



Directory- January 2023

A E Smith & Son

A E Smith & Sons Funeral Directors Queens Drive SN3 1AW		Warm and Welcome Space	
https://www.swindon.gov.uk/directory_record/23748/a_e_smith_and_son_funeral_directors/category/264/all_spaces			
01793 522023			
Jeffrey.Browning@dignityuk.co.uk			
Contact Details			
Jeffrey Browning		01793 522023	
Jeffrey.Browning@dignityuk.co.uk			
What We Do			
• Warm and Welcome Space			

Beechcroft Library



188 Beechcroft Road Swindon SN2 7QQ		Warm and Welcome Space	
01793 680030			
beechcroft.library@strattonstmargaret.gov.uk			
Contact Details			
Vicky Chamberlain		01793 680030	
beechcroft.library@strattonstmargaret.gov.uk			
What We Do			
• Warm and Welcome Space • Benefits Advice and Support Library. We offer a range of adult and children's books for borrowing, we have 4 public PC's available for use, we also have a wide range of activities every week, including a Friendship Group, Story Time for Toddlers, Knit and Natter, a Bereavement Group and more. Every Thursday morning between 10.30 and 12.30 we hold Stratton Advice Point, which gives benefits help and advice. We also offer free tea and coffee every Wednesday and Saturday.			

Sanford House Entrance on College Street Swindon, SN1 1HE	Information, Advice and Guidance
https://www.citizensadvicewindon.org.uk/	
Freephone 08082787813 Mon – Fri: 10.00 am – 4.00 pm	
advice@swindon.cabnet.org.uk	
Contact Details (Not for General Public Use)	
Ameeta Bassi	
affalead@swindoncab.cabnet.org.uk	
What We Do	
• Advice • Housing Advice and Support • Finance, Debt and Budgeting • Fuel, Utilities and Energy Advice and Support • Immigration Advice and Support • Information, Advice and Guidance • Benefits Advice and Support We provide free, confidential and impartial advice and campaign on big issues affecting people’s lives. Our goal is to help everyone find a way forward, whatever problem they face. We provide comprehensive generalist advice to help people with a wide range of problems including benefits, debt and money, employment, housing, immigration, consumer, relationships, discrimination, law and rights, healthcare, education and much more	

Everleigh Centre, Everleigh Road, Swindon, SN2 5HB	Family Support
01793 465111	
familyservice@swindon.gov.uk	
Contact Details (Not for General Public Use)	
Michael Hadgraft	07866 139059
mhadgraft@swindon.gov.uk	
What We Do	
• Adult Education • Advice • Housing Advice and Support • Homelessness Advice and Support • Health and Wellbeing • Early Years and Schools • Finance, Debt and Budgeting • Fuel, Utilities and Energy Advice and Support • Food and Cooking Education • Immigration Advice and Support • Information, Advice and Guidance • Benefits Advice and Support • Disabilities Advice and Support	

What We Do- Continued

What is the Family Service?

The Family Service work in a holistic targeted way with families committed to strengthening and improving relationships. We provide structured interventions that enable families to develop problem solving skills, build resilience and achieve positive, sustainable behaviour change. The Family Service aims to enable families to address and overcome the difficulties that have led them to be vulnerable. We work in partnership with families in order to prevent further escalation of need.

In addition to 1:1 work with individual family members and intensive outreach working with the whole family we offer community-based group work. The Family Service accepts referrals through from The Early Help Hub, Health Visitors and step down referrals from children's social care.

What does the Family Service involve?

The Family Service will work with families where there are children and young people aged pre-birth -18 years.

The service is voluntary, children, young people and their families do not have to engage with the support when recommended.

The Family Service Workers hold a caseload of around 10 – 15 families (pro rata).

Home visits will be undertaken with families at a frequency which is identified as most likely to meet their needs. The Family Workers will work flexibly with all of the families open to the service for up to 6 months (longer with the agreement of the team manager)

The team is made up of passionate and dedicated multi-agency practitioners who will practice using a restorative, relational approach, ensuring that families are fully supported to make the changes needed to care for their children.

The Family Worker will work with families to co-ordinate and deliver targeted support which aims to address whole family needs and result in better outcomes for each child and young person.

In a small number of cases where the Family Service undertakes joint work with Social Care the family will complete a plan of work with the Family Service and this will be reviewed with the professionals and family.

At the threshold for Multi Agency Early Help the Family Service will complete an Early Help Assessment and plan.

The Family Service will co-ordinate Team Around the Family meetings when there are two or more professionals involved from different agencies.

What key themes does the Family Service focus on?

The Family Service will support children and families whose needs require a multi-agency response due to their complexity or significance.

Poor parent / child relationships

Parenting support and capacity

Absence / non-school attendance

Child exploitation

Housing concerns

Alcohol and substance misuse

Why do we have the Family Service?

Early Help in Swindon is a collaborative approach, not a provision. All children and young people will receive universal services; however some children and young people because of their needs or circumstances will require extra support to achieve their potential.

The Family Service will support children and families whose needs require a multi-agency response due to their complexity or significance. The team will provide support to help children and families achieve positive outcomes in a timely way.

What do we have in Swindon and who are the key contacts?

In order to refer to the Family Service please complete a Referral Form 1: RF1

If you want to discuss a referral or find out more about the Family Service please call on 01793 465111 or email familyservice@swindon.gov.uk

The Trinity Centre Stonehill Green Westlea Swindon SN5 7AR		Warm and Welcome Space	
https://gatewaychurchswindon.org.uk/			
01793 526130			
info@gcswindon.org.uk			
Contact Details (Not for General Public Use)			
Emma Pickering		07999 998892	
emma.pickering@gcswindon.org.uk			
What We Do			
We're a family of passionate Jesus followers, learning to be with him, become like him, and do what he did. We love Swindon and the people that live here! We deeply want to see transformation in this town and the surrounding areas. Our Warm and Welcome space is open every Thursday, 10am-1pm, and everyone is welcome. We offer the following facilities: - Free hot drinks and cake - Craft activities - Board games - Space for children to play - Free wifi and charging stations - Free parking			

Cricklade Road Swindon SN1 2AA	Food Distribution Warm and Welcome Space
www.ghbc.org.uk	
01793 534193	
boxesofhope@ghbc.org.uk	
Contact Details (Not for General Public Use)	
Heather Pictor	07825770709
heather.pictor@ghbc.org.uk	
What We Do	
• Adult Education • Advice • Food Distribution • Health and Wellbeing • Finance, Debt and Budgeting • Fuel, Utilities and Energy Advice and Support • Community Meal Provision • Surplus Food Collection and Distribution • Food and Cooking Education • Warm and Welcome Space • Information, Advice and Guidance • Benefits Advice and Support Boxes of Hope is a project that provides food parcels for individuals or families that are struggling. We take referrals from professionals from all agencies across the town and deliver food parcels weekly, fortnightly or what ever is requested by the referrer. We do take some self referrals but for any longer term support a referral is required. We also run Swindon's Community fridge, we are open three times a week, Monday, Tuesday and Thursday from 11-2. The aim of the fridge is to reduce both food waste and food poverty. We collect food waste from many supermarkets across the town and then redistribute it preventing food going to landfill. Everyone is welcome and all the food is free. We have a drop in cafe and warm space on Monday and Thursday. People are welcome to come and stay for as long as we are open, there is tea/coffee and cakes for 50p. There are newspapers and magazines to read and puzzle books available to use. There is a bookcase for people to borrow books and a table full of clothes that people can take for free. People can also charge their phones for free. Many agencies attend the drop in cafe regularly such as Healthwatch, Citizens advice, Thames water, the Live well hub , GWH, where people can get free advice or be signposted to other agencies for support. We also run adult training courses, such as Budget management courses, English lessons and computer classes. We will be adding to these courses in the new year.	

Pattern Church, Penzance Dr, Swindon SN5 7JL		Support for families with babies and toddlers
https://www.patternchurch.org/growbaby		
growbaby@patternchurch.org		
Contact Details (Not for General Public Use)		
Carys Nurcombe-Pike		07950 907088
carys@patternchurch.org		
What We Do		
Free shop for 0-5 years and stay + play We aim to provide essential clothing and equipment completely free of charge to local families in need with babies and toddlers, regardless of income, background, or faith. We offer a weekly drop-in with free shop alongside a stay + play.		

Salvation Army Gorse Hill Corps



Chapel Street Gorse Hill Swindon SN2 8DA	Food Distribution Warm and Welcome Space
https://www.salvationarmy.org.uk/swindon-gorse-hill	
01793 436928	
swindon.gorsehill@salvationarmy.org.uk	
Contact Details (Not for General Public Use)	
Captain Theresa Torr	07341 571378
theresa.torr@salvationarmy.org.uk	
What We Do	
• Food Distribution • Homelessness Advice and Support • Community Meal Provision • Food and Cooking Education • Warm and Welcome Space The Salvation Army is a church and registered charity. At our church in Gorse Hill we run various activities during the week for parents, carers and toddlers and elderly people living in our community. We also run a food bank which is open everyday although we do ask people to call first before coming in so that we can have the food parcel ready for them on arrival. Our new project this year is our Community Support Hub which we are running on a referral basis. This is service allows members to sign an agreement for initially six months and work with us on budgeting, debt, mental health, cooking skills. In return they can shop in our food hub every week for £4 and take home approximately £35-£30 worth of food.	

Swindon Borough Council (Housing) and Street Rep volunteers



Housing Participation Team. Wat Tyler House, Beckhampton Street, Swindon, SN1 2JG	
https://www.facebook.com/groups/882784311835254/	
07881 281845	
nbrock@swindon.gov.uk	
Contact Details (Not for General Public Use)	
Nick Brock	07881 281845
nbrock@swindon.gov.uk	
What We Do	
• Advice • Food Distribution • Health and Wellbeing • Surplus Food Collection and Distribution • Warm and Welcome Space Working with volunteers to run community cafes that are free warm places. Free tea coffee biscuits and giving away surplus food from local supermarkets. Also supported by partnerships like the credit union, female hygiene, Wiltshire warmer homes and the wellbeing team.	

Swindon Food Collective



The Warehouse, Bentham Close, Stonehill Green Westlea, Swindon, SN5 7DG	Food Distribution
https://swindonfoodcollective.org	
01793 615646 or 07932 108732	
admin@swindonfoodcollective.org	
Contact Details	
Cher Smith	07932108732
cher.smithmbe@swindonfoodcollective.org	
What We Do	
The Swindon Food Collective is a local, independent food bank feeding in excess of 9,500 people in the last year (December 2021 to November 2022). Our food boxes provide enough non-perishable food for almost a week. We also give out toiletries, household cleaning products and pet food. HELP AND A REFERRAL IS JUST A PHONE CALL AWAY Call one of the following agencies and ask for a text referral or a paper voucher in order to receive food from Swindon Food Collective: Citizens Advice on 0344 499 4114 or 0808 2787813 (free call) Warm & Safe Wiltshire 0800 038 5722 or email warmandsafe@cse.org.uk SBC Emergency Assistance Team (SEAT) on 01793 445500 Live Well Team if isolating or housebound call 01793 465513 or email: livewell@swindon.gov.uk Alternatively, contact your support worker, Social Worker or your child's school. We have several Distribution Centres across the Swindon and District area where you can go and receive food once you have a referral : St Michael's Church, Lyneham; St Bartholomew's Church, Royal Wootton Bassett; The Bridge, Highworth; Pinetrees Community Centre, Pinehurst; St Peter's Church, Penhill; Freshbrook Church, Worsely Road, Freshbrook; St John's Church Hall, Whitbourne Avenue, Park North, Christ the Servant, Abbeymeads; St Timothy's, The Grundys, Liden; St Margaret's Community Centre, Kenwin Close, Stratton St Margaret; and St Aldhelm's Church Hall, Edgeware Road, Swindon Town Centre. Our distribution centres are open at differing times and on different days between Monday and Friday only and we are not open on Bank Holidays. Follow our Facebook and web pages to see where and when our centres are open.	

Swindon Hardship Fund



22 Savernake Street, Old Town Swindon SN1 3LZ	Finance, Debt and Budgeting
https://swindonhardshipfund.org.uk/	
07548 394580	
swindonhardshipfund@gmail.com	
Contact Details (Not for general public use)	
Steve Russell	07548 394580
swindonhardshipfund@gmail.com	
What We Do	
We can provide cash grants up to £250 to individuals and families through partner organisations, if needed within a few days. We are open to working with new partners. Partners identify people in financial hardship with a specific need which cannot be met by state funds such as SBC Emergency Assistance Fund, and this would normally arise through their organisation's work. We also want to work with partners who will have an ongoing supportive relationship with beneficiaries. We have an online grant application process and give grants to the organisation by bank transfer. We do not accept applications from individuals directly. If your organisation is interested in partnering with us, please get in touch.	

Ellendune Community Centre, Barrett Way, Wroughton, SN4 9LW	Warm and Welcome Space
https://www.facebook.com/groups/wroughtoncommunitylibrary/	
01793 312719	
wroughtonlibrary@outlook.com	
Contact Details	
Sally or Paula, library staff or Emma Freemantle, Parish Clerk	01793 312719 (Wroughton Library) or 01793 814735 (Wroughton Parish Council)
wroughtonlibrary@outlook.com or clerk@wroughton.gov.uk	
What We Do	
• Warm and Welcome Space • Information, Advice and Guidance • Tea, coffee squash • Biscuits • Library books • Lego & colouring activities • Weekly rhyme time Tuesdays at 11am • Free to use public access computer • Printing/ photocopying/ laminating (small charge) • Accessible toilet & baby change facilities We are a community library, funded by Wroughton Parish Council. Staff will help with information & advice where they can. Wroughton Parish Council has an office in the same building. Feeding Swindon Partnership	