

# Local Support Services

## Broughton Astley

There is always a service out there for you no matter what the situation. Here are the details for some great support services available – Winter 2024.

### Wellbeing Services

- Central Access Point (CAP) : 0808 800 3302 – Local NHS mental health support for Leicestershire and Rutland. Available 24/7
- NHS Crisis Mental Health Support: 111 option 2
- Samaritans: 116 123 – available 24hr/ 365 days a year
- Mind: 0300 123 3393
- Vita Minds: 0330 094 5595
- VASL Community Wellbeing Harborough : 01858 456 042 – supporting adults to improve their wellbeing through telephone befriending, wellbeing workshops and community connection support
- Freeva: 0808 802 0028 – Domestic violence and abuse support

### First Contact Plus

First Contact Plus is delivered by Leicestershire County Council in partnership with GPs, the police, health organisations, voluntary groups and social care departments, district & borough councils who are helping adults across the county by working together to make access to services much easier

[firstcontactplus.org.uk/](https://firstcontactplus.org.uk/)



### Leicestershire and National Support Services

- LCC Adult Social Care- 0116 305 0004
- Citizens Advice – 0300 330 2111 General Advice / 0116 464 7239 Debt Advice
- Age UK General Contact – 0116 299 2233
- Silverline - 24hr confidential line for advice, information and friendship for older people - 0800 470 8090

## Support Hubs

Helping Hands – Support includes benefits, welfare rights, money management, housing issues, advocacy, legal advice, family law, mental health support, education, training and employment

0116 278 2001

[www.helpinghandsadvice.co.uk](http://www.helpinghandsadvice.co.uk)

Sessions held on the Third Thursday of each month at The Well in Kibworth.

## Harborough District Council

Contact details and general information can be accessed at

[www.harborough.gov.uk/contact](http://www.harborough.gov.uk/contact)

Cost of living information can be accessed at

[www.harborough.gov.uk/cost-of-living](http://www.harborough.gov.uk/cost-of-living)



## Neighbourhood Cafes

The Lutterworth Wellbeing Café is open to anyone, over the age of 18 years old, who feels they would benefit from some mental health support, whether they are feeling lonely, anxious, or are finding it hard to manage difficult feelings.

The Lutterworth Wellbeing Café – Open on Tuesday 5.00pm – 9.00pm and Fridays 9.00am – 1.00pm at the Lutterworth Sports Centre Wellbeing Hub.

## Warm Homes

The Warm Homes Service provides energy advice and support to residents of Leicestershire to help reduce energy bills and keep them warm and healthy in their homes. The Service can signpost to any grants available to increase the energy efficiency of domestic properties.

General enquiries - [warmhomesinfo@leics.gov.uk](mailto:warmhomesinfo@leics.gov.uk)

[www.leicestershire.gov.uk/home-energy-grants](http://www.leicestershire.gov.uk/home-energy-grants)

0116 305 2524



## Utilities

**National Grid:** Power Cut emergency dial 105

In the event of a power cut, or any power related emergency, please give us a call. We are available 24 hours a day, 7 days a week. 0800 6783 105

**Cadent Gas Network:** If you can already smell gas and/or think there could be a leak, you should call us immediately on 0800 111 999\* at any time of the day or night.

**Water:** Seven Trent: Emergencies (24hrs) 0800 783 4444 or Anglian Water: Report an issue 03457 145 145

## GP Surgeries & Social Prescribers

01455 282599 – Orchard Practice Broughton Astley  
01455 209286 – Orchard Practice Ullesthorpe

Referrals can be made through GP / reception or Health Care Professionals - Louise Lock & Joanne Dunn



Pharmacy First – Your local pharmacist can offer advice on a range of illnesses, such as coughs, colds, sore throats, aches and pains and can give advice on medication. They can also suggest treatments that do not need a prescription for a range of conditions such as impetigo, earache, sinusitis, urinary tract infections. They will also update your health record

## Family Hubs Leicestershire - Leicestershire County Council

Families and young people across Leicestershire can now access a range of services and advice in the Family Hubs. Working with partner organisations, the staff and volunteers are there to support you ensuring you have access to the right help and guidance.

Broughton Astley Family Hub – 0116 305 7142

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

## Food & Hygiene banks



Food Bank (Trussell Trust) for Lutterworth & Surrounding Villages and The hygiene bank run on Tuesdays and Fridays.

Referrals for this can be made via registered professional services such as: Citizens Advice, Local Borough and District Council and GP Surgeries.

## Local Area Coordinator

Local Area Coordination uses a person centred approach to help connect people together to be part of their community, as well as finding out what support and services are available locally.

John Baraclough – Local Area Coordinator Broughton Astley

[John.baraclough@leics.gov.uk](mailto:John.baraclough@leics.gov.uk)

07732824556



## Voluntary Action South Leicestershire

VASL is a local, volunteer-involving charity providing services to improve the lives of people in our community. These include advice and support for unpaid carers including energy advice, befriending, events and digital support for older people who are lonely and isolated, and activities and support to increase wellbeing.

Voluntary Action South Leicestershire (VASL)

01858 433232  
[admin@vasl.org.uk](mailto:admin@vasl.org.uk)



Local support information has been created by the Local Area Coordination team in partnership with all listed services to help raise awareness of support and information that is available to you locally and within your district.