SERVICE DIRECTORY

About Recoop

Recoop promotes the care, resettlement and rehabilitation of older individuals with convictions and primarily provides services in prison. However, we recognise that more support is needed to help those transitioning back into the community and sometimes moving to new towns and cities.

This resource is aimed to provide information and links to a range of organisations that will set you off with the right advice and guidance to build those important community links and help you on your way as you settle back into community living.

This list is only the start! There are lots of organisations out there providing support that you can access, the challenge is finding them. Use some of these national and gateway organisations to make contact with those in your local area.

We apologise for not having access to more information about specific towns and cities. Feel free to let us know of any organisations you find helpful that we've missed off so we can add it to the list. Email: info@recoop.org.uk

How to use this document

This document is intended (as a guide and in no way constitutes an endorsement of the organisations or websites listed) to provide information about a number of national organisations and resources that could help support individuals and support workers in relation to a variety of different needs.

The document is set out to cover the following sections:

Section 1	**My Local Older Organisations**	Pages 4 – 5
Section 2	**Local Authority Information and National Organisations**	Pages 6 – 8
Section 3	**Staying Safe**	
	• Housing • Moving to appropriate accommodation or applying for a transfer • Understanding and sticking to the tenancy/licence agreement	Pages 9 - 11
	• Keeping the home safe and secure • Dealing with emergencies • Dealing with neighbour disputes	Page 12
	• Coping with experiences of abuse, harassment, bullying or domestic violence	Pages 13 – 14
	• Managing self-harm • Managing aggression / anger	Page 15 - 16
	• Complying with court orders, ASBOs, etc	Page 17
Section 4	**Achieving Economic Wellbeing**	
	• Claiming and maximising benefits	Page 18
	• Financial help • Dealing with arrears/debts	Page 19 Page 19
	• Opening a bank account and saving money • Budgeting and paying the bills / rent	Page 20
	• Getting paid work	Page 21 - 22
	• Food Banks	Page 22
Section 5	**Forward Planning**	
	• Writing letters and completing forms • Education and Training	Page 23
	• Volunteering	Page 24 - 25
	• Pursuing Leisure Interests	Page 25
	• Religious / spiritual beliefs and cultural needs	Page 25 - 26
Section 6	**Being Healthy**	
	• Registering with GP / Dentist • General health issues • Disability • Allergies / Food	Pages 27 - 29

	• Physical health issues	Pages 30 - 32
	• Mental health issues • Addressing emotional concerns • Coping with isolation	Pages 32 - 34
	• Alcohol / drug / misuse / recovery	Page 34
	• Sharing your stories	Page 34
APPENDIX	Local Authority/Council Contact Details	Page 35 - 53

SECTION 1 – MY LOCAL ORGANISATIONS

For you to up-date

Contact	Organisation	Tel no.	Email	Comments

Contact	Organisation	Tel no.	Email	Comments

SECTION 2 – LOCAL AUTHORITY INFORMATION AND NATIONAL ORGANISATIONS

This section lists information on the obligations of Local Authorities and details of national organisations. You will be able to access local branches of these organisations by contacting them on the phone numbers given below.

Local Authorities

If someone finds themselves homeless, or at risk of being homeless, they can make a homeless application to their Local Authority. This application can be made up to 28 days before they're going to be homeless and they'll need to ask for the homelessness officer - make sure they understand that the person is homeless rather than just wishing to make a housing application which is different.

The Local Authority has a duty to carry out an assessment of every homeless applicant's needs, to work out whether they have a statutory duty to help. Local Authorities normally have a duty to help homeless people if they have problems, such as health issues, or are potentially vulnerable, so it is important that they receive all relevant information. If the Local Authority does not have a duty to house someone they will normally offer advice on emergency hostels or homeless projects in the area.

Even if the Local Authority does not offer housing, a person classified as homeless should be in a more favourable position on the housing waiting list.

The Appendix lists addresses and telephone numbers of all Local Authorities.

National Organisations

Shelter
www.shelter.org.uk
This is a national charity focussed on housing and homelessness advice, with offices situated across the country.
0808 800 4444 (Monday - Friday 8am - 6pm) free from UK landlines

Age UK
www.ageuk.org.uk
Age UK supports and assists a network of more than 150 local Age UKs, which between them provide an extensive network throughout England. Search the Age UK website for your nearest office/branch for a wealth of information and advice.
Tel: 0800 678 1602 8am – 7pm – every day of the year.
Write to: Age UK, Tavis House, 1-6 Tavistock Square, London WC1H 9NA

Independent Age
www.independentage.org
Independent Age provides an information and advice service focusing on social care, welfare benefits and befriending services.
Advice Line tel: 0800 319 6789
Email: charity@independentage.org
Write to: Independent Age, 6 Avonmore Road, London W14 8RR

Salvation Army
www.salvationarmy.org
The Salvation Army has a long history of working with people who are vulnerable and marginalised and offer very practical help, unconditional assistance and support.
Tel: 020 7367 4500
Email: info@salvationarmy.org.uk
Write to: The Salvation Army, 101 Newington Causeway, London SE1 6BN

Red Cross
www.redcross.org.uk
The Red Cross is a volunteer-led humanitarian organisation that helps people in crisis, whoever and wherever they are.
Tel: 0344 871 11 11
Email: contactus@redcross.org.uk
Write to: British Red Cross, UK Office, 44 Moorfields, London EC2Y 9AL

Mother's Union
www.mothersunion.org
The Mother's Union is an international Christian charity that seeks to support families to all (not just women) through prayer, financial support and actively working at the grassroots level in programmes that meet local needs.
Email: communications@mothersunion.org
Tel: 020 7222 5533
Write to: Mothers' Union, Mary Sumner House, 24 Tufton Street, London, SW1P 3RB

Silver Line
www.thesilverline.org.uk
The Silver Line 24-hour helpline provides three functions to support older people: a sign-posting service to link them into the many, varied services around the country; a befriending service to combat loneliness and a means of empowering those you may be suffering abuse and neglect.
Tel: 0800 4 70 80 90 – 24 hours a day, 7 days a week, free helpline
Email: info@thesilverline.org.uk
Write to: Trade Tower, Calico Row, London SW11 3YH

parkrun is a free, community event where you can walk, jog, run, volunteer or spectate. parkrun is 5k and takes place every Saturday morning. It's positive, welcoming and inclusive – there is no time limit and no-one finishes last! You will need to register here.
www.parkrun.org.uk

For specific health related issues please refer to organisations listed in Section 6 – Being Healthy.

SECTION 3 – STAYING SAFE

This section focuses on dealing with specific accommodation issues, including housing, understanding tenancy agreements and home safety, as well as personal safety issues, including domestic violence and anger management.

- **Housing**
- **Moving to appropriate accommodation or applying for a transfer**
- **Understanding and sticking to the tenancy/licence agreement**

Shelter
www.shelter.org.uk
This is a national charity focussed on housing and homelessness advice, with offices situated across the country.
0808 800 4444 (Monday - Friday 8am - 8pm; Saturday - Sunday 9am - 5pm) – free from UK landlines
The website also provides free help on eviction and has information relating to tenant's rights. http://england.shelter.org.uk/get_advice/eviction
Write to: Shelter, 88 Old Street, London EC1V 9HU

BCHA (South and South West)
www.bcha.org.uk
BCHA is a specialist housing and social care support provider, offering a wide range of help to people in vulnerable circumstances and to professionals trying to equip those in need. Although based in Bournemouth, BCHA deliver services across the South from Plymouth to Reading.
Tel: 01202 410 500
Email: enquiries@bcha.org.uk
Write to: BCHA, The Factory, Alder Hills, Bournemouth BH12 4AS

Emmaus
www.emmaus.org.uk
Emmaus supports people who have experienced homelessness by providing them with a home and meaningful work in a community setting, giving people the opportunity to take stock of their lives, deal with any issues they might have and often re-establish relationships with loved ones.
Write to: Emmaus UK, Apex House, Calthorpe Road, Edgbaston, Birmingham B15 1TR9
Tel: 0300 303 7555
Email: contact@emmaus.org.uk

Julian House (South West)
www.julianhouse.org.uk
At its foundation, Julian House was set up to offer direct support to some of the most marginalised people in society – the homeless. Initially this was limited to offering food and shelter. Over time other projects and services have been developed which not only address the symptoms of homelessness but also the underlying reasons why men and women are forced onto the streets. Indeed, projects such as our social enterprises are targeted at preventing people becoming homeless by engaging them in meaningful activities, training and preparation for employment.
Tel: 01225 354 650
Write to: 27 Rosewell Court, Kingsmead, Bath BA1 2AQ
Email: admin@julianhouse.org.uk

St Mungo's (London and Eastern Region)
www.mungos.org
St Mungo's offer advice and practical support to prisoners who may experience housing difficulties when they are released. The team works closely with community resettlement services and other agencies to secure the best possible outcome for prisoners and ex-offenders.
Write to: St Mungo's, 3 Thomas More Square, Tower Hill, London E1W 1YW
Tel: 020 3856 6000
Email: info@mungos.org

Home Group
www.homegroup.org.uk
Home Group is a social enterprise and charity and is one of the UK's largest providers of high quality housing and supported housing services and products.
Head Office Tel: 0345 141 4663
Write to: 33 Farringdon Road, London EC1M 3JF
Email: contactus@homegroup.org.uk

Housing Ombudsman Service
www.housing-ombudsman.org.uk
An organisation set up by law to look at complaints about 'registered' housing providers. The service is free and confidential and will look at your complaint impartially. The website provides a number of useful documents.
Tel: 0300 111 3000
Write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET
Email: info@housing-ombudsman.org.uk

Tenancy Agreement Service
www.tenancyagreementservice.co.uk
Tenancy Agreement Service is a legal information resource providing information on aspects of housing law in England and Wales. The website focuses on obligations and rights of landlords and tenants.
Email: baskew@tenancyagreementservice.co.uk
Write to: Tenancy Agreement Service, 44 West Broadway, Bristol, BS9 4TB

Helpiammoving.com
www.helpiammoving.com
This website provides free independent advice about packing up to move house, checklists before you move, advice on removal van companies, free quotes, storage and moving house tips. Contact via the website.

- **Keeping the home safe and secure**
- **Dealing with emergencies**
- **Dealing with neighbour disputes**

The Royal Society for the Prevention of Accidents
www.rospa.com/homesafety
A registered charity involved in the promotion of safety and the prevention of accidents in all areas of life.
Tel: 0121 248 2000
Email: enquiries@rospa.com

National Gas Emergency Service
The National Gas Emergency Service is government based to help with possible gas leaks before problems escalate. There is an emergency number available if you suspect a possible gas leak or are concerned about gas safety.
Emergency number – 0800 111 999 (24 hours a day)

Crimestoppers Charity
www.crimestoppers-uk.org
Crimestoppers is an independent charity that allows normal everyday people to help stop crime in their area by reporting it using the number provided. Crimestoppers works outside the police and government but still is useful for reporting acts of crime in your area.
Crimestoppers helpline – 0800 555 111

Problem Neighbours
www.problemneighbours.co.uk
Provides articles helping with dealing with neighbours on such issues as noise, anti-social behaviour and boundary disputes. Information on a wide range of problems and how to resolve them. Also has external links to help with dealing with the neighbours by getting your local council or police involved.

- **Coping with experiences of abuse, harassment, bullying or domestic violence**

Victims Support Charity
www.victimsupport.org.uk
Victim Support is an independent charity working towards a world where people affected by crime or traumatic events get the support they need and the respect they deserve. It helps people feel safer and find the strength to move beyond crime. Support is free, confidential and tailored to individual's needs.
Support line – 0808 16 89 111

Men's Advice Line
www.mensadviceline.org.uk
Men's Advice Line helps and supports male victims of domestic abuse.
Tel: Free (from UK landlines) helpline - 0808 801 0327
Monday – Friday 10am – 5pm
Email: info@mensadviceline.org.uk

National Domestic Violence Helpline
www.nationaldomesticviolencehelpline.org.uk
Website runs in partnership with Women's Aid and Refuge. This website is helpful for victims and workers who want to learn more about domestic violence and how to support someone experiencing it.
24-hour free helpline number - 0808 2000 247

Rights of Women
www.rightsofwomen.org.uk
Rights of Women is a charity working in a number of ways to help women through the law. Their vital services aim to provide women with the legal advice and information they need to understand and use the law and their legal rights. We also work to improve the law for women and increase women's access to justice.
General: 020 7251 6575
Write to: 52-54 Featherstone Street, London EC1Y 8RT
Email: info@row.org.uk

Man Kind
www.mankind.org.uk
This website provides information for men experiencing domestic abuse and domestic violence and also gives an insight to other people's experiences and what support is available.
Tel: 0808 800 1170

The Hampton Trust
www.hamptontrust.org.uk
The Hampton Trust is one of the most respected and innovative UK providers of work in the field of domestic abuse and criminal justice, committed to rebuilding lives by addressing the root cause of domestic abuse and criminality
General enquiries: 023 8000 1061
Programme enquiries: 023 8000 9898
Email: info@hamptontrust.org.uk

- **Managing self-harm**
- **Managing aggression/anger**

NHS Self Injury
www.nhs.uk/conditions/self-injury
The NHS website provides information about self-harm, including symptoms, causes, diagnosis and treatment. The webpage also provides links to advice on other conditions including depression.

Support Line
www.supportline.org.uk
Support Line provides confidential emotional support by telephone, email and post to develop healthy, positive coping strategies. Support Line keeps a database of local groups, counsellors and agencies.
Helpline - 01708 765 200 (hours vary so ring for details)
Email: info@supportline.org.uk

Recover your life
www.recoveryourlife.com
A community support site providing information on first aid and personal experiences of self-injury. Provides information on subjects including eating disorders, mental health problems and dealing with abuse.
Write to: RYL, Magdalen House, 3 Magdalen Street, Eye, Suffolk IP23 7AJ

Samaritans Charity
www.samaritans.org
The website provides information on suicidal thoughts and self-harm. The emergency phone line is for people in desperate need of someone to talk to. Local branch numbers are also available if you wish to speak to someone in your area.
24 hour emergency helpline – 116 123 FREE
Email: jo@samaritans.org
Write to: Samaritans, The Upper Mill, Kingston Road, Ewell, Surrey KT17 2AF

NHS – Anger Management
Get help with anger - NHS
Providing information on anger management, self-help, symptoms and treatment. The NHS site provides external links and information to help with finding treatment and counselling services in your local area.

Anger Management Experts
www.angermanagementexpert.co.uk
Provides a number of articles relating to managing aggression. These articles include channelling personal aggression, controlling anger and risk factors. They also provide a general enquiry service in which you can ask an expert a question.

- **Complying with court orders, ASBOs, etc**

Unlock (The National Association of Reformed Offenders)
www.unlock.org.uk
Unlock is an independent award-winning national charity that provides a voice and support for people with convictions who are facing stigma and obstacles because of their criminal record, often long after they have served their sentence.
General enquiries number - 01634 247350 (Monday – Friday 8.45am – 4.45pm)
Online email
Write to: Helpline, Unlock, Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone, Kent, ME14 1HH

NACRO Resettlement Plus Helpline
www.nacro.org.uk
Resettlement advice for ex-offenders, serving prisoners, their families, friends and those working with them. The website also provides information on disclosing convictions in relation to employment, housing, benefits and information.
Tel: 0300 123 1889
Email: website@nacro.org.uk
Write to: Head Office: Walkden House, 16-17 Devonshire Square, London EC2M 4SQ

South West Advocacy Network (SWAN)
www.dorsetadvocacy.co.uk
SWAN provides an integrated adult advocacy service across Dorset, including Christchurch, Poole and Bournemouth.
Tel: 03333 447928
Email: reception@swanadvocacy.org.uk

SECTION 4 – ACHIEVING ECONOMIC WELLBEING

This section focuses on addressing financial issues including managing benefits, opening a bank account, dealing with debts and budgeting.

- **Claiming and maximising benefits**

DWP – Department for Work and Pensions
www.gov.uk/dwp
The government department responsible for welfare and employment issues. The website also has a range of useful links and numbers that are available to you.

Pension Service
www.gov.uk/contact-pension-service
The Pension Service helps with State Pension eligibility, claims and payments
Claiming State Pension for the first time: 0800 731 0469

Job Centre Plus
www.gov.uk/contact-jobcentre-plus
Job Centre Plus provides help and advice on jobs and training for people who can work and financial help for those who cannot. Site offers information and advice on benefit schemes. You can also find your local branch on the website which contains telephone numbers and addresses. The freephone number is to make a job seekers benefit claim in which you will be asked a series of questions ranging from financial to personal.
Freephone - 0800 055 6688

Direct Gov – information on Benefits
www.gov.uk/browse/benefits
This Government link provides information on claiming benefits, how to deal with tax returns and saving money. This is an information only link.

Turn2us
www.entitledto.co.uk
Provides a benefit search engine that calculates your personal details and shows all the benefits that are available to you and how you can access them.

- **Financial help**

SSAFA
www.ssafa.org.uk
Providing welfare services for serving and ex-service personnel and their families.
Helpline: 0800 260 6780

Sheriffs & Recorder's Fund (London)
www.sr-fund.org
Charitable fund giving grants to ex-prisoners and families in London.
Tel: 020 7192 2734 - 11.00am – 4.45pm Tuesday & Wednesday
Email: srfund.sec@srfund.cjsm.net

- **Dealing with arrears/debts**

Citizen Advice Bureau – Advice Guide
www.adviceguide.org.uk
Under the section "Debt and Money" CAB offers a wide range of information to help deal the any issues of arrears/debts, mortgage problems, rent arrears, borrowing money, banking and savings.
Tel: Advice line (England) 0800 144 8848 (Wales 0800 702 2020)

National Debtline
nationaldebtline.org
National Debtline is a national telephone helpline for people with debt problems in England, Wales and Scotland. Their service is free, confidential and independent. They have trained advisers who will discuss the circumstances with the client and will outline the options available.

Advice line - 0808 808 4000 (Monday to Friday 9am-8pm, Saturday 9.30am-1pm)

- **Opening a bank account and saving money**
- **Budgeting and paying the bills/rent**

Unlock
www.unlock.org.uk/projects/unlocking-banking/
A useful document outlining how ex-offenders can open a bank account giving details of how to overcome common obstacles.

The Money Advice Service
www.moneyadviceservice.org.uk/en/action_plans/how-to-open-a-bank-account
Website giving a step-by-step guide on how to chose and open a bank account that's right for you.

Age UK
www.ageuk.org.uk/information-advice/money-legal/
Age UK has a wealth of leaflets about money matters, including benefits, pensions and tax.
Age UK Advice line: 0800 678 1602 – 8am – 7pm every day of the year.

Citizens Advice Bureau
www.adviceguide.org.uk/england/debt_e/debt_banking_e/getting_a_bank_account.htm
CAB provides information and advice on all matters relating to finance.
Tel: 0800 144 8848 (0800 702 2020 Wales)

Money Saving Expert
www.moneysavingexpert.com
A website that has a range of information on how to reduce your spending. Offers advice on how to plan for the future by saving money, finding the best deals and through discounts.

- **Getting paid work**

People Plus
www.peopleplus.co.uk
People Plus is a leading employment support and training services company helping people to transform their lives and businesses through work, training, education and financial advice.
Tel: 0800 345 666
Email: customerexperience@peopleplus.co.uk

Job Centre Plus
www.gov.uk/jobsearch
The website provides a search engine for jobs in your chosen area. The jobs are updated everyday and have a wide range that covers all sectors of work. Information on agencies, programmes and services is also provided.

Remploy
www.remploy.co.uk
One of the UK's leading providers of employment services and employment to people with disabilities and complex barriers to work, providing sustainable work opportunities for those who need it most.
Tel: 0300 456 8110

Big Issue
www.bigissue.com
Provides homeless and vulnerably-housed people with the opportunity to earn a legitimate income. Big Issue produces a weekly entertainment and current affairs magazine which vendors buy for £1.75 and sell to the public for £4.00.
Tel: visit website for local contact numbers
Email: foundation@bigissue.com
Write to: The Big Issue,113-115 Fonthill Road, Finsbury Park, London N4 3HH

Working Chance
www.workingchance.org
Working Chance was set up to assist women offenders in making the transition into the world of work and employment.
Email - info@workingchance.org

- **Food Banks**

Trussell Trust
www.trusselltrust.org
Trussell Trust's aim is to end hunger and poverty in the UK. They support a nationwide network of food banks and together we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK. The website directs people to their nearest food bank.

To find a Food Bank near you visit:
www.givefood.org.uk

www.communitygrocery.org.uk

www.foodcycle.org.uk

SECTION 5 – FORWARD PLANNING

- **Writing letters and completing forms**

National Careers Service – Writing a CV
How to write a CV | National Careers Service
This website provides helpful information relating to content of a CV and also provides examples to follow.
Tel: 0800 100 900 8am – 10pm, 7 days a week

Great CV's
www.greatcvs.co.uk/CVCoveringLetter.html
Provides information and advice relating to CV's, covering letters and job hunting, written by experts from the employment and recruiting world.

- **Education and training**

University of the Third Age
www.u3a.org.uk
The Third Age Trust is the national representative body for the Universities of Third Age (U3As) in the UK. U3As are self-help, self-managed, lifelong learning co-operatives for older people no longer in full time work, providing opportunities for their members to share learning experiences in a wide range of interest groups and to pursue learning not for qualifications, but for fun**.**
Tel: 020 8466 6139
Email: info@u3a.org.uk
Write to: The Third Age Trust, 156 Blackfriars Road, London SE1 8EN

The Longford Trust
www.longfordtrust.org
Charity offering scholarships to ex-prisoners enabling them to undertake a higher education course. Each scholar is also assigned a mentor – someone who can offer practical and emotional advice.
Email: scholars@longfordtrust.org
Tel: 07747 365037
Write to: The Longford Trust, PO Box 72887, London N2 2FG

Direct Gov – Grants for adult learners
www.gov.uk/grant-bursary-adult-learners
Provides financial help and advice on how to obtain an adult learning grant.

- **Volunteering**

Step Together
www.step-together.org.uk/
Step Together believes in the power of volunteering as a catalyst for change and provides one-to-one support to help people who are excluded from society into volunteering.
Tel: 0117 955 9042
Email: admin@step-together.org.uk

National Council for Voluntary Organisations
www.ncvo.org.uk
NCVO is a national volunteering development agency for England, committed to supporting, enabling and celebrating volunteering in all its diversity. Their work links research, policy, innovation, good practice and grant-making in the involvement of volunteers. The website allows searching all available centres that you can volunteer for.
General enquiries – 020 7713 6161
Email: ncvo@ncvo.org.uk

Ramblers Association
www.ramblers.org.uk
The Ramblers offer volunteering opportunities throughout the country.
UK - Tel: 020 3961 3232
Write to: Freepost Plus, RAMBLERS, 126 Fairlie Road, Slough SL1 4PY
Email: ramblers@ramblers.zendesk.com

St Giles Trust
www.stgilestrust.org.uk
St Giles Trust aims to help break the cycle of prison, crime and disadvantage and create safer communities by supporting people to change their lives.
Their services put reformed ex-offenders at the heart of the solution, training them to use their skills and first-hand experience to help others through peer-led support. Around one-third of their staff is ex-offenders who now support others.
Tel: 020 7708 8000
Email: info@stgilestrust.org.uk

Voluntary Norfolk
www.voluntarynorfolk.org.uk
Voluntary Norfolk exists to promote, support and develop volunteering and the work of voluntary organisations, enabling people to contribute their time, skills and talents for their own and for the community's benefit.
Tel: 01603 614474
Email: admin@voluntarynorfolk.org.uk
Write to: St Clements House, 2-16 Colegate, Norwich NR3 1BQ

- **Pursuing leisure interests**

Visit England
www.visitengland.com
Provides information to plan a day out or short break in England. Explore the map for top locations around the country, find inspiring ideas on where to go and what to do or use the day trip planner to find events happening nationally and locally.

Local Life
www.locallife.co.uk
The UK's local information network provides information and addresses of a wide range of local places in your area. Information includes such sectors as Shopping, Sports and Leisure, Entertainment, Education and also Health and Beauty.

- **Religious/spiritual beliefs and cultural needs**

BBC Religion
www.bbc.co.uk/religion
The BBC website has a religion section providing articles on various religious topics. There is a 'Religion Finder' that provides information on a wide variety of religions, including historical information, although it is currently not being updated.

Liberty - Your Rights Information
www.libertyhumanrights.org.uk
The website provides information about your rights as a human-being and at work. It covers rights relating to equal treatment, children & young people and convicted prisoners.
Contact: via the Contact us/General enquiries on-line form
Write to: Liberty, Liberty House, 26-30 Strutton Ground, London SW1P 2HR

Equality Human Rights
www.equalityhumanrights.com
Provides advice and guidance and works to implement an effective legislative framework and raise awareness of human rights. They provide a helpline which gives information and guidance on discrimination and human rights issues. All of the helpline staff has been specially trained to provide this service.
Helpline – 0808 800 0082

SECTION 6 – BEING HEALTHY

- **Registering with GP / Dentist**

NHS Service Search
Find services near you - NHS
The NHS website provides information about the location of your nearest GP, emergencies & urgent care departments, hospitals, dentists, pharmacies and opticians. The search engine is an extensive tool for finding locations of nearly every health-related service. They also provide a number for asking about locations over the phone.
24-hour helpline – 111, for an emergency contact 999

Emergency Dental Helpline Service
www.dentalhealth.org
The Oral Health Foundation is an independent charity dedicated to improving oral health and wellbeing, providing expert, independent and impartial advice on all aspects of oral health directly to those who need it most.
Dental helpline – 01788 539 780
Email: mail@dentalhealth.org

- **General health issues**

Department of Health
www.gov.uk/government/organisations/department-of-health
The Department of Health helps people to live better for longer. They lead, shape and fund health and care in England, making sure people have the support, care and treatment they need, with the compassion, respect and dignity they deserve.

NHS – Medical Advice
www.nhs.uk/conditions
The NHS Choices website provides information and advice on a range of physical and mental health issues. It also has a symptom checker which can be used by searching for your symptom.

Age UK
www.ageuk.org.uk
Age UK aims to improve later life for everyone through information and advice, services, campaigns, products, training and research. Their website hosts a vast library of health-related issues.
Tel: Advice Line: 0800 055 6112

- **Disability**

Direct Gov - Disability
www.Direct.gov.uk/Disability
This section on the Direct Gov website provides a wide range of information regarding disability, covering areas that include employment support, financial support, education and learning, rights and obligations. The website also provides government schemes and grant information to help with disability.

Disability Law Service
www.dls.org.uk
DLS is run by and for disabled people as an independent, national registered charity. They provide high quality information and advice to disabled and deaf people as well as disabled people and their families, carers and advocates. Their helpline only provides advice and information in six areas of law; Disability, Discrimination, Consumer, Community Care, Further and Higher Education and Employment.
Tel: 0207 791 9800 (Monday – Friday, 9.30am – 5pm)
Email: helpline@dls.org.uk

- **Allergies/Food**

Allergy UK Charity
www.allergyuk.org
Allergy UK is the country's leading medical charity dealing with allergies. The helpline is manned by fully trained allergy advisors providing invaluable support and information for allergy sufferers. They also have online advisors with web chat. The website it self provides a lot of information on foods, allergies and reactions to drugs.
Helpline - 01322 619898

Food4life
www.food4life.org.uk
This website provides free information about how to cook and eat well. It offers help with understanding allergies, nutritional requirements and sources and food safety.
Education service - 028 9263 3000
Email via the website

- **Physical health issues**

Blood Pressure UK
www.bloodpressureuk.org
The UK's leading blood pressure charity since 2000 - lowering blood pressure to prevent stroke & heart attack.
Tel: 020 7882 6218
Email: info@bloodpressureuk.org

Breast Cancer Care
www.breastcancernow.org
This charity combines the personal experiences of people affected by breast cancer with clinical expertise and is able to provide information and offer emotional and practical support.
Tel: 0808 800 6000

British Heart Foundation
www.bhf.org.uk
Britain's leading heart charity, conducting pioneering research, offering vital prevention activity and ensuring quality care and support for everyone living with heart disease.
Tel: Heart Helpline: 0300 330 3322 (Monday to Friday 9am – 5pm)
Email: heretohelp@bhf.org.uk

Cancer Research UK
www.cancerresearchuk.org
The world's leading independent organisation dedicated to all aspects of cancer research. On the website there is information about cancer and advice on coping strategies. The information and advice provided looks at causes, symptoms, screening, primary and secondary types and seeing a specialist.
For cancer related questions: tel: 0300 1231022, Mon – Fri 8am – 8pm and Sat – Sun 9am – 5pm

Diabetes UK
www.diabetes.org.uk
Diabetes UK is a charity offering care, support and advice on prevention.
Tel: 0345 123 2399

International Glaucoma Association
www.glaucoma-association.com
This website is a comprehensive source of up-to-date news and information about glaucoma. The IGA is a patient-based organisation which works to prevent glaucoma blindness by providing information, literature and advice.
Tel: 01233 64 81 70
Email: helpline@glaucoma.uk

National Aids Trust - NAT
www.nat.org.uk
NAT is the UK's leading charity dedicated to transforming society's response to HIV. On their website they provide a range of information from what is HIV to how to deal with it on a day to day basis.
Tel: 020 7814 6767
Email: info@nat.org.uk

Parkinson's UK
www.parkinsons.org.uk
The UK's Parkinson's support and research charity providing expert information and training on every aspect of Parkinson's and friendship, support and the opportunity to meet other people affected via their local groups network across the UK.
Tel: 0800 800 0303
Email: hello@parkinsons.org.uk

Prostate Cancer UK
www.prostatecanceruk.org
Charity supporting men with prostate cancer and providing vital information and services.
Tel: 0800 074 8383

Quit Smoking NHS
Quit smoking - Better Health - NHS
This website provides you with information and advice on how to quit smoking and provides information on local support. They provide a helpline where a personal expert will talk through the steps of quitting and how to start.
Freephone helpline - 0800 022 4332 Monday to Friday 9am – 8pm

RNIB (Supporting blind and partially sighted people)
www.rnib.org.uk
Royal National Institute of Blind People (RNIB) is the leading charity offering information, support and advice to people with sight loss**.**
Tel: 0303 123 9999
Email: helpline@rnib.org.uk

• Mental Health issues

Alzheimer's (Dementia)
www.alzheimers.org.uk
Organisation working to improve the quality of life of those affected by dementia.
Tel: National Dementia Helpline: 0300 150 3456

Counselling Support Network
www.counselling-directory.org.uk
Counselling Directory was set up to connect visitors with a wealth of information and the ability to search for the most suitable counsellor or psychotherapist.

Mencap
www.mencap.org.uk
Provides support for people with a learning disability. They work by providing a high-quality, flexible service that allows people to live as independently as possible. They also have a helpline providing advice about community care, benefits, education, jobs, housing, holidays, family and personal relationships.
Tel: Helpline - 0808 808 1111
Email: helpline@mencap.org.uk

Mind
www.mind.org.uk
Mind helps people take control of their mental health and to live full lives and play a full part in society. They also provide information and advice, training programmes, Mind in your area, grants and more. The helpline provides information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy.
Mind information line: 0300 123 3393 (Monday-Friday, 9am-6pm)
Mind Support line: 0300 102 1234 (Monday-Friday 9am-6pm excl. bank holidays)
Email: info@mind.org.uk

- **Addressing emotional concerns**

No Panic
www.nopanic.org.uk
Support for sufferers of panic attacks, phobias, Obsessive Compulsive Disorder, general anxiety disorder and tranquilliser withdrawal. Provide a free confidential helpline, which is staffed by trained volunteers.
Helpline – 0300 772 9844 (10am-10pm, 365 days a year)
Email: info@nopanic.org.uk

Rethink
www.rethink.org
Provides expert advice and information to people with mental health problems and those who care for them, as well as giving help to health professionals, employers and staff.
Advice service – 0800 801 0525 (Freephone)

SANE
www.sane.org.uk
Provides out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems. The website provides an introduction to mental health issues. SANE provides a confidential space to talk about situations and feelings, such as moments of crisis, coping strategies and helps with putting you through to local services.
Tel: 0300 304 7000 (4.00pm – 10pm)
Email: support@sane.org.uk

Anxiety UK
www.anxietyuk.org.uk
Anxiety UK is a user-led charity supporting those living with anxiety.
Tel: Self-care Infoline: 03444 775 774 - 24 hours a day

Compassion in Dying
www.compassionindying.org.uk
Compassion in Dying is the only UK charity which helps people understand their rights to make choices about treatment and care at the end of life and provides a national helpline.
Tel: 0800 999 2434
Email: info@compassionindying.org.uk

Cruse Bereavement Care
www.cruse.org.uk
Cruse Bereavement supports you after the death of someone close offering face-to-face group support and information.
Tel: 0808 808 1677 Monday, Wednesday, Thursday & Friday 9.30am – 5pm, Tuesday 1pm – 8pm

• Alcohol/drug use/misuse/recovery

Drink Aware
www.drinkaware.co.uk
Provides information highlighting the dangers of alcohol misuse through innovative and challenging campaigns online, in print and in communities countrywide. The website provides a lot of information on alcohol and its effects on the human body both mentally and physically, with true life stories.
Tel: Helpline 0300 123 1110 (Monday – Friday 9am – 8pm, Weekends 11am – 4pm)

Aquarius' Silver Dreams – Time of my life project
http://aquariussilverdreams.wordpress.com/
'The Time of my Life' Project aims to build awareness and support for older people with identified or potential alcohol misuse problems.
Tel: 0121 675 3815
Email: timeofmylife@aquarius.org.uk

• Sharing your Stories

Community - Unlock

The Unlock Community provides a space for people with convictions to share their stories and experiences about living as a law-abiding person with convictions, give hope and inspiration for the future and show examples of what's possible.

APPENDIX

LOCAL AUTHORITY / COUNCIL CONTACT DETAILS

In total there are 317 local authorities in England made up of 5 different types:

- county councils
- district councils
- unitary authorities
- metropolitan districts
- London boroughs

Adur District & Worthing Borough Council
Civic Centre, Ham Road, Shoreham-by-Sea, West Sussex BN43 6PR,
01273 263 000 (Adur) 01903 239999 (Worthing)
Allerdale Borough Council
Allerdale House, Workington, Cumbria CA14 3YJ, 01900 702702
Amber Valley Borough Council
Town Hall, Market Place, Ripley, Derbyshire DE5 3BT, 01773 570 222
Ashfield District Council
Council Offices, Urban Road, Kirkby-in-Ashfield, Nottinghamshire NG17 8DA, 01623 450 000
Ashford Borough Council
Civic Centre, Tannery Lane, Ashford, Kent TN23 1PL, 01233 331111
Aylesbury Vale District Council
66 High Street, Aylesbury, Bucks HP20 1SD, 01296 585858
Babergh District Council
Council Offices, Corks Lane, Hadleigh, Ipswich IP7 6SJ, 01473 822801
Barnsley Borough Council
Town Hall, Barnsley, South Yorks S70 2TA, 01226 770770
Barrow-in-Furness Borough Council
Town Hall, Duke Street, Barrow in Furness, Cumbria LA14 3LD, 01229 894900
Basildon District Council
Basildon Centre, St Martins Square, Basildon, Essex SS14 1DL, 01268 533333
Basingstoke & Deane Borough Council
Civic Offices, London Road, Basingstoke, Hampshire RG21 4AH, 01256 844 844
Bassetlaw District Council
Queens Buildings, Potter Street, Worksop S80 2AH, 01909 533 533

Bath & North East Somerset Council
The Guildhall, High Street, Bath BA1 5AW, 01225 477000
Bedford Borough Council
Borough Hall, Cauldwell Street, Bedford, MK42 9AP, 01234 267 422
Birmingham City Council
The Council House, Victoria Square, Birmingham B1 1BB, 0121 303 1111
Blaby District Council
Council Offices, Desford Road, Narborough, Leicestershire LE9 5EP 0116 275 0555
Blackburn with Darwen Borough Council
Town Hall, King William Street, Blackburn BB1 7DY, 01254 585 585
Blackpool Council
Town Hall, Blackpool FY1 1NF, 01253 477 477
Bolsover District Council
Sherwood Lodge, Bolsover S44 6NF, 01246 24 24 24
Bolton Metropolitan Borough Council
Town Hall, Victoria Square, Bolton BL1 1RU, 01204 333 333
Boston Borough Council
Municipal Buildings, West Street, Boston, Lincs PE21 8QR, 01205 314 200
Bournemouth Borough Council
Town Hall, Bourne Avenue, Bournemouth BH2 6DY, 01202 451451
Bracknell Forest Council
Easthampstead House, Town Square, Bracknell, Berks RG12 1AQ, 01344 352 000
Bradford Metropolitan Council
City Hall, Centenary Square, Bradford BD1 1HY, 01274 432111
Braintree District Council
Causeway House, Braintree, Essex CM7 9HB, 01376 552 525
Breckland District Council
The Guildhall, Dereham, Norfolk NR19 1EE, 01362 695 333
Brentwood Borough Council
Council Offices, Ingrave Road, Brentwood, Essex CM15 8AY, 01277 312500
Brighton and Hove City Council
Kings House, Grand Avenue, Hove, East Sussex BN3 2LS, 01273 290 000
Bristol City Council
The Council House College Green Bristol BS1 5TR, 0117 922 2000
Broadland District Council
Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrews, Norwich NR7 0DU 01603 431 133
Bromsgrove District Council
The Council House, Burcot Lane, Bromsgrove, Worcs B60 1AA, 01527 873 232
Broxtowe Borough Council
Town Hall, Foster Avenue, Beeston, Nottingham NG9 1AB, 0115 917 7777

Buckinghamshire County Council
County Hall, Aylesbury, Bucks HP20 1UA, 01296 395000
Burnley Borough Council
Town Hall, Manchester Road, Burnley, Lancs BB11 1JA, 01282 425 011
Bury Metropolitan Borough Council
Town Hall, Knowsley Street, Bury BL9 0SW, 0161 253 5000
Caerphilly County Borough Council
Council Offices, Nelson Road, Tredomen, Ystrad Mynach, Hergoed CF82 7WF, 01443 815 588
Calderdale
Town Hall, Halifax, W Yorks HX1 1UJ, 01422 357257
Cambridge City Council
Guildhall, Cambridge CB2 3QJ, 01223 457 000
Cambridgeshire County Council
Shire Hall, Castle Hill, Cambridge CB3 0AP, 0345 045 522
Cannock Chase District Council
Civic Centre,PO Box 28, Beechcroft Rd, Cannock, Staffs WS11 1BG, 01543 462 621
Canterbury City Council
Council Offices, Military Road, Canterbury CT1 1YW, 01227 862 000
Carlisle City Council
Civic Centre, Rickergate, Carlisle CA3 8QG, 01228 817 000
Castle Point
Council Offices, Kiln Road, Thundersley, Benfleet SS7 1TF, 01268 882 200
Central Bedfordshire Council
Priory House, Monks Walk Chicksands, SHEFFORD Beds SG17 5TQ, 0300 300 8000
Charnwood Borough Council
Southfields, Southfield Road, Loughborough LE11 2TX, 01509 263 151
Chelmsford Borough Council
Civic Centre, Duke Street, Chelmsford CM1 1JE, 01245 606 606
Cheltenham Borough Council
Municipal Offices, Promenade, Cheltenham GL50 1PP, 01242 262 626
Cherwell District Council
Bodicote House,White Post Road, Bodicote, Banbury OX15 4AA, 01295 252 535
Cheshire East
Town Hall, Macclesfield SK10 1DP, 01625 504 800
Cheshire West and Chester
HQ, 58 Nicholas Street, Chester, CH1 2NP, 01244 975 998
Chesterfield Borough Council
Town Hall, Rose Hill, Chesterfield S40 1LP, 01246 345 345

Chichester District Council
East Pallant House, 1 East Pallant, Chichester, West Sussex PO19 1TY, 01243 785 166
Chiltern District Council
Council Offices, King George V Road, Amersham, Bucks HP6 5AW, 01494 729 000
Chorley Borough Council
Town Hall, Market Street, Chorley, Lancs PR7 1DP, 01257 515 151
Christchurch Borough Council
Civic Offices, Bridge Street, Christchurch, Dorset BH23 1AZ, 01305 251 000
City of London Corporation
PO Box 270, Guildhall, London EC2P 2EJ, 020 7606 3030
City of Westminster
Westminster City Hall, 64 Victoria Street, London SW1E 6QP, 020 7641 6000
City of York
Guildhall, York YO1 9QN, 01904 613161
Colchester Borough Council
P.O. Box 884, Town Hall, Colchester CO1 1FR, 01206 282 222,
Council Offices, Burn Road, Cookstown BT80 8DT
Copeland Borough Council
Council Offices, Catherine Street, Whitehaven, Cumbria CA19 1YZ, 01946 852 585
Corby Borough Council
Civic Centre, George Street, Corby, Northants NN17 1QB, 01536 464 000
Cornwall Council
County Hall, Treyew Road, Truro TR1 3AY, 01872 322 000
Cotswold District Council
Council Offices, Trinity Road, Cirencester GL7 1PX, 01285 623 000
Coventry City Council
Council House, Earl Street, Coventry CV1 5RR, 02476 833 333
Craven District Council
Council Offices, Granville Street, Skipton, N Yorks BD23 1PS, 01756 700 600
Crawley Borough Council
Town Hall, The Boulevard, Crawley RH10 1UZ, 01293 438 000
Cumbria County Council
The Courts, English Street, Carlisle CA3 8MA, 01228 606060
Dacorum Borough Council
Civic Centre, Marlowes, Hemel Hempstead HP1 1HH, 01442 228 000
Darlington Borough Council
Town Hall, Feethams, Darlington DL1 5QT, 01325 380651
Dartford Borough Council
Civic Centre, Home Gardens, Dartford DA1 1DR, 01322 343434

Daventry District Council
Council Offices, Lodge Road, Daventry, Northants NN11 5AF, 01327 871 100
Derby City Council
The Council House, Corporation Street, Derby DE1 2FS, 01332 293111
Derbyshire County Council
County Hall, Matlock DE4 3AG, 08456 058 058
Derbyshire Dales
Town Hall, Bank Road, Matlock DE4 3NN, 01629 761 100
Devon County Council
County Hall, Topsham Road, Exeter EX2 4DD, 01392 382000
Doncaster Metropolitan Borough Council
2 Priory Place, Doncaster DN1 1BN, 01302 734 444
Dorset County Council
County Hall, Coliton Park, Dorchester DT1 1XJ, 01305 251 000
Dover District Council
Council Offices, Honeywood Close, White Cliffs Business Park, Dover, Kent CT16 3PJ, 01304 821 199
Dudley Metropolitan Borough
The Council House, Dudley DY1 1HF, 01384 812345
Durham County Council
County Hall, Durham DH1 5UF, 0191 383 3000
Eastbourne Council
Town Hall, Grove Road, Eastbourne BN21 4UG, 01323 410 000
East Cambridgeshire
The Grange, Nutholt Lane, Cambridgeshire CB7 4PL, 01353 665 555
East Devon
Council Offices, Knowle, Sidmouth, Devon EX10 8HL, 01395 516551
East Dorset District Council
Council Offices, Furzehill, Wimborne, Dorset BH21 4HN, 01202 886 201
East Hampshire District Council
Penns Place, Petersfield, Hants GU31 4EX, 01730 266551
East Hertfordshire
Council Offices, Wallfields, Pegs Lane, Hertford SG13 8EQ, 01279 655 261
Eastleigh Borough Council
Civic Offices, Leigh Road, Eastleigh, Hampshire SO50 9YN, 023 8068 8068
East Lindsey District Council
Tedder Hall, Manby Park, Louth, Lincs LN11 8UP, 01507 601 111
East Northamptonshire Council
East Northamptonshire House, Cedar Drive, Thrapston NN14 4LZ, 01832 742 000
East Riding of Yorkshire Council
County Hall, Cross Street, Beverley HU17 9BA, 01482 393 939

East Staffordshire Borough Council
Town Hall, King Edward Place, Burton Upon Trent DE14 2EB, 01283 508 000
East Sussex County Council
County Hall, St Anne's Crescent, Lewes, East Sussex BN7 1UE, 0345 60 80 190
Eden District Council
Town Hall, Penrith, Cumbria CA11 7QF, 01768 864 671
Elmbridge Borough Council
Civic Centre, High Street, Esher, Surrey KT10 9SD, 01372 474 474
Epping Forest District Council
Civic Offices, High Street, Epping, Essex CM16 4BZ, 01992 564 000
Epsom & Ewell Borough Council
Town Hall, The Parade, Epson, Surrey KT18 5BY, 01372 732 000
Erewash Borough
Town Hall, Ilkeston, Derbyshire DE7 5RP, 0115 907 2244
Essex County Council
County Hall Market Road Chelmsford CM1 1LX, 08457 430 430
Exeter City
Civic Centre, Paris Street, Exeter EX1 1JN, 01392 277 888
Fareham Borough Council
Civic Offices, Civic Way, Fareham, Hants PO16 7PP, 01329 236 100
Fenland District Council
Fenland Hall, County Road, March, Cambridgeshire PE15 8NQ, 01354 654 321
Forest Heath District Council
District Offices, College Heath Road, Mildenhall, Suffolk IP28 7EY, 01638 719 000
Forest of Dean District Council
Council Offices, High Street, Coleford, Gloucestershire GL16 8BH, 01594 810 000
Fylde Borough Council
Town Hall, Lytham St Annes, Lancs FY8 1LW, 01253 658 658
Gateshead Metropolitan Borough Council
Civic Centre, Regent Street, Gateshead NE8 1HH, 0191 433 3000
Gedling Borough Council
Civic Centre, Arnot Hill Park, Arnold, Nottingham NG5 6LU, 0115 901 3901
Gloucester City Council
Herbert Warehouse, The Docks, Gloucester GL1 2EQ, 01452 396396
Gloucestershire County Council
Shire Hall, Westgate Street, Gloucester GL1 2TG, 01452 425 000
Gosport Borough Council
Town Hall, High Street, Gosport, Hants PO12 1EB, 023 9258 4242
Gravesham Borough Council
Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU, 01474 564 422

Greater London Authority
City Hall, The Queen's Walk, London SE1 2AA, 020 7983 4000
Great Yarmouth Borough Council
Town Hall, Hall Plain, Great Yarmouth NR30 2QF, 01493 856 100
Guildford Borough Council
Millmead House, Millmead, Guildford GU2 4BB, 01483 505050
Halton Borough Council
Municipal Buildings, Kingsway, Widnes WA8 7QF, 0151 424 2061
Hambleton
Civic Centre, Stone Cross, Northalerton DL6 2UU, 0845 1211 555
Hampshire County Council
The Castle, Winchester SO23 8UJ, 01962 870 500
Harborough District Council
Council Offices, Adam & Eve Street, Market Harborough LE16 7AG, 01858 828 282
Harlow Council
Civic Centre, The Water Gardens, College Square, Harlow, Essex CM20 1WG, 01279 446 655
Harrogate Borough Council
Council Offices, Crescent Gardens, Harrogate HG1 2SG, 01423 500 600
Hart District Council
Civic Offices, Harlington Way, Fleet, Hants GU51 4AE, 01252 622 122
Hartlepool Borough Council
Civic Centre, Victoria Road, Hartlepool TS24 8AY, 01429 266 522
Hastings Borough Council
Town Hall, Queens Road, Hastings, East Sussex TN34 1QR, 01424 781066
Havant District Council
Civic Offices, Civic Centre Road, Havant, Hants PO9 2AX, 023 9247 4174
Herefordshire Council
'Brockington', 35 Hafod Road, Hereford HR1 1SH, 01432 260 000
Hertfordshire County Council
County Hall, Hertford SG13 8DE, 01923 471555
Hertsmere Borough Council
Civic Offices, Elstree Way, Borehamwood, Herts WD6 1WA, 020 8207 2277
High Peak Borough
Council Offices, Hayfield Road, Chapel-en-le-Frith, High Peak SK23 0QJ, 0845 129 77 77
Hinckley & Bosworth District Council
Council Offices, Argents Mead, Hinckley LE10 1BZ, 01455 238 141
Horsham District Council
Park House, North Street, Horsham, West Sussex RH12 1RL, 01403 215 100

Hull City Council
The Guildhall, Alfred Geddar Street, Kingston upon Hull HU1 2AA, 01482 300 300
Huntingdonshire District Council
Pathfinder House, St Mary's Street, Huntingdon PE29 3TN, 01480 388 388
Hyndburn Borough Council
Main Office, Scaitcliffe House, Ormerod Street, Accrington BB5 0PF, 1254 388 111
Ipswich Borough Council
Civic Centre, Civic Drive, Ipswich IP1 2EE, 01473 432000
Isle of Wight Council
County Hall, Newport, Isle of Wight PO30 1UD, 01983 821 000
Kent County Council
County Hall, County Road, Maidstone ME14 1XQ, 08458 247 247
Kettering Borough Council
Council Offices, Bowling Green Road, Kettering NN15 7QX, 01536 410 333
King's Lynn & West Norfolk Borough Council
Kings Court, Chapel Street, Kings Lynn PE30 1EX, 01553 616 200
Kirklees Metropolitan Borough Council
Civic Centre 1, High Street, Huddersfield HD1 2PQ, 01484 221 000
Knowsley Metropolitan Borough
Municipal Buildings, Huyton, Knowsley L36 9YU, 01514896000
Lancashire County Council
County Hall, Preston PR1 8XJ, 0845 053 0000
Lancaster City Council
Town Hall, Dalton Square, Lancaster LA1 1PJ, 01524 582 000
Leeds City Council
Civic Hall, Calverley Street, Leeds LS1 1UR, 0113 234 8080
Leicester City Council
New Walk Centre, Welford Place, Leicester LE1 6ZG, 0116 252 7000
Leicestershire County Council
County Hall, Leicester Road, Glenfield, Leicester LE3 8RP, 0116 232 3232
Lewes District Council
Lewes House, 32 High Street, Lewes BN7 2LX, 01273 471 600
Lichfield District Council
District Council House, Frog Lane, Lichfield WS13 6YY, 01543 308 000
Lincoln City Council
City Hall, Beaumont Fee, Lincoln LN1 1DD, 01522 881 188
Lincolnshire County Council
County Offices, Newland, Lincoln LN1 1YL, 01522 552 222
Liverpool City Council
Municipal Buildings, Dale Street, Liverpool L2 2DH, 0151 233 3000

London Borough of Barking & Dagenham
Civic Centre, Dagenham RM10 7BN, 020 8592 4500
London Borough of Barnet
The Town Hall, The Burroughs, London NW4 4BG, 020 8359 2000
London Borough of Bexley
Bexley Civic Offices, Broadway, Bexleyheath, Kent DA6 7LB, 020 8303 7777
London Borough of Brent
Town Hall, Forty Lane, Wembley, Middlesex HA9 9HD, 020 8937 1234
London Borough of Bromley
Civic Centre, Stockwell Close, Bromley BR1 3UH, 020 8464 3333,
London Borough of Camden
Town Hall, Judd Street, London WC1H 9JE, 020 7278 4444
London Borough of Croydon
Taberner House, Park Lane, Croydon CR9 3JS, 020 8726 6000
London Borough of Ealing
Perceval House, 14/16 Uxbridge Road, Ealing, London W5 2HL, 020 8825 5000
London Borough of Enfield
Civic Centre, Silver Street, Enfield, London EN1 3XY, 020 8379 1000
London Borough of Greenwich
Town Hall, Wellington Street, Woolwich, London SE18 6PW, 020 8854 8888
London Borough of Hackney
Town Hall, Mare Street, London E8 1EA, 020 8356 5000,
London Borough of Hammersmith & Fulham
Town Hall, King Street, London W6 9JU, 020 8748 3020
London Borough of Haringey
Civic Centre, High Road, London N22 8LE, 020 8489 0000
London Borough of Harrow
Civic Centre, Station Road, London HA1 2XF, 020 8863 5611
London Borough of Havering
Town Hall, Main Road, Romford RM1 3BB, 01708 434343
London Borough of Hillingdon
Civic Centre, High Street, Uxbridge UB8 1UW, 01895 250111
London Borough of Hounslow
Civic Centre, Lampton Road, Hounslow, Middlesex TW3 4DN, 020 8583 2000
London Borough of Islington
Town Hall, Upper Street, London N1 2UD, 020 7527 2000
London Borough of Lambeth
Town Hall, Brixton Hill, London SW2 1RW, 020 7926 1000
London Borough of Lewisham
Lewisham Town Hall, Rushey Green, London SE6 4RU, 020 8314 6000

London Borough of Merton
Civic Centre, London Road, Morden SM4 5DX, 020 8274 4901
London Borough of Newham
Town Hall, Barking Road, East Ham, London E6 2RP, 020 8430 2000
London Borough of Redbridge
Town Hall, 128-142 High Road, Ilford IG1 1DD, 020 8554 5000
London Borough of Richmond upon Thames
Civic Centre, 44 York Street, Twickenham TW1 3AA, 020 8891 1411
London Borough of Southwark
Town Hall, Peckham Road, London SE5 8UB, 020 7525 5000
London Borough of Sutton
Civic Offices, St Nicholas Way, Sutton SM1 1EA, 020 8770 5000
London Borough of Tower Hamlets
Town Hall, Mulberry Place, 5 Clove Crescent, London E14 2BG, 020 7364 5000
London Borough of Waltham Forest
Town Hall, Forest Road, Walthamstow, London E17 4JF, 020 8496 3000
London Borough of Wandsworth
Town Hall, Wandsworth High Street, London SW18 2PU, 020 8871 6000
Luton Borough Council
Town Hall, George Street, Luton LU1 2BQ, 01582 546 000
Maidstone Borough Council
Council Offices, 13 Tonbridge Road, Maidstone ME16 8HG, 01622 602 000
Maldon District Council
Council House, Princes Road, Maldon, Essex CM9 5DL, 01621 854 477
Malvern Hills District Council
Council House, Avenue Road, Malvern WR14 3AF, 01684 862 151
Manchester City Council
Town Hall, Albert Square, Manchester M60 2LA, 0161 234 5000
Mansfield District Council
Civic Centre, Chesterfield Road South, Mansfield NG19 7BH, 01623 463 463
Medway Council
Civic Centre, Strood, Rochester ME2 4AU, 01634 306 000
Melton Borough Council
Council Offices, Nottingham Road, Melton Mowbray LE13 0UL, 01664 502 502
Mendip District Council
Council Offices, Cannard Grave Road, Shepton Mallet, Somerset BA4 5BT, 01749 648 999,
Mid Devon District Council
The Great House, 1 St Peter Street, Tiverton EX16 6NY, 01884 255 255
Middlesbrough Borough Council
Town Hall, Middlesbrough TS1 2QQ, 01642 245 432

Mid Suffolk District Council
Council Offices, 131 High Street, Needham Market IP6 8DL, 01449 720 711
Mid Sussex District Council
Council Offices, Oaklands, Oaklands Road, Haywards Heath RH16 1SS, 01444 458 166,
Milton Keynes Council
Civic Offices, 1 Saxon Gate East, Silbury Boulevard, Milton Keynes MK9 3EJ, 01908 691 691
Mole Valley Council
Pippbrook, Dorking, Surrey RH4 1SJ, 01306 885 001
Moray Council
Council Offices, High Street, Elgin IV30 1BX, 01343 543 451
Newark and Sherwood District Council
Kelham Hall, Kelham, Newark NG23 5QX, 01636 650 000
Newcastle-under-Lyme Council
Civic Offices, Merrial Street, Newcastle-under-Lyme ST5 2AG, 01782 717 717
Newcastle upon Tyne City Council
Civic Centre, Barras Bridge, Newcastle upon Tyne NE99 1RD, 0161 234 5000
New Forest District Council
Appletree Court, Lyndhurst, Hants SO43 7PA, 023 8028 5000
Norfolk County Council
County Hall, Martineau Lane, Norwich NR1 2DH, 0344 800 8020
Northampton Borough Council
The Guildhall, St Giles Square, Northampton NN1 1DE, 01604 837 837
Northamptonshire County Council
County Hall, Northampton NN1 1DN, 01604 236236
North Devon District Council
Civic Centre, North Walk, Barnstaple EX31 1EA, 01271 327 711
North Dorset District Council
Council Offices, Nordon, Salisbury Rd, Blandford Forum DT11 7LL, 01258 454 111
North East Derbyshire
Council Offices, Saltergate, Chesterfield S40 1LF, 01246 231 111
North East Lincolnshire Council
Municipal Offices, Town Hall Square, Grimsby DN31 1HU, 01472 31 31 31
North Hertfordshire District Council
Council Offices, Gernon Road, Letchworth Garden City SG6 3JF, 01462 474 000
North Kesteven District Council
P O Box 3, Kesteven Street, Sleaford NG34 7EF, 01529 414 155 or 01522 699 699
North Lincolnshire Council
Pittwood House, Ashby Road, Scunthorpe DN16 1AB, 01724 296296

North Norfolk District Council
Council Offices, Holt Road, Cromer NR27 9EN, 01263 513 811
North Somerset Council
Town Hall, Walliscote Grove Road, Weston-super-Mare BS23 1UJ, 01934 888 888
North Tyneside Council
Town Hall, High Street East, Wallsend NE28 7RR, 0191 200 5000
Northumberland County Council
County Hall, Morpeth, Northumberland NE61 2EF, 01670 533 000
North Warwickshire Borough Council
The Council House,South Street, Atherstone CV9 1BD, 01827 715 341
North West Leicestershire
Council Offices, Coalville, Leicestershire LE67 3FJ, 01530 454 545
North Yorkshire County Council
County Hall, Northallerton, North Yorks DL7 8AD, 01609 780 780
Norwich City Council
City Hall, St Peters Street, Norwich NR2 1NH, 1603 212 212
Nottingham City Council
The Guildhall, Burton Street, Nottingham NG1 4BT, 0115 915 5555
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham NG2 7QP, 0115 9 823 823
Nuneaton & Bedworth
Town Hall, Coton Road, Nuneaton CV11 5AA, 024 7637 6376
Oadby & Wigston District Council
Council Offices, Bushloe House, Station Road, Wigston, Leicester LE18 2DR, 0116 288 8961
Oldham Metropolitan Borough Council
Civic Centre, West Street, Oldham OL1 1UG, 0161 911 300
Oxford City Council
Town Hall, Blue Boar Street, Oxford OX1 4EY, 01865 249 811
Oxfordshire County Council
County Hall, New Road, Oxford OX1 1ND, 01865 792 422
Pendle Borough Council
Town Hall, Market Street, Nelson, Lancashire BB9 7LG, 01282 661 661
Perth & Kinross Council
Council Buildings, 2 High Street, Perth PH1 5PH, 01738 475 000
Peterborough City Council
Town Hall, Bridge Street, Peterborough PE1 1HG, 01733 747 474
Plymouth City Council
Civic Centre, Armada Way, Plymouth PL1 2EW, 01752 668 000
Poole Borough Council
Civic Centre, Poole, Dorset BH15 2RU, 01202 633 633

Portsmouth City Council
Civic Offices, Guildhall Square, Portsmouth PO1 2BG, 023 9282 2251
Preston City Council
Town Hall, Lancaster Road, Preston, Lancashire PR1 2RL, 01772 906900
Purbeck District Council
Westport House, Worgret Road, Wareham BH20 4PP, 01929 556 561
Reading Borough Council
Civic Centre, Reading RG1 7TD, 0118 939 0900
Redcar and Cleveland
Town Hall, Fabian Road, South Bank TS6 1SF, 08456 126 126
Redditch Borough Council
Town Hall, Alcester Street, Redditch B98 8AH, 01527 64252
Reigate and Banstead Borough Council
Town Hall, Castlefield Road, Reigate, Surrey RH2 0SH, 01737 276 000
Ribble Valley Borough Council
Council Offices, Church Walk, Clitheroe, Lancashire BB7 2RA, 01200 425 11
Richmondshire
Swale House, Frenchgate, Richmond, North Yorkshire, DL10 4JE DL10 4JE, 01748 829 100,
Rochdale Metropolitan Borough Council
P O Box 39, Municipal Offices, Smith Street, Rochdale OL16 1LQ, 01706 647474
Rochford District Council
Council Offices, South Street, Rochford SS4 1BW, 01702 546 366
Rossendale
Town Hall, Rawtenstall, Rossendale, Lancashire BB4 7LZ, 01706 217 777
Rother District Council
Town Hall, Bexhill-on-Sea, East Sussex TN39 3JX, 01424 787 878
Rotherham Metropolitan Borough Council
The Town Hall, The Crofts, Moorgate Street, Rotherham, South Yorkshire S60 2TH, 01709 382 121
Royal Borough of Kensington & Chelsea
Town Hall, Horton Street, London W8 7NX, 020 7361 3000
Royal Borough of Kingston upon Thames
Guildhall, 2 High Street, Kingston upon Thames KT1 1EU, 020 8547 5757
Royal Borough of Windsor and Maidenhead
Town Hall, St Ives Road, Maidenhead SL6 1RF, 01628 798 888
Rugby Borough Council
Town Hall, Evreux Way, Rugby, Warwicks CV21 2LB, 01788 533 533
Runnymede Borough Council
Civic Offices, Station Road, Addlestone, Surrey KT15 2AH, 01932 838 383

Rushcliffe Council
Civic Centre, Pavilion Road, West Bridgford, Nottingham NG2 5FE, 0115 981 9911
Rushmoor Borough Council
Council Offices, Farnborough Road, Farnborough GU14 7JU, 01252 398 398
Rutland County Council
Council Offices, Catmose, Oakham, Rutland LE15 6HP, 01572 722577
Ryedale District Council
Rydedale House, Malton, N Yorks YO17 7HH, 01653 600 666
Salford City Council
Civic Centre, Chorley Road, Swinton, Salford M27 5DA, 0161-794 4711
Sandwell Metropolitan Borough Council
Council House, Oldbury, West Midlands B69 3DE, 0121 569 2200
Scarborough Borough Council
Town Hall, St Nicholas Street, Scarborough YO11 2HG, 01723 232 323
Sedgemoor District Council
Bridgwater House, King Square, Bridgwater, Somerset TA6 3AR, 0845 408 2540
Sefton Metropolitan Borough Council
Town Hall, Southport PR8 1DA, 0845 140 0845
Selby
Civic Centre, Portholme Road, Selby, N Yorks YO8 4SB, 01757 705 101
Sevenoaks District Council
Council Offices, Argyle Road, Sevenoaks, Kent TN13 1HG, 01732 227 000
Sheffield Council
Town Hall, Sheffield S10 5NA, 0114 272 6444
Shropshire Council
The Shirehall, Abbey Foregate, Shrewsbury SY2 6ND, 0845 678 9000
Slough Borough Council
Town Hall, Bath Road, Slough SL1 3UQ, 01753 475 111
Solihull Metropolitan Borough Council
P O Box 18, Council House, Solihull B91 3QS, 0121 704 6000
Somerset County Council
County Hall, Taunton, Somerset TA1 4DY, 0845 345 9166
Southampton City Council
Civic Centre, Southampton SO14 7LX, 023 8022 3855
South Bucks District Council
Capswood, Oxford Road, Denham, Bucks UB9 4LH, 01895 837 200
South Cambridgeshire
South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambs CB23 6EA, 08450 450 500
South Derbyshire
Civic Offices, Civic Way, Swadlincote, Derbyshire DE11 0AH, 01283 221 000

Southend-on-Sea Council
Civic Centre, Victoria Avenue, Southend-on-Sea SS2 6ER, 01702 215 000
South Gloucestershire District Council
The Council Offices, Castle Street, Thornbury BS35 1HF, 01454 868 686
South Hams District Council
Follaton House, Plymouth Road, Totnes, Devon TQ9 5NE, 01803 861 234
South Holland
Council Offices, Priory Road, Spalding, Lincs. PE11 2XE, 01775 761 161
South Kesteven
Council Offices, St Peter's Hill, Grantham NG31 6PZ, 01476 406 080
South Lakeland District Council
South Lakeland House, Lowther Street, Kendal, Cumbria LA9 4UF, 01539 733 333
South Norfolk
South Northfolk House, Long Stratton, South Norfolk NR15 2XE, 01508 533 695
South Northamptonshire
Council Offices, Springfields, Towcester, Northants NN12 6AE, 0845 230 226
South Oxfordshire District Council
Council Offices, Crowmarsh, Gifford, Wallingford OX10 8HQ, 01491 823 000
South Ribble Borough Council
Civic Centre, West Paddock, Leyland PR25 1DH, 01772 421 491
South Staffordshire
Council Offices, Codsall, South Staffs WV8 1PX, 01902 696 000
South Tyneside Metropolitan Borough Council
Town Hall, Westoe Road, South Shields NE33 2RL, 0191 427 1717
Spelthorne Borough Council
Council Offices, Knowle Green, Staines, Surrey TW18 1XB, 01784 451 499
Stafford Borough Council
Civic Offices, Riverside, Stafford ST16 3AQ, 01785 619 000
Staffordshire County Council
County Buildings, Martin Street, Stafford ST16 2LH, 0300 111 8000
Staffordshire Moorlands District Council
Moorlands House, Stockwell Street, Leek, Staffs ST13 6HQ, 01538 483 483
St Albans City & District Council
Civic Offices, St Peter's Street, St Albans AL1 3JE, 01727 866 100
St Edmundsbury Borough Council
West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU, 01284 763 233
Stevenage Borough Council
Daneshill House, Danestrete, Stevenage SG1 1HN, 01438 242 242
St Helens Borough Council
Town Hall, Victoria Square, St Helens WA10 1HP, 01744 456789

Stockport Metropolitan Borough Council
Town Hall, Edward Street, Stockport SK1 3XE, 0161 480 4949
Stockton-on-Tees Borough Council
Municipal Buildings, Church Road, Stockton-on-Tees TS18 1LD, 01642 393 939
Stoke-on-Trent City Council
Civic Centre, Glebe Street, Stoke-on-Trent ST4 1RN, 01782 234 567
Stratford-on-Avon
Elizabeth House, Church Street, Stratford-upon-Avon CV37 6HX, 01789 267 575
Stroud District Council
Ebley Mill, Westward Road, Stroud, Glos GL5 4UB, 01453 766 321
Suffolk Coastal District Council
Council Offices, Melton Hill, Woodbridge, Suffolk IP12 1AU, 01394 383 789
Suffolk County Council
St Helen Court, County Hall, Ipswich IP4 2JS, 01473 583000
Sunderland City Council
Civic Centre, Burdon Road, Sunderland SR2 7DN, 0191 520 5555
Surrey County Council
County Hall, Penrhyn Road, Kingston-on-Thames, Surrey KT1 2DJ, 08456 009 009
Surrey Heath Borough Council
Surrey Heath House, Knoll Road, Camberley, Surrey GU15 3HD, 01276 707 100
Swale Borough Council
Swale House, East Street, Sittingbourne, Kent ME10 3HT, 01795 424 341
Swindon Borough Council
Civic Offices, Euclid Street, Swindon SN1 2JH, 01793 463725
Tameside Metropolitan Borough Council
Council Offices, Wellington Road, Ashton-under-Lyne OL6 6DL, 0161 342 8355
Tamworth Borough Council
Marmion House, s/b Lichfield St, Tamworth, Staffs B79 7BZ, 01827 709 709
Tandridge District Council
Council Offices, Station Road East, Oxted, Surrey RH8 0BT, 01883 722 000
Taunton Deane Borough Council
The Deane House, Belvedere Road, Taunton TA1 1HE, 01823 356 356
Teignbridge District Council
Forde House, Brunel Road, Newton Abbot TQ12 4XX, 01626 361 101
Telford & Wrekin Council
Civic Offices, Telford TF3 4LD, 01952 380 000
Tendring District Council
Town Hall, Station Road, Clacton-on-Sea, Essex CO15 1SE, 01255 686 868
Test Valley Borough Council
Council Offices, Beech Hurst, Weyhill Rd, Andover, Hants SP10 3AJ, 01264 368 000

Tewkesbury Borough Council
Council Offices, Gloucester Road, Tewkesbury, Gloucestershire GL20 5TT, 01684 295 010

Thanet District Council
Council Offices, Cecil Street, Margate CT9 1XZ, 01843 577 000

Three Rivers District Council
Three Rivers House, Northway, Rickmansworth, Herts WD3 1RL, 01923 776 611

Thurrock Council
Civic Offices, New Road, Grays, Essex RM17 6SL, 01375 652652

Tonbridge and Malling Borough Council
Gibson Building, Gibson Drive, Kings Hill, West Malling, Kent ME19 4LZ, 01732 844 522

Torbay Council
Civic Offices, Castle Circus, Torquay TQ1 3DR, 01803 201201

Torridge District Council
Riverbank House, Bideford, Devon EX39 2QG, 01237 428 700

Trafford Council
Town Hall, Talbot Road, Stretford, M32 0TH, 0161 912 2000

Tunbridge Wells Borough Council
Town Hall, Tunbridge Wells, Kent TN1 1RS, 01892 526 121

Uttlesford District Council
Council Offices, London Road, Saffron Walden, Essex CB11 4ER, 01799 510 510

Vale of White Horse District Council
The Abbey House, Abbey Close, Abingdon OX14 3JE, 01235 520 202

Wakefield City Metropolitan District Council
Town Hall, Wood Street, Wakefield WF1 2HQ, 01924 306 090

Walsall Metropolitan Borough Council
Civic Centre, Darwall Street, Walsall WS1 1TP, 01922 650000

Warrington Council
Town Hall, Sankey Street, Warrington WA1 1UH, 01925 444 400

Warwick District Council
Riverside House, Milverton Hill, Royal Leamington Spa CV32 5HZ, 01926 410410

Warwickshire County Council
Shire Hall, Market Place, Warwick CV34 4RA, 01926 410 410

Watford Borough Council
Town Hall, Watford, Hertfordshire WD17 3EX, 01923 226 400

Waveney District Council
Town Hall, High Street, Lowestoft, Suffolk NR32 1HS, 01502 562 111

Waverley Borough Council
Council Offices, The Burys, Godalming, Surrey GU7 1HR, 01483 523 333

Wealden District Council
Council Offices, Pine Grove, Crowborough, East Sussex TN6 1DH, 01892 653 311
Wellingborough
Council Offices, Swanspool House, Wellingborough, Northants NN8 1BP, 01933 229 777
Welwyn Hatfield Council
Council Offices, The Campus, Welwyn Garden City AL8 6AE, 01707 357 000
West Berkshire Council
Council Offices, Market Street, Newbury RG14 5LD, 01635 42400
West Devon Borough Council
Council Offices, Kilworthy Park, Drake Road, Tavistock, Devon PL19 0BZ, 01822 813 600
West Dorset District Council
Council Offices, 58/60 High West Street, Dorchester DT1 1UZ, 01305 251 010
West Lancashire District Council
Council Offices, 52 Derby Street, Ormskink, Lancs L39 3DF, 01695 577 177
West Lindsey
The Guildhall, Caskgate Street, Gainsborough, Lincs. DN21 2DH, 01427 676 676
West Oxfordshire
Council Offices, Woodgreen, Witney, Oxfordshire OX8 6NB, 01993 861 000
West Somerset
West Somerset House, Killick Way, Williton, Taunton, Somerset TA4 4QA , 01643 703 704
West Sussex County Council
County Hall, West Street, Chichester PO19 1RQ, 01243 777 100
Weymouth & Portland Borough Council
Municipal Offices, North Quay, Weymouth DT4 8TA, 01305 838 000
Wigan Metropolitan Borough
Town Hall, Library Street, Wigan WN1 1YN, 01942 244 991
Wiltshire Council
Bythesea Road, Trowbridge BA14 8JN, 01225 713007
Winchester City Council
City Offices, Colebrook Street, Winchester SO23 9LJ, 01962 840 222
Wirral Metropolitan Borough
Town Hall, Brighton Street, Wallasey, Wirral CH44 8ED, 0151 606 2000
Woking Borough Council
Civic Offices, Gloucester Square, Woking GU21 6YL, 01483 755 855
Wokingham Council
Civic Offices, Shute End, Wokingham RG40 3BN, 0118 974 6000
Wolverhampton City Council
Civic Centre, St Peter's Square, Wolverhampton WV1 1SH, 01902 556 556

Worcester City Council
Orchard House, Farrier Street, Worcester WR1 3BB, 01905 722 233
Worcestershire County Council
County Hall, Spetchley Road, Worcester WR5 2NP, 01905 763 763
Worthing Borough Council
Town Hall, Chapel Road, Worthing BN11 1HA, 01903 239 999
Wychavon District Council
Civic Centre, Queen Elizabeth Drive, Penshore, Worcs WR10 1PT, 01386 565 000
Wycombe District Council
Queen Victoria Road, High Wycombe HP11 1BB, 01494 461 000
Wyre Borough Council
Civic Centre, Breck Road, Poulton-le-Fylde, Lancs. FY6 7PU, 01253 891 000
Wyre Forest District Council
Civic Centre, Stourport-on-Severn, Worcestershire DY13 8UJ, 01562 732 928