

Cheltenham Partnerships have produced this card to help point you in the right direction for local support and information about different aspects of independent living and personal safety.



POSITIVE LIVING CHELTENHAM

INFORMATION, ADVICE & ADVOCACY

Do you need help, or are you worried about someone?

The Adult Helpdesk is the first point of contact for access to social care in Gloucestershire. You can use it to report safeguarding concerns if you are worried about someone. It can also provide information and help for adults and older people, their carers and relatives regarding social care, health and general support needs.

For help, please call: 01452 426868

Cheltenham Advice and Inclusion Service

The service is based at Cheltenham 1st Stop multi-agency information and advice centre at 301 High Street and can help with:

- Housing-related debt
- Financial inclusion
- Housing rights & homelessness
- Benefit appeals & representation
- Financial capability assessment

Drop in between 9am and 5pm Monday to Friday (Wednesdays until 6:30pm), call us on 01242 228 999 to make an appointment, or email the advice team at advice@ccprojects.org.uk

County Community Projects - Advocacy Service

CCP Advocacy is a countywide service and can be accessed at Cheltenham 1st Stop, 301 High Street. It provides:

- Adult & Social Care advocacy for vulnerable adults including:
 - physical/sensory and learning disabilities
 - older people
 - carers
 - people with mental illness or dementia
- Adult & Social Care complaints advocacy
- Transition Advocacy for young people aged 16-18 preparing for Adult Social Care services
- Drug & Alcohol Substance Misuse Advocacy for adults

For more information or to make a referral please call 0800 644 6448

or email advocacyinfo@ccprojects.org.uk Or visit www.ccprojects.org.uk

Healthwatch Gloucestershire

Healthwatch Gloucestershire is the new consumer champion for health and social care, working to make sure public and patient views are represented locally and nationally. Healthwatch Gloucestershire's 'Find a Service' (formerly GUIDE) provides the health, social care and disability information service for Gloucestershire and offers free information on support services and organisations; local health services (including private and complementary); residential and nursing care; funding; mobility, transport and equipment and patients' rights and benefits.

Phone: 0800 652 5193

E-mail: info@healthwatchgloucestershire.co.uk

www.healthwatchgloucestershire.co.uk/Find_a_Service.aspx

The Patient Advice and Liaison Services (PALS) encourage feedback from the public regarding NHS services and will support you to resolve any concerns or complaints. Please initially contact Healthwatch Gloucestershire as above to be signposted to the right one.

Age UK Gloucestershire Information and Advice Service

Our staff and volunteers are trained to provide free, confidential and independent advice and information on a wide variety of issues:

Signposting: pointing you in the right direction to get the help you need.

Benefit awareness: Making sure you are receiving all of the benefits to which you may be entitled

Form filling

Casework: helping you sort out problems, for example with landlords or utility companies and consumer issues.

Call: 01452 422660 for an appointment (weekdays 9am – 5pm)

Village & Community Agents

Gloucestershire Rural Community Council has 2 Village Agents who work in Cheltenham with anyone over 50. It also has a team of Community Agents who work within the black and ethnic minority communities countywide. Both Village and Community Agents work to provide easier access to services and information.

Please call 01452 528491 for information or visit www.grcc.org.uk

STAYING INDEPENDENT

Shopmobility

Cheltenham Shopmobility, based in the Beechwood Shopping Centre, provides battery powered wheelchairs and scooters, as well as manual wheelchairs and other mobility equipment, which can be used for shopping, leisure or any other purpose by people with difficulty walking within Cheltenham town centre.

Open 9.30 am – 4.30 pm Monday–Saturday

Tel: 01242 255333

Email: shopmobility@cheltenham.gov.uk

www.cheltenham.gov.uk/shopmobility

Lifeline Alarm Service

The Lifeline Alarm Service gives you independence and peace of mind 24 hours a day. It consists of a special unit connected to your telephone line and a small pendant which you wear. By pressing the pendant a call is received by the control centre which is open 24 hours a day, 365 days a year and they take the appropriate action.

The charge is approximately £3 per week.

For an information pack, please call 01242 264393 or email:

lifelines@cheltenham.gov.uk

MEARS Safe at Home

The Safe at Home service can help older, disabled and vulnerable people to remain living independently at home. Advice and home visits are free.

For minor and major repairs, adaptations, confidential advice and support about grants, funding, financial benefits, safety and security checks call:

FREEPHONE 0800 0323139



Cheltenham



www.cheltenhampartnership.org.uk
01242 235354

USEFUL CONTACTS

Cheltenham Borough Council

Advice including your eligibility for benefits and how to contact your local elected councillor

01242 262626

www.cheltenham.gov.uk

Housing options and homelessness advice:

01242 775168

homeless@cheltenham.gov.uk

Disabled facilities

grants: 01242 775009

disabledfacilities@cheltenham.gov.uk

Gloucestershire Police

In a non emergency: 101
www.gloucestershire.police.uk

Carers Gloucestershire

Information, support and advice for all Carers in Gloucestershire
0300 111 9000

www.carersgloucestershire.org.uk

KEEPING SAFE

Reporting anti-social behaviour

Anti-social behaviour means different things to different people, but it has a negative impact upon lives and is never victimless. It is defined as behaviour that causes or is likely to cause harassment, alarm or distress to one or more people not of the same household as the perpetrator.

Types of behaviour can include:

- ◆ harassment or verbal abuse
- ◆ Racial abuse
- ◆ criminal damage
- ◆ graffiti
- ◆ littering
- ◆ fly tipping
- ◆ dog fouling
- ◆ noise nuisance
- ◆ threatening behaviour
- ◆ alcohol related disorder
- ◆ drug dealing
- ◆ abandoned vehicles.

Don't suffer in silence—if you are a victim of anti-social behaviour please report it to Cheltenham Borough Council on 01242 262626 or the Police (999 in an emergency or 101 for a non emergency)

Preventing Crime

Help prevent burglaries - keep your doors locked, even when you're in the house. For advice on home security please call Gloucestershire Police on 101

Hate Crime – report it

Hate crimes and incidents are those perceived to be motivated by prejudice or hate due to:

- ◆ Gender ◆ Religion ◆ Age ◆ Race ◆ Disability ◆ Sexuality

If you have been a victim or witness of hate crime, please report it: **Gloucestershire Police on 101 or Gloucestershire Hate Crime Reporting Line on 0800 077 8460.**

Gloucestershire Fire and Rescue Service



Do you have a working smoke alarm?

Are you safe from fire?

Do you know someone who may be at risk from fire?

For a free home fire safety check from one of our Community Safety Advisors, please call free on 0800 180 41 40 or email us at home.safety@glosfire.gov.uk

For safety advice please visit www.glosfire.gov.uk

COMMUNITY

You're Welcome

You're Welcome is all about creating friendlier and more welcoming communities across Gloucestershire to help you do the things you enjoy, and get to know more people where you live.

The You're Welcome website is a community hub where you can share information and find out what's happening in your area. You can find out about local groups and events, share resources and read stories from people like you.

Visit www.yourewelcome.to or for more information email the You're Welcome team: team@yourewelcome.to.

To find out more about Barnwood Trust visit: www.barnwoodtrust.org

Neighbourhood Watch

Joining, or starting a Neighbourhood Watch Scheme is FREE.

Every watch scheme requires a street co-ordinator, who is the point of contact for the local police. The role is not onerous and is a great way for neighbours to meet each other and take pride in their neighbourhood.

For more information about joining/setting up your local scheme, call 01242 276256

SPECIALIST SUPPORT

Gloucestershire Domestic Abuse Support Service

GDASS supports victims of domestic violence, which affects thousands of people from different backgrounds and walks of life. We can help through:

- ◆ Arranging for you to access a place of safety
 - ◆ Forming a Safety Plan with a specially trained Independent Domestic Violence Adviser to help reduce the risk of harm.
 - ◆ One-to-one outreach support at a safe place within the community
 - ◆ Workshops to help you identify, come to terms with, and overcome personal challenges
- Contact us: 0845 602 9035 Support@gdass.org.uk or visit: ww.gdass.org.

Have you been a victim of crime?

Being a victim of a crime can be a very upsetting experience. Victim Support Gloucestershire provides support to anyone in this situation, even if you haven't reported the crime to the police. Our specially trained volunteers can offer emotional and practical support such as providing information and help with criminal injuries, compensation claims and advocacy.

Our Witness Service can also help if you have to go to court. We can arrange a visit to the court; explain the court procedure and sit with you before you go into court.

Victim Support: 0845 456 6009 (8am – 8pm Monday – Friday, 9am – 5pm Saturday)

Witness Service: 01242 700052 (Magistrates Courts cases) 01452 411724 (Gloucester Crown Court cases)



Drug and alcohol support

Roads to Recovery is your integrated community drug and alcohol recovery service, offering support to individuals across Gloucestershire.

Drugs or alcohol can affect many parts of your life. At Turning Point, we get to know you as a person, to understand exactly what you need to turn your life around. If you, or someone you know, would benefit from more information, please contact us. We accept referrals from individuals and from professionals.

Tel: 0300 123 1512

CheltenhamEnquiries@Turning-point.co.uk
www.turning-point.co.uk/cheltenham

Emergency accommodation

P3 provide emergency accommodation for single people experiencing homelessness who are aged 18-65 years at our 6 bed Assessment Centre in Gloucester Road, Cheltenham. Length of stay is up to 12 weeks while suitable accommodation is being explored to meet the clients' needs. A service charge of £13.50 per week is payable by clients in receipt of housing benefit. The Assessment Centre is staffed 24 hours a day and operates a zero tolerance policy with regards to alcohol, illegal substances and visitors.

For more information, please call 01242 236081, email refer2@p3charity.org or visit www.p3charity.com

Cheltenham

