

## USEFUL CONTACT DETAILS

### LOCAL AUTHORITIES AND STATUTORY AGENCIES

#### **Nuneaton and Bedworth Borough Council**

Town Hall  
Coton Road  
Nuneaton  
CV11 5AA  
Telephone: 024 7637 6406

**Council opening hours telephone:** 9:00am until 5:00pm, Monday to Friday (except Bank Holidays).

#### **Town Hall visiting times:**

**General Enquiries:** 10am to 2pm pre-booked appointment only

Email: [customer.services@nuneatonandbedworth.gov.uk](mailto:customer.services@nuneatonandbedworth.gov.uk)

#### **Homeless enquiries:**

Duty to Refer referral form: [Duty to Refer referral](#)

Homeless enquiries: Telephone 02476 376406 or visit NBBC Town Hall address above.

For Home Adaptations:

#### **HEART: Home Environment Assessment & Response Team - *Helping you to live independently***

Nuneaton and Bedworth Borough  
Council Town Hall  
Coton Road  
Nuneaton  
CV11 5AA  
Telephone: 024 7637 6294

Email: [HEARTnorth@nuneatonandbedworth.gov.uk](mailto:HEARTnorth@nuneatonandbedworth.gov.uk)

#### **North Warwickshire Borough Council**

North Warwickshire Borough Council  
Council House South Street  
Atherstone  
Warwickshire  
CV9 1DE  
Telephone: 01827 715341

**Customer Service opening hours:** 9am to 5pm

Email: [customerservices@northwarks.gov.uk](mailto:customerservices@northwarks.gov.uk)

#### **Warwick District Council**

Warwick District Council  
Riverside House  
Milverton Hill  
Leamington Spa  
CV32 5HZ

Telephone:

**Housing enquiries:** 01926 456129

**Homeless enquiries (office hours):** 01926 456129

**Homeless enquiries (out of office hours)** 0300 303 5575

Riverside House opening hours 9:30am to 4:30 pm Monday to Friday

Email: [contactus@warwickdc.gov.uk](mailto:contactus@warwickdc.gov.uk)

### **Rugby Borough Council**

Town Hall  
Evreux Way  
Rugby  
CV21 2RR

Telephone: Office hours 01788 533533 / Out of hours 01788 579706

Email: [contact.centre@rugby.gov.uk](mailto:contact.centre@rugby.gov.uk)

Opening hours are 9am to 5pm, Monday to Friday

### **Coventry City Council**

3 Upper Precinct  
Coventry  
CV1 1FS

Telephone:

Homeless enquiries: 02476 834025

General enquiries: 08085 834333

Email:

Homeless enquiries: [homeless@coventry.gov.uk](mailto:homeless@coventry.gov.uk)

Duty to refer enquires: [dutytorefer@coventry.gov.uk](mailto:dutytorefer@coventry.gov.uk)

**Council opening hours:** 9am to 5pm, Monday to Friday (excluding public holidays).

### **Warwickshire County Council**

Shire Hall,  
Warwick  
CV34 4RL  
Telephone: 01926 410410

Monday to Friday – 9am to 6:30pm Saturday – 9am to 1pm

Email: [feedback@warwickshire.gov.uk](mailto:feedback@warwickshire.gov.uk)

### **Warwickshire Police**

Non-emergency number 101

Non-emergency email: [contactus@warwickshire.police.uk](mailto:contactus@warwickshire.police.uk)

**Warwickshire Fire & Rescue Service**

Telephone: 01926 423231

For various advice in your area from Warwickshire Fire & Rescue Service visit

[www.warwickshire.gov.uk/fireandrescue](http://www.warwickshire.gov.uk/fireandrescue)

**George Eliot Hospital**

College Street

Nuneaton

CV10 7DJ

Telephone: 02476 351351

Main email address: [enquiries@geh.nhs.uk](mailto:enquiries@geh.nhs.uk)

**University Hospital Coventry**

Clifford Bridge Road

Coventry

CV2 2DX

Switchboard: 02476 964000

**CHARITIES****Citizens Advice Bureau****Nuneaton**

Drop In centre

Town Hall

Coton Road

Nuneaton

CV11 5AA

**Opening hours:** Tues, Wed & Thur 10am to 2pm

**Bedworth**

25 Congreve Walk

Bedworth

CV12 8LX

Advice line: 02476 643206 or 0808 2505715

Opening times: 10am to 2pm Monday, Tuesday, Thursday, Friday

Advice line: National line 0300 1448848

**Turn2Us**

Turn2us is a national charity which provides financial support and advice to anyone who is struggling with money and may also need advice on benefits.

For more information visit [www.turn2us.org.uk](http://www.turn2us.org.uk)

Helpline phone number: 0808 8022000

### **Carers Direct Carers**

Direct is a free national service that offers information, advice and support for people who care for someone else.

Call free on 0808 802 02 02 or go to [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

### **The Veterans Contact Point**

Armed Forces Centre  
The Horsa Building  
Bentley Road  
Nuneaton  
CV11 5LR

Telephone: 02476 343793

Monday to Friday: 10am to 5pm

Email: [contactus@veteranscontactpoint.co.uk](mailto:contactus@veteranscontactpoint.co.uk)

### **SSAFA**

Local branch Warwickshire & Coventry

Email: [ewm.region@ssafa.org.uk](mailto:ewm.region@ssafa.org.uk)

Telephone: 020 4566 9116

### **Warwickshire Youth Justice Service**

Telephone:

Leamington Spa:           **01926 682650**

Nuneaton:                   **02476 482900**

[www.warwickshire.gov.uk/directory-record/1200/youth-justice-service](http://www.warwickshire.gov.uk/directory-record/1200/youth-justice-service)

### **Nacro**

Nacro has a dedicated Resettlement plus Helpline which offers information and advice to ex-offenders, serving prisoners, their families, and friends and to organisations working with them.

Telephone:    0300 123 1999

Helpline email: [helpline@nacro.org.uk](mailto:helpline@nacro.org.uk)

### **Age UK**

If you need advice or information on money, care, or health,

**Telephone:** 0800 055 6112 (Free to call 8am – 7pm 365 days a year)

**Website:** [www.ageuk.org.uk](http://www.ageuk.org.uk)

### Scope

We provide free, independent and impartial information and support on the issues that matter to disabled people and their families.

**Telephone:** 0808 800 3333

**Email:** [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

### Doorway

A local charity based in Nuneaton that helps young people aged 16-25 who are faced with homelessness.

25-27 Dugdale Street  
Nuneaton,  
Warwickshire,  
CV11 5QJ

**Telephone:** 02476 345583

**Opening hours:** 9 am - 5 pm (Monday – Thursday) & 9am – 4:30pm Friday

**Nuneaton Drop in open:** 10am - 4 pm

### P3

A local charity based in Nuneaton that helps people aged 25 and over who are faced with homelessness.

128 Abbey St,  
Nuneaton  
CV11 5BZ

**Drop in opening times:** 10:00am to 15:00pm Monday, Wednesday & Friday

Freephone 0808 164 6220

or email [warks@p3charity.org](mailto:warks@p3charity.org) for more information.

### Street Link

exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them.

Visit [www.streetlink.org.uk](http://www.streetlink.org.uk)

### Change Grow Live

provides advice, support and treatment for adults in Warwickshire who have been affected by alcohol or drugs.

**Website:** [www.changegrowlive.org](http://www.changegrowlive.org)

**Telephone:** 01926 353513

Email: [warwickshire.info@cgl.org.uk](mailto:warwickshire.info@cgl.org.uk)

### **Together**

Work in partnership to support people with a range of disability needs who would benefit from short-term housing related support.

**For details visit –**

[www.togetheruk.org/projects/warwickshire-housing-related-support](http://www.togetheruk.org/projects/warwickshire-housing-related-support)

### **Become**

The charity for children in care and young care leavers. Care advice line for those in care or a care leaver and looking for help and advice.

Telephone: 0800 023 2033 (10:30am to 3pm, Monday to Friday)

Email: [advice@becomecharity.org.uk](mailto:advice@becomecharity.org.uk)

### **Capstone Care Leavers Trust –**

A charity that awards grants to people in need who are aged 17-25 years and who have been in care in local authorities in England and Wales.

Telephone: 0121 374 2601

Email: [info@capstonetrust.org](mailto:info@capstonetrust.org)

## **Other Useful Contacts**

### **Shelter**

Website: <https://england.shelter.org.uk>

Telephone: 0808 800 4444

### **Crisis**

Website: <https://www.crisis.org.uk/about-us/contact-us/>

Telephone: 0300 636 196