

External Agency Resource Guide (Categorised)

Last Updated November 2014



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Carers – General

Name of Service / Website	Description	Telephone	Address	Contact
Southampton City Council – Carers Assessments	Adult.contact.team@southampton.gov.uk	02380833003		
Southampton Public Health Team	publichealth@southampton.gov.uk	02380833738	Public Health Southampton, Southampton City Council, Lower Ground Floor, Municipal Block - East, Civic Centre, Southampton SO14 7LT	
Reporting Anti-social Behaviour https://www.southampton.gov.uk/people-places/community-safety/report-antisocial-behaviour.aspx	Non emergency police number dial 101 Questions about Antisocial behaviour, contact Southampton city council at 02380832013 or community.safety@southampton.gov.uk			
Reporting Hate Crime or Harassment https://www.southampton.gov.uk/people-places/community-safety/report-hate-crime.aspx	If in danger, call 999 Less urgent, call 101 Call Crimestoppers on 0800555111 hate.crime@southampton.gov.uk			
Chill 4US Carers – online forum for chatting http://chill4uscarers.co.uk/	Chill4us Carers is the social network community for family carers and is about, information, humour, fantasy and fun, chat with carers and finding help when the caring ends. We are a peer support group offering carer resources and have experience of the isolation felt by family carers, the struggle with finding grants, money and the general difficulty of finding help for carers. There is information and advice for carers in our carers message boards, our website and free daily newspaper.		online	
Citizens Advice Bureau www.adviceguide.org.uk	Provides free, confidential, impartial and independent advice for the citizens of Southampton.	023 8022 3659	3 kings park road, SO15 2AT	


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<p>NHS - Carers Wellbeing http://www.nhs.uk/CarersDirect/yourself/Pages/Yourrownwellbeinghome.aspx</p>	<p>Information and Advice for Carers Caring with Confidence online training: http://www.nhs.uk/CarersDirect/carers-learning-online/Pages/Welcome.aspx</p>	<p>03001231053 Mon-Fri 9am-8pm Sat-Sun 11am-4pm</p>		
<p>NHS Carers Direct http://www.nhs.uk/CarersDirect/yourself/Pages/Yourrownwellbeinghome.aspx</p>	<p>Advice on health, fitness, emotions and relationships while looking after someone else, and how to get help</p> <ul style="list-style-type: none"> - Time Off - Taking Care of Yourself - Relationships - Help for you - Wellbeing Advice - Wellbeing Tools <p>Request free call back or an interpreted call back in one of more than 170 languages</p>	<p>Call Carers Direct: 0300 1231053 9am - 8pm M - F, 11am - 4pm S - S</p>		
<p>NHS Southern Health http://www.southernhealth.nhs.uk/caring/</p>	<p>Information, signposting, advice for carers (useful information for staff)</p>			
<p>Placebook www.sotonplacebook.org.uk</p>	<p>Listing of organisations and events in City</p>			
<p>Carers Together http://www.carerstogether.org.uk/</p>	<p>We offer a variety of services including; advocacy, help with filling in benefit forms, a personal support service in the home, planning for emergencies and applying for Direct Payments.</p>	<p>01794 519495</p>	<p>9 Love Lane, Romsey, Hampshire SO51 8DE</p>	
<p>Princess Royal Trust for Carers www.carers.org</p>	<p>Together with our Network Partners, we provide access to desperately-needed breaks, information and advice, education, training and employment opportunities. Our Network Partners benefit from the provision of grants, advice documents and reports to improve carers' services. We give carers and young carers avenues to speak to someone and make their voices heard, offline via our carers' services and young carers' schemes and online via our interactive websites.</p>	<p>No helpline, based in London. More useful as an online resource for carers and professional tool on</p>		
<p>One Community Carers Centre (Eastleigh, Hampshire Remit) http://www.1community.org.uk/pages/carers-centre.aspx</p>	<p>Providing high quality information and support services for people looking after loved ones in our community. We offer the following to Carers over the age of 18 and who are living in the Eastleigh Borough:</p>	<p>023 8090 2404 / 023 8090 2419</p>	<p>16 Romsey Road, Eastleigh, Hampshire, SO50 9AL</p>	
<p>Portsmouth Carers Centre http://portsmouthcarers.org</p>	<p>The Carers Centre is a community resource dedicated to the support of all carers in the city of Portsmouth. We are a one stop shop offering support, including financial, training, young carers, adult mental health, emotional support, and also a carers supported self-assessment. We also have a wealth of information within the building, including leaflets, and members of staff</p>	<p>023 9275 6780 or 023 9285 1864</p>	<p>Carers Centre 117 Orchard Road Southsea Hampshire PO4 0AD</p>	

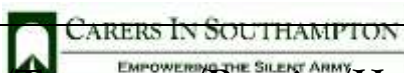
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	 <p>who have a wide knowledge of services in the local area.</p>			
Thornhill Health and Wellbeing Network (THAWN) - on facebook	Thornhill Health and Wellbeing Network helping Thornhill residents to a healthier lifestyle	07557 226343	Thornhill Local Housing Office, Tatwin Crescent, SO19 6JT	
Winchester Carer Centre - The Princess Royal Trust for Carers in Hampshire http://www.carercentre.com/home	Hampshire County Support, Advice, emergency planning for Carers (referral for those outside of our remit)	01264 835246/ 01264 835205 Emergency Planning: 0845 604 1577	Andover War Memorial Hospital Charlton Road Andover SP10 3LB	
Freemantle Community Centre - Activities/Groups http://www.freemantlecommunitycentre.co.uk/	At Freemantle, several activities including 50+ Lunch Club, Age UK, Art, yoga etc. freemantlecommunitycentre@gmail.com	0238083475 0	Freemantle and Shirley Community Centre Randolph St, Freemantle SO15 3HE	
St Denys Community Centre - Activities/Groups http://www.stdenyscommunitycentre.org.uk/	enquiries@stdenyscommunitycentre.org.uk A full programme of regular activities available including yoga, art workshops and over 50's social group.	07917 198588	Priory Road, Southampton Hampshire, SO17 2JZ	
Woolston Community Centre - Activities/Groups http://www.woolstoncommunitycentre.com/	A lively community centre with lots of events and groups.	0238043272 8	Church Road Woolston SO19 9FU	

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Care/Transport/Respite/Housing

Name of Service / Website	Description	Telephone	Address	Contact
Southampton City Council - Brownhill House Care Home	For rehabilitation and short stay	02380771808	Lower Brownhill Road, Maybush Southampton City Council, Southampton SO16 9LA	
Southampton City Council - Glen Lee Care Home		02380473696	Wavel Road, Bitterne Southampton City Council NCA, Southampton SO18 4SB	
Southampton City Council - Holcroft House Care Home		02380402689	Holcroft Road, Thornhill Southampton City Council, Southampton SO19 6HA	
Southampton City Council - Woodside Lodge Care Home		02380776141	Wimpson Lane, Maybush Southampton City Council, Southampton SO16 9SA	
Privately Run Care Homes in Southampton & Hampshire http://www3.hants.gov.uk/adult-services/as-publications/resicare-publications.htm#guidetorescare	Comprehensive list of care homes, specialisation and contact details available on Hampshire webpage			
Southampton City Council - Adult Social Care Contact Centre	Offices are open: Monday to Thursday 8.30-5.00, Friday 8.30-4.30 adult.contact.team@southampton.gov.uk	023 8083 3003 textphone: 023 8083 3808 Emergencies: when offices are closed phone 023 8023 3344		
Southampton City Council - Customer Care & Complaints Manager	enquiries@southampton.gov.uk	023 8083 3000		
Hampshire County Council	Adult Services 0845 603 5630	Adult Services 0845 603 5630		

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www.hants.gov.uk/contactus	<p>inc. social care, residential and nursing care homes and protecting people from abuse. adult.services@hants.gov.uk info@hants.gov.uk Lines are open 8am – 8pm Monday to Friday, 9.30am – 4pm Saturday</p>	<p>Out of hours telephone: 0845 600 4555 General enquiries 0845 603 5638 General enquiries about council services 0845 603 5625 'Minicom' Textphone</p>		
<p>Safeguarding – Reporting Concerns of abuse for an adult</p>	<p>Call 999 and/or Fill in Form online and/or Contact Adult Social Care Team at SCC: adult.contact.team@southampton.gov.uk 023 8083 3003 Adult social care, Southampton City Council Civic Centre, Southampton, SO14 7LY</p>			
<p>Safeguarding – Reporting Concerns of abuse for a child</p>	<p>Call 999 if emergency If you are worried that a child may be at risk of neglect or abuse please contact:</p> <p>Southampton MASH Telephone: 023 8083 3336 (Out of hours: 023 8023 3344) mash@southampton.gov.uk</p> <p>Southampton Local Safeguarding Children Board (LSCB) 023 8083 2995 lscb@southampton.gov.uk http://southamptonlscb.co.uk/</p>			
<p>Shared Lives – Southampton City Council</p>	<p>Shared.lives@southampton.gov.uk</p>	<p>02380917616</p>		
<p>Careline – Southampton City Council http://www.southampton.gov.uk</p>	<p>Cost Associated with set up and weekly fee</p>	<p>023 8083 3675</p>		


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n.gov.uk/health-social-care/adults/careline-community-alarm.aspx	community.alarm.service@southampton.gov.uk			
Bathing Service Southampton – on facebook https://www.facebook.com/thebathingservice/timeline	To provide a Bathing Service for people who need help to have a bath. <ul style="list-style-type: none"> • To arrange Outings and Social events for people who need help to go out. • To offer a good quality service giving clients something to look forward to. • Working to assist safeguarding of vulnerable people 	Jill- 07940 202021 Irene- 07933712045	The Bathing Service uses the following facilities to help with bathing or showering. Rosebrook Court, Midanbury. Alun Chun, Netley Manston Court, Lordshill.	
Brendoncare Foundation www.brendoncare.org.uk	Brendoncare is a registered charity dedicated to improving the quality of life for older people. They have 10 care centres and over 70 friendship and well-being clubs.	01962 852133	The Old Malthouse, Victoria Road, Winchester, SO23 7DU	
Communicare http://communicareinsouthampton.org.uk	A variety of neighbourly services are offered (subject to volunteer availability), but the one most in demand is befriending, where volunteers visit clients in their own homes or sometimes accompany them to a local café or some other social activity. Some volunteers provide practical help such as transport, shopping or DIY, and the amount of time offered varies greatly. As far as possible clients and volunteers are matched to the benefit of both. We cannot offer nursing or personal care.	023 8039 9962 Opening hours: Mon, 10 – 4; Tue, 1 – 4; Wed, 10 – 4; Thurs, 10 – 1	Shirley Baptist Church Church Street Southampton SO15 5LG	
Kind Companions www.kindcompanions.co.uk	Companionship service for reasonable cost	Angie Poole & Hilary Simmons 07784 542 825/ 07876 044 216	70 Glenfield Avenue Southampton SO18 4EU	
Sembal House http://www.nhs.uk/Services/careproviders/Overview/DefaultView.aspx?id=103096	Focus on Dementia, Mental health conditions, Personal care, Physical disabilities, Sensory impairments, Caring for adults under 65 yrs, Caring for adults over 65 yrs	02380443044	Sembal House, Handel Terrace, Southampton, Hampshire, SO15 2FH	
SCA Support Services (Community Transport) Southampton http://www.scagroup.co.uk/transport	SCA's Community Transport provides the door-to-door transport for our members of our six wellbeing clubs. We transport around 500 customers each week to their	023 8022 2033		

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	 <p>SCA Care wellbeing centre. Our friendly drivers ensure they arrive in a timely, reliable and safe way. As well as our own wellbeing centres SCA Transport also provide transport on a regular basis for:</p> <ul style="list-style-type: none"> • Roshni Day Centre • Padwell Road Day Centre 			
<p>SCA Support Services (Respite Care) Southampton (Cost Associated with service) http://www.scagroup.co.uk/care/respite-care</p>	<p>SCA Care delivers respite care services called the Sitting Service, Take-a-Break Service and Companion Services. We also run a number of Wellbeing Clubs which provide a safe and enjoyable day out for frail, older people and people with dementia.</p>	<p>023 8051 6034</p>		

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Choices Advocacy http://www.choicesadvocacy.org.uk/advocacysouthamptoncity.html	Provide independent advocacy for adults with a learning disability, vulnerable adults, older people.	02380 783715	The Warren Centre Plus Warren Crescent Southampton SO16 6AY	
SARC http://www.sarc.org.uk/	Specialise in welfare benefits law and employment law. We offer a wide variety of support on these issues to residents of Southampton.	02380 431435	11 Portchester Road, Woolston, Southampton, SO19 2JB	

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Name of Service / Website	Description	Telephone	Address	Contact
CRI - Southampton City Council http://www.southamptonalcoholservice.org.uk/	Southampton Alcohol Brief Interventions and Counselling Service, (SABICS) run by CRI, is the first point of contact for anyone concerned with their or someone else's alcohol use whether mild to moderate dependence, binge drinking, severe dependence or with complex needs e.g. mental health, child protection, vulnerable adult. southampton.alcohol@cri.org.uk	023 8052 8376	Unit 309 Solent Business Centre Millbrook Road West Millbrook Southampton SO15 0HW	
Al-Anon Family Groups www.al-anonuk.org.uk	Meetings and Support for Families and Friends of alcoholics	Helpline: 0274030888	19:30 OPEN meeting, 2 nd Wed of month. Stella Maris Pastoral Centre, St Josephs Church, St Michaels Square, 48 Bugle Street SO14 2AH	
Alcoholics Anonymous www.alcoholics-anonymous.org.uk	AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.	08457697555	Several meetings in Southampton. Check website	
Alcohol Concern http://www.alcoholconcern.org.uk/	We are a small independent charity that is committed to reducing harm from alcohol-related problems. contact@alcoholconcern.org.uk	02075669800	Alcohol Concern, 25 Corsham Street, London, N1 6DR	
The Bridge http://www.ssj.org.uk/services/drug-and-alcohol-recovery/the-bridge/	The Bridge is Southampton's open access drug service and is there to support anyone who wants to begin a recovery journey	02380 881 400	No 4 The Carronades, New Road Southampton, SO14 0A	
DASH - No Limits http://www.nolimitshelpp.org.uk/page/dash	The DASH service runs in partnership with the Solent NHS Trust to provide help and support for young people who have a problem with drugs, alcohol or solvents.			
DIP - Drug Intervention Programme	Specifically for people who use drugs and who are involved with	02380 881 409	No. 4 The Carronades, New	

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http://www.ssj.org.uk/services/drug-and-alcohol-recovery/southampton-iom/	<p>criminal justice agencies. The DIP also provides drug treatment for a person who's Court Order includes a Probation supervised Drug Rehabilitation Requirement (DRR). Open: Monday to Friday 10am to 4pm</p>	<p>Out of hours: 0800 389 0420</p>	<p>Road Southampton, SO14 0AA</p>	
<p>FRANK www.talktofrank.com</p>	<p>Online resource - Free confidential drugs information and advice 24 hours a day 365 days a year</p>	<p>03001236600</p>		
<p>MORPH</p>	<p>Advocacy and Peer Support for Drug Users morphin@southamptonvs.org.uk</p>	<p>023 8021 6009</p>	<p>Kingsland Square St Marys Street Hampshire Southampton SO14 1NW</p>	
<p>The New Road</p>	<p>The New Road Centre provides support for more dependant and complex clients they receive referrals from Southampton Alcohol Brief Intervention and Counselling Service (SABICS), Social Services and other specialist substance misuse and mental health services</p>	<p>023 8071 7171</p>	<p>2 The Carronades, New Road, Southampton SO14 0AA</p>	
<p>Parent Support Link http://www.parentsupportlink.org.uk/</p>	<p>Friends/Family affected by substance misuse</p>	<p>023 8039 9764 24hrs</p>	<p>48-50 Vespasian Rd, Bittern Manor, Southampton SO181AX</p>	

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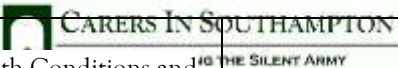
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Name of Service / Website	Description	Telephone	Address	Contact
Admiral Nurse Service http://www.dementiauk.org/what-we-do/admiral-nurses/	They are mental health nurses specialising in dementia care. If you're caring for someone who has dementia an Admiral nurse can offer psychological support, practical advice and information on dementia.	Helpline: 08452579406 Shirley Office: 02380294215	Bitterne Park Medical Centre Thorold Rd Bitterne Park SO18 1HZ	
Alzheimer's Society www.alzheimers.org.uk	Online information for caring for a person with dementia, including everyday care, relationships, unusual behaviour, coping with care, care services, legal and financial and the dementia guide -support for carers Also: Dementia support and information provision, singing and music groups etc.	02380610159 National Helpline: 03002221122	40 Chamberlayne Road Eastleigh SO50 5JH	
Alzheimer's Society www.alzheimers.org.uk	Online information for caring for a person with dementia Dementia Support Worker does home visits, helps with benefits, etc.	National Helpline: 03002221122 Southampton/ Eastleigh Office: 02380610159	Part, 40 Chamberlayne Rd Eastleigh Hampshire SO50 5JH	Gary Marsh, Group Coordinator
Bipolar UK www.bipolar.org.uk	Our Services include: information & Support, support groups, online e-community, link mentoring, youth project, events & campaigns.	020 7931 6480	Meet 2 nd Thurs of the month 19:30 St Winifred's School, 17-19 Winn Road, SO17 1EJ	
Cannon House http://www.southernhealth.nhs.uk/services/find/?EntryId26=42468	NHS Community Treatment Team - Adult Mental Health	023 8087 8040	Cannon House, 6 Cannon St, Shirley, Southampton SO15 5PQ	
Depression Alliance	Peer run drop in sessions for adults living with Depression on Tues evenings	Brian - 07545 187188 Rachel - 07950 244875	Venue: Unity 12 CIC, 9-19 Rose Road SO14 6TE	
Home Instead Alzheimers Online Training Tools www.homeinstead.co.uk	Useful tools of: http://www.homeinstead.co.uk/Online_Training_Tutorials.do	01489 559007	10-14 Middle Road Park Gate SO31 7GH	
Natalie House http://www.homegroup.org.uk/careandsupport/southhamservices/services/Pages/nataliehouse.aspx	Natalie House is a short term (one year) accommodation for adults with a mental health diagnosis. We support our clients to learn independent living skills and maintain those they already have.	02380 220580.	St. Mary's	
Raise Wellbeing http://www.raise.org.uk	Mental Health Carers Online, interactive content about topics			

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/assets/elearn/player.html	<p>such as:</p> <ul style="list-style-type: none"> - Mental Health Conditions and Recovery - The Law and Mental Health - Managing Risk - Financial Benefits and Allowances - Carers Rights and Responsibilities - Videos of Carers personal experiences 			
<p>Richmond Recovery http://www.southampton-support.org.uk/providers/Richmond%20fellows-hip.htm</p>	<p>The Southampton Service provides a supportive recovery environment for 43 adults (from 18 years onwards) with varying degrees of mental health problems, promoting their health and wellbeing. The Service consists of independent flats and shared properties in Bitterne, Northam and Newtown. During their time with the service it is expected that service users will build upon a stable accommodation base to develop the skills for ordinary everyday living which will enable them to live a more independent and stable lifestyle in the future. southampton@richmondfellows-hip.org.uk</p>	<p>023 8023 2658</p>		
<p>Sembal House http://www.nhs.uk/Services/careproviders/Overview/DefaultView.aspx?id=103096</p>	<p>Focus on Dementia, Mental health conditions, Personal care, Physical disabilities, Sensory impairments, Caring for adults under 65 yrs, Caring for adults over 65 yrs</p>	<p>02380443044</p>	<p>Sembal House, Handel Terrace, Southampton, Hampshire, SO15 2FH</p>	
<p>Solent Mind http://www.solentmind.org.uk/content/mental-health-carers-support</p>	<p>Mental Health & Carers Support for Mental Health Cared For</p>	<p>02380334977</p>	<p>28 The Avenue Southampton, SO17 1XN</p>	
<p>Southampton Service Users Network www.ssun.org.uk</p>	<p>To represent mental health service users across the Southampton area.</p>	<p>023 8063 3560</p>	<p>Sembal House, Handel Terrace, Polygon, Southampton, SO15 2FH.</p>	
<p>Steps2Wellbeing http://www.steps2wellbeing.co.uk/feel/</p>	<p>Mental Health counselling and programming</p>	<p>Call 0800 612 7000 (self referral) or 02380 272000</p>	<p>Third Floor, Grenville House Nelson Gate Southampton SO15 1GX</p>	

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Southampton Community Equipment Service – Southampton City Council	Contact the adult assessment team for more information about equipment for help at home. Adult.contact.team@southampton.gov.uk	02380833003	Part of Millbrook Healthcare. Depot: Millbrook Healthcare, Unit D, Centurion Business Park Bitterne Road West, Southampton, SO18 1UB Repairs, service and testing: contact Millbrook 03332408335	
Hospital Discharge Support – Southampton City Council		023 81206758 023 8120 4120 Or Adult Contact Team: 023 8083 3003	Hospital Discharge Team Level B, West Wing, Southampton General Hospital, Tremona Road Southampton SO16 6YD	
Southampton Public Health Team	publichealth@southampton.gov.uk	02380833738	Public Health Southampton, Southampton City Council, Lower Ground Floor, Municipal Block - East, Civic Centre, Southampton SO14 7LT	
City Care Meals on Wheels – Southampton City Council	You may be eligible to use the service if (subject to assessment): <ul style="list-style-type: none"> • you live alone and are unable to cook for yourself • you have a doctor recommending a meal is provided • you have a short-term need, for example, you have recently been in hospital 	02380833003		

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	<ul style="list-style-type: none"> the provision of a meal will assist the carer/s <p>To apply for meals on wheels please call or email the adult contact team: adult.contact.team@southampton.gov.uk</p>			
Southampton General Hospital		023 8077 7222	Tremona Road	
Royal South Hants Hospital		023 8063 4288	Brintons Terrace	
Alzheimer's Society www.alzheimers.org.uk	<p>Online information for caring for a person with dementia, including everyday care, relationships, unusual behaviour, coping with care, care services, legal and financial and the dementia guide -support for carers</p> <p>Also: Dementia support and information provision, singing and music groups etc.</p>	02380610159 National Helpline: 03002221122	40 Chamberlayne Road Eastleigh SO50 5JH	
Arthritis Care www.arthritiscare.org.uk	Support, activities, and information	Helpline: 08088004050 Local Office: 03302020358	Several branch locations in Hampshire, incl Southampton	
Blue Badge Parking http://www.southampton.gov.uk/roads-parking/parking/blue-badge-parking/individual-blue-badge.aspx	Blue Badge Initial Enquiry Support Service bluebadge@northgate-is.com	0844 463 0213		
BreatheEasy www.blf.org.uk/breatheeasy/detail/southampton	<p>Support group for people with a lung condition, including for carers and family. Visiting speakers include doctors, etc, outings arranged.</p> <p>Meet third Thursday of the month, from 1.30pm - 3.30pm</p>	Pauline 02380 230166	Freemantle Community Centre, Randolph Street, SO15 3HF	
Diabetes UK - Southampton Support group southampton-and-district.diabetesukgroup.org	<p>We are a very friendly group and welcome anyone along to our meetings who has diabetes or is a friend or family member supporting someone who has diabetes.</p> <p>We meet every 6-8 week</p>	South East Regional Office: 01372 720 148	The Catholic Church hall, Commercial Street, Bitterne, SO18 6AP.	
Headway Southampton www.headway.org.uk	Headway Southampton provides day and support services for people with an acquired brain injury and their families and carers.	023 8086 2948	120 Commercial Road Totton Southampton United Kingdom SO40 3AD	

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<p>Huntington's Disease Association www.hda.org.uk</p>	<p>The Hampshire branch is a support group for sufferers, carers, family members at risk, and all those affected by HD in and around Hampshire.</p> <p>We are part of the national organisation, but more informal as well as more local. We hold regular meetings, go on social outings together, and meet and share experiences whenever we feel the need.</p>	<p>07748631876</p>		
<p>Keeping Pace with Pain www.keepingpace.co.uk</p>	<p>Southampton Based Chronic Pain Support Group</p>	<p>Chris & Steve 023 8046 5019</p>	<p>St Andrews, United Reformed Church, The Avenue Southampton SO17 1XQ - 3rd Thursday of each month 1pm-3pm</p>	
<p>Parkinsons UK http://www.parkinsons.org.uk/content/south-england</p>	<p>Offer information, friendship and support to local people with Parkinson's, their families and carers.</p> <p>Also organise regular events and social activities - join and meet other people affected by Parkinson's in your area.</p>	<p>Helen Old, Branch and Volunteer Support Officer 0844 225 3674 / 023 8044 9652</p>	<p>St Mark's Church, Archers Road, Southampton, Hampshire, SO15 2LU</p>	
<p>Stroke Association www.stroke.org.uk</p>	<p>Our Communication Support Service works with stroke survivors and their carers who are living with the effects of communication difficulties, to create opportunities to develop communication strategies, help rebuild confidence and get back to life after stroke.</p> <p>Southampton Stroke Health Promotion and Engagement works directly with members of the public, aims to ensure that people who have had a stroke and their carers are meaningfully involved in the planning, development, delivery and monitoring of stroke services.</p> <p>Striking Back Stroke Club welcomes membership from people affected by stroke in Southampton. The group provides information and peer support and offers social and recreational activities including games, quizzes, conversation,</p>	<p>Suzie Maidment 02380 562011</p> <p>Juliet Turner 07717 275810</p> <p>Mrs Norma Shingleton 02380 325600</p>	<p>SO14 1AF</p> <p>The group meets on Thursdays from 10.00am - 12.00 at Peartree Church Hall, 80 Peartree Road, Southampton, SO19 7GZ</p>	

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	talks and presentations by visiting speakers.			
Wessex Cancer Trust http://wessexcancer.org.uk	Trust supports many aspects of cancer care, including helping patients living with cancer through financial support, leading edge research, the improvement of patient facilities, purchase of much needed equipment, patient grants, complementary therapy and counselling services and holiday homes.	023 8067 2200	Bellis House, 11 Westwood Road, Southampton, SO17 1DL	

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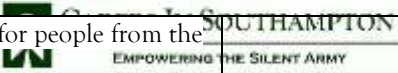
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Name of Service / Website	Description	Telephone	Address	Contact
60+ - Southampton City Council	60+ project will help those over 60 remain independent and live life to the fullest. Financial, practical and social support housing.support@southampton.gov.uk	02380833675		Julian Walker
Abbeyfield Society www.abbeyfield.com	Abbeyfield helps an increasing number of older people enjoy a high quality of independent living provided through a range of services, including housing, support or care, with local community involvement.	023 80555668	Abbeyfield Southampton & District Society 15 Cobbett Road Southampton Hampshire SO18 1HJ	
Age UK Southampton http://www.ageuk.org.uk/southampton/	To provide support and services to all older people, and those who care for them, living in the City of Southampton. To reduce isolation, poverty and health inequalities. To promote positive ageing and independence by encouraging and supporting active and healthy lifestyles. To inform people of their rights and choices.	02380368636	1 Saxon Gate Back of the Walls SO14 3HA	
Age Concern Hampshire http://www.ageconcernhampshire.org.uk/	Age Concern Hampshire's Information and Advice service, drop-in appointments for people who prefer talking with someone face-to-face and a home visiting service is also available.	Info & Advice Line: 0800 328 7154 Enquiries: 01962 868545	1 St Cross Road Winchester S023 9JA	
Handy Person Service – Society of St. James http://www.ssj.org.uk/support-home/the-handy-person-service-hp/	Monday – Thursday 9am-5pm; Friday 9am-4.30pm	0800 085 4802		
Home Instead Senior Care www.homeinstead.co.uk	Carer support services, paid care. Also useful tools of: http://www.homeinstead.co.uk/Online_Training_Tutorials.do	01489 559007	10-14 Middle Road Park Gate SO31 7GH	
In Touch www.intouchsupport.co.uk	They offer a range of services especially for older people. When they talk about older people they mean someone around the age of 65 or over, although some of their schemes	023 80837800	63 St Mary's Street, St Mary's, Southampton, SO14 1NU	

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	<p>provide help for people from the age of 55</p> <p>They offer several services for older people:</p> <ul style="list-style-type: none"> - Floating support services - support available wherever you live, often enabling you to live independently in your own home; and - Support along with a place to live which can also include extra care services; and - Domiciliary care services (care in your own home). <p>Their extra care schemes provide services and housing for people generally over the age of 65. These offer set hours of daily care, such as washing, dressing or help with medication. Domiciliary care offers the same kind of care but in your own home. They aim to offer a service based on your particular needs, where you're in control and take part in decisions.</p> <p>Office is open 9-5pm Monday to Friday</p>			
<p>Independent Age www.independentage.org</p>	<p>Resources – Wise Guides on many topics TalkTime Phone clubs Befriending service</p>	<p>Advice Line: 0800 319 6789</p>		
<p>Southampton Health Services Retirement Fellowship</p>	<p>Retired group to meet friends over coffee</p>	<p>Jean Fourcroy 02380 553446</p>	<p>Coffee Morning meet 930am on 3rd Thurs of Month at St. James Rd. Methodist Church, St. James Road, Shirley</p>	

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Name of Service / Website	Description	Telephone	Address	Contact
Autism Hampshire www.autismhampshire.org.uk	Supports parent and carer Support Groups across the County Outreach Officer on hand to answer questions and offer advice The Bridge - Life Skills College in Southampton Adult Day Services and adult residential Domiciliary Service	02380 633 951	Suite 1c, Fairways House, Mount Pleasant Road, Southampton, Hampshire, SO14 0QB	
Blue Badge Parking http://www.southampton.gov.uk/roads-parking/parking/blue-badge-parking/individual-blue-badge.aspx	Blue Badge Initial Enquiry Support Service bluebadge@northgate-is.com	0844 463 0213		
Disability Rights UK www.disabilityrightsuk.org	Online resource with many useful factsheets and information for disabled community			
DotComUnity Disability Directory www.dotcommunity.co.uk	A unique search engine for the disability community. Regularly updated events and service providers for anything to training, information, respite, etc.		Hampshire-wide	
Down's Syndrome Association http://www.downsyndrome.org.uk/information/for-familiescarers/development.html	Information - run the helpline; provide info about all aspects of living with Down's syndrome including specialist advisers on benefits, education and health; advise new parents or anyone experiencing difficulties; promote and facilitate information exchange between members through various groups; advise on employment for people with Down's syndrome.	National Helpline: 0333 1212 300 Open M-F 10-4	For Info on Southampton Support Group, call National line	
Freemantle Community Centre - Day Services http://www.freemantlecommunitycentre.co.uk/	Making use of the facilities during the week, to care for the more vulnerable members of society who have learning difficulties. They offer support and personal care in a variety of ways, there are classes	02380834750	Freemantle and Shirley Community Centre Randolph St, Freemantle SO15 3HE	

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	 <p>including art, dance and sports, with outings to such places as the Mayflower and the forest. If you wish to know more about this service, please make contact with Alison Gilroy or Nikki Hunns during normal office hours. freemantlecommunitycentre@gmail.com</p>			
<p>St Denys Community Centre - Day Services http://www.stdenyscommunitycentre.org.uk/</p>	<p>enquiries@stdenyscommunitycentre.org.uk. Please remember that the centre is run by volunteers and there is limited free time available to respond to enquiries. Please therefore be patient!</p>	07917 198588	Priory Road, Southampton Hampshire, SO17 2JZ	
<p>Woolston Community Centre - Activities/Groups http://www.woolstoncommunitycentre.com/</p>		02380432728	Church Road Woolston SO19 9FU	
<p>In Touch www.intouchsupport.co.uk</p>	<p>They offer two sorts of services for people with learning disabilities:</p> <ul style="list-style-type: none"> - Floating support services - support available wherever you live, often enabling you to live as independently as possible in your own home; and - Support along with a place to live. <p>Their services can help you find and keep somewhere to live or maintain the skills you need to live on your own. They aim to offer a service based on your particular needs, where you're in control and take part in decisions.</p>	02380837800	63 St Mary's Street, St Mary's, Southampton, SO14 1NU	
<p>MENCAP (Southampton) www.southamptonmencap.org</p>	<p>Southampton Mencap is a voluntary organisation based in Portswood for children, young people and adults with a learning disability and their family carers. We work to raise awareness to their rights, alongside the direct provision of a range of services. Parent Partnership Service</p>	02380584088 IAS Service: 02380557607	187a Portswood Road SO17 2NF	

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<p>Rose Road Association www.roseroad.org.uk</p>	<p>Parent Voice - information and advice service for parents and carers of disabled children age 0-19 in Hampshire A-Buzz Parent Carer Forum: group of parents who participate in local service development and monitoring alongside colleagues in the Council and NHS. It also offers parent-to-parent support, information, and advice. Buzz Network: offers short-breaks in Southampton. These are self-referral.</p>	<p>02380 721234 advice line: 0300 303 8603 Buzz Network Co-ordinator on Freephone 0800 169 8833 or local rate 023 8083 2069,</p>	<p>Bradbury Centre 300 Aldermoor Road Southampton Hampshire SO16 5NA</p>	
<p>National Autistic Society - South Hampshire Branch www.shantsnas.org.uk/home/supportgroup</p>	<p>Our evening support group meetings are for parents and carers of children with Autism and Asperger Syndrome, to meet to exchange experiences, skills and understanding. There is often social isolation of families and children affected by Autistic Spectrum Conditions. It is hoped these groups will help. At some meetings we invite guest speakers or have professionals present who can advise on aspects of autism.</p> <p>Professionals who work with people with autism are also very welcome to attend.</p>	<p>The National Autistic Society's Autism Helpline on 0808 800 4104 (10am to 4pm, Mon-Fri excluding bank holidays)</p>	<p>Meetings Bishopstoke Evangelical Church, Stoke Park Road, SO50 6DA</p>	
<p>SMILE www.smilesupport.org.uk</p>	<p>Short breaks provide children and young people with disabilities/additional needs an opportunity to spend time away from their parents, engage in fun activities, and enjoy time with their friends.</p> <p>If you are not accessing the One2One service and you would like to do so, please contact the at Julie.lemarquand@southampton.gov.uk</p> <p>Tenancy related support for the clients with learning disabilities (floating support)</p>	<p>02380 616215</p> <p>Buzz Network Co-ordinator, Julie Le Marquand on 023 8083 2060 or email</p> <p>Learning Disability Team - 02380 425 365</p>	<p>12 Hazel Road, Woolston, SO19 7GA</p>	
<p>SONUS www.sonus.org.uk</p>	<p>Providing support for deaf, deafened, deaf-blind and hard of hearing people in Dorset, Hampshire and the Isle of Wight to maintain their independence.</p>	<p>023 8022 0225</p> <p>Language Services: 0845 688 2626</p>	<p>Spitfire House, 28-29 High Street, Southampton, SO14 2DF</p>	
<p>Sophia's House www.sophias-house.co.uk</p>	<p>High quality therapy treatments for children with special needs of any age. Our highly qualified therapists can provide a wide</p>	<p>M: 07938 352 434 T: 02380 405 823</p>	<p>7 Manor Crescent, Bursledon, SO31 8DQ</p>	

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	<p>range of treatments for children with special needs such as Global Development Delay, Learning Disabilities, Cerebral Palsy, Autism, Asperger Syndrome, Down Syndrome and many more. enquiries@sophias-house.co.uk</p>			
<p>SPECTRUM Centre for Independent Living CIC www.spectrumcil.co.uk</p>	<p>The centre is run by and for Disabled People to promote the meaningful inclusion of Disabled People into the community. By 'Disabled People' we refer to people with a physical, sensory, intellectual, psychological, emotional, or any other hidden impairment. We therefore include people with learning difficulties, system survivors, cancer survivors and those living with HIV/AIDS.</p> <p>We see our roles as providing 'user led' services and campaigning for the rights of Disabled People.</p>	023 8033 0982	Unity 12, 9-19 Rose Road, Southampton, SO14 6TE	
<p>Talking Echo www.sate.org.uk</p>	<p>Southampton Area Talking Echo is a talking newspaper for anyone who is blind or visually impaired.</p>	02380770111	The Studio Centre, Tebourba Way SO16 4QE	Enquiries@sate.org.uk

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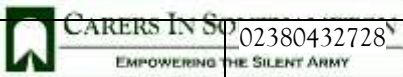
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Name of Service / Website	Description	Telephone	Address	Contact
Blue Badge Parking http://www.southampton.gov.uk/roads-parking/parking/blue-badge-parking/individual-blue-badge.aspx	Blue Badge Initial Enquiry Support Service bluebadge@northgate-is.com	0844 463 0213		
Disability Rights UK www.disabilityrightsuk.org	Online resource with many useful factsheets and information for disabled community			
DotComUnity Disability Directory www.dotcommunity.co.uk	A unique search engine for the disability community. Regularly updated events and service providers for anything to training, information, respite, etc.		Hampshire-wide	
Freemantle Community Centre – Day Services http://www.freemantlecommunitycentre.co.uk/	Making use of the facilities during the week, to care for the ore vulnerable members of society who have learning difficulties. They offer support and personal care in a variety of ways, there are classes including art, dance and sports, with outings to such places as the Mayflower and the forest. If you wish to know more about this service, please make contact with Alison Gilroy or Nikki Hunns during normal office hours. freemantlecommunitycentre@gmail.com	02380834750	Freemantle and Shirley Community Centre Randolph St, Freemantle SO15 3HE	
St Denys Community Centre – Day Services http://www.stdenyscommunitycentre.org.uk/	enquiries@stdenyscommunitycentre.org.uk . Please remember that the centre is run by volunteers and there is limited free time available to respond to enquiries. Please therefore be patient!	07917 198588	Priory Road, Southampton Hampshire, SO17 2JZ	

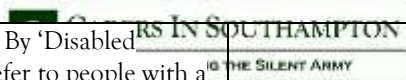
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<p>Woolston Community Centre - Activities/Groups http://www.woolstoncommunitycentre.com/</p>		<p>02380432728</p>	<p>Church Road Woolston SO19 9FU</p>	
<p>Sembal House http://www.nhs.uk/Services/careproviders/Overview/DefaultView.aspx?id=103096</p>	<p>Focus on Dementia, Mental health conditions, Personal care, Physical disabilities, Sensory impairments, Caring for adults under 65 yrs, Caring for adults over 65 yrs</p>	<p>02380443044</p>	<p>Sembal House, Handel Terrace, Southampton, Hampshire, SO15 2FH</p>	
<p>Rose Road Association www.roseroad.org.uk</p>	<p>Parent Voice - information and advice service for parents and carers of disabled children age 0-19 in Hampshire A-Buzz Parent Carer Forum: group of parents who participate in local service development and monitoring alongside colleagues in the Council and NHS. It also offers parent-to-parent support, information, and advice. Buzz Network: offers short-breaks in Southampton. These are self-referral.</p>	<p>02380 721234 advice line: 0300 303 8603 Buzz Network Co-ordinator on Freephone 0800 169 8833 or local rate 023 8083 2069,</p>	<p>Bradbury Centre 300 Aldermoor Road Southampton Hampshire SO16 5NA</p>	
<p>SMILE www.smilesupport.org.uk</p>	<p>Short breaks provide children and young people with disabilities/additional needs an opportunity to spend time away from their parents, engage in fun activities, and enjoy time with their friends. If you are not accessing the One2One service and you would like to do so, please contact the at Julie.lemarquand@southampton.gov.uk Tenancy related support for the clients with learning disabilities (floating support)</p>	<p>02380 616215 Buzz Network Co-ordinator, Julie Le Marquand on 023 8083 2060 or email Learning Disability Team - 02380 425 365</p>	<p>12 Hazel Road, Woolston, SO19 7GA</p>	
<p>Sophia's House www.sophias-house.co.uk</p>	<p>High quality therapy treatments for children with special needs of any age. Our highly qualified therapists can provide a wide range of treatments for children with special needs such as Global Development Delay, Learning Disabilities, Cerebral Palsy, Autism, Asperger Syndrome, Down Syndrome and many more. enquiries@sophias-house.co.uk</p>	<p>M: 07938 352 434 T: 02380 405 823</p>	<p>7 Manor Crescent, Bursledon, SO31 8DQ</p>	
<p>SPECTRUM Centre for Independent Living CIC www.spectrumcil.co.uk</p>	<p>The centre is run by and for Disabled People to promote the meaningful inclusion of Disabled People into the</p>	<p>023 8033 0982</p>	<p>Unity 12, 9-19 Rose Road, Southampton, SO14 6TE</p>	

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	<p>community. By 'Disabled People' we refer to people with a physical, sensory, intellectual, psychological, emotional, or any other hidden impairment. We therefore include people with learning difficulties, system survivors, cancer survivors and those living with HIV/AIDS.</p> <p>We see our roles as providing 'user led' services and campaigning for the rights of Disabled People.</p>			
<p>Multiple Sclerosis Society - Southampton and District Branch</p>	<p>The MS Society is the UK's leading MS charity. Since 1953, we've been providing information and support, funding research and fighting for change.</p>	<p>07917 558 613</p>	<p>http://www.mssociety.org.uk/near-me/branches/southampton-and-district-branch</p>	<p>silver.spinney@vodafoney.co.uk Renate Dollimore</p>

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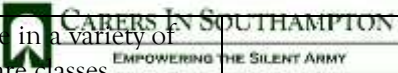
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Name of Service / Website	Description	Telephone	Address	Contact
<p>Action for Blind People - Local Salisbury Office https://www.actionforblindpeople.org.uk/resources/local-action-teams/salisbury/</p>	<p>Our Salisbury team is able to support people living in Wiltshire, Swindon, Hampshire, Portsmouth, Southampton, Dorset, Bournemouth and Poole. Outreach service where our knowledgeable and friendly team can visit you in your home or a mutually convenient location to help you: Living independently Applying for Benefits Housing Technology Employment Counselling Service Children, Young People and Families salisbury@actionforblindpeople.org.uk</p>	<p>01722 345440</p>	<p>Unit G Stanley Court, Glenmore Business Park, Telford Road, Salisbury, SP2 7GH</p>	
<p>Blue Badge Parking http://www.southampton.gov.uk/roads-parking/parking/blue-badge-parking/individual-blue-badge.aspx</p>	<p>Blue Badge Initial Enquiry Support Service bluebadge@northgate-is.com</p>	<p>0844 463 0213</p>		
<p>Disability Rights UK www.disabilityrightsuk.org</p>	<p>Online resource with many useful factsheets and information for disabled community</p>			
<p>DotComUnity Disability Directory www.dotcommunity.co.uk</p>	<p>A unique search engine for the disability community. Regularly updated events and service providers for anything to training, information, respite, etc.</p>		<p>Hampshire-wide</p>	
<p>Four C's Care Group</p>	<p>Self Help Group for people with visual impairment and their carers. Talks, Outings, Theatre Trips as arranged.</p>	<p>023 8077 3384</p>	<p>c/o Shearwater Houseboat, Pettinger Gardens, St. Denys SO17 2WL</p>	
<p>Freemantle Community Centre - Day Services http://www.freemantlecommunitycentre.co.uk/</p>	<p>Making use of the facilities during the week, to care for the more vulnerable members of society who have learning difficulties. They offer support and</p>	<p>02380834750</p>	<p>Freemantle and Shirley Community Centre Randolph St, Freemantle SO15 3HE</p>	

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	<p>personal care in a variety of ways, there are classes including art, dance and sports, with outings to such places as the Mayflower and the forest.</p> <p>If you wish to know more about this service, please make contact with Alison Gilroy or Nikki Hunns during normal office hours. freemantlecommunitycentre@gmail.com</p>			
<p>St Denys Community Centre - Day Services http://www.stdenyscommunitycentre.org.uk/</p>	<p>enquiries@stdenyscommunitycentre.org.uk. Please remember that the centre is run by volunteers and there is limited free time available to respond to enquiries. Please therefore be patient!</p>	07917 198588	Priory Road, Southampton Hampshire, SO17 2JZ	
<p>Woolston Community Centre - Activities/Groups http://www.woolstoncommunitycentre.com/</p>		02380432728	Church Road Woolston SO19 9FU	
<p>Sembal House http://www.nhs.uk/Services/careproviders/Overview/DefaultView.aspx?id=103096</p>	<p>Focus on Dementia, Mental health conditions, Personal care, Physical disabilities, Sensory impairments, Caring for adults under 65 yrs, Caring for adults over 65 yrs</p>	02380443044	Sembal House, Handel Terrace, Southampton, Hampshire, SO15 2FH	
<p>Guide Dogs For The Blind http://www.guidedogs.org.uk/aboutus/local-to-you/mobility-teams/southampton/#.VBAuFldVjw</p>	<p>The Southampton Mobility Team is here to help. If we can't help you directly, we'll do what we can to work with other service providers in the area to meet your needs.</p>	0845 372 7428	Southampton Mobility Team Chilworth Point 1 Chilworth Road Southampton SO16 7JQ	
<p>Open Sight http://www.opensight.org.uk/</p>	<p>Open Sight is the largest charitable organisation in Hampshire working with people who have, or who are at risk of developing sight loss. Based in Eastleigh, Open Sight has provided uninterrupted support to the blind and partially sighted community of Hampshire since 1922.</p> <p>Our mission is to support people</p>	023 8064 1244	25 Church Road Bishopstoke Eastleigh Hampshire SO50 6BL	

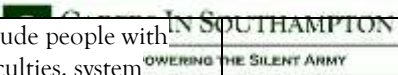
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	<p>with sight impairment or who are at risk of sight loss to achieve their personal goals, remain independent and live a full life. We work with you, your family, colleagues and friends in coping with both the practical and the emotional issues arising from your sight loss.</p>			
<p>Rose Road Association www.roseroad.org.uk</p>	<p>Parent Voice - information and advice service for parents and carers of disabled children age 0-19 in Hampshire A-Buzz Parent Carer Forum: group of parents who participate in local service development and monitoring alongside colleagues in the Council and NHS. It also offers parent-to-parent support, information, and advice. Buzz Network: offers short-breaks in Southampton. These are self-referral.</p>	<p>02380 721234 advice line: 0300 303 8603 Buzz Network Co-ordinator on Freephone 0800 169 8833 or local rate 023 8083 2069,</p>	<p>Bradbury Centre 300 Aldermoor Road Southampton Hampshire SO16 5NA</p>	
<p>RNIB – Royal National Institute for the Blind http://www.rnib.org.uk/</p>	<p>At RNIB we have teams that can provide you with advice, information and support with all the important areas of your life. Our Helpline is the gateway to all RNIB services including our more specialist teams such as our Advice Service, Legal Rights Service, our Eye Health Information Service, and our Emotional Support Service. helpline@rnib.org.uk</p> <p>Specialist focus on Learning Disability: 0141 772 5588 learningdisability@rnib.org.uk www.rnib.org.uk/learningdisability</p>	<p>National Helpline: 0303 123 9999</p>		
<p>SONUS www.sonus.org.uk</p>	<p>Providing support for deaf, deafened, deaf-blind and hard of hearing people in Dorset, Hampshire and the Isle of Wight to maintain their independence.</p>	<p>023 8022 0225 Language Services: 0845 688 2626</p>	<p>Spitfire House, 28-29 High Street, Southampton, SO14 2DF</p>	
<p>SPECTRUM Centre for Independent Living CIC www.spectrumcil.co.uk</p>	<p>The centre is run by and for Disabled People to promote the meaningful inclusion of Disabled People into the community. By 'Disabled People' we refer to people with a physical, sensory, intellectual, psychological, emotional, or any other hidden impairment. We</p>	<p>023 8033 0982</p>	<p>Unity 12, 9-19 Rose Road, Southampton, SO14 6TE</p>	

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	<p>therefore include people with learning difficulties, system survivors, cancer survivors and those living with HIV/AIDS.</p> <p>We see our roles as providing 'user led' services and campaigning for the rights of Disabled People.</p>			
<p>Sensory Loss Team – Adult Services, Hampshire County Council http://www3.hants.gov.uk/adult-services/disability/sensory-disability.htm</p>	<p>Sensory Loss teams work with people with hearing loss and sight loss across the county and can carry out an assessment to identify the help you may need. Sensory staff can also provide training to help you find solutions to the everyday problems that arise and give information about the equipment available.</p>	<p>0845 603 5630</p>	<p>The Castle, Winchester, Hampshire, SO23 8ZB</p>	
<p>Talking Echo www.sate.org.uk</p>	<p>Southampton Area Talking Echo is a talking newspaper for anyone who is blind or visually impaired.</p>	<p>02380770111</p>	<p>The Studio Centre, Tebourba Way SO16 4QE</p>	<p>Enquiries@sate.org.uk</p>

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Name of Service / Website	Description	Telephone	Address	Contact
Cruse Bereavement Care http://www.cruse.org.uk/	Support after the death of someone close. southhampton@cruse.org.uk	National Helpline: 0844 477 9400 South Hampshire Area: 0844 8793448	135 St Mary Street Southampton Hampshire SO14 1NX United Kingdom	
The Harbour http://www.harbourcounselling.org.uk/	There is no fixed charge for counselling, but as a charitable organisation we do ask for donations <ul style="list-style-type: none"> • An appropriate amount can be discussed and agreed with your counsellor • We are a charity, so tax payers may wish to complete a Gift Aid form • We welcome financial support from friends and former clients No-one will be refused counselling for lack of money. (For information: the typical cost of a counselling session in many places is about £35.00)	02380 682000	55 Basepoint, Andersons Road, Southampton, SO14 5FE	
Italk www.italk.org.uk/the-service	Anyone aged 16 and or over, and registered with a GP in the Basingstoke, Bordon, Petersfield, Eastleigh, Fareham, Gosport, Havant, New Forest, Test Valley and Winchester localities who is experiencing mild to moderate depression and/or anxiety.	02380383920	3 rd Floor Black Horse House, 8-10 Leigh Road, Eastleigh, Hampshire SO50 9FH	
Life Changes Counselling www.lifechangescounselling.org.uk	Short term, low-cost, face-to-face counselling offering you time and space to try and understand changes, anxieties, feelings, thoughts and issues that may be troubling you, and to find ways to move forward. £5/hr sessions avail for carers on benefits Lifechanges1@btinternet.com	02380405569	11, Cranbury Terrace, Southampton, SO14 0LH 65, Windemere Avenue, Millbrook, Southampton SO16 9QX	

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<p>Options www.optionscounselling.co.uk</p>	<p>Options provides one to one professional counselling for a range of issues. Options believes that providing a safe and comfortable environment can enable a client to explore issues and feelings safely and thus act as a springboard for fresh thinking and behaviours for a brighter future.</p>	<p>023 8063 0219</p>	<p>Head Office, 147 Shirley Road, Southampton, Hampshire, SO15 3FH</p>	
<p>Samaritans http://www.samaritans.org/</p>	<p>Suicide and crisis lines Southampton Office available</p>	<p>08457 90 90 90</p>	<p>11 College Place London Road Southampton Hampshire SO15 2FE</p>	
<p>Steps2Wellbeing http://www.steps2wellbeing.co.uk/feel/</p>	<p>Mental Health counselling and programming</p>	<p>Call 0800 612 7000 (self referral) or 02380 272000</p>	<p>Third Floor, Grenville House Nelson Gate Southampton SO15 1GX</p>	
<p>Southampton City Counselling http://www.southamptoncitycounselling.co.uk/</p>	<p>City Counselling is a Southampton based not-for-profit organisation. Our vision is to work together with local organisations to provide free professional counselling for the people of our community. We offer counselling sessions in a number of different venues in the city and clients are able to attend on a short or long term basis depending on their needs. We do however, have to limit counselling to 1 year maximum to prevent excessive waiting times for new clients. info@southamptoncitycounselling.co.uk</p>	<p>07909 501142</p>		
<p>Southampton Counselling and Therapy Centre http://www.sctc.counselling.co.uk/</p>	<p>Cost on sliding scale based on ability to pay.</p>	<p>07873 742 616</p>	<p>Rownhams House Betteridge Drive Southampton SO16 8LF</p>	
<p>Thinkwell www.thinkwell.co.uk</p>	<p>Private, online, cost for service therapy Cognitive therapy can help you to manage the daily struggles of life. All that you need to access live online therapy is a quiet space and an Internet connection. Appointments can be at a time of your choosing - 24/7.</p>	<p>01954230066</p>		

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<p>Christian counselling and Training Service http://www.ccts-southampton.org/Contact.php.html</p>	<p>Counselling & Training Service provides accredited training courses in counselling. Also a confidential counselling service which is open to all: male, female, young, old, individuals or couples, people of any or no faith.</p>	<p>(0)23 - 8038 5247</p>	<p>CCTS Central Hall St Mary Street Southampton, Hampshire SO14 1NF United Kingdom</p>	
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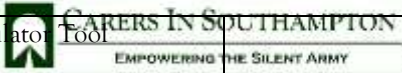
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Name of Service / Website	Description	Telephone	Address	Contact
Southampton City Council – Help with applying	<p>Applying for Housing Benefit & Council Tax Reduction</p> <p>If you need help completing the application form or need to arrange a visit because of illness or disability: benefit.services@southampton.gov.uk</p>			
Boiler Grants www.boilergrants.co.uk	This grant helps low income households in England, Scotland and Wales to become more energy efficient and lower heating bills.			
Citizen's Advice Bureau http://www.sotoncab.org.uk/	Offer advice and guidance around benefits and debt	023 8033 3868 023 8022 1406	3 Kings Park Road Southampton SO15 2AT	
Dealing with Debt Toolkit – Southampton City Council	http://www.southampton.gov.uk/benefits-welfare/money-advice/dealing-with-debt-toolkit.aspx			
Department for Work and Pensions (DWP) – National Partnership Team	To establish partnerships which are mutually beneficial to our shared customers and our respective organisations. Supplying information. Can refer clients to them for assistance.	Elspeth: 01256726542		
DORCAS Project – Scratch http://www.scratchcharity.co.uk/index.php?option=com_content&task=view&id=14&Itemid=28	Household items and furniture donations. Agency referral only, complete form on website	02380 773 132	33 Mount Pleasant Industrial Estate Southampton Hampshire SO14 0SP	
Home Heat Helpline http://www.homeheathelpline.org.uk/	The Home Heat Helpline advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice.	0800 33 66 99		
Jobcentre Plus https://www.gov.uk/contact-jobcentre-plus		0845 6060 234	St Cross House, 18 Bernard Street Southampton Hampshire SO14 2HP	

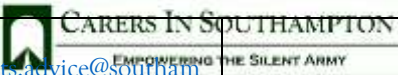
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<p>The Money Advice Service https://www.moneyadviceservice.org.uk/en/tools/budget-planner</p>	<p>Budget Calculator Tool</p> 			
<p>National Debtline www.nationaldebtline.org</p>	<p>National Debt line has helped millions of people with their debts. They'll talk you through options and give</p>	<p>08088084000</p>		
<p>SARC http://www.sarc.org.uk/</p>	<p>Specialise in welfare benefits law and employment law. We offer a wide variety of support on these issues to residents of Southampton.</p>	<p>02380 431435</p>	<p>11 Portchester Road, Woolston, Southampton, SO19 2JB</p>	
<p>Stepchange Debt Charity www.stepchange.org</p>	<p>StepChange helps change the lives of thousands of people every week. Their expert advice is impartial and personalised to each individual situation</p>	<p>08001381111</p>		
<p>Tax Credits – HMRC https://www.gov.uk/browse/benefits/tax-credits</p>	<p>Information and advice on tax credits</p>	<p>0845 300 3900</p>	<p>HM Revenue & Customs Tax Credit Office Preston PR1 0SB</p>	
<p>Turn 2 Us www.turn2us.org.uk</p>	<p>Useful website to work out benefit entitlements & possible personal grants. For individuals who are not able to access the website, our freephone helpline is open all year from 9am to 8pm M-F</p>	<p>0808 802 2000</p>		
<p>Welfare Information Phone Line – Southampton City Council</p>	<p>Available from Monday to Friday 10-12.30, 1.30 – 4pm. There will be an answering machine at all other times.</p>	<p>023 8001 0883</p>		
<p>Welfare Rights & Money Advice – Southampton City Council</p>	<p>We can:</p> <ul style="list-style-type: none"> • check you are receiving the benefits and tax credits you are entitled to • assist with drawing up a budget plan that will enable you to see exactly what your financial position is • explain which debts should be paid first and why they are so important • advise on the best options available to help resolve your debt problems • help respond to court action • give you information and skills to regain control of your finances 			

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	Contact us at welfarerights.advice@southampton.gov.uk	 <p style="font-size: small;">EMPOWERING THE SILENT ARMY</p>		
Working Families http://www.workingfamilies.org.uk/	Advice for parents and carers on working and living	Helpline for advice on rights at work: 0300 012 0312 Waving not drowning helpline: 02070 170 072		

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Name of Service / Website	Description	Telephone	Address	Contact
Groundswell www.groundswelltrust.org	Groundswell was established in 1989, and provides free, confidential home-based practical and emotional support for those people living with and affected by HIV/AIDS in the Hampshire area.	023 8063 1651	Po Box 1379, Southampton, Hampshire, SO14 0YZ	
Positive Action www.positiveaction.org.uk	Provide emotional and practical support to individuals and families affected by HIV across Hampshire (including Southampton and Portsmouth) and South West Surrey	Helpline 08009801990 Office: 02380 225511	Southampton, Aldershot and Portsmouth	
It's Your Choice www.iyc.org.uk	Free and Confidential Information, advice, support and counselling for young people aged 12-25 years old. Free pregnancy testing, condom distribution and chlamydia testing.	023 8086 4231	37 Salisbury Road, Totton, Hampshire, SO40 3HX	
Royal South Hants Sexual Health Clinic www.letstalkaboutit.nhs.uk	Clinic providing both Contraceptive & Sexual Health (C&SH) and Genito-Urinary Medicine (GUM) services. Offers: <ul style="list-style-type: none"> • Sexually transmitted infection testing and treatment • Contraception (including injection or implant) • Emergency contraception • Pregnancy testing • Unplanned pregnancy services • HIV testing and treatment • Chlamydia testing and treatment • Free condoms • Psychosexual counselling • Sexual health information and advice • Referral to vasectomy services 	0300 123 7399	Brintons Terrace, Southampton, Hampshire, SO14 0YG	

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Name of Service / Website	Description	Telephone	Address	Contact
<p>Chinese Association of Southampton www.southamptonchinese.org.uk</p>	<p>To promote the Chinese art, culture and traditions to the general public.</p> <p>To improve the quality of life for Chinese people living in and around the city of Southampton.</p> <p>To actively encourage our members to seek a better understanding of other cultural groups in Southampton.</p>	<p>077 48001928</p>	<p>Northam Community Centre Kent Street Southampton SO14 5SP</p>	<p>info@southamptonchinese.org.uk</p>
<p>CLEAR www.clearproject.org.uk</p>	<p>City Life Education and Action for Refugees (CLEAR) works with refugees and asylum seekers. It provides advice and support, English language and other courses such as ICT and Employment Advice and a Work Club.</p> <p>Advice drop-in: Tuesday and Thursday 10.00-13.00, and 14.00- 15.30 Fridays 10.00-13.00.</p> <p>Work Club Wednesday 9.30 - 12.30.</p>	<p>023 8022 1111</p>	<p>CLEAR 11 Queensway Southampton, Hampshire, SO14 3BL</p>	
<p>Employment Access Centre</p>	<p>Help with validating overseas qualifications through UK NARIC – the National Agency responsible for providing information, advice and expert opinion on vocational, academic and professional skills and qualifications from over 180 countries worldwide.</p> <p>Drop-in: 10.30-12.30 / 1pm-4pm (Tuesdays and Thursdays) 1pm-4pm (Wednesdays)</p>	<p>023 8022 3345</p>	<p>Wheatsheaf House, 24 Bernard Street, Southampton, SO14 3AY</p>	
<p>EU Welcome http://www.euwelcome.org.uk/</p>	<p>Advice and information service for people from the new East European states who have joined the European Union since 2004 (known as the A10). 8</p>	<p>07786 392886</p>		<p>Dave Adcock</p>


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	<p>countries joined in 2004, the largest of which is Poland. A further two countries joined in 2007- Romania and Bulgaria.</p> <p>euwelcome@yahoo.co.uk</p>			
Multi Agency Group on Racial Harassment (MAGRH)	<p>MAGRH can help organisations develop strategies to deal with incidents and all of us should be committed to tackle racism.</p> <p>Jayanti Shah, Chair of The Multi- Agency Group for Racial Harassment</p> <p>Jayanti@jtsys.co.uk</p>	07710118112		
<p>The Monitoring Group</p> <p>www.tmg-uk.org/about/southampton</p>	<p>Over the next 2 years TMG will extend its service to Southampton and Portsmouth area and cover the two major cities in Hampshire County with BME population over 27,000. Despite continually support Chinese victims of race hate crime, our service will be extended to support all the BME victims of race hate crime across the region. We will:</p> <ul style="list-style-type: none"> Providing a casework service in Southampton and Portsmouth Working with agencies across the region to develop a hate crime forum Providing hate crime casework training for the statutory and voluntary agencies in the region Participating and making contributes to the work of local multi-agency forums concerned with racial violence and harassment Developing National Helpline and train the volunteers Organising cultural event and promoting a wider understanding of the diversity in the region 		135 St Mary Street, Southampton, SO14 1NX	<p>Qi Lin</p> <p>qlin@tmg-uk.org</p>
Southampton and Winchester Volunteer Group (SWVG)	<p>SWVG is a small registered charity that befriends asylum seekers and refugees in the Southampton area. They provide one to one, personal and practical support, as well as financial support for those made destitute by government policy.</p>	0750 317 6350		

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	 info@SWVC-refugees.org.uk			
Southampton New Communities http://www.sotonnewcom.org.uk/	Online resource focused on Southampton for Migrants, Refugees and Asylum Seekers			

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Name of Service / Website	Description	Telephone	Address	Contact
City Care Meals on Wheels – Southampton City Council	<p>You may be eligible to use the service if (subject to assessment):</p> <ul style="list-style-type: none"> • you live alone and are unable to cook for yourself • you have a doctor recommending a meal is provided • you have a short-term need, for example, you have recently been in hospital • the provision of a meal will assist the carer/s <p>To apply for meals on wheels please call or email the adult contact team: adult.contact.team@southampton.gov.uk</p>	02380833003		
Central Hall, Community Café	<p>Opposite St Mary's Church, use side. Weekly Sunday 1630-1800 Warm Cooked Meal and Dessert communitycafe@newcommunity.org.uk</p>			
City Life Church	<p>Soup Run to people sleeping rough in the local area. Avail twice a week, Food and Soup</p>			
Northam Church	<p>On the main Northam Road, called St. Augustine. Monthly: 1st Sat 900-1400, Breakfast</p>			
Northam Community Centre	<p>Kent Street in the middle of Northam Estate. Weekly: Thurs 900-1400, Breakfast and Lunch</p>			
Portswood Church Hall	<p>Monthly: 3rd Saturday 900-1100, Breakfast</p>	Tel: 023 8039 9658	Portswood Road, SO17 2FY.	
Salvation Army	<p>Weekdays 900-1600</p>		H2O Project, Princes Street, Northam	
Shirley Reform Church	<p>Weekly: Sunday 1200 Lunch</p>		Shirley High Street, Next to Car Wash.	
Society of St. James	<p>Soup Run, St. Mary's Church, Daily 1830-1930 Soup</p>			

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Two Saints Day Centre	Weekdays: 0900-1400. Open to Rough Sleepers from 0630. Visitors must be sober.	 CABERS IN SOUTHAMPTON <small>EMPOWERING THE SILENT ARMY</small>	30 Cranbury Avenue, SO14 0CT	
United Reformed Church	Weekly: Sunday 1130-1330, Lunch		257 Shirley Road,	
Woolston Institute	Weekly: Sunday 1030-1430, Lunch		Victoria Road, Woolston	
St. James' Park	Weekly: Monday 1100 as long as soup lasts, Soup		Winchester Road, Shirley, SO16 6UG	

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Name of Service / Website	Description	Telephone	Address	Contact
Southampton Voluntary Services – Young Carers Project http://www.southamptonvs.org.uk/SVS/Our-Services/Young-Carers	Southampton Young Carers Project provides a service for children and young people aged between 8 – 18yrs whose lives are affected by caring for an unwell or disabled family member.	02380228291	Voluntary Action Centre, Kingsland Square, SO14 1NW	
No Limits http://www.nolimitshelp.org.uk/page/no-limits	Next Steps workers can support Young Carers, Care Leavers and young people leaving Youth Offending Institutions to make successful transitions, overcome barriers and realise their potential.	07500 042 520		
Youth Options http://www.youthoptions.co.uk/	Mentoring - young parents, care leavers, young carers	07803624364/ 01794 525510	2 Eastwood Court Broadwater Road Romsey SO51 8JJ	
Eastleigh Young Carers	flexible support for any young person 8 -18 years old within the Eastleigh Borough whose life is significantly affected by caring for a family member jnewcome@1community.org.uk	023 8090 2465 07565 350799	16 Romsey Road Eastleigh Hampshire SO50 9AL	

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Outside of Southampton Service Area

Category	Name of Service / Website	Description	Telephone	Address	Contact
Aging	Age Concern Hampshire http://www.ageconcernhampshire.org.uk/	Age Concern Hampshire's Information and Advice service, drop-in appointments for people who prefer talking with someone face-to-face and a home visiting service is also available.	Info & Advice Line: 0800 328 7154 Enquiries: 01962 868545	1 St Cross Road Winchester SO23 9JA	
Aging	Alzheimer's Society www.alzheimers.org.uk	Online information for caring for a person with dementia, including everyday care, relationships, unusual behaviour, coping with care, care services, legal and financial and the dementia guide –support for carers Also: Dementia support and information provision, singing and music groups etc.	02380610159 National Helpline: 03002221122	40 Chamberlayne Road Eastleigh SO50 5JH	
Care/ Respite/ Dementia	Brendoncare Foundation www.brendoncare.org.uk	Brendoncare is a registered charity dedicated to improving the quality of life for older people. They have 10 care centres and over 70 friendship and well-being clubs.	01962 852133	The Old Malthouse, Victoria Road, Winchester, SO23 7DU	
Carers – General	Carers Together http://www.carerstogether.org.uk/	We offer a variety of services including; advocacy, help with filling in benefit forms, a personal support service in the home, planning for emergencies and applying for Direct Payments.	01794 519495	9 Love Lane, Romsey, Hampshire SO51 8DE	
Aging/ Dementia	Home Instead Senior Care www.homeinstead.co.uk	Carer support services, paid care. Also useful tools of: http://www.homeinstead.co.uk/Online_Training_Tutorials.do	01489 559007	10-14 Middle Road Park Gate SO31 7GH	
Health	Huntington's Disease Association www.hda.org.uk	The Hampshire branch is a support group for sufferers, carers, family members at risk, and all those affected by HD in and around Hampshire. We are part of the national organisation, but more informal as well as more local. We hold regular meetings, go on social outings together, and meet and share experiences whenever we feel the need.	07748631876		
Counselling	Italk www.italk.org.uk/the-service	Anyone aged 16 and or over, and registered with a GP in the Basingstoke, Bordon, Petersfield, Eastleigh, Fareham, Gosport, Havant, New Forest, Test Valley and Winchester localities who is experiencing mild to moderate depression and/or anxiety.	02380383920	3 rd Floor Black Horse House, 8-10 Leigh Road, Eastleigh, Hampshire SO50 9FH	
Sexual Health	It's Your Choice www.iyc.org.uk	Free and Confidential Information, advice, support and counselling for young people aged 12-25 years old. Free pregnancy	023 8086 4231	37 Salisbury Road, Totton,	

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		testing,  testing, from tom distribution and chlamydia		Hampshire, SO40 3HX	
Disability	National Autistic Society - South Hampshire Branch www.shantsnas.org.uk/home/supportgroup	Our evening support group meetings are for parents and carers of children with Autism and Asperger Syndrome, to meet to exchange experiences, skills and understanding. There is often social isolation of families and children affected by Autistic Spectrum Conditions. It is hoped these groups will help. At some meetings we invite guest speakers or have professionals present who can advise on aspects of autism. Professionals who work with people with autism are also very welcome to attend.	The National Autistic Society's Autism Helpline on 0808 800 4104 (10am to 4pm, Mon-Fri excluding bank holidays)	Meetings Bishopstoke Evangelical Church, Stoke Park Road, SO50 6DA	
Carers General	One Community Carers Centre (Eastleigh, Hampshire Remit) http://www.1community.org.uk/pages/carers-centre.aspx	Providing high quality information and support services for people looking after loved ones in our community. We offer the following to Carers over the age of 18 and who are living in the Eastleigh Borough:	023 8090 2404 / 023 8090 2419	16 Romsey Road, Eastleigh, Hampshire, SO50 9AL	
Disability	Open Sight http://www.opensight.org.uk/	Open Sight is the largest charitable organisation in Hampshire working with people who have, or who are at risk of developing sight loss. Based in Eastleigh, Open Sight has provided uninterrupted support to the blind and partially sighted community of Hampshire since 1922. Our mission is to support people with sight impairment or who are at risk of sight loss to achieve their personal goals, remain independent and live a full life. We work with you, your family, colleagues and friends in coping with both the practical and the emotional issues arising from your sight loss.	023 8064 1244	25 Church Road Bishopstoke Eastleigh Hampshire SO50 6BL	
Carers General	Portsmouth Carers Centre http://portsmouthcarers.org	The Carers Centre is a community resource dedicated to the support of all carers in the city of Portsmouth. We are a one stop shop offering support, including financial, training, young carers, adult mental health, emotional support, and also a carers supported self-assessment. We also have a wealth of information within the building, including leaflets, and members of staff who have a wide knowledge of services in the local area.	023 9275 6780 or 023 9285 1864	Carers Centre 117 Orchard Road Southsea Hampshire PO4 0AD	
Disability	Sensory Loss Team – Adult Services, Hampshire	Sensory Loss teams work with people with hearing loss and sight loss across the county and can carry out an assessment to identify the help you may need. Sensory staff can also provide training to help you find	0845 603 5630	The Castle, Winchester, Hampshire, SO23 8ZB	

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	County Council http://www3.hants.gov.uk/adult-services/disability/sensory-disability.htm	solutions to the everyday problems that arise and give information about the equipment available.			
Carers General	Winchester Carer Centre - The Princess Royal Trust for Carers in Hampshire http://www.carerentre.com/home	Hampshire County Support, Advice, emergency planning for Carers (referral for those outside of our remit)	01264 835246/ 01264 835205 Emergency Planning: 0845 604 1577	Andover War Memorial Hospital Charlton Road Andover SP10 3LB	