

# Information and advice getting it right

## A guide for practitioners

### Supporting families to get the right information and advice when they need it

We can help you to make informed choices to signpost residents to the right services, this leaflet will help you. As part of helping residents to access the right services at the time when they need them the most, SPACE has produced this leaflet for practitioners working across Slough. Good information helps residents to access high quality information, it enables practitioners to support local residents.

#### DISCOVER THE SERVICES

- Find good quality Housing Services
- Services that help with debt and benefits advice
- Transport
- Community Navigators
- Immigration support
- Jobs and Skills
- Advice in later life
- Support groups and Services
- Caring and support groups for Carers

#### ABOUT SPACE

We are the locally authorised service that Operating under the name (SPACE), to provide residents with a new information and advice service.



Slough Prevention Alliance Community Engagement – (SPACE) is a collaboration of enhanced existing services as well as innovative new ones, acting as a vehicle to help residents improve their health and wellbeing and live happier lives in the community.

The SPACE Consortia model is the Slough partnership of charities and community groups where:

- a fully integrated partnership service will support vulnerable residents in Slough;
- A lead consortium of 4 organisations Slough CVS, Royal Voluntary Service, Slough Crossroads and Slough Community Transport & Shopmobility, will manage the partnership;
- 40 plus Associates will deliver the partnership model.

## Housing Advice

**Shelter**  
0344 5151380  
www.shelter.org.uk

**Destiny Support**  
01753 552271 / 577458.  
Out of Hours – 07899 784902  
www.destinysupport.org

**Slough Refugee Support**  
01753 537142  
www.sloughrefugeesupport.org.uk

**Slough Furniture Project**  
01753 692535

**The DASH Charity**  
01753 549865  
www.thedashcharity.org.uk

## Debt

**Shelter**  
0344 5151380  
www.shelter.org.uk

**Destiny Support**  
01753 552271 / 577458.  
Out of Hours – 07899 784902  
www.destinysupport.org

**National Debtline**  
0808 808 4000  
www.nationaldebtline.org

**Slough Furniture Project**  
01753 692535

## Benefits

**Shelter**  
0344 5151380  
www.shelter.org.uk

**Destiny Support**  
01753 552271 / 577458.  
Out of Hours – 07899 784902  
www.destinysupport.org

**Age UK Berkshire**  
01753 518 192 or 0118 959 4242  
www.ageuk.org.uk

**Slough Refugee Support**  
01753 537142  
www.sloughrefugeesupport.org.uk

**Job Centre Plus**  
Upton Lodge 2a Yew Tree  
Road Slough SL1 2AQ  
0345 604 3719  
www.jobcentreplus.gov.uk

**Pakistani Welfare Association**  
01753 821 003

**Slough Employment Services**  
Windmill Resource Centre  
01753 572249

**Slough Furniture Project**  
01753 692535

## Work

**Destiny Support**  
01753 552271 / 577458.  
Out of Hours – 07899 784902  
www.destinysupport.org

**Slough Refugee Support**  
01753 537142  
www.sloughrefugeesupport.org.uk

**Aspire Centre**  
01753 530 146  
www.sloughaspire.com

**Job Centre Plus**  
Upton Lodge 2a Yew Tree  
Road Slough SL1 2AQ  
0845 604 3719  
www.jobcentreplus.gov.uk

**Life Long Learning**  
01753 476611  
www.slough.gov.uk

**Slough Employment Services**  
Windmill Resource Centre  
01753 572249

## Family

**Shelter**  
0344 5151380  
www.shelter.org.uk

**Destiny Support**  
01753 552271 / 577458.  
Out of Hours – 07899 784902  
www.destinysupport.org

**Berkshire Autistic Society**  
01189 594 594  
www.autismberkshire.org.uk

**Home-Start Slough**  
01628 661029  
www.hsslough.co.uk

**Slough Refugee Support**  
01753 537142  
www.sloughrefugeesupport.org.uk

**Child Maintenance Options**  
0800 988 0988  
www.cmoptions.org

**Sorting Separation**  
www.sortingoutseparation.org.uk

**Special Voices**  
07990 693439  
www.specialvoices.co.uk

**The DASH Charity**  
01753 549865  
www.thedashcharity.org.uk

**Turning Point**  
01753 692548  
www.turning-point.co.uk

**Disabled**

**Slough Crossroads**  
01753 525796

**Berkshire Autistic Society**  
01189 594 594

**Berkshire Vision**  
0118 987 2803

**Special Voices**  
0790 693439

**Slough Employment Services**  
Windmill Resource Centre

**Slough Talking Newspaper**  
01753 861821

**Turning Point**  
01753 692548

**Older People**

**Age UK Berkshire**  
01753 518 192 or 0118 959  
4242  
www.ageuk.org.uk

**Enham Trust**  
01264 345829  
www.enhamtrust.org.uk

**Slough Crossroads**  
01753 525796  
www.sloughcrossroads.org.uk

**Silverline Helpline**  
0800 4 70 80 90  
www.thesilverline.org.uk

**Slough Refugee Support**  
01753 537142  
www.sloughrefugeesupport.org.uk

**Slough Refugee Support**  
01753 537142  
www.sloughrefugeesupport.org.uk

**Berkshire Vision**  
0118 987 2803  
www.berkshirevision.org.uk

**Alzheimers Society**  
01628 626 331  
www.alzheimers.org.uk

**Carematters**  
01442 800144  
www.carematters-uk.com

**Destiny Support**  
01753 552271 / 577458.  
Out of Hours – 07899 784902  
www.destinysupport.org

**My Care My Home**  
0800 731 8470  
www.mycaremyhome.co.uk

**Pakistani Welfare Association**  
01753 821 003

**Slough Furniture Project**  
01753 692535

**Slough Talking Newspaper**  
01753 861821  
www.sloughn.co.uk

**Society of Later Life Advisors**  
0333 2020 454  
www.societyoflaterlifeadvisors.co.uk

**Immigration**

**Slough Immigration Aid Unit**  
01753 246 730  
www.siauslough.org.uk

**Slough Refugee Support**  
01753 537142  
www.sloughrefugeesupport.org.uk

**Pakistani Welfare Association**  
01753 821 003

**Health & Care**

**Age UK Berkshire**  
01753 518 192 or  
0118 959 4242  
www.ageuk.org.uk

**Enham Trust**  
01264 345829  
www.enhamtrust.org.uk

**Alzheimers Society**  
01628 626 331  
www.alzheimers.org.uk

**Berkshire Autistic Society**  
01189 594 594  
www.autismberkshire.org.uk

**Berkshire Vision**  
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**Carematters**  
01442 800144  
www.carematters-uk.com

**My Care My Home**  
0800 731 8470  
www.mycaremyhome.co.uk

**Slough Crossroads**  
01753 525796  
www.sloughcrossroads.org.uk

**Slough Talking Newspaper**  
01753 861821  
www.sloughn.co.uk

**Society of Later Life Advisors**  
0333 2020 454  
www.societyoflaterlifeadvisors.co.uk

**Special Voices**  
07990 693439  
www.specialvoices.co.uk

**Thames Valley Positive Support**  
01628 603 400  
www.tvps.org.uk

**Turn To Me**  
www.turn2me.org

**Turning Point**  
01753 692548  
www.turning-point.co.uk

## FAQ's

### What leaflets do you have, that I should stock, which may benefit my clients?

We have leaflets for carers and older people around local activities for them and general information. We also have information and advice leaflets around different topics - housing, debt, family issues, disability, immigration, health and care and employment.

### How do I order these leaflets?

Please contact Lorna Allen on [lallen@sloughcvs.org.uk](mailto:lallen@sloughcvs.org.uk) or call 01753 524176.

### How can I find out about all the charities that exist in Slough?

You can go to the website [www.sloughgetinvolved.org.uk](http://www.sloughgetinvolved.org.uk)

### I don't know which advice agency to send my client to? What should I do?

You can call the advice centre on 0344 5151380 for advice or e-mail [slough@shelter.org.uk](mailto:slough@shelter.org.uk) or they can visit the Slough Advice Centre at 27 Church Street for face to face advice and referral to other information and advice associates if necessary.

### How do I refer my clients to another agency not on this list?

If the organisation is not listed in this leaflet you can contact Slough CVS on 01753 524176 or look the organisation up on [www.sloughgetinvolved.org.uk](http://www.sloughgetinvolved.org.uk)

If you need further information Please contact [joanna@sloughcvs.org.uk](mailto:joanna@sloughcvs.org.uk) or call 01753 524176 to discuss any questions or arrange a visit to your team.

#### SLOUGH ADVICE CENTRE WEBSITE

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

#### SLOUGH ADVICE CENTRE

27 Church Street, Slough, Berkshire, SL1 1PL

Mon-Fri, 9.30am-2.00pm

#### SLOUGH ADVICE CENTRE

0344 515 1380

Mon-Fri, 9.00am-5.00pm

#### CARERS INFORMATION

01753 303 428

Mon-Fri, 9.00am-5.00pm

[sloughcarers@gmail.com](mailto:sloughcarers@gmail.com)

#### CARERS WEBSITE

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

#### CARERS SUPPORT CENTRE

Slough Community Transport  
and Shopmobility

Kingsway Centre Church Street,  
Slough SL1 1SZ

#### Slough Carers Hub

254A Farnham Road, Slough, SL1 4XE.

Opening times: Mon-Fri, 10am-3pm.

#### GOOD NEIGHBOURS

01753 530472

#### HEALTH WEBSITE

[www.sloughhealth.org](http://www.sloughhealth.org)

CONTACTS