



**Direction**  
for Bedfordshire

## Winter and Out of hours Services Contact List Luton - 2021

### Housing



If you find yourself at risk of homelessness, you can contact your local authority:  
**Luton Borough Council** Phone: 01582 510371 Out of Hours: 0300 790 0342  
Web: [homelessprevention@luton.gov.uk](mailto:homelessprevention@luton.gov.uk)

**Start Over Shelter (SOS)** – emergency accommodation for homeless people  
Guildford Hall, 80-94 Guildford Street, Luton, LU1 2PA  
Monday – Friday 9am to 5pm Phone: 01582 722629, option 2 (this number is 24/7)

**Streetlink:** 0300 500 0914

If you have concerns about someone sleeping rough then you can contact this number and they will contact the local authority to offer support for the individual.

### Food



**Luton Foodbank** Phone: 01582 725838 or email [info@lutonfoodbank.org.uk](mailto:info@lutonfoodbank.org.uk).

Usual hours and locations of operation apply except for:

**24th December - Hightown Community Centre 1-3pm**

**CLOSED 25<sup>th</sup>- 28<sup>th</sup> December, 1st-3<sup>rd</sup> January**

*Please contact The Salvation Army or Discover Islam for emergencies*

#### **Dunstable Foodbank**

Phone: 07874 200056 or [www.dunstable.foodbank.org.uk](http://www.dunstable.foodbank.org.uk)

24<sup>th</sup> December OPEN: The Way, Christ Church

**25<sup>th</sup>-26<sup>th</sup> and 28<sup>th</sup> CLOSED**

27<sup>th</sup> and 29<sup>th</sup> OPEN: New Life Church    30<sup>th</sup> OPEN: St Augustine's Church

31<sup>st</sup> OPEN: The Way, Christ Church    3<sup>rd</sup> January OPEN: New Life Church

#### **NOAH Enterprise**

**Luton Day Centre, Welfare and Outreach** – 01582 728416

The Welfare Centre at 141 Park Street, Luton is open daily with a restricted service and varying times throughout the Christmas period. Each day NOAH will continue to give hot meals and operate one to one client appointments in 30 minute slots which can be booked in each morning. They can be used for advice, showers, clothing or a social catch up.

**24th December – 9am – 4pm Client Appointments**

**25th December – Takeaway + Delivery Christmas Dinners only**

**26th, 27th 28th December – 9am – 2pm Client Appointments**

**29th, 30th, 31st December – 9am – 4pm Client Appointments**

**1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> January – 9am-2pm Client Appointments**

#### **WINTER SHELTER FOR PEOPLE ROUGH SLEEPING:**

Anyone rough sleeping for the first time is immediately accommodated. Extra services are available if the temperature drops to freezing for those who have been evicted previously. For further information contact Paul or Phil at the Welfare Centre on 01582 728416.



**Fuel/Heating**



**Better Housing Better Health**

Support for reducing bills and obtaining emergency grants for gas and electricity in the home. <https://www.bhbh.org.uk/> Phone: 0800 107 0044

**Local Welfare Provision**

Luton Borough Council may be able to assist with emergency food or fuel provision:  
Office hours – phone 0800 4561673 or 01582 510332  
Out of normal working hours emergencies: 0300 300 8123

**Health and Wellbeing Services**



• Call 999 for serious injuries/illness and or mental health crisis if you feel there is an imminent risk to yourself or someone else. You can also present to A&E.

• Call 111 for all other medical queries – Press Option 2 for the Mental Health Hub

• MIND Crisis Cafe now offer phone support:  
01582 722225 - 7days a week, 5-11pm

**Luton Walk-in Centre - Town Centre GP Surgery**

Minor injuries/illness/contraception

14-16 Chapel Street, Luton, LU1 2SE

Phone: 01582 709 290

Open: Monday to Friday 8am - 8pm Saturday 9am - 3pm

**Helpful Contacts**



**Talk to Frank** – 24 hours every day 0300 123 6600

**Samaritans** – 24 hours every day

Call: 116 123 Email: [www.samaritans.org](http://www.samaritans.org)

**CALM (Men Only)** - Phone: 0800 58 58 58 (daily, 5pm to midnight).

Website: [www.thecalmzone.net](http://www.thecalmzone.net)



**Citizens Advice**- Free Phone: 0808 2787847 (open Monday to Friday, 9am-3.30pm) to talk confidentially with a trained adviser regarding any financial crisis.

**Luton Borough Council** Emergency Contacts list:

<https://m.luton.gov.uk/Page/Show/pages/emergencycontacts.aspx>

**NHS Website:** [www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines](http://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines)

**Direction for Bedfordshire:** [www.directionforbedfordshire.co.uk](http://www.directionforbedfordshire.co.uk)



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### Benefit Payments and Job Centre

**Luton Job Centre**

**CLOSED: 25<sup>th</sup>-29<sup>th</sup> December and 3<sup>rd</sup> January**

Open as usual up to and including 24<sup>th</sup> December, and 30<sup>th</sup>-31<sup>st</sup> December

**ANY URGENT PAYMENT QUERIES PLEASE NOTIFY BY 12PM ON 24<sup>th</sup> DECEMBER**

England and Wales		
Expected payment date	Universal Credit will be paid on	Other benefits will be paid on
Friday 24 December	Friday 24 December	Friday 24 December
Monday 27 December Tuesday 28 December	Friday 24 December	Friday 24 December
Wednesday 29 December	Wednesday 29 December	Friday 24 December
Monday 3 January	Friday 31 December	Friday 31 December