Journal

Hours & Duration

National telephone helpline is open Monday-Friday 9:30-5:00pm with extended hours on Tuesday, Wednesday and Thursday evenings, when we're open until 8pm.

Referral Process

National Helplines:

Tel: 0844 477 9400

Email: helpline@cruse.org.uk

Northamptonshire Helplines Tel: 07772 428532

Email: northamptonshire@cruse.org.uk



Location:

Nationwide

Eligibility:

You must be over 18 to join a group and have lost someone to suicide over three months ago.

Provision Details:

Facing the Future groups are about peer support in a safe environment. There is no set agenda for the group sessions. Facilitators are guided by what participants wish to talk about.

Before your first group begins you will be sent a pre group questionnaire. There will also be a follow up questionnaire sent to you following the completion of the group. These are anonymous and are designed so that we can evaluate and develop the service.

Benefits of attending the groups are:

- **Understanding** – people who are grieving because of suicide can feel very alone, suffering for a kind of loss they feel others may not understand. Even with the supportive family and friends, participants find it helpful to talk with others who have experiences a similar loss.
- **Safety** – participants tell us they feel safe in the group. They're free to express themselves with others who are also grieving as a result of suicide.
- **Coping** – the group supports one another to come to conclusions that often lead to the acceptance and increased hope for facing the future. Everyone who has taken part in a group has said they would recommend it to others.
- **Respect** – participants feel they are listened to in a respectful environment. Even when people are sharing things they may never have said out loud before, there is a non-judgemental and supportive atmosphere.

Each group will include people with differing experiences, circumstances, backgrounds and relationship to the person who has died.

Contact details:

If you are interested in joining a group please complete an online [Registration Page](#)

<https://www.facingthefuturegroups.org/Home>



Help with funeral costs

Location:

Countrywide

To get a Funeral Payment you must be responsible for the funeral and:

- claim in time
- get certain benefits or tax credits
- meet the rules on your relationship with the deceased

You must apply within 3 months of the funeral. You can make a claim even if you're waiting for a decision on a qualifying benefit.

You must be one of the following:

- the partner of the deceased when they died
- a close relative or close friend of the deceased
- the parent of the still-born baby
- the parent of the deceased child, if they were under 16 (or under 20 and not in full-time education)

You (or your partner) must get one of the following:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit
- Housing Benefit
- the disability or severe disability element of Working Tax Credit
- one of the extra elements of Child Tax Credit
- Universal Credit

You can claim the Funeral Payment:

- by post - send form SF200 to your local Jobcentre plus
- by phone

Bereavement Service helpline

Telephone: 0845 606 0265

Welsh language: 0845 606 0275

www.gov.uk

**Location:**

Nationwide

Eligibility:

Parent, children and adolescents who have been affected by the death of a parent or child.

Provision Details:

Child Bereavement UK believes that all families should have access to the support and information they need when a child grieves or when a child dies. Through understanding their grieving process and receiving the help in dealing with bereavement from appropriately trained professionals, families can learn to live with their grief and being rebuilding their lives.

Professionally trained bereavement support workers are available to take calls Monday – Friday 9am – 5pm, there is also email support.

Opening Hours:

Monday – Friday 9:00am – 5:00pm

Contact Details:

08000288840

Email and Website:

support@childbereavementuk.org

<http://www.childbereavement.org.uk/>



**Location;**

Nationwide

Eligibility:

Anyone who is concerned about a bereaved child.

Provision Details:

The death of a parent or sibling is one of the most fundamental losses a child will ever face. Winston's Wish can offer a range of practical support to children, families, professionals and anyone concerned about a bereaved child.

The Winston's Wish helpline is a UK-wide national helpline offering support, information and guidance to all those caring for a child or young person who has been bereaved. It is staffed by people with extensive experience, who have up-to-date knowledge of supporting bereaved children and their families. People call to discuss a huge range of concerns and questions from: 'Why does my daughter keep asking where daddy is when he died two months ago?' and 'He wants to attend the funeral but his dad says he's too young. What do you think?' to 'I'm concerned about a child I'm working with. What is the best way to offer support?'

We take the time to listen carefully to your worries and questions and help you to work out how best to support the bereaved young person. We won't tell you what to do or what not to do. However, we will share our knowledge of bereavement and our experience of working with bereaved children. We will give you ideas to think about and maybe try. You may find that you just ring the Helpline once, or you may find you ring it from time to time, as and when you need to. Either way is good – we are here to help you with what is worrying you on the day that you ring us.

What else can the Helpline offer?

The Helpline can give you contact details for other organisations which offer help after a bereavement, including local contacts where these exist.

Contact Number:

08452 03 04 05

Website:

<http://www.winstonswish.org.uk/>



Location

Countrywide

Eligibility

Discussion forum for anyone affected by dementia

Provision Details

Talking Point - Alzheimer's Society's online discussion forum is for anyone affected by dementia. It's a place to ask for advice, share information, join in discussions and feel supported.

Online forums are a great way to share your experiences in caring for someone with dementia, as well as reading what others are going through. If there's a particular issue you are struggling with, the chances are, someone else has also experienced it. Talking Point is the Alzheimer's Society's forum. It has people with dementia sharing their information and advice, and supporting each other.

If you would like to join a discussion on the forum or start a new one, you will need to either register or log-in (you can log-in by clicking on the box at the top right of the main forum screen). If you need help using Talking Point, please take a look at the [Help videos](#) or main [Help](#) section.

Contact Details

<http://forum.alzheimers.org.uk>



Information Programme

Location:

The Doddridge Centre
109 St James Road
Northampton
NN5 5LD

Eligibility:

Carers of people with Dementia only

Provision Details:

The Carer Information and Support Programme 1 is a series of sessions for carers, family and friends of people recently diagnosed with dementia. Topics include: understanding dementia, legal and money matters, support and care, and coping with dementia day to day. Please contact the number below for dates and times.

Contact Numbers: 01604 879000 (Monday - Friday 9am – 5pm).

Email: Northamptonshire@alzheimers.org.uk

<http://alzheimers.org.uk/>

Contact us via social media



Peer Support Group

Location:

Fred Sansum Room
Abington Community Centre
Wheatfield Road South
Northampton
NN3 2HH

Eligibility:

Carers of people with Dementia only and anyone who lives in Northamptonshire who cares for someone living with Dementia, whether they live with them or not.

Provision Details:

The peer support group gives people the opportunity to meet with others who understand some of what they are going through. Run by a facilitator, the sessions offer a chance to ask questions, get information and share experiences in a safe and supportive environment.

Please contact the local office, number below, for details of opening times.

Contact details:

01604 879000 (Monday – Friday 9am – 5pm).

Email address:

Northamptonshire@alzheimers.org.uk

Website:

<http://www.alzheimers.org.uk/local-information/dementia-connect#!/detail/a0z70000029qHMtAAM>

Location:

Community Hall
13 High Street
Old Village
Corby
NN17 1UX

Eligibility:

Anyone who has been diagnosed with cancer or who is in remission aged 18 and over

Provision Details:

Our charity is open for Drop-In every Tuesday 9.30am-4.30pm at the Community Hall, 13 High Street, Old Village, Corby, NN17 1UX.

We offer FREE complementary therapies for anyone touched by cancer, as well as being somewhere to go for a chat. We are open to anyone who has been diagnosed with cancer or who is in remission. We also welcome friends, family & carers of anyone with cancer. Our therapies include Massage, Therapeutic Touch, Reflexology, Acupuncture and Relaxation techniques. We are also pleased to be able to offer counselling. Please call us on 0800 316 6772.

"We deny our vulnerability in pretence of strength, instead of discovering our strength in the acceptance of vulnerability".

Contact Details:

Telephone: 0800 316 6772

Website: www.integratedcancertherapies.org.uk

email: info@integratedcancertherapies.org.uk

Facebook: <https://www.facebook.com/groups/317686758144/>

Referral:

Self-referral, Doctor, nurse, oncology. hospital etc

**Location:**

Oasis House
35-37 Campbell Street
Northampton
NN1 3DS

Telephone: 0845 5199371

Eligibility:

Open to people who are homeless or becoming homeless and vulnerable people

Provision Details:

- Daily hot breakfast and lunches, showers, recycled clothing store
- Big issue regional distribution center
- Life skills workshops: Cookery, IT skills and free access to the IT suite, Bromford Support
- Art, Craft days, Theatre Clubs, ladies wellbeing group, a listening ear, beauty therapy, reflexology
- A listening ear, one-to-one sessions
- Health & Wellbeing, self-care
- Outings & leisure, themed days & Bingo
- The Day Centre
- Allotment Project

Referral process:

The center is open from 9am Monday to Friday and will accept drop ins or you can call on 0845 5199371





Shelter

The housing and homeless charity

Location

Countrywide

Eligibility

Open to all.

Provision Details

Shelter offers free, expert housing advice to anyone – no matter what their situation. Our free helpline is open 365 days a year and we have face-to-face advice centres up and down the country, as well as specialist legal and support services for those who need more in-depth housing help. Our expert advisers will listen to and support clients, and can help them take action or negotiate on their behalf.

Our team of solicitors offer expert legal advice, help fight repossession and eviction, and can attend court to defend people who are at risk of losing their home. They can challenge local authority homelessness decisions, and step in when councils aren't doing enough to support those in housing need. They also defend tenants by helping to pursue claims against landlords where disrepair is causing serious risk or harm or in cases of unlawful eviction.

Our specialist support services are there for families who need more in-depth help to keep their home, or to settle into a new one after being homeless. Our teams work with families like these over time, giving the full, practical support they need to get back on their feet.

Hours & Duration

Tailored to individual.

Referral Process

0808 800 4444



**Location:**

13 Hazelwood Road
Northampton

Eligibility:

Open to women and children suffering with domestic abuse

Provision Details:

Interpersonal violence is the term used to describe violence between individuals within a family. Domestic abuse, honour based violence (including female genital mutilation and force marriage), sexual violence and rape, stalking and harassment, trafficking and adult sexual exploitation are all forms of interpersonal violence.

Domestic abuse takes place within an intimate relationship and forms a pattern of bullying and controlling behaviour. Domestic violence tends to get more severe and happen more often over time.

Our staff are trained and here to listen and identify ways of helping you – this can include:

- Providing you with emotional support
- Giving you time to talk through your experience
- Providing you with relevant information and practical advice
- Signposting you to other specialist services

Our drop in service is open between 9am – 4:30pm (you may need to book an appointment if there are no advice workers immediately available)

Women's Aid currently provide refuge services in Northampton, Daventry, Corby and Kettering and access to these services can be made through contacting the advice centre on 0845 123 2311

Referral Process: 0845 123 2311 – 24hr helpline

Website: <http://www.northamptonwomensaid.org.uk/>

Email: helpline@womensaid.org.uk

If you are in immediate danger, call 999 or 101

Wellingborough and
East Northamptonshire



Location:

Countywide

Eligibility:

Open to women and children suffering with domestic abuse

Provision Details:

The refuge offers temporary crisis accommodation, each individual case determining the period required and not determined by an individual's financial circumstances.

The aim of the refuge is to provide safe, secure accommodation where assistance and support will be given in complete confidence (this will only be compromised should harm to a child be divulged or recognised). On arrival the client's needs are assessed. Following this a support plan will be formulate with the agreement of the client. This may be of assistance in accessing various benefits, schools, legal services, housing, health and social services etc.

Emotional support is offered in the form of structured counselling sessions with on-going support by refuge staff or less formal counselling sessions with trained staff.

Outreach Service:

The outreach service is available to all women irrespective of whether they are living with their partner or have separated from them. Depending on the circumstances, meetings may take place in their own home, at an agreed meeting place or at one of the drop-in centres. In some circumstances the outreach officer will discuss the problems with the perpetrator.

The aim of the programme is to offer all the services provided by a refuge without having to access safe accommodation.

Referral Process: 07879 844 451 and 07767 302 742

Website: <http://www.wenwomensaid.co.uk/>

Email: info@wenwomensaid.co.uk

If you are in immediate danger, call 999

**Location:**

Countrywide

Telephone: 0800 999 5428

Eligibility:

For anyone, LGBT, experiencing domestic violence

Provision Details:

Our national lesbian, gay, bisexual and trans (LGBT) Domestic violence helpline provides confidential support to all members of the LGBT communities, their family, friends, and agencies supporting them. The helpline is run by trained LGBT people and provides a space where you can talk through what is going on, and explore your options. We can:

- Provide confidential information, advice and support
- Help you create your safety plan
- Explore options around housing, legal advice, counselling and local support groups
- Tell you about your local LGBT friendly services
- Discuss the possibility of reporting to the police

Opening times:

10am – 8pm Monday & Thursday

10am – 5pm Tuesday, Wednesday & Friday

1pm – 5pm Tuesday is a trans specific service

<http://www.brokenrainbow.org.uk/help/helpline>



If you are in immediate danger, call 999

Northampton Lesbian Line

Location

Women's Aid
13-15 Hazelwood Road
Northampton
NN1 1LD

Eligibility: Women who are questioning their sexuality and who seek a safe and confidential environment to access support.

Provision Details:

Lesbian Line has been going around 20 years, in various guises. We are not part of any other group and act independently. A collective of volunteers run the Wednesday night telephone help-line and drop-in.

We pride ourselves in our confidentiality – it is understood that anything that is said at the line is totally confidential. First name only policy applies.

Contact Details:

07849 188067 or you can drop-in and speak to someone on Wednesday evenings. Alternatively visit the website, click on contact and send an email.

<http://www.lesbianline.co.uk/index.php>

**Location**

Nationwide

Eligibility

Employers

Provision Details

At Employers Direct, we offer free Employment Law advice based on the ACAS Code of Practice, exclusively for employers. This way, you receive dedicated Employment Law advice designed to help you deal with key issues affecting your business.

Whether its dealing with discipline or grievance in the workplace our Employment Law experts take the weight off your shoulders and allow you to get on with running your business.

Contact:

Employers Direct **0808 271 9454**

[Free Advice Based On The Acas Code Of Practice | Employers Direct](#)



Bullying and Harassment at Work

Location

Nationwide

Eligibility

Available to anyone requiring free advice on bullying in the workplace

Everyone should be treated with dignity and respect at work. Bullying and harassment of any kind are in no-one's interest and should not be tolerated in the workplace, but if you are being bullied or harassed it can be difficult to know what to do about it.

Harassment:

- Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual

Bullying:

- Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient

Where you can get help

Advice can be obtained through the Acas

Helpline:- 08457 47 47 / 0300 123 1100

Advice can also be obtained from your trade union (if you are a member of one) legal, advisers, Citizens Advice Bureaux or the Equality and Human Rights Commission (EHRC) at www.equalityhumanrights.com

[Acas - Home](#)





How to help your Child Cope with Bullying

What is Bullying?

Behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally through threats or superior force. When persistent and threatening behaviour is directed towards a child who is unable to stand up for him/her self, then bullying becomes a major problem. Being a bully, or being bullied, can happen to anyone and can have long term effects.

Do not accept that calling names and teasing is not bullying. If your child is upset – it is bullying. Your child's school has to have an Anti-bullying Policy by law. You are entitled to ask for a copy to look at. The policy should tell you what the school will do if bullying is reported and also what the school is doing to stop it happening in the first place.

Step 1

Ask to see the Class Teacher/Form Tutor and explain your worries; ask if they have noticed anything and what would be the best way of sorting it out.

Step 2

Keep a diary of events. Write a letter to the year head explaining that the problem has not been sorted and that you would like your letter put into your child's file together with notes of the actions they have taken.

Step 3

Write a letter to the Chair of Governors, send a copy to your local councillor and ask for a meeting.

If you are still unhappy contact the Education Welfare Officer. If the bullying is very serious the police may need to be involved.

National Contacts:

Family Lives: 0808 800 2222 (24 hrs)

<http://familylives.org.uk/>



Kidscape: 08451 205 204 Helpline for parents (Mon – Fri 10am – 4pm)

www.kidscape.org.uk



Anti-bullying Alliance:

www.anti-bullyingalliance.org.uk





Location

National

Eligibility

Anyone suffering bullying in the workplace

Provision Details

Workplace bullying and anti-social behaviour is unfortunately a fact of life for too many workers in the UK. Unlike their playground equivalents work place bullies and their supporters tend not to use physical abuse. Instead they resort to long term psychological intimidation which can be just as devastating for the person on the receiving end. Fortunately for those being bullied help is at hand, for one of the most distressing parts of being bullied is the feeling that no one seems to care and there is nowhere to go for help.

1 in 4 people allege they are being bullied at work today

We commit to provide FREE and practical advice and guidance, on a confidential basis, relating to any concern or dispute in the workplace. Our advisers are CIPD trained and have specialist skills in conflict resolution.

Contact

Call 0845 22 55 787 for **FREE** advice

Monday – Sunday 9am – 5pm

Our Helpline is run by Volunteers.

Email: <mailto:admin@nationalbullyinghelpline.co.uk>

This Website is run by Volunteers.



Autism Helpline

Autism Helpline provide impartial, confidential information and advice for people with autism spectrum disorders, their families and carers.

Location:

Nationwide

Provision Details:

The Helpline can:

- answer general questions about autism and Asperger syndrome - for example, we can talk through what the condition is, how it might affect someone, and suggest strategies to help
- talk through options available to people with autism and Asperger syndrome
- Talk through support options available to family members.
- Tell you about local services.
- Refer you on to other organisations that may be able to help you.
- Send you information in the post or by email about all of these things.

Most frequently asked questions:

- how to get a diagnosis for a child or adult
- how to help with a child's behaviour
- how to access respite
- how to get extra help at school
- how to get help with employment?

Hours Available

Lines are open 10am-4pm,
Monday to Friday (**free from landlines and most mobiles**)

Contact Number:

Call 0808 800 4104

<http://www.autism.org.uk/helpline>



**Location:**

Autism Concern
Suite 39 – 42 Burlington House
369 Wellingborough Road
Northampton
NN1 4EU

REGISTERED CHARITY NUMBER: 1062611

Eligibility:

For anyone in Northamptonshire needing help relating to Autism

Provision Details:

Free advice and support for families, parents, professionals and people on the autistic spectrum. Autism Concern has been established for over 20 years so has strong links with other organisations, enabling them to support the autism community with an holistic and tailored approach. It is not necessary to have a diagnosis to access their services which include:

- Emotional support
- Behavioural advice
- Signposting to community services
- Understanding autism spectrum conditions
- Support with filling in benefits forms and applications

In addition Autism Concern run Youth Groups, social clubs and activities for children and young people aged 5 -18 on the autistic spectrum.

There are also training and awareness courses, conferences and talks for parents, carers and professionals working in the field – for more information relating to this please contact Autism Concern directly.

ADHD

The ADHD support team at Autism Concern provide information, advice and guidance and support a befriending network amongst parents, promoting self-help and empowerment through support groups.

Contact

Free Support Line: 0808 808 9090

Email: iag@autismconcern.org

[Contact Us](#)

Look after someone? Who looks after you?



Location

Northamptonshire

Eligibility

Carers in Northamptonshire

1 in 10 people in Northamptonshire regularly care for someone, are you one of them?

You may not describe yourself as a carer; it's just what you do as a husband, wife, partner, relative or friend. You may be providing physical, emotional or practical support or helping someone to get out and about. You can be of any age and come from any background or community.

If you care on a regular basis for a parent, child, friend, neighbour or other relative who may be physically or mentally ill, has a disability, is elderly or has problems with drugs or alcohol, then you are a carer.

Take our [Carers Assessment](#) and find out the support you can receive.

Local Support:

Caring Northants Online Directory

<http://www.caringnorthants.org.uk>

Northamptonshire Carers

<http://www.northamptonshire-carers.org/>

Northamptonshire County Council (NCC) <http://www.northamptonshire.gov.uk/carers>

National Support:

Carers Direct

<http://www.nhs.uk/carersdirect>

The Princess Royal Trust for Carers

<http://www.carers.org>

<http://www.youngcarers.net>

Carers UK

<http://www.carersuk.org>

Direct Gov

<http://www.direct.gov.uk/en/CaringForSomeone/index.htm>

Contact Us:

Telephone: 01933 677 907

Mon – Fri 10-4, answerphone 24 hours

Email: [Northamptonshire Carers](#)

[Who looks after you?](#)



Northamptonshire County Council work in partnership with NHS Nene Clinical Commissioning Group, NHS Corby Clinical Commissioning Group and

Location

National

Eligibility

Open to all Carers

**Provision**

Caring can be extremely complicated. The maze of rights and entitlements can be complicated. We're here to make sure that no matter how complicated your query or your experience, you don't have to care alone. Our expert telephone advice and support service is here if you want to talk about caring. If you're looking for answers, our online information and support is the best place to start.

Grants

Throughout the UK there are thousands of awards and grant schemes designed to help people in need. Many are run by charities or trusts.

TV Licence

If you live with someone over the age of 75 or someone who is blind or severely sight impaired you may be entitled to a free or discounted TV licence. There are also payment schemes available to help you spread the cost.

Council tax / Rate Relief

Help for people on low incomes is provided in England through various local Council Tax Reduction schemes run by councils

Fuel costs

You or the person you are looking after may be entitled to certain payments and grants to help with fuel bills or making your home warmer and more energy efficient.

We provide information and advice on:

- benefits and tax credits
- carers employment rights
- carers' assessments
- the services available for carers
- how to complain effectively and challenge decisions.

Open Hours

Monday to Friday, 10am to 4pm.

Note: listening service available Mondays and Tuesdays, from 9am to 7pm.

Contact Number

0808 808 7777

advice@carersuk.org

**ALSO IN HELP & ADVICE**

Financial support

Practical support

Health

Work & career

Your relationships

Equipment & technology

Get support

**Location:**

Countywide

Eligibility:

Carers of all ages

**Provision Details:**

Northamptonshire Carers provide support to those who are looking after or supporting a friend or relative with a disability or long-term illness. Our services include a Carers Support Line, Support Groups, short breaks and Carers Assessments on behalf of Northamptonshire County Council. We support both Carers of a child with a disability as well as those looking after an adult of any age. We also have a Young Carers Team who provides support to Carers who are under 18.

Contact details

Northamptonshire Carers, 123 Midland Road, Wellingborough, Northamptonshire, NN8 1LU

General Enquires: 01933 677837

Carers Support Line: 01933 677907 (lines open Mon-Fri 9am-5pm)

Email: carers@northamptonshire-carers.org

Web: www.northamptonshire-carers.org

Northamptonshire Carers Registered Charity No. 1061417 is supported by localgiving.com. To see how you can support us, please click on the link below. Thank you.

www.localgiving.com/northamptonshire-carers



Location:

Nationwide

Eligibility:

Families with disabled children



Provision Details:

We support families, whatever the child's disability or health condition, with a wide range of life-changing help and class-leading services.

- Contact a Family Helpline – our Freephone helpline advises thousands of parents each year on all aspects of caring for a disabled child
- Medical information – we provide up-to-date and validated information on hundreds of disabilities and conditions, their symptoms, treatment and the support available.
- Website and parent resources – our website has information on issues such as education, benefits and family life, and our parent resources cover a range of topics including health and social care services.
- Workshops and information sessions – we run workshops and information sessions for parents across the UK
- SENDirect – we are on the partners of SENDirect, an online resource for families looking for activities, support, services and equipment in the local area.
- Parent support groups – we support local and national groups in their work bringing parents carers together for practical and emotional support
- Makingcontact.org – our special linking website connects families going through similar experiences or whose child has the same condition or disability.
- Contact a family in your area – our offices across the UK organise family fun days and outing so parents can make new friends and socialise.

Contact Details:

Freephone number; 0808 808 3555 (9:30am – 5pm Monday – Friday)

helpline@cafamilly.org.uk

Website:

<http://www.cafamily.org.uk/>



**Location:**

Vauxhall Bridge Road
London
SW1V 1EJ

Eligibility:

For those suffering from Parkinson's, their Carers and their families.

Provision Details:

We're the UK's Parkinson's support and research charity. Because we're here, no one has to face Parkinson's alone.

We provide expert information and training on every aspect of Parkinson's through:

- Our free confidential helpline 0808 800 0303
- Our UK-wide team of information and support workers
- Our website
- Our publications

There are many ways that you can access information and support.

We offer friendship, support and the opportunity to meet other people affected via our network of local groups across the UK.

Contact Numbers: 0808 800 0303

Email: hello@parkinsons.org.uk

[Parkinson's UK - Contact us](#)

Contact us via social media



**Location**

Nationwide

Eligibility

Everyone affected by Epilepsy

Provision Details

Epilepsy Action is the UK's leading epilepsy organisation and exists to improve the lives of everyone affected by the condition. As a [member](#)-led association, we are led by and represent people with epilepsy, their friends, families and healthcare professionals.

Epilepsy can affect anyone at any age and from any walk of life, and globally over 50 million people have the condition. Epilepsy Action is here to support people every step of the way through living with the condition.

Free online community for people with epilepsy and carers of people with epilepsy. [Click here](#)

**What can I do on forum4e?**

- **Read** other people's ideas and thoughts.
- **Post** This means asking questions, responding to other messages, or offering general thoughts.
- **Chat** This means you can go into the Chat room and chat with other members. This is very regularly used and a great way of feeling part of the community.
- **Blog** This is like a personal diary. It's a great place to let off steam.
- **Private message** if you want to contact someone privately.

Contact for Confidential Personal Advise

Free Epilepsy Helpline 0808 800 5050

Email: <mailto:press@epilepsy.org.uk>

<http://www.epilepsy.org.uk/>





Advice and support for men experiencing Domestic Violence and Abuse

Location

Nationwide

Eligibility

Men who suffer Domestic Abuse or Violence

Provision Details

Men's Advice Line: confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). We help by: giving you time to tell your story; offering emotional support; providing practical advice; signposting you to other services for specialist help.

Domestic violence includes a range of behaviours: physical, psychological, sexual or financial abuse. It happens within intimate relationships as well as between family members. It forms a pattern of bullying and controlling behaviours. It is rarely a one-off event and it tends to get worse over time. Abusers can be very manipulative in the way they use their power and control over you and may blame you and other factors for their abusive behaviours.

If you are forced to change the way you behave because you are frightened of your partner's reaction, it is likely you are being abused. If you feel afraid, walking on eggshells, intimidated by your partner, it is likely you are being abused. If there is conflict in your relationship and your partner hurts you (physically, emotionally etc.) it is likely you are being abused.

Opening hours

Monday - Friday 9am-5pm on freephone 0808 801 0327

(free from landlines and from mobiles using the O2, Orange, T Mobile, Three (3), EE, Virgin, and Vodafone networks)

Email: info@mensadviceline.org.uk

[Men's Advice Line - support for male victims of domestic violence · Respect](#)

If you are in immediate danger, call 999



Support for Male Victims of Domestic Abuse and Domestic Violence

Location

Nationwide

Eligibility

Men who suffer Domestic Abuse or Violence

Our confidential helpline is available for all men across the UK suffering from domestic violence or domestic abuse by their current or former wife or partner (including same-sex partner).

This can range from actual violence or object throwing to mental abuse such as constant bullying or constant insults.

We provide both emotional support and practical information.

We receive calls from male victims across all age ranges and professions:

- From dustmen and doctors to bankers and builders
- From men in their 20s to men in their 80s
- From men across England, Northern Ireland, Scotland and Wales

We welcome calls from mothers, sisters and friends of male victims seeking information.

We also receive calls from support organisations, charities and statutory agencies such as local authorities and police forces.

National Helpline - 01823 334244

Hours: Monday to Friday 10am - 4pm and 7pm - 9pm.

Helpline services for the Deaf are provided through Text Relay. Visit

www.textrelay.org for details.

Normal BT rates apply

[Mankind](#)

If you are in immediate danger, call 999

**Location:**

Northamptonshire

Eligibility

Anyone who is going through or has been through Domestic Abuse/Violence

Provision Details:

eve (formerly known as Nene Valley Christian Family Refuge) has worked with women and their families who have survived domestic abuse for over 30 years. In this time we have developed and delivered a range of services for women and children. At the heart of our work is a passion to see victims become victors; for women and children to find healing and restoration in order to reach their full potential and become confident and active members of their communities. Our team of highly skilled and friendly staff are fully trained and experienced in all aspects of working with survivors of domestic abuse.

- **Refuges:** Our refuge can accommodate 13 families/single women in well maintained and appropriate accommodation, providing an equal service to all victims regardless of ethnicity, religion, sexual orientation or disability. There is a separate access ground floor flat for those with disability needs.
- **The Restored Programme:** Restored is a structured programme for survivors of domestic abuse who are looking for change. It is delivered to both residential and community clients and mitigates risk and meets the needs of survivors of domestic abuse, to help them to break on-going cycles of abusive relationships and offer them the individual support they need to rebuild their lives.
- **Group Work:** We pioneered group work specifically designed to assist in changing thinking and behaviours that enables women and children to move out of the victim status and develop confidence and wellbeing.
- **Children's Services:** Our experienced Children's Services team understand the impact of domestic violence and abuse on children and support them in dealing with their own trauma. The Children and Young People's workers are child focussed, making close links with families, offering parenting support and therapeutic sessions. They liaise with other agency staff including schools, nurseries and health visitors and are able to access additional support as required.

Date & Times:

Dependant on each individual

Contact Details:

01604230311

<http://www.eveda.org.uk/>

**Location:**

184 -186 Billing Road
Wantage Gate
Northampton
Northamptonshire
NN1 5RU

Telephone: 01604 250721

Eligibility:

Anyone who has been sexually abused

Provision details:

At the Lighthouse Centre (NRICC) we offer counselling and support for anybody who has been sexually abused whether it was two weeks ago or 40 years ago. Sexual abuse and incest is sometimes hidden for many years due to a variety of reasons; the complex nature of emotions surrounding the abuse, shock, shame, embarrassment, disbelief, threats, humiliation, low self-esteem, guilt are just some amongst many of these reasons.

A person who has been sexually abused may be living in denial for many years or may even have blocked out the events, which is a protective response of the mind when incidents occur that it cannot deal with. The memories may only come back later in life due to a 'trigger' event.

We are also able to extend our support and counselling to the families and close friends of those who have suffered sexual abuse because it has a 'knock-on' effect to those closest to them.

Referral Process: You can self refer using the number above or through your GP.

Helpline: 0300 222 5930

[northampton incest and rape centre - Bing](#)

**Location**

Highfield Clinical Care Centre
Cliftonville Road
Northampton
Northamptonshire
NN1 5BU

Provision Details

Here at Serenity, it's about YOU and how we can help you deal with what has happened. Serenity specializes in providing a one-stop-shop approach to for men, women and children who have experienced sexual violence or abuse. You do not have to tell the police if you don't wish to.

Serenity provides

- Someone to talk to
- Medical examination by specially trained doctors
- Pregnancy testing; morning after pill
- Initial medication re possible sexual infections
- Direct Referral to sexual health clinic
- Collection of forensic evidence
- Support in reporting to the police – if that's what you want to do
- Anonymous reporting
- Support through the criminal justice system – if this is a step you wish to take
- Follow up support & information services
- Referrals to other services
- Family/child rooms

Hours

08.30 – 18.00 Monday to Friday

Contact

01604 745005

<http://www.serenitynorthants.co.uk/>

Location

Nationwide

Eligibility

Men aged +18 who have been sexually violated



Provision Details

Survivors UK define male sexual violation as any unwanted or non-consensual sexual act performed against a man or boy at any time in his life. The long term consequences of sexual violation are well documented and comprise a wide range of psychological, emotional, physical, and social effects. These include anxiety, depression, low self-esteem, drug and alcohol addiction, borderline personality disorder, sleep disorders, eating disorders, schizophrenia, psychosis, grief, post-traumatic reactions, poor self-perception, sexual dysfunction, social dysfunction, dysfunction of relationships (including parenting), poor education and employment records, and a range of physical symptoms. The symptoms in an individual may be specific or general, episodic or chronic.

The helpline (web chat and telephone helpline) is for adult men (18 and over) who have experienced childhood sexual abuse or adult sexual assault / rape, as well as their close friends and family. You can also make a self-referral for counselling or group therapy via the helpline, our website or by calling our office number during office hours. Our helplines are experienced in supporting you to share things at your own pace, when you are ready.

Hours

Main office Monday: Friday 9.30 – 5pm

Helpline Web chat: Monday & Tuesday 6-9pm
Wednesday 12-2:30pm & 6-9pm
Thursday 12-2:30pm

Contact

By phone: 0203 5983898

Email: info@survivorsuk.org

<http://www.survivorsuk.org>





Services delivered by  victim support

Location

Voice
Victim Support
Riverside House
Bedford Road
Northampton
NN1 5NX

Provision Details

The Northamptonshire Police and Crime Commissioner established Voice as a new service for victims and witnesses of crime on 1 October 2014. The staff and volunteers delivering Voice previously worked for Victim Support and the witness care unit.

Voice's professional and tailored service is available to all victims and witnesses in Northamptonshire, regardless of crime type or whether your crime has been reported to the police.

As well as providing emotional and practical support to victims of crime, Voice will support witnesses who have given a statement to the police and may need to give evidence in court through the criminal justice system.

Voice also offers specialist support to:

- Victims of antisocial behaviour who are persistently targeted or recognised as vulnerable
- Victims and their families affected by serious and fatal road traffic collisions
- Victims of interpersonal violence (this includes rape, domestic abuse, sexual violence, forced marriage, female genital mutilation, stalking, harassment, slavery, sexual exploitation, trafficking and sex-working)

Contact details:

0300 303 1965 lines are open Monday - Friday 8am – 8pm and Saturday 9am – 5pm

[Victim Support](#)



**Location:**

Nationwide

Eligibility:

Anyone who is affected by childhood acquired brain injury.

Provision Details:

Regional Child and Family Support Co-ordinators provide children, young people and families with the support they need in order to live their lives to the full within their local community. Staff and volunteers within the projects understand acquired brain injury. They have excellent knowledge of local services that families might need.

Helpline:

The Child Brain Injury Trust National Helpline Information Project or HIP provides support for anyone affected by childhood acquired brain injury. The helpline can be contacted via telephone on: 0303 303 2248 the helpline is staffed 9am to 5pm five days a week. The service is supported by an answer machine at all other times so please leave a message and we will call you back as soon as we can. The trained volunteers will be able to give information on a wide variety of issues associated with childhood acquired brain injury.

Grants:

The Child Brain Injury Trust has developed a small grant programme to help support children who are missing out due to financial hardship. The purpose of the grant is to provide a relatively small amount (max of £100) to the child with an acquired brain injury and their brother(s)/sister(s) enabling them to take part in social activities.

To apply for the grant go to <http://childbraininjurytrust.org.uk/how-we-help/parent-and-professionals/grants/> and click on "GRANT APPLICATION FORM". There is another grant called the Mary Radnoti-Dwyer Education Assessment Grant. This is a new grant programme which can give up to £350 towards an education assessment or appeal.

Contact Number:

0186 934 1075

Email at info@cbituk.org

<http://childbraininjurytrust.org.uk/>





If you have worries or concerns about HIV, the following advice lines are available to help. Alternatively you may want to make an appointment at your local GUM (Genitourinary Medicine) clinic for advice and/or a test.

Click [here](#) to find your nearest GUM clinic.

NATIONAL SEXUAL HEALTH LINE

Freephone 0800 567123 (24 hours)

[minicom 0800 521 361]

The National Sexual Health Line is UK-wide and provides confidential advice and information on all aspects of HIV, AIDS and sexual health. The Helpline can also provide UK wide referrals to specialist services. Open 24 hours a day, seven days a week. All calls are taken by trained and paid staff. It is not a counseling service, but gives you details of local helplines & services if needed.

TERRENCE HIGGINS TRUST DIRECT HELPLINE

0808 8021221

Worried about HIV? Would you like to talk to someone about it?

TERRENCE HIGGINS TRUST DIRECT HELPLINE can give you HIV information, advice and support over the phone. We might not have all the answers straight away, but we'll know someone who has. Why not call now for peace of mind? It's open 10am - 10pm Monday - Friday, and 12 noon - 6pm on Saturday and Sunday.

AFRICAN AIDS HELPLINE

0800 0967 500

Provides information and advice on HIV, the risks and taking an HIV test. All calls are free and confidential. The African AIDS Helpline is a service provided by the Black Health Agency

Hepatitis C Advice Line

If you have worries or concerns about Hepatitis C, the following advice line is available to help.

HEP C TRUST HELPLINE

0845 223 4424

**Location:**

Nationwide / Local

Eligibility:

Parents to children of any ages

Provision Details:

Netmums is a family of local sites that cover the UK, each site is offering information to mothers on everything from where to find playgroups and how to eat healthily to where to meet other mothers. The local sites are backed by a wealth of parenting articles that start with pregnancy and follow through each stage of childhood helping mums to enjoy a happy and healthy family life.

The mission is:

- To help families have fun with and enjoy their children
- To bring people together to make the local communities more lively and friendly
- To make it unnecessary for any mum to feel lonely or isolated
- To make sure every parent has access to all of the local support and advice available – from other mothers and professionals
- To give mothers a voice, locally and nationally, on issues of importance to them

Website:

www.netmums.com The local site covers Northampton, Towcester and Daventry and is listed as South Northamptonshire.

**Location:**

National

Eligibility:

Available to anyone struggling with weight management issues

Provision Details:

HOOP UK aims to be the 'go to' organisation in the UK for support for those struggling with the issues surrounding weight management and obesity

With the help of professionals, the public and private sector, individuals who have experienced weight management issues and a band of willing volunteers, HOOP UK is creating a hub of knowledge, resources and support to be able to bring awareness and understanding to the public at large of how obesity affects lives.

Also, to provide guidance and support to parents who feel challenged by their child's or their own weight. This will be achieved through providing a range of useful information and resources, expert guidance, web information, parent forums, 'expert patient' programmes and signposting to relevant sources of support.

Contact Details:

Website: www.hoopuk.org.uk

**Location:**

National (locations available by request)

Eligibility:

Children and Adults of all ages

Provision Details:**MEND - Mind, Exercise, Nutrition, Do-it!**

Mend's aim is to empower children (and adults) to become fitter, healthier and happier and to reach or maintain a healthy weight.

- We design programs and services offering long term solutions that help people improve their health, fitness and self esteem.
- We provide the information and support people need to choose healthier foods and spend more time being active.
- GP and health professional referrals for children who will benefit from joining one of our programs

Children and young people can attend our family programs for different age groups, MEND 2-4, MEND 5-7, MEND 7-13 and now MEND Teens, with their parents or carers

Referral Process:

Self or GP referral: contact 0800 2300 263 (to be directed to a local Programme Manager)

Email: info@mytimemend.co.uk



Location:

National

Provision Details:

The Change 4 Life is a campaign to equip families in the UK with ideas on how to change their diet, lifestyle habits and outlook on exercise.

There are links for local support groups, recipes and ideas on how to get your family up and moving about (a lot being free or inexpensive).

Change 4 Life provides tools such as;

- **Change 4 Life drinks checker** – This enables you to keep a watch on alcohol consumption and the hidden dangers.
- **The Smart step o-meter** – A clever app available to download to check your daily amount of steps, targets to beat and your progress.
- **The 10 Minute Shake Up Zone** – Lots of energetic activities inspired by your children's favourite Disney characters
- **The Smart Recipe App** – Filled with lots of ideas for swapping to a healthier version of your favourite foods

Change 4 Life offers a host of information in their easy to access online guide where there are sections on healthy recipes for the whole family, how to reduce your daily calorie ,sugar and salt intake with both shopping and meal ideas.

Contact: 0300 123 4567 to speak with one of Change 4 Life team

www.nhs.uk/change4life



Location: Nationwide / Countywide

Eligibility: People with Long Term Health Conditions

Provision Details:

On a self-management programme, you learn how to cope with day-to-day life when you have a long-term condition. The course teaches you skills to boost your confidence and help you become more independent.

It can give you advice and other information on:

- dealing with [pain](#) and [tiredness](#)
- eating well
- how to arrange an appointment with a doctor or other healthcare worker
- [how to cope with stress](#)

By the end of the course, most people feel much more positive about living with their condition, and are more confident about getting on with life afterwards. They also go on to teach others by sharing their experiences.

There are many self-management courses available, depending on where you live. Some are for a variety of long-term conditions, while others are for a specific condition, such as [diabetes](#).

The Expert Patients Programme (EPP)

This is a six-week course run by tutors who also have a long-term health condition. The purpose of the course is to enable you to take more control of managing your own health by:

sharing and learning from other people's experiences

teaching you ways to manage your symptoms

finding new ways of doing things that you want or need to do

finding ways to cope when you're feeling low

So far, more than 100,000 people have attended an EPP course. All places on the course are free and they are held in many parts of England. Many people feel better afterwards, and are more confident and less anxious. They also visit their GP less, take less time off work, have less pain and need to take fewer medicines.

The EPP course is open to anyone with a long-term condition. You don't need to be sent by your GP or hospital doctor, although it is helpful to let them know you're going on the course. [Your doctor](#) or local NHS organization can help you find suitable courses in your area.

Read about [Angie's experience of a patient-led EPP course](#) and how it changed her life for the better.

Location: Nationwide / Countywide

Eligibility: People with Long Term Health Conditions

Provision Details:

Courses for specific long-term conditions

Self care courses for people with a specific health problem can be shorter – sometimes just a couple of hours – and may consist of talks given by a doctor, nurse or other healthcare worker, or other patients. Examples include:

DAFNE (Dose Adjustment for Normal Eating) and DESMOND (Diabetes Education and Self Management for Ongoing and Newly Diagnosed) – self care courses for people with diabetes

Challenging Arthritis – courses run by Arthritis Care for people with [fibromyalgia](#) or [arthritis](#)

Be in Control – materials from Asthma UK that help people with [asthma](#) take better control of their condition

You could ask your GP or another healthcare worker about getting on to a local course.

Self-help groups for long-term conditions

If you're not ready for a structured course such as the one listed above, try a local self-help group. They're less formal and are often a stepping stone to a disease-specific course or an Expert Patients Programme. For more information, read our page on [finding out more about your condition](#).



Get free quitting support

Location

Nationwide

Eligibility

Smokers who want to quit

Provision Details

Many smokers want to quit but aren't sure about the best way to go about it. There's lots of free support on offer and by using the support that's right for you, you'll be boosting your chance of quitting.

The NHS offers stop smoking medicines free on prescription to help you quit.



Children are vulnerable to secondhand smoke. The best way to protect you and your family is to make your home and car smokefree.

You're never far from expert advice and it can be as simple as dropping into your local pharmacy.

[QUIT NOW - Contact Us](#)

[NHS SMOKEFREE](#)



Stroke

association

Location

Nationwide

Eligibility

Stroke Survivors and Caregivers



Provision Details

If you've been affected by stroke in any way, we're here for you.

Whether you're a stroke survivor yourself, a member of your family or a friend has had a stroke, you work with people affected by stroke, or you want to know how to prevent a stroke, please get in touch.



You may want to know more about stroke and its effects, what happens after a stroke or what help and support is available. You may have many questions, be looking for some information and practical guidance, or simply want someone to talk to. That's where we can help.

Your Nearest Support Groups:-

Northampton Brewins Stroke Group

Alliston Gardens Youth & Community Centre
2 Adelaide Street

NORTHAMPTON

NN2 6AR

Meet last Wednesday of the month
10.30am - 12.30pm

General Foods Social Club

Spiceball Park Road

BANBURY

OX16 2PA

meets first and third Monday of month
12:00pm – 2:00pm

The **Brewins Stroke Group** (Northampton) welcomes new members. The group offers a wide range of activities including social support, speakers, communication support, outings and meals, games and quizzes, exercise and art. For more information, please get in touch.

Banbury Group provides information and peer support and offers social and recreational activities

Contact: Laura Martin

Email: <mailto:laura.martin@stroke.org.uk>

NEED TO TALK: 0303 3033 100

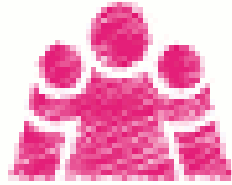
TALK STROKE: <http://www.stroke.org.uk/talkstroke>

Helen Braisby

<mailto:helenbraisby@live.co.uk>

STROKE ASSOCIATION





ARTHRITIS CARE

Location

Nationwide

Eligibility

People Living with Arthritis

Provision Details

There are around 10 million people with arthritis in the UK. That's 10 million individuals, plus their families, each affected in a unique way.

From high quality information and support to empower you to take control of your arthritis. Campaigning for change...Arthritis Care is here for you

Our helpline is a free, confidential service, which is open to anyone affected by arthritis. We provide emotional and practical support and information by phone by letter and email. Please note the helpline is closed on the last Friday of each month



Arthritis Care Helpline is open from 10am - 4pm weekdays. Please note the helpline is closed on the last Friday of every month. Ring freephone 0808 800 4050 for a chat or email Helplines@arthritiscare.org.uk



Working with Arthritis. Our booklet has been revised. Order your free copy by calling the helpline 0808 800 4050 or by emailing Helplines@arthritiscare.org.uk

Contact:

Phone: 0808 800 4050

Email: [The helpline](mailto:Helplines@arthritiscare.org.uk)

Web: <http://www.arthritiscare.org.uk/Home>





We help families in conflict, especially those divorcing or separating

Location

Nationwide

Eligibility

Those in need of Mediation

Provision Details

Family mediation is quicker and more cost-effective than heading to court. It reduces conflict, and your family stays in control of arrangements over children, property and finance.

Divorcing

If you have decided to separate or divorce, family mediation can help you make arrangements for joint property, finance and children

Separating

If you are separating you need to make a number of vital decisions about the future. Family mediation can help you.

Parents

Family mediation can help you maintain a civil relationship with your ex, and communicate well with your children to meet their needs

Children and Teens

If your parents are splitting up you'll want to know how it will affect you, and what you can do about it. Meeting with a family mediator is an option.

Friends and Family

If you want to support a friend or relative whose family is going through separation, family mediation is a good place to start.

Grandparents

Family mediation can help Grandparents who are worried that a break-up means their relationship with their Grandchildren can't continue.

[To make an appointment please complete our Referral Form](#)

Contact : Mon – Fri 09:00 – 17:00

0300 4000 636

[FREE MEDIATION](#)





0808 802 0300

Location

Nationwide

Eligibility

Any victim of Stalking

Provision Details

The National Stalking Helpline is a telephone service. You will get through to a Helpline operator who will ask you for details about what has been happening to you so that they can provide guidance and information. Among other things, the Helpline operator will probably ask you if you have been to the police and how you are currently feeling. If we ask a question that is too personal then you do not need to answer it. The Helpline operator will then give you information and advice that you may or may not decide to follow. If you have mentioned an issue which we do not feel we can accurately give information on we may give you the details of another service to contact

Who Can Contact The National Stalking Helpline?

- Are you or someone you know being made to feel harassed or intimidated by the behaviour of another person?
- Are you unsure what can be done about this person's behaviour?
- Do you feel that you, your friend or family member are at risk of emotional or physical harm?

How Can The National Stalking Helpline Help You?

We aim to help you by giving you information and guidance on:

- The law in relation to stalking and harassment in the United Kingdom
- Reporting stalking or harassment
- Effective gathering of evidence
- Ensuring your personal safety and that of your friends and family
- Practical steps to reduce the risk

Contact Details

Our phone number is: 0808 802 0300

Monday to Friday 9:30am – 4pm (except Wednesdays where we open at 1pm.

advice@stalkinghelpline.org



Bromford.

Location

Short Term Team
Moray Lodge
Peveril Road
Old Duston
Northampton
NN5 6JW

Eligibility

Applicants with mental health needs, over the age of 18.

Provision Details

Bromford Mental Health service delivers an intermediate service of a maximum of 6 months.

A customer centred plan is devised to enable the customer to achieve their goals. There are 7 outcomes that we work towards:

- People achieving independence in 2, 4 or 6 months
- People linked in with and using Universal Services and community opportunities
- People diverted from a personal budget and secondary mental health services
- People securing and maintaining secured accommodation
- People securing voluntary or paid employment
- Increasing income & tackling debt
- Improving Health and Wellbeing

Overall the customer will experience high impact, high energy service that will focus on positives, continuous improvement and social inclusion.

Hours & Duration

Dependant on each individual

Referral Process

Referrals for support are made direct to the County Council via the website or phone line if this is then passed to the Short Term Team a mental health social worker will complete an assessment of the applicant. There are a number of possible outcomes following this assessment, including being referred on to our floating support service

<http://www.bromford.co.uk>





Location

Danetre Hospital, Daventry – 01327 708109

Adelaide Street, Northampton – 01604 609960

Willowbrook Health Centre, Corby - 01536 400600

Clinics run across all GP surgeries and other community venues in Northamptonshire

Eligibility

People aged 16 and over who experience Common Mental Health Problems such as depression and anxiety, which impact on their capacity to self manage, who score 10+ on the PHQ9 and/or 9+ for the GAD, who are not at risk of suicide, are suitable for referral.

People with PTSD symptoms, OCD, Health Anxiety, Specific Phobias and Dysthymia may score under the PHQ9/GAD7 threshold, but still experience significant psychological distress. These people are eligible for referral to the service.

Provision Details

At Step 2 - Guided self-help CBT, relaxation, motivational interviewing, signposting, solution focused therapy

At Step 3 – Cognitive Behavioural Therapy, EMDR (trauma focused therapy), Counselling, Mindfulness

Hours & Duration Monday, Tuesday, Thursday, Friday 9.00am – 5.00pm

Patients are seen for an initial assessment of up to one hour, with the option of having a further four to six follow up sessions depending on individuals need.

Referral Process: Referral via your General Practitioner, Health Visitor, Midwife or other Primary Care Health Professional

Website: <http://www.changingmindscentre.co.uk/v/index>



Supporting Adults Worried about the Mental Health of a Child

Location

Nationwide

Provision Details

YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. Driven by their experiences we campaign, research and influence policy and practice.

Empowering children and young people.

Children and young people with mental health problems are at the heart of everything we do. Their voices are central in all our lobbying and influencing work. Our young campaigners share their own experiences with professionals and policy makers at a national and local level to improve mental health services and outcomes for all children and young people.

We also run [Headmeds](#) a website about mental health medication, giving young people accessible, down-to-earth information on everything they want to know about this subject.

Supporting parents and carers

Helping parents and carer to understand their child's behaviour and enabling them to secure the right professional help for their children is crucial. Our [free Parents' Helpline](#) is a lifeline to thousands of parents and carers each year who are worried about the emotional problems or behaviour of a child or young person. The telephone service is supported by a specialist call back service and email support.

Helpline:

0808 802 5544



**Location**

Nationwide

Eligibility

Anyone concerned that a young person may be suicidal

Provision

Young people who try to commit suicide are often trying to get away from a life situation that seems impossible to deal with. Many who make a suicide attempt are seeking relief from:

- Feeling ashamed, guilty, or like a burden to others
- Feeling like a victim
- Feelings of rejection, loss, or loneliness

HOPElineUK is staffed by professionally qualified advisers who can give support, practical advice and information to anyone who is concerned that a young person they know may be suicidal.

Who can call HOPEline UK?

- Young people (35 and under)
- Family and concerned friends
- Medics and mental health professionals
- Schools, Colleges and Universities
- Others who work with young people

Hours:

Monday – Friday from 10am – 5pm and 7pm – 10pm

Weekends from 2pm – 5pm

Contact:

0800 068 41 41



**Location**

Nationwide

Eligibility

Suicide helpline for Men

Provision

Feeling suicidal is actually fairly common. It's normal for people to get into situations that make them panic, and they briefly think about wanting to take their own life. It's a passing feeling and normal, so long as those feelings don't last for extensive lengths of time or become too intrusive or over whelming. When they start taking control of what you're thinking, then it can be dangerous and you should talk to someone about how you're feeling. Don't let your mind run wild. Talk it through.

Men and boys are often more vulnerable to taking their own lives because:

- They feel a pressure to be a winner and can more easily feel like the opposite.
- They feel a pressure to look strong and feel ashamed of showing any signs of weakness.
- They feel a pressure to appear in control of themselves and their lives at all times.

Most suicidal people don't actually want to die, they just want to remove themselves from an unbearable situation, and for the pain to stop. CALM's helpline workers are there to listen, not to judge, have links with other helpful organisations and could offer you the support you need to stop feeling suicidal.

Although CALM is targeted at men, we offer help, information and support to anyone calling within the UK, regardless of age, gender or geographic location; no one is turned away.

Hours:

The helpline is open 5pm – midnight, every day of the year.

Contact:

0800 58 58 58 Calls are free from landlines, payphones and most mobile networks



Emotional support, listening & signposting for women affected by self injury

Location

Nationwide

Eligibility

Available to women and girls affected by self injury

About Self Injury

It is where someone causes deliberate injuries or pain to their own body and it can be done in many different ways. People often hide the fact that they self-injure. The most common form is probably cutting, but people choose other ways like burning, overdosing, scratching, biting, hair pulling and breaking bones. Sometimes people think they are the only ones doing it but research shows it is very common. In the UK at least one in every fifteen young people has experience of self-injury which is two in every classroom.

Provision Details

Our helpline is run by women for women and we will support anyone who identifies as a woman who wants to talk about self-harm and/or self-injury. All volunteers are female and have received specialist training. We are an independent, confidential and anonymous service. We can't see your number and our number won't show up on phone bills

Our UK-wide Women's Self Injury Helpline is now open on Wednesdays from 7-9pm and Thursdays from 3-5pm. You can call us for confidential, non-judgmental emotional support around self injury.

Contact

Wednesday 7 - 9pm & Thursday 3 - 5pm

0808 800 8088

free from mobiles on 3 EE 02 Orange T-Mobile Virgin Vodafone

free from landlines

[About self-injury](#) | [Self injury support](#)

self harm doesn't discriminate

Popular culture would have you believe that young girls predominantly self harm but the research suggests otherwise. Findings suggest that in fact for the age range of mid 30s, men represent the majority of people attending Accident and Emergency for the treatment of self harm.



What causes people to self harm?

There are many things that can cause distress in someone that can in turn lead them to harm themselves. Such issues that may trigger the onset or a period of self harm might be bullying, trauma, abuse, school or work pressures, bereavement and difficult relationships but no experience can be disregarded. There doesn't always need to be a triggering event in someone's life that makes them turn to self harm, sometimes individuals just experience a period of decreased self esteem or increased distress that leads them to harm themselves.

Self harm is NOT

- attention seeking or manipulative; self harm is neither of these things
- a mental illness; it is a symptom of internal stress or distress
- just a young person's problem
- a suicide attempt, but is about staying alive
- the problem but would suggest that the person is struggling with something else, it is a symptom of emotional distress
- a problem that cannot be solved, people can learn to manage their emotions in a different way
- a behaviour that is risky to others

Contact:

info@harmless.org.uk
[Contact Us - Harmless](#)



Location

National

Eligibility

Specialist emotional support and information to anyone affected by mental illness, including family, friends and carers.

Provision Details

SANE is a UK-wide charity working to improve quality of life for people affected by mental illness. SANE has three main objectives linked to our aims and outcomes:

1. to raise awareness and combat stigma about mental illness, educating and campaigning to improve mental health services
2. to provide care and emotional support for people with mental health problems, their families and carers as well as information for other organisations and the public.
3. To initiate research into the causes and treatments of serious mental illness such as schizophrenia and depression and the psychological and social impact of mental illness.

SANE offers emotional support and information to anyone affected by mental health problems through our helpline and email services and our online support forum where people share their feelings and experiences.

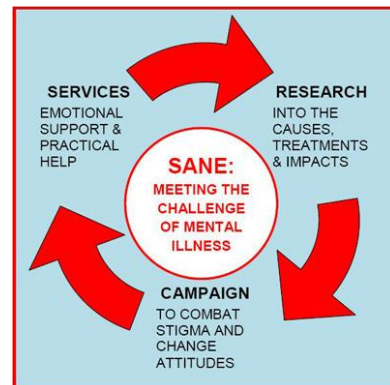
Opening Times

Every day of the year 6pm – 11pm

Contact

Helpline 0845 767 8000

<http://www.sane.org.uk/>



**Location**

Nationwide

Eligibility

Children and adults affected by Obsessive-Compulsive Disorder

Provision Details

OCD-UK facilitate a safe environment for people affected by OCD to communicate with each other and provide mutual understanding and support. We want to empower people to take control over their OCD, to enable them to live fuller lives, a life where OCD does not place restrictions on them.

Obsessive-Compulsive Disorder (OCD) can be an extremely isolating, upsetting and distressing illness. But while it can be chronic, it is also a very treatable medical condition, and seeking early intervention and appropriate treatment is the key to long term recovery.

However, for many people with OCD they are unsure how to access treatment, or sometimes when they do reach out for help, they are faced with a system where the most appropriate and efficient treatment is not always made available. In this guide we aim to help you understand what treatment you should expect and how to access it through various stages of the treatment process.

Hours

You can contact us by email, telephone or by post. We will endeavour to respond to all emails and messages within 24-72 hours. However sometimes it may take us a little longer so please be patient. We do respond to every single email and telephone message as soon as we possibly can.

Contact

By phone: **0845 120 3778**.

Email: support@ocduk.org

<http://www.ocduk.org>





Location

Helplines - Nationwide

Local Support Group - Daventry

Eligibility

Support for people living with conditions like schizophrenia, bipolar disorder, personality disorders and more to recover a better quality of life.

Provision Details

The national [Rethink Mental Illness Advice Service](#) fills a major gap in the information and help available to people with mental illness and their carer's. We also provide 24/7 helplines covering particular areas or for particular groups of service users and carers, some of which are directly linked to crisis accommodation, working in partnership with local Crisis Resolution and Home Treatment Teams.

Helplines

Rethink Mental Illness provides a number of helplines across England. Staffed by highly trained professionals, they provide **practical and emotional support and signposting to those experiencing severe mental illness, their carers and relatives and** specific solution-based guidance and offer information and advice.

Hours Available

0121 522 7007 Supporter care (general enquiries) open 9am to 5.00pm Mon to Fri

0300 5000 927 Advice Service open 10am to 2pm Mon to Fri (local rate call)

Contact

Peter Edge (M) 07850 541825

North Street Day Service

North Street

Daventry, Northamptonshire

NN11 4GH

Find us on



**Location**

Nationwide

Eligibility

People struggling with life's up and downs

Provision Details

Moodswings is an award winning Manchester based Charity founded in 1999 to help people recover from mood problems and the severe emotional distress they can cause.

Mood problems can range from periods of severe anxiety or depression to episodes of high and low mood. The effects on education, employment, relationships and family life can be devastating.

The work of the Charity is based on a belief that people can recover from severe mood problems and move on to lead happier and fuller lives. From its centre in Manchester, Moodswings reaches out with a message of real hope and optimism for individuals and their families and friends. Our evidence-based, down to earth approach is reflected in the range of innovative services we provide.

Hours

Our helpline is staffed from 10 am to 4pm Monday to Friday.

Contact

By Phone 0161 832 37 36

Or on info@moodswings.org.uk

support@moodswings.org.uk

CLICK HERE FOR OUR NEW LIVE CHAT SERVICE.





Location

Nationwide

Eligibility

Support and information relating to an eating disorder, including sufferers, carers and professionals.

Provision Details

Problems with food can begin when it is used to cope with those times when someone is bored, anxious, angry, lonely, ashamed or sad. Food becomes a problem when it is used to help people to cope with painful situations or feelings, or to relieve stress perhaps without them even realising it.

Most often, when people talk about eating disorders, they think of Anorexia and Bulimia. There is now growing awareness that some people suffer a mix of eating disorder behaviours or may be affected by some symptoms of Anorexia or Bulimia but not others. Everyone experiences their eating disorder in their own way. Whatever form it takes, an eating disorder can be beaten. Understanding an eating disorder and having the information about where you can go to find out more is a good first step towards beating an eating disorder.

Beat provides **helplines**, **online support** and a network of **UK-wide self-help groups** to help adults and young people in the UK beat their eating disorders

Open times

Monday to Friday 1:30pm to 4:30pm

Monday and Wednesday evenings 5.30pm to 8.30pm.

Contact

Helpline 0845 634 1414

Youthline 0845 634 7650

You can also text the Youthline on 07786 20 18 20 - send us a message and we will get back to you within 24 hours. There is also a Youthline email service at fyp@b-eat.co.uk

<http://www.b-eat.co.uk/>





**SAMARITANS OFFERS A SAFE PLACE
TO TALK AND BE LISTENED TO.**

Location

Nationwide

Eligibility

If something's troubling you, then get in touch.



Provision Details

We know a lot about what can help you through tough times.

We provide the same support to people with mental health issues as we do for anyone else.

How does focusing on feelings help?

You'll be able to see things more clearly. You'll be able to think much more clearly about what your options are.

Sometimes people need to cry or show how angry they are at life, or go over their thoughts and feelings several times to make sense of them, and that's fine. We're there for as long as you need us. We won't tell you what you should do. We won't make decisions for you, and we'll support the decisions you make.

We can help you explore your options, understand your problems better, or just be there to listen.

Talk to us any time you like, in your own way, and off the record – about whatever's getting to you. You don't have to be suicidal. Please don't suffer alone.

Hours

We're here 24 hours a day, 365 days a year.

Contact Details

Phone: 08457 90 90 90

Write to us: Freepost RSRB-KKBY-CYJK, Chris, PO Box 90 90, Stirling, FK8 2SA

<http://www.samaritans.org/>





Formerly The National Phobics Society

Location

Nationwide

Eligibility

Suffers of Agoraphobia, Anxiety Disorders & Stress

Provision Details

Anxiety can make a person imagine that things in their life are worse than they really are, and prevent them from confronting their fears. Often they will think they are going mad, or that some psychological imbalance is at the heart of their woes. What is important is the recognition that anxiety is normal and exists due to a set of bodily functions that have existed in us from our cave-man days. Anxiety UK is a national registered charity (Number 1113403) formed 40 years ago by a sufferer agoraphobia for those affected by anxiety disorders.

Today we are still a user-led organisation, run by sufferers and ex-sufferers of anxiety disorders, supported by a high-profile medical advisory panel

Access to our Helpline (available Monday-Friday, 9:30 am – 5:30 pm) staffed by volunteers with personal experience of anxiety disorders.

Tel: 08444 775 774



Live Help Chat Available

If you are a friend or family member of someone with anxiety, click [here](#) for advice on how you can help to manage anxiety, or if you are looking for information specific to the management of anxiety in young people please click [here](#).

If your query relates to a problem that you/someone else has with anxiety, please use our email support service by clicking [here](#) or emailing support@anxietyuk.org.uk where we offer a quick turnaround time (usually within 24 hours). All emails received through this service are answered by our trained advisors who have specialist knowledge of anxiety disorders.

Contact:

Tel: 08444 775 774 (Support Line)

Tel: 0161 226 7727 Admin/office line

Email: support@anxietyuk.org.uk

<https://www.anxietyuk.org.uk/>





Location

Nationwide

Eligibility

Any individual or couple who has suffered from a pregnancy loss

Provision Details

Miscarriage can be a very unhappy and frightening and lonely experience. If you have been affected by miscarriage, ectopic pregnancy or molar pregnancy, we hope you will find here the information and support that you need to help you .

- [Feelings after pregnancy loss](#)
- [Special circumstances](#)
- [Other people's reactions](#)
- [Marking your loss](#)
- [Trying again](#)
- [How we can help](#)

Our online forum is a safe space for people to share thoughts, feelings and experiences about miscarriage, ectopic pregnancy and molar pregnancy. [Register for our forum](#)

Contact Details

Helpline 01924 200 799

Monday – Friday 9am – 4pm

Email: <mailto:info@miscarriageassociation.org.uk>

<http://www.miscarriageassociation.org.uk/>





The Seasonal Affective Disorder Association

Location:

National

Provision Details:

SADA's primary purpose is to offer support and help dealing with the affects of seasonal affective disorder.

Our information is based on years of accumulated scientific research. **About 20% of the UK population, mildly debilitating symptoms of SAD cause discomfort but not serious suffering. This is called "Sub-syndromal SAD" or "Winter Blues".**

For about 2%, SAD is a seriously disabling illness which prevents them from functioning normally without the appropriate treatment.

Useful information and blogs are available on the Member's page along with an archive of newsletters, documents and help sheets which can all be emailed instantly.

Contact Details:

Email: contact@sada.org.uk

Postal: SADA, Po Box 332, Wallingford OX10 1EP

Website: www.sada.org.uk

**Location:**

National

Eligibility:

Expectant Parents of twins or higher multiples

Provision Details:

Finding out you are expecting twins or higher multiples can be a daunting prospect. At Tamba we're here to help. If you have recently found out you are expecting twins, triplets or more we've put together a huge range resources for you.

- Twinline – our free helpline staffed by trained mothers of multiples
- Pregnancy through to school age advice for parents
- Local support groups (including special needs, one parent families and bereavement)
- Helping Hands – a trained volunteer service for help with a multiple birth (to be referred by a Health Visitor, GP or other agency)
- Breastfeeding support and advice

Referral Process: Self or Agency referral

Contact Twinline: 0800 138 0509 10am – 1pm and 7pm – 10pm every day

Email: asktwinline@tamba.org.uk

www.tamba.org.uk

PANDAS

Pre and Postnatal Depression Advice and Support

Location

Nationwide

Eligibility

Support for families suffering from Pre (Antenatal) and Postnatal illnesses.

Provision Details

PANDAS vision is to support every individual, family and carer suffering with perinatal mental health illnesses. We campaign to raise awareness and remove the stigma.

- Pre / Antenatal Depression
- Baby Blues
- Postnatal Depression
- Postnatal Psychosis
- Dads and Depression
- Anxiety
- OCD
- Panic Attacks
- Birth Trauma



We provide high quality, up to date information for pre and postnatal depression sufferers, their families and carers. All of our information is written and reviewed by specialists.

No one suffering any form of mental illness should feel they are on their own.

Contact Details

Telephone Number: 0843 28 98 401

Monday – Sunday 9am - 8pm

Email Us

<http://www.pandasfoundation.org.uk/index.html>



**Location**

Nationwide

Eligibility

Anyone affected by the death of a baby

Provision Details

We know that everyone grieves differently and there is no right or wrong way to grieve. Each person needs different types of support and this can change over time. Some people may be happy to talk, others might take comfort from quietly reading about others experiences, while some may prefer to meet face to face and share their experience.

Our confidential telephone helpline provides a safe place for anyone affected by the death of a baby to talk about their feelings. Our experienced helpline team is there to listen and give information if you need it.

Many parents feel that only other parents who have experienced the death of a baby can offer real understanding. Our local support groups are run by bereaved parents and often offer regular meetings and can be contacted by telephone and/or email.

We have a network of over 104 groups across the country. For more information including how to find your nearest Sands Group, please visit the [Groups](#) section of our site.

We know it is not always easy to talk and that some people prefer to contact us by email. Your emails will be answered with warmth, and in confidence.

Contact Details

Telephone: 020 7436 5881

The helpline is open:

Monday to Friday: 9.30am – 5.30pm

Tuesday and Thursday evenings: 6pm – 10pm

Email : helpline@uk-sands.org

SANDS



Total Voice Northamptonshire

Location

Victory House
400 Pavillion Drive
Northampton Business Park
Northampton
NN4 7PA

Eligibility

Supporting people who have mental health issues

Provision Details

Providing Advocacy to people to help them speak for themselves. Supporting people who have mental health issues, young people who are receiving mental health services, people with learning disabilities, physical or sensory impairments, older people and carers

VoiceAbility offer services across the advocacy and involvement spectrum. We work in many local authorities, offering statutory and informal advocacy, as well as nationwide for our consultancy, training and easyread services. VoiceAbility Northamptonshire offers both statutory and community advocacy across the whole of Northamptonshire. We also work in several residential homes and secure wards, working with residents to raise their voice and understand their rights.

To find out more, in confidence please contact:

Telephone Number: 02033 558 846

Email: <mailto:totalvoicenorthamptonshire@speakingup.org>

<http://www.totalvoicenorthamptonshire.org>



Location
Nationwide

Eligibility: Anyone affected by Depression

Provision Details:

At Depression Alliance we bring people together to end the loneliness and isolation that so often comes with depression.

Our support network is safe, friendly and an easy way to share understanding, information and friendship through depression and recovery. Whether you're currently going through depression or you're exploring recovery, we can put you in touch with others who understand, through our self help groups or through Friends in Need. We can help you meet and chat to others in your local area, join a self help group, and learn more about depression, treatment and recovery.

Depression Alliance has almost 40 years experience in working closely with healthcare professions and government agencies, to improve local services and to ensure a healthier, happier life for the millions affected by depression.

Friends in Need – please register at www.friendsinneed.co.uk

Contact Details:

To find groups, advice and information please visit the website
<http://www.depressionalliance.org/>



**Location:**

Anchor House
6-7 Regent Square
Northampton
NN1 2NQ

Eligibility: Anyone suffering with Mental Health Illnesses

Provision Details:

Our Local Mind Service includes;

- Advice and Information
- Anxiety management
- Community Care
- Complementary and alternative therapies
- Day services
- Depression management
- Drop in
- Education and Training
- IT facilities and groups
- Leisure and recreation
- Support groups
- Volunteer opportunities
- Women's groups and services
- Young people's services

Each Local Mind is an independent charity run by local people, for local people. Each is responsible for its own funding and the services it provides, but all are affiliated to Mind.

Contact details:

Karen Buckby 01604 634310

Email:

mindadmin@btconnect.com

Opening Hours

Monday – Friday 9am – 5pm

<http://www.mind.org.uk/>



Well-Being Navigation Team

**Location:**

Northamptonshire

Eligibility: Anyone suffering with Mental Health problems.

Provision Details:

We are a group of Northamptonshire-based not-for-profit (charitable) organisations who provide a diverse range of professional services across the county; services that are tailored to meet the needs to support each individual's emotional well-being, progression, development and recovery.

What does a Well-Being Navigator do?

Using motivational interviewing, the Well-Being Navigator will:

- Meet individuals in a public venue of their choosing
- Actively listen to what the individual wants to do, to make positive changes to improve their well-being
- Help the individual assess whether they are ready to make those changes
- Support the individual in planning a pathway for the changes
- Motivate the individual to make the changes that they have identified
- Give information of appropriate support agencies that the individual may wish to use

Referral Process:

Referrals can be made by support agencies, GP or you can Self-Refer by either post or email to:

Di Morris
Well-Being Navigation Co-ordinator
Campbell House
Campbell Square
Northampton
NN1 3EB
Email: well-being.primarycare@nhs.net



Location:
Countrywide

Eligibility:
Parents who have separated

Provision Details:

Child Maintenance Options is a free service that provides impartial information and support to help separated parents make decisions about their child maintenance arrangements.

Child maintenance is about providing help with a child's everyday living costs. This includes things like food and clothes, and helping to provide a home for your child or children.

Child maintenance is not the only way a parent can contribute, but it's a very important one. Find out [why child maintenance is important](#)

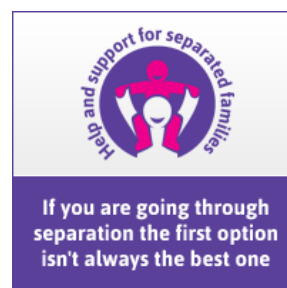
Child maintenance is usually money that the parent without the main day-to-day care of a child pays to the other parent. But, sharing the care of your children and buying things directly for them can also be included in family-based child maintenance arrangements, if both parents agree to it.

Contact Details:

0800 988 0988

Lines are open Monday – Friday 8am to 8pm and Saturday 9am – 4pm or you can go online and complete a contact form.

[Child Maintenance Options Website](#)



**Location:**

Nationwide

Eligibility:

Anyone in need of Money / Debt Advice

Provision Details:

The Money Advice Service helps people manage their money. We do this directly through our own free and impartial advice service. We also work in partnership with other organisations to help people make the most of their money.

Here is a list of some of the topics advice is given:

- Debt and borrowing
- Budgeting and managing money
- Saving and investing
- Work, pensions and retirement
- Benefits
- Births, deaths and family
- Insurance
- Homes and mortgages
- Care and disability
- Cars and travel

Support comes in person, over the phone or online. There are tools and calculators to help you keep track and plan ahead.

Contact details:

0300 500 5000

Lines are open Monday – Friday 8am to 6pm and Saturday 9am to 1pm

Or go online for a web chat at www.moneyadviceservice.org.uk



Free debt counselling for everyone

Location

Countywide

Eligibility

Available to anyone struggling with debt

Provision Details

If you are feeling weighed down by debt, then we can help. You may think your situation is impossible, but there is hope. Our friendly team will give you a listening ear in the privacy of your own home and provide a real solution to your debts.

Hours & Duration

To be discussed

Referral Process

Call free on 0800 328 0006

<https://www.capuk.org/>



Debt and Money Management

Location

Northamptonshire

Eligibility

Anyone currently struggling with their finances and/or debt

Service Details

Our specialist Money and Debt advisors can help you manage your money effectively, help you budget and give you practical help if things are spiralling out of control.

We can help with:

- Information on opening a bank account
- Making your home more energy efficient
- Borrowing money from a responsible lender
- Negotiating with priority debts
- Advice on secondary debts
- Budgeting advice
- Benefit entitlement
- Support for mortgage interest
- Utility advice
- Advice on TV licensing
- Advice on dealing with Enforcement Agents (Bailiffs)
- Advice on Hire Purchase Agreements
- Loan shark advice

The Money Advice team runs a drop in service every Tuesday in the One Stop Shop from 10am until 12pm. If you would prefer an appointment please call the team directly on 01604 838578

Referral Process

Contact 01604 838578 or email:

Moneyadvice@northampton.gov.uk <http://www.northampton.gov.uk/info/200184/housing-options/1276/money-advice-and-the-financial-inclusion-service>



Location

4th Floor, Town Centre House
Northampton
Northamptonshire
NN1 2QL
United Kingdom
01604 250016

Eligibility

Members must live or work within our “Common Bond” which is within the County Boundary of Northamptonshire or within the District of Cherwell in North Oxfordshire

Provision Details

Providing savings plans, budget accounts and, where appropriate, loans, for members who are already savers or are willing to become savers.

Hours & Duration

Our Head Office in Northampton is open to the public from 10.30am to 1.00pm every working day and, in addition, from 4pm to 6pm every Friday afternoon. Appointments available outside these hours are usually 10am and 4pm.

Other access points are available around our operating area and many more are planned. These usually have limited hours. For instance, in Daventry, we have an access point in the reception area at Daventry District Council every Monday and Thursday morning from 10.30am to 12.30 pm

Referral Process

Contact the Head Office on 01604 250016
e-mail mike@northamptoncu.co.uk

<http://www.northamptonshirecu.co.uk/index.asp?fl=no>

**Location:**

Countrywide

Eligibility:

For people who have difficulties heating their home or paying their bills.

Provision Details:

The Home Heat Helpline advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice. Calls to the helpline are answered by one of our friendly expert advisors at our call centre. They can give you quick, clear information on the grants, benefits and payment schemes that you may be entitled to as well as basic steps that you can take to save money on heating bills by making your home more energy efficient.

Contact Numbers: 0800 33 6699

<http://www.homeheathelpline.org.uk/contact/>

Contact us via social media





StepChange Debt Charity

The UK's leading debt advice organisation

Location

Countrywide

Eligibility

Available to anyone struggling with debt.

Provision Details

A debt management plan (DMP) helps you to manage your debts and pay them off at a more affordable rate by making reduced monthly payments. DMPs from StepChange Debt Charity are fee-free.

There is a debt remedy online tool that can be used to assess yourself and your current situation and will give you a solution tailored to your circumstances.

They provide:

- Debt advice
- Debt relief order
- Equity release
- Individual voluntary arrangement (IVA)
- Bankruptcy

Hours & Duration

Tailored to individual.

Referral Process

Tel: 08001381111

Website: www.stepchange.org



**Location**

Nationwide

Eligibility

Anyone suffering Financial Hardship

Provision Details

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations

We believe that no one should have to live in financial hardship. So if you're struggling financially or you're worried about money, we're here for you.

**Working to help you directly**

Explore our website to use a number of easy-to-use tools and information pages. They're designed so you can quickly work out where you might get help.

Use our Benefits Calculator to find out what welfare benefits, tax credits and other support you may be entitled to, based on your situation

Use our Grant Search to find out if you may be eligible for financial help or support from a charitable fund. We've over 3,000 of these funds listed on our database and the tool will make it easy to find the right one for you

Charitable Grants

Use our Grants Search, which will allow you to look through 3,000 charitable funds across the country, to find out if you might be eligible for support. We also give direct help through a range of funds administered directly by the charity including the Elizabeth Finn Fund and the Edinburgh Trust.

Contact

Free Helpline: 0808 802 2000

9 am - 8 pm, Monday – Friday.

Our team can help you access all the support found on our website. Calls are free from landlines and major mobile network providers. Please check with your provider before calling. We are a member of The Helplines Partnership.

<https://www.turn2us.org.uk/>





The British Gas Energy Trust

Location

Nationwide

Eligibility

Helping individuals and families living in fuel poverty



Provision Details

The British Gas Energy Trust helps individuals and families living in fuel poverty or other suffering or distress who are struggling with their gas and/or electricity debts by awarding grants to clear those debts. The aim of the Trust is to give vulnerable individuals a fresh start and enable them to keep free of fuel debts going forward.



The Trust provides a significant difference to the lives of those in need by awarding grants to clear energy debts and purchase energy efficient white goods along with help via the Further Assistance Payments who provide grants to clear other priority bills and costs.

The easiest way to apply is via the Trust's online application form. [British Gas Energy Trust](https://www.britishtrust.org/)

Application forms are also available from:

Charis' application request line **01733 421060** www.charisgrants.com.

Alternatively an application can be printed from the website and submitted to:

Freepost RRZJ-XBSY-GYRG,
British Gas Energy Trust, PO Box 42,
Peterborough,
PE3 8XH



Free CSCS Course, Test & Card

Location:

1st Floor Aquila House
14 St Giles Terrace
Northampton
NN1 2BN

Eligibility:

In order to qualify for our free courses, you need to be:

- Over 19 years when you start the course at Nhanced Learning
- Currently receiving JSA or ESA stating Work Related Activity Group or Income Support
- Resident in the UK or EU for the past 3 years with the right to work in the UK.

Provision Details:

CSCS provides people who are seeking employment on construction sites with a portable means to identify and proof of competence to carry out their work on site. For contractors and clients the cards bring business benefits that help to improve on-site efficiency and cut costs.

There is a range of CSCS cards to reflect the varied occupations. The qualification is classroom based, it can also be achieved through a variety of other methods including blended and distance learning, as long as the recommended learning hours are completed.

Time and Duration:

One week course. There will be a 1 hour 30 question multiple choice examination. Learners must achieve a score of at least 20 out of 30 in order to pass.

Referral Process:

Contact the local centre on the number provided to book yourself onto an Assessment Day. Documentation will be required, please speak to a member of staff.

Email Address: info@nhanced.co.uk

Website: www.nhancedlearning.co.uk



Free Introduction to Office skills Diploma

Location:

Northampton

Eligibility:

If you are unemployed and receiving JSA or related benefits or are immediately facing redundancy or have recently been made redundant.

Provision Details:

If you want to get your first job, update your skills or switch careers for an office-based role, this diploma is perfect. It sends a clear signal to employer that you're competent and confident in the skills they need the most. Based on your choices, you could learn great IT skills, how to speak the language of business, book-keeping, computer keyboard techniques for speed and accuracy and health and safety. In fact, with this diploma, you'll have a diverse range of skills, which will enable you to take your career in any direction.

Time and Duration:

Structured 2-3 week course program covering all aspects of business and also covering employability.

Referral Process:

Contact the local centre on the number provided to book yourself onto an Assessment Day. Documentation will be required, please speak to a member of staff.

Email Address: info@nhanced.com
Website: www.nhancedlearning.co.uk



Northamptonshire Enterprise Hub

Northamptonshire Enterprise Partnership and Northamptonshire County Council Libraries & Information Service

Location

Northampton Central Library
Wellingborough Library

Other libraries across Northamptonshire

Eligibility

Open to all

Provision Details

Support for anyone considering starting a business/self-employment comprising of:

- Guided access to information resources
- Weekly 'drop in' clinics
- Workshops on: Is it for me? (first steps towards self-employment); HMRC newly self-employed, business expenses and capital allowances; business planning (delivered at Enterprise House); social media for small business (delivered at Enterprise House)
- Effective Website Design Workshop (delivered at Enterprise House)
- Quarterly Networking Events (delivered at Enterprise House)

Hours & Duration

Drop in sessions are held every Tuesday morning 9:30 - 12
Monthly

Referral Process

No appointment required to attend a drop in session
To book a place on a workshop, please contact the library on 01604 361447 or
answersplus@northamptonshire.gov.uk
<http://www.northamptonshireep.co.uk>



Christ Church Work Club

Delivered from Christ Church Hall (corner of Wellingborough Rd & Christchurch Near Abington Park)

Eligibility

Any unemployed claimant

Provision Details

- Offer help and support in using computers
- Creating a CV
- Registering on Universal Jobmatch
- Courses – Please ask when attending which courses are available
- Tea and Coffee available

Hours & Duration

Mondays 11.00am -12.30pm

Web Access now available

Referral Process

Contact David Wiseman on 01604 633254 or david@wiseman50.freeserve.co.uk



Location

Northampton Volunteering Centre

15 St Giles Street,
NORTHAMPTON,
NN1 1JA

Eligibility

Anyone who is interested in volunteering, there is no specific eligibility criteria.

Provision Details

Voluntary Impact Northamptonshire provides a wide range of support and services to groups, helping those that are starting up, as well as organisations that are already established. We are committed to equal opportunities and to making our services relevant and accessible to smaller, community based groups.

In additions to support groups, we support individuals, particularly volunteers, and offer regular drop-in surgeries at local venues in each district.

Referral Process

Contact 01604 637522

Opening times:

Monday – Thursday 10am – 4pm

Friday 10am – 1pm

Volunteering Drop in:

Wednesday 10am – 2pm



**Location**

Countywide

Eligibility:

Anyone who is currently experiencing any form of mental health distress

Provision Details:

Learn2b courses are free of charge to anyone who is currently experiencing any form of mental health distress.

Our tutors will help you to build confidence, self-esteem and enable you to have some 'me-time' away from everyday life. Learn2b is a perfect setting to make new friends, learn something new and develop new life skills in a safe welcoming environment.

An example of some of the courses on offer:

- Learn2 Build your Confidence
- Learn2 Sing for Relaxation
- Learn2 Paint and Draw Workshop
- Learn2 Relax Through Yoga For All

If you are a carer/friend/relative that supports anyone with poor mental health/long term medical illness/learning disability etc, then come along to our FREE courses for carer where we will use the time to encourage you to look after your own wellbeing, recognising when you need to take time out for you.

Time and Duration:

Varies

Contact:

To enrol please contact

01604 368 023 and ask for a member of the Learn2b enrolment team

Learn2b@northamptonshire.gov.uk

Or online registration www.northamptonshire.gov.uk/Learn2b



Northampton Employment Agencies, Members of REC

For information only

Accountancy

Abacus	Grange Park	01604 876330
Hays Account	Northampton	01604 621733
Johnson Underwood	Northampton	01604 626162
One 2 One	Moulton Park	01604 647100
Wavelength	Wootton	01604 637636

Admin / General

KLR	Brackmills	01604 764633
ACS Recruitment	Brackmills	07977 195945
Adecco	Northampton	01604 637474
Alliance Recruitment	Northampton	01604 632444
Barker Ross	Northampton	01604 634479
Brook Street	Northampton	01604 637495
Debbie Burbage	Northampton	07535 000238
Grosvenor Boston	Northampton	07977 287544
HR GO Ltd	Northampton	01604 621333
Manpower	Northampton	01604 231333
Meridian Business	Brackmills	0161 9293849
Select Appointments	Northampton	01604 639494
NRS Ltd	Northampton	01604 632800
Office Angels	Northampton	01604 628280
PMP Recruitment	Northampton	07747 066824
Reed	Northampton	01604 259505
RES	Northampton	01604 604344
Mel's Recruit	Northampton	01604 604577

Catering

Blue Arrow Catering	Northampton	01604 603002
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Northampton Employment Agencies, Members of REC

For information only

Driving

Advance Drivers	Brackmills	01604 702111
Berry Recruitment	Northampton	01604 622244
Bradmore Drivers	Moulton Park	01604 491224
Drive Hire	Moulton Park	01604 670199
Drivers Connect	Northampton	01604 588200
Drivers Direct	Northampton	01604 627060
First Personnel	Northampton	01604 250044
GI Group	Brackmills	01604 665175
Impact Recruitment	Northampton	01604 239555
Quest	Northampton	01604 232227
Rapier	Northampton	01604 792558
The Best Connection	Northampton	01604 629888
Judith Hearn	Northampton	01604 601868

Education

Coba Resourcing	Moulton Park	01604 646333
Teaching Personnel	Brackmills	01604 521208

Hospitality

Blue Arrow	Northampton	01604 636486
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Industrial

Encore	Northampton	01604 824170
Estate Employment	Moulton Park	01604 670777
Hunter Solutions	Northampton	01604 621110
Pertemps	Northampton	01604 232333
Q Personnel	Northampton	01604 635585
Single Resource	Brackmills	01604 768031
Staffline	Northampton	01604 234432
Tempus	Northampton	01604 628012

Health / Social Care / Nursing

Elite Care	Northampton	01604 633747
Prestige Nursing	Northampton	01604 637000
Primetime Health	Northampton	01604 602700



Employment Websites

General Jobsites:

www.gov.uk/jobsearch
<http://www.reed.co.uk/>
<http://www.totaljobs.com/>
<http://jobs.guardian.co.uk>
<http://www.tes.co.uk/jobsHub.aspx>
<http://www.monster.co.uk/>

<http://www.everyjobsite.co.uk>
<http://www.jobsite.co.uk/>
<http://www.fish4.co.uk/jobs/>
www.monster.co.uk
www.cv-library.co.uk

Recruitment Agency:

www.reedglobal.com
www.michaelpage.co.uk
www.nesglobaltalent.com
www.progressiverecruitment.com
www.hays.co.uk
www.agencycentral.co.uk
www.vanillarecruitment.co.uk
www.premierepeople.com
www.principlelink.co.uk
www.prgrecruit.co.uk
www.fox-resourcing.co.uk
www.abacusconsulting.co.uk
www.mem-recruitment.com
www.o2ouk.com

www.wallacehind.com
www.driverrequire.co.uk
www.echopersonnel.co.uk
www.travail.co.uk
www.estateemployment.co.uk
www.driverhire.co.uk
www.simplyeducation.co.uk
www.pytec.co.uk
www.tecrecltd.co.uk
www.aceappointments.co.uk
www.interactionrecruitment.co.uk
www.macraesolutions.com
www.frs.co.uk

Specialist Jobsites

www.computerpeople.co.uk
www.emrrecruitment.co.uk
www.gcs ltd.com
<https://jobs.telegraph.co.uk/content/executive/>
<http://www.exec-appointments.com/jobs/>
www.careersinconstruction.com
www.justconstruction.net
www.tes.co.uk

www.eteach.com
http://www.jobs.nhs.uk/extsearch?client_id=120812
<http://jobs.goabroad.com/>
http://www.prospects.ac.uk/working_abroad.htm
<http://www.jobsabroadbulletin.co.uk/>
<http://careers.thomascook.com/working-abroad/>

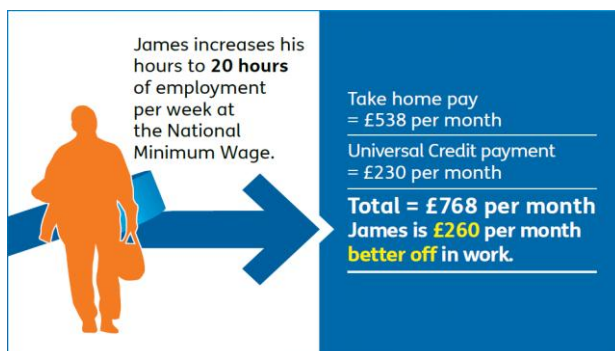
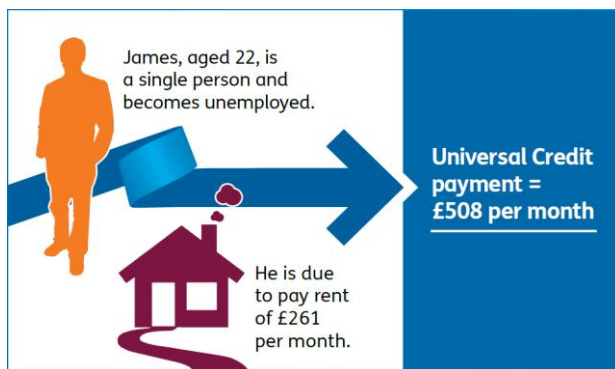
Universal Credit (UC)

Universal Credit is a new benefit for people who are unemployed or on a low income. UC has started to replace the 6 existing benefits with a single monthly payment. UC will help to ensure that people are better off in work, start a new job or work more hours. It combines in work and out of work benefits, making it easier for you to start work and to stay in work. Your personal situation will affect when and if you can receive Universal Credit.

How much will I get?

Your Universal Credit payment will be made up of different amounts depending on your circumstances. In most cases your Universal Credit will be paid monthly into your chosen account. If you are claiming with a partner, a single payment will be made to cover you both.

The illustration below gives some examples of how the amount of Universal Credit you receive will change as your take home pay changes:



If you start work your Universal Credit is likely to go down as your take home pay goes up, but you will be able to earn a certain amount of money before your Universal Credit is affected.

If you are moved onto Universal Credit but your circumstances have not changed, your benefit payments will be protected at their current level. This protection will stay in place until either:

- You would receive more money if you were paid your Universal Credit according to the normal rules for Universal Credit, or
- Your circumstances change, for example you move home or start working more hours.



Will I get less than I do now?

Most households will either receive more under Universal Credit, or the same amount as they receive now, but it depends on your personal circumstances.

If you are moved to Universal Credit but your circumstances have not changed, you will be entitled to transitional protection. This means that you will not receive less than you did under your old benefit or credits.

This amount will be paid until either:

- Your circumstances change, or
- The amount of Universal Credit you have a right to receive matches, or is more than, the amount you were receiving under the old benefit or credits system

I'm already receiving benefit. Will I have to make a new claim to Universal Credit?

Universal Credit started to be introduced in stages from April 2013. It has already begun in some areas of the country, and we plan to make Universal Credit available in each part of Great Britain during 2016. During this period, you may need to report a change in your current circumstances and you will be told if you now need to claim Universal Credit. If you do, this will require you to make a new claim to Universal Credit, which will close your existing benefits. New claims to existing benefits, which Universal Credit is replacing, will then close down, with the vast majority of claimants moving onto Universal Credit during 2016 and 2017.

How do I make a claim?

You can make a claim for Universal Credit online at www.gov.uk/universalcredit.

All the information that you need to decide if you want to claim Universal Credit is available at

www.gov.uk/universalcredit

You can access information on



Using any of the following new options



- To find out more about Looking Local, visit lookinglocal.gov.uk^{web}
- **Wii Users** - On a mobile, internet enabled games console go to: www.lookinglocal.gov.uk^{web}
- **Smartphones** - Those who use their smartphone to connect to the web, even though they might not have an internet connection in their home, can access the information via the new app, My Council. Download the smartphone app from the App Stores by searching for "My Council"
- **Sky and Virgin** customers who have interactive TV can simply scroll through the menu to the relevant page to view a raft of information, including checking their eligibility for UC and learning how they can make a claim:
 - On Sky go to channel 539 and press the red button
 - On Virgin go to Channel 233 and press the red button, or on the remote control choose; Home, Interactive, Sports, News & Info, Looking Local
- Facebook users – go to www.facebook.com/lookinglocal then click 'Local Services' in the tool bar. Remember staff cannot access Facebook via the DWP system
- Click on picture below for the Universal Credit Helps you into Work Video





You don't need an account to start searching for a job, but if you do have one, you can do a lot more. All we need is your email address to register for an account.

Universal Jobmatch is available to all people looking for work whether they are claiming benefits or in work. There are plenty of benefits for opening an account on Universal Jobmatch.

- The service is open 24 hours a day, 7 days a week so you can complete your jobsearching at a time that suits you
- As soon as you create an account, Universal Jobmatch will automatically identify job matches based on the information in your profile
- Universal Jobmatch can match you to companies based on your CV. Use the CV builder to ensure that your CV contains all the information needed for the system to make a match to a vacancy. Remember every job is different and requires different skills and knowledge. Carefully review each job description and make an adjustment to your CV before applying. You can create and save up to 5 CV's, you may choose 1 CV to be public (searchable by employers) at any one time
- You have the option to create and attach a cover letter with your CV when applying for a job online. A well prepared and presented cover letter alongside your CV will help you stand out from other applicants.
- Save and label job searches to help you keep a record of all your job search activity all in one place
- Receive email alerts informing you of new jobs
- Apply for jobs online and work more closely with your Job Centre Plus Work Coach to identify skills gaps
- Search for Jobs in Europe or internationally.
- If you have any problems when using Universal Jobmatch you can log into your account and use the "Contact Us" facility

Register on Universal Jobmatch by going to www.gov.uk/jobsearch

Better off under Universal Credit

A lone parent has one school age child and works 15 hours per week at the national minimum wage during term time. They pay £90 per week in rent. They are **£49 better off a week** than they would be under the current system.

Current system

Net earnings	£98
Child Tax Credit	£62
Child Benefit	£21
Housing Benefit	£90

Total
£271

UC *Universal Credit*

Net earnings	£98
Universal Credit award	£201
Child Benefit	£21

Total
£320

That's **£49** a week more for a working parent

UC *Universal Credit*



This is an example only and individual circumstances may vary.

Better off under Universal Credit

A couple has one school age child. One parent works 35 hours per week and the other parent works 20 hours per week during school hours, both at the national minimum wage. They pay £120 per week in rent.

They are **£44 better off a week** than they would be under the current system.

Current system

Net earnings	£341
Housing Benefit	£6
Child Benefit	£21
Child Tax Credit	£58

Total
£426

UC *Universal Credit*

Net earnings	£341
Universal Credit award	£108
Child Benefit	£21

Total
£470

That's **£44** a week more for a working family

UC *Universal Credit*

This is an example only and individual circumstances may vary.

Better off under Universal Credit

A couple has one school age child and one parent works 35 hours per week at the national minimum wage. They pay £90 per week in rent.

They are **£26 better off a week** than they would be under the current system.

Current system

Net earnings	£211
Housing Benefit	£26
Child Benefit	£21
Child Tax Credit	£63
Working Tax Credit	£48

Total
£369

UC *Universal Credit*

Net earnings	£211
Universal Credit award	£163
Child Benefit	£21

Total
£395

That's **£26** a
week more for a
working family

UC *Universal Credit*

This is an example only and individual circumstances may vary.

Universal Credit is a new benefit for people who are on a low income or out of work. It is paid into your account as a **single monthly household payment** from which you pay all your bills, including rent.

Get ready in **three simple steps**

1



Check what changes you need to make

Use our Personal Planner to get ready for Universal Credit
ucpp.dwp.gov.uk/universal-credit-preparation

2



Make sure you have an account

You'll need a suitable account - such as a bank, building society or credit union account - for your monthly payment

3



Work out your monthly budget

Plan ahead. Ensure your bills are paid promptly. Make your money go further with a monthly budget

Money advice is available

The independent **Money Advice Service** can give help on choosing a suitable account, planning a monthly budget and paying your own rent.

moneyadvice.service.org.uk

Their Money Advice Line is on 0300 500 5000



**the Money
Advice Service**

Your **Jobcentre Plus** work coach can tell you about help in your area. This could include advice from local organisations to open a bank account or put together a monthly budget.

jobcentreplus

Visit www.gov.uk/universalcredit to find out more about the new service



National Helplines (A-Z)

ACAS	0845 747 4747
Atos Healthcare	0800 288 8777
Benefit Fraud Hotline	0800 854 440
Benefit Helpline	0345 608 8545
Blue Badge	0300 126 1000
Cabinet Office, Dept. of Education	020 7276 1234
Carer's Allowance	0345 6084321
Chambers Of Commerce	01604 490490
Child Benefit Helpline	0300 200 3100
Child Maintenance	0800 988 0988
Child Support Agency (Case Specific)	0845 713 3133
Careers Service	0808 001 3219
County Council	0300 330 7000
CRI (Drug & Alcohol)	01604 211 304
Debt Management	0345 850 0293
DLA Helpline	0345 712 3456
Domestic Abuse Helpline (Men)	0808 801 0327
Domestic Abuse Helpline (Women and Children)	0808 2000 247
DVLA	0300 790 6801
Equality and Human Rights Helpline	0808 800 0082
Families Information Centre	0300 126 1000
Family Fund Helping Disabled Children	0845 130 4542
G4S Recruitment Line	0870 0108378
Home Office	0207 035 4848
Juvenile Registration (NINO)	0300 200 3502



National Helplines (A-Z)

Student Bursary Support	0800 121 8989
Maternity Allowance	0345 608 8610
Minimum Wage Helpline	0800 917 2368
Modern Apprenticeship Helpline	0800 015 0600
Midland Heart	0845 950 7111
National Insurance Helpline	0300 200 3500
National Insurance Number Allocation	0345 600 0643
NHS Customer Enquiry Line (HC1)	0300 3301343
Pension Credit Helpline (Hard of Hearing)	Textphone: 08001690133
Pension Service	0345 606 0265
Pension Credit Claims	0800 991 234
Post Office Helpline	08457 223344
Prince's Trust	0800 842842
Probation Service	0300 047 6325
Redundancy Helpline	0845 145 0004
Royal Tracked Helpline	03456 038495
State Pension 1 st Claim Enquiry	0800 731 7898
Tax Credits Helpline	0345 300 3900
To Claim Retirement Pension	0800 731 7898
Veterans Agency	08001 692 277
Winter Fuel Payments	0345 915 1515



Department
for Work &
Pensions



IF YOU WERE

born on or after
6th April 1951

OR



born on or after
6th April 1953

THIS APPLIES
TO YOU

Our State Pension is *changing*



Knowing the facts will help you plan for your future

In April 2016 a new State Pension scheme will be introduced. The new scheme is still based on your National Insurance record but will make the State Pension system less complicated in the future.

**For more information about the changes
visit: www.gov.uk/yourstatepension**

For any additional information or changes to be added please email
sarah.holtham@dwp.gsi.gov.uk