

Support Directory Leicester



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Riverside Support Services



ASB, hate crime and domestic abuse

Our focus is to make sure all of our customers feel safe and have the support they need. We want our neighbourhoods to be safe places for everyone. We won't tolerate behaviour that prevents our customers feeling secure in their home and their neighbourhood.

To find out more about what support is available or to report incidents please visit <https://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/hate-crime/>

Money and benefit welfare advice

Our Money Advice Team are specialists in assisting and advising with Welfare Benefits. They can help you to make a claim, submit an appeal if you have been refused, explain how the different types of Benefits work and ensure that you are receiving your full entitlement.

For benefit advice please visit

<https://www.riverside.org.uk/you-your-home/money-advice/benefit-advice/>

For support from our money advisors please visit

<https://www.riverside.org.uk/you-your-home/money-advice/debt-advice/>

Energy and heating

Heating your home can be a real cost pressure. Here you can find guidance around keeping your costs down while keeping your home warm and free of damp.

For support from our Affordable warmth Team please visit

<https://www.riverside.org.uk/you-your-home/energy-and-heating/affordable-warmth-team/>

Employment and Training

Our Employment and Training Team provides free support to anyone living in a Riverside home. The team offer a tailored service for each person we work with. So whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term – we are here to help! We can help support you in

- Getting back to work if you're unemployed, disabled or have a criminal record
- Help with searching for jobs, CV writing and interview techniques to help secure your next role
- Accessing funding to support apprenticeships, learning and qualifications
- Working with you to become self-employed or start your own business

To find out more visit

<https://www.riverside.org.uk/you-your-home/employment-training/>
or email

Safety and Support

We take our responsibility to make sure you are safe and comfortable in your home very seriously. Find out about asbestos, water and fire safety as well as advice on domestic abuse and report nuisances here.

<https://www.riverside.org.uk/you-your-home/safety-support/>

Food Support Services in Leicester



Council Support

Household Support Fund

The Household Support Fund, funded by the Department of Work and Pensions, aims to help households in most need with food, energy vouchers or essential kitchen equipment.

In exceptional circumstances, you could apply for support with housing costs including:

- food
- energy bills (including heating, cooking, lighting and water)

You will need a professional referral for the following:

- essential kitchen equipment (cookers, fridge freezers, microwaves and washing machines)
- you can apply separately for support with housing costs.

A referrer can also complete an application on your behalf for support with food and energy bills.

Discretionary awards are usually only paid for a short period, to give you time to get over a temporary lack of income, while you look for:

- different accommodation
- find a lodger to share your bills or;
- get financial advice to help with your debts or budgeting.

To find out more visit

<https://www.leicester.gov.uk/your-community/benefits-and-other-support/discretionary-payments/>

Community support grant

The community support grant is available to support vulnerable people experiencing financial hardship who meet our criteria. Applicants will need to demonstrate that they are in financial hardship brought about by a one-off and sudden misfortune.

Crisis applications

The community support grants scheme for crisis applications can help with the following:

- vouchers for gas and electricity for customers with a prepayment meter and responsibility for a utility supply in Leicester
- vouchers for food.

Eligibility

In order to be considered, you will need to meet ALL of the following criteria:

- You have no funds for your immediate daily essentials such as food, gas and electricity.
- You must be over 16.
- You must be a resident of Leicester.
- You need to have suffered a sudden and unexpected financial misfortune.
- You need to be able to demonstrate your circumstances and will be required to provide evidence (recent bank statements) to support this.

To make a claim for crisis support, you should email your name and contact number to C19support@leicester.gov.uk.

Food Support Services in Leicester



Food Banks

Leicester South Foodbank (main Location)

The Kings Centre, 56 Bull Head Street, Wigston,
LE18 1PA

07912 194783

info@leicestersouth.foodbank.org.uk

**Open Monday 4 pm to 5 pm and Thursday 1 pm
to 2 pm**

Leicester South Foodbank

Holy Trinity Church, Turner Street, LE1 6WY

Open Wednesday 11.30 am to 1.30 pm

Syston Hub

The Methodist Church, High Street, LE7 1GP

Open Thursday 2 pm to 3.30 pm

Centre Project

1 Alfred Place, Leicester, LE1 1EB

Open Monday 10.30 am to 1 pm

Chroma Church

15 Putney Rd W, Freemen's Common, LE2 7TD

**Open Tuesday and Saturday 9.30 am to 11.30
am and Thursday 6 pm to 7 pm**

Goldhill Play association

Windley Road Leicester LE2 6TA

Open Monday to Friday 10 am to 3 pm

St Johns Church

4A Clarendon Park Rd, Leicester, LE2 3AD

07912194783 or 07773 054894

Open Friday 6 pm to 7 pm

The Well Kibworth

47 High Street, Kibworth, Leicester LE8 0HS,

Open Monday to Friday 10.30 am to 11.30 am

Coleman Community Association

Coleman lodge, The Wayne Way, Leicester LE5 4PP

Open Sunday 11 am to 12 pm

Belgrave St Peters Foodbank

Belgrave St Peter's CE School, Thurcaston Road
LE4 5PG

Open Monday 8.45 am to 9.30 am

Peace Centre Food Bank

The Peace Centre, Thurncourt Road, Thurnby Lodge,
LE5 2NG

07999271536

info@peacecentrefoodbank.co.uk

Open Wednesday 10.30 am to 11.30 am

Food bank and holiday lunchbox scheme

Christ the King Church, Beaumont Way, LE4 1DS

07584017093

Open Monday to Wednesday 10 am to 12 pm

New Parks Community Mission food bank

4 Frolesworth Road, Leicester, LE3 6LP

07419 918591

Newparkscommunitymission@gmail.com

Open Monday to Friday 8 am to 5 pm

New Parks Food Bank

New Parks Church, Battersbee Road, LE3 9LD

07587 156979

Open Thursday 1 pm to 4 pm

The Baraka Foodbank

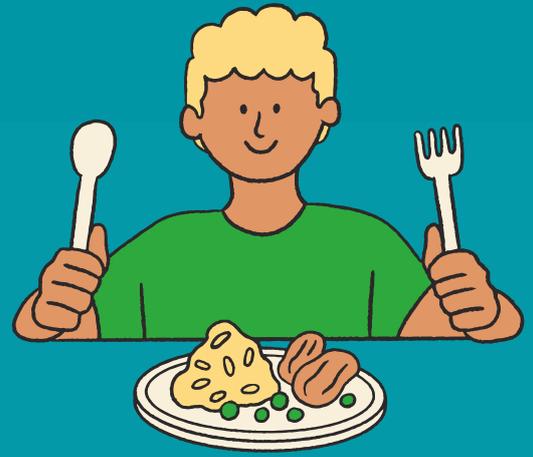
39a Abingdon Road, Leicester, LE2 1HA

0116 28 55 888

admin@somdev-services.com

Open Wednesday 10 am to 12 pm

Food Support Services in Leicester



Manor House Foodbank

Manor House Community Centre, Haddenham
Road, Leicester, LE3 2BG
07790 809490/ 0116 222 1021
foodbank@mosaicchurch.org.uk

Open Wednesday 5.30 pm to 7 pm

Friday 10.30am to 12.30pm

Pantries

E2 Food Pantry

Beaumont Lodge Neighbourhood Centre, 250
Astill Lodge Road, LE4 1EF
0116 2128491 me2@e2online.co.uk

Open Friday 2 pm to 4 pm

Community Groups

Alice Hawkins Community Projects CIC

Fosse Neighbourhood Centre LE3 5HG
woodgatecommunityfood@gmail.com

Open Saturday 11 am to 12.30 pm

Open Hands

Charity offering a range of help to local people in
need, including Hot meal on Tuesday evenings,
Food, Clothing, Furniture and Household goods .
Open Hands Compassion Centre, 19 Lower
Willow Street, LE1 2HP

0116 3261857

admin@openhandsleicester.org.uk

Open Hands Food Store

Open Hands Compassion Centre, 19 Lower
Willow Street, LE1 2HP
0116 3261857

admin@openhandsleicester.org.uk

Open Tuesday and Thursday 10 am to 12 pm

The Conservation Volunteers

Offers a range of opportunities for people to get
involved in practical conservation work,
including supporting individual and community
group food growing programmes to promote the
growing of food and encourage healthy and
sustainable eating.

The Conservation Volunteers, Evington House,
Beech Room, Evington Park, Evington, LE5 6DE
0116 271 0178 **Leicestershire@tcv.org.uk**

Manor House Lunch Club

Lunch club for senior citizens every Tuesday
12.00 noon until 1.00pm.

Manor House Community Centre, Haddenham
Road, Leicester, LE3 2BG

0116 222 1021 **office@mhcc.org.uk**

Saffron Acres

Saffron Acres is a community food growing
project based at Saffron Resource Centre.
432 Saffron Lane, LE2 6SB

0116 2837212

sarah.field@srcentre.org.uk

Triangle

Triangle at Holy Trinity Church offers a hot meal
for homeless or vulnerably housed people every
Friday evening from 6.15pm

2 Upper King Street, Leicester, LE1 6XE

0116 254 8981 **office@htl.church**

St Joseph's Table - Parish Cafe

St. Joseph's Catholic Church, Parish House, 12
Goodwood Road, Leicester, LE5 6SG
0116 2415159

**Open Tuesday and Wednesday 10.30 am to
3.30pm**

Riverside

Food Support Services in Leicester



As Salaam Trust- The Peace Centre

The Peace Centre, Thurncourt Road, LE5 2NG
07999271536/ 0116 2417100

Contact for further information

Midland Langar Seva Society

Meals provided to homeless people and those in need 5 nights a week at Leicester Market between 7 pm and 8 pm.

Market Place, Leicester, LE1 5HB

Lulus Kitchen

1-10 Odeon Arcade, Leicester, LE1 5HJ

Community Shops and Fridges

Kings food for change

Kings Coffee House (HTL Church), 2 Upper King Street Leicester, LE1 6XE

0116 473 5405

hello@kingscoffeeleicester.com

Open Monday to Friday 8 am to 3pm

Saturday 10 am to 2 pm

For additional food support services please download our National Support Directory

Furniture Support in Leicester



Council Support

Households in Crisis
Households in crisis can continue to apply for a Community Support Grant by contacting C19support on:
c19support@leicester.gov.uk or by phone on 0116 454 1019.

Leicester City Council provide a Community Support Grant scheme to support vulnerable people experiencing financial difficulties and who meets the policy criteria.

Full details can be found at the community support grant page -

<https://www.leicester.gov.uk/your-community/benefits-and-other-support/community-support-grant/>

Charity Shops

LOROS Charity Stores

Uppingham Store

59/63 Uppingham Road, Leicester, LE5 3TA
0116 473 7427

**Open Monday to Saturday 9.30 am to 4.30 pm
and Sunday 10 am to 4 pm**

Glenfield Store

Enterprise House, 1 Station Road, Glenfield
LE3 8BT

0116 473 6048

Open Monday to Saturday 9.30 am to 4.30 pm

British Heart Foundation - Leicester Furniture & Electrical Store

66-68 Charles St, Leicester, UK, LE1 1FB
0116 214 5238

**Open Monday to Saturday 9 am to 5 pm
Sunday 10 am to 4 pm**

Age UK Leicester

Oadby Furniture Shop

60 The Parade, Oadby, LE2 5BF
01162 717989

Open Monday to Saturday 9 am to 4:30 pm

Birstall Furniture Shop

105 Sibson Road, Birstall, LE4 4NB
01162 674876

Open Monday to Saturday 9 am to 4.30 pm

Leicester Shire & Rutland - Reuse Shop

Household Waste Recycling Centre, 5 Gypsum Close, Leicester, LE4 9AB
01162 461533

**Open Monday to Friday 9 am to 5pm,
Saturday and Sunday 8.30 am to 4.30 pm**

Gladstone Street Warehouse

Unit 1, Gladstone Street, Leicester, LE1 2BN
01162 517633

Open Thursday to Saturday 9 am to 4.30 pm

Emmaus

The Emporium Stockwell Head, Hinckley LE10 1RG
01455 637587

**Open Monday to Saturday 9 am to 5 pm
(Thursday open to 7 pm)**

The Salvation Army Donation Centre 174 Narborough Road, Leicester, LE3 0BU

0116 296 3599

**Open Monday to Saturday 9 am to 5 pm (Tuesday
opens at 9.30 am)**

The Air Ambulance Service Store

12-16 Leicester Rd Wigston, LE18 1DR
0116 288 0193

**Open Monday to Saturday 9 am to 5 pm and
Sunday 10 am to 4 pm**

Furniture Support in Leicester



Sue Ryder London Road Superstore

60 London Rd, Leicester, LE2 0QD
0116 255 4376

Open Monday to Saturday 9 am to 5.30 pm

Sunday 10 am to 4 pm

Sue Ryder Loseby Lane Vintage and Retro

14 Loseby Lane, Leicester, LE1 5DR
01162 629 522

Open Monday to Saturday 9.30 am to 4.30 pm

Sunday 10 am to 4 pm

Open Hands - Furniture Project

The Furniture Project was launched in January 2010 after a 'gap' was identified in the provision of affordable furniture items to those on low income. The project aims to meet this need, providing reduced cost furniture to those with genuine need, operating on a referral-basis. Referred eligible clients are invited to appointments where they have access to a catalogue of reduced cost furniture items.

For more information contact -

Admin@openhandsleicester.org.uk

Facebook Groups

There are several groups on Facebook that offer free or low cost furniture.

These include:

Leicester Community Group

People Helping People

Helping people that need help

Second Hand Furniture Websites

Facebook Market Place and Groups

Gumtree

FreeCycle

Pre-Loved

Freeads

VivaStreet

Freegal

Cost of Living Support in Leicester



Council Support

Help with fuel costs - Fuel arrears voucher scheme

You can book an appointment with an experienced debt adviser who can provide advice and assistance to help you manage fuel arrears and any other bills you may be struggling to pay. The free support will include help to maximise your income and reduce your outgoings, negotiating affordable payment plans with your suppliers, provide one off grants to eligible applicants, and identify options to help you resolve all your outstanding bills.

Please visit cals.uk.net for more information or contact book an appointment with an adviser on 0116 242 1120 or by email enquiries@advice-cals.org.uk.

Leicester Energy advice

Leicester Energy Action provides advice, training, outreach sessions and education for young people. The advice service aims to support people with energy debt, safeguarding, and keeping their homes warm - currently through a professional referral.

They can provide the following support:

- Managing energy debt/negotiating with suppliers
- Damp/mould in properties
- Energy efficiency/health impacts
- Support to access existing retrofit schemes
- Support to access government support/tackling digital exclusion
- Long-term solutions/short-term remedies

To find out more visit:

<https://www.leicester.gov.uk/your-community/benefits-and-other-support/leicester-energy-advice/>

Citizens Advice - 0808 2787970

Money Advice Service - 0300 500 5000

National Debt Line - or call 0808 808 4000

Christians Against Poverty

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians).

Money Advice service free, impartial advice, to help improve your finances, set up by government to help keep track and plan ahead **0800138 7777**

Debt Support Charities

Citizen's Advice Leicestershire

The Money Advice Service provides specialist advice for Leicestershire County residents with debt. This can be a single debt or multiple debts. The Money Advice Service can:

- Support you to understand your options
- Help with processes such as bankruptcy and Debt Relief Orders
- Support you to negotiate with creditors

To book an appointment call Call 0116 464 7239 or visit

<https://citizensadviceleicestershire.org/leicestershire/advice/money-advice/>

Trinity Monday Advice Leicester

Trinity Money Advice Leicester (TMAL) is run by a group of dedicated and trained volunteers out of Holy Trinity Church for anyone facing significant financial challenges.

Trinity Hall, 7 Trinity Lane, Leicester, LE1 6WP
0116 319 2636/07512 677 072
contact@trinitymoneyadvice.org.uk

Debt Support Trust

Debt Support Trust is a registered money advice charity providing telephone and internet based debt advice including

- Credit and store card debt
- Debt and divorce debt management plans
- Individual Voluntary Arrangement (also known as an IVA)
- Bankruptcy

0800 085 0226

contact@debtsupporttrust.org.uk

http://www.debtsupporttrust.org.uk

The Zinithiya Trust

Provide information, advice and practical support to alleviate poverty and abuse.

12 Bishop Street, Leicester, LE1 6AF

0116 254 5168 zinithiya.trust@gmail.com

Office Open Monday to Friday 9.30 am to 4 pm

P3 (People, Potential, Possibilities)

Community-based support service works with people who need help with their housing situation and/or other needs.

Voluntary Action Leicester, 9 Newarke Street, Leicester, LE1 5SN

0116 255 3228 leicesterfs@p3charity.org

The Centre Project

Delivers a drop-in advice service offering help with money and debt, benefits, energy bills and welfare grant applications.

1 Alfred Place, Leicester, LE1 1EB

0116 255 4013/ 0116 255 2520

info@centreproject.org

Saffron Resource Centre

Helping to improve the life chances of residents of the Saffron Lane estate and surrounding areas by providing a range of social welfare, health and recreational services to help residents achieve financial and social inclusion and reach their potential.

432 Saffron Lane, Leicester, LE2 6SB

0116 283 7212 info@srcentre.org.uk

https://srcentre.org.uk/about-us/

Community Advice and Law Service (CALs)

Debt, housing, welfare benefits, advice, form filling, immigration and note-taking services. Epic House, Charles Street, Leicester, LE1 3SH
0116 242 1120 enquiries@advice-cals.org.uk

Information & Advice Services - Age UK Leicester

Provide free, independent and confidential information and advice for people over 50, including practical help, suggesting ways to solve difficulties and giving you the details of others who may be able to help.

- Age Well Centre, 113 Princess Road East, Leicester, LE1 7LA
- Clarence House Resource Centre 46 Humberstone Gate, Leicester, LE1 3PJ
- Leicester Royal Infirmary, Ground Floor - Windsor Building, Infirmary Square, Leicester, LE1 5WW

Main Contact 0116 299 2278 Open Monday to Friday 11 am to 4 pm

Credit Unions

Clockwise Credit Union

1 St.Nicholas Pl, Leicester LE1 5LB

03301755792

hello@clockwise.coop

Open Monday, Wednesday and Friday 10 am to 2 pm

Leicester Caribbean Credit Union

35 Lincoln Street, Leicester, LE2 0JU

0116 2983225

Open Monday 6 pm to 7.30 pm and Thursday 10.30 am to 2 pm

Employment Support

Leicester Employment Hub

Economic Regeneration Team, 3rd Floor, 115
Charles Street, LE1 1FZ

0116 454 0079

employmenthub@leicester.gov.uk

Shaw Trust - Work and Health Programme

Programme funded by the Department of Work
and Pensions aimed at improving employment
outcomes for people with health conditions or
disabilities.

5 Horsefair Street, Leicester, LE1 5BN

0800 389 0211 support@shaw-trust.org.uk

Remploy

Remploy is an organisation delivering a range of
programmes and services providing employment
and skills support for disabled people and those
with health conditions, as well as providing
training services to employers enabling them to
become more disability confident.

18c Meridian East, Meridian Business Park, LE19
1WZ

0300 456 8045 leicester@mail.remply.co.uk

Focus

Focus is a Leicester-based charity that aims to
inspire and empower young people to become
more actively involved in their communities.

73 Churchgate, Leicester, LE1 3AN

0116 251 0369 admin@focus-charity.co.uk

Juniper Training

Juniper Provide a free training programme for 16-
18 year olds to gain skills and qualifications to
progress into Apprenticeship, Employment or
Further Training.

2nd Floor Eastgate House, 19- 23 Humberstone
Road, Leicester, LE5 3GJ

07432 593832/ 0116 262 1801

Futures for you

Employment, volunteering and training support.

82 Charles Street, Leicester, LE1 1FB

0116 261 5907

Leicestershire Education Business Company

Helping young people prepare for working life.

30 Frog Island, Off North Bridge Place, LE3 5AG

0116 2407000

Work Pays

78-80 Burleys way, LE1 3BD

0800 1979 826 enquiries@workpays.co.uk

https://www.workpays.co.uk/

Fuel and Energy Support

Energy Projects Plus

Free and impartial advice to help you save
money on your energy bills.

0800 043 0151

https://www.epplus.org.uk/

British Gas Energy Trust

https://britishgasenergytrust.org.uk/

Scottish Power Hardship Fund

**https://www.scottishpower.co.uk/support-
centre/help-paying-your-bill/hardship-fund**

E.On Energy Fund

https://www.eonenergyfund.com/

Support from Banks

Most banks offer help for those struggling during
the current cost of living surge, with most stating
that they plan to ramp up their guidance and
support services.

National Debt services

Turn2us

Turn2us is a national charity providing practical
help to people who are struggling financially.

0808 802 2000 www.turn2us.org.uk

National Debtline

National Debtline is a debt advice charity run by
the Money Advice Trust. We are a free and
confidential debt advice service for people in
England, Wales and Scotland.

0808 808 4000 www.nationaldebtline.org

Welcoming Spaces in Leicester



Welcoming Spaces

Libraries are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

Aylestone Library

2 Knighton Lane East, LE2 6LU
0116 233 3040

Open Monday to Friday 8 am to 7 pm, Saturday and Sunday 8 am to 1 pm (staffing times vary)

Beaumont Leys Library

Beaumont Way, LE4 1DS
0116 299 5460

Open Monday to Thursday 9 am to 6.30 pm, Friday 9 am to 5 pm and Saturday 9.30 am to 1 pm

Belgrave Library

39 Cossington Street, LE4 6JD
0116 299 5500

Open Monday to Friday 10 am to 7 pm, Saturday 10 am to 4 pm and Sunday 12 pm to 4 pm

Braunstone Library

The BRITE Centre, 130 Braunstone Avenue, LE3 1LE
0116 299 5476

Open Monday to Friday 9 am to 5 pm (Tuesday and Thursday until 7 pm) Saturday 10 am to 4 pm

Evington Library

200 Evington Lane, LE5 6DH
0116 221 1286

Open Monday to Friday 8 am to 8 pm and Saturday 10 am 4 pm (staffing times vary)

Eyres Monsell Library

Hillsborough Road, LE2 9PQ
0116 278 7294

Open Monday to Friday 9 am to 5 pm

Fosse Library

Mantle Road LE3 5HG
0116 225 4995

Open Monday 9 am to 6 pm, Tuesday 10 am to 5pm, Wednesday 10 am to 6pm, Thursday 10 am to 5 pm, Friday and Saturday 10 am to 4 pm

Hamilton Library

20 Maidenwell Avenue, LE5 1BL
0116 221 2790

Open Monday 10 am to 2 pm, Tuesday, Wednesday, Friday 10 am to 5 pm, Thursday 2 pm to 7 pm Saturday 10 am to 4 pm, Sunday 12 pm to 4 pm

Highfields Library

98 Melbourne Road, LE2 0DS
0116 2995494

Open Monday to Friday 9 am to 6 pm and Saturday 10 am to 4 pm

Welcoming Spaces in Leicester



Knighton Library

167-9 Clarendon Park Road, LE2 3AJ
0116 299 5477

Open Monday to Friday 8 am to 8 pm, Saturday 10 am to 4 pm (staffing times vary)

Leicester Central Library

Bishop Street, LE1 6AA
0116 299 5401

Open Monday to Friday 9.30 am to 7 pm (Friday until 5 pm), Saturday 9 am to 4 pm

New Parks Library

321 Aikman Avenue, LE3 9PW
0116 229 8200

Open Monday to Friday 10 am to 5 pm (Wednesday until 7 pm), Saturday 10 am to 1 pm

Pork Pie Library and Community Centre

Southfields Drive (Pork Pie Island) LE2 6QS
0116 299 5480

Open Monday to Friday 10 am to 5 pm (Wednesday until 7 pm), Saturday 10 am to 1 pm

Rushey Mead Library

Lockerbie Walk, LE4 7YJ
0116 266 5112

Open Monday 10 am to 6 pm, Tuesday and Thursday 1 pm to 6.30, Friday 10 am to 5 pm and Saturday 10 am to 1 pm

St Barnabas Library

2 French Road, LE5 4AH
0116 299 5450

Open Monday to Friday 9.30 am to 7 pm (Monday and Friday until 5 pm) Saturday 10 am to 4 pm

St Matthews Library

10 Malabar Road, LE1 2PD
0116 222 1045

Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 4 pm

Westcotes Library

38-40 Narborough Road, LE3 0BQ
0116 299 5510

Open Monday to Wednesday 10 am to 7 pm, Thursday and Friday 10 am to 5 pm, Saturday 10 am to 4 pm, Sunday 12 pm to 4 pm

Community Hubs and Organisations

Utilita Energy Hub (Leicester)

An Energy Hub that has a community room along with a kids table where they can play some games on the available tablets or do some colouring in. They serve hot drinks and run Energy Efficiency workshops, to show how you can save money on your household bills.

Leicester, Leicestershire LE1 1FB

Open Monday to Saturday 9 am to 5.30 pm

Welcoming Spaces in Leicester



Tudor Community Centre

Bewcastle Grove, Leicester, LE4 2JU

Open Monday to Friday 9 am to 4.30 pm

Rupal Rajani

Belgrave Neighbourhood Co-Operative Housing
Association, Leicestershire LE4 7SG

Delivering a wide range of activities

For more information call the Member

**Engagement Officer - Rupal Rajani on 07936
028730**

Social Warm Space

Based at the Braunstone Civic Centre, Kingsway,
LE3 2PP. Open to everyone, offering friendship,
refreshments and a place to sit and have a chat,
play games, quizzes, arts/crafts, or just a space to
sit and read a paper if you wish.

Braunstone Town Council, Leicester, LE3 2PP

Open Friday 10 am to 1 pm

Warm welcome space

St. James The Great Church, Leicester, LE4 4DN

Open Tuesday 12.30 pm to 4.30 pm

A Place to Grow

Community drop-in with free drinks and cake,
friendship, gardening, crafts - or just enjoy sitting
quietly.

Leicester Road, Oadby, Leicester LE2 5BD

**Open Every Wednesday 10 am to 12 pm with a
free soup and bread lunch every first Wednesday
of the month 11.30 am to 12.30 pm**

Birstall Methodist Church Coffee Shop

All welcome, dog friendly and child friendly,
40 Wanlip Lane, Birstall, Leicester LE4 4JS

Open Monday to Friday 9.30 am to 12.30 pm

ReNew Café

Free wellbeing activities, coffee and tea and cake
available (and a children's corner), it's a good place
to come, chat, do some craft by yourself or just be.
You'll find a warm welcome in a warm space.

St Peter's Church Centre, Leicester, LE3 8DP

Open Thursday 9.30 am to 12 pm

Eyres Monsell Community Centre

Hillsborough Road, Leicester LE2 9PQ

Open Monday to Friday 9 am to 5 pm

Leicester South Food Bank

Lunch club and get together for chat and or games
or just make new friends

The Kings Centre, 56 Bull Head Street, LE18 1PA

Friday 1 pm to 3 pm

Renew Stoneygate

Chat with others, enjoy simple activities, or take
time to be quiet. Hot drinks and snacks available.

Stoneygate Baptist Church, Leicester, LE2 3ND

Open Monday 10 am to 12 pm

Oak Centre

Offer a Warm Space and Lunch

Bendbow Rise, Leicestershire LE3 1QA

Open Monday 10 am to 2 pm

Welcoming Spaces in Leicester



St Matthews Community Centre

Warm welcome session and adult activity tables every Tuesday

10 Malabar Road, Leicester, LE1 2PD

Open Tuesdays 10.30 am to 12.30

Fosse Neighbourhood Centre

Mantle Road, Leicester, Leicestershire LE3 5HG

Warm Space Open Tuesday 10 am to 5 pm

Martyrs Church

Come along for good conversation in a welcoming, warm place. Free drinks and light refreshments provided.

Westcotes Drive, Leicester, LE3 0QT

0116 255 5921

Open for community drop-in Wednesday 12 pm to 2 pm

Holy Apostles

Welcoming Space providing hot drinks, refreshments and board games.

Holy Apostles Church Hall, LE3 1AD

Open Thursday 10 am to 12 pm

Elim Church Leicester

Caters for all ages, and welcome families. There is a pre-school play area, games, colouring and craft available for older children.

Elim Pentecostal Church, Harrow Road /

Narborough Road, Leicester LE3 0JY

0116 2540583

**Free lunch available and friendship group
Wednesday 2 pm to 4 pm**

Little Blue Church

A community drop-in with free drinks and light refreshments, an opportunity to meet with friends, make new friends or just sit and enjoy some quiet time in a warm welcoming space.

330 Abbey Lane

Leicester, Leicestershire LE4 2AB

Open Wednesday 10.30 am to 12.30 pm

St Chad's Church

Open in Church for hot drinks and light refreshments Board games and jigsaws available.

St Chad's Church, LE5 4LG

Thursday 10 am to 12 pm

St Luke's Church

On the 1st, 3rd and 5th Thursday's of the month St Luke's invite you to visit for Tea, Coffee, Hot Chocolate and Cake. All are very welcome to come with old friends or to make new ones.

Packwood Road, Leicester, LE4 2ER

Thursday 9 am to 12 pm

Welcoming Spaces/Warm Hubs

Many warm hubs are based in Churches, Community Venues and Libraries. They offer a safe space to access food and refreshments, advice and guidance on benefits and keeping your home warm, activities and the opportunity to make new friends.

Warm Welcome

Warm Welcome Spaces are opening their doors to local communities, offering everyone a free, warm, welcoming and friendly space.

You can search spaces near you by visiting

<https://www.warmwelcome.uk/>

Digital Inclusion Support in Leicester



Libraries

Libraries across North Lakes offer a range of different services and support including computer access, printing, group activities and wellbeing support.

Aylestone Library

2 Knighton Lane East, LE2 6LU
0116 233 3040

Open Monday to Friday 8 am to 7 pm, Saturday and Sunday 8 am to 1 pm (staffing times vary)

Beaumont Leys Library

Beaumont Way, LE4 1DS
0116 299 5460

Open Monday to Thursday 9 am to 6.30 pm, Friday 9 am to 5 pm and Saturday 9.30 am to 1 pm

Belgrave Library

39 Cossington Street, LE4 6JD
0116 299 5500

Open Monday to Friday 10 am to 7 pm, Saturday 10 am to 4 pm and Sunday 12 pm to 4 pm

Braunstone Library

The BRITE Centre, 130 Braunstone Avenue, LE3 1LE
0116 299 5476

Open Monday to Friday 9 am to 5 pm (Tuesday and Thursday until 7 pm) Saturday 10 am to 4 pm

Evington Library

200 Evington Lane, LE5 6DH
0116 221 1286

Open Monday to Friday 8 am to 8 pm and Saturday 10 am 4 pm (staffing times vary)

Eyres Monsell Library

Hillsborough Road, LE2 9PQ
0116 278 7294

Open Monday to Friday 9 am to 5 pm

Fosse Library

Mantle Road LE3 5HG
0116 225 4995

Open Monday 9 am to 6 pm, Tuesday 10 am to 5pm, Wednesday 10 am to 6pm, Thursday 10 am to 5 pm, Friday and Saturday 10 am to 4 pm

Hamilton Library

20 Maidenwell Avenue, LE5 1BL
0116 221 2790

Open Monday 10 am to 2 pm, Tuesday, Wednesday, Friday 10 am to 5 pm, Thursday 2 pm to 7 pm Saturday 10 am to 4 pm, Sunday 12 pm to 4 pm

Highfields Library

98 Melbourne Road, LE2 0DS
0116 2995494

Open Monday to Friday 9 am to 6 pm and Saturday 10 am to 4 pm

Knighton Library

167-9 Clarendon Park Road, LE2 3AJ
0116 299 5477

Open Monday to Friday 8 am to 8 pm, Saturday 10 am to 4 pm (staffing times vary)

Leicester Central Library

Bishop Street, LE1 6AA
0116 299 5401

Open Monday to Friday 9.30 am to 7 pm (Friday until 5 pm), Saturday 9 am to 4 pm

New Parks Library

321 Aikman Avenue, LE3 9PW
0116 229 8200

Open Monday to Friday 10 am to 5 pm (Wednesday until 7 pm), Saturday 10 am to 1 pm

Digital Inclusion Support in Leicester



LPork Pie Library and Community Centre

Southfields Drive (Pork Pie Island) LE2 6QS
0116 299 5480

**Open Monday to Friday 10 am to 5 pm
(Wednesday until 7 pm), Saturday 10 am to 1 pm**

Rushey Mead Library

Lockerbie Walk, LE4 7YJ
0116 266 5112

**Open Monday 10 am to 6 pm , Tuesday and
Thursday 1 pm to 6.30, Friday 10 am to 5 pm and
Saturday 10 am to 1 pm**

St Barnabas Library

2 French Road, LE5 4AH
0116 299 5450

**Open Monday to Friday 9.30 am to 7 pm (Monday
and Friday until 5 pm) Saturday 10 am to 4 pm**

St Matthews Library

10 Malabar Road, LE1 2PD
0116 222 1045

**Open Monday to Friday 9 am to 8 pm, Saturday
and Sunday 10 am to 4 pm**

Westcotes Library

38-40 Narborough Road, LE3 0BQ
0116 299 5510

**Open Monday to Wednesday 10 am to 7 pm,
Thursday and Friday 10 am to 5 pm, Saturday 10
am to 4 pm, Sunday 12 pm to 4 pm**

Community Groups and Centres

Alpha Tutorials College

Offers IT Skills and ESOL sessions
308 Melton Road, Leicester, LE4 7SL,

0116 2669800

enquiries@alphatutorials.org

Bright Learning Centre

Bright Learning Centre is vocational training provider committed helping people reach their full potential and to achieve their career goals. We believe age and language is no barrier to success.

120b Melton Road, Leicester, LE4 5ED
129 Evington Road, Leicester, LE2 1QJ

0116 210 10 70

info@brightlearningcentre.co.uk

Bangladesh Youth and Cultural Shomiti

BYCS is a charitable organisation providing lifelong learning and community development activities for people living in Leicester helping them to take advantage of the opportunities of society today.

Main Office & UK Online Centre

30-32 Biddulph Street, Leicester, LE2 1BF
0116 275 5855

Bangladesh Action Resource Centre

61 Myrtle Road, Leicester, LE2 1FU
0116 275 5844

learn4life@bycs.org.uk

E2 Community Hub

Deliver several courses and skills based learning
2 - 4 Home Farm Square, Leicester, LE4 0RU

0116 2359481 me2@e2online.co.uk

Reaching People

Can provide refurb equipment

1st Floor, 42 Tower Street, Leicester, LE1 6WT

0116 255 2071 admin@reachingpeople.co.uk

Youth Provision in Leicester



Early Help Service

There are times when children, young people and families need extra help. Someone might offer this to you, but other times you might want to ask for it.

What is early help?

Early help is a way of getting extra support when your family needs it, but getting it as soon as difficulties start, rather than waiting until things get worse. It's for children and young people of any age. Help can come from all kinds of services and organisations who work together to support your family. You might be using some of these services already, but we want to make sure they are providing the right support for you and your family's needs.

Why would I seek early help?

It could be that you're worried about your child's health, development or behaviour, or perhaps because you are caring for a disabled child. Maybe your child is affected by domestic abuse, drugs or alcohol. Perhaps your child is a carer for other people.

Who do I ask?

Have a chat with a teacher, health professional or support worker – they can help you look at what types of support are available and who might be able to help. You can also make the request for an Early Help Assessment yourself.

Your local children, young people and families centre also has lots of services and support for families with children, some especially for children with extra needs.

What sort of services or help do I get?

It depends on what you need and might include services you already get. We will agree it with you and make sure it all joins up. Here's just a few examples:

- Education and Early Learning
- Schools, Stay and play, Talking Toddlers, Peekaboo, Bookstart Corner, Let's get cooking
- Family and young people support
- Youth support, Parenting groups, Drop-in sessions, Domestic violence support, Groups for male carers/dads, Behaviour
- Advice and welfare
- Education welfare Housing advice Benefits advice Adult learning
- Health
- Health visitor, midwifery, school nurse, drop in clinics, GPs

To find out more visit

<https://families.leicester.gov.uk/family-information/family-support/early-help-service/>

Children's Centres

There are 12 children's centres across the city all offering activities, courses, information and support to families.

childrencentres@leicester.gov.uk

The centres are open Monday to Friday between 8.30 am and 5 pm (4.30 pm on Friday)

St Matthews Children's Centre

34 Vancouver Road, Leicester, LE1 2GA
0116 454 3800

Highfields Children's Centre

20 Barnard Close, Leicester, LE2 0UZ
0116 454 3810



Riverside

Youth Provision in Leicester



Belgrave Children's Centre

Cossington Street, Leicester, LE4 6JD

0116 454 3320

Woodbridge Children's Centre

54A Woodbridge Road, Leicester, LE4 7RG

0116 454 3330

Beaumont Leys and Stocking Farm Children's Centre

20 Home Farm Walk, Leicester, LE4 0RW

0116 454 6660

Bewcastle Children's Centre

Bewcastle Grove, Mowmacre Hill, LE4 2JY

0116 454 6670

Saffron Children's Centre

The Crossway, Leicester, LE2 6QW

0116 454 3380

Eyres Monsell Children's Centre

Hillsborough Road, Leicester, LE2 9PT

0116 454 3390

Thurnby Lodge Children's Centre

Dudley Avenue, Leicester, LE5 2EG

0116 454 3850

Netherhall Children's Centre

New Romney Crescent, Leicester, LE5 1NG

0116 454 3860

Braunstone Children's Centre

Gallards Hill, Leicester, LE3 1QR

0116 454 3890

New Parks Children's Centre

Pindar Road, Leicester, LE3 9RN

0116 454 3900

SEN Services and Groups

Vista (The Royal Leicestershire, Rutland and Wycliffe Society for the Blind)

Skills for life - Supporting children and young people through their first steps into adulthood and beyond. The support includes practical, emotional and social skills.

0116 249 8839 info@vistablind.org.uk

<http://www.vistablind.org.uk/how-we-can-help/help-children-and-young-people/>

Contact - for families with disabled children

National charity providing factsheets, video clips, leaflets, telephone advice and support for parents and carers about mental and physical wellbeing and a variety of matters affecting families with disabled children.

0808 808 3555 info@contact.org.uk

Helpline Open Monday to Friday 9.30 am to 5 pm

Menphys Fusion Club

Sports and leisure club for disabled children/young people aged over 11 years.

Activities include: table top activities, arts & crafts, sports (football, basketball, cricket, uni-hoc), music and a coffee bar area.

Barley Croft Community Centre, Malham Close, Beaumont Leys, Leicester, LE4 0UT

01455 323020 info@menphys.org.uk

Leicester Disabled Integrated Sports Club (D.I.S.C)

Leicester Disabled Integrated Sports Club provides disabled children, young people and adults the chance to take part various activities.

Aylestone Leisure Centre, 2 Knighton Lane East, Leicester, LE2 6LU

0116 2120115

Riverside Youth Provision in Leicester



ADHD Solutions CIC

ADHD Solutions aims to improve the life chances of people with Attention Deficit Hyperactivity Disorder (ADHD)

St Gabriel's Community Centre, Kerrysdale Avenue, Leicester, Leicestershire, LE4 7GH
0116 261 0711

Info@adhdsolutions.org

Open Monday to Friday 9 am to 5 pm

Kingfisher Youth Centre

This session at Kingfisher Youth Club is ran specifically for disabled children/young people. Activities on offer include: sports, pool, table tennis, music, cooking, board games, arts/crafts, group discussions and more.

Boulder Lane, Leicester, LE2 6LE

07590 444 377

Spectrum

Support group for parents and carers of children, young people and adults on the Autism Spectrum or on the Autism diagnosis pathway.

07745 891834

spectrumautismgroup@yahoo.com

Leicester Wheels For All

The Wheels for All initiative is a nationally recognised programme that embraces all children and adults with disabilities and differing needs, to engage in cycling activity providing fun and stimulating cycling across the UK

Saffron Lane Athletics Stadium, Saffron Lane, Leicester, LE2 7NQ

leicesterwfa@gmail.com

DC Multisports

Inclusive Multi Sports Club

St Matthews Sports Hall, Malabar Road, LE1 2PD

0774 004 727

Youth Groups and Clubs

The Spark Arts for Children

Registered charity offering children the opportunity to discover and enjoy the arts as audiences, as learners and as creators.

LCB Depot, 31 Rutland Street, Leicester, Leicestershire, LE1 1RE

0116 261 6893

admin@thesparkarts.co.uk

After 18

After18 is a charity which specialises in supporting unaccompanied asylum-seeking children and young refugees aged 13 to 25 to adjust to living in the UK, rebuild their lives and prepare for their future.

Referrals 07851 022 125

General enquiries 07851 411964

mail@after18.org.uk

Freedom Youth Club

1 Alfred Place, Leicester, LE1 1EB

0116 2554013

Open Tuesday and Friday 5.30 pm to 7.30 pm

Leicester City Youth Service

St. Oswalds Road, New Parks, Leicester, LE3 6RJ

Open Wednesday 4.45 pm to 6.45 pm

Eyres Monsell Club For Young People

Eyres Monsell Club For Young People provides a multi activity session for young people from 8+. Activities include art, sport, dance, games, music, computer games and media.

0116 277 9190

Louise.Wylie@eyresmonsellcyp.co.uk

Daily activities to find out more visit

<https://www.eyresmonsellcyp.co.uk/>

Youth Provision in Leicester



Young Creators group at Leicester Museum and Art Gallery

Free weekly meet-ups for young people age 16-25 offering a range of opportunities to get creative and get involved with the Leicester Museum and Gallery.

0116 454 4574 or 0116 225 4900

manjit.garcha@leicester.gov.uk

Sessions take place every Wednesday 4.30 pm to 6.30 pm. Please email Manjit Garcha if you would like to attend.

Mental Health support

Child and Adolescent Mental Health Service (CAMHS)

CAMHS helps children and young people who have been referred by another healthcare professional. Referrals are made if it is thought that the child or young person has emotional and/or behavioural difficulties at a level which requires specialist support.

www.leicspart.nhs.uk/service/child-and-adolescent-mental-health-services-camhs/

Young Minds Website and 24/7 text line

Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

www.youngminds.org.uk

Young Minds Textline: Text YM to 85258

Kooth – Online Counselling and Support (11-25)

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Access through www.Kooth.com

0203 984 9337 contact@kooth.com

Riverside

Family Support in Leicester



Family Support

Mother and Toddler - Early Years at Wesley Hall

Hold a busy and welcoming, action-packed session with you and your toddler in mind on Wednesday mornings.

76 Hartington Road, Leicester, LE2 0GN

0116 2626000 ar@activewesleyhall.org.uk

Kids and Co.

Parent and toddler group

Quaker Meeting House, 16 Queens Road, LE2 1WP

0116 2705003

Mondays 9.30 am to 11.30 am.

Knighton Nippers

Group for parents, carers, grandparents and children from 0 – 5.

Knighton Free Church, Brinsmead Road, Leicester, LE2 3WB

0116 270 4101

Tuesday 10am to 11.30 am (term times)

Mothers Union

The Martyrs Mothers Union meets on the 3rd Wednesday of the month in the church hall at 2.30pm. Everyone is welcome.

Church of the Martyrs, Westcotes Drive, LE3 0QT

0116 255 5921

Period and Hygiene Product Support

Many food banks, pantries and community centres will have access to free sanitary products.

Bloody Good Period Give period products to those who can't afford them and provide reproductive health education to those less likely to access it.
hello@bloodygoodperiod.com

Morrisons - Package for Sandy

Customers in need can now go to any Morrisons customer service desk nationwide and ask for a package for '**Sandy**' or a '**period product pack**'. The customers will then be given a free discreet envelope with sanitary products and no questions asked.

Freedom4Girls provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK

<https://www.freedom4girls.co.uk/request-products/>

Additional Support

Baby basics

Baby Basics Leicester is a volunteer-led charity aiming to support families who are struggling to meet the financial and practical burden of looking after a new baby or young child. We provide much needed essentials and equipment for free on a referral basis. A referral can be made by any health professional or charity who has identified a mother who is struggling to provide the essential equipment for herself, new baby or existing children.

Unit C, Chantry House, Grange Business Park, Enderby Road, Whetstone, LE8 6EP

07933 570378

babybasicsleicester@gmail.com

Growbaby Leicester

20-24 Talbot Lane LE14LR

<https://www.leicestervineyard.org/growbaby>

Baskets of Joy Leicester

LE2 7SR

basketsofjoyleicester@outlook.com

For additional family support services please download our National Support Directory

Older People Support in Leicester



National Support

Age UK Advice Line - 0800 678 1602

Tax Help for Older People

01308 488066 taxvol@taxvol.org.uk

Dementia UK - 0800 888 6678

Re-engage Group and one-to-one social activities will help older people connect with others.

0800 716543

The Silver Line - 0800 4 70 80 90

Friends of the Elderly

Grants to older people living on low incomes.

0330 332 1110 hello@fote.org.uk

Omega (befriending service for caregivers / carers)

Chatterbox Action Against Loneliness telephone chat

01743 245088 chatterbox@omega.uk.net

A Letter from Louise pen pal befriending

01743 245 088 aletterfromlouise@omega.uk.net

Hourglass - Support and information for older people and those concerned about an older person facing abuse or exploitation.

08088088141

Age UK Leicester

Deliver daily activities at Clarence House.

Clarence House 46 Humberstone Gate, LE1 3PJ

0116 299 2233 enquiries@ageukleics.org.uk

Age UK Centre

Deliver daily activities at the Age UK Centre Kings Walk, Earl Shilton. Leicester LE9 7NL

01455 847666

Morning Coffees and Lunch Clubs

Leicester Chinese Elderly Lunch Club

Provision of a lunch club service for older people from the Chinese community or other oriental origins.

Leicester Secular Centre, 75 Humberstone Gate, LE1 1WB

0773 0217837 leicesterelderlyclub@yahoo.co.uk

Open Wednesday (contact for times)

East West Community Centre Luncheon club

Freshly cooked vegetarian meals served at 12.30 pm on Tuesday and Wednesday. (Cost from £4.75)

10 Wilberforce Road, Leicester, LE3 0GT

0116 255 0575 eastwestproject@gmail.com

Manor House Lunch Club

If you are thinking of coming for a meal for the first time it would be helpful to contact the centre by the Monday before to ensure enough food is purchased, however you are welcome to drop in for a look around.

Manor House Community Centre, Haddenham Road, Leicester, LE3 2BG

0116 222 1021 office@mhcc.org.uk

Tuesday 12 pm to 1 pm

St Peters Highfields

Church and community centre in the heart of Highfields offering a lunch club for those feeling isolated.

St Peters Centre, St. Peters Road, LE2 1DA

0116 255 3095

welcome@stpetershighfields.co.uk

Wednesday and Friday 12.30 pm to 1.30 pm

Asian Lunch Club - Age UK

Contact for further information

0116 2992273



Older People Support in Leicester



Woodgate Resource Centre

Social club offering a venue for various gatherings and social events in the local area. Activities include:

- Senior Citizens Club
- Lunch Club Monday
- Senior Keep Fit

36 Woodgate, Leicester, LE3 5GE

0116 2530717

woodgateresidents@hotmail.com

Leicester Shalom Club

Leicester Progressive Jewish Congregation
Synagogue, 24 Avenue Road, Leicester, LE2 3EA
0116 271 5603 tonynelson32000@yahoo.co.uk

Monday (Contact for further details)

Hindu Community Centre Lunch Club

Provision of a lunch club service for Hindu Punjabi older people.

Geeta Bhavan, 70 Clarendon Park Road, LE2 3AD
0116 270 7756 or 0116 235 0667

Thursday (contact for further information)

Groups

B-inspired

B-inspired is a local charity that provides a range of services for Braunstone Residents.

We offer a range of services and operate from a number of buildings. Locations include

Neighbourhood Support Base, Gallards Hill,
Braunstone, Leicester, LE3 1QR

The Braunstone Grove, Cort Crescent,
Braunstone, Leicester, LE3 1QH

Business Box Managed Office space facility,
Oswin Road, Leicester, LE3 1HR

**If you are in need of support, please call: 0116
279 5020**

The Centre Project

The Centre Project provides many opportunities for people to access a wide range of activities in the local community during the day.

1 Alfred Place, Leicester, LE1 1EB

0116 255 4013

info@centreproject.org

<https://www.centreproject.org/>

Aylestone Baptist Church

Family run church and are actively involved in our community. As well as services we have a variety of clubs and activities.

Lutterworth Road, Leicester, LE2 8PE

0116 2832527

minister@aylestonebaptistchurch.org.uk

Leicester Western Ward Linking Lives

Leicester Western Ward Linking Lives is a befriending service aimed at those over 60 who find themselves requiring some extra friendship and support. Volunteers are matched with older people who would like a weekly visitor.

Care of 22 Triumph Road, Leicester, LE3 8FR

07465 431585

sarah.leicslinkinglives@outlook.com

Mental Health and Wellbeing Support in Leicester



REMIT - mental health project

A community education project for adults in Leicester and Leicestershire who experience severe and enduring mental health problem. Services delivered across 4 centres:

Leicester Adult Education College

Belvoir St, Leicester, LE1 6QL

The BRITE Centre, Braunstone Avenue, LE3 1LE

Fosse Neighbourhood Centre, Mantle Road, LE3 5HG

Aylestone Leisure Centre, 2 Knighton Lane East LE2 6LU

To find out more contact 0116 454 1900

The Peepul Neighbourhood Mental Health Café

Drop-in neighbourhood mental health cafes for local people who would like immediate support.

0116 261 6000

Enquiries@peepulenterprise.com

Open Wednesday 1 pm to 7 pm

Bright Sparks arts in mental health group

BrightSparks Arts C/O Tim Sayers, Leicestershire Partnership NHS Trust, Beaumont Leys Health Centre, Little Wood Close, Leicester, LE4 0UZ

office@brightsparksarts.uk

Turning Point Mental Health Cafés

Turning Point delivers mental health across Leicester, Leicestershire and Rutland. These Cafes provide a safe and welcoming place for people to attend when they're experiencing mental health difficulties.

The David Wilson Foundation Centre, St Martins House, 7 Peacock Lane, Leicester, LE1 5PZ
0808 800 3302

leicestershire.helpline@turning-point.co.uk

Open Tuesday 9 am to 5 pm

City Neighbourhood Mental Health Cafés

Free mental health support in a welcoming, comfortable, non-judgmental, and non-clinical environment. Delivered across 4 sites.

07816 350 215

mhm.leicestercafes@nhs.net

Aylestone Baptist Church

Lutterworth Road, Leicester LE2 8PE

Monday 6 pm to 11 pm

Robert Memorial Hall

147 Narborough Road, Leicester LE3 0PD

Fridays, 6 pm to 11 pm

DeMontfort Student Union Neighbourhood

Mental Health Café Mill Lane, Leicester LE2 7DR

Eyres Monsell Community Centre,

Hillsborough Road, Leicester, LE2 9PQ

LAMP Leicestershire Action for Mental Health Project

LAMP provides

- Peer Advocacy service to Informal/Voluntary patients on Acute Wards who do not qualify for IMHA
- Advocacy for people seeking access to Mental Health Services (for residents of Leicester City only). This is help to access mental health services through GPs or psychiatric services including consultant outpatient appointments and any involvement with the Community Mental Health Team (CMHT)

65 Regent Road, Leicester, LE1 6YF

0116 255 6286 info@lampdirect.org.uk

http://www.lampadvocacy.co.uk/

New Parks Neighbourhood Mental Health Café

Drop-in neighbourhood mental health cafes for local people who would like immediate support.

0116 2221072 teamtroupersttda@gmail.com

Open Thursday 12 pm to 6 pm and Saturday 11 am to 5 pm

Mental Health and Wellbeing Support in Leicester



Leicester mental health and wellbeing service

Information, advice, and guidance to empower people to improve and maintain their mental health and wellbeing.

Freephone **0808 178 0960**, Monday to Friday, 9 am to 5.30 pm

LeicesterMHWRSS@p3charity.org

For more information visit

<https://www.p3charity.org/services/leicester-mental-health-and-wellbeing-service>

BrightSparks Arts in Mental Health Group

Mental health group using the arts to promote positive images of mental health, offering a variety of workshops and events.

Tim Sayers, Suite P1, Bridge Park Plaza, Thurmaston, Leicester, LE4 8PQ

07795 475 806 office@brightsparksarts.uk

<https://www.brightsparksarts.uk/>

The Veterans' Mental Health Transition, Intervention and Liaison (TIL) Service

Help for anyone who has served in the Armed Forces who is experiencing mental health issues.

0300 323 0137 mevs.mhm@nhs.net

Leicester Community Connectors

Community Connectors help Leicester residents improve their quality of life by connecting people with local services, facilities and activities, and providing them with personalised support.

0116 4420 246 - Monday to Friday 9 am to 5 pm
communityconnectors@mh.org.uk

Better Outdoors: Wellbeing with Nature CIC

Resources and support to connect people with the wider natural world, around various sites in the National Forest area of Leicestershire, including a 6-week wellbeing course for adult mental health.

info@betteroutdoors.org.uk

The Carers Centre

The Carers Centre LLR offers support to unpaid carers. If you are looking after someone who can't manage without your help due to their disability, physical or mental illness, frailty, addiction or long-term condition, then The Carers Centre can offer you support.

The Carers Centre C/O Voluntary Action Leicester, 9 Newarke Street, Floor 2, Leicester, LE1 5SN

0116 2510999

enquiries@thecarerscentre.org.uk

Adhar Project

Adhar provides a range of preventative, community-based support opportunities for people with mental health needs and their carers, primarily but not exclusively targeted at the Asian and Black African/Caribbean communities living in the city of Leicester.

79 St. Peters Road, Leicester, LE2 1DH

0116 220 0070 admin.box@adharproject.org

Live Well Walk More

Live Well Walk More provide health walks aimed at people who currently do little or no exercise, and for those who enjoy a short social walk to keep active.

Pre-booking is required, please contact the Live Well team 0116 454 4000

Domestic Abuse Services in Leicester



If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you are deaf or can't use a phone

You can register with the emergency SMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.

The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

Safe Spaces

Safe Spaces are available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK.

Leicester City Council

Domestic and sexual abuse help and advice
Leicester City Council offers a range of support and advice for those experiencing abuse, or who may be worried about other people.

Call the local helpline: 0808 80 200 28

The helpline is open:

Monday to Friday 8am to 8pm

Weekends and bank holidays 10am to 4pm

Text support: 07715 994 962 (For text only, calls to this number are not answered)

FreeVA (Free from Violence and Abuse)

Helpline giving access to domestic abuse and sexual violence services in Leicester

0808 80 200 28 – open Monday to Sunday from 8 am to 8 pm

P3 (People, Potential, Possibilities)

Domestic abuse support including signposting
Voluntary Action Leicester, 9 Newarke Street,
Leicester, LE1 5SN

0116 255 3228 leicesterfs@p3charity.org

Womens Aid Leicestershire

Women's Aid Leicestershire Ltd is a unique service provider accompanying domestic abuse and sexual violence survivors on every step of their journey whilst also working to prevent future violence.

0808 80 20 028

<https://www.wa-leicester.org.uk/>

First Step Leicester

Free confidential services for male survivors of sexual abuse and rape (aged 13+), and their supporters.

Alliance House, 6 Bishop Street, LE1 6AF

07581 568 144/ 0116 254 8535

contact@firststepleicester.org.uk

<https://firststepleicester.org.uk>

Disability Support in Leicester



Government Support

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

<https://www.gov.uk/access-to-work>

Local Support

WHM Work Connections

Community Interest Company owned and run by people with disabilities, offering support for adults with disabilities to develop skills, in particular those required to find and stay in a job.

Greenfields Skills Centre, Hawley Fields Farm, 60 Green Lane, Seagrave, Leicestershire, LE12 7LU

01509 812 004 whm@workconnections.co.uk

Fairfields Skills Centre, Homestead Farm, 1447 Melton Road, Queniborough, Leicestershire, LE7 3FP

07961 249 821/ 0116 2640127

fairfields@workconnections.co.uk

Altogether Now

Three year project to support SEND young people's access to education, employment and/or training.

42 Tower Street, Leicester, LE1 6WT

07809 164 897 annie@leicestershirecares.co.uk

Forever Savvy

Vocational training for adults with learning disabilities.

Horse Savvy, Church Farm, Stanton Lane, Potters Marston, Leicestershire, LE9 3JQ

K9 Savvy, Poplar House Farm, Station Road, Bagworth, Leicestershire, LE67 1BJ

Café Savvy, Bagworth Community Centre, Station Road, Bagworth, Leicestershire, LE67 1BH

<http://www.foreversavvy.co.uk/>

Supported Employment

If you live in Leicester, are aged 18+ and have autism, a learning disability or both and want more information about support to find a job and stay in work.

0116 454 0079

SupportedEmployment@leicester.gov.uk

RNIB

RNIB is an expert national organisation, ensuring blind and partially sighted people get practical support in all aspects of their lives.

0303 123 9999

Disability Law Service

The mission of the Disability Law Service is to provide information, advice and assistance to those with disabilities and their carers.

Telephone advice is available within the following areas:

- Community Care Law
- Employment and Discrimination Law
- Welfare Benefits

0207 791 9800 advice@dls.org.uk

Mosaic Shaping Disability Services

Activities and support for those with a disability. 2 Oak Spinney Park, Ratby Lane, Leicester Forest East, LE3 3AW

Contact for more information 0116 2318720

enquiries@mosaic1898.co.uk

Disability Sport

Disability sport, physical education and physical activity across Leicestershire, Leicester and Rutland.

01509 564867 k.scott@LRSport.org

<http://www.lrsport.org/disabilitysport>

Disability Support in Leicester



Supported Employment

If you live in Leicester, are aged 18+ and have autism, a learning disability or both and want more information about support to find a job and stay in work.

0116 454 0079

SupportedEmployment@leicester.gov.uk

Leicestershire Learning Disabilities Partnership board

Group of people who meet and listen to what people with learning disabilities say. They talk about the things that are important to you and the people who support you. They also have local groups that meet regularly.

07712 321 554

<https://www.betterlives.org.uk/>

The Learning Support Centre

The Learning Support Centre and Jotters provides specialist dyslexia and disability support services, which includes one to one specialist tuition, coaching, mentoring, note-taking, life skills, transcription services, assistive technology training, personal assistants and personal care, to meet the individual requirements.

Phoenix Yard, Jubilee Building, 5 Upper Brown Street, Leicester, LE1 5TE

0116 254 8881

info@learningsupportcentre.com

Cloud Nine Arts

Cloud Nine Arts is a creative arts day service opportunity for adults aged 18+ with learning disabilities and autism. Activities include dance, drama, music, arts and crafts and other creative art. Central Dance and Creative Arts Academy, 1 Darker Street, Leicester, LE1 4AQ

contact for more information 07789 498094

cloudnineartsuk@gmail.com

Changing LivesUK

At Changing LivesUK we offer a tailored support service to assist individuals to manage living with a mental health illness or learning disability in order for them to reach their full potential. Each person should have the opportunity to take control of their life, have choices and build a sense of purpose. Peppercorn House office 7, 5 Upper King Street, Leicester, LE1 6XF

0795 8555583 info@changinglivesuk.org

Be Inspired Project

Be Inspired Project is a culturally appropriate service for Adults with Learning Disabilities. We work in partnership with Adults with Learning Disabilities with interactive activities which include Independent living skills, Shopping/Outings, Cooking, Art & Craft, Socialising, Confidence building 112 Melbourne Road, Leicester, LE2 ODS
Please contact us on 0116 262 1000 or email us at info@ansaar.org.

Female Sessions run Mondays and Thursdays

9.30 am to 12.30pm and 1 pm to 3 pm

Male Sessions run Tuesdays 9.30 am to 12.30 pm

Adult LD Autism Service

Supporting those with autism and learning disabilities.

138 Winstanley Drive, Leicester, LE3 1PB

0116 2954528

For more information visit

<https://www.leicspart.nhs.uk/services/referrals/?v=12895>

Ansaar

Ansaar provide day centre groups in partnership with adults who have learning disabilities and all carers particularly from Black and Minority Ethnic communities.

112 Melbourne Road, Leicester, LE2 ODS

0116 262 1000 info@ansaar.org

Disability Support in Leicester



RNID (Royal National Institute for Deaf People)

National Charity supporting those who are Deaf or hard of hearing.

0808 808 0123 contact@rnid.org.uk

Deaf Friends Group

Coffee mornings for Deaf, Hard of Hearing, Deafened and Deafblind people from all communities.

Thurnby Lodge Community Centre, 100 Thurncourt Road, Leicester, LE5 2NG

0743 6830 944 (text only)

Thursday 10 am to 12.30 pm

Autism Space

Webpace with clear, reliable, accessible advice and information about autism related topics and a directory of local support services. Visitors/people can expect topics such as:

- Understanding the autism diagnosis and assessment process
- Advice on support for autistic people in education and employment
- Mental health and emotional wellbeing support
- Sleep advice
- Self-help strategies
- Information about benefits and finances
- Support services for people and families
- And much more.

Visit: www.leicspart.nhs.uk/autism-space/

Leicester Deaf Centre

12 Frog Island, Leicester, LE3 5BG

To find out more visit

<https://leicesterdeafcentre.org.uk/elementor-429/>

Leicester Disabled Integrated Sports Club (D.I.S.C)

Leicester Disabled Integrated Sports Club provides disabled children, young people and adults the chance to take part various activities.

Aylestone Leisure Centre, 2 Knighton Lane East, Leicester, LE2 6LU

Contact 0116 2120115 for more information

Spectrum

Support group for parents and carers of children, young people and adults on the Autism Spectrum or on the Autism diagnosis pathway.

07745 891834

spectrumautismgroup@yahoo.com

Action Deafness

The Peepul Centre, Orchardson Avenue, LE4 6DP

0116 253 3200 enquiries@actiondeafness.org.uk

Migrant and Multi-Cultural Support in Leicester



Local Support

Somali Development Services

Somali Development Services is a community interest company (CIC) offering drop-in advice services, adult learning including ESOL and ICT classes, training, family support, health and social care support, advocacy, interpreting and translation service, help with forms and applications, welfare and benefits advice, childcare and youth support.

39a Abingdon Road, Leicester, LE2 1HA
0116 2855888/Whatsapp 07958166960
admin@somdev-services.com

Hamidiye Camii – Turkish Islamic Cultural Centre

A place to worship and for community activities. Affiliated to the Federation of Muslim Organisations of Leicester.

16 Great Central Street, Leicester, LE1 4JT
0116 2624465

Pakistan Youth & Community Association

Pakistan Youth & Community Association (PYCA) is a voluntary organisation based in Highfields supporting the educational, social, cultural and recreational needs of the Pakistani and other communities in Leicester.

58 Earl Howe Street, Leicester, LE2 0DF
0116 254 8012 info@pyca.org.uk

Sikh Community Centre

106 East Park Road, Leicester, LE5 4QB
0116 2769297
info@sikhcommunitycentre.org

Adhar Project

Adhar provides a range of preventative, community-based support opportunities for people with mental health needs and their carers, primarily but not exclusively targeted at the Asian and Black African/Caribbean communities living in the city of Leicester.

79 St. Peters Road, Leicester, LE2 1DH
Contact Adhar Project by phone on 0116 220 0070, email admin.box@adharproject.org

Guru Nanak Community Centre

The aim of the service is to provide support, care and assistance to Punjabi speaking Older service users who are frail, socially isolated and/or may have a physical disability.

Manor House, Haddenham Road, LE3 2BG
0116 2221021 gngcentre@hotmail.com

African Caribbean Centre

Introducing a vibrant hub of culture, community, and connection proudly managed by the African Heritage Alliance and our dedicated team of volunteers.

Maidstone Rd, Leicester, LE2 0UA
0116 221 1793
<https://africancaribbeancentre.uk/>

Riverside

Women's Groups

Leicester



Women's groups

Zinthiya Trust

Registered charity offering support to women and families from disadvantaged backgrounds, providing advice on a wide range of issues, including for those who may have found their way into crime, sex work, long term unemployment or those that are homeless or victims of domestic violence or honour based violence.

12 Bishop Street, Leicester, LE1 6AF

0116 254 5168 Zinthiya.trust@gmail.com

Shama Womens Centre

Shama Women's Centre is a place for the women of Leicester to make friends, learn and reach their full potential. We aim to empower local women from different backgrounds to become socially, educationally and economically active.

They offer bereavement counselling, language support, certified courses, health and wellbeing options (with our women only gym, sauna, and yoga classes), childcare, information and guidance, domestic abuse support, carers support services, our Open Minds Community Programme for women.

39-45 Sparkenhoe Street, Leicester, LE2 0TD

0116 251 4747

info@shamawomenscentre.co.uk

Bethany Project Leicester

Bethany Project is for vulnerable women who are pregnant or have children and other support needs. These needs may include drug and/or alcohol issues, mental health problems, learning difficulties or domestic violence.

0116 254 0518

Just For Ladies

A club for ladies where you can have a go at different crafts or bring something you are working on yourself. Refreshments are served free of charge.

Laburnum Road Community Church, Laburnum Road, Leicester, LE5 1FS

0116 2764418 info@laburnumlife.com

Thursday 1.30 pm to 3:30 pm

Belgrave Ladies Wellness Class

Belgrave Neighbourhood Centre, Rothley Street, Leicester, LE4 6LF

0116 222 1004

Tuesday 11.15 am to 12.15 pm

Shama Womens Centre

Shama Women's Centre is a place for the women of Leicester to make friends, learn and reach their full potential. We aim to empower local women from different backgrounds to become socially, educationally and economically active.

39-45 Sparkenhoe Street, Leicester, LE2 0TD

0116 251 4747

info@shamawomenscentre.co.uk

Khushie Group

The Kushi Group provides a supportive environment for women experiencing mental health difficulties.

To find out more contact 0116 261 6000

Riverside Men's Groups Leicester



Men's Groups

Mens Den

A club just for men who are over 18. Spend time chatting or playing dominoes, pool, darts or table tennis, while enjoying refreshments.

Laburnum Road Community Church, Laburnum Road, Leicester, LE5 1FS

0116 2764418

info@laburnumlife.com

Thursday 8 pm to 9.30 pm

ANDYSMANCLUB

ANDYSMANCLUB want to eliminate the stigma surrounding mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18.

<https://andysmanclub.co.uk/find-your-nearest-group/>

Men's Shed Groups

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter.

There are a number of groups across the UK, to find the one closest to you visit

<https://menssheds.org.uk/find-a-shed/>

LGBTQ+ Support in Leicester



LGBTQ+ National Support

Corner House Range of support opportunities for LGBTQ+ ages 11 to 17

Offer a support group for LGBTQ+ young people aged 11-17, who want to socialise with other young people experiencing similar things to them. This is a weekly session currently running on Zoom, Tuesdays 4.30 pm to 6 pm.

leahfewlass@wearecornerhouse.org

Mermaids Support for gender diverse young people and their families

Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

www.mermaidsuk.org.uk

0808 801 0400 Monday to Friday 9 am –to 9 pm

Stonewall

Stonewall stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. The website provides resources for individuals and workplaces across the UK.

www.stonewall.org.uk

Mind - Mindline Trans+ - helpline for LGBT / non-binary people - **0300 330 5468**

Mindout

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people. We work to improve the mental health and wellbeing of all LGBTQ communities and to make mental health a community concern.

01273 234839 info@mindout.org.uk

Local Support

Leicester LGBT Centre

Floor 2 Voluntary Action Leicestershire
9 Newarke Street, Leicester, LE1 5SN
0116 254 7412

info@leicesterlgbtcentre.org

For more information visit

<https://www.leicesterlgbtcentre.org/>

LGBT Hero

LGBT HERO provide information, advice and various types of support including one-to-one, group and peer-support on a range of topics including mental health, sexual health, Living with HIV, coming out, gender and sexuality and hate crime and discrimination. LGBT HERO also campaigns for LGBTQ+ people to lead happier, healthier lives.

<https://www.lgbthero.org.uk/>

LGBT Foundation

The LGBT Foundation services have been designed by LGBT+ people for LGBTQ+ people. They offer a number of services including talking therapies, sexual health support, helpline, befriending, peer support, advocacy and much more.

<https://lgbt.foundation/>

TransUnite

Have an online directory of trans support groups near you.

<https://www.transunite.co.uk/find-a-group/>

National Support Services



Sexual Violence Support

Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened.
0808 500 2222 open 24 hours a day
<https://rapecrisis.org.uk/get-help/>

National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity. Live chat, SMS and email support.
<https://www.survivorsuk.org/>

Safeline

A dedicated service in England and Wales for adults and children affected by rape or sexual abuse who identify as male and for those that support them such as friends and family.

<https://www.safeline.org.uk>

0808 800 5005 or visit

<https://www.safeline.org.uk/contact-us/> to chat online

Text support: **07860 065187** Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 2 pm.

Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Jasmine House - Leicester rape crisis

Free, confidential support services provided by women for women and girls who have experienced rape, sexual abuse and sexual violence.

Helpline (Monday to Friday, 10am - 4pm and Wednesday and Thursday evenings, 6pm - 8pm)
Leicester Rape Crisis, Leicester, PO BOX 10158
admin@jasminehouse.org.uk

0116 255 8852 Helpline open Monday to Friday, 10 am to 4 pm, Wednesday and Thursday 6pm to 8 pm

Quetzal

Supporting women age 16+ in Leicester, Leicestershire and Rutland recovering from childhood sexual abuse.

help@quetzal.org.uk

0333 101 4280 Helpline Open Monday to Friday 9 am to 5 pm

Juniper Lodge sexual assault referral centre

Service covering Leicester, Leicestershire and Rutland for people aged 18 and over who have been raped or sexually assaulted either recently or in the past, regardless of gender or gender identity.

0116 2733 330

Juniper.lodge@leicestershire.pnn.police.uk

Additional Support in Leicester



Hate Crime

Report a hate crime

You can report a hate crime online or call 101 to speak to the police.

Call 999 if you're reporting a crime that's in progress or if someone is in immediate danger.

Stop Hate UK

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.

You can report a hate crime by:

0800 138 1625 Text: 07717 989 025

Text relay: 18001 0113 293 5100

Webchat at www.stophateuk.org/talk-to-us

Victim Support: (24/7 support)

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.

0808 16 89 111

Live chat available by visiting

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>

Hate Crime Campaign

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

<https://hatecrime.campaign.gov.uk/>