

Help and Support

Useful telephone numbers for Mapperley residents

General Help and Support Numbers	Nottingham City Council (NCC) Customer Hub/Golden Number (if you're shielding and need help or for council services)	0115 915 5555
	Refugee Forum (for refugees and asylum seekers)	0115 960 1230
	Age UK (advice line for older people)	0800 678 1602
	Disability Support	0115 978 5095
	Free Bulky Waste Collection (NCC)	0115 915 2000
	Anti-Social Behaviour (call to report issues)	0115 915 2020
	Have your say (comments compliments and complaints)	www.nottinghamcity.gov.uk/hys

Emergency Numbers	Fire, Police, Ambulance emergency	999
	Police non-emergency	101
	Crime stoppers (give information anonymously)	0800 555 111
	Victim Care (for victims of crime)	0800 304 7575

Food and Clothing Support	Foodbank / energy vouchers referrals (The Chase Neighbourhood Centre, St Ann's)	07979 159 095
	Himmah Food Bank (referrals and delivery only)	0115 871 4426 / info@himmah.org www.himmah.org
	TYCANN (cultural specific (African) meals delivered for Mapperley residents only)	YorubaAssociation.Nottingham@gmail.com / 07417 456 095
	SFiCE (hot meals and food parcel deliveries)	info@sfice.org / 07307 892 936
	Sharewear (free clothing bedding, shoes by referral)	07724 118 666

Housing and Welfare Support	Nottingham City Homes	0115 746 9555
	Housing Aid (for homelessness and housing advice)	0115 876 3300
	NCC Welfare Rights (for advice on benefits and debt)	0115 915 1355
	SFiCE (telephone based listening and offloading support line)	0115 718 0591
	St Ann's Advice Centre	See contact details overleaf

Crisis Support	Domestic Abuse 24-hour helpline (for women and children)	0808 800 0340
	Domestic Abuse helpline (for men)	0808 801 0327
	Adult Safeguarding (report concerns and get support for vulnerable adult's at risk of harm)	0300 131 0300
	Childline (helpline for children 7.30am – 3.30am)	0800 1111
	Children and families direct (if you're worried about a child being harmed)	0115 876 4800
	Samaritans (24-hour)	116 123
	Shout mental health text line (struggling to cope?)	85258 / giveusashout.org
	Mental Health helpline (9am – 11pm every day)	0300 555 0730
	Nottingham Recovery Network (drug/alcohol services)	0800 066 5362

Money Sorted

Personalised 1:1 support to improve financial wellbeing
0115 908 1534

Debt Advice



General Debt advice (eg. housing, council tax, fuel), negotiations with creditors, payment plans, Debt Relief orders – **0115 908 1530**

Welfare and Benefits Advice

Support with applications, form filling, Advocacy support with DWP, PIP, ESA appeals
0115 950 6867

Children and Young People's Activities

The Renewal Trust

  @TheRenewalTrust or @BrendonLawrenceSportsCentre enquiries@renewaltrust.org.uk

Families information Service (for families/children)

0800 458 4114

NCC youth and play timetable

www.nottinghamcity.gov.uk/playandyouth
www.nottinghamcity.gov.uk/childrenscentres

Local Libraries Click & collect books, PC access by appointment, Home Library Service, Online Library

Dales Centre Library

0115 876 1990

St Ann's Valley Centre Library

0115 883 9700

Contact your local Mapperley ward councillors to raise any issues or concerns



Councillor Leslie Ayoola

e: leslie.ayoola@nottinghamcity.gov.uk / t: 07508 492 381



Councillor Sajid Mohammed

e: sajid.mohammed@nottinghamcity.gov.uk / t: 07704 315 089



Councillor Rosemary Healy

e: rosemary.healy@nottinghamcity.gov.uk / t: 07534 344 699

Need help finding a job? Are you unemployed and living in Mapperley? Give us a call, we are waiting to help you!

Are you 16+? Worried about being unemployed? Do you need support to find your next job?

Great NEWS there are lots of support services to help with the challenges in finding work. For all ages (16+) and backgrounds (including those living with long term health concerns or disabilities).

You can get help with:

- CV Writing
- Interview questions and answers
- General Job Searching
- Careers Guidance
- Looking for volunteering opportunities
- Identifying the roles that best suit you

Nottingham Jobs

Tailored employability support i.e Age, Location, Health and Links with local employers and current vacancies. Contact **Sarah Barr** – **0115 876 4508**, jobs.hub@nottinghamcity.gov.uk

The Renewal Trust

General employment support and advice offering support with job searching, looking into a career change and seeking out volunteering? Contact **Ann Rose** – **07867 562 295** or ann@renewaltrust.org.uk

Metropolitan Thames Valley Housing

Providing Employment and Training support for 18 – 29 year olds and MTVH residents of any age. Contact: communitysupport@mtvh.co.uk

More information about services can be found online at: www.asklion.co.uk

Due to the changing regulations regarding COVID-19 please phone the numbers to find out about any changes to the details given here. This leaflet has been produced by members of the Dales, Mapperley and St Ann's Area Partnership February 2021.

Supported by Mapperley councillors



Nottingham
City Council