

Local services Guide

Stroud District



January 2013



Contents

Page

Introduction	1
Benefits/pensions	2
Community safety	5
Disability support	6
Drugs & alcohol services	9
Family support	11
Food and basic necessities	16
Furniture	18
General and legal advice	19
Health and welfare	21
Housing	23

	Page
Lesbian, gay, bisexual and transgender	27
Local grant giving	28
Mental health	29
Money and debt	31
Services for older people	33
Support and/or counselling	34
Transport	37
Volunteering	38
Young people's services	39
Other useful numbers	42

Introduction

This booklet gives basic information about services and agencies available in Stroud District. It is intended to become an essential reference source for professionals working in the district, and may also be of use to local people.

It was created by a partnership of Stroud and District Citizens Advice Bureau, Stroud District Foodbank, and The Door Youth Project, with funding from Stroud District Council.

There was not space to include every service available locally. If you think that there is a service which should be included, or if details are incorrect or have changed, please contact bureau@stroudcab.cabnet.org.uk

If you would like to obtain more copies of this booklet, please contact victoria@thedooryouthproject.org.uk

We hope that you find this information useful.



Benefits/pensions

Stroud and District Citizens Advice Bureau

Provide free, confidential, impartial advice on a range of issues including claiming benefits, checking entitlement, and appeals.

08444 111 444 from landlines

0300 33 00650 from mobiles

www.strouddistrictcab.org.uk

Open in Stroud: Brunel Mall, London Road:
Monday, Tuesday, Thursday, Friday 10-1:45.

Outreaches at Berkeley, Dursley, Minchinhampton, Nailsworth, Stonehouse, and Wotton: see website for details.

Housing Benefit and Council Tax Benefit, Stroud District Council:

01453 754054

Register a claim by calling or visiting the council at Ebley Mill, Stroud

Disability Living Allowance and Attendance Allowance, to obtain a claim pack or discuss an existing claim:

08457 123456

For new claims of other benefits

0800 055 6688

For existing claims of Jobseekers Allowance, Employment and Support Allowance, Income Support, or Incapacity Benefit:

0845 608 8578

For existing claims of Maternity Allowance:

0845 608 8610

For existing claims of bereavement benefits:

0845 608 8601

For existing claims of Carer's Allowance:

0845 608 4321

For existing claims of Child Benefit:

0845 3021 444

Stroud Jobcentre Plus is at 9-11 Union Street.

Tax Credits Helpline

0345 300 3900



Benefits/pensions

Pension service

General enquiries, including Pension Credit and State Retirement Pension

0845 6060 265

New claims of Pension Credit

0800 99 1234

New claims of State Retirement Pension

0800 731 7898

For people under pension age, to receive a forecast of State Retirement Pension payable

0845 3000 168



Neighbourhood Wardens

The service provides district wide cover:

- Responds to anti social behaviour, vandalism, fly tipping and posting and abandoned vehicles
- Trained to provide defibrillator response and in First Aid
- Provides crime prevention surveys on request

Contact Neighbourhood Wardens on the street or by telephone on 01453 754276

community.safety@stroud.gov.uk

Reporting Hate Crime

Being different is not a crime but victimisation is.

Hate crimes and incidents are those perceived by the victim (or any other person) to be motivated by prejudice or hate due to gender, religion, age, faith, race, disability or because you are gay, lesbian, bi-sexual or transgender.

If this applies to you please ring 0800 0778460 or the Domestic Abuse helpline on 01452 500115.



Disability support

Affinity Trust

Support adults with learning difficulties.

01453 753812

All Sorts

For children and young people aged up to 18 with additional needs or disabilities, with or without a diagnosis, providing a toy library, support for carers, youth clubs, and organising short breaks and trips.

0758 237 8422

info@allsortsglos.org.uk

www.allsortsglos.org.uk

Gloucestershire Parent Partnership Service

Provide information, advice and support to parents and carers of children with special educational needs.

01452 389345

pps@gloucestershire.gov.uk

www.glospps.org.uk



Gloucestershire Lifestyles

Provide support for adults who have a physical, sensory or learning disability, dementia or mental ill health, and their carer's. The service is provided from the individual's home, and includes services aiming to help people to live independently, respite care, and individual and group activities.

01452 530184

office@gloslifestyles.co.uk

www.gloslifestyles.co.uk

Gloucestershire Voices

A user-led self-advocacy organisation for adults with a learning disability, focusing on self-advocacy and peer-advocacy, and campaigning.

07531 588333

gloucestershirevoices@hotmail.co.uk

Headway

Operates services for survivors of severe head injury, including a day centre with a range of therapeutic activities, advice and information, and support for family members.

01452 312713

admin@headwaygloucestershire.org.uk



Disability support

Guidepost Trust

Work with people who have mental health issues, dementia, learning disabilities, or physical impairments, and also with their carers and families, to help them make the best possible choices for quality care services.

01993 893560

gpt@guidepoststrust.org.uk

www.guidepoststrust.org.uk

hft Gloucestershire

Provide a range of services for people with learning disabilities, including supported living, domiciliary care, advice on using technology to help promote independence, supported employment, leisure activities and support for young people moving into adult services.

01453 832201

hftgloucestershire@hft.org.uk

www.hft.org.uk

Drugs & alcohol services



FRANK

Confidential free advice on all drugs and alcohol related issues.

0800 776600

www.talktofrank.com

Independence Trust

Help people with drug or alcohol problems, and their friends and family, offering advice, information, appointments, and needle exchange.

01453 755711

parliament.street@independencetrust.co.uk

www.independencetrust.co.uk

InfoBuzz

Provide information and support for young people up to age 18 around drug and emotional health issues.

01452 381770

admin@infobuzz.co.uk

www.infobuzz.co.uk



Drugs & alcohol services

Inish Free

A small project offering supported accommodation with training for individuals addressing their addiction problems after they have completed a detoxification programme elsewhere.

01453 873398

www.inishfree.org.uk

Marah Trust

Support men and women marginalised in society: volunteers work alongside people who are homeless, ex-offenders, those coping with addiction, suffering with physical or mental health problems or who have any other special needs. It is a place where all are welcomed in a non-judgmental way.

Drop ins:

Monday and Wednesday 1-4pm, Fresh Ground Cafe, Westward Road, Cainscross. Free hot food available before 2:30.

Saturday 1-3:30pm, The Citadel, Acre Street, Stroud. Free soup available.

01453 767655

info@marah.org.uk

www.marah.org.uk



Castle Gate Family Trust

Help to support and maintain family ties, during the sentencing stage, at Gloucester prison, and upon release. The Trust benefits from a unique relationship with Gloucester prison, receiving up-to-date information and being confident of immediate response from offender managers and others with responsibility for prisoners.

01452 381770

info@castlegate.org.uk

www.castlegate.org.uk

Cheltenham Mediation Services

Provide a confidential, calm and safe place to enable you to settle your difficulties and look forward to the future, helping with disputes in families, including arrangements on separation; between neighbours, and regarding inheritance. Appointments available in Stroud.

01242 633773

office@familymediator.org.uk

www.familymediator.org.uk



Family support

Family Focus

Work together with members of any household where problems are affecting family life, for example substance misuse, eating disorders, anxiety and depression, child and adolescent behavioural problems, bereavement, and anger management.

01452 397692

www.family-focus.org.uk

Families Information Service

Give impartial information on childcare, finances, parenting and education, supporting families, children and young people aged 0- 19 years of age (25 for young people with additional needs) and professionals working with these families. It has a searchable directory of services across Gloucestershire: www.glosfamiliesdirectory.org.uk

0800 5420202

Family Lives

Offer befriending parent/carer support and practical advice; 1:1 family support sessions; and some parenting groups and mentoring for children in Stroud District.

01453 751676

www.familylives.org.uk/get-in-touch/gloucestershire



GLII

Offer a range of groups from their premises in Fairmead, Cam, including Carer's Support Group, Toddler's Group, a bike club, and youth groups.

01453 548530

Homestart

Through a group of more than 50 parent volunteers, they support parents who are struggling to cope. Families need support for many reasons including post-natal illness, disability, bereavement, the illness of a parent or child, or social isolation. This is parents supporting other parents to help build a family's confidence and ability to cope. Families are supported all over the Stroud District area.

01453 759911

enquirieshomestartsd@gmail.com

www.homestartsd.org



Family support

The Door Family Support Services

Support Workers work 1:1 with the parents or carers of 11-25 year olds, offering them support, guidance and a chance to let off steam. Through friendship and a relationship with the support worker, the parent is able to re-assess life and move forward, whether it's through dealing with a family break-up, major crisis or just the day to day job of being a parent.

01453 756745

info@thedooryouthproject.org.uk

www.thedooryouthproject.org.uk/index.php/site/family

Mediation from Stroud District Council

For couples who are having problems with their relationship that may lead to them splitting up and one of them becoming homeless. It is also for families who are having trouble with their teenage children that may lead to them asking their children to leave and as a result become homeless. A mediator will talk to both parties to try and resolve their difficulties so that they can continue to live together.

01453 754078.



Children's Centres

www.gloucestershire.gov.uk/article/110067/Stroud-Childrens-Centres

Five Ways: Hillcrest Road, Cashes Green, Stroud - 01453 765983

Painswick: Churchill Way, Painswick - 01453 755373

Parliament: Bisley Old Road, Stroud - 01453 755373

The Park: Elm Road, Stonehouse - 01453 821361

Treetops: Highfield, Dursley - 01453 549860

Wotton: The Health Centre, Symn Lane - 01242 252185

Offer a wide range of services to families, often including childcare, family health support, help to find a job, and other services.



Food & basic necessities

Marah Trust

Support men and women marginalised in society: volunteers work alongside people who are homeless, ex-offenders, those coping with addiction, suffering with physical or mental health problems or who have any other special needs. It is a place where all are welcomed in a non-judgmental way.

Drop ins:

Monday and Wednesday 1-4pm, Fresh Ground Cafe, Westward Road, Cainscross. Free hot food available before 2:30.

Saturday 1-3:30pm, The Citadel, Acre Street, Stroud. Free soup available.

01453 767655

info@marah.org.uk

www.marah.org.uk



Stroud District Foodbank

Offers support for individuals and families in food crisis, by providing short term, emergency food supplies while a long-term support strategy is developed. The Foodbank is a referral only service and vouchers can be obtained from local care professionals like the CAB, Salvation Army, Children's centres and the District Council. Volunteers meet clients over a cup of tea and snack and are able to signpost people to further agencies able to manage the longer-term problem and give them food.

07725 874231

info@strouddistrict.foodbank.org.uk

www.strouddistrict.foodbank.org.uk

The Salvation Army

Provide food and other basic items for anyone in need. There is no formal referral process; are happy to take requests for support as needed.

01453 765528



Furniture

Dursley Lions Furniture Store

Weekly sale of second-hand furniture, taking place every Saturday morning from 8.30am until 11.30am at their store in May Lane, Dursley.

01453 544471

www.dursleylions.com/furniture-sale.htm

Emmaus Furniture Shop (Stroud, London Road)

Provide a wide range of second hand furniture at a reasonable cost.

01453 766563

info@emmausglos.org.uk



Age UK

Provide support services, information and advice, and classes and groups for people over the age of 50.

01452 422 660

enquiries@ageukgloucestershire.org.uk

www.ageuk.org.uk/gloucestershire

Office of Neil Carmichael MP

Can provide confidential and private support to you in relation to any central government function. This includes:

- Tax problems involving the HM Revenue and Customs Department.
- Problems dealt with by the Department for Work and Pensions such as benefits, pensions and National Insurance.
- Problems dealt with by the Home Office, such as immigration.
- Problems dealt with by the Department of Health, such as hospitals and the National Health Service (NHS).

01453 751572

neil.carmichael.mp@parliament.uk

www.neilcarmichael.co.uk



General & legal advice

Severn Wye Energy Agency

Free impartial local advice on saving money on energy bills, including grants and energy saving measures.

0800 500 3076

www.warmandwell.co.uk

Stroud and District Citizens Advice Bureau

Provide free, confidential, impartial advice on a range of issues including money worries, claiming benefits, disputes at work, divorce and separation, housing, complaints about shops and services, and other problems.

08444 111 444 from landlines

0300 33 00650 from mobiles

www.strouddistrictcab.org.uk

Open in Stroud: Brunel Mall, London Road: Monday, Tuesday, Thursday, Friday 10-1:45.

Outreaches at Berkeley, Dursley, Minchinhampton, Nailsworth, Stonehouse, and Wotton: see website for details.



GUIDE

Provide free and confidential health, social care and disability information. Search the online database for details of local and national organisations that provide health, social care or disability services: www.guide-information.org.uk

Alternatively, contact their team of advisors who will research your query and provide information tailored to suit your needs: 08000 151 548

PALS

The Patients Advice and Liaison Service offer advice and support to patients, their families and carers; provide information on NHS services; and help sort out problems with health services.

0800 0151 548



Health & welfare

Adult Social Care Helpdesk

Provide information on adult social care (helping people live their lives comfortably, particularly those people who require a certain degree of extra practical and physical help).

01452 426868

socialcare.enq@gloucestershire.gov.uk

Children & Families Helpdesk

Provide information and advice on social care services for children and children with disabilities up to the age of eighteen, their parents and carers.

01452 426565

childrenshelpdesk@gloucestershire.gov.uk



Care and Repair Stroud

Offer a range of schemes to assist people with problems with their housing, for example for some older and disabled people having difficulty keeping their garden tidy, or making small adaptations such as adding handrails or security. Grants are sometimes available, and they can manage the planning and work using reliable contractors.

01453 753471

general@careandrepairstroud.co.uk

www.careandrepairstroud.co.uk

Futures at Knightstone

Offer 'Floating Support': a short term service that gives help and advice to people finding it difficult to live independently or who are at risk of losing their home, and to people who have just been offered a place to live and want some support while they settle in.

01452 881650

gloucestershirefloatingsupport@Knightstone.co.uk

www.knightstone.co.uk/Futures.aspx



Housing

Housing Advice Team, Stroud District Council

Provide advice and assistance to anyone threatened with homelessness. They may be able to negotiate with your landlord or will refer you to a money advice service if rent arrears are a problem. They may be able to help with rent in advance or a deposit bond. The council has a duty to provide accommodation to homeless people considered to be in priority need.

01453 754078

homelessnessadvice@stroud.gov.uk

Nightstop Gloucester

Work directly with single young homeless people aged 16-25, arranging temporary and emergency accommodation for young homeless people in the homes of trained and vetted individuals (or hosts).

01452 331330

admin@gloucestershirenightstop.org.uk

www.gloucestershirenightstop.org.uk



OPENhouse

Provide Housing and Support to young people in Stroud aged 16 -25.

Access to this service is through Stroud District Council or Gloucestershire Youth Services.

01453 759 400

info@openhouse.me.uk

www.openhouse.me.uk

Season House

A secure, high support, direct access residence for 16-25 years olds who are either homeless or facing housing crisis. There are 10 individual fully furnished rooms, and the typical length of stay is 4 to 12 weeks.

01453 847443

www.ccprojects.org.uk



Housing

Stroud and District Citizens Advice Bureau

Provide free, confidential, impartial advice on a range of issues including housing and homelessness problems.

08444 111 444 from landlines

0300 33 00650 from mobiles

www.strouddistrictcab.org.uk

Open in Stroud: Brunel Mall, London Road:
Monday, Tuesday, Thursday, Friday 10-1:45.

Outreaches at Berkeley, Dursley, Minchinhampton, Nailsworth, Stonehouse, and Wotton: see website for details.

Lesbian, gay, bisexual & transgender



Gay-Glos

Supporting LGBT people, their families and friends.

01452 306800 answering machine

admin@gay-glos.org

www.gay-glos.org



Local grant giving

Barnwood

Offer grants to people with long term disabilities with specific needs.

01452 611292

http://www.barnwoodtrust.org/grants/grants_for_individuals

Stroud United Charities

Small grants for residents of Stroud town, for items such as care and repair work bills. Applications can be made in writing, supported by a professional, to: the Chairman, Stroud United Charities, Church Office, The Shambles, Stroud



2gether Children and Young People Service

A specialist emotional wellbeing and mental health service for all children and young people up to 18 years of age when they find it hard to cope with their feelings.

It is quite common for everyone to feel stressed, anxious, down or angry from time to time but sometimes these feelings can be overwhelming and just won't go away. Usually children and young people referred to us will be experiencing emotional wellbeing problems that significantly affect their ability to cope with normal stresses and demands of life.

01452 894272

www.2gether.nhs.uk/cyps

Independence Trust

Help people with mental health problems, supporting them to maintain their independence. This might involve practical support, emotional support, or help with their confidence to be more active in the community. Centres in Stroud (01453 767999) and Dursley (07891 946930).

www.independencetrust.co.uk/Mental-Health-Services.aspx



Mental health

Park House Mental Health Resource Centre

Provides a service for adults aged eighteen to sixty five, focusing on those people who have a serious mental illness.

01453 562090

Rethink Mental Health

Offer a wide range of services including advocacy, carer support and respite, community support, criminal justice, crisis, employment and training, helpline and advice, housing, nursing and residential care, personalisation, IAPT talking treatments and young people focused services. Support offered spans from acute and long-term care through to practical support and advice.

01452 894594

glosadvocacy@rethink.org

Christians Against Poverty

Offer face-to-face home visits and a befriending service to help people to work themselves out of debt.

0800 328 0006 to book a home visiting appointment.

www.capdebthelp.org

Mothers Union Money Advice Services

Provide debt advice by telephone, by sending self help materials, or by arranging a home visit.

01452 383288 answermachine

mumoneyadvice@yahoo.co.uk

[www.gloucestermothersunion.com/
GloucesterMUWebsite/MUMAS.htm](http://www.gloucestermothersunion.com/GloucesterMUWebsite/MUMAS.htm)

Stroud Credit Union

A Credit Union is a profit sharing, democratically run financial co-operative which offers savings and low interest loans to its members. The members own and manage their credit union themselves.

01453 298785

admin@svcu.org.uk

www.svcu.org.uk



Money & debt

Stroud and District Citizens Advice Bureau

Provide free, confidential, impartial advice on a range of issues including debt and money problems.

08444 111 444 from landlines

0300 33 00650 from mobiles

www.strouddistrictcab.org.uk

Open in Stroud: Brunel Mall, London Road: Monday, Tuesday, Thursday, Friday 10-1:45.

Outreaches at Berkeley, Dursley, Minchinhampton, Nailsworth, Stonehouse, and Wotton: see website for details.

Wotton Debt Advice Centre

Provides free debt advice, including helping with working out a budget, prioritising debts, helping to maximise your income by checking benefits, and negotiating with creditors to agree a repayment plan.

01453 844082

help@wottondebtadvice.org.uk

www.wottondebtadvice.org.uk



Age UK

Provides support services, information and advice, and classes and groups for people over the age of 50.

01452 422 660

People For You

For people aged 60 and over in Cam, Dursley and Berkeley: an advisory service to point people in the direction of the relevant agencies that are able to help them

01453 543084

peopleforyou@candrdursley.plus.com

www.careandrepairstroud.co.uk/pfy.html

Village Agents

Here to help you to make contact with agencies who are able to provide you with the service or services that you may need. The team offer a district-wide free facilitated signposting service primarily to the over 50s and are able to visit people in their own homes.

01452 528491

kated@grcc.org.uk

www.villageagents.org.uk



Support and/or counselling

Gloucestershire Counselling Service

Counselling for individuals, families, and young people.

01453 766310

info@gloscounselling.com

www.gloscounselling.com

Gloucestershire Domestic Abuse Support Service

For men or women living with, considering leaving, or continuing to have problems with an abusive partner. Call for support and guidance on where you can get help.

0845 6029035

www.gdass.org.uk

Relate

Relationship counselling, family counselling, and sex therapy from their Cheltenham office.

01242 523215

relateglos@hotmail.com

www.relateglos.co.uk

Support and/or counselling



Gloucestershire Rape Crisis Centre

Free, confidential support and practical advice for women and children who have been raped or sexually abused at any time in their lives.

01452 526770

glosrapecrisis@hotmail.co.uk

www.rapecrisis.org.uk

Listening Post

Offer counselling to adults suffering from emotional distress from their Stroud office.

01453 750123

lpostcounselling@listeningpost.org.uk

<http://www.listeningpost.org.uk>

Samaritans

“Talk to us any time you like, in your own way, and off the record – about whatever’s getting to you. You don’t have to be suicidal.”

08457 909090

www.samaritans.org.uk



Support and/or counselling

SSAFA Gloucestershire

Provide help and support to those who currently serve or who previously served in the Royal Navy, British Army or Royal Air Force, and also their families.

01452 520255

Gloucestershire@ssafa.org.uk

Stroud Woman's Refuge

Offer help, advice and support to families affected by domestic abuse. A confidential service, run by women, for women and their children.

01453 764385

beresfordgroup@btconnect.com

www.stroudwomensrefuge.co.uk

Winstons Wish

Practical support and guidance to families, professionals and anyone concerned about a grieving child. "We believe that the right support at the right time can enable young people to live with their grief and rebuild positive futures."

01242 515157

info@winstonswish.org.uk

www.winstonswish.org.uk



Dursley and District Good Neighbours

Offer a voluntary car scheme to aid elderly or disabled adults to reach medical appointments at hospitals, clinics, opticians, dentists or doctor's surgeries within Gloucestershire. Available to people living in the area covered by Berkeley, Stinchcombe, Slimbridge, Cambridge, Cam, Dursley, Coaley, Uley, Sharpness, Purton, and all other hamlets within that area.

01453 548474

Stroud Ring and Ride

Provide transport for people living in Stroud District using cars and minibuses (adapted for wheelchairs). Cover a large area from Gloucester to Berkeley, serving Day Centres, Residential Nursing Homes, also shopping trips for the elderly, frail and disabled and hospital visiting etc, (excluding Gloucester or Cheltenham hospitals).

01453 759005

transport@vcastroud.org

websites.uk-plc.net/Stroud_Ring_and_Ride



Volunteering

Volunteer and Community Action (VCA Stroud)

Find local volunteering opportunities.

Drop-in Monday-Friday 9-1pm - The Old Town Hall, The Shambles, High Street, Stroud

info@vcastroud.org

01453 759005

Do-it

Website offering volunteering opportunities.

www.do-it.org.uk

Young people's services



ASTRA

Alternative Solutions To Running Away provide support and advice to young people considering running away from home.

01452 541599

CiNCH

Children in Need of Counselling Help supports children and young people who are experiencing the distress of family separation. CiNCH provides short term counselling for children and young people to help them make sense of the changes in their family and the feelings they are experiencing.

01453-763524

cinch@gloscounselling.org.uk

KingFishers @ Ebley

Provide supported housing for young people aged 18 – 25 years who have a learning disability. The staff team work with young people to further their independence skills, aiming for the most independent lifestyle the young person can achieve.

01453 823635

paul.summersby@nch.org.uk



Young people's services

Stroud Youth Support

Provide support for young people aged 10 - 19 (up to 25 if you have learning difficulties or a disability). Can help with: unemployment, information and advice about education, employment and training, school problems, emotional health and well being, being a young parent, sexual health, problems with drugs and alcohol, being in or leaving the care system, housing and homelessness, and being (or at risk of being) in trouble with the police.

01453 763993

info.glos@prospects.co.uk

www.whatnowglos.co.uk/information_and_support/youth_support_team/sroud_youth_support_team

The Door Youth Project

A youth project for all aged 11 to 25. Provide mentoring & personal support- so kids can learn to express their anger in more positive ways. Offer a safe place for kids to hang out off the streets and fun and challenging activities and trips to channel their energy. And offer practical vocational training such as carpentry.

01453 756745

info@thedooryouthproject.org.uk

www.thedooryouthproject.org.uk

Young people's services



Teens in Crisis

Offer counselling, advice and support for young people aged 9 - 21 and their families.

01594 546117

www.ticplus.org.uk



Useful telephone numbers

Citizens Advice Consumer Service: 08454 04 05 06

Gloucestershire County Council: 01452 425000

NHS Direct 0845 4647

Stroud District Council: 01453 766321

Stroud General Hospital, Trinity Rd: 0300 421 8080

Stroud Probation Office: 01453 760100

Victim Support: 0845 3030 900

The information in this booklet
is available online, at
www.stroud.gov.uk/localservicesguide