



SIGNPOSTING

28th September 2016

The aim:

- Helping clients with problems "beyond' food.
- Provide up to date information so our Volunteers can make informed decisions for those in need.
- Assist our Volunteers to communicate the information effectively.

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1 Free Meals

- **St Paul's Church** - 2 Hills Road CB2 1JP 01223 576 899
 - Mondays - Simple Supper at 6.00pm
 - Thursday - Lunch for vulnerable adults
 - Friday - Lunch 12.30pm for older people

- **Food Cycle**
 - Wesley Methodist Church - Christ Pieces, CB1 1LG 01223 352 115 Saturdays @ 12.30pm
 - Barnwell Baptist Church, Howard Road, CB5 8QS 01223 292 454 Wednesdays (1st & 3rd) @ 6:30pm

- **C3 Centre**, Coldhams Lane, CB1 3HR 01223 844415
 - hello@thec3.co.uk
 - Friday Lunch @ 12.30pm

- **Winter Comfort** - Overstream House, Victoria Avenue, CB4 1EG 01223 518 140 info@wintercomfort.org.uk
 - Mon-Fri 8.30am -10.30am & Sat - Sun 8.00am -12.00pm
 - Individual appointments 2.00pm - 3.15pm
 - They provide hot breakfast, shower laundry and clothes facilities. Drop-in help and advice from agencies on housing, health and other issues

2 Homeless Issues

- **Cambridge City Council - 01223 457 918 (9-5pm)**
 - Emergency: 0844 335 3944 5pm-9am @ weekend
 - Losing your home/domestic abuse/evicted by landlord
- **Jimmy's: 1 East Road, CB1 1BD, 01223 576 085**
 - info@jimmyscambridge.org.uk
 - Criteria:
 - Assessment appointment necessary
 - If homeless need to register with council
 - 18+
 - Minimum 1 night, maximum 28 days
 - Accept dogs
 - Require NI for housing benefit claim
 - 11.30pm curfew and must engage in 3 weekly activities
 - £10pw for those receiving benefits
 - Breakfast and Dinner included
- **Urgent Care - Chesterton Medical Centre, Union Lane CB3 1PX, 0330 123 9131**
- **Salvation Army - 3 Tenison Road, CB1 2EF 01223 367 633**
 - Officers@camsa.org.uk
 - Drop in Centre - provides hot food, toiletries and a wide range of support for those in poverty, homelessness and addiction
- **Emmaus - Green End, Landbeach, CB25 9FD 01223 863 657**
 - info@emmauscambridge.org
 - Provides accommodation and meaningful work for as long as it is needed. Facilities include:
 - Own room, food, clothing and a small weekly allowance.
 - In exchange they are required to give 40 hours for their community social enterprises.
 - No drink or drugs on the premises
 - Sign off all benefits apart from Housing

- **Winter Comfort** - Overstream House, Victoria Avenue, CB4 1EG
01223 518 140, info@wintercomfort.org.uk
 - Welfare: Mon-Fri 8.30am -10.30am & Sat - Sun 8.00am - 12.00pm. They provide hot breakfast, shower laundry and clothes facilities. Drop-in help and advice from agencies on housing, health and other issues
 - Learning & Development - Mon-Fri 10.30am - 2.00pm. They provide a wide range of activities, information and advice to support personal development. Activities include Arts & Crafts, Sporting Activities & IT/Job skills
 - Individual appointments - Mon-Fri 2.00pm - 3.15pm
- **Shelter** - 0808 800 4444
 - Mon-Fri 8.00am-8.00pm and Sat-Sun 8.00am-5.00pm
 - Help with a range of issues such as:
 - Homelessness
 - private renting
 - tenancy deposits
 - housing benefit
 - council housing
 - Eviction
- **YMCA** - Queen Anne House, Gonville Place, CB1 1ND,
admin@theymca.org.uk 01223 356 998. Facilities available:
 - Time Stop
 - 22 Single rooms for 16-25yr olds for up to 3 months
 - Agency & Self Referrals
 - Supported Accommodation
 - Support with claiming benefits, accessing services & employment
 - Encouragement towards self sufficiency
 - South Cambridgeshire - 03450 450 051 (to book apptment),
After 5.30pm Mon-Fri 0845 609 5438

3 Women, Relationships & Health

- **Cambridge Women's Resource Centre - The Wharf, Hooper Street, CB1 2NZ** 01223 321148, info@cwrc.org.uk
 - They provide support on accommodation, accessing education, training work, health issues, finance and violent relationship/sexual abuse
 - Dawn project covers the criminal justice system/offending
Cambridge contact: Anna Gilchrist & Diana Minns
- **Cambridge Women's Aid - Domestic Abuse** 01223 460 947
refuge@cambridgewa.org.uk, www.womensaid.org.uk
 - Criteria:-
 - Self & Agency referrals accepted
 - Outreach & Floating support - Mon-Fri 10.00am - 5.00pm 01223 361214
 - After Hours Emergency: 6.00pm - 9.30 am
0730 322 098
 - Refuge: Mon-Fri 9.30am - 6.00pm 01223 460 947
- **Cambridge Rape Crisis - Helpline** 01223 245 888
Support@cambridgerapecrisis.org.uk
contact@cambridgerapecrisis.org.uk
- **Samaritans - 4 Emmanuel Road, CB1 1JW** 01223 364 455
jo@samaritans.org, 10.30am-10.00pm
- **Urgent Care (formerly known as CAMDOC)** Chesterton Medical Centre, Union Lane CB3 1PX, 01223 726 050, admin@ucc.nhs.uk
- **The Laurels - Sexual Health & Contraception** 20 Newmarket Road, CB5 8DT 08456 505152 PLEASE CHECK FOR OPENING TIMES

4 Debt/Money/Loan Sharks

- **Citizen's Advice Bureau** - 66 Devonshire Road, CB1 2BL
 - Drop in - Mon-Fri 9.15am - 12.45pm
 - Advice line: 03448 487 979 from 2.00pm - 4.00pm
- **Turn2Us** - turn2us.org.uk, 0808 802 2000
 - A charity helping people in financial hardship gain access to welfare benefits, charitable grants and support
 - Mon-Fri 9.00am-8.00pm
- **Credit Unions**
 - Registered with the Financial Services Authority. Savings are protected same way as banks. However, you will not earn interest on them
 - The unions are co-operatives typically run by volunteers, and any profits go towards funding loans to members. The main benefits:
 - Help members to save regularly
 - Lend to members at a low rate of interest
 - Provide advice and support to help members look after their money
 - They are run by people from the local community.

Credit Unions operate at the following locations:-

- **Mondays, 11am to 1pm:** Customer Service Centre, Mandela House, Regent Street, CB2 1BY
- **Tuesdays, 9.30 to 10.30am:** City Homes North, 171 Arbury Road, CB4 2YG
- **Tuesdays, 10am to 12.00pm:** East Barnwell Community Centre, Newmarket Road, CB5 8RS
- **Tuesdays, 11am to 1pm:** Meadows Community Centre, St Catharine's Road, CB4 3XJ
- **Tuesdays, 10.30am to 12.30pm:** Brown's Field Youth and Community Centre, Green End Road, CB4 1RU

- **Wednesdays, 11.00am to 1.00pm:** Customer Service Centre, Mandela House, Regent Street, CB2 1BY
- **Wednesdays, 10.00am to 12.00pm:** Trumpington Pavilion, Paget Road, CB2 9JT
- **Thursdays, 11.00am to 1.00pm:** Customer Service Centre, Mandela House, Regent Street, CB2 1BY
- **Thursdays, 11.00am to 1.00pm:** Ross Street Community Centre, CB1 3UZ
- **Fridays, 9.00am to 11.00am:** City Homes South, 89, Cherry Hinton Road, CB1 7BS
- **National Debt Line - 0808 808 4000**
 - Pay plan debt & budgeting advice
- **CAP (Christians Against Poverty) Free phone 0800 328 0006.** They provide a combination of advice, financial education, budgeting and insolvency services.
 - Free home visits to introduce a debt coach and support worker to help with process.
 - CAP Job Club - Trumpington 0800 328 0006 Mon-Fri 8.30am - 5.00pm
 - C3 Coldhams Lane
 - Coach: David Chandler
 - CAP Job Club - Arbury 0800 328 0006, Mon-Fri 8.30am - 5.00pm Grace Church, 106 Arbury Road, Arbury CB4 2JF
Coach: Johanna Scoones
- **Making Money Count - 0800 1116447 www.makingmoneycount.org.uk**
 - Help and advice on money, debt, savings, managing on a low budget
- **Addressing Loan Sharks**
 - These are illegal money lenders who operate without permission from the Financial Conduct Authority, and who prey on people when they are at their most vulnerable
 - Illegal Money Lending Team: 0300 555 2222, 24-hour service reportaloanshark@stoploansharks.gov.uk

- Text LOAN SHARK and the lender's details to 60003
- **Money Advice Centre** - Barnwell Baptist Church, Howard Road, CB5 8QS, 01223 727 455 for appointments, email: office.mac.cambridge@gmail.com
- **Waterbeach United Charities** - 01223 861 003
Contact: Pamela Gooding
Helping residents in the area who are in need, hardship or distress.

5 Mental Health

- **Cambridge Street Outreach Team** - 2nd Floor, 125 Newmarket Road, CB5 8HA 01223 366 292, Mon-Fri 9.00am - 5.00pm
 - They are dedicated to identifying and working with people over 18 who are either rough sleepers, engaged in street based lifestyle or have an alcohol or drug problem
- **Cambridgeshire & Peterborough NHS Foundation Trust (CPFT)**
 - Elizabeth House, Fulbourn Hospital, CB21 5EF
 - 01223 726 789 Out of hours: 0800 052 2252, Mon-Fri 5.00pm - 8.00pm, weekend and bank holidays 8.00am-8.00pm
 - They provide mental health, learning disability, social care, and community services for adults and older people
- **Life Line Cambridge** - 0808 808 2121 7.00pm-11.00pm
 - Confidential Support service All year round
- **Mind** - Barrere House, 100 Chesterton Road CB4 1ER
 - 01223 311 320 10.00am - 4.00pm
 - Provide information, advice and support for people living with mental health problems.
- **Samaritans** - 08457 909090 jo@samaritans.org.uk
- **Inclusion** - 1A Fortescue Road, CB4 2JS 0300 555 0101 A Drug and Alcohol Service - Helping to break the cycle of crime and substance Abuse

6 Fuel Bill & Energy Advice

- **Citizen's Advice Bureau - 66 Devonshire Road, CB1 2BL**
 - 03448 487979 from 2.00pm - 4.00pm
 - Drop in - Mon-Fri 9.15am - 12.45pm
 - Many of the Energy companies offer trust funds that can be used by individuals and families with low incomes to help with:
 - One off payment to clear debt
 - Replacement of essential appliances
 - The application process for these sources of financial aid can be very complicated, so contacting a debt advice agency or Citizen Advice would be very beneficial
- **Action on Energy - 0800 0933303**
 - A Council lead scheme to give information and advice about how to reduce costs of bills
- **Warm Home Discount Scheme**
 - £140 towards your winter bill. This discount will not affect your Cold Weather Payment or Winter Fuel Payment.
www.gov.uk/the-warm-home-discount-scheme/overview
- **Winter Fuel Payment:**
 - www.gov.uk/winter-fuel-payment/overview Criteria: Born on or before 5 July 1953.
 - This is received automatically if you receive State Pension or other Social Security Benefits (not Housing, Council Tax reduction, Child Benefit or Universal Credit)
- **Charis Grants Ltd - 01733 421 021 admin@charisgrants.com
www.charisgrants.com/application-forms**
 - Designed to alleviate financial hardship with essential utility bills.
 - British Gas
 - N Power
 - EDF Energy

- Anglian Water
- E-on
- Cambridge Water - 01223 706 050 Those on a low income can apply for WaterSure which places a limit on charges.
Eligibility:
 - Have a water meter
 - In receipt of benefits or tax credits
 - 3+ children under 19
 - Apply on www.cambridge-water.co.uk/customers/watersure-application-form

7 Age

- **Cambridge City Council - age 65+ - 01223 458005**
 - Independentliving@cambridge.gov.uk
 - website: www.cambridge.gov.uk
 - Criteria: All residents of Cambridge
 - The scheme aims to help prevent social isolation and to signpost services which help older people to remain independent, access physical help or move to more suitable housing
- **Age UK Safer Homes - 0300 666 9860, www.ageuk.org.uk**
 - A National Charity covering Money matters, Health, and Home Care. Handypersons scheme - Can fit grab-rails, fit carpets, remove slip hazards, paint walls and fences
- **Care Networks - 01954 211 919 admin@care-network.org.uk**
 - Helping the elderly, isolated and vulnerable people in Cambridge to remain independent and maintain contact with family and community
 - Help at Home - Claire March 01223 714 433 hah.south@care-networks.org.uk
 - District Coordinators
 - Cambridge City - 01223 300460 - Jen Wells/Mirella Teague
 - South Cambridgeshire - 01954 212100 Enid Inston
 - East Cambridgeshire - 01353 659 639 Sarah Porter/Lesley Cuthbert
 - Local Community Groups
 - Car Schemes
 - Lunch Clubs
 - Friendship Clubs
 - Singing Groups
 - Good Neighbours Network

- **Elderly Accommodation Council (EAC)**
 - A National charity which aims to help elderly people to make informed choices about housing and care needs
 - EAC Firststop Advice - 0800 3777070
info@firststopadvice.org.uk
 - www.housingcare.org.uk
 - Guidance for the elderly, their families, Carers and Professionals
- **Cambridge Housing Society (CHS) - 0300 111 3555**
 - All available council and housing association including elderly.
 - Register on www.home-link.org.uk or by contact local council (01223 457000) who will make an assessment and will be placed on a list.
 - For the elderly options are: Retirement housing, Housing with Care or Care Homes. The services they also provide include:
 - Home care
 - Sitting service
 - Day Centre (Moorland Court 01763 260 564 Denise Taylor
 - Meal service & housekeeping
- **Making Space - Carer Support Service 01925 571 680**
www.makingspace.co.uk enquiries@makingspace.co.uk
 - Providing services in the comfort of people's own homes including specialist care and support services such as:
 - Mental health services
 - Care Support
 - Learning disability
 - Care and Support for older People
 - Dementia Support
 - Supported Housing

8 Furniture/White Goods

- **Besom** - 01223 246438, thebesomincambridge@gmail.com. Charity providing donated household items and matched with those in need. Starter packs, bedding packs and baby bundles
- **Cambridge Furniture & Electrical Store** - 164-167 East Road, CB1 1DB 01223 633 790 Mon-Sat 9.30am-5.00pm, Sun 10.00am-4.00pm
Good Quality pre-owned and brand new furniture and appliances

- **Cambridgeshire Local Assistance Scheme**

Criteria:

- Individuals on Income Support, Job Seeker's Allowance, Employment & Support Allowance, Pensions Credit
- Earning less than £16000
- Cambridge resident for minimum of 6 months
- Priority: Disabled & Families with kids under 19, homeless through no fault of their own and young people leaving Local Authority Care
- One award a year - No cash or loans but goods amounting to a maximum of £350. Application to be made via Agency Referral. Referring agents need to register at fis@cambridgeshire.gov.uk and then able to make an application on line
- **Budgeting Loans - Cambridgeshire County Council**
Interest Free to help pay for essential things like furniture, clothing or moving cost.
 - Criteria: Income Support, Job Seeker's Allowance, Employment and Support Allowance or Pension Credit. Can apply at Job Centre or on-line.
 - Repay through Benefits received, over a 104 weeks period.
Maximum loan for the following:
 - a) £348 - Single
 - b) £464 - Couple
 - c) £812 - Families

- **Cambridge Re-Use** - Unit H, The Paddocks, Cherry Hinton Road CB18 8DH. customer@cambridgereuse.co.uk 01223 576 535

Mon-Fri 9.00am-16.30pm and Sat 10.00am - 15.00pm

Helping people on Low income to furnish their homes

Criteria:

- Single £18,000
- Couple £23,000
- Wage slip or working tax credit award
- If on benefits to provide confirmation of all benefits received

9 Children's Services

- **Children's Centres -**

- www.cambridgeshirechildrenscentres.org.uk
- Services across Cambridge ranging from toddler groups, child health, baby clinics and parenting courses. (Please see appendix for a full list and contact details)
- Free Childcare 2-4 year olds
- Rachel Gale 07795 284167
Rachel.Gale@cambridgeshire.gov.uk
- Free Swim for 0-5 year olds
- Tuesdays 1.00pm-2.30pm @ Abbey Pool Term Time only
- Criteria: Registered with a Children's Centre

- **Little Bundles**

- Provides essential items such as cots, prams, high chairs and clothes.
- Criteria - Referral only through Health and Social Care Professionals
- Referrals@littlebundles.org.uk 07905 716 761

- **Centre 33 - 33 Clarendon Street, 01223 316 488**

email: help@centre33.org.uk

- A youth service charity based in Centre Cambridge, Centre E Ely, Centre St Neots, HYC Hungtington, Queen Mary Centre Wisbech.

Services include: -

- Counselling
- Housing Advice
- Information and Support
- Sexual Health
- Young carers

- **Red Hen Project - 01223 224 844**

The Project helps children and their families at home and at school addressing issues like bullying, domestic violence, low self-esteem.

- lwright_redhen@kingshedges.cambs.sch.uk
- Mon-Fri 9-00am - 5.00pm Term Time Only
- Cover 5 schools - Arbury, Kings Hedges, Shirley, Grove School and Orchard Park

- **Education Welfare Benefits**

www.cambridgeshire.gov.uk 01223 703 200

Available to those in receipt of income support, Job Seeker's allowance, Universal Credit and Child Tax credit that does not exceed £16,190. Benefits available are:-

- 15 hrs free nursery for 2 year olds
www.cambridgeshire.gov.uk/free2s
- Free School Meals (FSM)
www.cambridgeshire.gov.uk/freeschoolmeals
- Early Years Pupil Premium (3-4 year olds)
- Pupil Premium (available when child assessed for FSM) - additional funding paid directly to the school to support their learning.
- Home to school Transport (11-16 year olds) 0345 045 5208
- Home to School Transport (16-19 year olds)

10 Housing / Employment/Welfare

City Centre

Customer Service Centre agents can help with a range of housing queries.

Call:

- Home-Link: 01223 457917
- Housing advice: 01223 457918
- Housing management: 01223 457070 (including housing rents)
- Housing repairs: 01223 457060

Visit: Customer Service Centre, Mandela House, 4 Regent Street, Cambridge CB2 1BY

- Monday: 8am to 5.15pm
- Tuesday: 9am to 5.15pm
- Wednesday: 9am to 5.15pm
- Thursday 9am to 5.15pm
- Friday: 9am to 5.15pm

North & South Area - 171 Arbury Road, Cambridge CB4 2YG 01223 457 000. Tenants in both area of the city can visit to discuss tenancy related issues or enquiries.

- Rents: 01223 457070
- Repairs: 01223 457060
- Mon, Tue & Thurs: 9.00am to 5.00pm
- Wed 9.00am - 4.30pm
- Friday: 9.00am to 4.30pm
- **Sheltered Housing: 01223 457199**
 - **Brandon Court** -30 flats across three floors, with lift access to all floors. It is located in Prospect Row, behind the police station.
 - **Ditton Court** - 26 1 Bed flats across 2 lifts with lift and chair lift access. It is on Bergholt Close off Ditton Lane in Fen Ditton.

- **Ditchburn Place** - 15 flats across 3 floors including lift access. There are also a number of supported and extra-care flats on site. Off Mill Road
- **Greystoke Court** - 24 flats of varying sizes in three blocks. It is located opposite Cherry Hinton Hall
- **Lichfield Road** - 138 flats across 2 floors with no lift access. Off Cherry Hinton Road
- **Mansel Court** - 25 flats across 3 floors with lift access. Mansel Way off Arbury Road
- **Neville Road** - 35 flats with no lift access. Off Cherry Hinton Road
- **Rawlyn Court** - 26 flats across 2 floors with lift access. Located on Rawlyn Road
- **School Court** - 29 flats with lift access. On Thoday Street off Mill Road
- **Stanton House** - 33 flats across 2 floors with lift access. On Christchurch Street
- **Talbot House** - 20 flats across 2 floors with lift access. On Fishers Lane in Cherry Hinton
- **Walpole Road** - 48 flats in 3 blocks. Opposite Cherry Hinton Hall

- **Cambridge Housing Society** - 0300 111 3555
All available council and housing association including elderly. Register on www.home-link.org.uk or by contact local council 01223 457 000 who will make an assessment.

- **Riverside Care and Support** - 01223 519 400
Identifies eligibility for benefits, 18+ & Referral only.
17-19 Willow Walk, CB1 1LA
email: cambridgesupportteam@riverside.org.uk

- **Job Centre Plus** - 0345 604 3719
www.jobcentreonline.com
 - Claim, stop or change your details for Job Seekers, Employment or Income Support.
 - Henry Giles House, 73-79 Chesterton Road, Cambridge, CB4 3AP

11 Children's Centres

- 1. Homerton Children's Centre- 01223 508766**
Homerton Nursery School, Holbrook Road, Cambridge, CB1 7ST
e: office@homerton.cambs.sch.uk
- 2. Romsey Mill Children's Centre – 01223 566 102**
Romsey Mill, Hemingford Road, CB1 3BZ
e: childrenscentre@romseymill.org
- 3. Fawcett Children's Centre – 01223 840 258**
Fawcett County Primary School, Alpha Terrace, CB2 9FS
e: childrenscentre@fawcett.cambs.sch.uk
- 4. Cherry Hinton Children's Centre – 01223 712 082**
Bewick Bridge Community Primary School, Fulbourn, Old Drift,
Teversham CB1 9ND
e: cherryhintonchildrenscentre@cambridgeshire.gov.uk
- 5. Arbury Children's Centre – 01223 703 828**
The Arc, Akeman Street CB4 3HG
e: arburychildrenscentre@cambridgeshire.gov.uk
- 6. Chesterton Children's Centre – 01223 729 081**
Shirley Nursery & Primary School, Nuffield Road CB4 1TF
e: chestertonchildrenscentre@cambridgeshire.gov.uk
- 7. Waterbeach Children's Centre – 01223 472 791**
Waterbeach Community Primary School, High St, CB25 9JU
e: waterbeachchildrenscentre@cambridgeshire.gov.uk
- 8. North Cambridgeshire Children's Centre – 01223 728 118**
Colleges Nursery School, Campkin Road, CB4 2LD
e: northcambridgechildrenscentre@cambridgeshire.gov.uk

12 Community Centres

1. **Lawrence Way** - 01223 508 197
37 Lawrence Way, Kings Hedges CB4 2PR
e: georgina.manning@cambridge.gov.uk
2. **Akeman Street** - 01223 508 150
82 Akeman Street, Arbury, CB4 3HG
e: akeman.street@cambridge.gov.uk
3. **Brownsfield Youth & Community Centre** - 01223 420 309
31A Green End Road, Chesterton CB1 1RU
e: brownsfield@cambridge.gov.uk
4. **Buchan Street Neighbourhood Centre** - 01223 508 149
6 Buchan Street, CB4 2XF
e: bsnc@cambridge.gov.uk
5. **Meadows Community Centre** - 01223 508 140
1 St Catharine's Street, CB4 3XJ
e: meadows@cambridge.gov.uk
6. **Nuns Way Pavilion** - 01223 508 197
Nuns Way, Kings Hedges, CB4 2PF
e: georgina.manning@cambridge.gov.uk
7. **Ross Street Community Centre** - 01223 471 674
Ross Street, CB1 3UZ
e: ross.street@cambridge.gov.uk