

Interim  
Directory  
of  
Domestic Violence Services  
  
For Service Providers  
  
September 2005

Please note that this is only an interim directory and we are aware that several areas are not covered. The Luton Multi-Agency Domestic Violence Forum hope to produce a more comprehensive directory in due course.

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## Advice

### **C.A.B. Citizen's Advice Bureau**

**Telephone:**

Appointments Only: 01582 486632

Advice Line: 01582 731616

**Address:**

24-26 King Street

Luton

LU1 2DP

**Times:**

Mon - Fri 9.00 am - 4.00 pm (Appointment Only)

**Information:**

Provides free, independent, confidential advice on a wide range of subjects including welfare benefits, debt, housing

## Advice

### Relate Bedfordshire & Luton

**Telephone:**

01234 356350 – Appointments & Enquiries

**Email:** relate.beds\_luton@btopenworld.com

**Contact:** Lorraine Gunther

**Telephone:** 01234 400730

**Email:** relate.bedford@btopenworld.com

Or

**Telephone:** 01582 514700

**Email:** relate.beds-luton@ntlbusiness.com

Relate offers confidential counselling to men, women, young people, couples and families. Many of our clients experience violence and/or abuse, our main priority is to increase the safety of victim/survivors and their children.

We aim to:

- prevent violence/abuse occurring/recurring
- help abuser to be accountable for their behaviour & signpost them to specialist agencies
- help people come to terms with the multiple effects of having lived in a violent/abusive relationship

Additionally we offer:

- sex therapy, to help manage the trauma of sexual assault & rediscover sexual identity
- Life skills courses in building self confidence, self esteem etc.

All services available throughout Bedfordshire & Luton

## Advice

### Samaritans

**Telephone:**

01582 720666

National Helpline 08457 909090

**Address:**

33 Cardiff Road

Luton

LU1 1PP

**Times:**

Open for visitors 10.00 am - 10.00 pm daily

Saturday Closed 5.00 pm - 8.00 pm

**Information:**

24 hour confidential listening service for those in crisis or at risk of taking their lives through suicide.

Advice/Children

**N.S.P.C.C**

**Telephone:**

National Helpline: 0808 800 5000 (freephone)

**Information:**

New project expected early 2005

## Advice/Employment

### Luton Rights

**Telephone:**

01582 453372 / 402978

**Address:**

15 New Bedford Road

Luton

LU1 1SA

**Times:**

Mon. - Fri. 9.00 am - 5.00 pm By Appointment Only

**Information:**

Free to all unemployed, pensioners and people with disabilities. Welfare rights, redundancy advice, job search workshops, guidance and counselling, campaigning, volunteers' group, training courses.

## Advice/Counselling

### Luton and District Rape Crisis Centre

**Telephone:**  
01582 733426

**Contact:** Sandra Mcilroy

**Address:**  
19 George Street West.  
Luton  
LU1 2BJ

**Times:**  
Mon. - Fri. 10.00 am - 4.00 pm Answerphone out of hours

**Information:**  
Offer a confidential counselling, support, advice and information service to any victim of sexual abuse, both men, women and to families of those abused. Provide an education service, also services which can liaise and interact with other agencies.

## Advice/Education

### **Our House Bury Park Asian Women's Project**

**Telephone:**  
01582 757664

**Contact:** Andrea Tompkins - Administrator

**Address:**  
64 Westbourne Road  
Luton  
LU4 8JD

**Times:**  
Open Drop in Session: Thursdays 1.00 pm—3.00 pm

**Information:**  
Our House is part of Luton tPCT and aims to assist members of the local community to access relevant health care and advice, including public health, for themselves and their families through various activities, including English classes, Asian Cookery Club, Parentcraft classes, Well Baby Clinic and Drop-in sessions for parents and children.

## Advice/Information

### Safer Luton Partnership

**Telephone:**

01582 480770

**Email:** sue.baker@theslp.co.uk

**Contact:** Sue Baker - Domestic - Violence Co-ordinator

Helen Lubin - Personal Safety Consultant

**Address:**

6 Cardiff Road

Luton

LU1 1PP

**Times:**

Mon - Fri 9.00 am - 5.00 pm

**Information:**

Domestic Violence Co-ordinator - Services the Multi-Agency Domestic Violence Forum, holds and disseminates information on Domestic violence etc. Personal Safety Consultant - Act as a catalyst for all agencies to do with person safety, especially women and the elderly. Personal safety talks given.

## Advice/Sexual Health

### The Lodge

**Telephone:**  
01582 511000

**Address:**  
The Lodge  
4 George Street West  
Luton  
LU1 2BJ

**Times:**  
Mon. - Thurs. 9.00 am - 5.00 pm  
Fri. 9.00 am - 4.30 pm

**Information:**  
Sexual health service which includes family planning and reproductive health clinics.  
Sexual health promotion and education and client services for people with HIV and their carers. Public library with sexual health information.

## Alcohol

### James Kingham Project / Alcohol Services for the Community

**Telephone:**

01582 723434

**Contact:** Breege Begley

**Address:**

26 - 30 John Street

Luton

LU1 2JE

**Times:**

Mon, Thur, Fri 11.30 am - 4.00 pm

Wednesday - women only

Tues 12.30 pm - 7.30 pm

**Information:**

Aim is to promote a healthier lifestyle without reliance on Alcohol and other drugs.

## Benefits

### Job Centre Plus

**Telephone:**

01582 744000

**Address:**

Cheviot House  
55 Guildford Street  
Luton  
LU1 2ER

**Times:**

Mon - Thur 9.00 am - 5.00 pm

Friday 10.00 am - 5.00 pm

**Information:**

Job Centre Plus is responsible for paying Social Security benefits to people based on their individual circumstances. It also gives advice and information on Social Security benefits and Job Seekers Allowance.

# Counselling

## Dunstable and Luton Counselling Service

**Telephone:**  
01582 732450

**Contact:** Maggy Swift - Head of Counselling

**Address:**  
Hilde Eccles House  
70-72 Princess Street  
Luton  
LU1 5AT

**Times:**  
By Appointment

**Information:**  
Aim to offer individuals who are experiencing personal difficulty, professional counselling for one hour each week.

## Courts

### Crown Prosecution Service

**Telephone:**

01582 816600

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

**Address:**

Sceptre House  
7-9 Castle Street  
Luton  
LU1 3AJ

**Times:**

Mon. - Fri. 8.30 am - 5.30 pm

**Information:**

The Crown Prosecution Service prosecutes criminal cases including harassment and assault. The service only accepts cases which are referred to them by the Police. Initial complaints of criminal conduct should therefore be made to the Police.

## Education/Support

### Bengali Women's Project

**Telephone:**

01582 480779

01582 519500 (Switchboard)

**Address:**

C/o Centre for Youth and Community Development

94 - 106 Leagrave Road

Luton

LU4 8HZ

**Times:**

Mon. - Fri. 9.00am - 5.00pm

**Information:**

A free confidential, befriending, advocacy and counselling service provided in Bengali, Sylheti for young women. Also established self-help group and able to provide an outreach service. Raise awareness of needs of Bengali speaking young women.

Drop in sessions for young women: Wed 6 - 9.30 pm Sunday 12.00 - 3.00 pm

Education/Support

**Family Matters Luton**

**Telephone:**  
01582 651011

**Contact:** Team Administrator

**Address:**  
C/O FRCC  
27 Axe Close  
Marsh Farm  
Luton  
LU3 3LT

**Times:**  
Mon - Fri 10.00 am - 6.00 pm

**Information:**  
Offers support, counselling, information, safety planning, life skills education to men and women living with or who have lived with domestic violence. Also, seminars, workshops and training to professionals.

Education/Support  
**Luton All Women's Centre**

**Telephone:**  
01582 416783

**Address:**  
106 Old Bedford Road  
Luton  
LU2 7PD

**Information:**

Meeting place and resource centre, run by women, to serve the needs and interests of women.

Free library and internet access from those wishing to find information, can be accessed during opening hours.

## Health

### Luton NHS Walk-In Centre

**Address:**

14-16 Chapel Street  
Luton  
LU1 2SE

**Times:**

Mon. - Fri. 7.00 am -10.00 pm  
Weekends & Bank Holidays 9.00 am -10.00 pm

**Information:**

No appointment is necessary at the centre which provides a wide range of primary care services from advice on giving up smoking, healthy diet and general health information to treatment for minor injuries and ailments, such as, strains and sprains and coughs, colds and tummy upsets. In addition the centre will provide information on other local services, as well as offering emergency contraception and advice and providing a blood testing service at times to complement other local services.

## Health

### NHS Direct

**Telephone:**

National Helpline: 0845 4647

**Website:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Times:**

24 Hours

**Information:**

NHS Direct is a 24-hour health advice and information line. As well as offering medical advice from qualified nurses, NHS Direct can provide a wealth of information about local and national health services and help groups. The service is completely confidential.

## Health

### Sure Start - Marsh Farm

**Telephone:**

01582 515300

**Email:** Mary.Armour@luton.gov.uk

**Contact:** Mary Armour

**Address:**

Children Centre

Redgrave Gardens

Marsh Farm

Luton

LU3 3QN

**Times:**

Mon. - Fri. 9.00 am - 5.00 pm

**Information:**

Sure Start is a government funded organisation which is designed to improve the lives of vulnerable children under 5 and their families. We provide the core health visiting service for all families on Marsh Farm and also provide many group activities and learning opportunities for parents.

## Health/AIDS

### **Beds. Body Positive**

**Telephone:**

Helpline: 01582 484499

Admin Line: 01582 485448

**Website:** [www.bbpositive.com](http://www.bbpositive.com)

**Contact:** Chrissie Matthews

**Address:**

Ground Floor

1 Union Street

Luton

LU1 3AN

**Times:**

Mon - Fri 10.00 am - 4.00 pm

**Information:**

Offers advice, support and information to those affected by or at risk from HIV and AIDS, their families, friends and children.

Health/General

## Hindu Centre

**Telephone:**  
01582 663414

**Address:**  
Hereford Road  
Lewsey Farm  
Luton  
LU4 0PS

**Times:**  
Everyday 10.00 am - 12.30 pm & 6.00 pm - 8.30 pm

**Information:**  
Health issues including heart disease, prostate cancer in men, women's group and issues including HRT. Diabetic support group meet once per month, exercise classes for men and women and education sub-committee.

## Housing

### Luton Nightshelter (RISE)

**Telephone:**

01582 400016

**Email:** gotofit2gerald@hotmail.com

**Contact:** Lorraine Fitzgerald

**Address:**

77– 79 London Road

Luton

LU1 3YF

**Times:**

7.00 pm—8.30 am

**Information:**

Clients must provide current proof of benefits being received in the form of a proof of income letter signed and dated that day by the benefits agency. Cost £2.00 per night. Arrive at 7.00 pm.

# Housing

## Housing Advice - Luton Council

**Telephone:**

01582 546630

Out of Hours: 01582 720703

**Email:** [housing.needs@luton.gov.uk](mailto:housing.needs@luton.gov.uk)

**Contact:** Housing Needs Manager

**Address:**

Housing Section

Town Hall

Luton

LU1 2BQ

**Times:**

Mon - Thurs 9.00 am to 5.00 pm

Friday 9.00 am to 4.30 pm

**Information:**

The Homeless Advice Service provide practical help and advice to people who are either homeless or threatened with homelessness. There is an out of hours standby service contactable on 01582 720703.

## Housing/Support

### Luton Women's Aid

**Telephone:**

Helpline: 01582 391856

National Helpline: 0845 7023468

Office: 01582 725045

**Email:** [jennymoodylutonwomensaid@ntlworld.com](mailto:jennymoodylutonwomensaid@ntlworld.com)

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

**Contact:** Jenny Moody

**Address:**

144 Wardown Crescent

Luton

LU2 7JU

**Times:**

Mon. - Fri. 10.00 am - 5.00 pm Help line:

**Information:**

Helpline times – Monday to Friday – 10.00 a.m. to 5.00 p.m

Helpline / outreach giving information and / or support for women suffering domestic abuse who may or may not want to leave home.

Outreach arranged through local helpline number

Refuge for women with or without children who are suffering domestic abuse

Accommodation is secure and confidential

Night service for Luton women only who need a safe emergency place to go between the hours of 8.00 p.m. and 6.00 a.m.

Contactable through Samaritans, Police, Social Services and Housing.

Luton Women's Aid provides training for professionals and groups from a trained trainer in domestic abuse.

## Housing/Support

### Signposts

**Telephone:**

01582 722629

**Email:** [headoffice@signpostsluton](mailto:headoffice@signpostsluton)

**Address:**

Rooms 2-4

Whitehill House

6 Union Street

Luton

LU1 3AN

**Times:**

Mon - Fri 9.00 am - 5.00 pm

**Information:**

Accommodation and Support for single homeless people 16-25 years.

## Legal

### Law Centre

**Telephone:**

Office: 01582 482000

Helpline: 01582 481000

**Contact:** Gillie Sharp

**Address:**

28 Clarendon Road

Luton

LU2 7PQ

**Times:**

Mon. - Fri. 9.30 am - 5.30 pm

Mon., Tues., Thurs., Fri. Advice line 10.30 am - 12.30 pm

**Information:**

Free, confidential legal services. Specialise in housing, employment, immigration and complicated benefits cases.

## Mental Health

### Ashanti

**Telephone:**  
01582 560895

**Contact:** Prafulla Sanghrajka, Fitzroy Wilson

**Address:**  
93b Marsh Road  
Luton  
LU3 2QG

**Information:**  
Support team provides services for people from Asian and African-Caribbean communities suffering from mental health problems.

## Mental Health

### Befrienders

**Telephone:**  
01582 757625

**Contact:** Theresa McCloskey

**Address:**  
46-56 Dumfries Street  
Luton  
LU1 5BP

**Times:**  
Monday to Friday and Sunday.  
Mon, Wed, & Thurs. evening.

**Information:**  
Support people who are suffering from or recovering from mental health problems.

## Mental Health

### Family Welfare Association

**Telephone:**  
01582 691994

**Address:**  
Lewsey Farm Learning Trust  
Tomlinson Ave  
Luton  
LU4 0QP

**Information:**  
Runs the Building Bridges service which provides support and groups for women experiencing mental health issues, sometimes relating to Domestic Violence.

## Police

### Police - Luton

**Telephone:**

Domestic Violence Unit: 01582 394384

Out of hours: 01582 401212

Emergencies: 999

**Address:**

Luton Police Station

Buxton Road

Luton

LU1 1SD

**Times:**

Mon - Fri 8.00 am - 10.00 pm

Sat—Sun 8.00 am - 6.00 pm

**Information:**

In cases of emergency ring 999. Bedfordshire police have appointed domestic violence officers who work from Luton, Dunstable and Bedford police station. They specifically deal with victims who are suffering abuse within their homes and they liaise with other agencies.

## Police

### Police - Bedford

**Telephone:**

Domestic Violence Unit: 01234 275292

Non-emergency cases: 01234 841212

**Email:** [dahlia.henderston@bedfordshire.pnn.police.uk](mailto:dahlia.henderston@bedfordshire.pnn.police.uk)

**Contact:** Dahlia Hendrickson

**Address:**

Greyfriars Police Station

Bedford

MK40 1HR

**Times:**

Mon - Fri 8.00 am - 4.00 pm

**Information:**

Advice and support to all victims of domestic violence.

## Police

### Police - Dunstable

**Telephone:**

Domestic Violence Unit: 01582 473122

Non-emergency cases: 01582 471212

**Address:**

Dunstable Police Station

West St

Dunstable

LU6 1SJ

## Social Services

### Social Services - Adults

**Telephone:**

01582 547660 / 547659

**Contact:** Adult Duty Desk Telephone:

**Address:**

Clemilton House  
Upper George Street  
Luton  
LU1 2RP

**Times:**

Monday to Friday 8.45 am - 5.20 pm

**Information:**

Adult Social Services will assist by seeing the individual concerned, if required, and offering further advice and assistance as appropriate. They will also signpost individuals to alternative voluntary and independent sector services.

## Social Services

### Social Services - Children & Families

**Telephone:**  
01582 547653

**Contact:** Initial Assessment Team

**Address:**  
Unity House  
111 Stuart Street  
Luton  
LU1 5NP

**Times:**  
Monday to Friday 8.45 am - 5.20 pm

**Information:**  
The childcare duty desk is the initial point of contact for families and professionals who are concerned about the welfare and safety of children within the boundaries of the Borough of Luton.

## Support/Children

### Education Welfare Service

**Telephone:**

01582 562302

**Email:** [porrj@luton.gov.uk](mailto:porrj@luton.gov.uk)

**Contact:** Jackie Porr

**Address:**

Education Welfare Service

Waulud Primary School

Wauluds Bank Drive

Luton

LU3 3LZ

**Times:**

Mon - Fri 9.00am - 5.00pm

**Information:**

Offers support to children and their families for school related issues such as bullying, poor attendance, phobia's etc. Also, help and advise with factors that may affect their ability to learn such as family breakdown, bereavement, abuse etc. Financial support is also provided where applicable in the form of Free School Meals and Clothing Grants.

Messages can be left on answering machine.

## Support/Information

### Beaumont Society

**Telephone:**  
01582 732936

**Contact:** Janett Scott

**Address:**  
27 Old Gloucester Street  
London  
WC1N 3XX

**Information:**  
The Beaumont Society organises self-help groups for transgender people and their family and friends.

## Support/Information

### Empowering Families Experiencing Abuse

**Telephone:**

0790 822 4086/9

**Contact:** Caroline Herber, Carol Lewis

**Address:**

Luton All Women's Centre  
106 Old Bedford Road  
Luton  
LU2 7PD

**Times:**

Tuesdays 13:00 - 16:00

Wednesday 10:00 - 13:30

**Information:**

A small charity committed to helping families experiencing abuse, who will be based at Marsh Farm, Coulter Building and hopes to expand Luton wide. They don't offer refuge, but do offer after care. This is important to the woman's transition from victim to survivor. They are user lead and the services they will be providing will include : 9 - 5 p.m. drop-in 5 day week, counselling, information and advice, help-line and support net-work - including workshops and 24 hour week-end cover.

## Support/Information

### Victim Support Scheme

**Telephone:**

01582 725507

National Helpline: 0845 3030900

**Email:** [dkenyon@btconnect.com](mailto:dkenyon@btconnect.com)

**Contact:** David Kenyon

**Address:**

64-66 Stuart Street

Luton

LU1 2SW

**Times:**

Mon. - Fri. 9.00 am - 4.30 pm

**Information:**

Dedicated service to victims of crime, free and confidential support and information with the help of trained volunteers.





## Useful Websites

Action on Elder Abuse	<a href="http://www.elderabuse.org.uk">www.elderabuse.org.uk</a>
Advocacy Services	<a href="http://www.crarg.org.uk">www.crarg.org.uk</a>
Aftermath	<a href="http://www.aftermathuk.org.uk">www.aftermathuk.org.uk</a>
Asylum Aid	<a href="http://www.asylumaid.org.uk">www.asylumaid.org.uk</a>
Broken Rainbow	<a href="http://www.lgbt-dv.org">www.lgbt-dv.org</a>
Calm Campaign	<a href="http://www.thecalmzone.net">www.thecalmzone.net</a>
Campaign Against Domestic Violence	<a href="http://www.cadv.org.uk">www.cadv.org.uk</a>
Criminal Injuries Compensation Authority	<a href="http://www.cica.gov.uk">www.cica.gov.uk</a>
Home Office	<a href="http://www.homeoffice.gov.uk">www.homeoffice.gov.uk</a>
Justice for Women	<a href="http://www.jfw.org.uk">www.jfw.org.uk</a>
Legal Services Commission	<a href="http://www.legalservices.gov.uk">www.legalservices.gov.uk</a>
The Mankind Initiative	<a href="http://www.mankind.org.uk">www.mankind.org.uk</a>
Men's Aid	<a href="http://www.mens-aid.org">www.mens-aid.org</a>
One Parent Families	<a href="http://www.oneparentfamilies.org.uk">www.oneparentfamilies.org.uk</a>
Supporting People	<a href="http://www.spkweb.org.uk">www.spkweb.org.uk</a>
Temper	<a href="http://www.temper.4t.com">www.temper.4t.com</a>
Women at Risk	<a href="http://www.womenatrisk.org.uk">www.womenatrisk.org.uk</a>
Women's Aid	<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a>