

# Hertfordshire Partners and Dacorum

## Directory of Homelessness Services

### **How it will work**

This directory of services gives details of Dacorum and, where relevant, Hertfordshire and Nationwide services available to homeless people or those at risk of homelessness. The purpose is to give all partner agencies concerned an up to date guide to the support available. This should allow all of us to signpost clients more easily and accurately.

The directory begins with a grid which clusters services under their most prevalent client group, to give you an at-a-glance guide to services which different groups are eligible for.

The details of each service provider are listed behind the grid in alphabetical order to make finding out more about a service or contacting them, easier.

This directory of services will be at its best if it is kept up to date, and so we must rely on each other to do that; if you notice a mistake or feel a service is missing, please contact me ([emily.dillon@dacorum.gov.uk](mailto:emily.dillon@dacorum.gov.uk)).

### **Updates**

Prior to the quarterly homelessness forum, Dacorum Borough Council will send a request out to all partners for any updates, changes to services, changes contact details or referral routes.

Immediately following the forum the updated directory of services will be re-circulated.

| Client Group     | Service Provider   |
|------------------|--|
| Families         | Dacorum Borough Council<br>DENS (foodbank and furniture)<br>Hertfordshire County Council—Children’s Services<br>Shelter<br>Children’s Centres<br>Relate                                |
| Single People    | Crisis<br>Dacorum Borough Council<br>DENS<br>Druglink<br>Shelter<br>Turning Point  |
| Young People     | Aldwyck Housing Group<br>Herts Young Homeless<br>Hertfordshire County Council—Children’s Care Service<br>Hertfordshire County Council—Youth Connexions<br>Hightown Housing Association |
| Older People     | Age UK<br>Hertfordshire County Council— Adult Health and Social Care<br>The Centre in the Park   |
| Fleeing violence | Dacorum Women’s Aid<br>National Centre for Domestic Violence<br>Sunflower Centre<br>The South Hill Centre  |

|  |   |
|--|---|
| <p>Institution leavers</p>               | <p>Dacorum Borough Council</p> <p>Hertfordshire County Council—Children’s Care Service</p> <p>Hightown Housing Association</p> <p>Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire Community Rehabilitation Company (BeNCH CRC)Turning Point</p> <p>The South Hill Centre</p> <p>Spectrum- Drug and Alcohol Recovery Service Hertfordshire</p>                  |
| <p>Adults with learning disabilities</p> | <p>Community Learning Disability Service</p> <p>Hightown Housing Association</p> <p>Jarman Day Service</p>  |
| <p>Mother and Babies</p>                 | <p>Hightown Housing Association</p> <p>The South Hill Centre</p> <p>Hertfordshire County Council- Children’s Centres and Children’s Care Service</p> <p>Thumbswood Mother and Baby Unit</p>   |
| <p>Mental Health</p>                     | <p>Community Mental Health Team</p> <p>Turning Point</p> <p>Druglink</p> <p>Hightown Housing Association</p> <p>Mediation Hertfordshire</p> <p>Citizen Advice Bureau</p> <p>Mind</p> <p>Single Point of Access- Hertfordshire</p> <p>Dacorum mental health directory</p> <p>Samaritans</p> <p>Childline</p> <p>CAMHS</p> <p>Mental Health Services for Older People (MHSOP)</p> |

# Contact Details

## Age UK Dacorum

Half Moon Yard, High Street, Hemel Hempstead, HP1 3AE

 01442 259049

 [admin@ageukdacorum.org.uk](mailto:admin@ageukdacorum.org.uk)

 <http://www.ageuk.org.uk/dacorum>

Age UK provide a number of services including befriending services for the elderly and a handyman service. After recently returning home from hospital or intermediate care, Hertfordshire's Age UK can offer short term, practical and emotional support.

Other services include: active living clubs and day centres in sheltered housing

## Aldwyck Housing Group

6 Houghton Hall Business Park, Porz Avenue, Houghton Regis, Bedfordshire, LU5 5UZ

 Opening hours: Monday– Friday, 9am– 5pm

 0300 500 6262

 [info@aldwyck.co.uk](mailto:info@aldwyck.co.uk)

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

Young Persons Service (YPS), run by Aldwyck Housing Group, provides temporary supported accommodation for young people aged 16-25 years old who are homeless or in housing need. YPS have supported schemes in Berkhamsted (Swan Foyer), St. Albans, Borehamwood, South Oxhey, Waltham Cross, Stevenage, Hitchin, Baldock and Hertford. All projects support young people to establish an independent lifestyle so that they can sustain a successful tenancy in their own independent accommodation.

Please see Herts Young Homeless information for contact details regarding the Young Persons Service and other services provided by Aldwyck Housing Group on behalf of Herts Young Homeless.

## **Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire Community Rehabilitation Company (BeNCH CRC)**

Argyle House, Argyle Way, Stevenage, Hertfordshire SG1 2AD

 01438 747074

 Online form: <http://benchcrc.org.uk/contact-us/>

 <http://benchcrc.org.uk/>

Became operational in June 2014 through the Ministry of Justice's Transforming Rehabilitation programme and brings together the former Probation Trusts in Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire. BeNCH CRC provides high quality probation services and interventions to service users who are adult offenders who are either serving a Community Sentence or have been released from custody and are subject to a Prison Licence.

## **Child and Adolescents Mental Health Services (CAMHS)**

 Single Point of Access: 0300 777 0707 between 8:00am- 7:00pm

Out of hours Hertfordshire Mental Health helpline: 01438 843322 between 5:00pm-8:00am

 <http://www.hpft.nhs.uk/i-need-help-now/>

Children and Adolescents Mental Health Services (CAMHS) is the service that provides advice, support and help to children and young people from 0-18 years and their families across Hertfordshire. CAMHS can help with many problems including depression, anxiety, aggression, phobias and obsessive compulsive disorder among others. CAMHS has a tier system to make sure the most suitable services are being used.

Accessing the service:

- Self- referral or family/friend referral through Single Point of Access (SPA)
- GP
- Out of hours Hertfordshire Mental Health Helpline

## Childline

 Opening hours: 24 hours a day, 365 days a year

 0800 1111

 <https://www.childline.org.uk/Talk/Pages/Email.aspx>

 <https://www.childline.org.uk/Pages/Home.aspx>

ChildLine is a national, private and confidential service for children and young people up to the age of 19. Young people can contact a ChildLine counsellor about anything -no problem is too big or too small. Call free on 0800 1111, have a 1-2-1 chat online or send an email.

## Children's Centres

Children's Centres provide information and services for families with young children aged 0-5 years.

### Cedar Tree:

Datchet Close, Hemel Hempstead, Hertfordshire, HP2 7JX

Serving Grovehill, Woodhall Farm and Hunters Oak

 07720636476

 [adminctcc.hhe@hertschildrenscentres.org.uk](mailto:adminctcc.hhe@hertschildrenscentres.org.uk)

 <http://www.broadfieldprimary.herts.sch.uk/childrens-centres>

### Galley Hill:

Hemel Hempstead Hertfordshire HP1 3JY

Serving Gadebridge, Chaulden and Warners End

 01442 502762

 [childrenscentres@hertsmereleisure.co.uk](mailto:childrenscentres@hertsmereleisure.co.uk)

 <http://www.hertsmere-children.co.uk/childrenscentres/galley-hill-childrens-centre/>

### Green Lane:

c/o Leverstock Green CE Primary School, Green Lane, Leverstock Green, Hemel Hempstead, Hertfordshire, HP2 4SA

Serving Leverstock Green and Bennetts End

 01442 265410

✉ [adminglcc.hhe@hertschildrenscentres.org.uk](mailto:adminglcc.hhe@hertschildrenscentres.org.uk)

🌐 <http://www.broadfieldprimary.herts.sch.uk/childrens-centres>

### **Heath Lane:**

Heath Lane, Hemel Hempstead, Hertfordshire, HP1 1TT

Serving Central Hemel Hempstead, Apsley, Boxmoor and Old Town areas

☎ 01442 261043

✉ [childrenscentres@hertsmereleisure.co.uk](mailto:childrenscentres@hertsmereleisure.co.uk)

🌐 [www.heathlane-children.co.uk](http://www.heathlane-children.co.uk)

### **Little Hands and Little Feet:**

Lagley Hall, Douglas Gardens, Berkhamsted, HP4 3PE

Serving Berkhamsted, Potten End, Nettleden, Little Gaddesden, Aldbury, Wiggington

☎ 01442 863554

✉ [LittlehandsandlittlefeetCC@pre-school.org.uk](mailto:LittlehandsandlittlefeetCC@pre-school.org.uk)

🌐 [www.littlehandsandfeetcc.org.uk](http://www.littlehandsandfeetcc.org.uk)

### **Orchard:**

Dundale Primary School, Silk Mill Way, Tring, HP23 5DJ

Serving Tring

☎ 01442 426922

✉ [orchardcc@pre-school.org.uk](mailto:orchardcc@pre-school.org.uk)

🌐 <http://www.hertschildrenscentres.org.uk/orchard/>

### **The Lanes:**

St. Paul's Primary School, The Common, Chipperfield, Kings Langley, Hertfordshire, WD4 9BS

Serving a large rural area of Hertfordshire including Bovingdon, Chipperfield, Flauden and Sarratt

☎ 01923 262640

✉ [thelanes@pre-school.org.uk](mailto:thelanes@pre-school.org.uk)

🌐 <http://www.hertschildrenscentres.org.uk/thelanes/>

### **Three Villages:**

Coniston Rd, Kings Langley, Hertfordshire, WD4 8DF

Serving Kings Langley, Nash Mills and Bedmond

 01923 270586

 [childrenscentres@hertsmereleisure.co.uk](mailto:childrenscentres@hertsmereleisure.co.uk)

 [www.hertsmere-children.co.uk](http://www.hertsmere-children.co.uk)

### **Windmill:**

Broadfield Primary School, Broadfield Road, Hemel Hempstead, HP2 4DW

Serving Adeyfield, Highfield and St Pauls

 01442 426303

 [adminwcc.hhe@hertschildrenscentres.org.uk](mailto:adminwcc.hhe@hertschildrenscentres.org.uk)

 <http://www.broadfieldprimary.herts.sch.uk/childrens-centres>

### **Citizen Advice Bureau (CAB)**

Dacre House, 19 Hillfield Road, Hemel Hempstead, Hertfordshire, HP2 4AA

 Opening hours: Monday– Friday varying times, see website

 03444 111 444

 [astprojectco@hemelhempstead.cabnet.org.uk](mailto:astprojectco@hemelhempstead.cabnet.org.uk)

 <http://dacorumcab.org.uk/>

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Their advice is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion.

Telephone appointments are also available, see website for times.

### **Berkhamsted branch:**

Civic Centre, 161 High Street, Berkhamsted, Hertfordshire, HP4 3HD

 Opening hours: Monday– Friday varying times, see website

 08444 111 444



[https://citizensadvice.org.uk/index/bureau\\_detail?serialnumber=101493](https://citizensadvice.org.uk/index/bureau_detail?serialnumber=101493)

## **Community Learning Disability Team**

Apsley 1 Building, Brindley Way, Hemel Hempstead, Hertfordshire, HP3 9BF

 01442 454444

 <http://www.hpft.nhs.uk/our-services/area-directory-and-contacts/hemel-hempstead/>

A service provided by Hertfordshire Partnership Foundation Trust. See their website for more details

## **Community Mental Health Team**

St Pauls, Slippers Hill, Hemel Hempstead, HP2 5XY

 Opening hours: Monday– Thursday 9:00am– 5:00pm, Friday 9:00am– 4:15pm

 01442 230326

 [www.hpft.nhs.uk](http://www.hpft.nhs.uk)

Accessing the service:

- Self-referral through Single Point of Access, 0300 777 0707 between 8:00am- 7:00pm
- GP
- Out of hours Hertfordshire Mental Health helpline, 01438 843322 between 5:00pm- 8:00am

Community Mental Health Teams provide a wide range of help and advice on mental health problems for people aged between 18 and 65 years.

Refer to Child and Adolescents Mental Health Services (CAMHS) for young people 0-18 years old

Refer to Mental Health Services for Older People (MHSOP) for older people over 65 years old

## **Crisis Skylight London**

66 Commercial Street, London, E1 6LT

 Opening hours: Monday– Friday 9am- 5pm except bank holidays

 0300 636 1967

 [enquiries@crisis.org.uk](mailto:enquiries@crisis.org.uk)

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

Crisis is the national charity for single homeless people. They are dedicated to ending homelessness by delivering life-changing services and campaigning for change. They offer employment training and education, private rental scheme funding, hold workshops such as Pilates and Karate to improve physical health and wellbeing, counselling services and Crisis at Christmas.

## **Dacorum Borough Council**

Civic Centre, The Marlowes, Hemel Hempstead, HP1 1HH

 Opening hours: Monday– Thursday 8:45am– 5:15pm, Friday 8:45am– 4:45pm

 01442 228000

 Generic email: [customer.services@dacorum.gov.uk](mailto:customer.services@dacorum.gov.uk)

 [www.dacorum.gov.uk /home/housing](http://www.dacorum.gov.uk/home/housing)

## **Help to Rent**

Help to Rent offers private landlords a deposit guarantee, which is given in place of a cash deposit. The scheme allows a resident to pay rent in arrears each month for the month just passed. Because of this a resident does not have to make any payments up front to the landlord. For many families this can make private rented accommodation more affordable.

 01442 228000 and ask for Housing Options

 [housing.options@dacorum.gov.uk](mailto:housing.options@dacorum.gov.uk)

 <http://www.dacorum.gov.uk/home/housing/private-sector-housing/help-to-rent/help-to-rent-for-tenants>

## **Housing Options and Homelessness service**

Provides housing advice and housing options information to everyone; takes homelessness

applications and takes duty (provides temporary accommodation and/or welfare support) for priority need customers (vulnerable adults, care leavers and families) who are found to be unintentionally homeless.

 01442 228000 and ask for Housing Options

Out of hours emergency service: 0800 018 60 50

 [housing.options@dacorum.gov.uk](mailto:housing.options@dacorum.gov.uk)

 <http://www.dacorum.gov.uk/home/housing/your-housing-options>  
[www.dacorum.gov.uk/home/housing/homeless-or-at-risk](http://www.dacorum.gov.uk/home/housing/homeless-or-at-risk)

### **Revenues and Benefits services**

Provides help with rent and Council Tax for Dacorum residents on a low income that are eligible for benefits assistance.

 01442 228000 and ask for Housing Benefits

 [housing.benefits@dacorum.gov.uk](mailto:housing.benefits@dacorum.gov.uk)

 <http://www.dacorum.gov.uk/home/benefits/housing-council-tax-benefits>

### **Supported Housing and Lifeline**

Provides accommodation specifically for people 60 + across Dacorum. Accommodation is either self-contained flats or bungalows and tenants benefit from a supported housing officer and 24 hour community alarm service. Many schemes also have communal lounges and gardens and many social activities.

Liefeline- Emergency community alarm service. If the user has an emergency then pressing the button on the main unit or a pendant you have will automatically dial the control centre. The operator can identify you as soon as the call is connected and can immediately contact the best person or service to assist.

 01442 228347

 [SupportedHousing@dacorum.gov.uk](mailto:SupportedHousing@dacorum.gov.uk)

 <http://www.dacorum.gov.uk/home/housing/council-tenants-leaseholders/supported-housing>

## **Dacorum mental health directory**

A 'Who to contact' directory for residents of Dacorum seeking information or help about their own or a family/friends mental health

 [www.dacorum.gov.uk/mentalhealth](http://www.dacorum.gov.uk/mentalhealth)

## **Dacorum Women's Aid**

Sanctuary House, PO Box 190, Hemel Hempstead, Hertfordshire, HP2 4GH

 08 088 088 088- Monday- Friday 10am- 8pm

 [info.dwa@virgin.net](mailto:info.dwa@virgin.net)

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

A refuge in Dacorum offers support, help and advice and somewhere safe to stay for victims and their children. Victims can stay in the refuge whether or not they have children. Refuge is a six bedroom detached house with a manager, support worker and many volunteers to help victims consider their options.

They also have a number of daytime volunteers who support the refuge by providing a range of activities to help build positive experiences for our families. These include; yoga, reflexology, children's activities, street dancing, etc.

There is also a very dedicated working committee who are responsible for the fundraising, upkeep and maintenance of the house.

## **Dacorum Emergency Night Shelter (DENS)**

Bury Lodge, 1 Queensway, Hemel Hempstead, Hertfordshire, HP1 1HT

 01442 262274

 [office@dens.org.uk](mailto:office@dens.org.uk)

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

## **Foodbank**

The Hub, Paradise Depot, Paradise, Hemel Hempstead, HP2 4TF

 Monday- Friday 10.00am- 12:00pm except bank holidays

 01442 250969

07904 674236

✉ [office@dacorumfoodbank.org.uk](mailto:office@dacorumfoodbank.org.uk)

📍 <http://dacorum.foodbank.org.uk/>

## Day Centre

Entrance to Gadebridge Park, Queensway, Hemel Hempstead

🕒 Monday- Thursday 11:30am- 2:00pm and pre-booked appointment sessions on Fridays 9:00am- 4:30pm

☎ 01442 262274

✉ [office@dens.org.uk](mailto:office@dens.org.uk)

📍 <http://www.dens.org.uk/how-we-help/day-centre>

Offers food and drink, cleaning facilities including showers and laundry facilities, clothing, computer access, help and advice, and can provide a referral into The Elms homeless hostel

## The Elms

☎ 01442 800131

✉ [ReceptionTheElms@dens.org.uk](mailto:ReceptionTheElms@dens.org.uk)

📍 <http://www.dens.org.uk/how-we-help/the-elms>

A 41 bed homeless hostel in Hemel Hempstead, owned by Dacorum Borough Council and managed by DENS which includes residential space, IT suite and library, garden, allotment, shared kitchen and lounge area. The Elms provides residents a place to stay and additional support to allow successful move on into council housing if applicable or into DENS rent aid or private housing.

The Elms also has a crashpad for emergency late access with extra provisions in cold weather. DENS will be taking referrals from organisations

## Rent Aid

☎ 01442 262274

✉ [office@dens.org.uk](mailto:office@dens.org.uk)

📍 <http://www.dens.org.uk/how-we-help/day-centre>

For people who have come through other DENS services, DENS Rent Aid provides support for a move into more independent living. For homeless people who can afford to rent but don't have the funds for a deposit, DENS has arrangements with local landlords to provide a guarantee for 2 years in place of a deposit. The majority of people move into shared houses, but users over 35 can also go into a single property. Tenants are responsible for their rent, council tax and utilities. The aim of the scheme is to provide a stepping stone towards independent living.

## Druglink

Red Lion Lane, Hemel Hempstead, HP3 9TE

 01923 260733

 <http://druglink.co.uk/>

Druglink work with anyone who has had, is recovering from or has drug or alcohol issues. They run a diverse range of services including:

- Drug and Alcohol Education Service: Working closely with schools across Dacorum running awareness training programmes
- Private Sector Business Support drugs testing: Services for businesses reducing the impact of substance misuse in the workplace, addresses challenges faced by businesses in handling common work place problems relating to substance misuse
- Herts RITE- The Recovery and Integration, Training and Education service in Hertfordshire offers effective and responsive training to the Mental Health and Substance Misuse workforce, service users and carers in Hertfordshire
- Social Enterprise- Coffee Ethic- Coffee carts in Dacorum and St Albans Civic Centres
- Focus Counselling- In the afternoons and evenings specialising in addiction issues
- Clarendon Link- Confidential service for anyone who are concerned about their own or someone else's drug use. Also offer therapies and a daily drop-in service
- Needle Exchange- Clarendon Link offers this service for safer injecting
- Diversion Schemes- Courses to provide early intervention in Alcohol, Cannabis and Domestic Violence
- Outreach Service- Supporting those abstaining from substances or progressing towards harm minimisation or reduction
- Housing Service- Is a member of the consortium Supporting Herts offering housing related support to drug and alcohol users. The aim is to support recovery and independence, prevent homelessness and help people achieve stable housing

## Hertfordshire County Council

County Hall, Pegs Lane, Hertford SG13 8DQ

 0300 123 4040

Monday- Friday 8:00am- 8:00pm, Saturdays 9:00- 4:00pm

 <http://www.hertsdirect.org/>

### Adult Health and Social Care Service

 General enquiries: 0300 123 4040, Monday to Friday 8am-8pm and Saturdays 9am-4pm. Lines are closed on Sundays and public holidays.

0300 123 4042- Emergency out of hours service

 [http://www.hertsdirect.org/services/healthsoc/supportforadults/?utm\\_source=HomePage&utm\\_medium=TopTasks&utm\\_content=May14&utm\\_campaign=AdultSocialCare](http://www.hertsdirect.org/services/healthsoc/supportforadults/?utm_source=HomePage&utm_medium=TopTasks&utm_content=May14&utm_campaign=AdultSocialCare)

Provides support for the elderly and carers. Services include: equipment to continued safety and mobility, transport and Blue Badge, money advice, benefits and paying for care, care and support at home, adults with learning disabilities.

### Learning Disability for Adults service

 General enquiries: 0300 123 4040, Monday to Friday 8am-8pm and Saturdays 9am-4pm. Lines are closed on Sundays and public holidays.

0300 123 4042- Emergency out of hours service

 <http://www.hertsdirect.org/services/healthsoc/supportforadults/>

### Children's Care Service

 General enquires: 0300 123 4040 Monday to Friday 8am-8pm and Saturdays 9am-4pm. Lines are closed on Sundays and public holidays.

0300 123 4043- Emergency out of hours service

 <http://www.hertsdirect.org/services/healthsoc/childfam/>

## Children's Centres

Please refer to the Children's Centres subheading

## Youth Connexions

 0300 123 4043

 For young carer referrals: [CSF.hertsdirect@hertsccl.gov.uk](mailto:CSF.hertsdirect@hertsccl.gov.uk)

General feedback: [feedbackyouthconnexions@hertfordshire.gov.uk](mailto:feedbackyouthconnexions@hertfordshire.gov.uk)

 <http://www.youthconnexions-hertfordshire.org/>

Youth Connexions provides youth work, information, advice, guidance and support for young people aged 13 and 19 (up to 25 for young people with learning disabilities). It also provides support for young people leaving care, up to the age of 21, through the Youth Connexions One Stop Shops.

## Youth Connexions- Dacorum

One Stop Shop based in the XC Centre, Jarman Park - First Floor, Hemel Hempstead, Hertfordshire, HP2 4JS

 Monday- Friday 1:00pm- 5:00pm

 01442 454934

 [youthconnexions.dacorum@hertfordshire.gov.uk](mailto:youthconnexions.dacorum@hertfordshire.gov.uk)

General feedback: [feedbackyouthconnexions@hertfordshire.gov.uk](mailto:feedbackyouthconnexions@hertfordshire.gov.uk)

 <http://www.youthconnexions-hertfordshire.org/careers/information-and-advice/local-information/dacorum/>

In Youth Connexions One Stop Shops young people can get information, advice, guidance and support on education, work, training and volunteering, advice on drugs, finance, health including sexual health, housing and much more. Personal advisers and training advisers are available during the opening hours and there are IT facilities available.

## Herts Young Homeless

1st Floor, Gracemead House, Woods Avenue, Hatfield, Hertfordshire, AL10 8HX

 Monday- Friday 9:00am- 5:00pm

 Main call number: 0844 833 0933

Watford, Three Rivers, Dacorum and Hertsmere call directly: 07920 722051

✉ [info@hyh.org.uk](mailto:info@hyh.org.uk)

🌐 <http://www.hyh.org.uk/>

### **Advice and Information**

☎ 0844 833 0933

✉ [advice@hyh.org.uk](mailto:advice@hyh.org.uk)

🌐 <http://www.hyh.org.uk/about-us/our-services/advice-and-information>

Free, countywide, friendly and confidential advice service for 16 – 24 year olds who are homeless, experiencing housing difficulties or require general advice on their housing options. This service is also for parents or professionals concerned about 16- 24 year olds.

### **Mediation**

☎ 01707 272769

✉ 10- 15 year olds: [u16mediation@hyh.org.uk](mailto:u16mediation@hyh.org.uk)

16- 24 year olds: [mediation@hyh.org.uk](mailto:mediation@hyh.org.uk)

🌐 <http://www.hyh.org.uk/about-us/our-services/mediation>

A free confidential, impartial Mediation service that works with families who are having arguments. Mediators offer fair and unbiased support to help families recognise for themselves what issues need to be resolved. Mediation normally takes place over a 8-8 week period.

### **Education**

☎ 07980 794747

✉ [education@hyh.org.uk](mailto:education@hyh.org.uk)

🌐 <http://www.hyh.org.uk/about-us/our-services/education>

Aim is to provide young people with education sessions which support the prevention of youth homelessness.

### **Health- Substance Misuse Homeless Prevention**

☎ 01707 251374

✉ [prevention@hyh.org.uk](mailto:prevention@hyh.org.uk)

 <http://www.hyh.org.uk/about-us/our-services/health-substance-misuse-homeless-prevention>

A service to support Substance Misusers and their Carers where an individual is at risk of losing their home as a result of their substance misuse. The service aims to re-build and repair relationships and address other areas of difficulty such as antisocial behaviour, financial concerns or problems with housing.

### **Crashpad**

 01707 251403

 [crashpad@hyh.org.uk](mailto:crashpad@hyh.org.uk)

 <http://www.hyh.org.uk/about-us/our-services/crashpad>

Temporary, emergency accommodation in a volunteer's (host's) home. Crashpad hosts provide a room in their homes for the sole use of a young person. They provide an evening meal, breakfast and a packed lunch if required. The young person never stays in the hosts home when the host is not in. A Crashpad placement offers a 'breathing space' in times of crisis to a young person. Whilst in Crashpad the young person will work with Herts Young Homeless to explore options to their housing needs and the young person will have an opportunity to be referred into Herts Young Homeless specialist services.

### **Floating Support**

 01707 276392

A young people can access the service by calling: 0844 833 0933

 [fsreferrals@hyh.org.uk](mailto:fsreferrals@hyh.org.uk)

 <http://www.hyh.org.uk/about-us/our-services/floating-support>

Floating Support is offered after an assessment and initial support has been completed by the Advice & Information service. Floating Support workers help young people to understand what it means to live independently and support them achieving this. Normally the service will begin when a young person is in temporary or emergency accommodation, although there are times when support workers will help young people who are still living at home, with friends or with extended family.

Young Persons Service is provided by Aldwyck Housing Group on behalf of Herts Young Homeless. They provide temporary supported accommodation for young people aged 16-25 years old who are homeless or in housing need. Young Persons Service have supported schemes in: Berkhamsted (Swan Foyer), St. Albans, Borehamwood, South Oxhey, Waltham Cross, Stevenage, Hitchin, Baldock and Hertford.

### **Swan Foyer in Berkhamsted**

 01442 384344

 [swan.foyer@aldwyck.co.uk](mailto:swan.foyer@aldwyck.co.uk)

- Total space: 18 single rooms with shared facilities, 8 have ensuite bathrooms
- Minimum stay: 6 months and maximum stay: 18 months
- Referral: Accept self-referral and referrals from any agency
- Must have a local connection with Dacorum Borough Council area and must be in, or be prepared to engage with education, employment or training
- Will not accept sex offenders and arsonists

All projects support young people to establish an independent lifestyle so that they can sustain a successful tenancy in their own independent accommodation.

### **Health- Dual Diagnosis**

 01707 251374

 [health@hyh.org.uk](mailto:health@hyh.org.uk)

 <http://www.hyh.org.uk/about-us/our-services/health>

A service to support people who are homeless or at risk of homelessness and have mental health and substance misuse problems. They support people to access services that will help them towards mental health recovery and abstinence from substances as well as supporting them to access or maintain tenancies whilst they manage such complex needs.

### **Hightown Housing Association**

Hightown House, Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 4XH

 01442 292300

 [housing.services@hightownha.org.uk](mailto:housing.services@hightownha.org.uk)

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

### **Learning disabilities**

Hightown provide supported living options to adults with learning difficulties that want to live independently. They assist where necessary with tasks like booking appointments, shopping, finding a job and keeping in touch with family and friends.

### **Mental health**

Hightown provide one-to-one, flexible support to people affected by mental health issues in the community and in their supported housing schemes. This support can be from managing mental health to practical assistance and help accessing education, leisure and employment opportunities.

### **Homeless services**

Hightown manages Open Door, the homelessness service in St Albans for homeless people who are having difficulty finding accommodation and who have some support needs. These services provide a safe, caring environment for residents, along with support and advice to give them the necessary social and life skills to move on to independent living.

### **Domestic Abuse**

Hightown runs women's refuges in both Stevenage and Dacorum where they offer temporary accommodation for women and children fleeing domestic abuse. In Dacorum, space is available for six families at one time.

 01442 235147 Monday- Friday 10am-8pm

### **Daytime opportunities**

Offering courses helping people become more independent, think about work, manage money and get active and meet new people.

### **Extra care**

 01442 292354

 [support@hightownha.org.uk](mailto:support@hightownha.org.uk)

The Elms in Aylesbury provides extra care housing which is a practical alternative to moving into a care home. Care is available 24 hours a day.

### **Jarman Day Centre**

The Jarman Centre, Old Crabtree Lane, Hemel Hempstead, HP2 4JW

 Monday- Friday 9:00am- 4:00pm

 01442 255903

 [jarman.dayservice@hertfordshire.gov.uk](mailto:jarman.dayservice@hertfordshire.gov.uk)

 <http://www.hertsdirect.org/services/healthsoc/supportforadults/leisurework/resourceday/daycentres/dacodayserv/>

Jarman Day Centre is for adults with learning disabilities. A place to go to make friends, learning something new or build on existing skills. A trained team will help with a multitude of mobility levels.

## Mediation

3 Halsey Drive, Gadebridge, Hemel Hempstead, Hertfordshire, HP1 3SE

 Monday- Friday 9:30am- 4:00pm

 01442 268044 or 01442 243402

 [help@mediationherts.org.uk](mailto:help@mediationherts.org.uk)

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

Mediation Hertfordshire offers a service to resolve conflict and rebuild relationships. Mediation offers an independent, impartial lifeline to people experiencing conflict in the community, at work and at school.

## Mental Health Services for Older People (MHSOP)

 Single Point of Access: 0300 777 0707 between 8:00am- 7:00pm

Out of Hours Hertfordshire Mental Health helpline: 01438 843322 between 5:00pm- 8:00am

 <http://www.hpft.nhs.uk/our-services/mental-health-services-for-older-people/>

Mental Health Services for Older People (MHSOP) is the service that provides help and support for those aged 65+ years. Older people have similar mental health needs to adults of working age but some illnesses are more prevalent in older people, such as dementia. Services are therefore provided in a slightly different way in order to take into account these additional needs and tailor support more effectively.

Accessing the service:

- Self- referral or family/friend referral through Single Point of Access (SPA)
- GP
- Out of hours Hertfordshire Mental Health helpline

## Mind- Hertfordshire

Well-Being Centre, 139 Leighton Buzzard Road, Hemel Hempstead, Hertfordshire, HP1 1HN

 02037 273600

 [info@hertsmindnetwork.org](mailto:info@hertsmindnetwork.org)

 <http://www.hertsmindnetwork.org/>

Herts Mind Network is a mental health organisation providing a diverse range of recovery orientated services from its 7 Wellbeing Centres and accompanying Outreach Centres located across Hertfordshire. To access Herts Mind Network's services users can self refer, be referred by their Care Coordinator or key worker from the mental health team, GP or other health professional.

## National Centre for Domestic Violence

 0844 8044 999

 [office@ncdv.org.uk](mailto:office@ncdv.org.uk) (only for administrative purposes)

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

The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation. Their service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). They work in close partnership with the police, local firms of solicitors and other support agencies (Refuge, Women's Aid etc.) to help survivors obtain speedy protection.

## Relate

The Gables, 3 St. Mary's Road, Hemel Hempstead, Hertfordshire, HP2 5HL

 01923 241803

 [admin@relatewatford.org](mailto:admin@relatewatford.org)

 <http://www.relatewatford.org/>

Relate provide counselling, sex therapy, relationship education and training to support couples and family relationships throughout life.

## Samaritans

☎ 08457 90 90 90, 24 hours a day, 365 days a year

✉ [jo@samaritans.org](mailto:jo@samaritans.org)

🌐 <http://www.samaritans.org/>

Free confidential service for anyone to use. Open 24 hours a day, 365 days a year, Samaritans offers a listening ear and advice and support via a phonecall for anyone in distress or worried about a friend/family member

## Shelter

88 Old Street, London, EC1V 9HU

☎ 0344 515 2000, Monday- Friday 9am- 5.30pm

✉ [info@shelter.org.uk](mailto:info@shelter.org.uk)

🌐 <http://england.shelter.org.uk/>

Shelter is a national charity that works to alleviate the distress caused by homelessness and bad housing. They give advice, information and act as an advocate for people in housing need.

## Single Point of Access (SPA)- Hertfordshire

☎ 0300 777 0707 Monday- Friday 8am- 7pm

During out of hours, Hertfordshire Mental Health Helpline will be able to assist:

01438 843322 Monday- Friday 5pm- 8am and 24 hours a day on weekends and bank holidays

🌐 <http://www.hpft.nhs.uk/i-need-help-now/>

The Single Point of Access (SPA) is available for all ages, for anyone living in Hertfordshire. SPA take referrals for those who need support with mental health and signposts them to the most appropriate services.

## Spectrum

 0800 652 3169

 Online form: <http://www.cri.org.uk/contact-us>

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

Spectrum Drug and Alcohol Recovery Service in Hemel Hempstead offers a pathway to recovery for adults challenged by the use of drugs and/or alcohol.

They provide a range of intensive community-based support, treatment and rehabilitation services that are designed to meet individual needs and support the family and friends of service users. The service is free and confidential and available to anyone aged 18 or over who lives in the Dacorum area.

## Sunflower Centre

 Monday- Friday 10am- 10pm, 08 088 088 088

 <http://www.hertssunflower.org/>

 **The Welwyn and Hatfield Herts Sunflower drop-in centre** is open every Tuesday morning from 9am – 11am at Gracemead House, Woods Avenue, Hatfield, AL10 8HK.

 **The Borehamwood Herts Sunflower drop-in centre** is open every Friday morning from 10am – 12pm at The Big Local (Community Shop), Leeming Road, Borehamwood WD6 4EB.

A vast array of information, signposting and support available for: victims, friends and family of domestic abuse and professionals. Information and support is also available to the perpetrators of the domestic abuse. The Hertfordshire Sunflower Service includes a website, the Hertfordshire Domestic Abuse Helpline (08 088 088 088 Monday- Friday, 10am – 10pm) which is free and open to anyone affected by domestic abuse, the Independent Domestic Violence Advisor service, the opening of a Sexual Assault Referral Centre and the development of drop-in services.

## **The Centre in the Park**

 01442 262746

 [sally@thecentreinthepark.org](mailto:sally@thecentreinthepark.org)

 [www.thecentreinthepark.org.uk](http://www.thecentreinthepark.org.uk)

The Centre in the Park is a recreation / adult day care centre for elderly and older members of our community in Dacorum and Hemel Hempstead. It is open daily Monday to Friday from 9am to 3pm and activities include: games, hair salon, lunch and afternoon tea. Minibuses can take residents to the day centre, picking up from across Dacorum.

## **The South Hill Centre**

South Hill Centre, Cemetery Hill, Hemel Hempstead, Hertfordshire, HP1 1JF

 01442 234728

 [enquiries@southhillcentre.co.uk](mailto:enquiries@southhillcentre.co.uk)

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

Working with others it runs activities such as youth groups; seniors lunch club; employment support; money management and budgeting support (Christians Against Poverty money courses); ex-offender support; IT training; Life skills training; English for Speakers of Other Languages courses; Carers and toddler groups; a keep fit group; pre and post-natal support classes and support groups; targeted support for those suffering from post-natal depression and domestic violence; a community 'donation' cafe; free craft sessions and also has its own Pre-school provision.

## **Thumbswood Mother and Baby Unit**

Bowlers Green, Kingsley Green, Radlett. WD7 9HQ

 01923 633800

 <http://www.hpft.nhs.uk/our-services/mother-baby-unit/>

A self-contained unit providing specialist assessment, care and treatment for mothers suffering from mental illnesses associated with childbirth. Unit is in Bowlers Green and is part of Hertfordshire Partnership Foundation Trust's services.

## Turning Point

 020 7481 7600 (not a helpline)

 [info@turning-point.co.uk](mailto:info@turning-point.co.uk)

Online form: <http://www.turning-point.co.uk/contact-us.aspx>

 <http://www.turning-point.co.uk/>

Turning Point are a social enterprise, providing specialist and integrated services which focus on improving lives and communities across mental health, learning disability, substance misuse, primary care, the criminal justice system and employment.