



**Welcome to your Housing Advice Directory from Aylesbury Vale District Council. This directory will tell you about Accommodation, Advice and Support Agencies in the Aylesbury Vale area.**

With the help of colleagues in many other agencies and organisations, we have revised the Housing Advice Directory and database of accommodation, advisory and support services available to people with housing difficulties, with an emphasis on preventing homelessness through the provision of advice.

Although this directory is designed primarily for the direct benefit of people in housing need seeking help, we hope that it will also be helpful to other agencies and organisations giving advice to people in housing difficulty.

We will update this directory regularly, and will send hardcopy revisions to those agencies and organisations to which we have given a copy. For the most up to date version of the Directory please go to [www.aylesburyvaledc.gov.uk/housing/housing-services/sources-help-advice/](http://www.aylesburyvaledc.gov.uk/housing/housing-services/sources-help-advice/)

If you wish to update your entry or be added to the directory, please fill in the form which you will find at the back of the directory. You can also get a form by phoning 01296 585168/ 585197/ 585360 or from our website or emailing: [housingneeds@aylesburyvaledc.gov.uk](mailto:housingneeds@aylesburyvaledc.gov.uk).

We hope that this directory will help people in housing needs and are very grateful for all of the agencies who have contributed to the directory and for their comments.

If you have any comments or suggestions we will be pleased to hear from you. Please contact the Housing Partnership and Strategy team on 01296 585360.

Updated March 2010

Housing Needs & Advice

PO Box 459 Aylesbury HP20 1YW  
Fax (01296) 398804 DX 4130 Aylesbury  
[www.aylesburyvaledc.gov.uk](http://www.aylesburyvaledc.gov.uk)

Visitors please call at 66 High Street Aylesbury

# How to use this directory

Please refer to pages 7-9 to view Aylesbury Vale District Council's own service summary. We have listed this separately as we are the lead agency dealing with homelessness in the local area.

For services provided by our partner agencies, please use the Contents page, which lists services in alphabetical order in the following sections:

- Drug and Alcohol Services.
- Hostels.
- Housing Associations.
- Services for Families/Relationships.
- Services for Older People.
- Services for Young People.
- Support & Advice Agencies.

Alternatively, if you wish to see which services are provided by a particular agency, the Index on pages 123 to 124 lists all the agencies in the directory in alphabetical order and will inform you which page the particular agency you are looking for is on.

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**Organisation****Aylesbury Vale District  
Council - Housing Needs &  
Advice****Address**

66 High Street, Aylesbury, Buckinghamshire,  
HP20 1SD.

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**Contact**

Housing Needs & Advice Section.

**Telephone Number**

01296 585168/585197 (general enquiries)

**Fax Number**

01296 398804

**Email**

housingneeds@aylesburyvaledc.gov.uk

**Website**

www.aylesburyvaledc.gov.uk

**Open Hours**

8.45am-5.15pm Monday-Wednesday.  
9.45am-5.15pm Thursday.  
8.45am-4.45pm Friday.

**Suitable for**

Anyone in housing need.

**Service Provided**

Advice and assistance with all housing-related queries, including the prevention of homelessness, joining the Housing Register, and exploring local housing options. Specialist members of the Team can also give you advice on low cost shared ownership, the Council's Private Rent Scheme, budgeting and welfare benefits.

The **Housing Options Team** provide advice about the Housing Register now Bucks Home Choice), general information on housing options

and co-ordinate nominations to local housing associations. They also act as a first point of contact for most homelessness enquiries.

**Shared Ownership** is a part buy purchase scheme which aims to help people who cannot afford to buy outright. It exists as a cheaper alternative that allows you to buy part and rent part of a property.

The Home Ownership Officer acts as a first point of contact providing information on the various 'Homebuy' housing options available and co-ordinates nominations to the various providers of affordable (low cost) housing.

A specialist Housing Options Officer within the Team manages the **Private Rent Scheme**. This scheme aims to help people who are in housing need and on a low income to gain access to privately rented accommodation. The scheme offers landlords/landladies a Deposit Guarantee Bond, in place of a cash deposit. In offering this guarantee the initial expense of privately renting will be dramatically reduced, whilst also providing a landlord/landlady with the same level of security as a cash deposit.

The **Advice Team** consists of Housing Advisers and Housing Debt Advisers.

**The Housing Advisers** give help and more detailed advice to prevent homelessness and advises people who are homeless and for whom the Council may have a legal responsibility.

Staff give a wide range of detailed advice and information on housing options for people who are homeless, or who have become homeless, and for those experiencing a relationship breakdown,

or who are experiencing difficulties with a private landlord.

The **Housing Debt Advisers** provide advice to people with housing-related or other “priority” debts that could result in them becoming homeless.

### **How To Access Service**

**Housing Options Team** – there is a drop in surgery between 8.45 and 12 noon every weekday except Thursday when the office opens to the public at 9.45am. Appointments at other times can be arranged in advance.

**The Advice Team** have a duty officer available to deal with emergency cases.

The Housing Option Officers, The Home Ownership & Private Rent Scheme Officer, Advice Team and Housing Debt Advice Team can all be contacted on the general enquires number 01296 585168 / 585197 during normal office hours.

### **Other Information**

**Out of hours:** If you are homeless, in an emergency, and have no where to stay, you can telephone 01494 675802 and the staff will try and help you.

### **Last Updated**

March 2010



# **Drug & Alcohol Services**



**Organisation****Alcoholics Anonymous****Address**

PO Box 1, 10 Toft Green, York, YO1 7NJ.

**Contact**

-

**Telephone Number****Helpline: 0845 769 7555**

For information purposes: 01904 644026

**Fax Number**

-

**Email**

-

**Website**[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)**Open Hours****Helpline open 24 hours.**

For Information Purposes:

9.00am-5.00pm (Monday-Thursday).

9.00am-4.30pm (Fridays).

**Suitable for**

Open to anyone who has a problem with alcohol.

**Service Provided**

Alcoholics Anonymous has over 3,500 groups throughout the UK, designed to help those with a serious alcohol problem. Through mutual support, sufferers assist each other in coping with their problem.

**How To Access Service**

Telephone helpline number.

**Other Information**

There are no dues or fees.

**Last Updated**

October 2009

**Organisation****Buckinghamshire Drug & Alcohol Action Team****Address**

Hampden Hall, Wendover Road, Stoke Mandeville, Buckinghamshire, HP22 5TB.

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**Contact**

Adult commissioner

**Telephone Number**

01296 387032

**Fax Number**

01296 387724

**Email**

jlallen@buckscc.gov.uk

**Website**

www.bucksdaat.co.uk

**Open Hours**

The office is not open to the public.

**Suitable for**

Those wishing to find out how to access help for their problematic drug and/or alcohol use.

**Service Provided**

The Drug & Alcohol Action Team is a partnership which commissions services to deliver the national drug and alcohol strategies.

**How To Access Service**

By telephone or via the DAAT website.

**Other Information**

Some of the drug and alcohol services commissioned by the DAAT provide housing, information and support.

**Last Updated**

September 2009.

**Organisation****Buckinghamshire Drug  
Intervention Programme  
(DIP)/Substance Misuse Arrest  
Referral Team (SMART)  
Criminal Justice System (CJS)****Address**

Gemini House, Bierton Road, Aylesbury,  
Buckinghamshire, HP20 1EG.

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**Contact**

Ms A Malyon

**Telephone Number**

01296 468516

**Fax Number**

01296 468533

**Email**

amalyon@smartcjs.org.uk

**Website**

www.smartcjs.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).  
Evening or weekend appointments are available  
for those in full-time employment.

**Suitable for**

Drug users aged 18 plus with a history of criminal  
justice involvement.

**Service Provided**

Assessment and onward referral for drug users  
caught up in the CJS who live in  
Buckinghamshire. Services include access to  
community detox, housing, benefit support and  
counselling. Access to Housing Assessment.  
Provide motivational support, care planning and  
relapse prevention information.

**How To Access Service**

By telephone. Freephone telephone number:  
**0800 032 0666** is available 24 hours 7 days a  
week and provides support and guidance.

**Other Information**

There are no service charges. Service users must  
be living in Buckinghamshire.

**Last Updated**

September 2009

**Organisation****The OASIS Partnership****Address**

Unity House, 98 Walton Street, Aylesbury, HP21  
7QP

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**Contact**

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**Telephone Number**

01296 338008

**Fax Number**

01296 421585

**Email**

info@oasispartnership.org

**Website**

www.oasispartnership.org

**Open Hours**

Mondays 12pm-4pm, Tuesdays 4pm-7.30pm,  
Wednesdays 12pm-7.30pm, Fridays 12pm-4pm,  
Saturdays 10.30am-1.30pm.

**Suitable for**

We are a local charity offering a range of services to anyone whose life is affected by their own or someone else's drug or alcohol use.

**Service Provided**

Advice and support. One to one counselling. Therapeutic interventions. Counselling. Complementary therapies. Open access drop in facilities. Support groups. Aftercare and longer term support. Employment, training and education advice. IT training. Benefit and housing advice. Referral to other services.

**How To Access Service**

Self-referral.  
Referrals from other agencies welcome.

**Other Information**

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**Last Updated**

October 2009

**Organisation****Specialist Community  
Addiction Service****Address**

Tindal Cottage, Bierton Road, Aylesbury,  
Buckinghamshire, HP21 1EU.

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**Contact**

Melanie O'Toole – Administrator Manager.

**Telephone Number**

01296 565100

**Fax Number**

01296 565844

**Email**

-

**Website**

-

**Open Hours**

9.00am-5.00pm (Monday, Wednesday, Friday).  
Office closed Tuesday & Thursday.

**Suitable for**

Anyone who requires help or advice on drugs or  
alcohol.

**Service Provided**

Advice and information about drugs and alcohol.  
Syringe & needle exchange.  
Heroin substitute prescribing.  
Detoxification.  
Hepatitis B/C Clinic.

**How To Access Service**

GP referral.  
Agency referral.

**Other Information**

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**Last Updated**

September 2009

**Organisation****Young Addaction****Address**

Unit G, Merlin Centre, Gatehouse Close,  
Aylesbury, Bucks, HP19 8DP.

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**Contact**

Jonathon McDonnell – Project Manager.

**Telephone Number**

01296 331933

**Fax Number**

01296 424461

**Email**

aylesbury@addaction.org.uk

**Website**

www.addaction.org.uk

**Open Hours**

9.00am-5.00pm (Monday- Friday).

**Suitable for**

Young people up to 19 years old.

**Service Provided**

Information, advice and guidance about drug and alcohol use, covering the whole of Buckinghamshire.

Outreach project. We meet young people at various community venues.

Helpline available Monday-Friday 9.00am-5.00pm.

**How To Access Service**

Self-referral or professional referral.

**Other Information**

Free and confidential service for any young person with drug and alcohol issues.

**Last Updated**

September 2009

# Hostels



**Organisation**

# English Churches Housing Group

**Address**

The Old Tea Warehouse, Amersham Hill, High Wycombe, Buckinghamshire, HP13 6HQ.

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**Contact**

Supported Housing Reception.

**Telephone Number**

01494 753920

**Fax Number**

01494 753929

**Email**

-

**Website**

[www.echg.org.uk](http://www.echg.org.uk)

**Open Hours**

Open 24 hours 7 days a week.

**Suitable for**

Homeless adults aged 18 to 65 years old.

**Service Provided**

Supported housing, resettlement and support for homeless adults with general needs, mental health issues, drug and alcohol dependency.

**How To Access Service**

Self referral and by referral and assessment via other agencies.

**Other Information**

House homeless people from any area in the UK. All applicants' details are assessed after probation records have been checked. Applications are often speeded up by provision of paperwork e.g. pre-sentence reports and risk assessments from referring agencies.

Applicants may fail assessment if there is a history of arson, violence, and sexual offences less than 3 years ago. Applicants may not be offered an assessment if they have rent arrears from a previous stay. The current service charge is £12.32 per week. increasing in April 2010.

**Last Updated**

September 2009.

**Organisation****Griffin Place****Address**

Griffin Lane, Aylesbury, Buckinghamshire, HP19 8BS.

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**Contact**

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**Telephone Number**

01296 337858

**Fax Number**

01296 331367

**Email**

contact.griffin@bromford.co.uk

**Website**

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**Open Hours**

24hrs, 7 days a week

**Suitable for**

People accepted as homeless by Aylesbury Vale District Council.

**Service Provided**

Accommodation for single people and families.

**How To Access Service**

No direct access. Persons requiring housing must be accepted as homeless via Aylesbury Vale District Council as above.

**Other Information**

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**Last Updated**

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**Organisation****Life****Address**

1 Mill Street, Leamington Spa, Warwickshire,  
CV31 1ES.

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**Contact**

Admissions Department.

**Telephone Number**

01926 421587

**Fax Number**

01926 431939

**Email**

info@lifecharity.org.uk  
referrals@lifecharity.org.uk

**Website**

www.lifecharity.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

Female teenage parents needing support to move to independent living.

**Service Provided**

Supported accommodation for teenage pregnant women and mothers.

Provide 24 hour on call service.

**How To Access Service**

Self referral by phone.  
Referral by agencies.  
All referrals are offered an interview.

**Other Information**

A local connection to Aylesbury Vale District is required.

**Last Updated**

October 2009

**Organisation**

# **One Foot Forward**

**Address**

3-5 Iffley Road, Oxford, OX4 1EA.

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**Contact**

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**Telephone Number**

01865 794410

**Fax Number**

01865 203663

**Email**

onefootforward@hyped.org.uk

**Website**

-

**Open Hours**

Open 24 hours, 7 days a week.

**Suitable for**

16-25 year olds, who are homeless and vulnerable.

**Service Provided**

Emergency direct access accommodation and support for homeless and vulnerable young people with complex multiple needs.

**How To Access Service**

Direct access.

**Other Information**

Clients are risk assessed.

**Last Updated**

January 2010

**Organisation****Padstones****Address**

Reedham House, Britwell Road, Burnham,  
Buckinghamshire, SL1 8AG.

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**Contact**

Sue Ogden - General Manager.

**Telephone Number**

01628 660872

**Fax Number**

01628 660472

**Email**

sueogden@padstones.org.uk

**Website**

[www.padstones.org.uk](http://www.padstones.org.uk)

**Open Hours**

Open 24 hours, 7 days a week.

**Suitable for**

16-19 year olds who are homeless.

**Service Provided**

Supported 24/7 accommodation for 16-19 year olds.

**How To Access Service**

Referral pack available electronically by emailing Sue Ogden on the above email address.

**Other Information**

Service charges are dependant on income.  
No local connection required.

**Last Updated**

October 2009

**Organisation****YMCA – High Wycombe****Address**

Crest Road, High Wycombe, Buckinghamshire,  
HP11 1UD.

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**Contact**

Housing Manager.

**Telephone Number**

01494 465700

**Fax Number**

01494 436954

**Email**

admin@hw-ymca.org.uk

**Website**

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**Open Hours**

The YMCA operates 7 days a week, 24 hours a day. Office hours: 8.00am-9.00pm (Monday-Sunday).

**Suitable for**

Single people between the ages of 16-30 years.

**Service Provided**

Supported housing. High Wycombe YMCA is also an accredited Foyer which provides opportunities in the growth, motivation and development of its residents.

**How To Access Service**

Will accept direct applications for its accommodation but does not provide direct access accommodation.

**Other Information**

Provides 74 units of accommodation designed for single occupancy and 52 move on flats for young people (Applicants under 18 years are expected to be by referral from social services only).

All applicants are expected to be capable of basic personal care and are subject to interview before any offer of accommodation is made.

**Last Updated**

October 2009.

**Organisation****YMCA – Milton Keynes****Address**

402 North Row, Central Milton Keynes,  
MK9 2NL.

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**Contact**

Simon Green – Housing Manager  
Kelvin Brookbank – Supported Housing Manager

**Telephone Number**

01908 295600

**Fax Number**

01908 295605

**Email**

Simon.green@mkymca.com  
kelvin@mkymca.com

**Website**

www.ymca.org.uk (YMCA National website).  
www.mkymca.com (Milton Keynes YMCA).

**Open Hours**

Office Hours – 9am-5pm (Monday - Friday).  
Homeless Project open 24 hours, 7 days a week.  
Support staff available 8am-9.30pm.

**Suitable for**

16-60 years for Homeless Project.  
18-30 years for Residential Flats.

**Service Provided**

Accommodation for people who are homeless or  
in housing need. Offer support services.  
**Homeless Project:** 15 Bed Emergency Night  
Shelter.  
**Residential Flats:** 123 flats. Various charges  
apply.

**How To Access Service**

Drop in and referrals.

**Other Information**

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**Last Updated**

October 2009.



# **Housing Associations**



**Organisation****ASRA Greater London  
Housing Association Limited****Address**

Asra House, 1 Long Lane, London, SE1 4PG.

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**Contact**

Head of Housing.

**Telephone Number**

0207 940 6600

**Fax Number**

0207 940 6601

**Email**

sejal.majithia@lha-asra.org.uk

**Website**

www.asra.org.uk

**Open Hours**

9.30am-5.00pm (Monday-Friday).

**Suitable for**

People in housing need.

**Service Provided**

Advice and support on tenancy management, rent arrears (debt advice/support) and lettings.

**How To Access Service**

- 1) Nominations only for general needs housing.
- 2) Women schemes – direct or referral.
- 3) Sheltered – direct, referral, nominations.

2) & 3) not available in Aylesbury

**Other Information**

ASRA is part of LHA-ASRA Group. Women schemes & sheltered accommodation for older people (Asian origin applicants only). General needs schemes (families) open to all.

**Last Updated**

October 2009

**Organisation****Carr-Gomm****Address**

123 Tring Road, Aylesbury, Buckinghamshire,  
HP20 1LE.

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**Contact**

Marcin Grzegorzczuk

**Telephone Number**

01296 433505

**Fax Number**

01296 433505

**Email**

Marcin.grzegorzczuk@carr-gomm.org.uk

**Website**

[www.carrgomm.org.uk](http://www.carrgomm.org.uk)

**Open Hours**

8.30am-4.00pm (Monday-Friday)

**Suitable for**

People aged 18-65 years who have mental health needs/or complex needs

**Service Provided**

Low dependency, supported housing.

**How To Access Service**

Referral only. Accept referrals from social services, local authorities, care institutions, housing agencies, individuals themselves and community services.

**Other Information**

No local connection is required.  
At Tring Road Scheme Carr-Gomm provides supported accommodation in a shared house and one self-contained flat, often in partnership with other agencies.

**Last Updated**

October 2009

**Organisation****Catalyst Housing Group****Address**

Ealing Gateway, 26-30 Uxbridge Road, London  
W5 2AU

**Contact****Telephone Number**

020 8832 3334

**Fax Number**

020 8832 3344

**Email****Website**

[www.chg.org.uk](http://www.chg.org.uk)

**Open Hours****Suitable for**

People in housing need

**Service Provided**

Affordable housing

**How To Access Service**

Nominations from Aylesbury Vale District Council for rented. Contact directly for shared ownership.

**Other Information****Last Updated**

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**Organisation****The Fremantle Trust****Address**

Woodley House, 64/65 Rabans Close, Aylesbury,  
Bucks, HP19 8RS.

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**Contact**

PA to Chief Executive.

**Telephone Number**

01296 393000

**Fax Number**

01296 737350

**Email**

admin@fremantletrust.org

**Website**

www.fremantletrust.org

**Open Hours**

Head Office Hours:  
9.00am-5.30pm (Monday-Thursday).  
9.00am-5.00pm (Friday).  
All services open 24 hours 7 days a week.

**Suitable for**

Older people – over 65 years.  
Learning Disability – 18 years and over.

**Service Provided**

Residential care homes for older people. Some nursing/residential care homes for older people. Residential homes for people with learning disabilities. Supported Living services for people with learning disabilities. Some day care services available.

**How To Access Service**

Referral through social services.  
Referral through direct contact.

**Other Information**

Some homes provide dementia care.  
Homes in Buckinghamshire, Milton Keynes, Harrow, Barnet and Maidenhead.

**Last Updated**

September 2009

**Organisation****Guinness Midsummer****Address**

Western House, Mendy Street, High Wycombe,  
HP11 2NZ.

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**Contact**

Mr A Duffy - Housing Manager.

**Telephone Number**

01494 835500

**Fax Number**

01494 536401

**Email**

andrew.duffy@guinness.org.uk

**Website**

www.guinnesstrust.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

People in housing need.

**Service Provided**

Registered Social Landlord providing low-cost accommodation to rent in the Aylesbury area for those in housing need.

**How To Access Service**

Nominations from Aylesbury Vale District Council.

Do not have a general open waiting list.

**Other Information**

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**Last Updated**

November 2009

**Organisation****Haig Homes****Address**

Alban Dobson House, Green Lane, Morden,  
Surrey, SM4 5NS.

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**Contact**

Housing Needs Manager.

**Telephone Number**

020 8685 5777

**Fax Number**

020 8685 5778

**Email**

haig@haighomes.org.uk

**Website**

www.haighomes.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

Ex-service people in housing need.

**Service Provided**

Housing throughout the UK for ex-members of  
Her Majesty's Forces (ex-service people).

**How To Access Service**

For general enquires telephone the number above.

Further information and an application form can  
be viewed and downloaded from the website.

**Other Information**

No local connection required.

**Last Updated**

November 2009

**Organisation****Hanover Housing  
Association****Address**

Hanover Court, Croft Road, Aylesbury,  
Buckinghamshire, HP21 7RH.

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**Contact**

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**Telephone Number**

0800 280 2575

**Fax Number**

-

**Email**

-

**Website**

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

**Open Hours**

-

**Suitable for**

People who are 60 and over.

**Service Provided**

Sheltered accommodation for older people. Non-resident management staff (part time) and community alarm service.

**How To Access Service**

Local Authority referral.

Self referral.

**Other Information**

Service charges apply for gardening, cleaning and window cleaning.

No local connection required.

People can apply to go on the waiting list from the age of 55.

**Last Updated**

January 2010

**Organisation****Hastoe Housing Association****Address**

Marina House, 17 Marina Place, Hampton Wick,  
Kingston Upon Thames, Surrey, KT1 4BH.

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**Contact**

Housing Team Administrator.

**Telephone Number**

0208 943 4433

**Fax Number**

0208 943 2163

**Email**

info@hastoe.com

**Website**

www.hastoe.com

**Open Hours**

9.00am-5.00pm (Monday - Friday).

**Suitable for**

People with Housing Needs.

**Service Provided**

Registered Social Landlord.  
Offer general needs housing only.  
No supported housing available.

**How To Access Service**

Nominations from Aylesbury Vale District  
Council.

**Other Information**

-

**Last Updated**

October 2009

**Organisation****Hightown Praetorian &  
Churches Housing  
Association  
(Accommodation with  
Support)****Address**

White Lion House, 70 Queensway, Hemel  
Hempstead, Hertfordshire, HP2 5HD.

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**Contact**

Director of Care.

**Telephone Number**

01442 292300

**Fax Number**

01442 215978

**Email**

general.enquiries@hpcha.org.uk

**Website**

www.hpcha.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

People with a wide range of needs including, mental health needs, learning disabilities and physical disabilities.

**Service Provided**

Care and supported housing including residential care homes.

**How To Access Service**

Referral mainly from Social Services and Local Authorities.

**Other Information**

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**Last Updated**

October 2009.

**Organisation****Hightown Praetorian &  
Churches Housing  
Association (Family  
Housing)****Address**

White Lion House, 70 Queensway, Hemel  
Hempstead, Hertfordshire, HP2 5HD.

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**Contact**

Housing Service Assistant.

**Telephone Number**

01442 292300

**Fax Number**

01442 215978

**Email**

housing.services@hpcha.org.uk

**Website**

www.hpcha.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

Families in housing need.

**Service Provided**

Family Housing - rented.

Family Housing - shared ownership.

**How To Access Service**

Nominations from Aylesbury Vale District  
Council only.

**Other Information**

Rented – Income Restrictions apply.

Shared Ownership – must live or work in the  
borough. Sufficient income to pay mortgage and  
rent required.

**Last Updated**

October 2009.

**Organisation****Home Group Ltd****Address**

Norfolk House, 413-415 Silbury Boulevard,  
Milton Keynes, MK9 2AH.

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**Contact**

Assistant Housing Manager.

**Telephone Number**

0845 155 0371

**Fax Number**

0845 155 0371

**Email**

home-miltonkeynes@homegroup.org.uk

**Website**

www.homegroup.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

People in housing need.

**Service Provided**

Affordable housing.

**How To Access Service**

Nominations from Aylesbury Vale District  
Council only.

**Other Information**

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**Last Updated**

January 2010.

**Organisation****Housing 21****Address**

Scott Evans Court, Lowndes Way, Winslow,  
Buckinghamshire, MK18 3EP.

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**Contact**

Sally Hipwell - Court Manager.

**Telephone Number**

0370 1924120

**Fax Number**

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**Email**

sally.hipwell@housing21.co.uk

**Website**

www.housing21.co.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

People who are 55 plus.

**Service Provided**

Sheltered housing for elderly people nationwide.

**How To Access Service**

Direct application. Local Authority Nominations  
– Choice Based Lettings.

**Other Information**

No local connection required. Independent living  
is required.

Provide ground and first floor one bedroom flats  
suitable for 1-2 people. Stair lifts in all blocks.

Close to amenities in Winslow.

For queries on lettings and marketing contact our  
area office at 9 Avro Court, Ermine Business  
Park, Huntingdon, Cambridgeshire, PE26 6WG.  
Telephone number: 0845 606 6363.

**Last Updated**

January 2010

**Organisation**

# Masonic Housing Association

**Address**

Warden Office, Prebendal Close, Aylesbury,  
Buckinghamshire, HP20 2RY.

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**Contact**

Mrs Margaret Farrow - Warden.

**Telephone Number**

01296 433511

**Fax Number**

01296 433511

**Email**

prebendalclose@btinternet.com

**Website**

-

**Open Hours**

9.00am-3.00pm (Monday-Friday).

**Suitable for**

Elderly persons in need of sheltered  
accommodation.

**Service Provided**

Sheltered Housing for the elderly.

**How To Access Service**

Referral or by visiting the Warden Office.

**Other Information**

No local connection is required.

Rent for a one bed flat is £65.06 per week, plus  
service charges £38.44 per week and supplement  
£15 per week.

Applicants must be of retirement age and in need  
of sheltered housing.

**Last Updated**

November 2009

**Organisation****Mayday Trust****Address**

7 Kilgour Court, Bassett Road, Leighton Buzzard,  
Bedfordshire, LU7 1AT.

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**Contact**

Julie Bailey –Scheme Manager.

**Telephone Number**

01525 852996

**Fax Number**

01525 383690

**Email**

julie.bailey@maydaytrust.org.uk

**Website**

www.maydaytrust.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

Single Homeless 16-65

**Service Provided**

Supported accommodation for single homeless people.

**How To Access Service**

Referral from most agencies.

**Other Information**

The accommodation is licence agreement only, with a strict interview procedure.

Local connection is preferred.

Service charges are dependent on benefits being received.

**Last Updated**

November 2009

**Organisation****Oxford Citizens Housing Association****Address**

244 Barns Road, Oxford, OX4 3RW.

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**Contact**

Head of Neighbourhood Services

**Telephone Number**

01865 773000

**Fax Number**

01865 773555

**Email**

info@ocha.org.uk

**Website**

www.ocha.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

People who are 55 plus living in the Aylesbury Vale area.

People living in Oxfordshire.

**Service Provided**

Accommodation for people over 55 in Brill.

Accommodation for all ages in Oxfordshire.

**How To Access Service**

Local Authority Nomination.

By telephone or online at the website above for application forms.

**Other Information**

Local connection to the rural sites is required.

**Last Updated**

October 2009

**Organisation****Paradigm Housing Group****Address**

1 White Hill, Chesham, Buckinghamshire,  
HP5 1AB.

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**Contact**

Customer Services.

**Telephone Number**

01494 830991

**Fax Number**

01494 588281

**Email**

enquiries@paradigmhousing.co.uk

**Website**

www.paradigmhousing.co.uk

**Open Hours**

White Hill Offices Open Hours:  
9.00am-5.30pm (Monday-Thursday).  
9.00am-5.00pm (Friday).

**Suitable for**

Anyone who requires housing.

**Service Provided**

Paradigm Housing Group is a Registered Social Landlord working with the Local Authority to address housing needs within the area.

**How To Access Service**

Nominations by Local Authority.

**Other Information**

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**Last Updated**

October 2009

**Organisation****Places for People****Address**

Matrix House, North Fourth Street, Central  
Milton Keynes, MK9 1NJ.

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**Contact**

Wendy Hambidge /Vicky Rowland

**Telephone Number**

0800 342 0009 – 24 hour contact centre number

**Fax Number**

01908 694547

**Email**

ChilternsArea.Contact@placesforpeople.co.uk

**Website**

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

**Open Hours**

9.00am-4.30pm (Monday-Friday) by appointment  
only or via telephone.  
Closed Wednesday mornings.

**Suitable for**

First time buyers / general needs customers

**Service Provided**

Shared-ownership / general needs properties in  
the Aylesbury Vale area.

**How To Access Service**

Write/phone requesting shared ownership /  
application form for waiting list.

**Other Information**

No age limits.

**Last Updated**

October 2009

**Organisation****Sanctuary Group****Address**

Sanctuary House, Chamber Court, Castle Street,  
Worcester, WR1 3ZQ

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**Contact****Telephone Number**

General Enquiries: 0800 083 9283  
Area Office: 01392 813468  
Shared Ownership: 0800 916 1520

**Fax Number****Email**

sanctuaryshaftesbury@sanctuary-housing.co.uk

**Website**

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

**Open Hours****Suitable for**

People in housing need

**Service Provided**

Affordable housing

**How To Access Service**

Nominations from Aylesbury Vale District  
Council.

**Other Information****Last Updated**

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**Organisation**

# **Sovereign Housing Association**

**Address**

22-24 Bartholomew Street, Newbury, Berkshire,  
RG14 5LL

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**Contact**

**Telephone Number**

0845 7125530

**Fax Number**

01635 37690

**Email**

**Website**

[www.sovereign.org.uk](http://www.sovereign.org.uk)

**Open Hours**

**Suitable for**

People in housing need

**Service Provided**

Affordable housing

**How To Access Service**

Nominations from Aylesbury Vale District  
Council.

**Other Information**

**Last Updated**

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**Organisation** **Stonham – Aylesbury Ascott  
Road Adult Service**

**Address** 8-10 Bicester Road, Aylesbury, Bucks, HP19  
8AD.

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**Contact** Billie-Jade Banks - Service Manager.

**Telephone Number** 01296 718859

**Fax Number** 01296 710979

**Email** BillieJade.Banks@homegroup.org.uk

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

**Open Hours** 9:00am – 5pm (Monday to Friday).

**Suitable for** People aged 18–49 years, single not seeking to live with a partner or dependant, homeless, or threatened with homelessness or in need of support to achieve greater independence/living skills.

**Service Provided** Provide good quality accommodation in six 3-bedroomed modern town houses, one 3-bedroomed flat and one 2-bedroomed flat with wheelchair access.

**How To Access Service** Agency referrals and self-referrals.

**Other Information** The service is for a maximum of 2 years stay.

**Last Updated** October 2009

**Organisation****Stonham - High Wycombe Service****Address**

52 Roberts Road, High Wycombe,  
Buckinghamshire, HP13 6XB.

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**Contact**

Billie-Jade Banks - Service Manager.

**Telephone Number**

01494 535860

**Fax Number**

01494 539301

**Email**

billiejade.banks@homegroup.org.uk

**Website**

www.stonham.org.uk

**Open Hours**

9.00am – 5.00pm (Monday to Friday).

**Suitable for**

People aged 18–60 years, single not seeking to live with a partner or dependant, homeless, or threatened with homelessness or in need of support to achieve greater independence/living skills.

**Service Provided**

Provide good quality accommodation in 2 properties in Roberts Road. There are 14 bedrooms in total.

**How To Access Service**

Agency referrals and self-referrals.

**Other Information**

The service is for a maximum of 2 years stay.

**Last Updated**

October 2009

**Organisation****Stonham – Aylesbury Young Peoples Service****Address**

8-10 Bicester Road, Aylesbury,  
Buckinghamshire, HP19 8AD.

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**Contact**

Billie-Jade Banks - Service Manager.

**Telephone Number**

01296 718859

**Fax Number**

01296 710979

**Email**

billiejade.banks@homegroup.org.uk

**Website**

www.stonham.org.uk

**Open Hours**

Support workers are on site between the hours of 8am to 8pm, 7 days a week and there is also an emergency out of hours on-call system that clients can use.

**Suitable for**

Applicants aged between 16 – 19 years, single and not seeking to live with a partner or dependent, homeless or threatened with homelessness or in need of support to achieve greater independence/living skills.

**Service Provided**

The service consists of two 4-storey houses, containing 11 rooms, providing good quality accommodation. Service users are allocated a Link Worker to provide support throughout their stay and assist them to move towards independent living.

**How To Access Service**

Agency referrals and self-referrals accepted.

**Other Information**

For current information please contact Stonham direct.

**Last Updated**

October 2009

**Organisation**

# Stonham Housing Association

**Address**

Windmill House, 157a Windmill Road,  
Headington, Oxford, OX3 7DW (site being  
redeveloped). Temporary address until June 2010:  
Windmill House, Woodside, Badger Lane,  
Hinksey Hill, Oxford, OX1 5BE.

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**Contact**

Service Manager Janis Stanton

**Telephone Number**

0845 155 1483

**Fax Number**

01865 321466

**Email**

Janis.stanton@homegroup

**Website**

[www.stonham.org.uk](http://www.stonham.org.uk)

**Open Hours**

24 hours.

**Suitable for**

16-25 year olds with medium to high support  
needs and in housing need.

**Service Provided**

Supported Housing.  
24 hour, double staff cover providing support to  
residents.  
Teaches independent living skills, and helps client  
assess education, employment, emotional and  
practical support.

**How To Access Service**

Referral.

**Other Information**

Service charge = £8.88

**Last Updated**

October 2009

**Organisation****Thame & District Housing Association****Address**

Pearce Court, Windmill Road, Thame, Oxon,  
OX9 2DJ.

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**Contact**

Secretary.

**Telephone Number**

01844 212564

**Fax Number**

01844 216580

**Email**

johng@tdha.co.uk

**Website**

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**Open Hours**

8.00am-4.30pm (Monday-Thursday).  
8.00am-2.00pm (Friday).

**Suitable for**

For people who are retired and 60 or over.

**Service Provided**

Sheltered housing for people over 60.

**How To Access Service**

Telephone, mail, referral, email. HomeChoice  
(Choice Based Lettings)

**Other Information**

Must be retired or retiring from full time  
employment.

Must be 60 or over.

Local connection required.

**Last Updated**

October 2009

**Organisation**

# Thames Valley Housing Association

**Address**

Premier House, 52 London Road, Twickenham,  
TW1 3RP.

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**Contact**

Tina Rea – Allocations Manager.

**Telephone Number**

0800 358 7767

**Fax Number**

020 8607 9923

**Email**

tina\_rea@tvha.co.uk

**Website**

www.tvha.co.uk

**Open Hours**

8.00am-6.00pm (Monday-Friday).

**Suitable for**

Clients referred by local authority.

**Service Provided**

Provide a choice of quality affordable homes.

**How To Access Service**

Local Authority nomination mainly.

**Other Information**

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**Last Updated**

November 2009

**Organisation****Vale of Aylesbury Housing Trust (VAHT)****Address**

Fairfax House, 69 Buckingham Street, Aylesbury, Buckinghamshire, HP20 2NJ.

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**Contact**

Head of Customer Services.

**Telephone Number**

01296 732605

**Fax Number**

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**Email**

info@vaht.co.uk

**Website**

www.vaht.co.uk

**Open Hours**

08.45am-5.15pm (Monday-Thursday).  
08.45am-4.45pm (Friday).

**Suitable for**

Clients bidding for properties through Bucks Home Choice.

**Service Provided**

Social Housing.

**How To Access Service**

Bucks Home Choice Website –  
www.buckshomechoice.gov.uk

**Other Information**

Working in partnership with Aylesbury Vale District Council and part of the Choice Based Lettings partnership, Bucks Home Choice.

Customer Contact Centre, 69 Buckingham Street, Aylesbury, Bucks, HP20 2NJ.

**Last Updated**

September 2009

# **Services for Families/Relationships**



**Organisation****Child Bereavement Charity****Address**

Aston House, High Street, West Wycombe,  
Buckinghamshire, HP14 3AG.

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**Contact**

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**Telephone Number**

01494 446648

**Fax Number**

01494 440057

**Email**

enquiries@childbereavement.org.uk

**Website**

www.childbereavement.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday)

**Suitable for**

Families who are bereaved.

Professionals working with bereaved families.

**Service Provided**

For Families – listening and signposting service for anyone who is bereaved.

For Professionals – training courses for any professional who is likely to come into contact with bereaved families in the course of their work.

**How To Access Service**

Telephone/Website/E-mail.

**Other Information**

There are no service charges.

**Last Updated**

December 2009

**Organisation** **PACT (Parents & Children Together)**

**Address** 7 Southern Court, South Street, Reading, Berks, RG1 4QS.

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**Contact** Housing & Community Manager.

**Telephone Number** 0118 9387600

**Fax Number** 0118 9594884

**Email** family@pactcharity.org

**Website** www.pactcharity.org

**Open Hours** Various drop-in times during the week.  
Telephone freephone number 0800 7311 845 for details.

**Suitable for** Families with children.

**Service Provided** Family resettlement support.

Community drop-in projects.

Assist children in custody.

Befriend children in care.

**How To Access Service** Telephone freephone number: 0800 7311 845.

Projects across Berkshire, Buckinghamshire, Oxfordshire & Milton Keynes.

**Other Information** -

**Last Updated** November 2009

**Organisation****Relate (Mid Thames & Buckinghamshire)****Address**

Walton House, Walton Street, Aylesbury,  
Buckinghamshire, HP21 7QQ.

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**Contact**

Fiona Paine - Centre Manager.

**Telephone Number**

01296 427973

**Fax Number**

01296 425311

**Email**

enquiries@relatemb.co.uk

**Website**

www.relatemb.co.uk

**Open Hours**

9.30am-9.30pm (Monday - Thursday).  
9.30am-3.30pm (Friday).  
8.30am-1.00pm (Saturday).

**Suitable for**

Families. All communities, all ages.

**Service Provided**

Relationship Counselling.  
Couple Counselling.  
Family Counselling.  
Sex Therapy.  
Training & Education.

**How To Access Service**

Telephone for an appointment.

**Other Information**

Available throughout the whole of  
Buckinghamshire and to all communities. No age  
limits.

**Last Updated**

November 2009

**Organisation****Social Care for Children & Families - Buckinghamshire County Council Social Services****Address**

County Hall, Walton Street, Aylesbury,  
Buckinghamshire, HP20 1YU.

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**Contact**

Duty Officer

**Telephone Number**

01296 383779  
01296 383962

**Fax Number**

01296 387 901

**Email**

r&anorth@buckscc.gov.uk

**Website**

[www.buckscc.gov.uk](http://www.buckscc.gov.uk)

**Open Hours****Office Hours:**

9.00am-5.30pm (Monday-Thursday).  
9.00am-5.00pm (Friday).

**Emergency duty team available:**

5.30pm-9.00am (Monday-Thursday).  
5.00pm-9.00am (Friday).  
24 hours at weekends.

**Suitable for**

Children 0-16 years.

**Service Provided**

Referral and assessment team for children and families. First contact for members of the public and other agencies, working together to support children in need as well as in need of protection. Offer support and advice to other relevant agencies and organisations.

**How To Access Service**

Anyone can refer.

**Other Information**

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**Last Updated**

November 2009

# **Services for Older People**



**Organisation****Age Concern  
Buckinghamshire****Address**

145 Meadowcroft, Aylesbury, Buckinghamshire,  
HP19 9HH.

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**Contact**

Mary Arnaud – Facilities Officer

**Telephone Number**

01296 431911

**Fax Number**

01296 330783

**Email**

acb@ageconcernbucks.org.uk

**Website**

www.ageconcernbucks.org.uk

**Open Hours**

9.00am – 4.00pm (Monday-Friday).

**Suitable for**

People who are 60 or over.

**Service Provided**

Information and advice.  
Advocacy.  
Befriending.  
Toe nail clipping.  
Handy Person Service  
Beginners IT  
Rural Day Care (by referral only).

**How To Access Service**

Referral only for day care. Telephone for other services. Appointments can be made.

**Other Information**

Rural day care charges apply.

**Last Updated**

October 2009

**Organisation****Elderly Accommodation  
Counsel****Address**

3<sup>rd</sup> Floor, 89 Albert Embankment, London,  
SE1 7TP.

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**Contact**

Sheila Coles – Advice Team Leader.

**Telephone Number**

0207 8201 343

**Fax Number**

0207 8203 970

**Email**

enquiries@eac.org.uk

**Website**

www.housingcare.org

**Open Hours**

Lines open 9.00am-5.00am (Monday-Friday).

Message Service.

**Suitable for**

Older People.

**Service Provided**

Advice and information on all forms of specialist  
accommodation for older people.

Database of sheltered housing and care homes.

**How To Access Service**

Telephone, post, email only.

**Other Information**

U.K. wide service for older people, their relatives,  
friends, professionals etc.

No charge for the service.

**Last Updated**

September 2009

**Organisation**

**FirstStop**

**Address**

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**Contact**

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**Telephone Number**

0800 377 7070

**Fax Number**

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**Email**

info@firststopadvice.org.uk

**Website**

www.firststopadvice.org.uk

**Open Hours**

9am-5pm Monday to Friday

**Suitable for**

Seniors, their families & carers

**Service Provided**

Support and advice for seniors and an information service for carers. Issues covered include care and support, housing options, finance and benefits, the law and rights relating to housing and care.

**How To Access Service**

Via the helpline number or the website above.

**Other Information**

FirstStop Care Advice is provided by Age Concern and Help The Aged, Counsel & Care, Elderly Accommodation Counsel and NHFA Ltd. Any complex issues will be transferred to one of the partner agencies for a more specialised discussion.

**Last Updated**

October 2009.

**Organisation****The Relatives and Residents Association****Address**

24 The Ivories, 6-18 Northampton Street,  
London, N1 2HY.

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**Contact**

Advice Line Manager.

**Telephone Number**

0207 359 8136

**Fax Number**

020 7226 6603

**Email**

[advice@relres.org](mailto:advice@relres.org)

**Website**

[www.relres.org](http://www.relres.org)

**Open Hours**

9.30am-4.30pm (Monday-Friday).

**Suitable for**

Older people in Care.

**Service Provided**

Advice and information on all aspects of going into residential care.

**How To Access Service**

Website, referral or telephone.

**Other Information**

There are no service charges.

**Last Updated**

October 2009

# **Services for Young People**



**Organisation****Aylesbury Youth Action****Address**

Queens Park Centre, Queens Park, Aylesbury,  
Buckinghamshire, HP21 7RT.

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**Contact**

Manager.

**Telephone Number**

01296 421149

**Fax Number**

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**Email**

volunteer@aylesburyyouthaction.co.uk

**Website**

www.aylesburyyouthaction.co.uk

**Open Hours**

Office: 10.00am-3.30pm (Monday-Friday).  
Most projects take place after school.

**Suitable for**

Young people aged 14-24 years.

**Service Provided**

Set up and delivery of volunteering projects in  
Aylesbury for young people.

**How To Access Service**

By informal appointment arranged by phone or  
email.

**Other Information**

Have a Connexions access point.

**Last Updated**

October 2009

**Organisation****Bucks Youth Offending Service****Address**

Walton House, Walton Street, Aylesbury,  
Buckinghamshire, HP21 7QQ.

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**Contact**

Accommodation Development Officer.

**Telephone Number**

01296 434624

**Fax Number**

01296 486321

**Email**

kpalmer@buckscc.gov.uk

yos@buckscc.gov.uk

**Website**

-

**Open Hours**

9.00am-5.30pm (Monday-Thursday).

9.00am-5.00pm (Friday).

**Suitable for**

10-18 year olds.

**Service Provided**

Multi-agency team working with young people (10-18 years) in contact with the Youth Justice System. Aims to prevent and reduce offending.

Advice and support given to young people in housing need.

**How To Access Service**

Referral from the Courts and the Police.

**Other Information**

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**Last Updated**

October 2009

**Organisation**

# Carers Bucks – Young Carers

**Address**

Ardenham Court, Oxford Road, Aylesbury,  
Buckinghamshire, HP19 8HT.

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**Contact**

Young Carers Co-ordinator

**Telephone Number**

01296 392711

**Fax Number**

01296 392466

**Email**

sally.mansi@carersbucks.org

**Website**

[www.carers.org/carersbucks](http://www.carers.org/carersbucks)

**Open Hours**

9.00am-5.00pm (Monday-Friday).  
Activities and Outings: various times arranged.

**Suitable for**

Young carers aged 6-18 in Bucks.

**Service Provided**

Information, support and regular breaks for Young Carers in Buckinghamshire. Provide practical and/or emotional support to a family member who suffers from chronic illness, disability or a substance misuse problem. Connexions Personal Adviser for Young Carers provides support for 13-18 year olds.

**How To Access Service**

Referral only by a professional who knows the Young Carer and is aware of the needs which arise from their caring role.

**Other Information**

No charge to Young Carers or their families, though a refundable deposit is requested for costly outings such as theme parks and residential. An initial assessment establishes level of service to be offered, which ranges from bi-monthly club meetings, to monthly meetings/outings, to all of these plus 1 to 1 support.

**Last Updated**

September 2009.

**Organisation****Connexions  
Buckinghamshire****Address**

14-16 Temple Street, Aylesbury, Bucks, HP20  
2RQ.

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**Contact**

Connexions Housing Personal Advisers.

**Telephone Number**

0845 217 1366

**Fax Number**

0845 217 1367

**Email**

Aylesbury@connexionsbucks.org.uk

**Website**

[www.connexionsbucks.org.uk](http://www.connexionsbucks.org.uk)

**Open Hours**

9.30am-5.00pm (Mon/Wed/Thu/Fri)  
10.00am-6.00pm (Tue)

**Suitable for**

Any young person between the ages of 13 and 19  
(up to 25 with those with special needs).

**Service Provided**

Guidance & support on housing needs or  
threatened homelessness.

Other support such as help with finding  
employment, education or training; counselling,  
volunteering, sexual health, teen parenting and  
other issues.

**How To Access Service**

Self referral: drop in or telephone 0845 217 1366.  
Agency referrals.

**Other Information**

No service charges.

**Last Updated**

November 2009

**Organisation****Mediation Buckinghamshire****Address**

45-47 Oxford Road, High Wycombe,  
HP11 2EB.

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**Contact**

For General Info: Business Manager.  
Mediation Caseworkers: Henza or Sharon

**Telephone Number**

01494 520821

**Fax Number**

01494 520827

**Email**

office@mediationbucks.org.uk

**Website**

www.mediationbucks.org.uk

**Open Hours**

9.30am-5.00pm (Monday-Friday).

**Suitable for**

Neighbours with disputes and young people and their families.

**Service Provided**

- 1) Mediation to improve relationships between neighbours especially where disputes have been over boundaries, children's behaviour & access to property.
- 2) "Room To Talk" mediation for young people falling out with their families.
- 3) Work place mediation and general commercial mediation (e.g. small claims disputes).

**How To Access Service**

Referral by AVDC Housing Needs and Advice Section (Service Level Agreement in place).

**Other Information**

Mediators visit clients in their homes or at a convenient venue nearby. Joint meetings are usually at a neutral venue.

No service charges to clients covered by our arrangement with AVDC (NB this does not generally extend to commercial or workplace mediation).

**Last Updated**

November 2009

**Organisation****Social Care for Children & Families – Leaving Care Services****Address**

2a Pebble Lane, Aylesbury, Buckinghamshire, HP20 2JH.

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**Contact**

Assistant Team Manager

**Telephone Number**

01296 387709

**Fax Number**

01296 395471

**Email**

groscoe@buckscc.gov.uk

**Website**

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**Open Hours**

9.00am-5.00pm (Monday-Friday)

**Suitable for**

16-21 year olds who have been in care and preparing to leave care. (Up to 24 years old if still in full-time education).

Must have been in care for at least 13 weeks and fit the criteria for being a Care leaver.

**Service Provided**

Independent advice and assistance with finding accommodation, employment and claiming benefits.

**How To Access Service**

Referred by Social Services. Appointments, drop-in service.

**Other Information**

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**Last Updated**

October 2009

**Organisation**

# Way In Youth Counselling Agency

**Address**

60 High Street, Sills Yard, Chesham,  
Buckinghamshire, HP5 1EP.

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**Contact**

Project Manager.

**Telephone Number**

01494 791177

**Fax Number**

01494 792202

**Email**

gdickinson@buckscc.gov.uk

**Website**

[www.way-in.org.uk](http://www.way-in.org.uk)

**Open Hours**

Monday	10.00am-7.00pm
Tuesday	10.00am-9.30pm
Wednesday	10.00am-5.00pm
Thursday	10.00am-9.30pm
Friday	10.00am-2.00pm
Saturday	2.00pm-4.00pm

**Suitable for**

11-25 year olds.

**Service Provided**

Counselling.  
Information on various issues.  
Sexual Health Clinic & Information.  
Free condoms.  
Pregnancy Testing.  
Connexions access point.

**How To Access Service**

Drop-in, telephone, email or referrals (self or other).

**Other Information**

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**Last Updated**

October 2009

**Organisation****Youth Concern “Uptown Coffee Bar” (Aylesbury Homeless Action Group)****Address**

Uptown Coffee Bar, Whitehill Lane, Aylesbury, Bucks, HP19 8FL.

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**Contact**

Fran Borg Wheeler.

**Telephone Number**

01296 431183

**Fax Number**

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**Email**

fran@uptown.org.uk

**Website**

www.uptown.org.uk

**Open Hours**

Mondays: Appointments only  
Tue-Sat: 12.00pm – 6.00pm (drop in).

**Suitable for**

13-25 year olds

**Service Provided**

Drop-in for young people. Support, advice & referrals to specialist agencies. Referrals to 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.

**How To Access Service**

Drop-in or self/referral.

**Other Information**

No charges for use of facilities or advice.

**Last Updated**

January 2010.

**Organisation****Youth Enquiry Service****Address**

52 Frogmoor, High Wycombe, Buckinghamshire,  
HP13 5DG.

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**Contact**

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**Telephone Number**

01494 437373

**Fax Number**

01494 452853

**Email**

enquiries@yeswycombe.org.uk

**Website**

www.yeswycombe.org.uk

**Open Hours**

11.00am-5.00pm (Monday-Thursday).  
12.00pm-3.00pm (Friday/Saturday).

**Suitable for**

Young people aged between 13-25 years old in  
High Wycombe, Buckinghamshire, and the  
surrounding area.

**Service Provided**

Free and confidential information.

Support and counselling.

**How To Access Service**

Drop in or phone.

**Other Information**

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**Last Updated**

September 2009

**Organisation****Youth Services – Wendover****Address**

Wendover Youth Centre, The John Colet School,  
Wharf Road, Wendover, Buckinghamshire, HP22  
6HF.

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**Contact**

Susan Rivett – Senior Practitioner  
Jane Nicholson - Youth Worker

**Telephone Number**

01296 422091

**Fax Number**

01296 420730

**Email**

srivett@buckscc.gov.uk  
jnicholson@buckscc.gov.uk

**Website**

[http://www.buckscc.gov.uk/sites/bcc/youth/young\\_people.page](http://www.buckscc.gov.uk/sites/bcc/youth/young_people.page)

**Open Hours**

7.00pm - 9.00pm (Tuesday, Thursday).

**Suitable for**

Young people aged 13-19 years.

**Service Provided**

Youth Services

Signpost young people to appropriate services  
and help young people explore the options.

**How To Access Service**

Drop - in

**Other Information**

The service is open to all young people.

Offers Duke of Edinburgh Award on Tuesday  
evenings

**Last Updated**

November 2009

**Organisation****Youth Services – Wing****Address**

Wing Youth Centre, Cottesloe School, Aylesbury Road, Wing, Leighton Buzzard, Beds, LU7 0NY.

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**Contact**

Susan Rivett – Senior Practitioner  
Jane Nicholson - Youth Worker

**Telephone Number**

01296 422091

**Fax Number**

01296 420730

**Email**

srivett@buckscc.gov.uk  
jnicholson@buckscc.gov.uk

**Website**

[www.buckscc.gov.uk/sites/bcc/youth/young\\_people.page](http://www.buckscc.gov.uk/sites/bcc/youth/young_people.page)

**Open Hours**

7.00pm - 9.00pm (Thursday).

**Suitable for**

Young people aged 13-19 years.

**Service Provided**

Youth Services

Signpost young people to appropriate services and help young people explore the options.

**How To Access Service**

Drop - in

**Other Information**

The service is open to all young people.

Offers Duke of Edinburgh Award as well

**Last Updated**

November 2009

**Organisation** **Youth Services – Aylesbury  
Multicultural Centre**

**Address** Cultural Sounds, Aylesbury Multicultural Centre,  
Friarscroft Way, Aylesbury, Bucks, HP20 2TE.

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**Contact** Sunil Takodra – Leader in Charge

**Telephone Number** 07970 293717

**Fax Number** 01296 420730

**Email** -

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

**Open Hours** 7.00pm – 9.00pm Friday

**Suitable for** Young people aged 13-19 years

**Service Provided** Youth Services

Signpost young people to appropriate services  
and help young people explore options.

**How To Access Service** Drop in

**Other Information** The service is open to all young people.  
Concentrate mainly on music production.

**Last Updated** November 2009

**Organisation****Youth Services – Aylesbury  
– Elmhurst Youth Club****Address**

Elmhurst Youth Club, Alfred Rose Community Centre, Dunsham Lane, Aylesbury, Bucks, HP20 2ER.

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**Contact**

Leigh Smith – Leader in Charge

**Telephone Number**

07931 833838

**Fax Number**

01296 420730

**Email**

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**Website**

[www.buckscc.gov.uk/youth](http://www.buckscc.gov.uk/youth)

**Open Hours**

7.00pm – 9.00pm Wednesday

**Suitable for**

Young people aged 13-19 years

**Service Provided**

Youth Services

Signpost young people to appropriate services and help young people explore options.

**How To Access Service**

Drop in

**Other Information**

The service is open to all young people.

**Last Updated**

November 2009

**Organisation**

# Youth Services – Aylesbury-Grange Youth Centre

**Address**

Grange Youth Centre, Wendover Way,  
Aylesbury, Bucks, HP21 7NH.

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**Contact**

Ben Clements – Youth Worker

**Telephone Number**

01296 422091

**Fax Number**

01296 420730

**Email**

[bclements@buckscc.gov.uk](mailto:bclements@buckscc.gov.uk)

**Website**

[www.buckscc.gov.uk/youth](http://www.buckscc.gov.uk/youth)

**Open Hours**

6.30pm – 8.30pm Monday (Special Needs Group)  
7.00pm – 9.30pm Tuesday (Year 10 & Year 11 Group)  
7.00pm – 9.30pm Wednesday (Duke of Edinburgh's Award Open Award Centre)  
7.00pm – 9.30pm Thursday (Year 8 & Year 9 Group)  
7.00pm – 9.30pm Friday (Youth Council Group)

**Suitable for**

Young people aged 13-19 years (see above)

**Service Provided**

Youth Services

Signpost young people to appropriate services and help young people explore options.

**How To Access Service**

Drop in

**Other Information**

The service is open to all young people. Concentrate mainly on pupils of the Grange School.

**Last Updated**

November 2009

**Organisation****Youth Services – Aylesbury-  
Prebendal Farm Youth Club****Address**

Prebendal Farm Community Centre, Somerville  
Way, Aylesbury, Bucks, HP19 7QW.

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**Contact**

Lesley Manka – Leader in Charge

**Telephone Number**

07734 278341

**Fax Number**

01296 420730

**Email**

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**Website**

[www.buckscc.gov.uk/youth](http://www.buckscc.gov.uk/youth)

**Open Hours**

7.00pm – 9.00pm Tuesday

**Suitable for**

Young people aged 13-19 years

**Service Provided**

Youth Services

Signpost young people to appropriate services  
and help young people explore options.

**How To Access Service**

Drop in

**Other Information**

The service is open to all young people.

**Last Updated**

November 2009

**Organisation****Youth Services – Aylesbury-  
Quarrendon Youth Centre****Address**

Quarrendon Youth Centre, Holman Street,  
Aylesbury, Bucks, HP19 9PG.

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**Contact**

Leigh Smith – Leader in Charge

**Telephone Number**

07931 833838

**Fax Number**

01296 420730

**Email**

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**Website**

[www.buckscc.gov.uk/youth](http://www.buckscc.gov.uk/youth)

**Open Hours**

7.00pm – 9.00pm Thursday (Arts Award Group)

**Suitable for**

Young people aged 13-19 years

**Service Provided**

Youth Services

Signpost young people to appropriate services  
and help young people explore options.

**How To Access Service**

Drop in

**Other Information**

The service is open to all young people.  
Concentrate mainly on achievement of Arts  
Award.

**Last Updated**

November 2009

# **Support & Advice Agencies**



**Organisation** **Adult Social Care, Physical,  
Sensory Disability Team –  
Buckinghamshire County Council**

**Address** Council Offices, King George V Road,  
Amersham, Buckinghamshire, HP6 5BN.

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**Contact** Senior Specialist Social Worker (HIV/AIDS).

**Telephone Number** 01494 586441

**Fax Number** 01494 586898

**Email** pelfick@buckscc.gov.uk

**Website** www.buckscc.gov.uk

**Open Hours** 09.00am-5.30pm (Monday-Thursday).  
09.00am-5.00pm (Friday).

**Suitable for** People living or affected by HIV/AIDS.

**Service Provided** Information, advice and assistance; home support; support for carers; child care; 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.

**How To Access Service** Contact the HIV social worker directly at the Chiltern Office. Referral from other agencies.

**Other Information** No service charges for giving information, advice, assessing needs or arranging community care services. Financial assessment may be required once assessment has been completed to contribute to costs of care.

**Last Updated** September 2009

**Organisation****Asian Link Counselling –  
Oxfordshire &  
Buckinghamshire NHS  
Mental Health Trust****Address**

Lynton House Surgery, 43 London Road, High  
Wycombe, Buckinghamshire, HP11 1BP.

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**Contact**

Asian Link Counsellor.

**Telephone Number**

01494 539223

**Fax Number**

01494 447070

**Email**

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**Website**

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**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

Asian Adults aged 18 plus.

**Service Provided**

Making services accessible to Asian Clients with  
mental health problems.

Assessing Clients needs and providing  
counselling.

**How To Access Service**

Referral from other agencies or health services.

**Other Information**

Clients need to be registered with the G.P  
practices in the **High Wycombe area**.  
No service charges.

**Last Updated**

April 2007.

**Organisation** **Assertive Outreach Team  
(AOT) – Oxfordshire &  
Buckinghamshire Mental  
Health Trust (OBMH)**

**Address** A.O.T. Mid Bucks Office, The Gatehouse, Tindal  
Centre, Aylesbury, Buckinghamshire, HP20 1HU.

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**Contact** Team Manager.

**Telephone Number** 01296 565953

**Fax Number** 01296 565932

**Email** -

**Website** -

**Open Hours** 9.00am-5.00pm (Monday-Friday).

**Suitable for** People experiencing mental health problems who  
have had difficulty engaging with services.

People aged 16-64 years.

**Service Provided** Specialist Community Mental Health Service.

Address all needs.

**How To Access Service** Referral via Community Mental Health Teams/  
Secondary Services.

**Other Information** -

**Last Updated** October 2009

**Organisation****Aylesbury Vale Advocates  
(AVA)****Address**

Pembroke Court, 28 Cambridge Street,  
Aylesbury, Buckinghamshire, HP20 1RS.

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**Contact**

Manager.

**Telephone Number**

01296 432313

**Fax Number**

01296 432313

**Email**

support@av-advocates.org.uk

**Website**

www.av-advocates.org.uk

**Open Hours**

10.00am-2.00pm (Monday-Thursday).  
Answer phone at other times.

**Suitable for**

Adults aged between 18-65 years with  
communication difficulties (for example mental  
health problems or learning disability).

**Service Provided**

AVA provides co-ordinators and volunteer  
advocates to speak up on behalf of people with  
communication difficulties to ensure that their  
views are heard and to support their rights as  
individuals.

**How To Access Service**

Referral/self-referral.

**Other Information**

Services are free.

Must be a resident in the Aylesbury Vale area.

**Last Updated**

September 2009.

**Organisation****Aylesbury Vale Racial  
Equality & Human Rights  
Council****Address**

c/o Buckinghamshire County Council, Old  
County Hall, Aylesbury, Buckinghamshire,  
HP20 1UA.

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**Contact**

Director.

**Telephone Number**

01296 425334

**Fax Number**

01296 425334

**Email**

manager@avrec.org.uk

**Website**

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**Open Hours**

9.30am-5.00pm (Monday-Thursday).  
9.30am-4.30pm (Friday).

**Suitable for**

General public, particularly people from minority  
ethnic communities.

**Service Provided**

Advice, information and casework service on  
racial discrimination, racial harassment, welfare  
rights, employment, immigration, nationality and  
human rights.

Advice on education, housing and women's  
issues.

Promote good race relations, equality of  
opportunity and work towards the elimination of  
racial discrimination.

**How To Access Service**

Referral or Self Referral or by arranged  
appointments.

**Other Information**

Services free of charge for people living or  
working in Aylesbury Vale District area.

**Last Updated**

September 2009.

**Organisation****Aylesbury Vale Rape Crisis****Address**

PO Box 268, Aylesbury, Buckinghamshire,  
HP22 6SA.

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**Contact**

Manager.

**Telephone Number**

01296 392468

**Fax Number**

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**Email**

support@avrc.org.uk – Client Support.

mail@avrc.org.uk - Business.

**Website**

[www.avrc.org.uk](http://www.avrc.org.uk)

**Open Hours**

Messages left on the answerphone are returned within one working day and discretion is assured.

**Suitable for**

Women over 16 affected by sexual abuse recently or in the past. Support for carers and mothers of abused children. For women who live, work or study in Aylesbury Vale.

**Service Provided**

Provide counselling, information, advocacy and practical help including attending appointments.

Support also provided by telephone and email.  
No service charges.

**How To Access Service**

Self-referral by telephone, letter or email.

**Other Information**

Appointments are by arrangement and are offered during the day, evenings and Saturday mornings. Client email includes making appointments and online support.

**Last Updated**

October 2009.

**Organisation**

# Aylesbury Vineyard Storehouse

**Address**

Unit 8, Osier Way, Park Street Industrial Estate,  
Aylesbury, Buckinghamshire, HP20 1EB.

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**Contact**

Storehouse Co-Ordinator.

**Telephone Number**

01296 424440

**Fax Number**

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**Email**

storehouse@aylesburyvineyard.org.uk

**Website**

www.aylesburyvineyard.org.uk

**Open Hours**

9.45am-11.30am (Tuesdays and Thursdays term-time. Opening times in school holidays may vary. Please contact us for up to date information.

**Suitable for**

Anyone who is in need of clothes and furniture.

**Service Provided**

Provide good quality second hand clothes, baby equipment, bedding and furniture and a one off emergency food parcel for people who find themselves in need.

**How To Access Service**

Referrals from a variety of agencies.  
Drop in at opening times.  
Out of hours appointments are available.

**Other Information**

Part of the Aylesbury Vineyard Church.  
No age limits.

**Last Updated**

November 2009

**Organisation****Aylesbury Women's Aid****Address**

PO Box 85, Aylesbury, Buckinghamshire, HP21 8WA.

**Telephone Number**

01296 436827 (Refuge)  
01296 437777 (Outreach, Freedom Programme,  
Independent Domestic Violence Advisor)

**Fax Number**

01296 429499

**Email**

denise@awaid.demon.co.uk

**Website**

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**Open Hours**

9.00am-5.00pm (non-emergency, Mon-Fri).  
24 hour emergency – Samaritans 01494 432000.

**Suitable for**

Women who are or have been abused by their partner/ex partner or other relatives. Women fleeing forced marriage.

**Service Provided**

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 Freedom Programmes across Buckinghamshire.  
Referrals to Children's Therapeutic Sessions.

**How To Access Service**

Self referral or referral from other agencies.

**Other Information**

Aylesbury Women's Aid services are accessible to all women and children who are experiencing or have experienced domestic violence regardless of their race, age, disability, sexuality, nationality, religion or cultural beliefs.

**Last Updated**

September 2009

**Organisation** **Bucks Vision (the new name for B.A.B.)**

**Address** 143 Meadowcroft, Aylesbury, Buckinghamshire, HP19 9HH.

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**Contact** Kiera Bentley – Chief Executive Officer.

**Telephone Number** 01296 487556

**Fax Number** -

**Email** kbentley@bucksvision.co.uk

**Website** www.bucksvision.co.uk

**Open Hours** 9.00am-4.30pm (Monday-Thursday)  
9.00am-4.00pm (Friday)

**Suitable for** Visually impaired people.

All ages.

**Service Provided** Resource room to demonstrate specialist equipment for people experiencing sight loss. Qualified rehabilitation workers to give advice and training on daily living skills and mobility. Social activities.

**How To Access Service** Self-referral or referral from other agencies.

**Other Information** Registered Charity.

Please ring to make an appointment if you wish to visit our Resource Room.

**Last Updated** October 2009

**Organisation****Carers Bucks****Address**

Ardenham Court, Oxford Road, Aylesbury,  
Buckinghamshire, HP19 8HT and  
Wycombe House, 9 Amersham Hill, High  
Wycombe, Bucks, HP13 6NR.

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**Contact**

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**Telephone Number**

01296 392711 or 01494 463536

**Fax Number**

01296 392466 or 01494 539989

**Email**

mail@carersbucks.org

**Website**

www.carersbucks.org

**Open Hours**

9.00am-5.00pm (Monday-Thursday).  
9.00am-4.30pm (Fridays)

**Suitable for**

Unpaid family carers who care for a friend or relative.

**Service Provided**

Information, advice, training, support groups, advocacy, newsletters, emotional support.

**How To Access Service**

By telephone, email, fax, letter, drop-in or via website.

**Other Information**

Specialist workers for those caring for someone with mental health problems, for black and minority ethnic carers and for young carers.

**Last Updated**

November 2009

**Organisation****Carers UK****Address**

20 Great Dover Street, London, SE1 4LX.

**Contact**

Advice &amp; Information Manager.

**Telephone Number**

020 7378 4999

**Fax Number**

020 7378 9781

**Email**info@carersuk.org or for advice,  
advice@carersuk.org**Website**

www.carersuk.org

**Open Hours**10.00am-12.00pm, 2.00pm-4.00pm  
(Wednesday-Thursday).**Suitable for**

Carers.

**Service Provided**Freephone helpline on 0808 808 7777.  
Aim to improve caring lives.  
Provide advice about caring situations.**How To Access Service**

Self-referral.

**Other Information**No age limits.  
No service charges.  
No local connection required.**Last Updated**

November 2009

**Organisation**

# Citizens Advice Bureau – Aylesbury

**Address**

2 Pebble Lane, Aylesbury, Buckinghamshire,  
HP20 2JH.

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**Contact**

Bureau Manager.

**Telephone Number**

Advice: 0844 499 4714

Appointment: 01296 425469

**Fax Number**

01296 338075

**Email**

bureau@aylesburycab.cabnet.org.uk

**Website**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Open Hours**

10.00am-13.30pm - Drop-in sessions  
(Monday/Tuesday/Thursdays).

10.00am-14.00pm – Telephone advice  
(Monday/Tuesday/Thursdays).

Appointments only Wednesday and Friday.

**Suitable for**

All citizens of Aylesbury and surrounding district.

**Service Provided**

General advice and information.

Specialist advice in money advice and  
employment.

**How To Access Service**

Drop in/telephone/appointment.

**Other Information**

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**Last Updated**

January 2010

**Organisation****Citizens Advice Bureau –  
Buckingham, Winslow and  
District.****Address**

Wheeldon House, Market Hill, Buckingham,  
MK18 1JX.

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**Contact**

Manager.

**Telephone Number**

01280 816 707

**Fax Number**

01280 824 494

**Email**

admin@buckinghamcab.org.uk

**Website**

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**Open Hours**

10.00am-1.00pm (Monday).  
10.00am-3.00pm (Tuesday-Wednesday).  
Appointments only 1.00pm-3.00pm.  
Thursdays 12noon till 5pm.  
Fridays 10.00am-1.00pm.  
1<sup>st</sup> & 3<sup>rd</sup> Sat of each month 9.30 till 12.30

**Suitable for**

Available to everyone.

**Service Provided**

Offers free, confidential, impartial and independent advice. Help solve problems which are central to people's lives, including debt and consumer issues, benefits, housing, legal matters, employment, and immigration. Advisers can help fill out forms, write letters, negotiate with creditors and represent clients at court or tribunal.

**How To Access Service**

Drop-in, telephone or write in.

**Other Information**

-

**Last Updated**

September 2009

**Organisation**

# Connection Floating Support

**Address**

Claydon House, Suite 14, Edison Road, Rabans Lane, Aylesbury, HP19 8TE.

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**Contact**

Team Manager

**Telephone Number**

01296 484322

**Fax Number**

01296 436542

**Email**

bucksenquiries@connectionfs.org

**Website**

www.connectionfs.org

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

Over 16 years old (with or without dependent children).

**Service Provided**

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. Help with life skills, problem solving and emotional support. Resettlement and training. Aim to enable people to live successfully within the community.

**How To Access Service**

Referral only. Accept referrals via statutory or voluntary organisations. Welcome self referrals.

**Other Information**

Open to all client groups, there is no charge for the service. We require clients being aware of the referral being made. Clients must be residing within the Buckinghamshire area.

**Last Updated**

October 2009.

**Organisation**

# The Crescent Support Group

**Address**

19 Russell Avenue, St Albans, AL3 7JE.

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**Contact**

Support Worker (Bucks).

**Telephone Number**

07903 868525 or 01727 842532

**Fax Number**

07092 163874

**Email**

pam@thecrescent.org.uk

**Website**

www.thecrescent.org.uk

**Open Hours**

10.30am-3.30pm (Wednesdays in Aylesbury).  
11.00am-2.00pm (alternate Tuesdays in High Wycombe)  
11.00am-6.00pm (Monday–Friday in St Albans).

**Suitable for**

People living with/affected by HIV who are aged over 17.

**Service Provided**

Care and support both by and for people living with HIV, their partners, families and friends in and around Buckinghamshire and Hertfordshire.

Provide social support, access to hardship grants, complementary therapies to people living with HIV.

**How To Access Service**

Drop in to 9 Pennefather Court, Aylesbury, between the opening times above. Otherwise, contact to arrange appointment.

**Other Information**

Currently expanding in Buckinghamshire. Updated information will always be shown on the website. Clients need to be based in Buckinghamshire or Hertfordshire. No service charges.

**Last Updated**

September 2009

**Organisation**

# **Crisis and Crisis Changing Lives**

**Address**

66 Commercial Street, London, E1 6LT.

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**Contact**

Project Manager Crisis Changing Lives.

**Telephone Number**

0870 011 3335

**Fax Number**

0870 011 3336

**Email**

enquiries@crisis.org.uk  
changing.lives@crisis.org.uk

**Website**

[www.crisis.org.uk](http://www.crisis.org.uk)

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

Single homeless people, aged 18 plus.

**Service Provided**

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.

**How To Access Service**

Via email, website or telephone.

**Other Information**

Changing lives is application based.

Crisis campaigns and researches on behalf of single homeless people.

Other projects include the activity centre in London and Newcastle and the National Bond Scheme.

**Last Updated**

January 2010

**Organisation****Cruse Bereavement Care****Address**

The Methodist Church, Buckingham Street,  
Aylesbury, Buckinghamshire, HP20 2NQ.

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**Contact**

Chairman.

**Telephone Number**

01296 425757

**Fax Number**

-

**Email**

support@crusebucks.org.uk

**Website**

www.crusebucks.org.uk

**Open Hours**

An answer machine is always available.

**Suitable for**

Children and Adults.

Anyone who is bereaved in the Aylesbury area.

**Service Provided**

Bereavement support and counselling at home or at other designated premises e.g. at the Dove Centre.

**How To Access Service**

By telephone.

**Other Information**

Our service is available to anyone regardless of age who has suffered bereavement.

**Last Updated**

January 2010.

**Organisation****The Dove Centre****Address**

4 Temple Street, Aylesbury, Buckinghamshire,  
HP21 2RD.

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**Contact**

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**Telephone Number**

01296 393831

**Fax Number**

01296 393831

**Email**

dovecentre@bucksmind.org.uk

**Website**

www.bucksmind.org.uk

**Open Hours**

9.00am-8.30pm (Monday-Thursday).

9.00am-3.30pm (Friday).

**Suitable for**

Adults and younger people aged 16 plus.

**Service Provided**

Counselling.

**How To Access Service**

Self-referral.

GP referral.

Or via contracts with local companies/  
organisations.

**Other Information**

Contribution required (if GP or self referred).

**Last Updated**

January 2010.

**Organisation****The Gap Project****Address**

23 Park End Street, Oxford, OX1 1HU.

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**Contact**

Carolyn Woodcock

**Telephone Number**

01865 201818

**Fax Number**

01865 798064

**Email**

admin@thegapoxford.org

**Website**

www.thegapoxford.org

**Open Hours**

9.00am-3.00pm (Monday-Friday).

**Suitable for**

Main focus group 16-25 years old.

Facilities are also available to anyone over 25.

**Service Provided**

Direct access to day services for homeless and vulnerably housed people.

Breakfast, lunch, laundry, showers, tea/coffee, and newspapers provided.

**How To Access Service**

Direct access, drop in or telephone.

**Other Information**

Other services include, support for substance misuse issues, resettlement, Mental Health drop-in, program of activities and a fully equipped I.T. suite.

**Last Updated**

September 2009.

**Organisation**

# Healthy Living Centre

**Address**

Unit 1, Walton Court Shopping Centre, Hannon Road, Aylesbury, Buckinghamshire, HP21 8TJ.

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**Contact**

Chief Officer/or Community Development Officer

**Telephone Number**

01296 334562 reception

**Fax Number**

01296 336280

**Email**

info@healthylivingcentre.com

**Website**

www.healthylivingcentre.com

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

All ages.

**Service Provided**

A range of services and opportunities through three themes of work:-

- Health improvement.
- Learning and work.
- Community development.

Also run South West Aylesbury and Southcourt Children's Centres.

Examples of services include: benefit and debt advice, adult learning courses, café, crèche, computer suite, parent and toddler groups, a range of activities and courses.

**How To Access Service**

Drop into reception for further information or telephone 01296 334562.

**Other Information**

Services are available for people from South Court, Walton Court and surrounding areas. For further information on the services and activities available please telephone.

**Last Updated**

October 2009

**Organisation****Housing Interaction Trust****Address**

60 High Street, Chesham, Buckinghamshire, HP5 1EP.

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**Contact**

Project Manager.

**Telephone Number**

01494 792870

**Fax Number**

01949 792202

**Email**

hit@tinyworld.co.uk

**Website**

housinginteraction.org.uk

**Open Hours**

9.00am-5.00pm (Monday-Friday).

**Suitable for**

Young people aged 16-25.

**Service Provided**

A range of housing advice and support services.

**How To Access Service**

Drop-in or referral.  
Telephone to arrange an appointment.

**Other Information**

Services provided:

**Leaving Care:** A supported lodgings scheme for 16-18 year olds leaving care.

**Muse:** An independent accommodation project, which aims to help local young people with medium support needs into independent living.

**Outreach:** A project aimed at reducing youth homelessness in the area by visiting local schools and providing free of charge sessions to year 10 and 11 pupils.

**Social and Cultural Awareness Group:** A social inclusion group that aims to open up opportunities for socially isolated young people and gain access to cultural places.

Homeless advice service to all young people.

**Last Updated**

November 2009

**Organisation****The Hub****Address**

The Methodist Church, Buckingham Street,  
Aylesbury, Bucks

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**Contact****Telephone Number**

07908400064

**Fax Number****Email**

Sylvia-ahag@hotmail.com

**Website****Open Hours**

11.00am to 2.00pm (Mondays, Wednesdays and  
Fridays).

**Suitable for**

Suitable for anyone aged 18 – 65 who are  
homeless or were homeless or inadequately  
housed.

**Service Provided**

Day Centre provision, a place to have a sandwich  
lunch and occasional a hot lunch at minimal cost,  
read papers, relax and if needed obtain  
information on other agencies offering advice and  
services on related issues such as housing, drugs  
and alcohol support, benefits advice, training.

**How To Access Service**

Direct access at the Methodist Centre during our  
opening times.

**Other Information****Last Updated**

April 2010

**Organisation**

# Joint Service Housing Advice Office

**Address**

HQ Land Command, Erskine Barracks, Wilton,  
Salisbury, Wilts, SP2 0AG.

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**Contact**

-

**Telephone Number**

01722 436575

**Fax Number**

01722 436577

**Email**

lf-jshao-mailbox@mod.uk

**Website**

[www.mod.uk/jshao](http://www.mod.uk/jshao)

**Open Hours**

9.00am-5.00pm (Monday-Thursday)  
9.00am-4.00pm (Friday)

**Suitable for**

Current members of the Armed Forces and their dependents. Ex-Service personnel and their dependents who are still occupying Service accommodation.

**Service Provided**

Advice and information on civilian housing and some placement through Housing Associations.

**How To Access Service**

By telephone or fax.  
Letter or email.

**Other Information**

Client group is exclusively current members of the Armed Forces and their dependents.  
  
(See SSAFA for ex service personnel).

**Last Updated**

September 2009

<b>Organisation</b>	<b>Learning Disability Helpline (Mencap)</b>
<b>Address</b>	4 Swan Courtyard, Coventry Road, Birmingham B26 1BU
<b>Contact</b>	
<b>Telephone Number</b>	0808 808 1111
<b>Fax Number</b>	0121 707 3019
<b>Email</b>	help@mencap.org.uk
<b>Website</b>	www.mencap.org.uk
<b>Open Hours</b>	9am to 10pm Monday to Friday. No weekends or bank holidays (England Helpline only).
<b>Suitable for</b>	People with a learning disability, their families and carers. Anyone wanting to know about learning disability issues and services.
<b>Service Provided</b>	Advice and information about: community care, benefits, education, jobs, housing, holidays, family and personal relationships.
<b>How To Access Service</b>	Via telephone or email
<b>Other Information</b>	The Learning Disability Helpline is made up of a telephone helpline, community based advisers and the Mencap website.
<b>Last Updated</b>	March 2010

**Organisation****Mankind Initiative****Address**

Flook House, Belvedere Road, Taunton,  
Somerset, TA1 1BT.

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**Contact**

Administration Officer.

**Telephone Number**

01823 334 244

**Fax Number**

-

**Email**

admin@mankind.org.uk

**Website**

www.mankind.org.uk

**Open Hours**

10.00am – 4.00pm (Monday – Friday).

7.00pm - 9.00pm (Monday – Friday) - Evening  
Helpline.

**Suitable for**

Male victims of domestic violence and/or abuse  
and their children.

**Service Provided**

Our helpline is manned by trained people who  
give information and support on all aspects of  
domestic abuse including reporting incidents,  
police procedures, housing, benefits and  
injunctions.

We refer people to refuges, local authorities and  
other support services where appropriate.

**How To Access Service**

By telephone.

**Other Information**

The Mankind Initiative is a charity providing help  
and information to male victims of domestic  
abuse or domestic violence.

**Last Updated**

October 2009.

**Organisation****National Probation Service****Address**

2A Wynne Jones Centre, Walton Road,  
Aylesbury, Buckinghamshire, HP21 7RL.

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**Contact**

Housing Advice

**Telephone Number**

01296 483174

**Fax Number**

-

**Email**

-

**Website**

[www.thamesvalleyprobation.gov.uk](http://www.thamesvalleyprobation.gov.uk)

**Open Hours**

-

**Suitable for**

Any offenders under the statutory supervision of the Probation Service.

**Service Provided**

Housing Advice, Advocacy and Placement Service.

**How To Access Service**

By referral only.

**Other Information**

Adviser available by appointment only, following a referral.

**Last Updated**

October 2009.

**Organisation****North East & West  
Community Mental Health  
Team – Oxfordshire &  
Buckinghamshire Mental  
Health Team****Address**

Manor House, Berton Road, Aylesbury,  
Buckinghamshire, HP20 1EG.

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**Contact**

Housing Support.

**Telephone Number**

01296 565394

**Fax Number**

01296 399703

**Email**

-

**Website**

-

**Open Hours**

9.00am-5.30pm (Monday-Friday).

**Suitable for**

Adults aged 18-65 years old with mental health problems.

**Service Provided**

Housing support for people with mental health problems.

**How To Access Service**

Referral/Self-referral.

**Other Information**

-

**Last Updated**

January 2010

<b>Organisation</b>	<b>Resettlement Plus Helpline, Nacro</b>
<b>Address</b>	169 Clapham Road, London, SW9 0PU.
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<b>Contact</b>	-
<b>Telephone Number</b>	020 7840 6464  0800 0181 259 (freephone for prisoners, ex-offenders and their families)
<b>Fax Number</b>	020 7840 6420
<b>Email</b>	helpline@nacro.org.uk
<b>Website</b>	www.nacro.org.uk
<b>Open Hours</b>	9.00am-5.00pm (Monday-Friday).
<b>Suitable for</b>	Prisoners, ex-offenders, their families and friends and advice workers.
<b>Service Provided</b>	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>How To Access Service</b>	Telephone, write or email for advice.
<b>Other Information</b>	No service charges.  No Local Connection required.
<b>Last Updated</b>	October 2009

**Organisation****Samaritans (Chiltern Branch)****Address**

149 Station Road, Amersham, Buckinghamshire,  
HP6 5DJ.

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**Contact**

Director.

**Telephone Number**

0845 7909 090

**Fax Number**

-

**Email**

jo@samaritans.org.uk

**Website**

www.samaritans.org

**Open Hours**

24-hour helpline.

Drop in 10am-10pm.

**Suitable for**

Anyone experiencing distress or despair.

**Service Provided**

Confidential emotional support for those experiencing distress or despair, including feelings of suicide.

**How To Access Service**

By Telephone (24 hours), email, and drop-in.

**Other Information**

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**Last Updated**

October 2009.

**Organisation****Shelter (Milton Keynes)****Address**

Milton Keynes Housing Aid Centre, The Food Centre, 793 Avebury Boulevard, Milton Keynes, MK9 3JT.

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**Contact**

Helene Vancliff – Area Manager.

**Telephone Number**

0344 515 1876

**Fax Number**

0344 515 2926

**Email**

mkeynes@shelter.org.uk

**Website**

www.shelter.org.uk

**Open Hours**

9.30am-4.00pm (Monday, Tuesday, Thursday, Friday).

**Suitable for**

Homeless people/people in housing need.  
Anyone with housing problems.

**Service Provided**

Give advice to people seeking accommodation, or who have housing problems in the Milton Keynes area. Lodgings service for single, homeless people. National Housing Advisory Service (NHAS) line to local Citizen's Advice Bureau's. County Court Desk advice at Milton Keynes County Court and Bedford County Court.

**How To Access Service**

By telephone.  
Appointments allocated on the day.

**Other Information**

**Shelterline: 0808 800 4444** (Free Housing Helpline).

**Last Updated**

October 2009.

**Organisation****Shelter Thames Valley  
(Slough)****Address**

27 Church Street, Slough, Berkshire, SL1 1PL.

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**Contact**

Rose Abu-Najmeh, Service Administrator

**Telephone Number**

0344 515 1380

**Fax Number**

01753 518954

**Email**

slough@shelter.org.uk

**Website**

www.shelter.org.uk

**Open Hours**

9.30am-1.00pm (Drop-in, Monday-Friday).

**Suitable for**

People experiencing housing, welfare benefit or debt difficulty.

**Service Provided**

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.

**How To Access Service**

Drop in or write in.

**Other Information**

For urgent out of hours service call:  
**Shelterline 0808 800 4444.**

**Last Updated**

November 2009

**Organisation** **SSAFA (Soldiers, Sailors, Airmen & Families Association) Forces Help's Housing Advisory Service**

**Address** 3 St Andrew's Court, Wellington Street, Thame, Oxon, OX9 3WT.

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**Contact** Housing Officer (Information).

**Telephone Number** 01844 218349 (24 hrs)

**Fax Number** -

**Email** Buckinghamshire@ssafa.org.uk

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

**Open Hours** 9.00am-5.00pm (Monday-Friday).

**Suitable for** Ex service personnel and their families.

**Service Provided** Housing Advisory Service.

**How To Access Service** By phone.

**Other Information** (See Joint Service Housing Advice for services for current members of the Armed Forces).

**Last Updated** January 2010.

**Organisation****Thames Valley Police****Address**

Aylesbury Police Station, Wendover Road,  
Aylesbury, Buckinghamshire, HP21 7LA.

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**Contact**

Protecting Vulnerable Persons – Domestic Abuse  
Unit.

**Telephone Number**

0845 8505 505

**Fax Number**

-

**Email**

-

**Website**

[www.bucksdomesticabuse-noexcuses.com](http://www.bucksdomesticabuse-noexcuses.com)

[www.thamesvalleypolice.uk](http://www.thamesvalleypolice.uk)

**Open Hours**

Monday-Friday.

There is an answer phone available throughout the day and at weekends to leave a message and calls will be returned.

**Suitable for**

People experiencing domestic violence.

**Service Provided**

Specialist Domestic Abuse Officers offer support & advice in relation to crimes of domestic assault.

**How To Access Service**

By telephone.

**Other Information**

Telephone **999** for **Police** if in an **emergency**.

**Last Updated**

February 2010

**Organisation****Turning Point****Address**

Turning Point, The Centre, 2-10 Bridge Street,  
Reading, Berkshire, RG1 2LU.

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**Contact**

Service Administrator

**Telephone Number**

0118 958 5631

**Fax Number**

0871 208 1098

**Email**

sian.sinnett@turning-point.co.uk

**Website**

www.turning-point.co.uk

**Open Hours**

9.00am-5.00pm (Monday-Thursday).

9.00am-4.30pm (Friday).

**Suitable for**

People aged 16-18 on Job Seekers Allowance.

People aged 18 plus.

**Service Provided**

Education, training and employment support for people with a history of substance misuse, offending behaviour and homelessness issues.

**How To Access Service**

Referral from other agencies.

Self-referral.

**Other Information**

No charges for service.

**Last Updated**

October 2009

**Organisation****Welfare Benefits Team –  
Buckinghamshire County  
Council****Address**

6<sup>th</sup> floor, County Hall, Aylesbury,  
Buckinghamshire, HP20 1YU.

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**Contact**

Welfare Benefits Team Leader.

**Telephone Number**

01296 382309

**Fax Number**

01296 382495

**Email**

benefits@buckscc.gov.uk

**Website**

www.buckscc.gov.uk

**Open Hours**

9.00am-5.30pm (Monday-Thursday).  
9.00am-5.00pm (Friday).

**Suitable for**

Residents Buckinghamshire County Council.

People aged 60 plus.

Vulnerable adults 18 plus.

**Service Provided**

Advice on claiming benefits.  
Assistance completing forms.  
Assistance with appeals.

**How To Access Service**

Referral only.

**Other Information**

Priority is given to service users and people aged 60 plus with disabilities.

**Last Updated**

October 2009



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**Housing Advice Directory - Accommodation, Advice and Support**

If you wish to update or amend your entry, please complete and return this form to the address given below. Alternatively, you can request an electronic copy of this form.

Organisation:	Contact Address:
	Contact Officers Name: Contact Officers Job Title:
Telephone Number:	Fax Number:
E-mail:	Website:
Service you provide:	How to access your service (e.g. referral only (please state from who)/drop-in)
	Opening times (please state the days you are open): .....(am)-.....(pm)
Client group:	Service charges:
Suitable for (Eligibility criteria):	Local connection required:
Age limits:	Other Information:
Do you have any comments about the content, layout and accessibility of the Directory:	Other than those organisations in the Directory, are there any other organisations that you work with or know of that provide support & advice for people with housing needs that you feel should be in the Directory (if so, please provide name & address):
Please tick if you would like to receive a copy of the Directory [ ]	
<i>In case of any query in preparing the database: (this information will be treated confidentially)</i>	
Name of person completing this form	
Job Title	
Direct telephone number	
Email	
Address (if different from above)	
Date Updated	

**Please return this form to:**

Housing Needs & Advice  
Aylesbury Vale District Council  
66 High Street Aylesbury HP20 1SD

Tel: (01296) 585168 Fax (01296) 398804 Minicom: (01296) 585055

Email: [housingneeds@aylesburyvaledc.gov.uk](mailto:housingneeds@aylesburyvaledc.gov.uk) Website: [www.aylesburyvaledc.gov.uk](http://www.aylesburyvaledc.gov.uk)