

Hinckley & Bosworth
Borough Council

A GUIDE TO YOUR TEMPORARY ACCOMMODATION



YOUR TEMPORARY ACCOMMODATION

This handbook outlines everything you need to know about living in your temporary accommodation and tells you how to find out more information should you need it.

TEMPORARY ACCOMMODATION OFFICER

We have two Temporary Accommodation Officers who manage our temporary housing accommodation and one Hostel to home officer.

Contact the Temporary Accommodation officers on **01455 255968** or **01455 265404** or email **hosteltohomeofficers@hinckley-bosworth.gov.uk**.

YOUR HOUSING OFFICER

Your Housing Options Officer is your point of contact to help you move on from your temporary accommodation into either private or affordable rented accommodation.

You can contact your housing options officer on **01455 238141** and ask for them personally or email **housing.options.officers@hinckley-bosworth.gov.uk**.

HOW TO CONTACT US:

By phone

Our office is open 08:30am to 5pm Monday to Thursday (9:30am on a Wednesday) and 08:30am to 4:30pm Friday and can be reached by calling **01455 238141**.

To report housing repairs (if your accommodation is maintained by the Borough Council) please call **01455 238141** and press option 1 to speak to the Housing Repairs Section.

To report any housing emergency out of hours (including urgent repairs if your accommodation is maintained by the Borough Council) please call **01455 251137**.

By email

You can email us at **Housing.Options.Officers@hinckley-bosworth.gov.uk** for general enquiries.

In writing

Contact us in writing at: Housing Options, Hinckley & Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, Leicestershire LE10 0FR.

In Person

Our office is located at Hinckley Hub, Rugby Road, Hinckley, Leicestershire LE10 0FR and is open 8:30am to 5pm Monday to Thursday (9:30am on a Wednesday) and 08:30am to 4:30pm Friday. Please always try to make an appointment prior to visiting the office. If you visit the office without an appointment the appropriate person to deal with your enquiry may not be available.

Appointments can be made by calling us on **01455 238141** and asking for Housing Options or email **Housing.Options.Officers@hinckley-bosworth.gov.uk**.

CHECKLIST

Here is a list of things you need to do in the first few days of being in temporary accommodation:

- ☐ Complete a claim for Housing Benefit on the Councils website (assistance can be given if required)
- ☐ Complete a 'change in circumstances' update on your Universal credit account (if applicable)
- ☐ Provide any documentation that your Housing Options Officer may have requested from you.
- ☐ Complete an application for Social Housing on the Councils website and supply the relevant documentation (assistance can be given if required)
- ☐ Read and sign the interim/temporary accommodation letter issued to you, that sets out the terms and conditions of your stay.
- ☐ Make your first weekly payment towards your personal charges for your interim/temporary accommodation, using the invoice provided to you (if applicable). We advise that you either take a photograph or write down the amount you need to pay and your invoice number, in case you lose this.
- ☐ Make a budget plan (including personal charges, and other living expenses)
- ☐ Check if you're liable for Council tax. If so, Apply for Council Tax Support where applicable.
- ☐ Check if you're liable for any utility bills. If so, contact supplier to create an account and set up your payment method.



TOP TIPS

- **Keep to your normal routine as much as possible.** Just because you are housed somewhere temporarily doesn't mean that your life must be put on hold. Maintaining a routine can help you keep a sense of normality.
- **Stay in touch with family and friends.** Tell them what is happening and confide in them. By sharing any worries, you can be better supported.
- **Take time out every now and then.** Make sure you are still having fun. Just because you are in temporary accommodation doesn't mean you don't deserve a night out.
- **Put a positive spin on things.** It might be tough at times, but you will get there in the end.
- **Make a note of your new address.** Put the full postal address in your phone or diary as you are probably going to be asked for it many times.
- **Take pictures on entering your new accommodation.** If there is any visible damage or disrepair, then get evidence. You do not want to be billed for them later.
- **Find out about the local area.** Find the GP, supermarkets, convenience stores, leisure centres, parks and play areas. Food can be expensive – find out where the food banks are if you need them.
- **Join the local library.** You can use their computers to access the internet and your e-mails.
- **Storing your things.** There is not always room for all your possessions when you move into temporary accommodation. Label all your boxes/bags and pack them so you can easily find the items you use the most.
- **Make sure you know the rules.** Make sure you are given a copy of the house rules if there are any. People can get caught out, don't be one of them. Whatever you think about them, they are the rules so don't fall foul of them.
- **Be prepared to cohabit.** You may find yourself sharing kitchens, bathrooms, and communal areas. This can be a source of tension but stay calm and talk to support workers, staff, or others if any situations arise.
- **Be sensible with your money.** Living in temporary accommodation can be more expensive than living somewhere more permanent. Find out if you are entitled to any benefits or grants that can help you. Most importantly, if you are falling into debt, seek help.
- **Be prepared to move really quickly.** The process of finding permanent accommodation can be slow but when things happen, they move fast. Keep a few boxes spare – you always end up with more bits and bobs than you think. Look out for 'man with a van' phone numbers and when a house or flat becomes available, you'll be ahead of the game!
- **Stay occupied.** You can find out about free events happening in the Hinckley and Bosworth area by visiting: hinckley-bosworth.gov.uk/events

UNDERSTANDING EMERGENCY ACCOMMODATION

Q: What is emergency accommodation?

A: When you make a homeless application, if the council have reason to believe that you are eligible, homeless and in priority need, you will be offered interim emergency accommodation while your case is being assessed. It is very likely that the interim accommodation that's provided by the council will be shared accommodation. This means that you will have your own room, but the bathroom and kitchen facilities may be shared with other people. What we offer you depends on your household make-up and what is available at the time.

Unfortunately, a lot of emergency accommodation has a 'no pets' policy. We can help with kennelling if you require it, but you will still have to cover these costs yourself. If you have any questions with the interim accommodation provided to you, please email

Housing.Options.Officers@hinckley-bosworth.gov.uk or phone **01455 238141** and ask for the Housing Options team.

Q: What is the difference between interim accommodation and temporary accommodation?

A: The wording used for the accommodation you are provided, will be determined by the Homeless duty granted to you.

If a Relief duty has been granted to you, and you are believed to be in Priority need then the Council have a S188 duty alongside the Relief duty, to provide you with interim accommodation. Should you lose this accommodation due to your behaviour or actions, then the S188 duty to provide you with interim accommodation will end, however your relief duty will continue.

If a main homeless duty is granted to you, then the council have an obligation, as part of this duty to provide you with temporary accommodation (if required). This must be longer term temporary accommodation (however B&B accommodation is still deemed suitable). You can continue to stay in the accommodation until suitable permanent accommodation is found. However, if you lose this accommodation due to your behaviour or actions, then the homeless duty will also be ceased as you will be deemed intentionally homeless.

Both types of accommodation must be suitable for you and anyone who normally lives with you. Suitability is outlined in the homeless legislation.

If you're pregnant or have children, the Council must not house you in bed and breakfast (B&B) or hotel accommodation with shared facilities for longer than six weeks. If this applies to you and you are still likely to be in interim accommodation after six weeks, we will look to move you to other emergency accommodation, which has self-contained facilities. This is likely to be our family hostel, located in Hinckley.

Q: How long will I be in temporary accommodation for?

A: It is difficult to predict how long you may need to remain in this type of accommodation. It will depend on whether we can help you find other accommodation and the decision reached on your homelessness application.

If you are not owed the main homeless duty (either because you are deemed not eligible, not in priority need or intentionally homeless) you will be required to leave.

Waiting times for housing are currently very long and we would advise you to ensure that you are seeking long-term accommodation. To find long-term accommodation you can:

Bid on the housing register: To enter the bidding process you must apply to be on the housing register. If you are eligible, you'll need to log on every week to bid for suitable properties. How long it takes to find one will depend on the availability of accommodation and how flexible you are about the type and location. Please be aware that if you fall into arrears with your personal charges on your interim/temporary accommodation, your housing register application will be suspended, and you can't bid. That's why it's so important that you pay your charges regularly. Please note, not all customers in temporary accommodation/interim accommodation will be eligible for the housing register.

Find privately rented sector accommodation: Private rented sector accommodation will often be the quickest route to settled accommodation. If you find private rented sector accommodation, please contact your Options Officer as soon as possible (email Housing.Options.Officers@hinckley-bosworth.gov.uk or phone **01455 238141** and ask for the Housing Options team). If necessary, we can help you with rent in advance and a deposit. Please be aware that you are not restricted to consider accommodation inside the borough. Before you sign for any tenancy, please ensure that you contact us first as we may not be able to assist you financially should you have already signed any documentation. For more information on how to find private rented sector please see your 'HBBC Private rent guide'.

Q: Do I need to make payments towards my accommodation?

A: Yes, you need to make payments towards your interim/temporary accommodation. You will also be required to make a claim for Housing Benefit towards the cost of your temporary accommodation too. The amount you will be charged as a personal contribution is decided depending on a number of factors, such as whether you are eligible to claim housing benefits, the number of people in your household, the type of accommodation you are placed in and whether you have pets.

You will receive an invoice that tells you the amount you need to pay weekly. You will only receive this invoice once, and will not get a new invoice each week, unless the amount changes. Please do not destroy this invoice. The invoice will detail how you can make payments. Failure to make payments requested towards your accommodation can result in the accommodation being withdrawn and further accommodation may not be given. If you have a main homeless duty granted to you, it may also end this duty and as you may be considered intentionally homeless.

Q: Is anyone else allowed to stay with me whilst I'm in the accommodation?

A: No, only those named on your homeless application can stop over or reside at any interim/temporary accommodation offered to you. Should we become aware that you have had unauthorised guests staying in your placement, then the placement will be ceased, and no further accommodation may be offered.

Q: Can I refuse emergency accommodation?

A: We will only offer you accommodation which we believe is suitable and meets your needs - but we will listen to your reasons for refusing a property, if you feel it is unsuitable for you. However, if the council believes that the accommodation offered is suitable, and we don't accept your reasons for refusing it, we may discharge our duty to provide you with emergency accommodation and no further offers of accommodation will be made. Therefore, please seek advice from organisations like Shelter and Citizens Advice before you refuse any offer of emergency accommodation from the council.

Q: Who should I contact if there is a repairs issue with my accommodation?

A: Any repairs issues should be raised with the accommodation provider directly, in the first instance. However please speak to a temporary accommodation officer should you require assistance or if you do not receive a satisfactory response.

Q: Who should I contact if there is a generic issue, that is not a repairs issue, with my accommodation?

A: Speak to your Housing Options Officer as soon as possible regarding any issue with your accommodation, that is not in relation to a repair. To report any housing emergency out of hours (including urgent repairs if your accommodation is maintained by the Borough Council) please call 01455 251137.

Q: Will my temporary accommodation/interim be furnished?

A: The majority of our temporary accommodation is partly furnished if you have no belongings. This means you will need to arrange for your own furniture and white goods to be delivered but if you have nothing, we will provide basic items such as beds, fridge and cooker. If you have any belongings in storage, they will come out of storage and into your new temporary accommodation address, if there is room.

Q: What rules are in place in my temporary accommodation?

A: While you are in interim or temporary accommodation you will be issued terms and conditions that must be adhered to during your stay. Failure to adhere to these terms and conditions will result in a loss of accommodation.



BUDGETING AND MONEY

Make a budget plan!

When it comes to making a budget, it is important to know what the difference is between essentials and non-essentials. Making a budget will help you understand where your money goes and where you can save money. It is the first step to take control of your financial situation, including knowing what's coming in, what's going out and when. It will also help you see whether you're living within your means.

Essentials: These are things that are absolutely necessary.

Non-essentials: These are items that are not absolutely necessary and are generally items you may want to have.

Everyone will have a different idea of what is essential and non-essential to them. But it is important to remember when it comes to making a budget that there are going to be things that you need to pay for otherwise there are consequences. There are also other things you can't live without and things that you could do without for a while, or you could save up for.

Therefore, it is important to ensure you are keeping on top of your essential bills and budget plan. It's also important that you arrange to clear any priority debts as soon as possible.

It is easier to decrease your spending than it is to increase your income. There are simple ways to reduce your household bills, such as switching utility providers, shopping around for groceries or getting a cheaper mobile phone deal.

If you are struggling to stay on top of your bills it may be possible to put lower payments in place if you're facing financial difficulty. You could also:

1. Check you're receiving the right benefits

Make sure you're claiming all the benefits you are entitled to. If you're missing out on a benefit you aren't getting all the money that could make a real difference to your income. You can complete a benefit calculator at turn2us.co.uk or entitledto.co.uk. Both calculators will tell you what you could be entitled to.

2. Work out your budget

Find out how much money you have coming in and going out each week/month. This will help with showing you what you have left each month to settle any debts or to start saving. Having a spending diary is an easy way to monitor your spending.

3. Set up a payment plan to clear any outstanding rent arrears

Rent arrears can prevent you from finding long-term accommodation, as landlords will carry out rent references on your former addresses, therefore it is important to ensure you are addressing any former rent arrears you may have. If you are struggling with finding a solution for your rent arrears, don't delay and speak to a debt advisor as soon as possible.

4. Sort out your council tax (thinking to the future!)

Ensure your property is in the correct council tax band by speaking to Hinckley & Bosworth Borough Council. You can also ask for your council tax payments to be spread over 12 months instead of the usual 10 months. Doing this will reduce the amount you pay each month.

Also ensure you are receiving the correct discounts. You can get reductions on your bill if you: live on your own; live only with someone who's under 17 years old or a full-time student; live with someone with mental health problems; live with someone who is severely disabled; or earn below a certain amount of money.

5. Gas & Electric Deals (thinking to the future!)

Make sure you are on the best deal you can get for your gas and electric. Use an OFGEM-approved utility price comparison website, to see if you can get a better deal or use the council's switch and save scheme by calling 01455 255988 or going to hinckley-bosworth.gov.uk/switchandsave

6. Saving for a deposit for your new home

Any property you move into, whether this is in the private sector or social housing via the housing register will require a deposit to be paid, before the tenancy can commence. Therefore we advise that you start saving now. The amount of rent required up front can range from 1 week to 1 month. Therefore you should aim to save a minimum of £150, but we would advise that you try to save at least 4 times this. An offer of accommodation maybe withdrawn from you, should you not be able to pay the rent in advance requested by the landlord, in the timescale they provide. Be prepared!

Struggling with staying on top of your priority bills?

If you have lots of different debts that are making it more difficult to pay your priority bills, then it's really important that you get free and confidential debt advice as soon as possible.

TOP TIPS FOR MAKING A BUDGET

1. Know your total income whether this is weekly or monthly.
2. Make sure you're claiming all the benefits that you are entitled to turn2us.co.uk or entitledto.co.uk
3. Write down how much you spend on your essential bills (rent, council tax, gas, electricity, and your TV Licence)
4. Keep a note of how much you spend on day to day living food, clothing, travel & entertainment.
5. Put some aside for occasions such as birthdays and Christmas.
6. Try to save something each time you get paid. This will be helpful for emergencies.
7. Review your incomings & outgoings regularly.
8. Look at ways to cut costs e.g. cutting down on cigarettes.
9. Have a saving goal e.g. I want to buy a new TV in 6 months' time.
10. Have control of your money by keeping a spending diary.
11. Look at your bank statements and receipts to see where you spent your money.
12. Make sure you're getting the best deals with your utilities as well as shopping around for cheaper deals!
13. Use a budgeting planner online. The Money Advice Service & Citizens Advice have them on their websites. They are free & easy to use.
14. Shop around!
15. Don't impulse buy

CLOCKWISE CREDIT UNION

Do you feel you need more help with keeping on top of your spending and finding another way to save? Clockwise Credit Union has a Budget Account that could be ideal for you.

How it works: The budget account works by dividing your money into agreed pots that you cannot accidentally spend before the bill is due. You can decide to have the left-over money transferred to another account of your choice. Over time this helps you become a better saver!

Budget Account Benefits:

- Money cannot be withdrawn until the bill has been deducted.
- Allows you to manage your money better.
- Pay your bills on time.
- Enables you to set savings targets.
- Improves your credit rating and helps you to manage any debts.
- Become a better saver.
- Regular payments can be made by:
 - having your benefits paid into your account directly.
 - Transfer from other accounts with your credit union or elsewhere direct deposit from your wages/salary.

All you need to do is decide which bills and payments you would like to be made on your behalf each week or month and Clockwise will do the rest. As long as your income comes into your account as agreed, each of your agreed payments are made on time.

How does it work? You complete a budget planner detailing which bills and payments you would like to make. You can prioritise bills so that the most important are always paid. You set up a regular payment into the budget account to cover your budgeted payments. This could be benefits, wages/salary or a standing order from an existing bank account. Any spare cash can be transferred to a prepaid card, savings, or external account. Clockwise can even split the amount into weekly, fortnightly, or monthly amounts to help you budget your spare cash.

What bills can I pay?

- Council tax
- Mortgage/Rent
- Gas/Electric/Water
- Home Insurance
- Satellite/cable subscription
- Telephone

How much does it cost? Unlike other budget account services, clockwise will only charge you the cost of running the account and do not aim to make a profit, potentially saving you as much as £11/month. The budget account costs a low monthly fee of £4 for up to 6 payments per month. If you need to pay more than 6 bills, then there is an additional charge of £2 for every 4 payments. For example, if you need to pay up to 10 bills then you would be charged £6 per month. clockwise.coop

There may be other accounts available with other banks. Shop around to find the best account for you

OTHER LOANS

Be very careful with other kinds of borrowing. Things like payday loans, log book loans and doorstep lending can seem like an easy solution but can make a bad situation worse. They're often a very expensive way of borrowing, so always try to find other ways such as joining a credit union.

LOAN SHARKS & ILLEGAL LENDING

There are several different ways in which you can borrow money, these include advance payments/ budgeting loan through the DWP, loan through a bank, payday lenders, door stop lenders and credit unions etc.

There's nothing wrong with borrowing money, but it is important you only borrow money if you can afford to pay it back in the time you have agreed with the lender.

Sometimes, as a last resort, people who are desperate for money and have exhausted all other options may be tempted by a loan shark or illegal lending.

What is a Loan Shark?

A loan shark is someone who lends money without the correct permissions. This means they are not authorised by the Financial Conduct Authority (FCA) to lend money legally.

A loan shark can charge very high rates of interest, and they rarely give out any paperwork to confirm the loan arrangements.

If payments are missed, illegal action may be taken to collect the money owed which includes threats, intimidation, violence or taking away valuable items from the person who has loaned the money.

What To Do If You Owe Money to a Loan Shark?

The Stop Loan Sharks team can help. They are a government agency who has the power to investigate and prosecute loan sharks and illegal money lenders.

You can report a loan shark or illegal money lender to Stop Loan Sharks in full confidence and completely anonymously. After you have reported a loan shark, the Stop Loan Sharks will ring you, if you want them to, at a time to suit you, and talk to you about what has happened.

You will have a LIAISE Officer who will support you throughout the investigation into the illegal money lender.

Stop Loan Sharks investigators will talk to you about the money you have borrowed, how you repay it, and take further information about the loan shark/illegal money lender. This can become a witness statement that they will ask you to sign. But you can also give this information to them anonymously and in complete confidence.

To get support from Stop Loan Sharks:

Complete an online form online at stoploansharks.co.uk/what-is-a-loan-shark/

Call them on **0300 555 2222** at any time of the day or night.

Email reportaloanshark@stoploansharks.gov.uk

Text the lender's details to **07860022116**

DEBT ADVICE

Citizens Advice

citizenadviceleicestershire.org

0808 278 7854 for Leicestershire residents

08080278 7970 for Leicester residents

Lines open Monday to Friday, 9am – 4.30pm

When you first contact CAB you will be offered a short session with an assessor to talk about how they can help you. They may be able to solve your problem there and then. If your issue is more complicated, they will make you an appointment for more special advice. This can be in person, by phone or on email.

Step Change Debt Charity

stepchange.org

0800 138 1111

Lines open Monday to Friday, 8am – 8pm | Saturday, 9am - 2pm

Step Change offer debt advice over the phone and online. Their debt advice is based on a comprehensive assessment of your situation. They will then provide practical help and support for however long it's needed. Step Change follow a simple three step process to deal with your debt.

National Debtline

nationaldebtline.org

0808 808 4000

Lines open Monday to Friday, 9am – 8pm | Saturday, 9.30am – 1pm

National Debtline are an independent charity, dedicated to providing free debt advice by phone and online to people across the UK. They have guides, fact sheets, budgeting tools and sample letters to help you write to creditors. Their advisers will help you to work out what you can afford to pay towards your debt and help you to find the right debt solution.

BENEFITS

The benefits system can seem very complicated, but it doesn't need to be. Benefits are designed to help people in all sorts of different situations. There are many different benefits available and to ensure you are receiving the correct benefit you can complete a benefit calculator online at turn2us.org.uk or entitledto.co.uk.

These are only a selection of some benefits you may be entitled to. There are many other benefits and there is different criteria for each one:

Carers Allowance	This benefit is for people who are giving regular and substantial care to disabled people. You can apply for this benefit alongside other benefits
Housing Benefit	This benefit can help those on a low income and need support to pay the rent. If you're not eligible for this benefit you will have to apply for something else
Pension Credit	This benefit is an income-related benefit to give you some extra money in retirement
Personal Independence Payment	This benefit is extra money to help you with everyday life if you've an illness, disability, or mental health condition. You can get it on top of other benefits. Your income, savings, and whether you're working or not don't affect your eligibility.
Universal Credit	This benefit is a new way of paying benefits where you receive one monthly payment. It is administered by the Department for Works and Pensions (DWP). It replaces 6 different benefits
Attendance Allowance	This benefit gives you extra money to help with your care needs if you've reached pension age and you have an illness or disability

UNIVERSAL CREDIT

What is it?

Universal credit is a new way of paying benefits where you receive one monthly payment. It is administered by the Department for Works and Pensions (DWP).

Universal credit replaces the following benefits:

- Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit

Once you make a claim for universal credit, you won't be able to make a claim for any of the above benefits.

There are no limits to the number of hours you can work each week if you receive universal credit. Your payment will gradually reduce as you earn more money. You won't lose all your benefits at once if you're on a low income.

Universal Credit is being introduced in stages across the UK. If you are not already receiving Universal Credit and you expect you have to go on to it, you do not need to do anything until you hear from the DWP about moving to Universal Credit, unless you have a change in circumstances.

Eligibility

You may be able to get Universal Credit if:

- you're on a low income or out of work
- you're 18 or over (there are some exceptions if you're 16 to 17)
- you (or your partner) is under State Pension age
- you and your partner have £16,000 or less in savings between you
- you live in the UK

The number of children you have does not affect your eligibility for Universal Credit, but it may affect how much you get.

If you've worked in the last 2 to 3 years, you may also be eligible for:

- 'New style' Jobseeker's Allowance if you're out of work
- 'New style' Employment and Support Allowance if you can't work because of illness or disability



MOVING OUT OF YOUR CURRENT ACCOMMODATION

It is not possible to guarantee how long you may be in temporary accommodation, as this will vary depending on your individual circumstances and the availability of housing. You will be required to bid for available permanent housing (if you are eligible for inclusion on to HBBC's housing register) but the council will also be placing bids on your behalf.

You are warned that if you lose your temporary accommodation due to breaching the conditions of occupancy then you may not receive any future offers of accommodation.

Once you have been found permanent accommodation you need to move out of the temporary accommodation on the start date of your new tenancy. If you do not do this, you will be liable for the full cost of your temporary accommodation and rent on your new property.

Before moving out it is essential that your temporary accommodation is cleaned and any damage you might have done repaired. Any damage left to the property once you have moved out, that needs repairs, will be recharged to you.

You must take with you all your possessions including any rubbish or unwanted furniture/items or dispose of them. You will be recharged for the cost of the disposal of any items you leave in your temporary accommodation.

If the accommodation is unfurnished and you need help to obtain white goods and/or furniture, the council can assist with basic items such as beds, a fridge and a cooker. For other items we would ask you to check Facebook Marketplace.

HEALTH AND WELLBEING

How can I access health services?

The NHS Choices website is the best place to find health services in the borough. You will be able to find a GP, pharmacies, dentists, urgent care centre and other health services available to you and your family.

GP services

If you are not registered with a GP, you will be unable to see a doctor unless you have a serious emergency. In most other cases, calling 111 is a better option. If you are not registered with a GP but need treatment, you can find a GP surgery near you and register there as a temporary resident if you will be living in the area for up to three months.

To register, the surgery will ask you to complete a temporary registration services form. When you register temporarily with a GP surgery, you'll remain registered with your permanent GP surgery and the temporary GP surgery will pass details of any treatment you have back to your permanent GP. They will add the information to your medical records. If your application to become a temporary patient is refused, you can still receive emergency treatment for up to 14 days. After three months, if you are still living near the GP surgery where you registered as a temporary resident, you will have to apply to register with the surgery as a permanent resident. You can find more information on the NHS website: registering with a GP as a temporary resident

Dentist

The NHS Choices website will provide the most up-to-date information about NHS dentists near you. If you don't have a regular dentist or can't travel to your registered dentist, you can still get emergency dental care by calling 111.

Midwives

If you are pregnant and cannot travel to see a midwife at your usual GP's surgery you can find a midwife closer to your emergency or temporary accommodation by finding and registering with a GP, as set out above. Once you have registered with the GP, make an appointment and, at the appointment explain that you are pregnant and need a referral to a midwife. The GP will then make the referral.

Health Visitor

Health visitors work with parents offering support and informed advice from the antenatal period until a child starts school at five years old. Families from all walks of life may need support and information on issues that affect their children's health and development. If you need advice or support from a health visitor, please speak to your local GP or contact Healthy Together.

Childrens health

There are resources available to assist parents with support around their childrens health. You can get more information by visiting leicspart.nhs.uk/service/healthytogether/ or call the helpline on **0300 300 3001**. Calls are answered from 9am – 4:30pm on weekdays, excluding bank holidays.

For information and support around children under the age of 5 you can also visit healthforunder5s.co.uk.

ChatHealth is a confidential, secure text messaging service with a public health nurse, open Monday – Friday 9am – 5pm excluding bank holidays.

Leicester city: text **07520 615 381**

Leicestershire & Rutland: text **07520 615 382**.

All texts will be responded to within 24 hours.

Outside of service working hours, you will receive a message back to inform you that your text will be responded to once the line reopens. This service is for parents of children aged 0-19 years.

The Cry-Sis helpline provide support for parents with crying and sleepless babies. It is available 7 days a week, 9am – 10pm – **0800 448 0737**.

The Perinatal Mental Health Service provides personalised and specialist care to people living in Leicester, Leicestershire and Rutland who have moderate to severe mental health problems during pregnancy, child birth and up to 24 months following a child's birth. Your GP, midwife, health visitor or obstetrician can refer you into this service.

If you are concerned around safe sleeping for your Baby please talk to a member of the team. The safest place for a baby to sleep is in a smoke-free environment, in the same room as their parent/ carer, for at least the first six months of their life. Babies should be placed on their back, with their feet at the foot of the sleep space, on a firm, flat clear surface."

Sexual Health Services

If you need advice and information on sexual health including STI testing and contraception, please consult the Leicestershire County Council website.

Health and wellbeing

Leicestershire County Council have a number of services available to help support you with things like:

- Eating well
- Smoking, alcohol and drugs
- Seasonal health
- Getting active
- Healthy weight
- Dental health
- Health checks and advice
- Sexual Health
- Mental health and wellbeing



You can find out more information by visiting:
leicestershire.gov.uk/health-and-wellbeing

Mental Health



- If you need Non-urgent support for your mental health, contact your GP (8am-6:30pm) or Vita Health (NHS Talking Therapy service) via **0330 094 5595** or **vitahealthgroup.co.uk/nhs-services/**
- If you require URGENT support for your mental health now, support is available 24/7 via NHS 111 option 2 (for mental health). This number is free, open 24/7 and confidential. Alternatively, you could visit a Neighbourhood Mental Health Cafe within Leicester, Leicestershire & Rutland. A full list of venues can be found via: **leicspart.nhs.uk/service/neighbourhood-mh-cafes/**
- In an emergency call 999 if there is a threat to life.

Connect with the people around you.



Research shows there are five simple things you can do as part of your daily life to build resilience, boost your wellbeing and lower your risk of developing mental health problems. These simple actions are known internationally as the Five Ways to Wellbeing:

1. With family, friends and neighbours.
2. Keep Learning. Try something new. Rediscover an old interest. Explore something new.
3. Be Active. Go for a walk or run. Step outside. Garden. Play a game.
4. Give. Do something nice for a neighbour. Thank someone. Volunteer your time.
5. Take Notice. Remark on the unusual. Notice the changing seasons. Savour the moment.

Regularly practising the Five Ways is beneficial for everyone.

The Joy platform can help you find activities, groups and community support offers that may be nearby. From walking groups to debt advice, it's about what matters to you. Search for services near to you at: **www.LLRJOY.com**

FAMILY HUBS

At the heart of our communities our Family Hubs have been established to support families, children and young people across Leicestershire.

Working with partner organisations our hubs provide a one stop shop and offer advice information and resources to help families navigate every stage of life from pregnancy through to your child's early years later, childhood and young adulthood.

The family Hubs website has been designed to help families, young people, and communities throughout Leicestershire navigate information and advice. Discover what support is available to you, find local events and news, and explore opportunities to volunteer in your local community.

www.familyhubsleicestershire.org.uk

WELFARE SUPPORT

Welfare support service

With the cost of living increasing this can create challenges for us, particularly with our finances. It may seem overwhelming, worrying and something that you may have never experienced before, but help is out there for you.

If your salary has been reduced, you could be entitled to benefits that supplement or replace your income such as Universal Credit which then leads to other benefits such as Council Tax Support or Discretionary Housing Payments. You might be entitled to some help with your water rates or energy bills and may even be able to get help with furniture too.

There are ways to maximise your income and plan ahead. But if it feels that things are already out of control there is help and guidance around managing finances and debt. Contact the team for more information.

Welfare Support Service also offer a Drop-in advice session on the first Wednesday of every month 10am to 2pm at Hinckley Hub.

No appointment is necessary, and you can get:

- Advice on benefits
- Assistance with grant applications
- Help with maximising your household income
- Food bank referrals
- Support to access the Household Support Fund
- Support to minimising your outgoings
- Assistance with white goods

You can contact the Welfare Support Team by emailing costoflivingsupport@hinckley-bosworth.gov.uk or by phone on **01455 238141**.

Hinckley & Bosworth Borough Council

CONTACT US

 01455 238141

 Out of hours emergency: 01455 251137.

 Housing.Options.Officers@hinckley-bosworth.gov.uk

Hinckley & Bosworth Borough Council, Hinckley Hub,
Rugby Road, Hinckley, Leicestershire LE10 0FR.



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This document is
available on our
website here