

Support Directory Leicester



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Food Support Services in Leicester



Council Support

Household Support Fund

The Household Support Fund, funded by the Department of Work and Pensions, aims to help households in most need with food, energy vouchers or essential kitchen equipment.

In exceptional circumstances, you could apply for support with housing costs including:

- food
- energy bills (including heating, cooking, lighting and water)

You will need a professional referral for the following:

- essential kitchen equipment (cookers, fridge freezers, microwaves and washing machines)
- you can apply separately for support with housing costs.

A referrer can also complete an application on your behalf for support with food and energy bills.

Discretionary awards are usually only paid for a short period, to give you time to get over a temporary lack of income, while you look for:

- different accommodation
- find a lodger to share your bills or;
- get financial advice to help with your debts or budgeting.

To find out more visit

<https://www.leicester.gov.uk/your-community/benefits-and-other-support/discretionary-payments/>

Community support grant

The community support grant is available to support vulnerable people experiencing financial hardship who meet our criteria. Applicants will need to demonstrate that they are in financial hardship brought about by a one-off and sudden misfortune.

Crisis applications

The community support grants scheme for crisis applications can help with the following:

- vouchers for gas and electricity for customers with a prepayment meter and responsibility for a utility supply in Leicester
- vouchers for food.

Eligibility

In order to be considered, you will need to meet ALL of the following criteria:

- You have no funds for your immediate daily essentials such as food, gas and electricity.
- You must be over 16.
- You must be a resident of Leicester.
- You need to have suffered a sudden and unexpected financial misfortune.
- You need to be able to demonstrate your circumstances and will be required to provide evidence (recent bank statements) to support this.

To make a claim for crisis support, you should email your name and contact number to C19support@leicester.gov.uk.

Food Support Services in Leicester



Food Banks

Leicester South Foodbank (main Location)

The Kings Centre, 56 Bull Head Street, Wigston,
LE18 1PA

07912 194783

info@leicestersouth.foodbank.org.uk

**Open Monday 4 pm to 5 pm and Thursday 1 pm
to 2 pm**

Leicester South Foodbank

Holy Trinity Church, Turner Street, LE1 6WY

Open Wednesday 11.30 am to 1.30 pm

Syston Hub

The Methodist Church, High Street, LE7 1GP

Open Thursday 2 pm to 3.30 pm

Centre Project

1 Alfred Place, Leicester, LE1 1EB

Open Monday 10.30 am to 1 pm

Chroma Church

15 Putney Rd W, Freemen's Common, LE2 7TD

**Open Tuesday and Saturday 9.30 am to 11.30
am and Thursday 6 pm to 7 pm**

Goldhill Play association

Windley Road Leicester LE2 6TA

Open Monday to Friday 10 am to 3 pm

St Johns Church

4A Clarendon Park Rd, Leicester, LE2 3AD

07912194783 or 07773 054894

Open Friday 6 pm to 7 pm

The Well Kibworth

47 High Street, Kibworth, Leicester LE8 0HS,

Open Monday to Friday 10.30 am to 11.30 am

Coleman Community Association

Coleman lodge, The Wayne Way, Leicester LE5 4PP

Open Sunday 11 am to 12 pm

Belgrave St Peters Foodbank

Belgrave St Peter's CE School, Thurcaston Road
LE4 5PG

Open Monday 8.45 am to 9.30 am

Peace Centre Food Bank

The Peace Centre, Thurncourt Road, Thurnby Lodge,
LE5 2NG

07999271536

info@peacecentrefoodbank.co.uk

Open Wednesday 10.30 am to 11.30 am

Food bank and holiday lunchbox scheme

Christ the King Church, Beaumont Way, LE4 1DS

07584017093

Open Monday to Wednesday 10 am to 12 pm

New Parks Community Mission food bank

4 Frolesworth Road, Leicester, LE3 6LP

07419 918591

Newparkscommunitymission@gmail.com

Open Monday to Friday 8 am to 5 pm

New Parks Food Bank

New Parks Church, Battersbee Road, LE3 9LD

07587 156979

Open Thursday 1 pm to 4 pm

The Baraka Foodbank

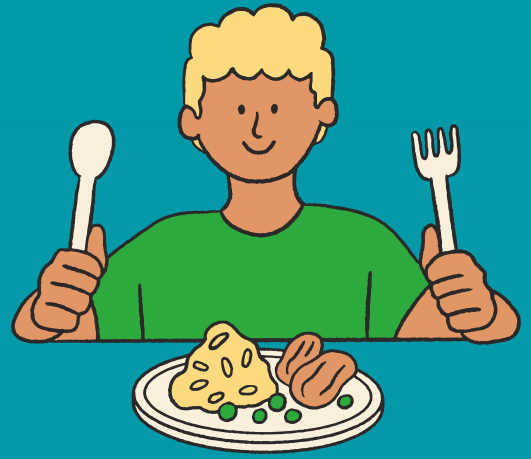
39a Abingdon Road, Leicester, LE2 1HA

0116 28 55 888

admin@somdev-services.com

Open Wednesday 10 am to 12 pm

Food Support Services in Leicester



Manor House Foodbank

Manor House Community Centre, Haddenham
Road, Leicester, LE3 2BG
07790 809490/ 0116 222 1021
foodbank@mosaicchurch.org.uk

Open Wednesday 5.30 pm to 7 pm
Friday 10.30am to 12.30pm

Pantries

E2 Food Pantry

Beaumont Lodge Neighbourhood Centre, 250
Astill Lodge Road, LE4 1EF
0116 2128491 me2@e2online.co.uk

Open Friday 2 pm to 4 pm

Community Groups

Alice Hawkins Community Projects CIC

Fosse Neighbourhood Centre LE3 5HG
woodgatecommunityfood@gmail.com

Open Saturday 11 am to 12.30 pm

Open Hands

Charity offering a range of help to local people in
need, including Hot meal on Tuesday evenings,
Food, Clothing, Furniture and Household goods .
Open Hands Compassion Centre, 19 Lower
Willow Street, LE1 2HP

0116 3261857

admin@openhandsleicester.org.uk

The Conservation Volunteers

Offers a range of opportunities for people to get
involved in practical conservation work,
including supporting individual and community
group food growing programmes to promote the
growing of food and encourage healthy and
sustainable eating.

The Conservation Volunteers, Evington House,
Beech Room, Evington Park, Evington, LE5 6DE
0116 271 0178 **Leicestershire@tcv.org.uk**

Manor House Lunch Club

Lunch club for senior citizens every Tuesday
12.00 noon until 1.00pm.

Manor House Community Centre, Haddenham
Road, Leicester, LE3 2BG

0116 222 1021 **office@mhcc.org.uk**

Saffron Acres

Saffron Acres is a community food growing
project based at Saffron Resource Centre.

432 Saffron Lane, LE2 6SB

0116 2837212

sarah.field@srcentre.org.uk

Triangle

Triangle at Holy Trinity Church offers a hot meal
for homeless or vulnerably housed people every
Friday evening from 6.15pm

2 Upper King Street, Leicester, LE1 6XE

0116 254 8981 **office@htl.church**

Food Support Services in Leicester



St Joseph's Table - Parish Cafe

St. Joseph's Catholic Church, Parish House, 12
Goodwood Road, Leicester, LE5 6SG
0116 2415159

**Open Tuesday and Wednesday 10.30 am to
3.30pm**

As Salaam Trust- The Peace Centre

The Peace Centre, Thurncourt Road, LE5 2NG
07999271536/ 0116 2417100

Contact for further information

Midland Langar Seva Society

Meals provided to homeless people and those in
need 5 nights a week at Leicester Market
between 7 pm and 8 pm.

Market Place, Leicester, LE1 5HB

Lulus Kitchen

1-10 Odeon Arcade, Leicester, LE1 5HJ

Community Shops and Fridges

Kings food for change

Kings Coffee House (HTL Church), 2 Upper King
Street Leicester, LE1 6XE

0116 473 5405

hello@kingscoffeeleicester.com

Open Monday to Friday 8 am to 3pm

Saturday 10 am to 2 pm

Open Hands Food Store

Open Hands Compassion Centre, 19 Lower
Willow Street, LE1 2HP

0116 3261857

admin@openhandsleicester.org.uk

Open Tuesday and Thursday 10 am to 12 pm

Riverside

National Food Support Services



Council Support

You may be able to get help with essential costs from your local council. This is sometimes known as ‘the Household Support Fund’. This could help if you’re struggling to afford things like:

- **energy and water bills**
- **food**
- **essential items**

Your council may also offer food vouchers to families during the school holidays.

Who the Household Support Fund is for

Funding is aimed at anyone who’s vulnerable or cannot pay for essentials. You do not have to be getting benefits to get help from your local council.

If you get benefits, they will not be affected if you get a payment from a Household Support Fund scheme.

Find out about schemes in your area

Councils decide how to run their schemes. There may be differences in:

- **If you can apply**
- **if or how you need to apply**
- **who money is given to**

For example, some councils share out money through local charities and community groups and some limit household applications to one per year.

Check with your local council to find out what support is available.

<https://www.gov.uk/find-local-council>

Trussel Trust

Food banks in the Trussel Trust network welcome and support everyone who is referred to them,. Volunteers will give a minimum of three days’ emergency food.

How to get a food voucher

In order to get help from a food bank you will need to be referred with a voucher, which can be issued by a number of local community organisations (for instance schools, GPs and advice agencies). Your local food bank can advise which agencies can help.

You can search food banks local to you by visiting: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

If you live in England or Wales please call Help through Hardship for free to talk confidentially to a trained Citizens Advice adviser on: **0808 208 2138** **Monday to Friday, 9 am to 5 pm. Closed on public holidays.)**

They can help address your crisis and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they’ll issue you with a voucher so you can get an emergency food parcel from your local food bank.

Trussell Trust Helpline - 0800 915 4604
Open Monday to Friday 9 am to 5 pm

National Food Support Services



Feeding Britain

Feeding Britain supports a national network of 80 organisations – ranging from community centres and schools, to local authorities and social enterprises.

To find your local centre please visit

<https://feedingbritain.org/about-us/where-we-work/>

Your Local Pantry

Pantries stock a wide range of food including fresh fruit and veg, frozen and chilled food, meat and dairy products, and long-life tinned and packaged food. To find your local pantry visit

<https://www.yourlocalpantry.co.uk/pantry-listings/>

Independent Food Aid Network

Across the UK there is a growing network of food banks, food distribution charities and local support hubs. To find one nearest to where you live, search the Independent Food Aid Network's interactive map.

Community Shops

Community Shop membership is free and open to those who live locally to a Community Shop store and receive a means-tested benefit. If you think you may be eligible, find your nearest Community Shop and contact them directly about membership.

<https://www.companyshopgroup.co.uk/company-shop/store-locations/>

<https://communitygrocery.org.uk/our-locations/>

National Organisations

Too good to go

On the Too Good To Go app, restaurants, cafes and bakeries list leftover food that would otherwise be thrown away. Users can then browse the map for food near them and pick up a 'magic bag' for a fraction of the original retail cost. Registration to the app is free and users can specify their dietary requirements.

<https://www.toogoodtogo.com/en-gb>

Olio

Olio provides a platform for neighbours to share unwanted food and other items, all for free. People are free to share or pick up anything from an unwanted gift, produce that's on its date from a local store, leftover event catering supplies or excess food that won't get eaten.

<https://olioapp.com/en/>

Karma

The Karma app enables users to rescue fresh food from restaurants, bakeries, cafes and even wholesalers that would have otherwise been thrown away.

<https://save.karma.life/>

NoWaste

NoWaste users can scan receipts and barcodes, log each weekly shop, make lists of what's in, plan meals more effectively and receive automatic expiration reminders.

NOSH

Nosh is an app offering another option to track the food you have in your home. With nosh, users can view categorised expiry and use by dates all on one screen, so they can easily prioritise which foods to use up first.

Riverside

National Food Support Services



KITCHE

The free app has thousands of recipe suggestions that users can filter by the ingredients in their kitchen that need to be used up.

OddBox

Oddbox is a subscription service that delivers straight to your door, fruit & veg that is considered either too large or too small to be sold in supermarkets. When you sign up to Oddbox, you'll need to decide what you would like to be sent and how often. You can choose fruit, vegetables or a selection of both and have them delivered each week or fortnightly.

<https://www.oddbox.co.uk/>

Kids Eat Free Deals

Many restaurants, Supermarkets, Cafes and pubs will have Kids Eat Free Deals. You can find a list at Money Saving Expert.

<https://www.moneysavingexpert.com/deals/cheap-restaurant-deals/#kids>

ASDA

If you dine in at any Asda Café (there are 205 of them) you can get a free bowl of porridge and a hot drink from 8am to midday every day of the week until Wednesday 20 March. There's no minimum spend, so just order at the counter.

Salvation Army

Run food banks year-round from many of their churches and community centres. To find the closest centre to you visit.

<https://www.salvationarmy.org.uk/map-page>

Bread and Butter Thing

Their mobile food clubs give access to nutritious and affordable food taken into the heart of communities. This low cost weekly shop provides essential produce for family eating – fresh fruit and veg, fridge favourites and cupboard staples.

Find your nearest hub by visiting

<https://www.breadandbutterthing.org/become-a-member>

Once you have found the nearest hub Text **07860 063 304** with your full name, postcode, and the name of the hub you will be collecting from.

HAF Programmes

The HAF programme provides free holiday provision, including healthy food and enriching activities, for children in receipt of benefits-related free school meals in England.

To find a programme near you, visit your local council website.

Furniture Support in Leicester



Council Support

Households in Crisis
Households in crisis can continue to apply for a Community Support Grant by contacting C19support on:
c19support@leicester.gov.uk or by phone on 0116 454 1019.

Leicester City Council provide a Community Support Grant scheme to support vulnerable people experiencing financial difficulties and who meets the policy criteria.
Full details can be found at the community support grant page -
<https://www.leicester.gov.uk/your-community/benefits-and-other-support/community-support-grant/>

Charity Shops

LOROS Charity Stores

Uppingham Store

59/63 Uppingham Road, Leicester, LE5 3TA
0116 473 7427

**Open Monday to Saturday 9.30 am to 4.30 pm
and Sunday 10 am to 4 pm**

Glenfield Store

Enterprise House, 1 Station Road, Glenfield
LE3 8BT
0116 473 6048

Open Monday to Saturday 9.30 am to 4.30 pm

British Heart Foundation - Leicester Furniture & Electrical Store

66-68 Charles St, Leicester, UK, LE1 1FB
0116 214 5238

**Open Monday to Saturday 9 am to 5 pm
Sunday 10 am to 4 pm**

Age UK Leicester

Oadby Furniture Shop

60 The Parade, Oadby, LE2 5BF
01162 717989

Open Monday to Saturday 9 am to 4:30 pm

Birstall Furniture Shop

105 Sibson Road, Birstall, LE4 4NB
01162 674876

Open Monday to Saturday 9 am to 4.30 pm

Leicester Shire & Rutland - Reuse Shop

Household Waste Recycling Centre, 5 Gypsum Close, Leicester, LE4 9AB
01162 461533

**Open Monday to Friday 9 am to 5pm,
Saturday and Sunday 8.30 am to 4.30 pm**

Gladstone Street Warehouse

Unit 1, Gladstone Street, Leicester, LE1 2BN
01162 517633

Open Thursday to Saturday 9 am to 4.30 pm

Emmaus

The Emporium Stockwell Head, Hinckley LE10 1RG
01455 637587

**Open Monday to Saturday 9 am to 5 pm
(Thursday open to 7 pm)**

The Salvation Army Donation Centre

**174 Narborough Road, Leicester, LE3 0BU
0116 296 3599**

**Open Monday to Saturday 9 am to 5 pm (Tuesday
opens at 9.30 am)**

The Air Ambulance Service Store

12-16 Leicester Rd Wigston, LE18 1DR
0116 288 0193

**Open Monday to Saturday 9 am to 5 pm and
Sunday 10 am to 4 pm**

Furniture Support in Leicester



Sue Ryder London Road Superstore

60 London Rd, Leicester, LE2 0QD
0116 255 4376

Open Monday to Saturday 9 am to 5.30 pm
Sunday 10 am to 4 pm

Sue Ryder Loseby Lane Vintage and Retro

14 Loseby Lane, Leicester, LE1 5DR
01162 629 522

Open Monday to Saturday 9.30 am to 4.30 pm
Sunday 10 am to 4 pm

Open Hands - Furniture Project

The Furniture Project was launched in January 2010 after a 'gap' was identified in the provision of affordable furniture items to those on low income. The project aims to meet this need, providing reduced cost furniture to those with genuine need, operating on a referral-basis. Referred eligible clients are invited to appointments where they have access to a catalogue of reduced cost furniture items.

For more information contact -

Admin@openhandsleicester.org.uk

Facebook Groups

There are several groups on Facebook that offer free or low cost furniture.

These include:

Leicester Community Group

People Helping People

Helping people that need help

Second Hand Furniture Websites

Facebook Market Place and Groups

Gumtree

FreeCycle

Pre-Loved

Freeads

VivaStreet

Freegal

National Furniture Support



Local Council Support

Your local council may be able to help you get hold of items of furniture – as well as helping with other issues, such as debt advice, food and fuel poverty. They do this through what are known as their local welfare assistance schemes (LWASs), also known as local welfare provision (LWP) or crisis support.

Not all councils have these schemes, and some do not provide help with furniture and white goods. If they do help with furniture, most provide it for free, while others will only offer you a loan to get the items yourself. You can usually only apply a limited number of times within a given period.

Most local authorities with a scheme only help with the most essential items such as a cooker, fridge/freezer, and bed. Some will also provide a washing machine, sofa and wardrobe. Many schemes also provide other support beyond furniture, such as help with utility bills and food.

If your council doesn't have a scheme, they will be offering some sort of support through their allocation of the Household Support Fund so we have now included links to every local authority scheme. Authorities are using this funding in different ways, a few are using it for furniture and appliances so do have a look at the link. Local authorities also provide other support such as advice on any additional benefits that you may be entitled to so it is worth getting in touch with them.

To find the details of your local council visit
<https://www.gov.uk/find-local-council>

End Furniture Poverty

End Furniture Poverty have a list of resources and advice on their website on how to access new and preloved furniture.

<https://endfurniturepoverty.org/>

Reuse Network

The Reuse supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change.

You can search charity shops, projects and groups near you who offer affordable household items including furniture, electrical appliances, IT equipment and more.

Search by visiting

<https://reuse-network.org.uk/>

Charities

Glasspool Trust

UK-wide charity that provides grants support for people experiencing financial hardship, with no restrictions on who they can help.

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

Buttle UK

Support children and their families, including the provision of beds, and offer more comprehensive packages of support.

<https://buddleuk.org/apply-for-a-grant/>

Family Fund

Helping vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency. They provide essential furniture items and they accept direct applications.

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

National Furniture Support



Facebook Groups - There are several groups on Facebook that offer free or low-cost furniture. **To find groups search Help Groups or Bargain Groups in your area.**

Second Hand Furniture Websites
Facebook Marketplace and Groups
Gumtree
Freecycle
Pre-Loved
Freeads
VivaStreet
Freegal

Charity Shops - There are many charity shops that sell low-cost second-hand cost second hand furniture. These include:

Barnardo's Donation Centres
Age UK
British Heart Foundation Furniture Furniture and Electrical Stores
Red Cross
Cancer Research
Oxfam
Salvation Army
Local Hospice Charities

UK Furniture Bank

UK Furniture Bank in partnership with the referring including social services and community centres. There are some costs involved, although these are kept to a minimum. **They only accept requests direct from your Support Worker, Housing Officer, Welfare Worker, or local Faith Organisation, who must apply on your behalf.**
<https://theukfb.co.uk/furniture-request-form>

Cost of Living Support in Leicester



Council Support

Help with fuel costs - Fuel arrears voucher scheme

You can book an appointment with an experienced debt adviser who can provide advice and assistance to help you manage fuel arrears and any other bills you may be struggling to pay. The free support will include help to maximise your income and reduce your outgoings, negotiating affordable payment plans with your suppliers, provide one off grants to eligible applicants, and identify options to help you resolve all your outstanding bills.

Please visit cals.uk.net for more information or contact book an appointment with an adviser on 0116 242 1120 or by email enquiries@advice-cals.org.uk.

Leicester Energy advice

Leicester Energy Action provides advice, training, outreach sessions and education for young people. The advice service aims to support people with energy debt, safeguarding, and keeping their homes warm - currently through a professional referral.

They can provide the following support:

- Managing energy debt/negotiating with suppliers
- Damp/mould in properties
- Energy efficiency/health impacts
- Support to access existing retrofit schemes
- Support to access government support/tackling digital exclusion
- Long-term solutions/short-term remedies

To find out more visit:

<https://www.leicester.gov.uk/your-community/benefits-and-other-support/leicester-energy-advice/>

Citizens Advice - 0808 2787970

Money Advice Service - 0300 500 5000

National Debt Line - or call 0808 808 4000

Christians Against Poverty

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians).

Money Advice service free, impartial advice, to help improve your finances, set up by government to help keep track and plan ahead **0800138 7777**

Debt Support Charities

Citizen's Advice Leicestershire

The Money Advice Service provides specialist advice for Leicestershire County residents with debt. This can be a single debt or multiple debts. The Money Advice Service can:

- Support you to understand your options
- Help with processes such as bankruptcy and Debt Relief Orders
- Support you to negotiate with creditors

To book an appointment call Call 0116 464 7239 or visit

<https://citizensadviceleicestershire.org/leicestershire/advice/money-advice/>

Trinity Monday Advice Leicester

Trinity Money Advice Leicester (TMAL) is run by a group of dedicated and trained volunteers out of Holy Trinity Church for anyone facing significant financial challenges.

Trinity Hall, 7 Trinity Lane, Leicester, LE1 6WP

0116 319 2636/07512 677 072

contact@trinitymoneyadvice.org.uk

Debt Support Trust

Debt Support Trust is a registered money advice charity providing telephone and internet based debt advice including

- Credit and store card debt
- Debt and divorce debt management plans
- Individual Voluntary Arrangement (also known as an IVA)
- Bankruptcy

0800 085 0226

contact@debtsupporttrust.org.uk

http://www.debtsupporttrust.org.uk

The Zinithiya Trust

Provide information, advice and practical support to alleviate poverty and abuse.

12 Bishop Street, Leicester, LE1 6AF

0116 254 5168 zinithiya.trust@gmail.com

Office Open Monday to Friday 9.30 am to 4 pm

P3 (People, Potential, Possibilities)

Community-based support service works with people who need help with their housing situation and/or other needs.

Voluntary Action Leicester, 9 Newarke Street, Leicester, LE1 5SN

0116 255 3228 leicesterfs@p3charity.org

The Centre Project

Delivers a drop-in advice service offering help with money and debt, benefits, energy bills and welfare grant applications.

1 Alfred Place, Leicester, LE1 1EB

0116 255 4013/ 0116 255 2520

info@centreproject.org

Saffron Resource Centre

Helping to improve the life chances of residents of the Saffron Lane estate and surrounding areas by providing a range of social welfare, health and recreational services to help residents achieve financial and social inclusion and reach their potential.

432 Saffron Lane, Leicester, LE2 6SB

0116 283 7212 info@srcentre.org.uk

<https://srcentre.org.uk/about-us/>

Community Advice and Law Service (CALs)

Debt, housing, welfare benefits, advice, form filling, immigration and note-taking services.

Epic House, Charles Street, Leicester, LE1 3SH

0116 242 1120 enquiries@advice-cals.org.uk

Information & Advice Services - Age UK Leicester

Provide free, independent and confidential information and advice for people over 50, including practical help, suggesting ways to solve difficulties and giving you the details of others who may be able to help.

- Age Well Centre, 113 Princess Road East, Leicester, LE1 7LA
- Clarence House Resource Centre 46 Humberstone Gate, Leicester, LE1 3PJ
- Leicester Royal Infirmary, Ground Floor - Windsor Building, Infirmary Square, Leicester, LE1 5WW

Main Contact 0116 299 2278 Open Monday to Friday 11 am to 4 pm

Credit Unions

Clockwise Credit Union

1 St.Nicholas Pl, Leicester LE1 5LB

03301755792

hello@clockwise.coop

Open Monday, Wednesday and Friday 10 am to 2 pm

Leicester Caribbean Credit Union

35 Lincoln Street, Leicester, LE2 0JU

0116 2983225

Open Monday 6 pm to 7.30 pm and Thursday 10.30 am to 2 pm

Employment Support

Leicester Employment Hub

Economic Regeneration Team, 3rd Floor, 115
Charles Street, LE1 1FZ

0116 454 0079

employmenthub@leicester.gov.uk

Shaw Trust - Work and Health Programme

Programme funded by the Department of Work
and Pensions aimed at improving employment
outcomes for people with health conditions or
disabilities.

5 Horsefair Street, Leicester, LE1 5BN

0800 389 0211 support@shaw-trust.org.uk

Remploy

Remploy is an organisation delivering a range of
programmes and services providing employment
and skills support for disabled people and those
with health conditions, as well as providing
training services to employers enabling them to
become more disability confident.

18c Meridian East, Meridian Business Park, LE19
1WZ

0300 456 8045 leicester@mail.remply.co.uk

Focus

Focus is a Leicester-based charity that aims to
inspire and empower young people to become
more actively involved in their communities.

73 Churchgate, Leicester, LE1 3AN

0116 251 0369 admin@focus-charity.co.uk

Juniper Training

Juniper Provide a free training programme for 16-
18 year olds to gain skills and qualifications to
progress into Apprenticeship, Employment or
Further Training.

2nd Floor Eastgate House, 19- 23 Humberstone
Road, Leicester, LE5 3GJ

07432 593832/ 0116 262 1801

Futures for you

Employment, volunteering and training support.

82 Charles Street, Leicester, LE1 1FB

0116 261 5907

Leicestershire Education Business Company

Helping young people prepare for working life.

30 Frog Island, Off North Bridge Place, LE3 5AG

0116 2407000

Work Pays

78-80 Burleys way, LE1 3BD

0800 1979 826 enquiries@workpays.co.uk

https://www.workpays.co.uk/

Fuel and Energy Support

Energy Projects Plus

Free and impartial advice to help you save
money on your energy bills.

0800 043 0151

https://www.eplusplus.org.uk/

British Gas Energy Trust

https://britishgasenergytrust.org.uk/

Scottish Power Hardship Fund

**https://www.scottishpower.co.uk/support-
centre/help-paying-your-bill/hardship-fund**

E.On Energy Fund

https://www.eonenergyfund.com/

Support from Banks

Most banks offer help for those struggling during
the current cost of living surge, with most stating
that they plan to ramp up their guidance and
support services.

National Debt services

Turn2us

Turn2us is a national charity providing practical
help to people who are struggling financially.

0808 802 2000 www.turn2us.org.uk

National Debtline

National Debtline is a debt advice charity run by
the Money Advice Trust. We are a free and
confidential debt advice service for people in
England, Wales and Scotland.

0808 808 4000 www.nationaldebtline.org

National Cost of Living Support Benefits



GOV.UK

The GOV.UK website has a list of resources to help support those who are struggling due to the cost-of-living crisis.

<https://www.gov.uk/>

Benefits and Financial Support

There are several benefits that you may be eligible for including:

Universal Credit - If you're on a low income, you're out of work or you cannot work

Carer's Allowance - If you care for someone who gets certain benefits at least 35 hours a week

New Style Employment and Support Allowance (ESA) - If you have a disability or health condition that affects how much you can work or if you need support to get back into work.

New Style Jobseeker's Allowance (JSA) - If you need help when you're looking for work

Access to Work - If you have a physical or mental health condition or disability you may be able to receive support to help you stay in work.

To find out what benefits and support you may be eligible for visit

<https://www.gov.uk/cost-of-living/benefits-tax-work>

Help for Households

See what support is available to help with the cost of living and save money with our energy saving tips.

<https://helpforhouseholds.campaign.gov.uk/>

Personal Independence Payment

Personal Independence Payment (PIP) can help with extra living costs if you have both:

- a long-term physical or mental health condition or disability
- difficulty doing certain everyday tasks or getting around because of your condition

You can get PIP even if you're working, have savings or are getting most other benefits.

To find out more visit - <https://www.gov.uk/pip>

Citizens Advice

The national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.

You can contact an adviser through the national phone service: Adviceline (England): **0800 144 8848**

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001** then the Adviceline or Advicelink number

You can use Relay UK with an app or a textphone. There's no extra charge to use it.

Adviceline's available 9am to 5pm, Monday to Friday. It's usually busiest at the beginning and end of the day. It's not available on public holidays.

To find your nearest Citizens Advice visit <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

National Cost of Living Support Debt Help



Citizens Advice

Full debt and consumer advice service in England and Wales. Many have specialist case workers to deal with any type of debt, including repossessions and negotiation with creditors. If you live in England or Wales, get in touch by:

Web chat: The web chat service is open Monday to Friday, 8am - 7pm and Saturday 9.30am - 1pm (except bank holidays).

0800 240 4420 (debt helpline) The debt helpline is available 9am to 5pm, Monday to Friday (excluding bank holidays).

Step Change Debt Charity

Online support is available via the debt advice tool where you can create a budget and get a personal action plan with practical next steps. .

0800 138 1111 Opening times: Monday to Friday, 8am to 8pm, Saturday, 8am to 2pm (closed on Sundays and bank holidays).

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

National Debtline

National Debtline provides free advice and resources to help people deal with their debts. Advice is available over the phone, online and via webchat.

0808 808 4000 Opening times: Monday to Friday, 9am to 8pm, Saturday, 9.30am to 1pm.

<https://www.nationaldebtline.org/about-us/>

Debt Advice Foundation

Debt Advice Foundation is a debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt.

0800 043 40 50 Monday to Friday 8am to 6pm

Christians Against Poverty

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians).

<https://capuk.org/>

PayPlan

PayPlan offer free, simple debt advice to anyone who needs it. When you go to them for debt advice, they will show you all the different debt solutions that are out there so you've got a clear idea of what your options are, and how each one could help you. They can also advise you on what the best solution is for your circumstances, plus any other options that might work for you.

0800 316 1833 Available between 8am to 8pm Monday to Friday and 9am to 3pm on Saturday.

<https://www.payplan.com/>

Community Monday Advice

Community Money Advice (CMA) is a charity dedicated to supporting and helping community groups, churches and groups of churches set up free, face to face debt & money advice centres in their neighbourhood.

<https://www.communitymoneyadvice.com/freedom-from-debt/get-help>

Turn2Us

Turn2us is a national charity providing practical help to people who are struggling financially. You can use their free Benefits Calculator and Grants Search to find out what help you can get.

<https://www.turn2us.org.uk/>

National Cost of Living Support Services



Money Advice service

The Money Advice Service is a free, impartial advice, to help improve your finances, set up by government to help keep track and plan ahead
0800138 7777

Credit Unions

Credit unions come in all shapes and sizes. Whether you're looking for a credit union with online and phone banking, a payroll partnership with your employer, a local branch or service point you can walk into – or a combination of all three – there's a good chance you'll find the credit union you're looking for to meet your needs.

To find a credit union near you visit

<https://www.findyourcreditunion.co.uk/>

Fuel and Energy Support

Energy Projects Plus

Free and impartial advice to help you save money on your energy bills.

0800 043 0151

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

British Gas Energy Trust

<https://britishgasenergytrust.org.uk/>

Scottish Power Hardship Fund

<https://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund>

E.On Energy Fund

<https://www.eonenergyfund.com/>

Support from Banks

Most banks offer help for those struggling during the current cost of living surge, with most stating that they plan to ramp up their guidance and support services.

National Cost of Living Support Employment



Government Support

Find a Job in England, Scotland or Wales through the government's official job vacancy service that offers a simple way for people to search for the latest jobs.

Find additional job opportunities through the Job Help website.

<https://jobhelp.campaign.gov.uk/>

Apprenticeship's

An apprenticeship combines practical training in a job with study.

You can start an apprenticeship if you're:

- 16 or over - there's no upper age limit
- not in education (full or part-time)

You can have a previous qualification, like a degree, and still start an apprenticeship.

<https://www.gov.uk/apply-apprenticeship>

Learn online for free

Learn online for free with The Skills Toolkit, where you can access more than 70 courses in digital, numeracy and employability skills.

<https://nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit>

Get a free Level 3 qualification

If you are 19 or over and don't yet have A levels or equivalent you can now take your first Level 3 qualification for free. There are hundreds of free

courses available linking to jobs in sectors such as building and construction, health and social care, accounting, engineering, environmental conservation and more.

To find out more visit

<https://www.gov.uk/guidance/free-courses-for-jobs>

The Job Entry Targeted Support Scheme

The Job Entry Targeted Support scheme is providing six months of personalised support for people who have been unable to find work within the first 3 months of unemployment.

To find out more visit <https://www.gov.uk/>

Get support from a work coach

Work coaches use their experience of the jobs market to help you find opportunities that match your skills, which could include types of work you've never considered before. Get support from your work coach by asking at your nominated Job Centre.

National Careers Service

Provide careers information, advice and guidance. We can help you make decisions at all stages in your career.

Call 0800 100 900 to speak to an adviser.

8am to 8pm Monday to Friday, 10am to 5pm Saturday and bank holidays.

<https://nationalcareers.service.gov.uk/>

Welcoming Spaces in Leicester



Welcoming Spaces

Libraries are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

Aylestone Library

2 Knighton Lane East, LE2 6LU
0116 233 3040

Open Monday to Friday 8 am to 7 pm, Saturday and Sunday 8 am to 1 pm (staffing times vary)

Beaumont Leys Library

Beaumont Way, LE4 1DS
0116 299 5460

Open Monday to Thursday 9 am to 6.30 pm, Friday 9 am to 5 pm and Saturday 9.30 am to 1 pm

Belgrave Library

39 Cossington Street, LE4 6JD
0116 299 5500

Open Monday to Friday 10 am to 7 pm, Saturday 10 am to 4 pm and Sunday 12 pm to 4 pm

Braunstone Library

The BRITE Centre, 130 Braunstone Avenue, LE3 1LE
0116 299 5476

Open Monday to Friday 9 am to 5 pm (Tuesday and Thursday until 7 pm) Saturday 10 am to 4 pm

Evington Library

200 Evington Lane, LE5 6DH
0116 221 1286

Open Monday to Friday 8 am to 8 pm and Saturday 10 am 4 pm (staffing times vary)

Eyres Monsell Library

Hillsborough Road, LE2 9PQ
0116 278 7294

Open Monday to Friday 9 am to 5 pm

Fosse Library

Mantle Road LE3 5HG
0116 225 4995

Open Monday 9 am to 6 pm, Tuesday 10 am to 5 pm, Wednesday 10 am to 6 pm, Thursday 10 am to 5 pm, Friday and Saturday 10 am to 4 pm

Hamilton Library

20 Maidenwell Avenue, LE5 1BL
0116 221 2790

Open Monday 10 am to 2 pm, Tuesday, Wednesday, Friday 10 am to 5 pm, Thursday 2 pm to 7 pm Saturday 10 am to 4 pm, Sunday 12 pm to 4 pm

Highfields Library

98 Melbourne Road, LE2 0DS
0116 2995494

Open Monday to Friday 9 am to 6 pm and Saturday 10 am to 4 pm

Welcoming Spaces in Leicester



Knighton Library

167-9 Clarendon Park Road, LE2 3AJ
0116 299 5477

Open Monday to Friday 8 am to 8 pm, Saturday 10 am to 4 pm (staffing times vary)

Leicester Central Library

Bishop Street, LE1 6AA
0116 299 5401

Open Monday to Friday 9.30 am to 7 pm (Friday until 5 pm), Saturday 9 am to 4 pm

New Parks Library

321 Aikman Avenue, LE3 9PW
0116 229 8200

Open Monday to Friday 10 am to 5 pm (Wednesday until 7 pm), Saturday 10 am to 1 pm

Pork Pie Library and Community Centre

Southfields Drive (Pork Pie Island) LE2 6QS
0116 299 5480

Open Monday to Friday 10 am to 5 pm (Wednesday until 7 pm), Saturday 10 am to 1 pm

Rushey Mead Library

Lockerbie Walk, LE4 7YJ
0116 266 5112

Open Monday 10 am to 6 pm, Tuesday and Thursday 1 pm to 6.30, Friday 10 am to 5 pm and Saturday 10 am to 1 pm

St Barnabas Library

2 French Road, LE5 4AH
0116 299 5450

Open Monday to Friday 9.30 am to 7 pm (Monday and Friday until 5 pm) Saturday 10 am to 4 pm

St Matthews Library

10 Malabar Road, LE1 2PD
0116 222 1045

Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 4 pm

Westcotes Library

38-40 Narborough Road, LE3 0BQ
0116 299 5510

Open Monday to Wednesday 10 am to 7 pm, Thursday and Friday 10 am to 5 pm, Saturday 10 am to 4 pm, Sunday 12 pm to 4 pm

Community Hubs and Organisations

Utilita Energy Hub (Leicester)

An Energy Hub that has a community room along with a kids table where they can play some games on the available tablets or do some colouring in. They serve hot drinks and run Energy Efficiency workshops, to show how you can save money on your household bills.

Leicester, Leicestershire LE1 1FB

Open Monday to Saturday 9 am to 5.30 pm

Welcoming Spaces in Leicester



Tudor Community Centre

Bewcastle Grove, Leicester, LE4 2JU

Open Monday to Friday 9 am to 4.30 pm

Rupal Rajani

Belgrave Neighbourhood Co-Operative Housing
Association, Leicestershire LE4 7SG

Delivering a wide range of activities

For more information call the Member

**Engagement Officer - Rupal Rajani on 07936
028730**

Social Warm Space

Based at the Braunstone Civic Centre, Kingsway,
LE3 2PP. Open to everyone, offering friendship,
refreshments and a place to sit and have a chat,
play games, quizzes, arts/crafts, or just a space to
sit and read a paper if you wish.

Braunstone Town Council, Leicester, LE3 2PP

Open Friday 10 am to 1 pm

Warm welcome space

St. James The Great Church, Leicester, LE4 4DN

Open Tuesday 12.30 pm to 4.30 pm

A Place to Grow

Community drop-in with free drinks and cake,
friendship, gardening, crafts - or just enjoy sitting
quietly.

Leicester Road, Oadby, Leicester LE2 5BD

**Open Every Wednesday 10 am to 12 pm with a
free soup and bread lunch every first Wednesday
of the month 11.30 am to 12.30 pm**

Birstall Methodist Church Coffee Shop

All welcome, dog friendly and child friendly,
40 Wanlip Lane, Birstall, Leicester LE4 4JS

Open Monday to Friday 9.30 am to 12.30 pm

ReNew Café

Free wellbeing activities, coffee and tea and cake
available (and a children's corner), it's a good place
to come, chat, do some craft by yourself or just be.
You'll find a warm welcome in a warm space.

St Peter's Church Centre, Leicester, LE3 8DP

Open Thursday 9.30 am to 12 pm

Eyres Monsell Community Centre

Hillsborough Road, Leicester LE2 9PQ

Open Monday to Friday 9 am to 5 pm

Leicester South Food Bank

Lunch club and get together for chat and or games
or just make new friends

The Kings Centre, 56 Bull Head Street, LE18 1PA

Friday 1 pm to 3 pm

Renew Stoneygate

Chat with others, enjoy simple activities, or take
time to be quiet. Hot drinks and snacks available.

Stoneygate Baptist Church, Leicester, LE2 3ND

Open Monday 10 am to 12 pm

Oak Centre

Offer a Warm Space and Lunch

Bendbow Rise, Leicestershire LE3 1QA

Open Monday 10 am to 2 pm

Welcoming Spaces in Leicester



St Matthews Community Centre

Warm welcome session and adult activity tables every Tuesday

10 Malabar Road, Leicester, LE1 2PD

Open Tuesdays 10.30 am to 12.30

Fosse Neighbourhood Centre

Mantle Road, Leicester, Leicestershire LE3 5HG

Warm Space Open Tuesday 10 am to 5 pm

Martyrs Church

Come along for good conversation in a welcoming, warm place. Free drinks and light refreshments provided.

Westcotes Drive, Leicester, LE3 0QT

0116 255 5921

Open for community drop-in Wednesday 12 pm to 2 pm

Holy Apostles

Welcoming Space providing hot drinks, refreshments and board games.

Holy Apostles Church Hall, LE3 1AD

Open Thursday 10 am to 12 pm

Elim Church Leicester

Caters for all ages, and welcome families. There is a pre-school play area, games, colouring and craft available for older children.

Elim Pentecostal Church, Harrow Road /

Narborough Road, Leicester LE3 0JY

0116 2540583

**Free lunch available and friendship group
Wednesday 2 pm to 4 pm**

Little Blue Church

A community drop-in with free drinks and light refreshments, an opportunity to meet with friends, make new friends or just sit and enjoy some quiet time in a warm welcoming space.

330 Abbey Lane

Leicester, Leicestershire LE4 2AB

Open Wednesday 10.30 am to 12.30 pm

St Chad's Church

Open in Church for hot drinks and light refreshments Board games and jigsaws available.

St Chad's Church, LE5 4LG

Thursday 10 am to 12 pm

St Luke's Church

On the 1st, 3rd and 5th Thursday's of the month St Luke's invite you to visit for Tea, Coffee, Hot Chocolate and Cake. All are very welcome to come with old friends or to make new ones.

Packwood Road, Leicester, LE4 2ER

Thursday 9 am to 12 pm

Welcoming Spaces/Warm Hubs

Many warm hubs are based in Churches, Community Venues and Libraries. They offer a safe space to access food and refreshments, advice and guidance on benefits and keeping your home warm, activities and the opportunity to make new friends.

Warm Welcome

Warm Welcome Spaces are opening their doors to local communities, offering everyone a free, warm, welcoming and friendly space.

You can search spaces near you by visiting

<https://www.warmwelcome.uk/>

Riverside

Digital Inclusion

Support in Leicester



National Organisations

Job Centre Support

Connectivity provider TalkTalk is rolling out a new voucher scheme that gives jobseekers across the UK free access to high-quality broadband. The programme, offered in partnership with the Department for Work and Pensions (DWP), aims to tackle digital exclusion and remove barriers to employment across the UK.

Your work coach will be able to help support you to access further information

Social Tariffs

Internet access at home can be expensive, some broadband providers offer social tariffs – broadband and phone packages at a reduced price for people claiming Universal Credit, Pension Credit as well as some other benefits. Some providers call them ‘essential’ or ‘basic’ broadband.

Visit www.ofcom.org.uk and search social tariffs to find out more.

The Department for Education

The Department For Education offers free qualifications and provides access to free, high-quality provision to equip them with the essential digital skills they need for life and work. To be eligible for full funding under the entitlement:

- Be a UK resident
- Aged 19 and over
- Do not have the essential digital skills required to operate effectively in work and day to day life

www.gov.uk/guidance/free-qualifications-for-adults-with-low-digital-skills

Get Online @ Home

Get Online @ Home sells heavily discounted, refurbished computers and tablets.

<https://www.getonlineathome.org>

Family Fund

Devices, such as computers and tablets, can have a huge impact on disabled children and their families. Family Fund can help support families.

www.familyfund.org.uk

The Charity Excellence

The Charity Excellence Framework provides a resource for a wide range of free laptops, computers, software, IT support and grants for UK charities and social enterprises.

www.charityexcellence.co.uk

The National Data Bank

The National Databank is a national foodbank for connectivity data. Run by Good Things Foundation, data to help almost 500,000 people will be donated by Virgin Media O2, Vodafone, and Three Mobile from September 2022.

www.goodthingsfoundation.org

National Device Bank

Good Things Foundation is building the UK's first ever National Device Bank. Devices will be provided to people in need by thousands of community organisations in Good Things Foundation's network.

<https://www.onlinecentresnetwork.org>

Digital Inclusion Support in Leicester



Libraries

Libraries across North Lakes offer a range of different services and support including computer access, printing, group activities and wellbeing support.

Aylestone Library

2 Knighton Lane East, LE2 6LU
0116 233 3040

Open Monday to Friday 8 am to 7 pm, Saturday and Sunday 8 am to 1 pm (staffing times vary)

Beaumont Leys Library

Beaumont Way, LE4 1DS
0116 299 5460

Open Monday to Thursday 9 am to 6.30 pm, Friday 9 am to 5 pm and Saturday 9.30 am to 1 pm

Belgrave Library

39 Cossington Street, LE4 6JD
0116 299 5500

Open Monday to Friday 10 am to 7 pm, Saturday 10 am to 4 pm and Sunday 12 pm to 4 pm

Braunstone Library

The BRITE Centre, 130 Braunstone Avenue, LE3 1LE
0116 299 5476

Open Monday to Friday 9 am to 5 pm (Tuesday and Thursday until 7 pm) Saturday 10 am to 4 pm

Evington Library

200 Evington Lane, LE5 6DH
0116 221 1286

Open Monday to Friday 8 am to 8 pm and Saturday 10 am 4 pm (staffing times vary)

Eyres Monsell Library

Hillsborough Road, LE2 9PQ
0116 278 7294

Open Monday to Friday 9 am to 5 pm

Fosse Library

Mantle Road LE3 5HG
0116 225 4995

Open Monday 9 am to 6 pm, Tuesday 10 am to 5pm, Wednesday 10 am to 6pm, Thursday 10 am to 5 pm, Friday and Saturday 10 am to 4 pm

Hamilton Library

20 Maidenwell Avenue, LE5 1BL
0116 221 2790

Open Monday 10 am to 2 pm, Tuesday, Wednesday, Friday 10 am to 5 pm, Thursday 2 pm to 7 pm Saturday 10 am to 4 pm, Sunday 12 pm to 4 pm

Highfields Library

98 Melbourne Road, LE2 0DS
0116 2995494

Open Monday to Friday 9 am to 6 pm and Saturday 10 am to 4 pm

Knighton Library

167-9 Clarendon Park Road, LE2 3AJ
0116 299 5477

Open Monday to Friday 8 am to 8 pm, Saturday 10 am to 4 pm (staffing times vary)

Leicester Central Library

Bishop Street, LE1 6AA
0116 299 5401

Open Monday to Friday 9.30 am to 7 pm (Friday until 5 pm), Saturday 9 am to 4 pm

New Parks Library

321 Aikman Avenue, LE3 9PW
0116 229 8200

Open Monday to Friday 10 am to 5 pm (Wednesday until 7 pm), Saturday 10 am to 1 pm

Digital Inclusion Support in Leicester



LPork Pie Library and Community Centre

Southfields Drive (Pork Pie Island) LE2 6QS
0116 299 5480

**Open Monday to Friday 10 am to 5 pm
(Wednesday until 7 pm), Saturday 10 am to 1 pm**

Rushey Mead Library

Lockerbie Walk, LE4 7YJ
0116 266 5112

**Open Monday 10 am to 6 pm , Tuesday and
Thursday 1 pm to 6.30, Friday 10 am to 5 pm and
Saturday 10 am to 1 pm**

St Barnabas Library

2 French Road, LE5 4AH
0116 299 5450

**Open Monday to Friday 9.30 am to 7 pm (Monday
and Friday until 5 pm) Saturday 10 am to 4 pm**

St Matthews Library

10 Malabar Road, LE1 2PD
0116 222 1045

**Open Monday to Friday 9 am to 8 pm, Saturday
and Sunday 10 am to 4 pm**

Westcotes Library

38-40 Narborough Road, LE3 0BQ
0116 299 5510

**Open Monday to Wednesday 10 am to 7 pm,
Thursday and Friday 10 am to 5 pm, Saturday 10
am to 4 pm, Sunday 12 pm to 4 pm**

Community Groups and Centres

Alpha Tutorials College

Offers IT Skills and ESOL sessions
308 Melton Road, Leicester, LE4 7SL,

0116 2669800

enquiries@alphatutorials.org

Bright Learning Centre

Bright Learning Centre is vocational training provider committed helping people reach their full potential and to achieve their career goals. We believe age and language is no barrier to success.

120b Melton Road, Leicester, LE4 5ED
129 Evington Road, Leicester, LE2 1QJ

0116 210 10 70

info@brightlearningcentre.co.uk

Bangladesh Youth and Cultural Shomiti

BYCS is a charitable organisation providing lifelong learning and community development activities for people living in Leicester helping them to take advantage of the opportunities of society today.

Main Office & UK Online Centre

30-32 Biddulph Street, Leicester, LE2 1BF
0116 275 5855

Bangladesh Action Resource Centre

61 Myrtle Road, Leicester, LE2 1FU
0116 275 5844

learn4life@bycs.org.uk

E2 Community Hub

Deliver several courses and skills based learning
2 - 4 Home Farm Square, Leicester, LE4 0RU

0116 2359481 me2@e2online.co.uk

Reaching People

Can provide refurb equipment

1st Floor, 42 Tower Street, Leicester, LE1 6WT

0116 255 2071 admin@reachingpeople.co.uk

Digital Inclusion Support in Leicester



Learning

Learn My Way

Learn My Way is a website of free online courses for beginners to develop digital skills to make the most of the online world.

www.learnmyway.com

Barclays Digital Wings

Barclays Digital Wings platform offers free online digital skills courses from how to stay safe online, use social media, make your business digital and much more. Available to everyone, no eligibility criteria.

<https://digital.wings.uk.barclays/>

FutureLearn

FutureLearn provide a suite of free digital skills courses from digital skills for work and life to advanced skills like web analytics, social media, AI and much more.

www.futurelearn.com

Youth Provision in Leicester



Early Help Service

There are times when children, young people and families need extra help. Someone might offer this to you, but other times you might want to ask for it.

What is early help?

Early help is a way of getting extra support when your family needs it, but getting it as soon as difficulties start, rather than waiting until things get worse. It's for children and young people of any age. Help can come from all kinds of services and organisations who work together to support your family. You might be using some of these services already, but we want to make sure they are providing the right support for you and your family's needs.

Why would I seek early help?

It could be that you're worried about your child's health, development or behaviour, or perhaps because you are caring for a disabled child. Maybe your child is affected by domestic abuse, drugs or alcohol. Perhaps your child is a carer for other people.

Who do I ask?

Have a chat with a teacher, health professional or support worker – they can help you look at what types of support are available and who might be able to help. You can also make the request for an Early Help Assessment yourself.

Your local children, young people and families centre also has lots of services and support for families with children, some especially for children with extra needs.

What sort of services or help do I get?

It depends on what you need and might include services you already get. We will agree it with you and make sure it all joins up. Here's just a few examples:

- Education and Early Learning
- Schools, Stay and play, Talking Toddlers, Peekaboo, Bookstart Corner, Let's get cooking
- Family and young people support
- Youth support, Parenting groups, Drop-in sessions, Domestic violence support, Groups for male carers/dads, Behaviour
- Advice and welfare
- Education welfare Housing advice Benefits advice Adult learning
- Health
- Health visitor, midwifery, school nurse, drop in clinics, GPs

To find out more visit

<https://families.leicester.gov.uk/family-information/family-support/early-help-service/>

Children's Centres

There are 12 children's centres across the city all offering activities, courses, information and support to families.

childrencentres@leicester.gov.uk

The centres are open Monday to Friday between 8.30 am and 5 pm (4.30 pm on Friday)

St Matthews Children's Centre

34 Vancouver Road, Leicester, LE1 2GA
0116 454 3800

Highfields Children's Centre

20 Barnard Close, Leicester, LE2 0UZ
0116 454 3810

Riverside Youth Provision in Leicester



Belgrave Children's Centre

Cossington Street, Leicester, LE4 6JD
0116 454 3320

Woodbridge Children's Centre

54A Woodbridge Road, Leicester, LE4 7RG
0116 454 3330

Beaumont Leys and Stocking Farm Children's Centre

20 Home Farm Walk, Leicester, LE4 0RW
0116 454 6660

Bewcastle Children's Centre

Bewcastle Grove, Mowmacre Hill, LE4 2JY
0116 454 6670

Saffron Children's Centre

The Crossway, Leicester, LE2 6QW
0116 454 3380

Eyres Monsell Children's Centre

Hillsborough Road, Leicester, LE2 9PT
0116 454 3390

Thurnby Lodge Children's Centre

Dudley Avenue, Leicester, LE5 2EG
0116 454 3850

Netherhall Children's Centre

New Romney Crescent, Leicester, LE5 1NG
0116 454 3860

Braunstone Children's Centre

Gallards Hill, Leicester, LE3 1QR
0116 454 3890

New Parks Children's Centre

Pindar Road, Leicester, LE3 9RN
0116 454 3900

SEN Services and Groups

Vista (The Royal Leicestershire, Rutland and Wycliffe Society for the Blind)

Skills for life - Supporting children and young people through their first steps into adulthood and beyond. The support includes practical, emotional and social skills.

0116 249 8839 info@vistablind.org.uk

<http://www.vistablind.org.uk/how-we-can-help/help-children-and-young-people/>

Contact - for families with disabled children

National charity providing factsheets, video clips, leaflets, telephone advice and support for parents and carers about mental and physical wellbeing and a variety of matters affecting families with disabled children.

0808 808 3555 info@contact.org.uk

Helpline Open Monday to Friday 9.30 am to 5 pm

Menphys Fusion Club

Sports and leisure club for disabled children/young people aged over 11 years.

Activities include: table top activities, arts & crafts, sports (football, basketball, cricket, uni-hoc), music and a coffee bar area.

Barley Croft Community Centre, Malham Close, Beaumont Leys, Leicester, LE4 0UT

01455 323020 info@menphys.org.uk

Leicester Disabled Integrated Sports Club (D.I.S.C)

Leicester Disabled Integrated Sports Club provides disabled children, young people and adults the chance to take part various activities.

Aylestone Leisure Centre, 2 Knighton Lane East, Leicester, LE2 6LU

0116 2120115

Riverside

Youth Provision in Leicester



ADHD Solutions CIC

ADHD Solutions aims to improve the life chances of people with Attention Deficit Hyperactivity Disorder (ADHD)

St Gabriel's Community Centre, Kerrysdale Avenue, Leicester, Leicestershire, LE4 7GH
0116 261 0711

Info@adhd-solutions.org

Open Monday to Friday 9 am to 5 pm

Kingfisher Youth Centre

This session at Kingfisher Youth Club is ran specifically for disabled children/young people. Activities on offer include: sports, pool, table tennis, music, cooking, board games, arts/crafts, group discussions and more.

Boulder Lane, Leicester, LE2 6LE

07590 444 377

Spectrum

Support group for parents and carers of children, young people and adults on the Autism Spectrum or on the Autism diagnosis pathway.

07745 891834

spectrumautismgroup@yahoo.com

Leicester Wheels For All

The Wheels for All initiative is a nationally recognised programme that embraces all children and adults with disabilities and differing needs, to engage in cycling activity providing fun and stimulating cycling across the UK

Saffron Lane Athletics Stadium, Saffron Lane, Leicester, LE2 7NQ

leicesterwfa@gmail.com

DC Multisports

Inclusive Multi Sports Club

St Matthews Sports Hall, Malabar Road, LE1 2PD

0774 004 727

Youth Groups and Clubs

The Spark Arts for Children

Registered charity offering children the opportunity to discover and enjoy the arts as audiences, as learners and as creators.

LCB Depot, 31 Rutland Street, Leicester, Leicestershire, LE1 1RE

0116 261 6893

admin@thesparkarts.co.uk

After 18

After18 is a charity which specialises in supporting unaccompanied asylum-seeking children and young refugees aged 13 to 25 to adjust to living in the UK, rebuild their lives and prepare for their future.

Referrals 07851 022 125

General enquiries 07851 411964

mail@after18.org.uk

Freedom Youth Club

1 Alfred Place, Leicester, LE1 1EB

0116 2554013

Open Tuesday and Friday 5.30 pm to 7.30 pm

Leicester City Youth Service

St. Oswalds Road, New Parks, Leicester, LE3 6RJ

Open Wednesday 4.45 pm to 6.45 pm

Eyres Monsell Club For Young People

Eyres Monsell Club For Young People provides a multi activity session for young people from 8+. Activities include art, sport, dance, games, music, computer games and media.

0116 277 9190

Louise.Wylie@eyresmonsellcyp.co.uk

Daily activities to find out more visit

<https://www.eyresmonsellcyp.co.uk/>

Youth Provision in Leicester



Young Creators group at Leicester Museum and Art Gallery

Free weekly meet-ups for young people age 16-25 offering a range of opportunities to get creative and get involved with the Leicester Museum and Gallery.

0116 454 4574 or 0116 225 4900

manjit.garcha@leicester.gov.uk

Sessions take place every Wednesday 4.30 pm to 6.30 pm. Please email Manjit Garcha if you would like to attend.

Mental Health support

Child and Adolescent Mental Health Service (CAMHS)

CAMHS helps children and young people who have been referred by another healthcare professional. Referrals are made if it is thought that the child or young person has emotional and/or behavioural difficulties at a level which requires specialist support.

www.leicspart.nhs.uk/service/child-and-adolescent-mental-health-services-camhs/

Young Minds Website and 24/7 text line

Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

www.youngminds.org.uk

Young Minds Textline: Text YM to 85258

Kooth – Online Counselling and Support (11-25)

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Access through www.Kooth.com

0203 984 9337 contact@kooth.com

National Services

National Citizenship Service

Delivers a range of experiences for young people across the UK.

<https://wearencs.com/> 0800 197 8010

Duke of Edinburgh

Delivers a range of experiences for young people across the UK.

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

Virtual KEEN

Inclusive online activities for young people

www.keenuk.org/virtualkeen

National Support for Young People



Children's Centres

Children's centres bring together a range of free services for children from birth to five, and their families. Services vary at each centre according to local community needs but all centres provide child and family health, family support services and a range of parent and toddler activities.

Contact your local council to find out about Sure Start centres in England.

<https://www.gov.uk/find-local-council>

National Support Services

Youth Access

Youth Access works with organisations delivering support for young people. You can search their Find Help page to find support near you.

<https://www.youthaccess.org.uk/our-network/find-help>

National Youth Advocacy Service

The Get Support page offers a wide range of advice, guidance and support available for many issues affecting young people.

<https://www.nyas.net/get-support/>

Young Minds

Mental health support for young people, parents and carers. Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

www.youngminds.org.uk

Young Minds Textline: Text YM to 85258

The Mix

At The Mix, trained staff provide help for young people aged 11-25. This Mix isn't just about young people and mental health, they also provide support for relationship issues, working life, school life, housing, depression and any other issues all year round.

Support Available.

Crisis Messenger: If you feel like you can't cope or are worried about how you are feeling, you can contact the crisis messenger 24 hours a day, 7 days a week by texting **THEMIX** to **85258**. The text messaging support service is free and for any issue.

Email Support: The Mix can help you find the information you need.

<https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

One-to-one chat One to one chat allows you to live message trained helpline supporters about any issue that is troubling you. The one-to-one chat is open from 4pm to 11pm, Monday to Friday.

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

Mind - Useful contacts for supporting Children and young people

<https://www.mind.org.uk/for-young-people/how-to-get-help-and-support/useful-contacts/>

National Support for Young People



Kooth – Online Counselling and Support (11-25)

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Access through www.Kooth.com

0203 984 9337 contact@kooth.com

PAPYRUS

PAPYRUS is the national charity dedicated to the prevention of young suicide.

HOPELINE247 advisers want to work with you to understand why thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else's ability to stay safe.

- For children and young people under the age of 35 who are experiencing thoughts of suicide
- For anyone concerned that a young person could be thinking about suicide

Call: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org

Line are open 24 hours every day of the year (Weekends and Bank Holidays included)

*If you are not able or prefer not to speak English, please request Language Line when calling for support.

Safe4Me

The Safe4me website provides educators, service providers and parents with information and resources to help educate, guide and support children and young people to keeping safe.

<https://www.safe4me.co.uk/support-services/>

National Services

National Citizenship Service

Delivers a range of experiences for young people across the UK.

<https://wearencs.com/> 0800 197 8010

Duke of Edinburgh

Delivers a range of experiences for young people across the UK.

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

Virtual KEEN

Inclusive online activities for young people

www.keenuk.org/virtualkeen

Support for different identities and communities

Bayo - An online search tool to find mental health and wellbeing support or services, run by and for the Black community.

bayo.uk

Being Gay is OK - Provides advice and information for LGBTQIA+ people under 25.

bgiok.org.uk

Kids of Colour - Online platform for young people to learn about race, identity and culture, and to challenge racism. Offers a YouTube channel, summer school and workshops.

kidsofcolour.com

Mermaids UK - Support for transgender, nonbinary and gender-diverse people up to 18. Runs events, local groups, online courses and a webchat.

0808 801 0400

mermaidsuk.org.uk

National Support for Young People



Muslim Youth Helpline - Provides faith and culturally sensitive support to young Muslims by phone, webchat, WhatsApp and email.

0808 808 2008
myh.org.uk

The Proud Trust - Support for LGBTQIA+ young people through youth groups, peer support, mentoring schemes and a webchat.

0161 660 3347
theproudtrust.org

Stonewall - Information and advice for LGBTQIA+ people on a range of issues, like coming out and hate crimes. Provides an information phoneline for people and their families.

0800 050 2020
stonewall.org.uk

Switchboard - Provides a helpline, webchat and nationwide database of LGBTQIA+ services. A safe space to discuss topics like sexuality, gender identity and wellbeing.

0800 0119 100
hello@switchboard.lgbt
switchboard.lgbt

Support for grief, trauma and abuse

Help 2 Make Sense - Advice and resources for coping with grief, plus an email helpline and webchat. help2makesense.org

Child Bereavement UK - Help for children, young people, parents and families after the death of someone close. Offers support through local services, groups for young people, plus films and blogs.

0800 028 8840
childbereavementuk.org

Hope Again - Information, resources and support for young people coping after the death of someone close.

0808 808 1677
hopeagain@cruse.org.uk
hopeagain.org.uk

Kidscape - Information and advice for young people, parents and carers with concerns about school bullying and abuse.

kidscape.org.uk

Stop Hate UK - Offers a 24-hour phone and text service for people under 18 who have experienced or seen a hate crime. Provides an online service for reporting hate crimes.

0808 801 0576
07717 989025 (textline)
stophateuk.org

Victim Support - Emotional and practical support for people affected by crime and traumatic events. Offers specific information for young people.

0808 168 9111

Riverside

Family Support in Leicester



Family Support

Mother and Toddler - Early Years at Wesley Hall

Hold a busy and welcoming, action-packed session with you and your toddler in mind on Wednesday mornings.

76 Hartington Road, Leicester, LE2 0GN

0116 2626000 ar@activewesleyhall.org.uk

Kids and Co.

Parent and toddler group

Quaker Meeting House, 16 Queens Road, LE2 1WP

0116 2705003

Mondays 9.30 am to 11.30 am.

Knighton Nippers

Group for parents, carers, grandparents and children from 0 – 5.

Knighton Free Church, Brinsmead Road, Leicester, LE2 3WB

0116 270 4101

Tuesday 10am to 11.30 am (term times)

Mothers Union

The Martyrs Mothers Union meets on the 3rd Wednesday of the month in the church hall at 2.30pm. Everyone is welcome.

Church of the Martyrs, Westcotes Drive, LE3 0QT

0116 255 5921

Period and Hygiene Product Support

Many food banks, pantries and community centres will have access to free sanitary products.

Bloody Good Period Give period products to those who can't afford them and provide reproductive health education to those less likely to access it.

hello@bloodygoodperiod.com

Morrisons - Package for Sandy

Customers in need can now go to any Morrisons customer service desk nationwide and ask for a package for '**Sandy**' or a '**period product pack**'. The customers will then be given a free discreet envelope with sanitary products and no questions asked.

Freedom4Girls provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK

<https://www.freedom4girls.co.uk/request-products/>

Additional Support

Baby basics

Baby Basics Leicester is a volunteer-led charity aiming to support families who are struggling to meet the financial and practical burden of looking after a new baby or young child. We provide much needed essentials and equipment for free on a referral basis. A referral can be made by any health professional or charity who has identified a mother who is struggling to provide the essential equipment for herself, new baby or existing children.

Unit C, Chantry House, Grange Business Park, Enderby Road, Whetstone, LE8 6EP

07933 570378

babybasicsleicester@gmail.com

Growbaby Leicester

20-24 Talbot Lane LE14LR

<https://www.leicestervineyard.org/growbaby>

Baskets of Joy Leicester

LE2 7SR

basketsofjoyleicester@outlook.com

National Support for families



Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops.

You can use your card to buy:

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables
- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

You can also use your card to collect:

- Healthy Start vitamins – these support you during pregnancy and breastfeeding
- vitamin drops for babies and young children – these are suitable from birth to 4 years old

<https://www.nhs.uk/start-for-life/>

Family Action

Family Action supports families who are in financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol problems.

You can search activities and support local to you by visiting: <https://www.family-action.org.uk/worried/in-your-area/>

Baby Banks

A baby bank works in a similar way to a food bank, but instead of giving out food, families can get free baby items. This can include nappies and toiletries, clothing, cots, prams, highchairs and toys.

Baby banks don't only provide help for babies, however. With some you may be able to get clothing and items for children up to age sixteen. You can find baby banks near you by visiting <https://littlevillagehq.org/uk-baby-banks/> <https://www.babybankalliance.org/baby-bank-map> <https://baby-basics.org.uk/>

Period and Hygiene Product Support

Many food banks, pantries and community centres will have access to free sanitary products.

Bloody Good Period - Give period products to those who can't afford them and provide reproductive health education to those less likely to access it. hello@bloodygoodperiod.com

Morrisons - Package for Sandy

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Freedom4Girls - provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK <https://www.freedom4girls.co.uk/request-products/>

Older People Support in Leicester



National Support

Age UK Advice Line - 0800 678 1602

Tax Help for Older People

01308 488066 taxvol@taxvol.org.uk

Dementia UK - 0800 888 6678

Re-engage Group and one-to-one social activities will help older people connect with others.

0800 716543

The Silver Line - 0800 4 70 80 90

Friends of the Elderly

Grants to older people living on low incomes.

0330 332 1110 hello@fote.org.uk

Omega (befriending service for caregivers / carers)

Chatterbox Action Against Loneliness telephone chat

01743 245088 chatterbox@omega.uk.net

A Letter from Louise pen pal befriending

01743 245 088 aletterfromlouise@omega.uk.net

Hourglass - Support and information for older people and those concerned about an older person facing abuse or exploitation.

08088088141

Age UK Leicester

Deliver daily activities at Clarence House.

Clarence House 46 Humberstone Gate, LE1 3PJ

0116 299 2233 enquiries@ageukleics.org.uk

Age UK Centre

Deliver daily activities at the Age UK Centre Kings Walk, Earl Shilton. Leicester LE9 7NL

01455 847666

Morning Coffees and Lunch Clubs

Leicester Chinese Elderly Lunch Club

Provision of a lunch club service for older people from the Chinese community or other oriental origins.

Leicester Secular Centre, 75 Humberstone Gate, LE1 1WB

0773 0217837 leicesterelderlyclub@yahoo.co.uk

Open Wednesday (contact for times)

East West Community Centre Luncheon club

Freshly cooked vegetarian meals served at 12.30 pm on Tuesday and Wednesday. (Cost from £4.75)

10 Wilberforce Road, Leicester, LE3 0GT

0116 255 0575 eastwestproject@gmail.com

Manor House Lunch Club

If you are thinking of coming for a meal for the first time it would be helpful to contact the centre by the Monday before to ensure enough food is purchased, however you are welcome to drop in for a look around.

Manor House Community Centre, Haddenham Road, Leicester, LE3 2BG

0116 222 1021 office@mhcc.org.uk

Tuesday 12 pm to 1 pm

St Peters Highfields

Church and community centre in the heart of Highfields offering a lunch club for those feeling isolated.

St Peters Centre, St. Peters Road, LE2 1DA

0116 255 3095

welcome@stpetershighfields.co.uk

Wednesday and Friday 12.30 pm to 1.30 pm

Asian Lunch Club - Age UK

Contact for further information

0116 2992273



Riverside Older People Support in Leicester



Woodgate Resource Centre

Social club offering a venue for various gatherings and social events in the local area. Activities include:

- Senior Citizens Club
- Lunch Club Monday
- Senior Keep Fit

36 Woodgate, Leicester, LE3 5GE

0116 2530717

woodgateresidents@hotmail.com

Leicester Shalom Club

Leicester Progressive Jewish Congregation
Synagogue, 24 Avenue Road, Leicester, LE2 3EA
0116 271 5603 tonynelson32000@yahoo.co.uk

Monday (Contact for further details)

Hindu Community Centre Lunch Club

Provision of a lunch club service for Hindu Punjabi older people.

Geeta Bhavan, 70 Clarendon Park Road, LE2 3AD
0116 270 7756 or 0116 235 0667

Thursday (contact for further information)

Groups

B-inspired

B-inspired is a local charity that provides a range of services for Braunstone Residents.

We offer a range of services and operate from a number of buildings. Locations include

Neighbourhood Support Base, Gallards Hill,
Braunstone, Leicester, LE3 1QR

The Braunstone Grove, Cort Crescent,
Braunstone, Leicester, LE3 1QH

Business Box Managed Office space facility,
Oswin Road, Leicester, LE3 1HR

**If you are in need of support, please call: 0116
279 5020**

The Centre Project

The Centre Project provides many opportunities for people to access a wide range of activities in the local community during the day.

1 Alfred Place, Leicester, LE1 1EB

0116 255 4013

info@centreproject.org

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

Aylestone Baptist Church

Family run church and are actively involved in our community. As well as services we have a variety of clubs and activities.

Lutterworth Road, Leicester, LE2 8PE

0116 2832527

minister@aylestonebaptistchurch.org.uk

Leicester Western Ward Linking Lives

Leicester Western Ward Linking Lives is a befriending service aimed at those over 60 who find themselves requiring some extra friendship and support. Volunteers are matched with older people who would like a weekly visitor.

Care of 22 Triumph Road, Leicester, LE3 8FR

07465 431585

sarah.leicslinkinglives@outlook.com

National Support for Older People



Age UK - Age UK's Advice Line is a free, confidential national telephone service for older people, as well as their families, friends, carers and professionals. The team will give you information that's reliable and up to date and help you access the advice you need.

Age UK Advice Line: 0800 678 1602
Lines are open 8 am to 7 pm, 365 days a year

The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. We provide friendship, conversation and support 24 hours a day, 7 days a week.

Call free on 0800 4 70 80 90

Age UK day centres provide older people with both practical assistance and a chance to socialise, with support from trained staff and volunteers. You can find services in your area by visiting

<https://www.ageuk.org.uk/services/in-your-area/day-centres/>

IT Training - Many local Age UKs offer computer training for older people. In these courses, things are explained clearly and in plain English to help you get online. You can find services in your area by visiting

<https://www.ageuk.org.uk/services/in-your-area/it-training/>

Handyperson service - This service offers older people extra help with small practical jobs to make their lives easier and safer around the home. You can find services in your area by visiting -

<https://www.ageuk.org.uk/services/in-your-area/handyperson-services/>

Social Activities - Each local Age UK has its own timetable of clubs and classes. Examples include Arts & Crafts, Bridge group, Coffee morning, Men in Sheds, Photography club, Pub lunch, Quizzes, Tea dance and much more.

You may need to book a place in the class and you will usually pay a small amount to take part.

You can find services in your area by visiting **<https://www.ageuk.org.uk/services/in-your-area/social-activities/>**

Friends of the Elderly - Grants for older people

Friends of the Elderly's grants programme is designed to assist older individuals facing financial difficulties. Grants can be used to cover essential expenses such as purchasing a new fridge, paying unexpected bills, food, clothing, or covering gas and electricity costs.

<https://www.fote.org.uk/our-charity-work/grants-2/>

Hourglass

Support and information for older people and those concerned about an older person facing abuse or exploitation.

08088088141

Ability Net

Ability Net has a UK-wide network of Tech volunteers who offer free technology support to older people and disabled people. You may need help to set up a new device, connect to the internet, have a problem with a computer virus or require support to connect to family and friends online.

0300 180 0028

<https://abilitynet.org.uk/free-tech-support-and-info/about-our-support>

Mental Health and Wellbeing Support in Leicester



National Support - Anxiety and Depression Support

Calm

CALM's helpline and live chat are open from 5pm to midnight everyday. 365 days a year
0800 58 58 58

Samaritans

Contact us if you're having a difficult time or if you're worried about someone else.
jo@samaritans.org or call 116 123

Shout free 24-hour text help

Text SHOUT to 85258 Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere.

It's a place to go if you're struggling to cope and you need immediate help.

SANEline

SANE is a charitable organisation that offers information and support for people struggling with their mental health. Their mental health helpline offers emotional support to anyone affected by mental illness, including families and carers. They can be contacted all year round between the hours of 4.30 pm and 10.30 pm on
0300 304 7000 www.sane.org.uk/home

Mental Health Matters - National Support
0191 516 3500 info@mhm.org.uk

Depression UK

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

Hub of Hope

<https://hubofhope.co.uk/>

Addiction

Gambling Support - [GamCare](#) - **0808 8020 133**

Alcoholic's Anonymous

Further information about the local meetings or A.A. group can be obtained by contacting
National Helpline [0800 9177 650](tel:08009177650)
help@aamail.org

Frank - Advice, information and support for anyone concerned about drugs and substance misuse.

Helpline: 0300 123 6600 24/7 Text 82111

Online Support

Side by Side - Minds online support community. A place to be heard, listen and share.
<https://sidebyside.mind.org.uk>

Togetherall - A safe community to support your mental health, 24/7. Get support. Take control. Feel better.
<https://togetherall.com/en-gb>

Papyrus Hopeline

0800 068 4141 – Support and advice for Young People under 35. open 24/7

Young Minds Parent Line - Advice for parents and carers worried about a young person
0808 802 5544

Lines Open Monday to Friday 9.30 am to 4 pm

The Mix - Advice and support for under 25s
0808 808 4994

Lines Open Monday to Friday 4 pm to 11 pm

Mental Health and Wellbeing Support in Leicester



REMIT - mental health project

A community education project for adults in Leicester and Leicestershire who experience severe and enduring mental health problem. Services delivered across 4 centres:

Leicester Adult Education College

Belvoir St, Leicester, LE1 6QL

The BRITE Centre, Braunstone Avenue, LE3 1LE

Fosse Neighbourhood Centre, Mantle Road, LE3 5HG

Aylestone Leisure Centre, 2 Knighton Lane East LE2 6LU

To find out more contact 0116 454 1900

The Peepul Neighbourhood Mental Health Café

Drop-in neighbourhood mental health cafes for local people who would like immediate support.

0116 261 6000

Enquiries@peepulenterprise.com

Open Wednesday 1 pm to 7 pm

Bright Sparks arts in mental health group

BrightSparks Arts C/O Tim Sayers, Leicestershire Partnership NHS Trust, Beaumont Leys Health Centre, Little Wood Close, Leicester, LE4 0UZ

office@brightsparksarts.uk

Turning Point Mental Health Cafés

Turning Point delivers mental health across Leicester, Leicestershire and Rutland. These Cafes provide a safe and welcoming place for people to attend when they're experiencing mental health difficulties.

The David Wilson Foundation Centre, St Martins House, 7 Peacock Lane, Leicester, LE1 5PZ

0808 800 3302

leicestershire.helpline@turning-point.co.uk

Open Tuesday 9 am to 5 pm

City Neighbourhood Mental Health Cafés

Free mental health support in a welcoming, comfortable, non-judgmental, and non-clinical environment. Delivered across 4 sites.

07816 350 215

mhm.leicestercafes@nhs.net

Aylestone Baptist Church

Lutterworth Road, Leicester LE2 8PE

Monday 6 pm to 11 pm

Robert Memorial Hall

147 Narborough Road, Leicester LE3 0PD

Fridays, 6 pm to 11 pm

DeMontfort Student Union Neighbourhood

Mental Health Café Mill Lane, Leicester LE2 7DR

Eyres Monsell Community Centre,

Hillsborough Road, Leicester, LE2 9PQ

LAMP Leicestershire Action for Mental Health Project

LAMP provides

- Peer Advocacy service to Informal/Voluntary patients on Acute Wards who do not qualify for IMHA
- Advocacy for people seeking access to Mental Health Services (for residents of Leicester City only). This is help to access mental health services through GPs or psychiatric services including consultant outpatient appointments and any involvement with the Community Mental Health Team (CMHT)

65 Regent Road, Leicester, LE1 6YF

0116 255 6286 info@lampdirect.org.uk

http://www.lampadvocacy.co.uk/

New Parks Neighbourhood Mental Health Café

Drop-in neighbourhood mental health cafes for local people who would like immediate support.

0116 2221072 teamtroupersttda@gmail.com

Open Thursday 12 pm to 6 pm and

Saturday 11 am to 5 pm

Mental Health and Wellbeing Support in Leicester



Leicester mental health and wellbeing service

Information, advice, and guidance to empower people to improve and maintain their mental health and wellbeing.

Freephone **0808 178 0960**, Monday to Friday, 9 am to 5.30 pm

LeicesterMHWRSS@p3charity.org

For more information visit

<https://www.p3charity.org/services/leicester-mental-health-and-wellbeing-service>

BrightSparks Arts in Mental Health Group

Mental health group using the arts to promote positive images of mental health, offering a variety of workshops and events.

Tim Sayers, Suite P1, Bridge Park Plaza, Thurmaston, Leicester, LE4 8PQ

07795 475 806 office@brightsparksarts.uk

<https://www.brightsparksarts.uk/>

The Veterans' Mental Health Transition, Intervention and Liaison (TIL) Service

Help for anyone who has served in the Armed Forces who is experiencing mental health issues.

0300 323 0137 mevs.mhm@nhs.net

Leicester Community Connectors

Community Connectors help Leicester residents improve their quality of life by connecting people with local services, facilities and activities, and providing them with personalised support.

0116 4420 246 - Monday to Friday 9 am to 5 pm
communityconnectors@mhm.org.uk

Live Well Walk More

Live Well Walk More provide health walks aimed at people who currently do little or no exercise, and for those who enjoy a short social walk to keep active.

Pre-booking is required, please contact the Live Well team 0116 454 4000

Better Outdoors: Wellbeing with Nature CIC

Resources and support to connect people with the wider natural world, around various sites in the National Forest area of Leicestershire, including a 6-week wellbeing course for adult mental health.

info@betteroutdoors.org.uk

The Carers Centre

The Carers Centre LLR offers support to unpaid carers. If you are looking after someone who can't manage without your help due to their disability, physical or mental illness, frailty, addiction or long-term condition, then The Carers Centre can offer you support.

The Carers Centre C/O Voluntary Action Leicester, 9 Newarke Street, Floor 2, Leicester, LE1 5SN

0116 2510999

enquiries@thecarerscentre.org.uk

Adhar Project

Adhar provides a range of preventative, community-based support opportunities for people with mental health needs and their carers, primarily but not exclusively targeted at the Asian and Black African/Caribbean communities living in the city of Leicester.

79 St. Peters Road, Leicester, LE2 1DH

0116 220 0070 **admin.box@adharproject.org**

National Mental Health and Wellbeing Support



Mind

Mind offers help and support to those who need it most. There's more than 100 local Minds across England and Wales, offering specialised support and care based on the needs of their communities.

Local Minds run mental health services in local communities. Anyone can get in touch – you don't need to have a GP referral. Each local Mind is different, but the services they offer might include:

- Talking therapy
- Crisis helplines
- Advocacy
- Employment and training schemes
- Counselling
- Befriending services

To find support near you visit

<https://www.mind.org.uk/information-support/local-minds/>

Samaritans - To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call **116 123** (free from any phone), email jo@samaritans.org or visit some branches in person. To find your local branch visit <https://www.samaritans.org/branches/>

SANEline - If you're experiencing a mental health problem or supporting someone else, you can call **SANEline** on **0300 304 7000 (4.30pm–10pm every day)**.

National Suicide Prevention Helpline UK.

Offers a supportive listening service to anyone with thoughts of suicide. You can call the National Suicide Prevention Helpline UK on **0800 689 5652 (6 pm to midnight every day)**.

Campaign Against Living Miserably (CALM).

You can call the CALM on **0800 58 58 58** (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the CALM webchat service. <https://www.thecalmzone.net/get-support>

Shout - If you would prefer not to talk but want some mental health support, you could text **SHOUT** to **85258**. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

Side by Side - Minds online support community. A place to be heard, listen and share. <https://sidebyside.mind.org.uk>

Togetherall - A safe community to support your mental health, 24/7. Get support. Take control. Feel better. <https://togetherall.com/en-gb>

Hub of Hope

The Hub of Hope is the UK's leading mental health support database of local, national, peer, community, charity, private and NHS mental health support and services together in one place. Support available online or through the Hub of Hope App. <https://hubofhope.co.uk/>

Mental Health Matters - National Support service providing help for those struggling with their mental health **0191 516 3500** info@mh.org.uk

Depression UK

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

Domestic Abuse Services in Leicester



National Support - Domestic Abuse

The Police on 101 or in an emergency call 999
if you can't talk, press 55.

The National Domestic Abuse Helpline – 0808
2000 247

Choices – 0800 917 9948

The Mankind

male victims of domestic violence
01823 334244 or <https://mankind.org.uk/>

Broken Rainbow

Lesbian, Gay Bisexual and Transgender people
suffering domestic violence
0300 999 5428

Refuge Helpline - 0808 808 9999

Rise - Freedom from Abuse and Violence
<https://www.riseuk.org.uk/>

Ask for ANI

If you are experiencing domestic abuse and need
immediate help, ask for 'ANI' in a participating
pharmacy. 'ANI' stands for Action Needed
Immediately.

Safe Spaces

Safe Spaces are available in Boots, Morrisons,
Superdrug and Well pharmacies, TSB banks and
independent pharmacies across the UK.

**Refuge The freephone, 24-hour National
Domestic Abuse Helpline 0808 2000 247**

Bright Sky If you are concerned about domestic
abuse, we know it can be hard to find support.
<https://uk.bright-sky.org/>

Charities and Grants

Heinz, Anna and Carol Kroch Foundation

Search by visiting
<https://grants-search.turn2us.org.uk/>

Smallwood Trust - www.smallwoodtrust.org.uk

Skinner's Benevolent Trust -

www.skinner's.org.uk/sbt

Family Support

NSPCC Helpline - 0808 800 5000

Childline - 0800 1111

Family Action

Provides grants to families in crisis, including those
who have recently experienced domestic abuse.
[https://www.family-action.org.uk/what-we-
do/grants/welfare-grants/](https://www.family-action.org.uk/what-we-do/grants/welfare-grants/)

Dogs Trust Freedom Project

Refuges for women leaving domestic abuse are often
unable to take pets, including dogs. Dogs Trust offers
free and confidential foster care while their owner is
in a refuge.
[www.dogstrust.org.uk/help-advice/hope-project-
freedom-project/freedom-project](http://www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project)

Cats Protection Paws Protect

Cats Protection has a network of fosterers that
provides a retreat for cats of people going into a
refuge until the owner has a safe place to live and
they can be reunited.
www.cats.org.uk/what-we-do/paws-protect

Domestic Abuse Services in Leicester



Local Support

Leicester City Council

Domestic and sexual abuse help and advice
Leicester City Council offers a range of support and advice for those experiencing abuse, or who may be worried about other people.

Call the local helpline: 0808 80 200 28

The helpline is open:

Monday to Friday 8am to 8pm

Weekends and bank holidays 10am to 4pm

Text support: 07715 994 962 (For text only, calls to this number are not answered)

FreeVA (Free from Violence and Abuse)

Helpline giving access to domestic abuse and sexual violence services in Leicester

0808 80 200 28 – open Monday to Sunday from 8 am to 8 pm

P3 (People, Potential, Possibilities)

Domestic abuse support including signposting
Voluntary Action Leicester, 9 Newarke Street,
Leicester, LE1 5SN

0116 255 3228 leicesterfs@p3charity.org

Womens Aid Leicestershire

Women's Aid Leicestershire Ltd is a unique service provider accompanying domestic abuse and sexual violence survivors on every step of their journey whilst also working to prevent future violence.

0808 80 20 028

<https://www.wa-leicester.org.uk/>

First Step Leicester

Free confidential services for male survivors of sexual abuse and rape (aged 13+), and their supporters.

Alliance House, 6 Bishop Street, LE1 6AF

07581 568 144/ 0116 254 8535

contact@firststepleicester.org.uk

<https://firststepleicester.org.uk>

National Domestic Abuse Services



If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you are deaf or can't use a phone

You can register with the emergencySMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.

The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

Safe Spaces

Safe Spaces are available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK.

Ask for ANI codeword

If you are experiencing domestic abuse and need immediate help, ask for ANI (Action Needed Immediately) in participating pharmacies and Jobcentres

When you ask for ANI, you will be offered a private space, provided with a phone and asked if you need support from the police or other domestic abuse support services.

To find your nearest participating provider, search using the postcode checker on the Ask for Ani page on the Enough website.

<https://enough.campaign.gov.uk/get-support/ask-for-ani>

Refuge - Refuge offers a freephone, 24 hour National Domestic Abuse Helpline, Webchat, advice and guidance on what support is available to you.

Helpline - 0808 2000 247

Webchat - <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>

Women's Aid

Women's Aid's directory contains details of local, regional and national services specialising in violence against women and girls including domestic abuse, sexual violence, forced marriage and stalking/harassment.

<https://www.womensaid.org.uk/womens-aid-directory/>

If you are experiencing domestic abuse or are worried about friends or family, you can access the Women's Aid live chat service 7 days a week, 10am to 6pm.

helpline@womensaid.org.uk

National Domestic Abuse Services



Victim Support

Victim Support run these services for victims and survivors of any abuse or crime, regardless of when it occurred or if the crime was reported to the police: free, independent and confidential

24/7 Supportline - **08 08 16 89 111**

live chat service -

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>

My Support Space - free online resource

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

Mankind

A confidential helpline is available for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.

Helpline 01823 334244 open Monday to Friday 10am to 4pm

The website also includes a directory of services called the Oak Book Directory. This can be found by visiting <https://mankind.org.uk/help-for-victims/directory/>

Galop

Galop exists to help those who are lesbian, gay, bisexual or trans-plus (LGBT+) suffering domestic abuse, or biphobia, homophobia, transphobia or sexual violence.

800 9995 428.

<https://galop.org.uk/>

Charities and Grants

Heinz, Anna and Carol Kroch Foundation

Search by visiting

<https://grants-search.turn2us.org.uk/>

Smallwood Trust - www.smallwoodtrust.org.uk

Skinner's Benevolent Trust -

www.skinner.org.uk/sbt

Family Support

NSPCC Helpline - 0808 800 5000

Childline - 0800 1111

Family Action

Provides grants to families in crisis, including those who have recently experienced domestic abuse.

<https://www.family-action.org.uk/what-we-do/grants/welfare-grants/>

Dogs Trust Freedom Project

Refuges for women leaving domestic abuse are often unable to take pets, including dogs. Dogs Trust offers free and confidential foster care while their owner is in a refuge.

www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project

Cats Protection Paws Protect

Cats Protection has a network of fosterers that provides a retreat for cats of people going into a refuge until the owner has a safe place to live and they can be reunited.

www.cats.org.uk/what-we-do/paws-protect

Disability Support in Leicester



Government Support

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

<https://www.gov.uk/access-to-work>

Local Support

WHM Work Connections

Community Interest Company owned and run by people with disabilities, offering support for adults with disabilities to develop skills, in particular those required to find and stay in a job.

Greenfields Skills Centre, Hawley Fields Farm, 60 Green Lane, Seagrave, Leicestershire, LE12 7LU

01509 812 004 whm@workconnections.co.uk

Fairfields Skills Centre, Homestead Farm, 1447 Melton Road, Queniborough, Leicestershire, LE7 3FP

07961 249 821/ 0116 2640127

fairfields@workconnections.co.uk

Altogether Now

Three year project to support SEND young people's access to education, employment and/or training.

42 Tower Street, Leicester, LE1 6WT

07809 164 897 annie@leicestershirecares.co.uk

Forever Savvy

Vocational training for adults with learning disabilities.

Horse Savvy, Church Farm, Stanton Lane, Potters Marston, Leicestershire, LE9 3JQ

K9 Savvy, Poplar House Farm, Station Road, Bagworth, Leicestershire, LE67 1BJ

Café Savvy, Bagworth Community Centre, Station Road, Bagworth, Leicestershire, LE67 1BH

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

Supported Employment

If you live in Leicester, are aged 18+ and have autism, a learning disability or both and want more information about support to find a job and stay in work.

0116 454 0079

SupportedEmployment@leicester.gov.uk

RNIB

RNIB is an expert national organisation, ensuring blind and partially sighted people get practical support in all aspects of their lives.

0303 123 9999

Disability Law Service

The mission of the Disability Law Service is to provide information, advice and assistance to those with disabilities and their carers.

Telephone advice is available within the following areas:

- Community Care Law
- Employment and Discrimination Law
- Welfare Benefits

0207 791 9800 advice@dls.org.uk

Mosaic Shaping Disability Services

Activities and support for those with a disability. 2 Oak Spinney Park, Ratby Lane, Leicester Forest East, LE3 3AW

Contact for more information 0116 2318720
enquiries@mosaic1898.co.uk

Disability Sport

Disability sport, physical education and physical activity across Leicestershire, Leicester and Rutland.

01509 564867 k.scott@LRSport.org

<http://www.lrsport.org/disabilitysport>

Disability Support in Leicester



Supported Employment

If you live in Leicester, are aged 18+ and have autism, a learning disability or both and want more information about support to find a job and stay in work.

0116 454 0079

SupportedEmployment@leicester.gov.uk

Leicestershire Learning Disabilities Partnership board

Group of people who meet and listen to what people with learning disabilities say. They talk about the things that are important to you and the people who support you. They also have local groups that meet regularly.

07712 321 554

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

The Learning Support Centre

The Learning Support Centre and Jotters provides specialist dyslexia and disability support services, which includes one to one specialist tuition, coaching, mentoring, note-taking, life skills, transcription services, assistive technology training, personal assistants and personal care, to meet the individual requirements.

Phoenix Yard, Jubilee Building, 5 Upper Brown Street, Leicester, LE1 5TE

0116 254 8881

info@learningsupportcentre.com

Cloud Nine Arts

Cloud Nine Arts is a creative arts day service opportunity for adults aged 18+ with learning disabilities and autism. Activities include dance, drama, music, arts and crafts and other creative art. Central Dance and Creative Arts Academy, 1 Darker Street, Leicester, LE1 4AQ

contact for more information 07789 498094

cloudnineartsuk@gmail.com

Changing LivesUK

At Changing LivesUK we offer a tailored support service to assist individuals to manage living with a mental health illness or learning disability in order for them to reach their full potential. Each person should have the opportunity to take control of their life, have choices and build a sense of purpose. Peppercorn House office 7, 5 Upper King Street, Leicester, LE1 6XF

0795 8555583 info@changinglivesuk.org

Be Inspired Project

Be Inspired Project is a culturally appropriate service for Adults with Learning Disabilities. We work in partnership with Adults with Learning Disabilities with interactive activities which include Independent living skills, Shopping/Outings, Cooking, Art & Craft, Socialising, Confidence building 112 Melbourne Road, Leicester, LE2 ODS Please contact us on 0116 262 1000 or email us at info@ansaar.org.

Female Sessions run Mondays and Thursdays

9.30 am to 12.30pm and 1 pm to 3 pm

Male Sessions run Tuesdays 9.30 am to 12.30 pm

Adult LD Autism Service

Supporting those with autism and learning disabilities.

138 Winstanley Drive, Leicester, LE3 1PB

0116 2954528

For more information visit

<https://www.leicspart.nhs.uk/services/referrals/?v=12895>

Ansaar

Ansaar provide day centre groups in partnership with adults who have learning disabilities and all carers particularly from Black and Minority Ethnic communities.

112 Melbourne Road, Leicester, LE2 ODS

0116 262 1000 info@ansaar.org

Disability Support in Leicester



RNID (Royal National Institute for Deaf People)

National Charity supporting those who are Deaf or hard of hearing.

0808 808 0123 contact@rnid.org.uk

Deaf Friends Group

Coffee mornings for Deaf, Hard of Hearing, Deafened and Deafblind people from all communities.

Thurnby Lodge Community Centre, 100 Thurncourt Road, Leicester, LE5 2NG

0743 6830 944 (text only)

Thursday 10 am to 12.30 pm

Autism Space

Webpage with clear, reliable, accessible advice and information about autism related topics and a directory of local support services. Visitors/people can expect topics such as:

- Understanding the autism diagnosis and assessment process
- Advice on support for autistic people in education and employment
- Mental health and emotional wellbeing support
- Sleep advice
- Self-help strategies
- Information about benefits and finances
- Support services for people and families
- And much more.

Visit: www.leicspart.nhs.uk/autism-space/

Leicester Deaf Centre

12 Frog Island, Leicester, LE3 5BG

To find out more visit

<https://leicesterdeafcentre.org.uk/elementor-429/>

Action Deafness

The Peepul Centre, Orchardson Avenue, LE4 6DP

0116 253 3200 enquiries@actiondeafness.org.uk

Leicester Disabled Integrated Sports Club (D.I.S.C)

Leicester Disabled Integrated Sports Club provides disabled children, young people and adults the chance to take part various activities.

Aylestone Leisure Centre, 2 Knighton Lane East, Leicester, LE2 6LU

Contact 0116 2120115 for more information

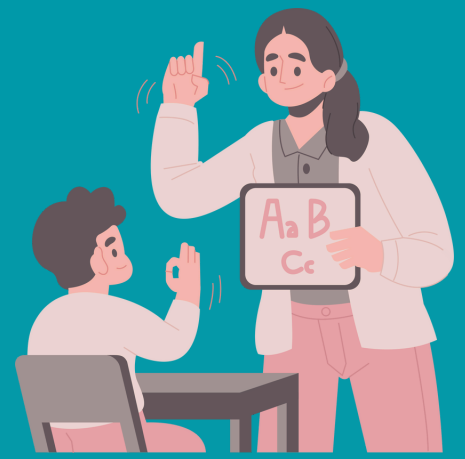
Spectrum

Support group for parents and carers of children, young people and adults on the Autism Spectrum or on the Autism diagnosis pathway.

07745 891834

spectrumautismgroup@yahoo.com

National Support for Disabilities



Government Support

There is a wide range of disability-related financial support, including benefits, tax credits, payments, grants and concessions.

Some benefits you might get are:

- Universal Credit
- Personal Independence Payment (PIP) or Disability Living Allowance (DLA)
- Attendance Allowance
- New Style Employment and Support Allowance (ESA)

Vehicles and transport

If you're disabled you can apply for the following:

- exemption from paying vehicle tax
- parking benefits - Blue Badge
- disabled persons bus pass or Disabled Persons Railcard
- help to buy or lease a car from The Motability Scheme

To find out more visit

<https://www.gov.uk/financial-help-disabled>

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. Access to work may pay for

- special equipment, adaptations or support worker services to help you do things like answer the phone or go to meetings
- help getting to and from work
- mental health support
- communication support at a job interview (for example, a British Sign Language interpreter or a lipspeaker)

<https://www.gov.uk/access-to-work>

Disability Rights UK

Disability Rights UK is the UK's leading organisation led by, run by, and working for disabled people. To find out more visit <https://www.disabilityrightsuk.org/>

Citizens Advice

Citizens Advice can offer advice, support and guidance in finding what support is available to you. To find out more visit

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/>

Scope

Scope provide practical information and emotional support when it's most needed.

Free disability helpline - **0808 800 3333**

Open Monday to Friday 9am to 6pm. Saturday to Sunday 10am to 6pm.

helpline@scope.org.uk

To access the support services and resources available visit

<https://www.scope.org.uk/advice-and-support/legal-information-and-your-rights/>

Money Helper

The Money Helper website provides resources and information to help those living with a disability to find the support that is available to them.

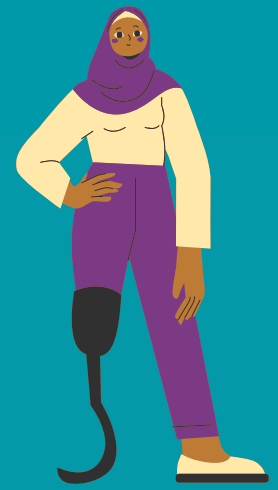
<https://www.moneyhelper.org.uk/en/benefits/benefits-if-youre-sick-disabled-or-a-carer/charitable-grants-for-ill-or-disabled-people>

RNIB

RNIB is an expert national organisation, ensuring blind and partially sighted people get practical support in all aspects of their lives.

0303 123 9999

National Support for Disabilities



Mencap

Mencap is a UK learning disability charity working with people with learning disabilities and their families and carers.

02074540454

information@mencap.org.uk

www.mencap.org.uk

National Autistic Society

The National Autistic Society is a charity which exists to champion the rights and interests of all people with autism and to ensure that they and their families receive quality services appropriate to their needs.

02078332299 nas@nas.org.uk

www.autism.org.uk

British Institute of Learning Disabilities (BILD)

A charity that exists to improve the quality of life of all people with a learning disability.

01562723010 enquiries@bild.org.uk

www.bild.org.uk

Disability Law Service

Disability Law Service offers a National Advice Line that provides specialist legal advice and information for disabled people, their families and carers.

02077919800 advice@dls.org.uk

www.dls.org.uk

HFT - Family Carer Support Service

The HFT Family Carer Support Service offers a variety of information and support to family carers.

01179061751

familycarersupport@hft.org.uk or info@hft.org.uk

www.hft.org.uk

Respond

Services for people with learning disabilities or autism, who've experienced abuse or trauma.

0207 383 0700 respond.org.uk

United Response

Support in England and Wales for people with learning disabilities, autism and mental health needs. Services include help with housing, supported living, education and employment.

unitedresponse.org.uk

Turning Point

Health and social care services in England for people with a learning disability. Also supports people with mental health problems, drug and alcohol abuse or unemployment.

turning-point.co.uk

Equality Advisory & Support Service (EASS)

Advice on issues relating to equality and human rights, including guidance for disabled people.

0808 800 0082

equalityadvisoryservice.com

Livability

Christian organisation providing care services for disabled people in England and Wales

020 7452 2110

livability.org.uk

Foundation for People with Learning Disabilities (FPLD)

Promotes the rights of people with a learning disability, and their families. FPLD also offer an easy-read online resource to help people with a learning disability to take care of their mental health.

learningdisabilities.org.uk

CHANGE

Helps organisations to support the rights of people with a learning disability. Its services include producing Easy Read resources and providing accessibility training.

changepeople.co.uk

National Support for Disabilities



Support for Carers

Mind

Being a carer can often be stressful and can have an impact on your mental health. Mind offers support to anyone who may be struggling.

Mind's helplines provide information and support by phone and email.

0300 123 3393 info@mind.org.uk

Local Minds offer face-to-face services across England and Wales. These services include talking therapies, peer support and advocacy.

<https://www.mind.org.uk/information-support/local-minds/>

Side by Side is Minds supportive online community for anyone experiencing a mental health problem.

<https://www.mind.org.uk/information-support/local-minds/>

Benefits for carers

You might not think of yourself as a carer. But you probably are if you're looking after someone regularly, including your spouse or a family member, because they're ill or disabled.

As a carer, you may be entitled to one or more state benefits to help you with the costs.

To find out more visit

<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/benefits-for-carers/>

Carers UK

Carers UK is an online resource for those caring for someone. There is lots of helpful advice, guidance and resources available to support you.

0808 808 7777

advice@carersuk.org

To find out more visit

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

The Carers Trust Network

Carers Trust works with charities across the UK providing support for carers.

<https://carers.org/>

Migrant and Multi-Cultural Support in Leicester



Local Support

Somali Development Services

Somali Development Services is a community interest company (CIC) offering drop-in advice services, adult learning including ESOL and ICT classes, training, family support, health and social care support, advocacy, interpreting and translation service, help with forms and applications, welfare and benefits advice, childcare and youth support.

39a Abingdon Road, Leicester, LE2 1HA
0116 2855888/Whatsapp 07958166960
admin@somdev-services.com

Hamidiye Camii – Turkish Islamic Cultural Centre

A place to worship and for community activities. Affiliated to the Federation of Muslim Organisations of Leicester.
16 Great Central Street, Leicester, LE1 4JT
0116 2624465

Pakistan Youth & Community Association

Pakistan Youth & Community Association (PYCA) is a voluntary organisation based in Highfields supporting the educational, social, cultural and recreational needs of the Pakistani and other communities in Leicester.
58 Earl Howe Street, Leicester, LE2 0DF
0116 254 8012 info@pyca.org.uk

Sikh Community Centre

106 East Park Road, Leicester, LE5 4QB
0116 2769297
info@sikhcommunitycentre.org

Adhar Project

Adhar provides a range of preventative, community-based support opportunities for people with mental health needs and their carers, primarily but not exclusively targeted at the Asian and Black African/Caribbean communities living in the city of Leicester.

79 St. Peters Road, Leicester, LE2 1DH
Contact Adhar Project by phone on 0116 220 0070, email admin.box@adharproject.org

Guru Nanak Community Centre

The aim of the service is to provide support, care and assistance to Punjabi speaking Older service users who are frail, socially isolated and/or may have a physical disability.
Manor House, Haddenham Road, LE3 2BG
0116 2221021 gngcentre@hotmail.com



National Migrant and Multi-Cultural Support



BME Youth

BME Youth is a national youth organisation of children and young people from Black, Asian and Minority Ethnic (BAME) communities in the UK.

<https://www.bmeyouth.org.uk/about/>

Muslim Women's Network UK

MWNUK is the only national Muslim women's organisation in Britain. They offer a helpline, counselling services, training and workshops.

<https://www.mwnuk.co.uk/>

Migrants Rights Network

The Migrants' Rights Network is a UK charity that stands in solidarity with all migrants in their fights for rights and justice.

<https://migrantsrights.org.uk/>

The Muslim Community Helpline

The Muslim Community Helpline is a confidential, non-judgemental listening and emotional support service.

0208 908 6715 / 0208 904 8193

ess4m@btinternet.com

Boloh Helpline

Offers advice, signposting, emotional support and free therapy to adult asylum seekers UK Wide.

To find out more contact 0800 151 2605

Healthy Lifestyle Service

by Sandwell African Caribbean Mental Health Foundation (Kuumba Foundation)

Kuumba Centre, Boulton Road, West Bromwich, B70 6NW

0121 525 1629

info@sacmhf.co.uk

<https://www.sacmhf.co.uk>

Women's Groups Leicester



Women's groups

Zinthyia Trust

Registered charity offering support to women and families from disadvantaged backgrounds, providing advice on a wide range of issues, including for those who may have found their way into crime, sex work, long term unemployment or those that are homeless or victims of domestic violence or honour based violence.

12 Bishop Street, Leicester, LE1 6AF

0116 254 5168 Zinthyia.trust@gmail.com

Shama Womens Centre

Shama Women's Centre is a place for the women of Leicester to make friends, learn and reach their full potential. We aim to empower local women from different backgrounds to become socially, educationally and economically active.

They offer bereavement counselling, language support, certified courses, health and wellbeing options (with our women only gym, sauna, and yoga classes), childcare, information and guidance, domestic abuse support, carers support services, our Open Minds Community Programme for women.

39-45 Sparkenhoe Street, Leicester, LE2 0TD

0116 251 4747

info@shamawomenscentre.co.uk

Bethany Project Leicester

Bethany Project is for vulnerable women who are pregnant or have children and other support needs. These needs may include drug and/or alcohol issues, mental health problems, learning difficulties or domestic violence.

0116 254 0518

Just For Ladies

A club for ladies where you can have a go at different crafts or bring something you are working on yourself. Refreshments are served free of charge.

Laburnum Road Community Church, Laburnum Road, Leicester, LE5 1FS

0116 2764418 info@laburnumlife.com

Thursday 1.30 pm to 3:30 pm

Belgrave Ladies Wellness Class

Belgrave Neighbourhood Centre, Rothley Street, Leicester, LE4 6LF

0116 222 1004

Tuesday 11.15 am to 12.15 pm

Shama Womens Centre

Shama Women's Centre is a place for the women of Leicester to make friends, learn and reach their full potential. We aim to empower local women from different backgrounds to become socially, educationally and economically active.

39-45 Sparkenhoe Street, Leicester, LE2 0TD

0116 251 4747

info@shamawomenscentre.co.uk

Khushie Group

The Kushi Group provides a supportive environment for women experiencing mental health difficulties.

To find out more contact 0116 261 6000

Riverside

Men's Groups

Leicester



Men's Groups

Mens Den

A club just for men who are over 18. Spend time chatting or playing dominoes, pool, darts or table tennis, while enjoying refreshments.

Laburnum Road Community Church, Laburnum Road, Leicester, LE5 1FS

0116 2764418

info@laburnumlife.com

Thursday 8 pm to 9.30 pm

ANDYSMANCLUB

ANDYSMANCLUB want to eliminate the stigma surrounding mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18.

<https://andysmanclub.co.uk/find-your-nearest-group/>

Men's Shed Groups

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter.

There are a number of groups across the UK, to find the one closest to you visit

<https://menssheds.org.uk/find-a-shed/>



Riverside

LGBTQ+ Support in Leicester



Local Support

Leicester LGBT Centre

Floor 2 Voluntary Action Leicestershire

9 Newarke Street, Leicester, LE1 5SN

0116 254 7412

info@leicesterlgbtcentre.org

For more information visit

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

National LGBTQ+ Support



LGBTQ+ National Support

Corner House Range of support opportunities for LGBTQ+ ages 11 to 17

Offer a support group for LGBTQ+ young people aged 11-17, who want to socialise with other young people experiencing similar things to them. This is a weekly session currently running on Zoom, Tuesdays 4.30 pm to 6 pm.

leahfewlass@wearecornerhouse.org

Mermaids Support for gender diverse young people and their families

Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

www.mermaidsuk.org.uk

0808 801 0400 Monday to Friday 9 am –to 9 pm

Stonewall

Stonewall stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. The website provides resources for individuals and workplaces across the UK.

www.stonewall.org.uk

Mind - Mindline Trans+ - helpline for LGBT / non-binary people - **0300 330 5468**

Mindout

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people. We work to improve the mental health and wellbeing of all LGBTQ communities and to make mental health a community concern.

01273 234839 info@mindout.org.uk

LGBT Hero

LGBT HERO provide information, advice and various types of support including one-to-one, group and peer-support on a range of topics including mental health, sexual health, Living with HIV, coming out, gender and sexuality and hate crime and discrimination. LGBT HERO also campaigns for LGBTQ+ people to lead happier, healthier lives.

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

LGBT Foundation

The LGBT Foundation services have been designed by LGBT+ people for LGBTQ+ people. They offer a number of services including talking therapies, sexual health support, helpline, befriending, peer support, advocacy and much more.

<https://lgbt.foundation/>

Switchboard

Switchboard is for all. Figuring out your gender expression? Questioning your sexuality? Or is someone you care about facing a challenge? Wherever you fit into the picture, they are here to listen. Acknowledging and celebrating wherever people are on their journey, we meet you where you are.

0800 0119 100 Open 10 am to 10 pm

hello@switchboard.lgbt

<https://switchboard.lgbt/get-support>

TransUnite

Have an online directory of trans support groups near you.

<https://www.transunite.co.uk/find-a-group/>

National Support Services



Sexual Violence Support

Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened. **0808 500 2222** open 24 hours a day
<https://rapecrisis.org.uk/get-help/>

Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

Victims can contact the Helpline by phone 0800 999 5428 or via email help@galop.org.uk.

The 24/7 Rape and Sexual Abuse Support Line

247 offers Free, specialist and confidential support delivered by Rape Crisis England & **0808 500 2222**

To chat online or find out more visit

<https://247sexualabusesupport.org.uk>

National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity. Live chat, SMS and email support.

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

Safeline

A dedicated service in England and Wales for adults and children affected by rape or sexual abuse who identify as male and for those that support them such as friends and family.

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

0808 800 5005 or visit

<https://www.safeline.org.uk/contact-us/> to chat online

Text support: **07860 065187** Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 2 pm.

The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

08088 010818

info@thesurvivorstrust.org

More information can be found at

www.thesurvivorstrust.org

Victim Support

If you've been affected by sexual violence and would like information or support, you can get in touch by:

contacting your local Victim Support team

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>

Calling the Supportline on **08 08 16 89 111** using the free 24/7 live chat service

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

If English is not your first language and you would like support, call supportline and let us know which language you speak. They will call you back with an interpreter as soon as possible. They also welcome calls via Relay UK and SignLive (BSL).

Additional Support in Leicester



Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Jasmine House - Leicester rape crisis

Free, confidential support services provided by women for women and girls who have experienced rape, sexual abuse and sexual violence.

Helpline (Monday to Friday, 10am - 4pm and Wednesday and Thursday evenings, 6pm - 8pm)

Leicester Rape Crisis, Leicester, PO BOX 10158
admin@jasminehouse.org.uk

**0116 255 8852 Helpline open Monday to Friday,
10 am to 4 pm, Wednesday and Thursday 6pm to
8 pm**

Quetzal

Supporting women age 16+ in Leicester, Leicestershire and Rutland recovering from childhood sexual abuse.

help@quetzal.org.uk

**0333 101 4280 Helpline Open Monday to Friday
9 am to 5 pm**

Juniper Lodge sexual assault referral centre

Service covering Leicester, Leicestershire and Rutland for people aged 18 and over who have been raped or sexually assaulted either recently or in the past, regardless of gender or gender identity.

0116 2733 330

Juniper.lodge@leicestershire.pnn.police.uk

Additional Support in Leicester



Hate Crime

Report a hate crime

You can report a hate crime online or call 101 to speak to the police.

Call 999 if you're reporting a crime that's in progress or if someone is in immediate danger.

Stop Hate UK

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.

You can report a hate crime by:

0800 138 1625 Text: 07717 989 025

Text relay: 18001 0113 293 5100

Webchat at www.stophateuk.org/talk-to-us

Victim Support: (24/7 support)

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.

0808 16 89 111

Live chat available by visiting

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>

Hate Crime Campaign

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

<https://hatecrime.campaign.gov.uk/>