



# Resident Handbook



**LAWRENCE HOUSE**

**Hinckley Homeless Group**

[www.hinckleyhomeless.com](http://www.hinckleyhomeless.com)



***Welcome to...***  
***Lawrence House***  
***A fresh start...***



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## WELCOME TO LAWRENCE HOUSE

Lawrence House is a medium stay (maximum stay of 1 year) supported accommodation project for homeless young people in the Hinckley and Bosworth area of Leicestershire.

We provide accommodation for 12 single people of either sex between the ages of 16 and 25.

The Hinckley Homeless Group came together in 1992 as a group of local people interested and concerned about homelessness issues.

Currently, the main activity is running Lawrence House which we founded in 1992 in conjunction with Leicester Housing Association. The directors of Hinckley Homeless Group are all volunteers. They are also members of the Lawrence House Management Committee.

## INTRODUCTION TO STAFF

### **Jane Bunting – Project Manager**

Started at Lawrence House in 2000, and became Manager in 2005. I love America and have visited several states. To relax and unwind, I spend time with my horses, goats, chickens, ducks and a cat. (I am hoping to have a dog too!) My favourite colour is red.

### **Sue Clarke – Deputy Manager**

Have worked at Lawrence House since 2005, starting as the Administration Assistant. I enjoy working with numbers and making everything add up and balance to the last penny - I just can't help it! For fun and relaxation, I go to the cinema, restaurants, reading, gardening, music, watching TV, holidays walking my dog and horse riding.

### **Jess Burdett – Project Worker**

Have worked at Lawrence House since 2007. I love cats, being with my friends and gardening (sometimes) and my favourite colour is pink! The place that I would most like to visit is India and see the Taj Mahal.

### **Linda Cope – Project Worker**

Hi, I'm Linda; I have worked here since 2007. I ride my motorbike to work each day - you may have seen it outside! I enjoy attending motorbike rallies (even in the cold winter weather) and also love to spend time at home cooking, sewing and decorating. I have a dog and also keep chickens. I am a huge fan of Hugh Fearnley-Whittingstall and have had a couple of holidays at his Cottage Garden; his recipes are FAB.

### **John Semple – Project Worker**

Joined the staff team at Lawrence House in June 2012. I enjoy listening to music, watching football and travelling around the globe. My favourite song is Welcome to the Black Parade by My Chemical Romance. The place that I would most like to visit in the world would be Vancouver. My favourite colour is blue.

### **Steve Widdowson – Relief Project Worker**

I started at Lawrence House coaching a 5 a side football team about 10 years ago as a volunteer. I then went on to be a relief member of staff. My interests are sports and spending time with my granddaughter. The best place I have visited is the Maldives.

### **Alison MacColl – Relief Project Worker**

Have worked at Lawrence House since 2008. A place I would like to visit is Iceland to see the Northern Lights. What cheers me up is listening to music, spending time in the garden and doing something nice for someone else.

# LAWRENCE HOUSE GENERAL INFORMATION

## Do's



- Pay your rent on time (when you get your benefits).
- Keep to the house rules.
- Make sure that your visitors behave well.
- Treat other residents, our staff, visitors and neighbours with respect.
- Keep the noise down (especially at nights).
- Tell staff when you want to go away for more than a few days.
- Make this your main home.
- Tell staff if you are going to leave Lawrence House and take all of your things with you.
- Make sure that any visitors leave by 11pm.
- Make sure that any visitors that are under 16 have their parent or guardian with them.
- Smoke only in smoking bedrooms (Rooms 3-12) and in the yard by the kitchen.
- Get up by 9am during the week and come down to the office.

## Don'ts



- Allow someone else to live in your room.
- Do anything that is illegal or unlawful.
- Use or supply drugs or alcohol.
- Damage anything in your room.
- Abandon your room or we may end your Licence Agreement.
- Use any candles or naked flames anywhere in Lawrence House.
- Stay out for more than 2 nights a week. (Returning to Lawrence House after 2am or being in someone else's bedroom after 2am is classed as a night out).
- Have any more than 2 visitors at any time. Please make sure they bring ID if they are under 18.
- Allow school students in during the school day.

## Office Hours

The office is staffed 24 hours a day. Staff are on duty from 8.00am until 11.30pm. They are asleep in the staff bedroom during the night and are available to residents only in an emergency. On the weekends, the office hours are either 1500 - 11.30pm or 12.30 - 11.30pm. There is always a sign on the door and the notice boards to confirm the times. If you need assistance in an emergency, and no staff are on duty, then contact Service 24 on the resident's payphone (see below).



## How to use Emergency Contact Phone - Service 24

In the event of an emergency, please press the button marked [1] on the residents' payphone in the foyer. This is a free call and you do not need to pay. Explain you are calling from Hinckley Homeless Group and what the problem is. Please also tell them your name and room number. Please remember this is for genuine emergencies only.

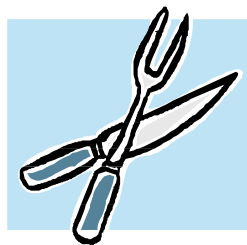


### Residents' Notice Board

The Residents' Notice Board is at the bottom of the stairs. Lots of information about what is happening at Lawrence House and in the local community is to be found here.

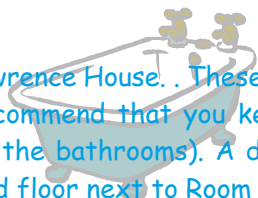
## Kitchens

There are 2 kitchens which are open between 8am and 11pm. There are pots, pans, cooking equipment and cutlery available in the cupboards. Please make sure that your food is cooked in time and cleaned up afterwards - that is in time for the kitchen being locked up at 11pm. Everyone shares the kitchen, so please wash your pots and clean up after yourself and leave it as you would like to find it.



## Shower and Bathroom Use

There are 2 bathrooms and 2 shower-rooms at Lawrence House. . These can be used 24 hours of the day (all the time). We recommend that you keep any personal belongings in your bedroom (not left in the bathrooms). A disabled toilet and shower room can be found on the ground floor next to Room 1.



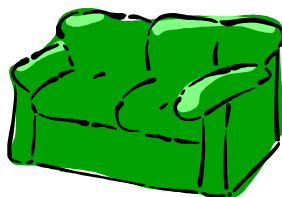


## Laundry Instructions

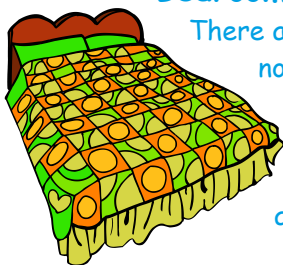
The washing machines and tumble dryers are available for use between 8am and 11pm free of charge. Washing powder can be bought from the office. Please stay in when you are doing your laundry so you can take your clothes out of the washing machine and put either in the tumble dryer or hang your clothes on the washing line in the back garden. This means that other people can use the washing machine. Please only take other people's clothes out of the tumble dryers when they are dry. Just ask a member of staff if you aren't sure how to use any of the machines and they will be happy to help. The laundry room is locked up at 11pm and all machines must be finished by that time.

## Lounge

The lounge is available to use for all residents. Pool equipment, a DVD Player, DVD's, games consoles and games can be signed out from the office for your use. Games, jigsaws, craft equipment and books can be found in the cupboards.



## Bedrooms



There are 12 bedrooms at Lawrence House. Rooms 1 and 2 are non-smoking bedrooms. Please keep your bedroom clean and tidy. A mattress protector is provided and needs to be kept on your bed at all times. Room checks are carried out once a week. Please empty your bins, throw away out of date food and do your laundry regularly.

## Post

Every resident has a separate post box in the office. Official post (from bank, job centre, council etc) needs to be signed for. Staff may ask to photocopy official post for your personal file (so that they also have a record of the contents in case you lose it!); however you do not have to agree to this.







## Visitors

Visitors can come into Lawrence House between 8am and 11pm. ID needs to be provided and a copy will be kept on file if they are (or look) under 18. Under 16 year olds can only visit if they have their parents (or legal guardians) with them at all times; they must leave Lawrence House by 6pm. For Safeguarding reasons, visiting children should remain in your bedroom and not in the communal areas of Lawrence House. You are responsible for your visitors and their behaviour.

## Overnight Visitors

You can have 1 overnight visitor each week on a Monday, Tuesday, Wednesday or Thursday night. They need to be booked in 24 hours in advance and already be known to the staff at Lawrence House. This is so that we know they are safe to stay. They will be asked to fill in a form. They need to stay in your room between 11.30pm and 8am (apart from using the toilet). They also need to get up and come down to office by 9am. They will not be allowed to stay if staff suspect that they are under the influence.

## Getting up at 9am

At Lawrence House, we expect you to be up and about by 9am on weekdays. This is because it helps you to move forwards with your life and find work, training, education and/or volunteering. Please come down to the office to tell us that you are up in the mornings.

## Garden

The garden can be used until 11pm. There are sun loungers and a bench available as well as a greenhouse. If anyone is interested in gardening, then please let a member of staff know!



## Parking

We do have a parking area for staff, residents and visitors. Please be aware that you will need to show proof of Driving Licence, MOT, Tax and Insurance to be able to use the car park.

## Standards of Dress

We ask that all residents dress in a way that won't offend other people and reflects Lawrence House in a positive way. Please wear nightwear only in your bedrooms. It is not acceptable for people to walk around with bare chests. For Health and Safety reasons, shoes or slippers should be worn at all times around Lawrence House.

## Equipment that can be loaned out

We have a variety of equipment such as an iron, vacuum cleaner, bike, sun loungers, cleaning equipment, DVD players, DVD's, pool balls, games consoles and games that can be borrowed from the office. These are signed out to you and need to be returned to the office by 11pm.

## Bike Information

Sometimes Lawrence House has a donated bike that is available to our residents to borrow. Please use the bike lock to keep this safe when out and about. This can be also be signed out from the office. Please be aware that the bike must be back to Lawrence House by 11pm. A bike helmet and lights are available and should be used.



## Budget Cook

Budget Cook takes place most Wednesday evenings in the kitchen at Lawrence House. It is a great opportunity to learn how to cook different meals and get a free dinner as well as meeting new people! We provide the ingredients, and a staff member is present. All you have to do is take part in some way!

## Bins

The bin (skip) we use for our rubbish is located outside the kitchen in the back yard. Please recycle tins and plastics by washing and placing in the blue box by the kitchen door.



## Paying Rent and Claiming Housing Benefit

Your rent pays for your home and the services that you receive such as repairs, heating and lighting. You need to pay so that we can:

- Cover the costs of providing you with services.
- Pay for any repairs that are needed.
- Pay for the building that you are living in.

We ask that you pay 2 weeks rent on the day that you receive your benefits. Please pay your rent to the staff who will give you a receipt to prove that you have paid. A rent book is also kept which you can view at anytime.

What happens if I don't pay?

- You will build up a debt.
- You could lose your home.

If you are having problems paying your rent, please don't ignore the problem. Talk to your Key Worker and we will discuss your payments with you and give you advice on the best way to manage your money.

## Housing Benefit

Housing Benefit is a means tested benefit (based on your financial circumstances) to help pay your rent or charge. You must fill in a Housing Benefit form as soon as you arrive and we will help you with this. You will need to return it as soon as possible to Hinckley and Bosworth Borough Council. You will need to take proof of:

- Who you are (passport, driving licence or birth certificate).
- Your income (bank statements or a letter from the Department for Works and Pensions (DWP) that confirms the benefits you are receiving, or a payslip if you are working).
- Where you live, for example your Licence Agreement.

You **MUST** tell the Housing Benefit Department of any changes in circumstances such as when you start working.



## **Paying Rent and Working**

If you are working, the amount of housing benefit that you get will change. This will depend on how much you earn. The council will ask for 5 weekly payslips or 1 month and it will be worked out from this information. You **MUST** tell the council and the Job Centre when you get a job.

## **Bond Scheme**

We realise that the weekly rent charge might put you off getting a job and we offer a bond scheme at Lawrence House as an incentive. This is so that you can put a deposit down on a flat of your own and have the savings that you need to set up home. It is a savings scheme which lasts for 8 weeks, and we reduce your weekly rent by a large amount. How much will depend on how much you earn but your job needs to be guaranteed for 8 weeks. We will also provide a bond for you which would be paid directly to the landlord.

## **Residents' Meetings**

Residents' Meetings are held once a month in the Lounge. These meetings give the chance to have your say about what is going on. The meetings will inform you of any Health & Safety issues, things going on in Lawrence House and any ideas you have to improve matters would be welcome. We will listen to, respect and respond to your views as we work with you. We offer different opportunities for people to have their say such as Residents' Meetings, one-to-one meetings with members of staff, our Complaints Procedure and involving an independent advocate or representative.

## **Managing Your Own Home**

Whilst you are living at Lawrence House, you will work on 'Managing your own Home' - a course delivered by your Key Worker. This is a great chance to increase your knowledge about running a home of your own and learn new skills. Local councils also ask that residents have this type of training before a flat is offered.

## **Linked Move On / Wykin Project**

The normal move on from Lawrence House is to the linked service of the Wykin Project. The Wykin Project is a supported housing project for young people and is made up of 3 houses.



When you and your Key Worker feel that you are ready for less support and more independent living, then a referral will be made to the Wykin Project. They will then invite you for an interview which will be very similar to your interview at Lawrence House.

## **Housing List**

As soon as you move into Lawrence House, you and your Key Worker will fill in an application to apply to the local council's Housing List. This is a system where you can show you are interested in moving into a council or housing association property. It will help you find a settled home to move to once you move on from Lawrence House/the Wykin Project.

## **Private Rented Accommodation**

Private Landlords offer an alternative way of finding a new home. This may be a room in a shared house or a flat of your own. They normally will require a deposit or 1 month's rent in advance and they will carry out credit checks on you. Dependant upon your financial situation, Hinckley and Bosworth Borough Council will pay a certain amount each week towards your rent. This is called 'Local Housing Allowance'. This is worked out on your age, circumstances and the average amount of rent in the local area.

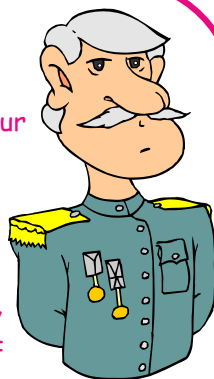
## **Moving on from Lawrence House and Outreach Information**

If you move out into your own place, we realise that this can be a scary experience. We are here to help and offer an Outreach service. This means that you arrange to meet with your Key Worker either at your new home or at Lawrence House for help and advice. Staff at Lawrence House are always available to support you with any problems or issues you have as they come up.



## POLICIES AND PROCEDURES

You will find full details about our policies and procedures in your induction paperwork. Below is a quick summary:



### Key Working -How we Support You:

We will work with you to agree and regularly review your Personal Development Plan (PDP). You will meet with your Key Worker a minimum of once a month, but it can be more often if you would like. You can request to talk to your Key Worker at any time. You can also speak to any staff member whenever you need to. The PDP is scored (so that you can see changes) and will show your aims, goals and needs.

Your Key Worker will agree your PDP and set goals together with you, based upon what you need and hope to gain from living at Lawrence House. They will meet you at convenient times that you both agree and it is really important that you attend these meetings. Your Key Worker will keep notes and give you a copy of your goals and actions. You can ask to view your full resident file at any time.

### We offer support in the following areas:

- Financial - claiming welfare benefits, budgeting, paying your bills and saving.
- Skills for Life - Filling in forms, shopping lists, cleaning and cooking.
- Finding and Applying for Work, Training and Education - finding out about training, work and education opportunities. You agreed when you moved into Lawrence House that you would do something positive such as working, training, education or volunteering whilst living at Lawrence House.
- Housing - supporting you through the linked move-on to Wykin Project or, if appropriate, identifying other suitable housing opportunities, filling out housing forms and helping to prepare you to move.
- Health - including diet, sexual health, medication and counselling. Helping you to find a doctor, dentist and optician. We also offer sign posting to other services: mental health, etc. Although we cannot offer specialist counselling, we can point you in the right direction for this.
- Your Key Worker will be able to help you identify available organisations such as those offering counselling in: alcohol or drug problems, legal issues, bereavement, sexual abuse, domestic violence and lesbian, gay and bisexual issues.



## Your commitment to working with us

of the support, it is important that:

When you live at Lawrence House, we agreed between us that you need the support we offer. To make the most

.You meet regularly with your Key Worker and tell them when you need to postpone an appointment and make sure you complete the actions that agreed in your PDP. Take part in activities that will help you move forward with your life such as working, training, education or volunteering.

### NOTE:

If you keep on missing your PDPs, or if you refuse to meet your Key Worker or accept their support, we will review whether you need the kind of support we offer.

## Confidentiality

You can keep any personal information about yourself private, unless you want to tell us about it. However, your Key Worker can't help you with issues she or he isn't aware of. All staff and volunteers at Lawrence House are trained in keeping information confidential.

Confidentiality means that you can talk to your Key Worker or another staff member. It also means that person will be careful with the information you give them. It means that we won't tell anyone else what you tell us unless we absolutely have to.

We will keep personal information about you confidential and only share it within the staff team, except when:

- We suspect someone is at risk (for example, a child or adult who is vulnerable).
- If we think you are involved in illegal activity such as terrorism, illegal drugs, use of illegal drugs or stolen property on the premises or benefit fraud.
- If we believe that there is a risk to you or others.
- We have your request or with your permission.



## **Making a Complaint**

If you are a resident of Lawrence House and you are not satisfied with any of the services provided, you have the right to complain. If your complaint is about a member of staff, please see the Project Manager. The Project Manager will meet with all residents at regular times during their stay to ask about the support provided and check if there are any problems. You can ask a friend, relative, or anyone you choose to support you. They can:

- Advise you.
- Help you put your complaint in writing (or your Key Worker if it is NOT about a member of staff).
- Come with you to meetings if you want.

The full Complaints Procedure and leaflet can be found in your Induction pack.

Residents can, at any time, seek independent advocacy from such agencies as Hinckley & Bosworth Borough Council and Next Generation (see Local Information). This is especially important if a resident is threatened with termination of their Licence.

## **Harassment and Bullying**

Harassment and Bullying is behaviour deliberately intended to harm, scare or intimidate a person. It is often motivated by prejudice because of someone's skin colour, race, ethnic origin, nationality, age, disability, sex, sexuality or political or religious belief. It is totally wrong and will not be tolerated at Lawrence House.

Harassment and Bullying can involve:

- Threatening words and behaviour (which may be face to face, through another person or on the internet).
- Damage to property.
- Physical attacks.
- Forms of intimidation that continue over a length of time and acts against people or a particular group of people.
- Constantly asking to borrow items / money / cigarettes / food.

If you are the victim of harassment and bullying then please tell us! We understand that you may find it difficult to talk to someone about this. We realise that you may fear what the person or people responsible might do, but we have staff who will listen to you and who will respond in a sensitive way.

Depending on exactly what's been happening, there are different options which staff can explain.

Please see the full policy for more information if you need to.



## Equality and Diversity

Equality and Diversity is about having a mix of people who work together to create a home environment which respects and values people's differences.

- We will provide services that are sensitive to your needs and wishes.
- We will respect your culture and beliefs.
- We will try to make sure our services are safe and free from discrimination.
- We will work towards including everyone.

Our Equality & Diversity policy is a way of showing our commitment to this. We promise that we will aim to talk to, involve and listen to the views of the people who live at Lawrence House and the local community. We will also provide services that are sensitive to your needs and wishes and have policies and procedures which are easy understand.

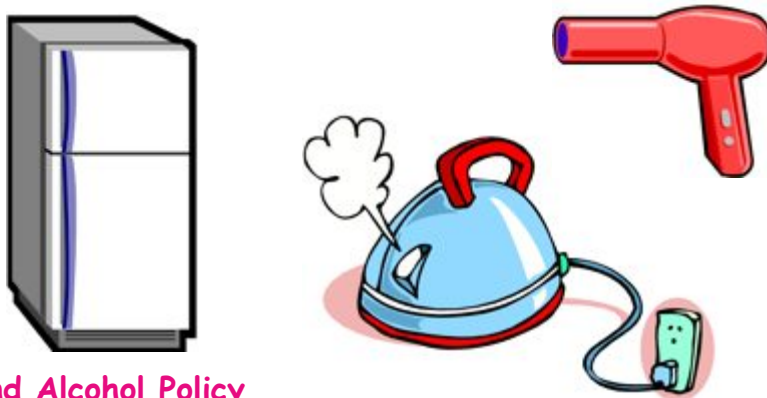
## Fire Instructions

In the event of a fire, raise the alarm immediately by going to the nearest red Fire point (little square boxes on the walls) and press hard to break the glass - this will sound the alarm. Tackle the fire **ONLY** if it is blocking your escape route. Leave the building immediately. Do not take any belongings with you. Take any people you see (including any visitors you are responsible for with you). Leave through the nearest exit or fire escape window. Go to the side of Lawrence House (by the public footpath through to Castle Street) and a member of staff will be there. Do not go back into the building unless told to do so. Fire Drills will be carried out regularly and all alarms must be responded to.



## Fire Safety - Electrical Items

We carefully check all electrical equipment that comes into Lawrence House. This is to keep the building safe and prevent electrical fires. Lawrence House provides a kettle, fridge and an extension lead. You can only use this one extension lead in your room. No electrical cooking equipment can be used or stored in your room. All of your electrical equipment will be checked by your Key Worker shortly after you move into Lawrence House. There are three main groups of items, barred items (cooking equipment etc), items that you are permitted to have but we will organise for an electrician to make sure it is safe / PAT test (chargers, hair dyers, straighteners etc) and permitted items (less than 13 Amps). A full list of banned electrical equipment can be found in your Induction Pack.



## Drug and Alcohol Policy

The law says that we must not allow anyone to deal or use drugs on our premises. The law also says that we cannot let anyone supply, have or make illegal drugs on our premises. People who misuse legal or illegal drugs and other substances put themselves and others in danger. Please see our full policy for more details.

Lawrence House also has a complete ban on alcohol and NO alcohol may be brought into or consumed in Lawrence House.

This helps us to deal with the problems that drugs and alcohol cause.

What we will do will depend on what you have / or we suspect you have been doing. We will look at all the issues to decide what to do. The main issues are about:

- Using or supplying drugs.
- Misuse of prescription drugs.
- Sharing of prescription drugs.
- Your behaviour when you use drugs or substances.
- The risks to other people who live at Lawrence House.
- Safety and security.
- The local community.

We will not tolerate anyone using, dealing or supplying drugs. If we find that you or your visitors are dealing, using or supplying drugs, or are involved in any way you will be asked to leave and the police may be informed. Please refer to our full policy in your Induction Pack.



## **Guns and Offensive Weapons**

Lawrence House does not allow any guns, knives or items that look like an offensive weapon. These items are not allowed and may be reported to the police. Please refer to the full Policy in your Induction Pack.

## **Health and Safety Policy**

We aim to provide a safe and healthy environment for all the staff who work, and the residents who live at Lawrence House. All staff receive training in health and safety. Please tell us about any concerns you may have about any health and safety issues around Lawrence House.

## Safeguarding

We believe it is wrong to abuse anyone. We believe that everyone should be:

- Treated with dignity and respect.
- Allowed to make their own choices.
- Given the support and information they need to make decisions.

Safeguarding of Children and Vulnerable Adults is very important. Please refer to the full Policies and Procedures for more information. This will tell you how we help to protect anyone who is being harmed or may be at risk of being harmed and what we **MUST** do if we know that you, or another person, is being harmed, badly treated or sexually abused.

Before Lawrence House employs any staff or volunteers, we check with the Disclosure and Barring Service (previously Criminal Records Bureau / CRB). We also train all of our staff in what they can do to protect you, and what they must do if they believe you, or another person is being harmed.

The staff are given clear guidelines on appropriate professional boundaries when working with residents. These guidelines also apply to residents' children, family, relatives and friends. In brief, these are:-



## Staff Should

Treat all residents equally, not have favourites.

Always confront/challenge any inappropriate comments towards staff or about staff made by residents.

Should always be mindful of confidentiality.

## Staff Should Not

Socialise outside work or on Social Media.

Borrow or lend things.

Exchange personal contact details.

Donate anything to individual residents; items can be donated to the project.

Lend money out of their own pocket.

Call residents by their nick names unless it is a shortened version on their name.

Allow residents to refer to them by a nick name or an inappropriate term of endearment, e.g. Love, chuck, duck or mate.

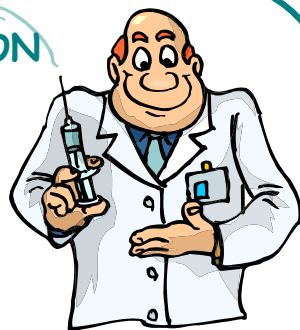
Discuss or disclose private issues or any other staffs private issues with residents.

## What does abuse mean?

- Physical abuse - hitting, kicking or slapping you, or offering you drugs.
- Psychological or emotional abuse - threatening to leave you or not look after you, or saying things to hurt or humiliate you.
- Sexual abuse - forcing or encouraging you to take part in sexual activities.
- Neglect - neglecting your basic needs such as food, warmth, health and comfort.
- Financial abuse - including theft or pressure to spend or give away money.
- Discriminatory - Including racist, sexist abuse etc.
- Institutional abuse - is the mistreatment of people brought about by poor or inadequate care or support.
- Domestic violence - happens when one partner in a relationship is abusive towards another person. It can happen in heterosexual, gay or lesbian relationships, between people of any age, race, physical ability or class.

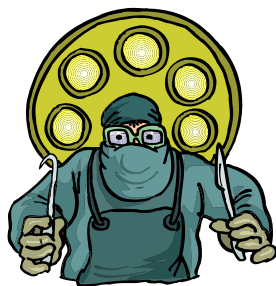
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# HEALTH INFORMATION



## Medical Information

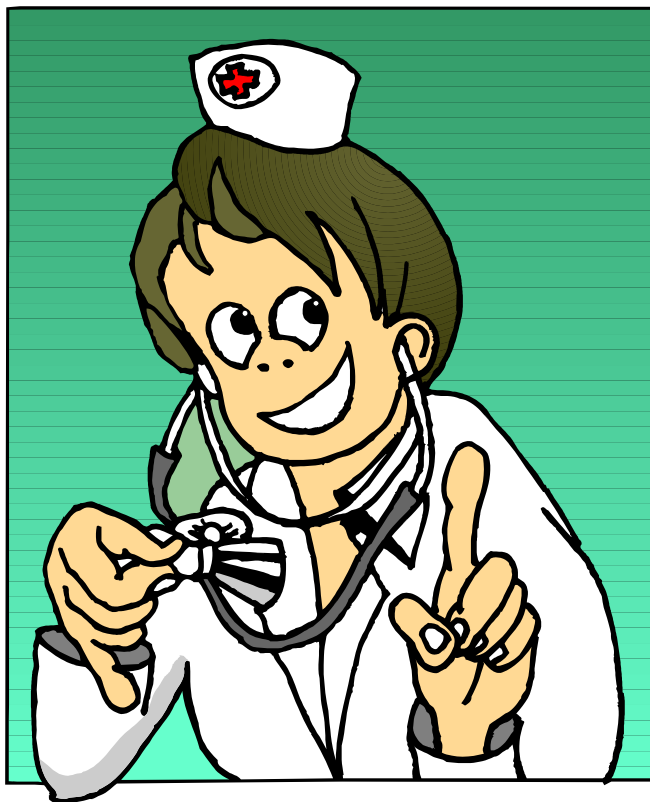
NHS DIRECT	0845 4647
Castlemead Medical Centre, 35, Hill Street, Hinckley, LE10 1DS	01455 637659
Maples Family Medical Practice Hill Street, Hinckley, LE10 1DS	01455 234576
Station View Health Centre Southfield Road, Hinckley, LE10 1UA	01455 635362
Hollycroft Medical Centre Clifton Way, Hinckley, LE10 0XN	01455 234414
Burbage Surgery Tilton Road, Burbage, LE10 2SE	0844 4771883



## Local Dentists

Station Road Dental Practice 34, Station Road, Hinckley, LE10 1AP	01455 637141
Clarendon Road Dental Practice 8, Clarendon Road, Hinckley, LE10 0PL	01455 631123
Batchellor J.E. Dental Practice 23, Mount Road, Hinckley, LE10 1AD	01455 637253





## Local Chemist

Boots Pharmacy The Britannia Centre Hinckley 01455 637445	Primary Care Pharmacy Southfield Rd Hinckley 01455 637765	Health Centre Pharmacy Hill Street Hinckley 01455 637510
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## Counselling and Mental Health


There are a variety of different options available for counselling in the local area and for different types of problems. Just ask your key-worker for more details.

## Condoms and Sexual Health

Condoms, pregnancy testing and Chlamydia testing are available at Lawrence House. Should you need condoms, or have any worries about your sexual health, then speak to your Key Worker in confidence.

# TRAINING, EDUCATION, EMPLOYMENT AND VOLUNTEERING

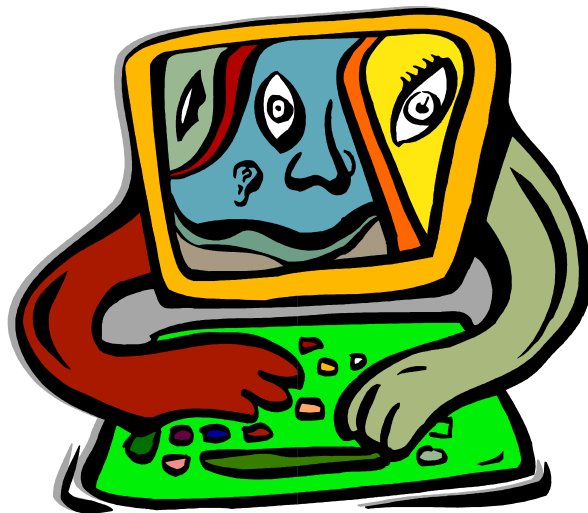
## Local Training & Education Providers

	<p>YMCA (Foundation Learning) Druid Street Hinckley Foundation learning for 16 - 18 year olds. 9 - 4pm every day of the week.</p>	01455 234611
	<p>The Princes' Trust</p>	0116 2292117
	<p>The Pathways Centre Hollier's Walk Hinckley Ages 16 - 25. A 12 week personal development course / education / community work / work experience.</p>	07966 111209
	<p>John Cleveland College Butt Lane Hinckley School for students aged 14 - 19</p>	01455 240111
	<p>North Warwickshire and Hinckley College Hinckley Road Nuneaton</p>	02476 243366
	<p>North Warwickshire and Hinckley College Lower Bond Street Hinckley Further education college for Age 16+</p>	02476 243366
	<p>Leicester College Painter Street Leicester Further education college for Age 16+</p>	0116 2242240
	<p>Leicestershire Adult Learning Services (Go Learn) Butt Lane Hinckley Adult learning courses in and around Hinckley - weekend, day and evening</p>	01455 638021 0800 9880308
	<p>Employment Job Centre Job Centre On Line Local Newspapers</p>	

## Volunteering Information

In Hinckley, there is a wide range of volunteering opportunities to suit your interests and to boost your CV, your skills and confidence. Please see your key-worker for more information.

Greentowers Youth Centre Richmond Road Hinckley Club for young people. Needs volunteers.	01455 230468
Work Link Amity House 6, Holliers Walk Hinckley Provides second hand furniture and also needs volunteers	01455 636506
Do It Volunteering website	<a href="http://www.do-it.org.uk">www.do-it.org.uk</a>
V Inspired (Volunteering) website	<a href="http://vinspired.com">vinspired.com</a>



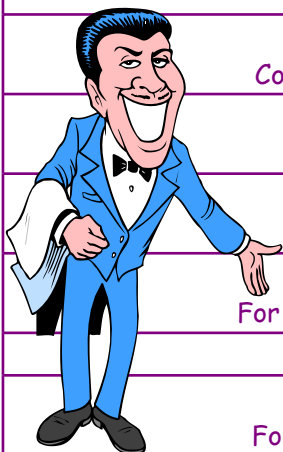
## LOCAL AREA INFORMATION

### Local Housing Support

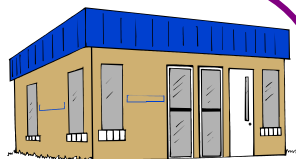
Hinckley & Bosworth Council Hinckley	01455 238141
Orbit Housing Association 6, New Buildings Hinckley	0345 8500500
Next Generation 108 Castle Street, Hinckley	01455 632984

### Local Support Groups and Help Lines

Police Non-Emergency	101
Samaritans	0845 7909090
If you need someone to talk to	0207 7342800
Shelter Urgent Housing Advice 8am - Midnight	0808 88004444
Message Home For those who have left home to send a message home	0800 700740
Runaway Advice for under 18's who have runaway from home	0808 8007070
Emergency	999
Brook Advisory Service Confidential sex advice for under 25's	0800 8021234
Childline For young people, any time	0800 1111
Cruse Bereavement Helpline For support after someone has died	0844 47794000
National Family Mediation For issues with family and relationships	0117 374995
National Missing Persons Helpline	0500 700700
National Drinkline For information and advice on drinking	0800 9178282
Talk to Frank Information and advice on drugs	0800 776600
Women's Aid Help for women and children suffering domestic violence.	0202 2000247



## Local Supermarkets / Convenience Stores



Asda Barwell Lane Hinckley	Tesco Express 165 London Road Hinckley	B.W Marriot 7, Queens Rd Hinckley
Lidl Supermarket Hawley Road Hinckley	Tesco Hawley Rd Hinckley	Morrisons Normandy Way Hinckley
Iceland 2, Brunel Road Hinckley	Co-op 59, Castle St Hinckley	Nisa 55-57 Derby Rd Hinckley
Bunny's Stores Thornycroft Rd Hinckley	Mace Stores Derby Rd Hinckley	Texaco Garage Upper Bond St Hinckley

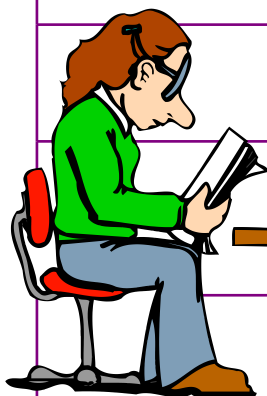
## Local Banks

Nationwide Building Society The Borough, Hinckley LE10 1NS 0845 266 0746 Mon - Fri 9 -5pm Sat 9 - 12pm	Lloyds TSB Bank The Borough, Hinckley LE10 1NS 0845 300 0000 Mon - Fri 9 -5pm Sat 9 - 12pm
Barclays Bank The Borough, Hinckley LE10 1NS 0845 755 5555 Mon - Fri 9 -4.30pm Sat 9 - 12pm	Santander Castle St Hinckley LE10 1NS 0845 765 4321 Mon - Fri 9 -4.30pm Sat 9 - 12pm



## Other Local Information

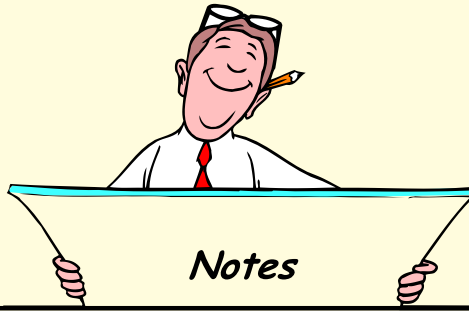
Concordia Theatre Stockwell Head, Hinckley	01455 615005
Hinckley Library Lancaster Road, Hinckley	01455 635106
Pathways Centre Hinckley Baptist Church    Hollier's Walk, Hinckley	01455 890026
Citizen's Advice 2nd Floor, Elizabeth House St Mary's Road, Hinckley	01455 615632
Hinckley Museum Lower Bond Street Hinckley	01455 251218
Hinckley Tourist Information Hinckley Library Lancaster Road Hinckley	01455 635106
West Leicestershire Mind 6, Hollier's Walk Hinckley	01455 890168
The Atkins Building Lower Bond Street Gallery, workshops, cafe	



## Local Organisations

Duke of Edinburgh Award Scheme	01455 845061
Hinckley Gym Club	01455 618507
Hinckley Music Club	01455 637941
Hinckley Photographic Society	01455 616439
Hinckley Ramblers	01455 842208

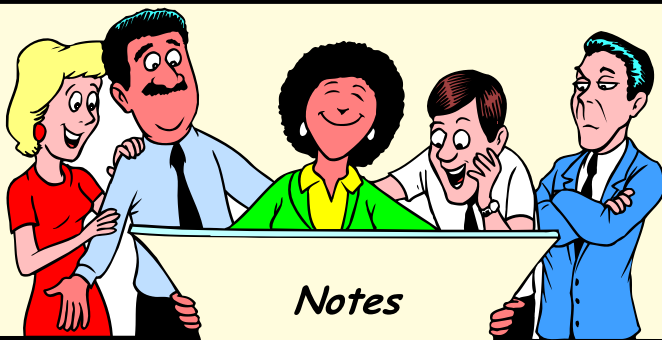








*Notes*





## LAWRENCE HOUSE

**Hinckley Homeless Group**

[www.hinckleyhomeless.com](http://www.hinckleyhomeless.com)

'Thanks to Leicestershire County Council and to Community Catalysts for making this handbook possible through the Innovation Challenge Bursary programme.'