



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/

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.

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

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.

CONTENTS

HOW TO USE THIS DIRECTORY	2
AYLESBURY VALE DISTRICT COUNCIL - HOUSING NEEDS & ADVICE.....	7
DRUG & ALCOHOL SERVICES.....	11
Alcoholics Anonymous	13
Buckinghamshire Drug & Alcohol Action Team.....	14
Buckinghamshire Drug Intervention Programme (DIP)/Substance Misuse Arrest Referral Team (SMART) Criminal Justice System (CJS).....	15
The OASIS Partnership	16
Specialist Community Addiction Service	17
Young Addaction.....	18
HOSTELS	19
English Churches Housing Group	21
Griffin Place.....	22
Life	23
One Foot Forward	24
Padstones.....	25
YMCA – High Wycombe	26
YMCA – Milton Keynes.....	27
HOUSING ASSOCIATIONS	29
ASRA Greater London Housing Association Limited	31
Carr-Gomm.....	32
Catalyst Housing Group	33
The Fremantle Trust	34
Guinness Midsummer	35
Haig Homes	36
Hanover Housing Association	37
Hastoe Housing Association.....	38
Hightown Praetorian & Churches Housing Association (Accommodation with Support)	39
Hightown Praetorian & Churches Housing Association (Family Housing).....	40
Home Group Ltd	41
Housing 21.....	42
Masonic Housing Association.....	43
Mayday Trust.....	44
Oxford Citizens Housing Association	45
Paradigm Housing Group.....	46
Places for People	47
Sanctuary Group	48
Sovereign Housing Association	49
Stonham – Aylesbury Ascott Road Adult Service	50
Stonham - High Wycombe Service.....	51
Stonham – Aylesbury Young Peoples Service.....	52
Stonham Housing Association	53
Thame & District Housing Association	54

Thames Valley Housing Association.....	55
Vale of Aylesbury Housing Trust (VAHT).....	56
<u>SERVICES FOR FAMILIES/RELATIONSHIPS.....</u>	<u>57</u>
Child Bereavement Charity.....	59
PACT (Parents & Children Together)	60
Relate (Mid Thames & Buckinghamshire)	61
Social Care for Children & Families - Buckinghamshire County Council Social Services.....	62
<u>SERVICES FOR OLDER PEOPLE.....</u>	<u>63</u>
Age Concern Buckinghamshire.....	65
Elderly Accommodation Counsel.....	66
FirstStop	67
The Relatives and Residents Association.....	68
<u>SERVICES FOR YOUNG PEOPLE.....</u>	<u>69</u>
Aylesbury Youth Action.....	71
Bucks Youth Offending Service	72
Carers Bucks – Young Carers.....	73
Connexions Buckinghamshire	74
Mediation Buckinghamshire	75
Social Care for Children & Families – Leaving Care Services	76
Way In Youth Counselling Agency.....	77
Youth Concern “Uptown Coffee Bar” (Aylesbury Homeless Action Group).....	78
Youth Enquiry Service.....	79
Youth Services – Wendover.....	80
Youth Services – Wing	81
Youth Services – Aylesbury Multicultural Centre	82
Youth Services – Aylesbury – Elmhurst Youth Club.....	83
Youth Services – Aylesbury-Grange Youth Centre	84
Youth Services – Aylesbury-Prebendal Farm Youth Club.....	85
Youth Services – Aylesbury-Quarrendon Youth Centre	86
<u>SUPPORT & ADVICE AGENCIES.....</u>	<u>87</u>
Adult Social Care, Physical, Sensory Disability Team – Buckinghamshire County Council.....	89
Asian Link Counselling – Oxfordshire & Buckinghamshire NHS Mental Health Trust	90
Assertive Outreach Team (AOT) – Oxfordshire & Buckinghamshire Mental Health Trust (OBMH)	91
Aylesbury Vale Advocates (AVA).....	92
Aylesbury Vale Racial Equality & Human Rights Council.....	93
Aylesbury Vale Rape Crisis.....	94
Aylesbury Vineyard Storehouse.....	95
Aylesbury Women’s Aid	96
Bucks Vision (the new name for B.A.B.)	97
Carers Bucks.....	98
Carers UK	99
Citizens Advice Bureau – Aylesbury	100
Citizens Advice Bureau – Buckingham, Winslow and District.	101
Connection Floating Support	102
The Crescent Support Group.....	103
Crisis and Crisis Changing Lives.....	104
Cruse Bereavement Care.....	105

The Dove Centre	106
The Gap Project.....	107
Healthy Living Centre.....	108
Housing Interaction Trust	109
The Hub.....	110
Joint Service Housing Advice Office.....	111
Learning Disability Helpline (Mencap)	112
Mankind Initiative.....	113
National Probation Service.....	114
North East & West Community Mental Health Team – Oxfordshire & Buckinghamshire Mental Health Team.....	115
Resettlement Plus Helpline, Nacro.....	116
Samaritans (Chiltern Branch).....	117
Shelter (Milton Keynes)	118
Shelter Thames Valley (Slough)	119
SSAFA (Soldiers, Sailors, Airmen & Families Association) Forces Help’s Housing Advisory Service.....	120
Thames Valley Police	121
Turning Point.....	122
Welfare Benefits Team – Buckinghamshire County Council.....	123

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

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

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

-

Websitewww.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.

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.

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

Contact

-

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.

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.

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.

Contact

Supported Housing Reception.

Telephone Number

01494 753920

Fax Number

01494 753929

Email

-

Website

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.

Contact

-

Telephone Number

01296 337858

Fax Number

01296 331367

Email

contact.griffin@bromford.co.uk

Website

-

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.

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.

Contact

-

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.

Contact

Sue Ogden - General Manager.

Telephone Number

01628 660872

Fax Number

01628 660472

Email

sueogden@padstones.org.uk

Website

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.

Contact

Housing Manager.

Telephone Number

01494 465700

Fax Number

01494 436954

Email

admin@hw-ymca.org.uk

Website

-

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.

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.

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.

Contact

Marcin Grzegorzczuk

Telephone Number

01296 433505

Fax Number

01296 433505

Email

Marcin.grzegorzczuk@carr-gomm.org.uk

Website

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

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.

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.

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.

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.

Contact

-

Telephone Number

0800 280 2575

Fax Number

-

Email

-

Website

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.

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

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Last Updated

October 2009

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

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

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.

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.

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

-

Last Updated

January 2010.

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

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

Contact

Sally Hipwell - Court Manager.

Telephone Number

0370 1924120

Fax Number

-

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.

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.

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.

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.

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

-

Last Updated

October 2009

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

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

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

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

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

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

Contact

Telephone Number

0845 7125530

Fax Number

01635 37690

Email

Website

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.

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 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.

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.

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.

Contact

Service Manager Janis Stanton

Telephone Number

0845 155 1483

Fax Number

01865 321466

Email

Janis.stanton@homegroup

Website

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.

Contact

Secretary.

Telephone Number

01844 212564

Fax Number

01844 216580

Email

johng@tdha.co.uk

Website

-

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.

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

-

Last Updated

November 2009

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

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

Contact

Head of Customer Services.

Telephone Number

01296 732605

Fax Number

-

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.

Contact

-

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.

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.

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.

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

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

-

Last Updated

November 2009

Services for Older People

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

145 Meadowcroft, Aylesbury, Buckinghamshire,
HP19 9HH.

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**

3rd Floor, 89 Albert Embankment, London,
SE1 7TP.

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

-

Contact

-

Telephone Number

0800 377 7070

Fax Number

-

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.

Contact

Advice Line Manager.

Telephone Number

0207 359 8136

Fax Number

020 7226 6603

Email

advice@relres.org

Website

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.

Contact

Manager.

Telephone Number

01296 421149

Fax Number

-

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.

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

-

Last Updated

October 2009

Organisation

Carers Bucks – Young Carers

Address

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

Contact

Young Carers Co-ordinator

Telephone Number

01296 392711

Fax Number

01296 392466

Email

sally.mansi@carersbucks.org

Website

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.

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

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.

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.

Contact

Assistant Team Manager

Telephone Number

01296 387709

Fax Number

01296 395471

Email

groscoe@buckscc.gov.uk

Website

-

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

-

Last Updated

October 2009

Organisation

Way In Youth Counselling Agency

Address

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

Contact

Project Manager.

Telephone Number

01494 791177

Fax Number

01494 792202

Email

gdickinson@buckscc.gov.uk

Website

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

-

Last Updated

October 2009

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

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

Contact

Fran Borg Wheeler.

Telephone Number

01296 431183

Fax Number

-

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.

Contact

-

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

-

Last Updated

September 2009

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

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

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

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.

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

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.

Contact Sunil Takodra – Leader in Charge

Telephone Number 07970 293717

Fax Number 01296 420730

Email -

Website 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.

Contact

Leigh Smith – Leader in Charge

Telephone Number

07931 833838

Fax Number

01296 420730

Email

-

Website

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.

Contact

Ben Clements – Youth Worker

Telephone Number

01296 422091

Fax Number

01296 420730

Email

bclements@buckscc.gov.uk

Website

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.

Contact

Lesley Manka – Leader in Charge

Telephone Number

07734 278341

Fax Number

01296 420730

Email

-

Website

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.

Contact

Leigh Smith – Leader in Charge

Telephone Number

07931 833838

Fax Number

01296 420730

Email

-

Website

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.

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.

Contact

Asian Link Counsellor.

Telephone Number

01494 539223

Fax Number

01494 447070

Email

-

Website

-

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.

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.

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.

Contact

Director.

Telephone Number

01296 425334

Fax Number

01296 425334

Email

manager@avrec.org.uk

Website

-

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.

Contact

Manager.

Telephone Number

01296 392468

Fax Number

-

Email

support@avrc.org.uk – Client Support.

mail@avrc.org.uk - Business.

Website

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.

Contact

Storehouse Co-Ordinator.

Telephone Number

01296 424440

Fax Number

-

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

-

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.

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.

Contact

-

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 & Information Manager.

Telephone Number

020 7378 4999

Fax Number

020 7378 9781

Emailinfo@carersuk.org or for advice,
adviceline@carersuk.org**Website**

www.carersuk.org

Open Hours10.00am-12.00pm, 2.00pm-4.00pm
(Wednesday-Thursday).**Suitable for**

Carers.

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

Self-referral.

Other InformationNo 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.

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

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

-

Last Updated

January 2010

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

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

Contact

Manager.

Telephone Number

01280 816 707

Fax Number

01280 824 494

Email

admin@buckinghamcab.org.uk

Website

-

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.
1st & 3rd 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.

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.

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.

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

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.

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.

Contact

-

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.

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.

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.

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

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.

Contact

-

Telephone Number

01722 436575

Fax Number

01722 436577

Email

lf-jshao-mailbox@mod.uk

Website

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

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

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

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

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.

Contact

Housing Advice

Telephone Number

01296 483174

Fax Number

-

Email

-

Website

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.

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

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

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

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

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

-

Last Updated

October 2009.

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

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

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.

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.

Contact Housing Officer (Information).

Telephone Number 01844 218349 (24 hrs)

Fax Number -

Email Buckinghamshire@ssafa.org.uk

Website 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.

Contact

Protecting Vulnerable Persons – Domestic Abuse
Unit.

Telephone Number

0845 8505 505

Fax Number

-

Email

-

Website

www.bucksdomesticabuse-noexcuses.com

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.

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**

6th floor, County Hall, Aylesbury,
Buckinghamshire, HP20 1YU.

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

Index

<i>Adult Social Care, Physical, Sensory Disability Team – Buckinghamshire County Council</i>	90
<i>Age Concern Buckinghamshire</i>	66
<i>Alcoholics Anonymous</i>	13
<i>Asian Link Counselling – Oxfordshire & Buckinghamshire NHS Mental Health Trust</i>	91
<i>ASRA Greater London Housing Association Limited</i>	31
<i>Assertive Outreach Team (AOT) – Oxfordshire & Buckinghamshire Mental Health Trust (OBMH)</i>	92
<i>Aylesbury Vale Advocates (AVA)</i>	93
<i>Aylesbury Vale District Council - Housing Needs & Advice</i>	7
<i>Aylesbury Vale Racial Equality & Human Rights Council</i>	94
<i>Aylesbury Vale Rape Crisis</i>	95
<i>Aylesbury Vineyard Storehouse</i>	96
<i>Aylesbury Women’s Aid</i>	97
<i>Aylesbury Youth Action</i>	72
<i>Buckinghamshire Drug & Alcohol Action Team</i>	14
<i>Buckinghamshire Drug Intervention Programme (DIP)/Substance Misuse Arrest Referral Team (SMART) Criminal Justice System (CJS)</i>	15
<i>Bucks Vision (the new name for B.A.B.)</i>	98
<i>Bucks Youth Offending Service</i>	73
<i>Carers Bucks</i>	99
<i>Carers Bucks – Young Carers</i>	74
<i>Carers UK</i>	100
<i>Carr-Gomm</i>	32, 33
<i>Catalyst Housing Group</i>	33
<i>Child Bereavement Charity</i>	60
<i>Citizens Advice Bureau – Aylesbury</i>	101
<i>Citizens Advice Bureau – Buckingham, Winslow and District</i>	102
<i>Connection Floating Support</i>	103
<i>Connexions Buckinghamshire</i>	75
<i>Crescent Support Group</i>	104
<i>Crisis and Crisis Changing Lives</i>	105
<i>Cruse Bereavement Care</i>	106
<i>Dove Centre</i>	107
<i>Elderly Accommodation Counsel</i>	67
<i>English Churches Housing Group</i>	21
<i>FirstStop</i>	68
<i>Fremantle Trust</i>	34
<i>Gap Project</i>	108
<i>Griffin Place</i>	22
<i>Guinness Midsummer</i>	35
<i>Haig Homes</i>	36
<i>Hanover Housing Association</i>	37
<i>Hastoe Housing Association</i>	38
<i>Healthy Living Centre</i>	109
<i>Hightown Praetorian & Churches Housing Association (Accommodation with Support)</i>	39
<i>Hightown Praetorian & Churches Housing Association (Family Housing)</i>	40
<i>Home Group Ltd</i>	41
<i>Housing 21</i>	42
<i>Housing Interaction Trust</i>	110
<i>Hub</i>	111
<i>Joint Service Housing Advice Office</i>	112
<i>Learning Disability Helpline (Mencap)</i>	113

<i>Life</i>	23
<i>Mankind Initiative</i>	113, 114
<i>Masonic Housing Association</i>	43
<i>Mayday Trust</i>	44
<i>Mediation Buckinghamshire</i>	76
<i>National Probation Service</i>	115
<i>North East & West Community Mental Health Team – Oxfordshire & Buckinghamshire Mental Health Team</i>	116
<i>OASIS Partnership</i>	16
<i>One Foot Forward</i>	24
<i>Oxford Citizens Housing Association</i>	45
<i>PACT (Parents & Children Together)</i>	61
<i>Padstones</i>	25
<i>Paradigm Housing Group</i>	46
<i>Places for People</i>	47
<i>Relate (Mid Thames & Buckinghamshire)</i>	62
<i>Relatives and Residents Association</i>	69
<i>Resettlement Plus Helpline, Nacro</i>	117
<i>Samaritans (Chiltern Branch)</i>	118
<i>Sanctuary Group</i>	48
<i>Shelter (Milton Keynes)</i>	119
<i>Shelter Thames Valley (Slough)</i>	120
<i>Social Care for Children & Families - Buckinghamshire County Council Social Services</i>	63
<i>Social Care for Children & Families – Leaving Care Services</i>	77
<i>Sovereign Housing Association</i>	48, 49
<i>Specialist Community Addiction Service</i>	17
<i>SSAFA (Soldiers, Sailors, Airmen & Families Association) Forces Help’s Housing Advisory Service</i>	121
<i>Stonham – Aylesbury Ascott Road Adult Service</i>	50
<i>Stonham – Aylesbury Young Peoples Service</i>	52
<i>Stonham - High Wycombe Service</i>	51
<i>Stonham Housing Association</i>	53
<i>Thame & District Housing Association</i>	54
<i>Thames Valley Housing Association</i>	55
<i>Thames Valley Police</i>	122
<i>Turning Point</i>	123
<i>Vale of Aylesbury Housing Trust (VAHT)</i>	56
<i>Way In Youth Counselling Agency</i>	78
<i>Welfare Benefits Team – Buckinghamshire County Council</i>	124
<i>YMCA – High Wycombe</i>	26
<i>YMCA – Milton Keynes</i>	27
<i>Young Addaction</i>	18
<i>Youth Concern “Uptown Coffee Bar” (Aylesbury Homeless Action Group)</i>	79
<i>Youth Enquiry Service</i>	80
<i>Youth Services – Aylesbury – Elmhurst Youth Club</i>	84
<i>Youth Services – Aylesbury Multicultural Centre</i>	83
<i>Youth Services – Aylesbury-Grange Youth Centre</i>	85
<i>Youth Services – Aylesbury-Prebendal Farm Youth Club</i>	86
<i>Youth Services – Aylesbury-Quarrendon Youth Centre</i>	87
<i>Youth Services – Wendover</i>	81
<i>Youth Services – Wing</i>	82



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 Website: www.aylesburyvaledc.gov.uk