

Housing and Support Directory

February 2019

Housing advice

Do you know someone who is homeless, threatened with homelessness or needs housing advice? Below are local and national organisations that may be able to help and give advice.

New Forest District Council Housing Options Team

Self refer online

hpa2.org/refer/NEWF

Website information and duty to refer

newforest.gov.uk/housing

Telephone

023 8028 5234

Out of hours telephone (emergencies only)

023 8028 5250

In person

Appletree Court, Beaulieu Road, Lyndhurst, SO43 7PA

Office opening hours

Monday - Thursday • 8.45am - 5.15pm

Friday • 8.45am - 4.45pm

If you or you know someone who is at risk of being made homeless do not delay. Early contact with the Council's Housing Options Team could help avoid someone being made homeless. Dealing with all aspects of housing advice and homelessness the Housing Options Team has dedicated staff who have been trained to provide advice and assistance to help prevent and relieve homelessness.

Homesearch

Homesearch is New Forest District Council's housing register from which we allocate vacant Council and Housing Association properties. Vacancies are advertised in the following ways:

- On our website - nfdc.gov.uk/homesearch
- On our telephone hotline - 023 8028 5234 (option 1)
- Notice boards at all the local Council offices

The website is the easiest and most popular way of looking for vacancies as applicants can apply for properties directly from the site. Application forms to join the register are available to download from our website.

Citizens Advice New Forest

Website

citizensadvice.org.uk/housing

newforestcab.org.uk

Telephone Adviceline

0300 3309 009

Advice for people with all types of problems including advice on tenancy issues and help to avoid people losing their home, Welfare rights and benefit advice plus digital support to help with online benefit claims.

It offers free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

There are five local Citizens Advice offices in the New Forest plus an outreach service:

New Milton

16 Whitefield Road, New Milton, BH25 6DF

Open Monday - Friday • 10.00am - 4.00pm

Totton

91 Junction Rd, Totton, SO40 3BU

Open Monday - Friday • 10.00am - 4.00pm

Hythe

The Grove, 25 St John Street, Hythe, SO45 6BZ.

Open Monday - Friday • 10.00am - 4.00pm

Ringwood Library

Christchurch Road, Ringwood, BH24 1DW

Open Monday - Friday • 10.00am - 4.00pm

Lymington

Court Mews, 28a New Street, Lymington, SO41 9BQ

Open Monday - Friday • 10.00am - 4.00pm

Fordingbridge

Avonway Community Centre, 36 Shaftesbury Street,

Fordingbridge, SP6 1JF

Open Monday - Friday • 10.00am - 1.00pm

Two Saints

Telephone

023 8062 6181 or 023 8062 6180

Two Saints offer free 1:1 information and advice services at local drop-in centers across the forest. Trained advisers can help with housing related support to help people within the New Forest to avoid homelessness.

Wesley Centre, Ringwood

Monday • 11.30am - 1.30pm

Totton Inclusion, Totton

Tuesday • 1.00pm - 3.00pm

New Milton Town Hall

Wednesday • 9.30am - 11.30am

Lymington Town Hall

Thursday • 9.30am - 12noon

The Grove - Hythe

Friday • 9.30am - 12noon

Shelter

Website

england.shelter.org.uk

Telephone

0808 800 4444

Housing and homelessness charity that gives practical housing advice and support online, in person and by phone. They can provide advocacy and help in dealing with housing departments and landlords. Their expert advisers give free, confidential advice 365 days a year

Housing Rights

Website

housing-rights.info

This website provides information and advice on the housing rights of new arrivals to the UK.

Rough sleeping

If you are concerned about someone sleeping rough, you can inform the national service Street Link. You don't need to speak to the person you are concerned about. Street Link will contact the local Council and connect them to local services and support.

Street Link

Website

streetlink.org.uk

Telephone

0300 500 0914

You will be asked to provide:

1. A specific location for the rough sleeping site.
2. Details of the time that the rough sleeper has been seen at the location.
3. Any information about the rough sleeper that will help find them (gender, approximate age, what the person looks like, what they are wearing).

Or alternatively use the New Forest District Council online portal (if you have the person's permission)
<https://hpa2.org/refer/NEWF>

New Forest Nightstop

Website

newforestnightstop.org.uk

Email

nightstop@cnf.org.uk

Telephone

01425 478391

New Forest Nightstop is based with Community First New Forest in Ringwood. Nightstop has a team of trained volunteer households around the New Forest providing short term emergency accommodation for single homeless people whilst further housing advice is provided to find more longer term accommodation solutions.

People must be referred by an advice agency such as New Forest District Council Housing Options team, Citizens Advice, It's Your Choice, Colleges and Care Leavers teams.

Accessing the private rented sector

Private Rented Sector Scheme

New Forest District Council operates a Private Rented Sector Scheme where we can assist eligible applicants with an interest-free loan to cover the set up costs of securing a private rented property.

The loan can be used to cover deposit and rent in advance fees (upto a maximum agreed with the Council) and is paid direct to the landlord/agents. An affordable repayment plan will be agreed and set up at the commencement of the loan. You should not agree to move to a property without first consulting with the Council if you require financial assistance.

Please contact the Housing Options Team for further information.

Telephone
023 8028 5234

Where to find accommodation

There are numerous ways in which landlords advertise properties, both through letting agents and independently. Below we have listed some suggestions of where to look to help get you started (please note New Forest District Council does not recommend any specific agent or landlord).

Register with local lettings agents

Internet

- Gum Tree - gumtree.com
- Rightmove - rightmove.co.uk
- Zoopla - zoopla.co.uk
- DSS Move - dssmove.co.uk
- Open Rent - openrent.co.uk
- Easy Roommate - easyroommate.com
- Spare Rooms - spareroom.com

Check local newspapers, for example

- Advertiser & Times - adt.press
- Southern Daily Echo - dailyecho.co.uk
- Waterside Herald - herald-publishing.co.uk

Other suggestions

- Notice Boards - newsagents, shop windows, supermarkets, churches, student union
- Students - contact the accommodation office at your college or university
- Employees - check with your company to find out if you are able to rent accommodation through them
- Benefits - New Forest District Council
Website
nfdc.gov.uk/benefits
Telephone
023 8028 5000 (option 1)
- For information about Universal Credit, Housing Benefit and Council Tax Reduction, including who can claim, how to claim and managing your claim.

Housing and Support Services

Assisting people to remain in their own home

Support in your own home

Do you know someone who needs additional support to help them live independently in their own home?

Contact New Forest District Council Housing Grants and Improvements team for the following -

Disabled Adaptations

For someone who has difficulty managing the stairs, steps or getting in and out of the bath for example. If they are registered disabled NFDC may be able to assist with a grant or loan to help maintain independence at home. For more information telephone 023 8028 5151.

Housing Conditions

For problems with disrepair in private rented accommodation where a landlord is not resolving any issues, New Forest District Council may be able to help. For more information telephone 023 8028 5151 or email housingimprovements@nfdc.gov.uk

Appletree Careline

Website

appletree.careline@nfdc.gov.uk

Telephone

023 8028 5523 or 023 8028 5453

New Forest District Council run a community alarm, wrist band service to help people feel secure, independent and confident living in their own home. In the event of an emergency they will assist with contacting all emergency services and/or contacts and are open 24 hours a day, 365 days a year.

Community First New Forest

Telephone

01425 482 773

Advice and information on local voluntary groups and services. Community transport booking service.

New Forest Live at Home

Telephone

07483 112 138 and 01425 476 142

Website

mha.org.uk

Through befriending, lunch clubs, assisted shopping, activity sessions, outings escorts to appointments, live at home tackle loneliness and isolation in people over 65- Helping them to lead fulfilled lives and remain as active members in their local communities.

New Forest Mediation Service

Website

nfsmediation.org.uk

Telephone

023 8071 0101

NFS Mediation provides a free, confidential and independent mediation service to the people of Southampton and surrounding areas. It can help with neighbor disputes, or resolve conflicts between tenants.

First Steps

Website

firststepscharity.org

Nfrgt.uk

firststepshandwellbeing.co.uk

A small charity that mainly works with families from the settled gypsy traveller community.

Princes Royal Trust for Carers

Telephone

0800 169 1577 - Emergency number

01264 835246 - Office number

Website

carecentre.com

Email

info@carercentre.com

This organisation can set up an emergency plan for someone reliant on carer support (can take a few weeks to set up). If usual carer can't provide support, interim support is provided to take over care needs until more permanent solution put in place.

New Forest Disability

Telephone

01425 628750

Email

info@newforestdis.org.uk

Website

newforestdis.org.uk

Providing free, impartial, confidential information and advice to those of any age affected by disability. Related issues include: caring, access, blue badge, welfare benefit applications, volunteering opportunities, equipment, holidays, training, education and transport. Offered to those throughout the New Forest and surrounding area.

Advisors from the New Forest Disability Information Service regularly visit locations throughout the New Forest such as libraries, community centres etc. Please call the helpline number for further details.

Help to buy

There are a number of schemes to help people who would like to become home owners but cannot afford to buy on the open market.

With intermediate rent, properties are rented on an assured shorthold tenancy basis. The rents are set below the current market rate. Tenants are expected to use the lower rental payments to save towards a deposit to buy a home.

With shared ownership, properties are sold on a part buy/part rent basis. It is possible to purchase shares of between 25-75% of the property's value and pay a low rent on the remaining share. This makes shared ownership more affordable as it significantly reduces the amount you need to save for a deposit.

This government website gives an overview of your rights to buy and signposts to local schemes.

Website

[gov.uk/right-to-buy-buying-your-council-home](https://www.gov.uk/right-to-buy-buying-your-council-home)

Help to Buy South – Radian Group

Website

helptobuysouth.co.uk

Telephone

0800 456 1188

Help to Buy South offers a number of different affordable options to buy or rent a home.

These Help to Buy schemes are funded by the Government, through the Homes & Communities Agency. It is recommended that you have a household income of between £18,000 and £60,000 to qualify for certain schemes.

Radian Homes

Website

radianhomes.co.uk

Telephone

0800 145 6663

Radian Homes has properties available for shared ownership, intermediate rent, rent to buy and to privately rent.

Money, Debt Advice & Welfare Benefits

Citizens Advice New Forest

Website

citizensadvice.org.uk

Telephone

0300 3309 009

Email

advice@newforest.cabnet.org.uk

This service aims to provide the advice people need for the problems they face, including money, welfare benefits and debt advice. It offers free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

There are five offices in New Forest plus an outreach service -

New Milton

16 Whitefield Road, New Milton, BH25 6DF
Open Monday - Friday • 10.00am - 4.00pm

Totton

91 Junction Rd, Totton, SO40 3BU
Open Monday - Friday • 10.00am - 4.00pm

Hythe

The Grove, 25 St John Street, Hythe, SO45 6BZ.
Open Monday - Friday • 10.00am - 4.00pm

Ringwood Library

Christchurch Road, Ringwood, BH24 1DW
Open Monday - Friday • 10.00am - 4.00pm

Lymington

Court Mews, 28a New Street, Lymington, SO41 9BQ
Open Monday - Friday • 10.00am - 4.00pm

Fordingbridge

Avonway Community Centre, 36 Shaftesbury Street, Fordingbridge, SP6 1JF
Open Monday - Friday • 10.00am - 1.00pm

Money Advice Service

Website

moneyadviceservice.org.uk

Telephone

0800 138 7777

This service provides free and impartial money advice and the website includes:

Advice and guides to help improve finances. Tools and calculators to help keep track and plan ahead. Support in person, by telephone and online.

Turn2us

Website

turn2us.org.uk

Telephone

0808 802 2000

Turn2us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services. The website includes a benefits calculator grants search and help to find a local advisor.

Entitled To

Website

entitledto.co.uk

On-line benefit calculator. Helping people determine what they can claim from national and local government via a self-serve calculator. Users can determine whether they are receiving the right amount of money in their benefit claims, whether they are eligible for other types of benefits as well as understand what their position will be as Government welfare reforms takes effect.

New Forest Disability

Website

newforestdis.org.uk

Email

info@newforestdis.org.uk

Telephone

01425 628750

Provides free, impartial disability related information, advice and guidance throughout the New Forest. Includes Benefits advice.

Waterside Debt Advice

Email

watersidedas@gmail.com

Telephone

023 8024 3618

A free debt counselling service by trained advisors, who are authorised and regulated by Financial Conduct Authority.

Christians Against Poverty (CAP)

Website

capuk.org

Telephone

01274 760 720

This charity offers free debt help, job clubs, release groups and CAP Money Courses.

National Debtline

Website

nationaldebtline.org

Telephone

0808 808 4000

National Debtline provides free, confidential and independent advice on dealing with debt problems.

Step Change Debt Charity

Website

stepchange.org

Free Helpline

0800 138 1111

This charity provides expert debt advice and practical solutions to problem debt.

The Insolvency Service

Website

gov.uk/government/organisations/insolvency-service

The Insolvency Service can give you general information about insolvency, redundancy, what official receivers do, what redundancy payments offices do and where you can go to get the information or advice you need.

Utility Bills

If a client is struggling to pay utility bills they can contact, Citizens Advice Consumer Advice Line

Telephone

03454 04 05 06

Hampshire Local Welfare Assistance Information & Advice Line

Website

connecttosupporthampshire.org.uk

Connect to Support Hampshire is an online information and advice guide and directory of services for adult resident in Hampshire to find information advice and service to manage their own care and well-being.

The website covers - Health and Wellbeing, Managing at home, Care homes and other housing options, Equipment and adaptations, Getting out and about, Conditions, disabilities and end of life care, Money matters, Carers, Advocacy and Power of Attorney, Protecting adults at risk and The Care Act.

Council of Mortgage Lenders

Telephone

0207 706 3333

Website

cml.org.uk/

This website offers consumer information that could help with buying a home, mortgages, making a complaint, what to do if someone is having problems paying their mortgage and understanding issues that affect lending decisions.

Benefits - New Forest District Council

Website

newforest.gov.uk/benefits

Telephone

01590 646121

Benefit Fraud Hotline New Forest District Council

0800 0851637

For information about, Universal Credit, Housing Benefit, Council Tax Reduction and Discretionary Housing Payments (DHP), including who can claim, how to claim and managing your claim.

Government website and helplines

Website

gov.uk/benefitsadvisor

This website has information about the different benefits available and advice about how to apply. Other topics on the website include employment, self-employment, money and tax.

Pension - New Ccaims	0800 731 7898
Pension Credit Claim Line	0800 991234
International Pensions	0191 218 7777
Attendance Allowance	0800 731 0122
Industrial Injuries	0800 1218379
Personal Independence payments	0800 917 2222
Armed Forces Pensions enquiries	0800 085 3600
Bereavement Service helpline	0800 7310469
Winter Fuel Payment Centre	0800 731 0160
Working Age Benefits	0800 328 5644
HMRC Tax Credits helpline	0345 300 3900
Universal Credit Helpline	0800 3285644

Solent Credit Union

Telephone

023 800 02018 / 0800 328 9344

Email

enquiries@solentcreditunion.co.uk

Address

21 East Street, Southampton, SO14 3HG

Open Monday - Thursday • 10.00am - 4.00pm

Friday • 10.00am - 3.00pm

Closed for lunch between 12.30pm - 1.30pm

Offers cooperative financial services to people and organisations that live, work or are based in the SO postcode area. Offering savings options, loan options and other services.

Furniture

Dorset reclaim

Website

dorsetreclaim.org.uk

Telephone

01202 773384

Bournemouth Warehouse covers:

Fordingbridge, Ringwood, New Milton, Milford-on-Sea, Barton-On-Sea, Lyminster, Lyndhurst (Delivery charge £15.00).

Any agency, organisation, or authority can refer a client. You do not need to have previously registered to use services. The only condition is that your client has a household income of less than £25,000 so as to be able to access all of the stock and our best prices.

You can make a referral online. Need to bring evidence of household income to register as a member and receive 25% discount

Dorset reclaim bulky waste collections

Telephone

01202 679350

Email

bulky@dorsetreclaim.org.uk

SCRATCH

Website

scratchcharity.co.uk

Telephone

023 8077 3132

Address

33 Mount Pleasant Industrial Estate, Southampton SO14 0SP

Provides basic furniture and household items to individuals and families who are suffering poverty and disadvantage, who live in Southampton and the New Forest area. This is not a direct access project - everyone is referred by a recognised agency to ensure that there is a genuine need.

Scratch operate two shops which are open 10.00am - 4.00pm weekdays.

21 East Street, Southampton, SO14 3HG

Telephone

02381060823

Email

shop@scratchcharity.co.uk

85 Station Road, New Milton, BH25 6JD

Telephone

01425 626406

The shops sell a wide variety of furniture, bric-a-brac and books as well as up-cycled furniture.

Free Cycle

Website

freecycle.org

Is a site that advertises free furniture and other items. New Forest East covers most of our district

Gumtree

Website that advertises furniture and goods

Website

gumtree.com

Acts 4 Sharing

Telephone

07810 005763

Monday - Friday • 9.00am - 5.00pm

Initial requests should be made by email

office@acts4sharing.org

Works within a 25 mile radius of Ringwood

By referral Acts 4 Sharing aims to help impoverished people of any age or background by offering practical support – aim to provide (& deliver) practical items that are needed at no charge, including:

- White Goods
- Furniture
- Household items
- Bedding
- Curtains
- Clothing

The Dibden Allotment Fund

Telephone

02380 841305

Website

daf-hythe.org.uk

Operates four grant programmes all of which may be accessed by people in need, hardship or distress. Who have lived in the waterside area for a minimum of 12 months, Grants to individuals, shoe voucher scheme, Garden support scheme.

Food Banks

You will need to be referred by support agencies

New Forest Basics Bank

Covers

East Boldre, Barton on sea, New Milton, Burley, Lymington and Pennington

Telephone

01590 610008

Email

admin@basicsbank.org.uk

Website

basicbank.org.uk

Address

Office behind Lymington United Reformed Church, High Street Lymington, Hampshire SO41 9AG

Open

Tuesday, Wednesday and Friday • 10.00am - 12noon

Totton Food Bank

Website

youthandfamiliesmatters.org.uk

Email

info@youthandfamiliesmatter.org.uk

Telephone

023 8086 0320

Address

Y&FM, Testwood Baptist Church, 283a Salisbury Road Totton

Open

Monday - Friday (term time only) • 9.00am - 3.00pm

Waterside Food Bank

Covers

Calshot, Hythe, Dibden and Blackfield

Address

193 - 195 Hampton Lane, Blackfield. SO45 1XA

Email

info@waterside.foodbank.org.uk

Website

waterside.foodbank.org.uk

Telephone

07768 713 329

Open

Monday and Thursday mornings • 10.00am - 12noon
Tuesday and Friday afternoons • 2.00pm - 4.00pm

Ringwood Food bank

Covers

Ringwood, Verwood and Fordingbridge

Two sites

The Wesley Centre, Ringwood
41 Salisbury Street, Fordingbridge

Website

ringwood.foodbank.org.uk

Email

info@ringwood.foodbank.org.uk

Telephone

01425 600134

Open

Monday, Wednesday and Friday

Training and Employment Services

Hampshire County Council

Website

hants.gov.uk

Information about services under the topics of Jobs, Working and Volunteering and Education and Learning

Job Centres

Website

gov.uk/jobs-jobsearch

Telephone

0800 169 0190

There are three main job centres covering the New Forest in Hythe, Lymington and Ringwood.

Residents in Totton may need to visit the Southampton Job Centre.

Visit the website to find your nearest Job Centre.

CAP Job Clubs

Website

capuk.org

Email

info@capuk.org

Telephone

01274 760720

Held in local settings across the Forest, CAP Job Clubs are places offering practical help such as help with job searches, writing CVs etc.

Visit the website to find your nearest Job Club.

Enham Trust

Website

enhamtrust.org.uk

Telephone

01264 345 800

Enham Trust is a disability charity that helps individuals to have increased independence and choice in key areas of life, including employment and skills.

The Princes Trust

Website

princes-trust.org.uk

Telephone

0800 842842

Offered to people who are aged 16 years to 25 years. The Prince's Trust can offer support to gain experience, skills and the confidence to help someone into work.

Emmaus Hampshire

Website

emmaushampshire.org.uk

Address

Bar End Road, Winchester SO23 9BN

Telephone

01962 868 300

Emmaus Hampshire offers homeless people accommodation with work.

Services for those serving or who have previously served in the Armed Forces

British Legion

Website
britishlegion.or.uk

Helpline
0808 802 8080

The Royal British Legion provides lifelong information, advice and guidance to help the Armed Forces community to find and access the support they need. It helps members of the Royal Navy, British Army, Royal Air Force, Reservists, veterans and their families. It has an online self-help resource centre and a telephone helpline, providing advice on topics such as finances, housing, mental wellbeing, physical health, living independently, employability and social support.

SSAFA

Website
ssafa.org.uk

Forcesline
0800731 4880

SSAFA provides lifelong support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force. Forces line is a free and confidential telephone helpline and email service that provides support for serving and ex-service men and women and reserves from the Armed Forces and for their families. As an independent charity, SSAFA is not part of the military chain of command.

Veterans Housing Advice

Telephone
0808 802 1212

Veterans housing advice is a national telephone helpline, open 7 days a week, from 8am to 8pm.

The services aims to make it easier for forces veterans to access the services of specialist organisations, they can help with:

- Finding temporary accommodation with support
- Finding Settled accommodation, with or without support
- Targeted help if you are unable to buy or rent property on the open market
- Floating support- to help you keep settled accommodation that you might otherwise be at risk of losing

Veterans Gateway

Address
PO BOX 6997, Cardiff CF15 5DT

Telephone
0808 802 1212

Text
81212

Website
support.vetransgateway.org.uk

The Royal Air Force Benevolent Fund (RAFBF)

Telephone
0800 169 2942

Website
RAFBF

Support service for all serving and former members of the RAF as well as their partners and dependent children. They offer grants to beneficiaries who are homeless or at risk of homelessness

Stoll

Telephone
0207 385 2110

Website
Stoll.co.uk

A Veterans charity and Housing Association that provides housing and access to services that prevent homelessness

ABF The soldiers Charity

ABF is a charity that offers lifetime support to soldiers, veterans and their immediate families when in need. They can provide grants and financial support to veterans and their dependants for a range of issues including emotional wellbeing and mental health

Telephone
0207 7901 8900

Website
ABF The soldier's charity

Amicus Trust

Telephone
0123 435 8478

Website
Amicus Trust

Amicus Trust provide up to two years accommodation for veterans who are homeless or at risk of homelessness. Also can help with Education, Employment, Mental Health and life skills to support individuals as they rebuild their life.

Health Services

NHS

Website

southernhealth.nhs.uk/services/mental-health/adult/cmht

The website has health information about conditions and symptoms. Find local services. Call 111 for non-urgent medical advice.

To find local health services and GP surgeries, use the NHS website.

NHS Mental Health Services

Website

nhs.uk

West area Community Mental Health Teams

Telephone

New Milton (New Forest West): 01425 622922

Totton (New Forest East): 02380 868886

Samaritans

Website

samaritans.org.uk

24/7 Free Helpline

116 123

Talk confidentially about whatever is getting to you. You don't have to be suicidal. Volunteers offer confidential, emotional support to anyone experiencing distress.

Mind

Website

mind.org.uk

Telephone

0300 123 3393

Mind provides information and support to anyone experiencing a mental health problem.

New Forest Wellbeing Centre – Solent Mind

Website

solentmind.org.uk/content/our-wellbeing-centres

There are two Wellbeing Centres in the forest:

Marcella House, Jones Lane, Hythe, SO45 6AW

Telephone

02380 841341

The Hollies, 1 Barton Court Road, New Milton, BH25 6NN,

Telephone

01425 620642

These wellbeing Centre provides self- help courses on subjects such as anxiety management, bi-polar and coping with emotions, as well as creative courses.

Sexual Health Clinic

Website

letstalkaboutit.nhs.uk

This service offers information and advice on sexual health, including contraception, STI tests and HIV tests. Appointments must be booked in advance.

Drug, Alcohol and Problem Gambling Services

Inclusion New Forest – Drug and Alcohol Services

Address

Unit 2-3 Parkland Place, Old Milton Road,
New Milton, BH25 6DJ

Website

inclusion.org

Telephone

0300 124 0103 (ext 6)

Email

info@inclusionuk.org

Inclusion New Forest provides a range of services for anyone aged 18 and over, using drugs and/or alcohol or experiencing any of the problems that are associated with its use. These services include advice, information, needle exchange, harm reduction and recovery planning.

The New Milton hub is the main base for the drug and alcohol recovery services.

There are also satellite services operated in Totton and Ringwood. Inclusion Recovery New Forest covers the New Milton, Totton, Ringwood, Lyndhurst, Fordingbridge, Sway, Hythe, Brockenhurst and nearby areas for anyone affected by or wanting drug or alcohol support.

Alcoholics Anonymous

Website

alcoholics-anonymous.org.uk

Free helpline

0800 9177650

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

Frank

Website

talktofrank.com

24 hour helpline

0300 123 6600

Frank offers friendly, confidential drugs advice.

GamCare

Website

gamcare.org.uk

Telephone

0808 8020 133

GamCare provides information, advice, support and free counselling for the prevention and treatment of problem gambling. Its services are confidential and non-judgmental.

Options – Gambling Counselling Service

Website

optionscounselling.co.uk

Address

147 Shirley Road, Southampton, SO15 3FH

Telephone

023 8063 0219

In partnership with Gamcare Options provides a specialist, free counselling service for individuals, their spouses, partners and families in Hampshire who are experiencing difficulties resulting from problem gambling.

Needle & Syringe Exchange Services

Pennington Pharmacy, 14 South Street, Pennington, SO41 8ED

Pharmacy Direct, 215 Salisbury Road, Testwood, Totton, SO40 3LL

Legal Services

Southampton Combined Court Centre

Address

The Courts of Justice, London Road, Southampton, SO15 2XQ

Telephone

023 80213 200

Court counter opening hours

Monday - Friday • 10.00am - 2.00pm

Legal Aid

Website

gov.uk/legal-aid

This website has information about legal aid, which can help pay for legal advice.

Civil Legal Advice

Website

gov.uk/civil-legal-advice

Civil Legal Advice is a government funded advice service offering free, confidential legal advice to people on low income or benefits. See the website for full details of eligibility, what you will get and how to get free and confidential advice.

Citizen Advice

Website

citizensadvice.org.uk

newforesttcab.org.uk

Telephone

0300 3309 009

Provides the advice people need for the problems they face, including information and advice on legal and civil rights. It offers free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Child Law Advice

Website

childlawadvice.org.uk

Telephone

Family law: 0300 330 5480

Educational law: 0300 330 5480

This charity provides specialist legal advice and information on child, family and education law affecting children and families. This service is provided via the website packed with how to guides and information pages. A dedicated intensive support telephone line is also available for complex matters and clarifying questions. This service covers legal issues that may arise following relationship breakdown as well as local authority intervention and child protection issues.

Domestic Abuse Services

New Forest District Council – Housing Options Team

Telephone
023 8028 5234

Website
hpa2.org/refer/NEWF

A free and confidential housing advice service to help with all aspects of housing queries/problems. There is a Duty Officer available daily between 8.45am – 5.15pm on the number above. Alternatively people can complete our online Housing Portal which will be sent to a Housing Advice Officer to action.

The Police Protection Department – Safeguarding Team

Telephone
101, or call 999 in an emergency Integrated Domestic Abuse Service for Hampshire (IDASH) or call 0330 0165 112

Website
hampshiredomesticabuse.org.uk

This team is responsible for supporting and safeguarding victims of domestic abuse. Hampshire's main domestic abuse service. It offers a confidential support service to women, men, children and young people experiencing domestic abuse.

Victim Support

Website
victimsupport.org.uk

Support line
0808 1689 111

An independent charity that helps those who have been the victim of crime. Its services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened. It also provides support to witnesses.

National Centre for Domestic Violence

Website
ncdv.org.uk

Freephone
0800 970 2070

The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.

The You Trust

Website
theyoutrust.org.uk

Email
enquiries@theyoutrust.org.uk

Telephone
01329 825930

Help people who need care, support and advice due to poverty, homelessness, disability, age, ill health or abuse.

Yellow Door Family Therapy and Parenting Support

Website
yellowdoor.org.uk

Helpline
023 8063 6313

A service for families where a member has experienced sexual or domestic abuse / violence

SERVICES FOR WOMEN

National Domestic Violence Helpline

Website
nationaldomesticviolencehelpline.org.uk

Telephone
24 hour free helpline 0808 2000 247

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

Women's Aid

Website
womensaid.org.uk

24 hour free helpline
0808 2000 247

This service provides information and support for women experiencing domestic abuse.

SERVICES FOR MEN

Men's Advice Line

Website
mensadvice.org.uk

Telephone
0808 801 0327
Monday - Friday • 9.00am - 5.00pm

Advice and support for men experiencing domestic violence and abuse

Mankind Initiative

Website
new.mankind.org.uk

Telephone
01823 334 244
Monday - Friday • 9.00am - 4.00pm

Confidential helpline for male victims of domestic abuse and domestic violence.

SERVICES FOR LGBT

Galop

Website
galop.org.uk

Helpline
0800 999 5428

A Lesbian, Gay, Bisexual and Transgender domestic violence and anti-violence charity.

Services for families and children

Schools in Hampshire

Website

hants.gov.uk/schools

Information and support services for schools in Hampshire, including choosing a school and applying for a place.

Children's Centres

Offers activities and support to local families with children under five. Based at Cadland School, Holbury. There is an outreach service where you can access support, information and professional advice .

Family Lives

Website

familylives.org.uk

Helpline

0808 800 2222

Family Lives is a national family support charity providing advice, help and support in all aspects of family life.

Youth & Family Matters – Totton

Website

youthandfamiliesmatters.org.uk

Email

info@youthandfamiliesmatter.org.uk

Telephone

023 8086 0320

A charity for vulnerable families and their children who live in Totton. It operates out of Testwood Baptist church.

Ginger Bread

Website

gingerbread.org.uk

Free confidential helpline

0808 802 0925

Service for single parents. It provides support and expert advice on anything from dealing with a break-up, to going back to work or sorting out maintenance, benefit or tax credit issues.

Ashley Family Hub

A local charity which provides friendship, emotional and practical help to parents. Its aim is to provide early support to families and it runs a weekly drop in on Tuesday mornings at Ashley Baptist Church in New Milton.

Hampshire Social Services

Telephone

Adult services: 0300 555 1386

Childrens Services: 0300 555 1384

Out of hours: 0300 555 1373

Occupational Therapy: 0300 555 1386

Services for young people

It's Your Choice

Website
iyc.org.uk

Telephone
023 8086 4231

Provides free, confidential counselling for young people aged 11-25 who live in the New Forest District. Has drop in advice sessions in different venues across the forest.

Catch 22 - Hampshire 24/7 Substance Misuse Support

Website
catch-22.org.uk/programmes-services/hampshire-247-substance-misuse-support

24 hour emergency crisis helpline
0800 599 9591

This is a county-wide service offering young people confidential and non-judgmental support regarding the use of drugs and alcohol to enable informed choice and the reduction of associated harm.

Young Minds

Website
youngminds.org.uk

Telephone
020 7089 5050

This charity is committed to improving the emotional wellbeing and mental health of children and young people. The website provides information for children and young people, and for parents.

NYAS Service

Website
nyas.net

Telephone
0151 649 8700

NYAS is a charity providing information, advice, advocacy and legal representation to children, young people and vulnerable adults. NYAS is a legal aid agency.

The Prince's Trust

Website
princes-trust.org.uk

Telephone
0800 842 842

Aimed at 16 years to 25 years, the Prince's Trust can support you to gain experience, skills and the confidence to help gain work.

Your Future Youth Support

Website
hants.gov.uk/yourfuture.htm

This website has information on education, training, work and local youth support

The Handy Trust

Email
candy.huxham@thehandytrust.org.uk
crystal.kinch@thehandytrust.org.uk

Telephone
023 81782805

Address
The Handy Trust, 25 St Johns Street, Hythe, SO45 6BZ

Providing information, advice, guidance and support to local children and young people across the Waterside from Marchwood to Calmore.

The Garage Youth Centre

Email
thegarageufi.cr@live.co.uk

Telephone
07884 153 275

Address
Eling Recreation Ground, Off Totton by Pass,
A35 Eling, Totton

Youth Workers are qualified in a range of skills to provide a safe structured environment for young people to socialize, be healthy and stay safe. Offers free membership to young people aged between 9-17years. Open both in term time and school holidays on Monday, Wednesday and Thursdays from 6pm-9pm.

NHS Sexual Health Clinic – no appointment necessary
Monday 4pm-6pm.

The Youth Club offers One to One Support Wednesdays and Thursdays 4pm-6pm – Call 07884 153275 for information.

Services for older people

Age Concern New Forest

Telephone

023 8084 1199

Age Concern New Forest is an independent local charity, which aims to promote the welfare of older people in the New Forest area. The services offered include:

- Benefits advice
- Free information and advice service
- Lunch clubs offering a chance to make new friends and have a hot meal
- Good neighbours
- Befriending

Independent Age

Website

independentage.org

Advice line

0800 319 6789

Independent Age is a charity that provides services to those over the state retirement age. It provides information and advice for older people, their families and carers focusing on social care, welfare benefits, befriending services and social support.

Good Neighbours Network

Telephone

02392 899671

Email

info@goodneighbours.org.uk

Network of over 120 local groups in Hampshire run by local people all offering a helping hand to others in their community.

The groups provide both practical help, with tasks and emotional help through befriending schemes and an expanding range of social activities.

Many offer much needed transport to medical appointments or a hand with the shopping.

Faith based groups

Ringwood Benefice

Website

ringwoodbenefice.org.uk

Telephone

01425 489898

A group of 6 churches covering the communicates of Ringwood, Poulner, Bisterne, Ellingham, Habridge and St Leonards and St Ives.

Dibden Churches

Website

dibdenchurches.org

Telephone

023 80843204

All Saints Church, Dibden and St Andrews Church and Centre, Dibden Purlieu.

Provide a range of activities spanning all age groups. Varied programme of activities for children and young people, mens activities, women's fellowship, church centre used by many groups from the local community and coffee shop.

Testwood Baptist Church

Website

testwoodbaptist.org

Address

283a Salisbury Road, Totton, SO40 3LZ

Actively involved in the local community and run many different small groups, as well as supporting Christians served God overseas.

In the Community operating – pre-school, basic banks, the Hub, The Chapel and Youth and Families Matter.

Avon Valley Partnership Benefice

Parish office telephone

01425 653163

Open

Monday - Friday • 10.30am - 12noon

Email

church.office@fordingbridge.com

A group of 7 churches that lie on the western edge of the New Forest, in the diocese of Winchester. Churches in Fordingbridge, Godshill, Hyde, Breamore, Hale and Woodgreen.

St Marks Church, Pennington

Address

Ramley Road, Pennington, SO41 8GQ

St Mark's Church runs a variety of groups – churchyard committee, meditation groups, vegetable project, Strictly Come Crafting, Coffee Mornings and Parish magazine.

New Forest District Council

Appletree Court, Beaulieu Road, Lyndhurst. Hampshire. SO43 7PN

newforest.gov.uk

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