



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

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.

Usual hours and locations of operation apply except for:

24th December - Hightown Community Centre 1-3pm

CLOSED 25th- 28th December, 1st-3rd January

Please contact The Salvation Army or Discover Islam for emergencies

Dunstable Foodbank

Phone: 07874 200056 or www.dunstable.foodbank.org.uk

24th December OPEN: The Way, Christ Church

25th-26th and 28th CLOSED

27th and 29th OPEN: New Life Church 30th OPEN: St Augustine's Church

31st OPEN: The Way, Christ Church 3rd January OPEN: New Life Church

NOAH Enterprise

Luton Day Centre, Welfare and Outreach for Rough Sleepers: phone 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

1st, 2nd & 3rd January – 9am-2pm Client Appointments

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.

Soup Kitchen: every Saturday 6-7pm opposite Luton Crown Court.

Christmas dinner served 18/12/2021 at same location.



Direction
for Bedfordshire

Winter and Out of hours Services Contact List Luton - 2021

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

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



Benefit Payments and Job Centre



Luton Job Centre

CLOSED: 25th-29th December and 3rd January

Open as usual up to and including 24th December, and 30th-31st December

ANY URGENT PAYMENT QUERIES PLEASE NOTIFY BY 12PM ON 24th 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