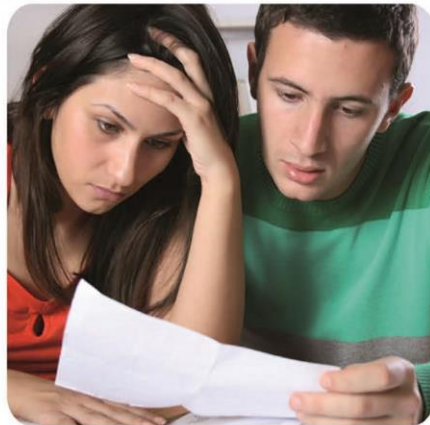


# A Guide to Homelessness Advice Services

An easy to use directory  
of local and national  
homelessness advice  
and support agencies.



## Directory of Organisations in Alphabetical Order

| Organisation  | Website   | Tel No.                              |
|---|---|--------------------------------------|
| <b>Aylesbury Homeless Action Group</b>  | <a href="http://www.ahag.org.uk">www.ahag.org.uk</a>  | 01296 435026                         |
|   | <p>AHAG provide housing advice and support for single people over the age of 18 years who are homeless, facing homelessness or inadequately housed.</p> <p>The Hub drop-in is our initial point of contact for all new clients, providing housing advice from specialised case workers. We also provide practical support for those people who are homeless. The Hub is open on a Monday and Wednesday from 12 noon-2pm at Walton hall, Walton Street, Aylesbury HP21 7QX.</p> <p>Further support and advice including access to computers and the telephone is offered BY APPOINTMENT ONLY at 2, Rickfords Hill, Aylesbury HP20 2RX.</p> |                                      |
| <b>Aylesbury Vale District Council – Benefits Team</b>                          |   | 01296 585618                         |
|   | If you are on a low income you may qualify for help to pay your rent or council tax.  |                                      |
| <b>Aylesbury Vale District Council – Debt Advice Team</b>                       |   | 01296 585168                         |
|   | Housing Debt Advisors who can provide advice to people with housing-related or other “priority” debts that could result in them becoming homeless. Our website also gives further information and some self help information. For a referral please call the number above.  |                                      |
| <b>Aylesbury Vale District Council – Housing Advice &amp; Homelessness Team</b> | <a href="http://www.aylesburyvaledc.gov.uk/section/housing">www.aylesburyvaledc.gov.uk/section/housing</a>  | 01296 585168                         |
|   | Suitable for people needing advice on homelessness, domestic violence and those having issues with their landlord or property.  |                                      |
| <b>Aylesbury Vale District Council – Private Sector Housing Team</b>            | <a href="http://www.aylesburyvaledc.gov.uk/flexible-home-improvement-loan">www.aylesburyvaledc.gov.uk/flexible-home-improvement-loan</a>  | 01296 585605                         |
|   | If you are a homeowner aged 60 or over you may qualify for a flexible home loan to make your home warmer, safer and more comfortable.   |                                      |
| <b>Aylesbury Vineyard Storehouse</b>  | <a href="http://www.aylesburyvineyard.org.uk">www.aylesburyvineyard.org.uk</a>  | 01296 424440                         |
|   | Suitable for anyone who is in need of clothes, baby equipment, bedding and furniture. Referrals from a variety of agencies. Drop in at opening times. Out of hours appointments are available. One off emergency food parcels for people who find themselves in need.   |                                      |
| <b>Aylesbury Women’s Aid</b>  | <a href="http://www.aylesburywomensaid.org.uk">www.aylesburywomensaid.org.uk</a>  | (a) 01296 437777<br>(b) 01296 436827 |
|   | <p>Suitable for women who are or have been abused by their partner/ex partner or other relatives and women fleeing forced marriage.</p> <p>Emergency supported accommodation in Aylesbury or referrals to other areas. Outreach and aftercare for women living in their own homes. Both these services include support, information, advocacy, safety planning and practical assistance. Referrals to other suitable agencies can be made.</p> <p>Free phone 24hr National Domestic Violence Helpline - 0808 2000 247</p> <p>For a local Advisor – see tel (a) above. For the outreach centre – see tel (b) for the refuge.</p>           |                                      |

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| <b>Buckinghamshire County Council - Adult Social Care</b> | <a href="http://www.buckscc.gov.uk">www.buckscc.gov.uk</a>  | 01296 383204  |
|   | Suitable for vulnerable adults and carers (eg older people, people with mental health issues, learning difficulties etc)<br>Information, advice and assistance; home support; support for carers; contact with all health services; emotional support/counselling; advice of welfare benefits; specialist liaison (e.g. services that are specifically for members of black and ethnic groups, lesbian, gay, bisexual, transgender communities); referrals to specialist drug agencies. |               |
| <b>Bucks County Council – Children &amp; Families</b>     | <a href="http://www.buckscc.gov.uk/social-care/children-and-families/">http://www.buckscc.gov.uk/social-care/children-and-families/</a>   | 0845 4600001  |
|   | Part of the social care team they will work with children and families if appropriate as well as outside agencies.  |               |
| <b>Bucks Home Choice</b>                                  | <a href="http://www.buckshomechoice.gov.uk">www.buckshomechoice.gov.uk</a>  | 01296 585197  |
|   | If you live in Aylesbury Vale district and are thinking of downsizing or moving for medical reasons to a housing association property you may be able to apply to join the housing register, Bucks Home Choice.   |               |
| <b>Bucks Vision (the new name for B.A.B.)</b>             | <a href="http://www.bucksvision.co.uk">www.bucksvision.co.uk</a>  | 01296 487556  |
|   | Suitable for visually impaired people.<br>Resource room to demonstrate specialist equipment for people experiencing sight loss.<br>Qualified rehabilitation workers to give advice and training on daily living skills and mobility. Social activities.   |               |
| <b>Citizens Advice Bureau</b>                             |   |               |
|   | Giving information, help and advice on dealing with debt problems, how to avoid losing your home and how to get your finances back into shape.  |               |
| <b>Connection Floating Support</b>                        | <a href="http://www.connectionfs.org">www.connectionfs.org</a>  | 01296 484322  |
|   | Suitable for over 16 year olds (with or without dependent children).<br>Floating support to clients by the means of planned support with visits either to their home or an agreed suitable venue. Advice on housing and tenancy issues. Help with benefit claims, budgeting skills and accessing debt advice.<br>Help with life skills, problem solving and emotional support. Resettlement and training. Aim to enable people to live successfully within the community.               |               |
| <b>Connexions Buckinghamshire</b>                         | <a href="http://www.connexionsbucks.org.uk">www.connexionsbucks.org.uk</a>  |               |
|   | Offer advice and guidance to certain groups of young people between the ages of 13 and 19 (up to 25 with those with special needs).   |               |
| <b>Crisis and Crisis Changing Lives</b>                   | <a href="http://www.crisis.org.uk">www.crisis.org.uk</a>  | 0300 6361967  |
|   | Suitable for single homeless people, aged 18 plus.<br>Changing lives is a nationwide funding programme for vocational progression, providing tools/equipment for courses, going back to work, and business start up for individuals.  |               |
| <b>FirstStop &amp; Elderly Accommodation Counsel</b>      | <a href="http://www.firststopadvice.org.uk">www.firststopadvice.org.uk</a> & <a href="http://www.eac.org.uk">www.eac.org.uk</a>   | 0800 377 7070 |
|   | Free independent service offering advice & information for older people, their families and carers on issues including care & support, housing options, finance & benefits, the law & rights relating to housing and care. It is led by the Elderly Accommodation Counsel which also offer free advice on specialist accommodation for older people and have a large database   |               |

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|   | of sheltered housing and care homes.   |               |
| <b>Life</b>                                   | <a href="http://www.lifecharity.org.uk">www.lifecharity.org.uk</a>   | 0808 802 5433 |
|   | Suitable for pregnant women and mothers needing support to move to independent living. Provide 24 hour on call service.  |               |
| <b>Local Emergency Support Fund</b>           |  | 01296 382414  |
|   | Offers eligible applicants assistance with goods and funds where appropriate and approved.   |               |
| <b>Mankind Initiative</b>                     | <a href="http://www.mankind.org.uk">www.mankind.org.uk</a>   | 01823 334244  |
|   | Suitable for male victims of domestic violence and/or abuse and their children.<br>Helpline manned by trained people who give information and support on all aspects of domestic abuse including reporting incidents, police procedures, housing, benefits and injunctions. Will refer people to refuges, local authorities and other support services where appropriate.  |               |
| <b>Mediation Buckinghamshire</b>              | <a href="http://www.mediationbucks.org.uk">www.mediationbucks.org.uk</a>   | 01494 520821  |
|   | Offer mediation services for neighbours with disputes and young people and their families.   |               |
| <b>Nacro Resettlement Plus Helpline</b>       | <a href="http://www.nacro.org.uk">www.nacro.org.uk</a>   | -             |
|   | Suitable for prisoners, ex-offenders, their families and friends and advice workers.<br>Advice and information service for prisoners and ex-offenders on resettlement issues, including housing, employment, education and training. Offer advice and have a nationwide database for local services, including housing providers, advice services and training providers.  |               |
| <b>National Debtline &amp; My Money Steps</b> | <a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a> & <a href="http://www.mymoneysteps.org">www.mymoneysteps.org</a>  | 0808 808 4000 |
|   | A helpline and website that provides free confidential and independent advice and self help tools on how to deal with debt problems.   |               |
| <b>Relate</b>                                 | <a href="http://www.relate.org.uk">www.relate.org.uk</a>   | 0300 100 1234 |
|   | Suitable for families. all communities, all ages.<br>Relationship, couple and family counselling, sex therapy, training and education.   |               |
| <b>Royal British Legion</b>                   | <a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a>   | 0808 802 8080 |
|   | Offer help to people with a Service connection, including the Reserves, who have received at least 7 days pay in service. Also offer help to partners, carers and dependents. 1 in 6 people could qualify for assistance. Help available includes: benefits and War Pensions advice and assistance ,debt advice , grants and financial assistance to individuals in need- including assistance with household goods / rent deposit bonds and disabled adaptations. |               |
| <b>Shelter</b>                                | <a href="http://www.shelter.org.uk">www.shelter.org.uk</a>   | 0808 8004444  |
|   | Suitable for people experiencing housing, welfare benefit or debt difficulty.<br>Provide a free, confidential, independent specialist housing, welfare benefit and debt advice service to people with housing, welfare benefit and debt problems in the Thames Valley area.  |               |

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| <b>SMART Open Access</b>  | <a href="http://www.smartcjs.org.uk">www.smartcjs.org.uk</a>   | 01296 337717  |
|   | Suitable for drug and alcohol users in Buckinghamshire<br>Drop in sessions, advice & support, care coordination, access to structured treatment and support services, support groups, housing support, harm reduction advice and needle exchange, mentoring, support for family and friends.   |               |
|   | <a href="http://www.homegroup.org.uk">www.homegroup.org.uk</a>   | 01296 426688  |
|   | Supported housing suitable for single homeless people aged 16-49 years (Aylesbury).<br>Supported housing for 16-25 year olds (Bicester & Oxford).<br>Referral by Aylesbury Vale District Council, Social Services, Probation Service or self-referral.   |               |
| <b>Street Link</b>  | <a href="http://www.streetlink.org.uk">www.streetlink.org.uk</a>   | 0300 5000914  |
|   | Suitable if you are sleeping rough or are concerned about someone who is sleeping rough. A scheme funded by Government as part of their commitment to end rough sleeping by pointing them to local services and support.   |               |
| <b>Thames Valley Police - Protecting Vulnerable Persons – Domestic Abuse Investigation Unit</b> | <a href="http://www.thamesvalley.police.uk">www.thamesvalley.police.uk</a>   | See below     |
|   | Suitable for people experiencing domestic violence. Telephone 999 for Police if in an emergency. Dial 101 for support and advice.<br>Specialist Domestic Abuse Officers offer support & advice in relation to crimes of domestic assault.  |               |
| <b>Travellers' Advice Line</b>  | <a href="http://www.communitylawpartnership.co.uk">www.communitylawpartnership.co.uk</a>   | 0121 685 8677 |
|   | Helpline offering advice and representation on any issue for gypsies and travellers.   |               |
| <b>UK Border Agency</b>   | For immigration related issues   |               |
| <b>YMCA – High Wycombe</b>  | <a href="http://www.hw-ymca.org.uk">www.hw-ymca.org.uk</a> <a href="http://www.ymca.org.uk">www.ymca.org.uk</a>  | 01494 465700  |
|   | Suitable for single people aged 16-30 yrs. Under 18s by referral from Social Services. Supported housing. Offers guidance, job searching facilities and helps disadvantaged young people achieve the transition to independence.   |               |
| <b>YMCA – Milton Keynes</b>   | <a href="http://www.mkymca.com">www.mkymca.com</a> <a href="http://www.ymca.org.uk">www.ymca.org.uk</a>  | 01908 295600  |
|   | Suitable for 16-65 year old for Homeless Project and 18-30 year old for Residential Flats.<br>Accommodation for people who are homeless or in housing need. Offer support services.  |               |
| <b>Youth Concern “Uptown Coffee Bar”</b>  | <a href="http://www.youthconcern.org.uk">www.youthconcern.org.uk</a>   | 01296 431183  |
|   | Drop-in for young people aged 13-25. Free support, advice & referrals to specialist agencies. Referrals to Nightstop for emergency volunteer host accommodation, longer term housing, resettlement & tenancy sustainment support. Free internet access. Support around finding employment, help with CV writing. Counselling. Laundry, showers and free food for homeless young people. Music, sport, drama, allotment project and pool table.<br>Access via drop-in or self-referral. |               |



If you have any questions please contact our Housing Team on 01296 585168 or 585197.



Further copies of this document can be downloaded from [www.aylesburyvaledc.gov.uk/housing](http://www.aylesburyvaledc.gov.uk/housing)

If you would like this information in an accessible format (for example in large print or by email) please phone: 01296 585197 or email: ***housingneeds@aylesburyvaledc.gov.uk***



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