



**Directory of Homelessness  
and Housing-related Support Services  
in Wigan Borough**

Issue 2.1

February 2012

# What are homelessness & housing-related support services?

In Wigan borough there is a wide range of services which provide advice and support to people who are having a problem related to their accommodation, homelessness or who need assistance to maintain a stable home. Housing-related support is available for practical and personal issues including things like:

- mental health problems
- learning disabilities
- young people at risk
- escaping domestic violence
- leaving custody and reducing offending
- physical or sensory disabilities
- teenage parenthood
- substance misuse problems
- setting up and maintaining a home
- developing social and domestic skills
- needing more support in later life
- budgeting and welfare benefits
- getting involved in community activities
- personal safety and security
- finding other accommodation
- finding employment or training

Some of these services are provided directly by Wigan Council, but many are provided by 'third sector' organisations. They may be given financial support by the Council and they will be monitored to make sure the services are of good quality.

## Type of service

- **Information, advice & guidance**
- **Supported housing projects**
- **Floating/visiting support**
- **Community groups**
- **Specialist support groups**

## What they do

**Local or national organisations who provide impartial advice for a range of issues**  
**Accommodation with support; including projects known as 'hostels', refuges for women and children at risk of domestic abuse, sheltered accommodation for older people**  
**Visits from a support worker in your own home, or wherever you are living**  
**A range of groups including charitable organisations that provide services to the community such as community events, furniture, practical help**  
**Local or national organisations who provide expert specialist advice and support for specific issues.**

Different services have their own referral procedures:

- **Self referral** - services that allow you to apply directly to them.
- **Referral by a professional** - services that require that you are referred by a professional person such as a doctor or social worker.
- **Referral by a voluntary organisation** - services that take referrals from voluntary organisations such as community groups.

It is important to contact the service you wish to access in order to check their application and assessment procedures.

## How to use this directory

The first section in this directory lists services in alphabetical order, so if you know what you are looking for, you can quickly find the contact details. The second section gives more detail, and is grouped by the category of needs the services provide for.





















Where you see the symbol  you will be able to find further details about the service in Section 2.























Hold down the Control key and click with your mouse to jump to the right listing.













































## Section 1: Service directory in alphabetical order




























Where you see  hold down the Control key and click for further details



















### Needs Categories

Service	Provider	Contact	Needs Categories								
			Homelessness	Disabilities	Domestic Abuse	Mental health	Young people	Older people	Offenders	Substance Misuse	Universal
Abbeyfield Society Leigh	Abbeyfield Society	01942 607833 <a href="mailto:leigh.abbeyfield@blueyonder.co.uk">leigh.abbeyfield@blueyonder.co.uk</a>									
Accredited Landlords Scheme	Wigan Council	01942 489209 <a href="mailto:privatelandlords@wigan.gov.uk">privatelandlords@wigan.gov.uk</a>									
Adactus supported accommodation	Adactus Housing Group	01942 608715 <a href="http://www.adactushousing.co.uk">www.adactushousing.co.uk</a>									
Adactus Tenancy Support Service	Adactus Housing Group	01942 263656 <a href="mailto:support.adactus-tenancy@adactushousing.co.uk">support.adactus-tenancy@adactushousing.co.uk</a>									
Age UK	Formerly Age Concern & Help the Aged	0800 169 6565 <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>									
Alcoholics Anonymous	Alcoholics Anonymous	0845 769 7555 <a href="http://www.alcoholics-anonymous.co.uk">www.alcoholics-anonymous.co.uk</a>									
Alcohol & Drugs Helpline	Greater Manchester West NHS Trust	0800 389 4463 <a href="http://www.gmw.nhs.uk">www.gmw.nhs.uk</a>									
Alternative Futures Group	Alternative Futures Group	0151 482 4123 <a href="http://www.alternativefuturesgroup.org.uk">www.alternativefuturesgroup.org.uk</a>									
Anchor Trust	Anchor Trust	0845 140 2020 <a href="mailto:stayingput.wigan@anchor.org.uk">stayingput.wigan@anchor.org.uk</a>									
Arena Options	Arena Housing Group	01744 670221 <a href="http://www.arena-housing.com">www.arena-housing.com</a>									
Assistive Technology	Wigan Council	01942 826079 <a href="mailto:j.stevens@wigan.gov.uk">j.stevens@wigan.gov.uk</a>									
Bamber Court	Adactus Housing Group	01942 523382 <a href="http://www.adactushousing.uk">www.adactushousing.uk</a>									
Bond Scheme	Wigan Housing Solutions	01942 879758 <a href="mailto:info@wiganhs.org">info@wiganhs.org</a>									

Where you see  hold down the Control key and click for further details			H	Dis	DA	MH	YP	OP	Off	SM	U
Bond Street hostel	Riverside ECHG	01942 672210 <a href="http://www.riverside.org.uk">www.riverside.org.uk</a>									
Brecon Close	Arena Options	Referrals via WALH: 01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>									
The Brick	Queens Hall Help Committee	01942 236953 <a href="http://www.thebrick.org.uk">www.thebrick.org.uk</a>									
Central Duty Team (Adult Services)	Wigan Council	01942 828777 (0161 834 2436) <a href="mailto:ssdcdt@wigan.gov.uk">ssdcdt@wigan.gov.uk</a>									
Citizens Advice Bureau	Wigan & Leigh Citizens Advice Bureaux	0844 826 9713 <a href="http://www.wigancab.org">www.wigancab.org</a>									
Catch 22	Catch 22	01942 239871 <a href="mailto:paul.weaver@catch-22.org.uk">paul.weaver@catch-22.org.uk</a>									
Children in Care & Care Leavers Team	Wigan Council	01942 487150									
Children's Duty Team	Wigan Council	01942 828300 <a href="mailto:ssdcdt@wigan.gov.uk">ssdcdt@wigan.gov.uk</a>									
Choice-Based Lettings	Wigan & Leigh Housing	01942 404091 / 01942 404128 <a href="mailto:propertyshop@walh.co.uk">propertyshop@walh.co.uk</a>									
Compassion in Action	Compassion in Action	01942 262636 <a href="http://www.compassioninaction.info">www.compassioninaction.info</a>									
Coops Foyer	Arena Options	0845 111 4442 option 4 <a href="mailto:coopsfoyer@arena-housing.com">coopsfoyer@arena-housing.com</a>									
Court desk service	Citizens Advice Bureau	0844 826 9713 <a href="http://www.wigancab.org">www.wigancab.org</a>									
Creative Support	Creative Support	01942 671457 <a href="http://www.creativesupport.co.uk">www.creativesupport.co.uk</a>									
DIAS	DIAS (in partnership with Arena Options)	01942 495230 <a href="mailto:diasdvc@aol.com">diasdvc@aol.com</a>									
Eldercare (Assistive Technology)	Wigan Council	Information 01942 776715 Referrals: Age Concern 01942 826079									
Family Intervention Project	Wigan Council	01942 487127 <a href="mailto:fip@wigan.gov.uk">fip@wigan.gov.uk</a>									
Gamblers Anonymous	Gamblers Anonymous	<a href="http://www.gamblersanonymous.org.uk">www.gamblersanonymous.org.uk</a>									
Gateway 0-19 Service	Wigan Council	01942 489450									

Where you see  hold down the Control key and click for further details			H	Dis	DA	MH	YP	OP	Off	SM	U
Guinness Care & Support	Guinness Partnership	0845 605 9000 <a href="http://www.guinnesspartnership.com">www.guinnesspartnership.com</a>									
Hanover Housing Association	Hanover Housing Association	01942 670411 / 0800 280 2575 <a href="http://www.hanover.org.uk">www.hanover.org.uk</a>									
Home Improvement Agency	Care and Repair Wigan Borough	01942 239360 <a href="http://www.careandrepair-manchester.org.uk">www.careandrepair-manchester.org.uk</a>									
Homeless & Vulnerable Persons Team	Ashton, Leigh & Wigan Primary Care Trust	01942 775757 <a href="mailto:margaret.somers@alwpct.nhs.uk">margaret.somers@alwpct.nhs.uk</a>									
Hospital Discharge Protocol	Wigan & Leigh Housing	01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>									
Housing Benefit	Wigan Council	01942 828644 <a href="mailto:benefits@wigan.gov.uk">benefits@wigan.gov.uk</a>									
Housing 21	Housing 21	0370 192 4000 <a href="http://www.housing21.co.uk">www.housing21.co.uk</a>									
Housing Support Team	Wigan & Leigh Housing	01942 486606 <a href="mailto:housing_support@walh.co.uk">housing_support@walh.co.uk</a>									
Housing Options Advice Centre	Wigan & Leigh Housing	01942487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>									
Housing Strategy Team	Wigan Council	01942 489199 <a href="mailto:hst@wigan.gov.uk">hst@wigan.gov.uk</a>									
IAS Services Ltd	IAS Services Ltd	01942 269497 <a href="http://www.iasservices.info">www.iasservices.info</a>									
Illegal Evictions Fast-track service	Stephenson's solicitors	Referrals via WALH: 01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>									
Independent Domestic Violence Advocacy	Barnardo's	<a href="http://www.barnardos.org.uk">www.barnardos.org.uk</a>									
LASARS	Leigh Asylum Seekers & Refugees Service	01942 678574 <a href="mailto:help@lasars.org">help@lasars.org</a>									
Leonard Cheshire Disability	Leonard Cheshire Disability	01925 414115 <a href="http://www.lcdisability.org">www.lcdisability.org</a>									
Lesbian & Gay Foundation	Lesbian & Gay Foundation	0161 235 8000 <a href="http://www.lgf.org.uk">www.lgf.org.uk</a>									
Lifeline	Lifeline	0161 839 2054 <a href="http://www.lifeline.org.uk">www.lifeline.org.uk</a>									
Local Housing Allowance Team (Greater Manchester)	AGMA	0845 120 2093 <a href="http://www.helpwithrent.org.uk">www.helpwithrent.org.uk</a>									

Where you see  hold down the Control key and click for further details			H	Dis	DA	MH	YP	OP	Off	SM	U
Making Space	Making Space	01925 571680 <a href="http://www.makingspace.co.uk">www.makingspace.co.uk</a>									
Mortgage Rescue Scheme	Wigan & Leigh Housing	01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>									
NACRO	NACRO	01204 381656 <a href="http://www.nacro.org.uk">www.nacro.org.uk</a>									
National Drugs Helpline	National Drugs Helpline	0800 77660									
Next Stage	Next Stage Ltd	01942 818569 <a href="mailto:paul@nextstageltd.org.uk">paul@nextstageltd.org.uk</a>									
NHS Direct / NHS 111	National Health Service	0845 4647 (111 by 2013) <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>									
North West Community Services	North West Community Services	01942 709210 <a href="http://www.northwestcommunityservices.co.uk">www.northwestcommunityservices.co.uk</a>									
OARS	Riverside ECHG	01942 604183 <a href="http://www.riverside.org.uk">www.riverside.org.uk</a>									
Plumlife	Great Places Housing Group	0161 447 5050 <a href="mailto:enquiries@plumlife.co.uk">enquiries@plumlife.co.uk</a>									
Police	Greater Manchester Police	0161 872 5050 <a href="http://www.gmp.police.uk">www.gmp.police.uk</a>									
Prestwich House	Riverside ECHG	01942 672210 <a href="mailto:eleanor.smith@riverside.org.uk">eleanor.smith@riverside.org.uk</a>									
Railway Road hostel	Riverside ECHG	01942 604181 <a href="mailto:bernie.mcderra@riverside.org.uk">bernie.mcderra@riverside.org.uk</a>									
Refugee Action	Refugee Action	0161 236 4285 <a href="http://www.refugee-action.org.uk">www.refugee-action.org.uk</a>									
Repossession Prevention Fund	Wigan & Leigh Housing	01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>									
Richmond Fellowship	Richmond Fellowship	01942 260547 <a href="http://www.richmondfellowship.org.uk">www.richmondfellowship.org.uk</a>									
Riverside ECHG floating support service	Riverside Housing Group	01942 604183 <a href="http://www.riverside.org.uk">www.riverside.org.uk</a>									
Sanctuary Scheme	Wigan & Leigh Housing	01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>									
Sexual Health Helpline	Sexual Health Helpline	0800 567123									

Where you see  hold down the Control key and click for further details			H	Dis	DA	MH	YP	OP	Off	SM	U
Shelter	Shelter	0344 515 1640 <a href="http://www.shelter.org.uk">www.shelter.org.uk</a>									
The SLC Group	The SLC Group	01257 246400 <a href="http://www.theslcgroup.co.uk">www.theslcgroup.co.uk</a>									
Stepping Stone	Stepping Stone	07968 327964 <a href="mailto:kathryn.verigotta@stepping-stone.org.uk">kathryn.verigotta@stepping-stone.org.uk</a>									
Substance Misuse Services	Greater Manchester West NHS Trust	Wigan 01942 829507 Leigh 01942 608618									
Supporting People Team	Wigan Council	01942 489436 <a href="mailto:supportingpeople@wigan.gov.uk">supportingpeople@wigan.gov.uk</a>									
SWAP	Support for Wigan Arrivals Project	01942 614486 <a href="http://www.swapwigan.org.uk">www.swapwigan.org.uk</a>									
Tiernan Lodge	Arena Options	Referrals via WALH: 01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>									
TV Licensing (benefits dept)	TV Licensing	08457 289289 <a href="http://www.tvlicensing.co.uk">www.tvlicensing.co.uk</a>									
UBU	UBU	01772 452841 <a href="mailto:enquiries@ubu.me.uk">enquiries@ubu.me.uk</a>									
United Response	United Response	01942 263500 <a href="http://www.unitedresponse.org.uk">www.unitedresponse.org.uk</a>									
W.A.V.E. helpline	Woman Against Violent Environments	01942 262290 <a href="mailto:info@wavedvcentre.com">info@wavedvcentre.com</a>									
Wigan & Leigh Housing	Wigan & Leigh Housing	01942 705040 <a href="http://www.walh.co.uk">www.walh.co.uk</a>									
Wigan Housing Solutions	Wigan Housing Solutions	01942 879758 <a href="mailto:info@wiganhs.org">info@wiganhs.org</a>									
Wigan Independent Advice Centre	Wigan Independent Advice Centre	01942 324851									
Willow Project	Willow Project	01942 679300 <a href="mailto:mail@willowproject.com">mail@willowproject.com</a>									
Wigan Women's Aid	Now part of Arena Options	01942 496094 <a href="http://www.arena-housing.com">www.arena-housing.com</a>									

## Section 2: Service directory by needs category

**1. Single people and families who are homeless**



**2. People with learning disabilities or a physical/sensory disability**



**3. People at risk of/fleeing domestic violence**



**4. People with mental health problems**



**5. Young people at risk and teenage parents**



**6. Older people with support needs**



**7. Offenders / people at risk of offending**



**8. Substance Misuse and complex needs**



**9. Universal services**





## 1. Single people and families who are homeless

Provider	What is the service provided?	Who is it for?	Where is the service located?	Contact details
<b>Adactus Housing Group</b>	Tenancy Support Service (floating/visiting support)	Predominantly 16-25 year olds but also some people over 25 years of age.	Borough-wide	01942 608715 <a href="http://www.adactushousing.co.uk">www.adactushousing.co.uk</a>
<b>Ashton, Leigh &amp; Wigan Primary Care Trust</b>	Homeless & Vulnerable Persons' Team – health and medical advice and assessments; outreach to vulnerable communities	Homeless families & single people with health needs. People in insecure or temporary accommodation. Gypsies and travellers. Asylum seekers and vulnerable people from minority groups	Based at Orrell, Daily surgeries at The Brick, Wigan. Outreach borough-wide	01942 775757 <a href="mailto:margaret.somers@alwpct.nhs.uk">margaret.somers@alwpct.nhs.uk</a>
<b>Arena Options Ltd</b>	Temporary accommodation with support	Homeless families  Single homeless people with support needs	Tiernan Lodge, Wigan	<b>All nominations via Wigan &amp; Leigh Housing Homelessness Team (HOAC)</b>  Telephone: 01942 487717 Type talk: 18001 01942 486500 Mobile text: 07797 806546 Email: <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>
<b>Compassion in Action</b>	Community –based voluntary group providing support and practical help with a wide range of issues, including recovery from addiction and resettlement after homelessness	All borough residents	Based in Lowton	01942 262636 <a href="http://www.compassioninaction.info">www.compassioninaction.info</a>

<b>Riverside ECHG</b>	Emergency temporary accommodation (Direct access)  Supported accommodation	Single homeless people with support needs	Railway Road, Leigh	01942 604181  <a href="http://www.riverside.org.uk">www.riverside.org.uk</a>
<b>Stephenson's solicitors</b>	Illegal Eviction & Landlord Harassment fast-track protocol	Any tenant who has been harassed, or pressured to leave their home without proper legal process	Wigan  Leigh	01942 777777 <a href="http://www.stephensons.co.uk">www.stephensons.co.uk</a> Referrals to Illegal evictions/harassment service via WALH: 01942 487717
<b>The Brick</b>	Personalised support service & outreach for people sleeping rough or homeless	Single homeless people with support needs	The Bricklayers Arms, Wigan Outreach borough-wide	01942 236953  <a href="http://www.thebrick.org.uk">www.thebrick.org.uk</a>
<b>Wigan Housing Solutions</b>	Floating support service & Bond Scheme	Families and single people with support needs living in private sector tenancies	Borough-wide	01942 879758  <a href="mailto:info@wiganhs.org">info@wiganhs.org</a>
<b>Wigan &amp; Leigh Housing</b>	A range of emergency accommodation, accessed via referral from the Housing Options Advice Centre.  Floating and accommodation-based support including a short term resettlement service  Hospital Discharge Protocol with WWL and 5 Borough NHS Trusts  Mortgage Rescue Scheme & Repossession Prevention Fund loans	Homeless single people and families  Homeless single people and families  People leaving hospital care without suitable accommodation to go to  Homeowners and tenants facing repossession	In various locations borough-wide  Housing Options Advice Centre  Housing Options Advice Centre  Housing Options Advice Centre	01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>  <b>All nominations via the Housing Support Team.</b> Telephone: 01942 486603 Freephone: 0800 389 7652 Type talk: 18001 01942 486500 Mobile text: 07797 806546 Email: <a href="mailto:housing_support@walh.co.uk">housing_support@walh.co.uk</a>  01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>

## 2. People with learning disabilities and people with a physical/sensory disability

Provider	What is the service provided?	Who is it for?	Where is the service located?	Contact details
<b>Alternative Futures Group</b>	Supported accommodation	People with learning disabilities	Borough-wide	0151 482 4123 <a href="http://www.alternativefuturesgroup.org.uk">www.alternativefuturesgroup.org.uk</a>
<b>Assistive Technology (Eldercare)</b>	Alarm service	Older people with support needs	Borough-wide	For information about the service contact 01942 776715 For referrals to the service please contact Starting Point (Age UK) 01942 826079
<b>IAS Services Ltd</b>	Supported accommodation Community floating support Assistance with Individual Budgets	People with learning disabilities	Borough-wide	01942 269497 0161 789 5197 <a href="http://www.iassservices.info">www.iassservices.info</a>
<b>Leonard Cheshire Disability</b>	Supported accommodation	People with a physical or sensory disability	Wigan	01925 414115 <a href="http://www.lcdisability.org">www.lcdisability.org</a>
<b>North West Community Services</b>	Supported accommodation	People with learning disabilities	Borough-wide	01942 709210 <a href="http://www.northwestcommunityservices.co.uk">www.northwestcommunityservices.co.uk</a>

<b>UBU</b>	Supported accommodation	People with learning disabilities	Borough-wide	UBU Regional Office 01772 452841 <a href="http://www.ubu.me.uk">www.ubu.me.uk</a> Email: <a href="mailto:enquiries@ubu.me.uk">enquiries@ubu.me.uk</a>
<b>The SLC Group</b>	Supported accommodation	People with learning disabilities	Wigan	01257 246400 <a href="http://www.theslcgroup.co.uk">www.theslcgroup.co.uk</a>
<b>United Response</b>	Supported accommodation Adult Placements	People with learning disabilities	Leigh/Borough-wide	01942 263500 <a href="http://www.unitedresponse.org.uk">www.unitedresponse.org.uk</a>
<b>Wigan Council Adult Services</b>	Supported Accommodation	People with learning disabilities	Borough-wide	01942 828777 <a href="http://www.wigan.gov.uk">www.wigan.gov.uk</a>
<b>Wigan &amp; Leigh Housing</b>	Hospital Discharge Protocol with WWL and 5 Boroughs NHS Trusts	People leaving hospital care without suitable accommodation or who will need aids and adaptations or floating support to remain in their home	Housing Options Advice Centre	01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>

### 3. People at risk of / fleeing domestic abuse

Provider	What is the service provided?	Who is it for?	Where is the service located?	Contact details
<b>Arena Options</b> (formerly Wigan Women's Aid)	Supported accommodation ('refuges')	Women and their children who are at risk of domestic abuse	This information is confidential	01942 496094 <a href="http://www.arena-housing.com">www.arena-housing.com</a>
<b>Arena Options (in partnership with DIAS)</b>	Floating/visiting support	Women and men at risk of domestic abuse or fleeing domestic abuse.	This information is confidential	01942 496094 <a href="http://www.arena-housing.com">www.arena-housing.com</a>
<b>Barnardo's</b>	Independent Domestic Violence Advocacy service	Women who are at serious risk of domestic violence	Borough-wide, in your own home or wherever you are living	Referrals are via MARAC only <a href="http://www.barnardo's.org.uk">www.barnardo's.org.uk</a>
<b>Greater Manchester Police</b>	Report an assault and/or get advice about specialist services	Women, men & children at risk of domestic abuse or who wish to report being abused.	Across Greater Manchester	0161 872 5050 Call 999 in an emergency
<b>WAVE</b> (Women Against Violent Environments)	Drop-in service and helpline for support and practical advice	Women and their children who are at risk of domestic abuse	Leigh	01942 262270 (24 hour line) 01942 262290 (Monday to Friday 9.00am – 3.00pm) <a href="mailto:info@wavedvcentre.com">info@wavedvcentre.com</a>
<b>Wigan &amp; Leigh Housing</b>	Sanctuary Scheme – personalised security measures in your own home	Women and men at risk of domestic abuse	Borough-wide	01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>

## 4. People with mental health problems

Provider	What is the service provided?	Who is it for?	Where is the service located?	Contact details
<b>Adactus Housing Group</b>	'Extra care' accommodation scheme	Older people with mental health needs	Wigan	01942 608715 <a href="http://www.adactushousing.co.uk">www.adactushousing.co.uk</a>
<b>Ashton, Leigh &amp; Wigan Primary Care Trust</b>	Homeless & Vulnerable Persons' Team – medical and health advice & assessments; including referrals to mental health specialist treatment	Homeless families & single people with health needs. People in insecure or temporary accommodation. Gypsies and travellers. Asylum seekers and vulnerable people from minority groups	Based at Orrell,  Daily surgeries at The Brick, Wigan.  Outreach borough-wide	01942 775757  <a href="mailto:Margaret.somers@alwpct.nhs.uk">Margaret.somers@alwpct.nhs.uk</a>
<b>Making Space</b>	Supported accommodation  Floating support service	People with enduring mental health problems	Wigan	01925 571680  <a href="http://www.makingspace.co.uk">www.makingspace.co.uk</a>
<b>Next Stage</b>	Floating support service	People with enduring mental health problems	Borough-wide	01942 818569  <a href="http://www.nextstageltd.org.uk">www.nextstageltd.org.uk</a>
<b>Richmond Fellowship</b>	24 hour Supported accommodation (long stay)  Community Resettlement accommodation (up to 2 year stay)  Supported Housing Scheme  Floating Support	People with enduring mental health problems	Leigh	01942 260547  <a href="http://www.richmondfellowship.org.uk">www.richmondfellowship.org.uk</a>

<b>Wigan Council Adult Services</b>	Supported accommodation Floating support service	People with enduring mental health problems	Borough-wide	Central Duty Team 01942 828777 <a href="http://www.wigan.gov.uk">www.wigan.gov.uk</a>
<b>Wigan &amp; Leigh Housing</b>	Hospital Discharge Protocol with WWL and 5 Boroughs NHS Trusts	People who are leaving hospital care with no suitable accommodation	Housing Options Advice Centre	01942 487717 <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>

## 5. Young People's services / Teenage Parents

Provider	What is the service provided?	Who is it for?	Where is the service located?	Contact details
<b>Adactus Housing Group</b>	Young persons' supported accommodation projects  Bamber Court (supported accommodation)	Young people at risk in the community 16-25  Teenage Parents	Various locations across the borough.  Hindley	01942 608715  <a href="http://www.adactushousing.co.uk">www.adactushousing.co.uk</a>
<b>Arena Options Ltd</b>	Supported accommodation with work skills support in a Foyer setting	Young people at risk aged 16-25	Coops Foyer, Wigan  Brecon Close, Wigan	0845 1114442 option 4  <a href="http://www.arena-housing.com">www.arena-housing.com</a>
<b>Catch 22</b>	Floating support service	Young people aged 16 -25	Borough-wide	01942 239871  <a href="http://www.catch-22.org">www.catch-22.org</a>
<b>Children's Duty Team</b> (Wigan Council)	Assessment of young People's needs and referral to accommodation providers	Children at risk under 18	Borough-wide	01942 828300  <a href="mailto:ssdcdt@wigan.gov.uk">ssdcdt@wigan.gov.uk</a>
<b>Children in Care &amp; Care Leavers' Team</b> (Wigan Council)	Accommodation placements and support	Looked-after children and young people leaving care	Borough-wide	01942 487150
<b>Gateway 0-19 Service</b> (Wigan Council)	Advice and guidance around a range of issues including housing & homelessness.  Access point for Child in Need assessments for homeless under-18s	Children and young people aged up to 19	Borough-wide	01942 489450



**Lesbian & Gay  
Foundation**

Advice and support regarding  
a wide range of issues,  
including youth support/social  
groups

Lesbian, gay, bisexual or  
transgender people including  
young people who may be  
questioning their sexuality or  
facing homophobic/ trans-  
phobic harassment or bullying

Manchester

0161 235 8000

[www.lgf.org.uk](http://www.lgf.org.uk)

## 6. Older people with support needs

Provider	What is the service provided?	Who is it for?	Where is the service located?	To find out more:
<b>Abbeyfield Society</b>	'Very' sheltered accommodation community, some meals provided	Older people with support needs	Bond Street, Leigh	01942 607833 <a href="mailto:leigh.abbeyfield@blueyonder.co.uk">leigh.abbeyfield@blueyonder.co.uk</a>
<b>Adactus Housing Group</b>	Sheltered accommodation  Extra care accommodation scheme (sheltered accommodation with on-site domiciliary care & restaurant services)	Older people with support needs  Frail and elderly people, including people with dementia illnesses	Ambergate, Atherton Clayton House, Leigh Ingleside, Tyldesley Pennington House, Leigh Wickham Hall, Wigan Windleshaw House, Lower Ince  Elliott Gardens, Worsley Mesnes	01942 608715  <a href="http://www.adactushousing.co.uk">www.adactushousing.co.uk</a>  <a href="http://www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm">www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm</a>
<b>Age UK</b>  (formerly Age Concern & Help the Aged)	Floating support Service  Handyperson Service	Older people with support needs  Older people	Borough-wide  Borough-wide	01942 607337 <a href="http://www.ageuk.com">www.ageuk.com</a>  01942 826079
<b>Anchor Trust</b>	Sheltered accommodation	Older people with support needs	Cherry Tree Court, Standish Dean Court, Kitt Green Egerton Court, Hindley St Clements Court, Worsley Mesnes	0845 775 8595  <a href="http://www.anchor.org.uk">www.anchor.org.uk</a>  <a href="http://www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm">www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm</a>

<b>Arena Options Ltd</b>	Sheltered accommodation	Older people with support needs	Avril Court, Lower Ince Grosvenor Court, Orrell Langton Court, Golborne Leigh Court, Golborne Saddle Court, Newton	01744 670221  <a href="http://www.arena-housing.com">www.arena-housing.com</a>  <a href="http://www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm">www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm</a>
<b>Assistive Technology (Eldercare)</b>	Community or social alarm service	Older people with support needs	Borough-wide	For information about the service contact 01942 776715 For referrals to the service please contact Starting Point (Age UK) 01942 826079
<b>Care and Repair Wigan Borough</b>	Home Improvement Agency	Free advice, low cost handyperson & improvements service for older people	Borough-wide	01942 239360 <a href="http://www.careandrepair-manchester.org.uk/wigan-services">www.careandrepair-manchester.org.uk/wigan-services</a>
<b>Creative Support</b>	Floating support service	Older people with support needs	19-23 Charles Street Leigh WN7 1DB	01942 671457 <a href="http://www.creativesupport.co.uk">www.creativesupport.co.uk</a>
<b>Guinness Care and Support (Guinness Partnership)</b>	Sheltered accommodation	Older People with support needs	Brookside, Worsley Mesnes	0845 605 9000 <a href="http://www.guinnesspartnership.com/areandsupport">www.guinnesspartnership.com/areandsupport</a>  <a href="http://www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm">www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm</a>
<b>Hanover Housing Association</b>	Extra care accommodation scheme (sheltered housing with on-site domiciliary care and restaurant services)	Frail and elderly people	Elmridge Court, Lowton	01942 670411 free phone our service centre on 0800 280 2575  <a href="http://www.hanover.org.uk">www.hanover.org.uk</a>  <a href="http://www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm">www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm</a>

<b>Housing 21</b>	Sheltered accommodation	Older people with support needs	Brown Court, Pemberton Corbett Court, Hindley	0370 192 4000  <a href="http://www.housing21.co.uk">www.housing21.co.uk</a>  <a href="http://www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm">www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm</a>
<b>Riverside ECHG</b>	Sheltered accommodation	Older people with support needs	Clarrington Place, Ince Selby Court, Leigh	0845 155 9002  <a href="http://www.riverside.org.uk">www.riverside.org.uk</a>  <a href="http://www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm">www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm</a>
<b>Wigan &amp; Leigh Housing</b>	Sheltered accommodation	Older people with support needs	<u>Leigh area:</u> Brookdale Court Furness Crescent Leonard Court Moss Bank Court Wharfdale  <u>Wigan area:</u> Acton House Alexandra House Dunoon Road Frodsham Close Greenfields Greenwood Road Hollydene Pagefield House Regency Court Westwood Grange Withington Grange	Telephone: 01942 486549 Freephone: 0800 389 7652 <b>Typetalk:</b> 18001 01942 486500 <b>Mobile Text:</b> 07797 806546 Email: <a href="mailto:enquiries@walh.co.uk">enquiries@walh.co.uk</a>  <a href="http://www.walh.co.uk">www.walh.co.uk</a>  <a href="http://www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm">www.wigan.gov.uk/Services/Housing/OlderPersons/ShelteredExtraCareDirectory.htm</a>  <u>Pemberton area:</u> Brackley House Clifton Gantley Court Hindley House Linden Court Peter Street Pool Street Samwoods House Station Avenue Thorburn House Winster House

			<u>Atherton area:</u> Atherton House Blakeborough House Cherry Trees Devonshire Place Greenbank Court Hesketh Manor Mealhouse Court The Rowans Westfield Road	<u>Platt Bridge area:</u> Kildare Grange Lunedale Manor Court Millervale House Northfield Court Oakland Court Prodesse Court Roadside Court The Hollins Walkden House
	Floating Support	Older people with support needs	Borough-wide	
	Health & Wellbeing Co-ordinators	Older people	Borough-wide	

## 7. Offenders / people at risk of offending

Provider	What is the service provided?	Who is it for?	Where is the service located?	Contact details
<b>Catch 22</b>	Floating support service	Offenders or people at risk of re-offending aged 16-25	Borough-wide	01942 239871 <a href="http://www.catch-22.org">www.catch-22.org</a>
<b>Riverside ECHG</b>	Supported Accommodation	Offenders or people at risk of re-offending	Bond Street, Leigh Prestwich House, Atherton	01942 672210
	Floating support service	Offenders or people at risk of re-offending, and clients with drug and/or alcohol misuse issues.	Borough-wide	Floating Support Tel: 01942 604183
	Outreach Service	Offenders or people at risk of re-offending – referrals only accepted for clients who are in custody and are due for release (preferably 6 months before release).	Borough-wide	Offender Accommodation Resettlement Service Tel: 01204 386010 01942 604183 <a href="http://www.riverside.org.uk">www.riverside.org.uk</a>
<b>Youth Offending Team</b> (Wigan Council)	Floating support service	Offenders or people at risk of re-offending aged 16-25	Borough-wide	01942 776886

## 8. Substance Misuse & complex needs

Provider	What is the service provided?	Who is it for?	Where is the service located?	Contact details
<b>Ashton, Leigh &amp; Wigan Primary Care Trust</b>	Homeless & Vulnerable Persons' Team – medical and health advice & assessments, including referral to treatment services	People with substance misuse issues, or who are affected by someone else's misuse.	Based at Orrell, Daily surgeries at The Brick, Wigan. Outreach borough-wide	01942 775757 <a href="mailto:margaret.somers@alwpct.nhs.uk">margaret.somers@alwpct.nhs.uk</a>
<b>Family Intervention Project</b> (Wigan Council)	Floating support with issues affecting family life, including substance misuse.	Families with support needs	Borough-wide	01942 487127 <a href="mailto:fip@wigan.gov">fip@wigan.gov</a>
<b>LASARS</b> <b>SWAP</b>	Befriending, advice and support for people going through the asylum and immigration system and resettling in Wigan borough.	Asylum seekers, refugees, migrant workers and their families.	LASARS - Leigh  SWAP – Wigan	01942 678574 <a href="mailto:help@lasars.org">help@lasars.org</a>  01942 6144486 <a href="http://www.swapwigan.org.uk">www.swapwigan.org.uk</a>
<b>NACRO</b>	Floating support service	People affected by someone else's substance misuse	Borough-wide	01204 381656 <a href="http://www.nacro.org.uk">www.nacro.org.uk</a>
<b>Stepping Stone</b>	Floating support service	People with substance misuse problems and/or a chaotic lifestyle who find it hard to engage with mainstream services	Borough-wide	07968 327964  <a href="mailto:kathryn.verigotta@stepping-stone.org.uk">kathryn.verigotta@stepping-stone.org.uk</a>
<b>The Brick</b>	Personalised support service & outreach for people sleeping rough or homeless. Peer support recovery groups.	Single homeless people with support needs	Wigan Outreach borough-wide	01942 236953 <a href="http://www.thebrick.org.uk">www.thebrick.org.uk</a>
<b>Willow Project</b>	Advice and practical support	Women concerned about their own or someone else's drinking	Borough-wide	01942 679300 <a href="http://www.willowproject.com">www.willowproject.com</a>

## 9. Universal services

Provider	What is the service provided?	Who is it for?	Where is the service located?	To find out more:
<b>Adactus Tenancy Support Service</b>	Floating/visiting support	New tenants of any tenure	Borough-wide	01942 263656 <a href="mailto:Support.adactus-tenancy@adactushousing.co.uk">Support.adactus-tenancy@adactushousing.co.uk</a>
<b>Alcoholics Anonymous</b>	Peer support for people recovering from alcohol abuse	All borough residents	Regular meetings in Wigan & Ashton	0845 769 7555 <a href="http://www.alcoholics-anonymous.co.uk">www.alcoholics-anonymous.co.uk</a>
<b>Citizens Advice Bureau</b>	Free, confidential & impartial advice on a range of legal, social and consumer issues. Court desk service for people facing mortgage/rent repossession proceedings.	All borough residents	Wigan Life Centre  6 The Avenue, Leigh	0844 826 9713  <a href="http://www.wigancab.org">www.wigancab.org</a>
<b>Gamblers Anonymous</b>	Peer support for people recovering from a gambling problem.	All borough residents	Regular meetings at Hallgate House, Wigan Mondays 7.30-9.30	No appointment necessary; just turn up <a href="http://www.gamblersanonymous.org.uk">www.gamblersanonymous.org.uk</a>
<b>Greater Manchester Police</b>	Crime prevention and investigation of crime and anti-social behaviour	All borough residents	Across Greater Manchester	0161 842 5050
<b>Greater Manchester West NHS Trust</b>	Treatment & recovery services for drugs & alcohol issues	All borough residents	Leigh Alcohol Team Leigh Substance Misuse Wigan Substance Misuse (drugs & alcohol)	01942 681917 01942 608618 01942 827946 <a href="http://www.gmw.nhs.uk">www.gmw.nhs.uk</a>
<b>Lesbian &amp; Gay Foundation</b>	Advice and support regarding a wide range of issue including homelessness	Lesbian, gay, bisexual or transgender people	Manchester	0161 235 8000  <a href="http://www.lgf.org.uk">www.lgf.org.uk</a>



<b>Lifeline</b>	Needle Exchange & harm reduction project	All borough residents	Manchester	0161 839 2054 <a href="http://www.lifeline.org.uk">www.lifeline.org.uk</a>
<b>National Drugs Helpline</b>	Advice and information about substance misuse	All borough residents	National	0800 77660
<b>NHS Direct / NHS 111</b>	Advice about health and medical issues	All borough residents	National	0845 4647 (will change to 111 by 2013) <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
<b>Plumlife</b>	Affordable home ownership schemes	All borough residents	Manchester – homes available from time to time across Wigan borough	0161 447 5050 <a href="mailto:enquiries@plumlife.co.uk">enquiries@plumlife.co.uk</a>
<b>Refugee Action</b>	Advice about immigration and resettlement.	Asylum seekers, refugees and migrant workers	Bolton	01204 363800 <a href="http://www.refugee-action.org.uk">www.refugee-action.org.uk</a>
<b>Sexual Health Helpline</b>	Advice about contraception and sexual health issues	All borough residents	Borough-wide	0800 567123
<b>Shelter</b>	Specialist advice on legal and housing issues	All borough residents	Based at Wigan & Leigh CAB offices	0344 515 1640 <a href="http://www.shelter.org.uk">www.shelter.org.uk</a>
<b>Stephenson's solicitors</b>	Specialist legal advice and case work. Fast track service for illegal evictions and landlord harassment.	All borough residents	Wigan Leigh	01942 777777 <a href="http://www.stephensons.co.uk">www.stephensons.co.uk</a> Referrals to Illegal evictions/harassment service via WALH: 01942 487717
<b>TV Licensing</b>	Discounts and refunds for vulnerable groups	Sight-impaired people and older people aged 74+ or living in a care home	National	<a href="http://www.tvlicensing.co.uk">www.tvlicensing.co.uk</a>
<b>Wigan Council</b>	Accredited Landlords Scheme (private sector)	Owners of rented property in the borough who are able to meet minimum standards	Housing Strategy Team	01942 489209 <a href="mailto:privatelandlords@wigan.gov.uk">privatelandlords@wigan.gov.uk</a>
	Assistive Technology service – to help people maintain independence	All borough residents	Adult Services Dept	01942 776715 <a href="mailto:j.stephens@wigan.gov.uk">j.stephens@wigan.gov.uk</a>
	Central Duty Team: first point of contact for advice & assessment regarding	All borough residents	Central Duty Team	01942 828777 <a href="mailto:ssdcdt@wigan.gov.uk">ssdcdt@wigan.gov.uk</a>

	social care services, including out-of-hours			Out of Hours Emergencies: 0161 834 2436
	Family Intervention Project: support with anti-social behaviour, parenting issues & stress	All borough residents	Family Intervention Project Team	01942 487127 <a href="mailto:fip@wigan.gov.uk">fip@wigan.gov.uk</a>
	Housing Benefit	All borough residents (means tested)	Housing Benefits Team	01942 828644 <a href="mailto:benefits@wigan.gov.uk">benefits@wigan.gov.uk</a>
		All services providers and users	AGMA Local Housing Allowance Team	0845 120 2093 <a href="http://www.helpwithrent.org.uk">www.helpwithrent.org.uk</a>
	Housing Strategy Team (Commissioning & monitoring of services)	All borough service providers and users	Wigan Life Centre	01942 489199 <a href="mailto:hst@wigan.gov.uk">hst@wigan.gov.uk</a>
	Supporting People Team (Commissioning & monitoring of services)	Users of housing-related support services	Wigan Life Centre	01942 489436 <a href="mailto:supportingpeople@wigan.gov.uk">supportingpeople@wigan.gov.uk</a>
<b>Wigan Housing Solutions</b>	Professional letting & management of private sector tenancies on behalf of landlords.  Bond Scheme	All borough residents	Leigh	01942 879758 <a href="mailto:info@wiganhs.org">info@wiganhs.org</a>
<b>Wigan Independent Advice Centre</b>	Free, impartial advice about a range of issues including housing, debt & homelessness	All borough residents	Wigan	01942 324851
<b>Wigan &amp; Leigh Housing Housing Options Service</b>	Choice-Based Lettings service for people needing to find a new home	Anybody looking for a new home to rent in Wigan borough (also sometimes affordable homes to buy)	Property Shops in Wigan & Leigh	01942 404091 / 404128 <a href="mailto:propertyshop@walh.co.uk">propertyshop@walh.co.uk</a>

Homelessness advice, prevention & assessment of duties; placement in temporary accommodation where appropriate, rehousing and resettlement

Family mediation

Hospital Discharge Protocol with WWL and 5 Boroughs NHS Trusts

Mortgage Rescue Scheme & Repossession Prevention loans

Floating Support service from Housing Support Team to help vulnerable people maintain their independence at home

All borough residents in housing need or any person who finds themselves facing homelessness in the borough

Young people at risk of homelessness through family relationship strain

People leaving hospital care with no suitable accommodation or who need aids and adaptations to their home

Homeowners and tenants facing repossession

People requiring support

Housing Options Advice Centre, Platt Bridge

01942 487717  
[hoac@walh.co.uk](mailto:hoac@walh.co.uk)

[Housing\\_Support@walh.co.uk](mailto:Housing_Support@walh.co.uk)