



New Forest



New Forest
DISTRICT COUNCIL

Support in the New Forest Directory

New Forest Services Directory - providing a consolidated list of all local agencies, organisations and support services.

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Claiming Benefits

For an overview of Benefits visit www.gov.uk/browse/benefits

Gingerbread - Free Helpline <i>Provide information on a wide range of issues including benefits, and child maintenance.</i> Web: https://www.gingerbread.org.uk	0808 802 0925
New Forest Disability Information Service <i>New Forest Disability is a charity providing free, impartial, confidential disability related information, advice and guidance to anyone of any age affected by any disability, including help with claiming Personal Independence Payments and equipment.</i> Web: https://newforestdis.org.uk/ 6 Osborne Road, New Milton, BH25 6AD	01425 628 750
The Biscuit Fund <i>Helping those most affected by poverty in Britain today.</i> Web: https://www.biscuitfund.org/	

Citizens Advice Offices

National Email: newforestcab.org.uk/contact-us/email-advice Web: https://www.citizensadvice.org.uk/	0808 144 8848
Totton 91 Junction Road, Totton, SO40 3BU Opening Hours: Monday-Friday phone lines: 10am-4pm Drop ins available Monday to Thursday 10am-2pm Closed Fridays	
Lymington Town Hall, Avenue Road, Lymington, SO41 9ZG Opening Hours: Monday Friday phone lines: 10am-4pm Drop in service available: 10am -2pm Monday to Friday	
New Milton 1 Old Milton Road, New Milton, BH25 6DQ Opening Hours: Monday-Friday phone lines: 10am-4pm Opening hours: Monday: 10am -2pm Tuesday: 10am - 2pm Wednesday: CLOSED	

Thursday: 10am – 2pm Friday: 10am – 2pm	
Hythe The Grove, 25 St Johns Street, Hythe, SO45 6BZ Opening Hours: Monday Friday phone lines: 10am-4pm Drop ins: Monday: CLOSED Tuesday: 10am – 2pm Wednesday: 10am – 2pm Thursday: 10am – 2pm Friday: CLOSED	
Ringwood Ringwood Library, Christchurch Road, Ringwood, BH24 1DW Opening Hours: Monday-Friday phone lines: 10am-4pm Drop ins: Monday: 10am – 2pm Tuesday: CLOSED Wednesday: 10am -2pm Thursday: CLOSED Friday: CLOSED	

Pension Aged Benefits DWP

State Pension New Claims	0800 731 7898
Pension Credit New Customers	0800 99 1234
General Information & Reporting a Change	0800 731 0496
International Pensions	0191 218 7777
Attendance Allowance part of pension service	0800 731 0122
Carers Allowance	0800 731 0297

Disability Benefits

Industrial Injuries	0800 121 8379
Disability Living Allowance	0800 121 4600
Personal Independence Payments PIP	0800 121 4433
War Disablement Veteran UK	0808 191 4218
Bereavement/Widowed/Reporting Death	0800 731 0469

Working Aged Benefits

Universal Credit	0800 328 5644
HMRC Working Tax Credits	0345 300 3900
HMRC Child Benefits	0345 200 3100
Benefit Fraud Hotline NFDC	02380 285656
National Fraud Hotline	0800 854 440

Work

If you are currently unemployed and wish to make a claim or look for work, then contact your local jobcentre for more information.

Job Centre Plus www.gov.uk/jobs-jobsearch	Helpline for new claims 0800 169 0190
Lymington Cannon Court, Lymington, SO41 9AQ	0800 055 6688
Hythe 15-17 Pylewell Road, Hythe, SO45 6ZL	0800 169 0190
Ringwood 20-22 Southampton Road, Ringwood, BH24 1HY	0800 169 0190
Southampton St Cross House, 18 Bernard Street, Southampton, SO45 2HP	0800 169 0190

Finding Work

There are a number of work clubs that can help clients with CV writing, job searches, skills evaluation and advice on how to apply for jobs. Job Centre Plus also provide a job match website.

Shaw Trust The Shaw Trust is the UK's largest third sector provider of employment services for disabled and disadvantaged people. Website: www.shaw-trust.org.uk	01225 716 300
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Employment

<p>ACAS (Advisory, Conciliation and Arbitration Service) ACAS provides free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law. Supports good relationships between employers and employees, but also provides conciliation services to resolve workplace problems.</p> <p>Website: www.acas.org.uk</p>	0300 123 1100
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Debt & Money

If you owe money to someone then they can recover the money that you owe, the way they do this will depend upon the type of debt. For advice contact your local CA, Money Advice Centre, Welfare Rights Centre of the following helplines.

<p>Step Change Debt Charity <i>Provides advice for people with multi debts</i> www.stepchange.org/debtremedy.aspx</p>	0800 138 1111
<p>National Debt Line <i>Provides help and advice line</i> www.nationaldebtline.org</p>	0808 808 4000
<p>Gamcare <i>Provides help and assistance for gambling dependency</i> https://www.gamcare.org.uk/</p>	0808 802 0133
<p>Money Advice Service <i>MoneyHelper brings together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise.</i> https://www.moneyhelper.org.uk/en?source=mas#</p>	0800 011 3797
<p>Payplan <i>Help with debt over the phone or online for FREE.</i> www.payplan.com</p>	0800 316 1833
<p>Christians Against Poverty <i>The national website enables people to find what CAP services e.g. debt, jobs, clubs, money, courses etc are in their area by just input of a postcode.</i></p> <p>The caller is then made an appointment with their local centre in the NF, who then will make contact with the client.</p> <p>www.capdebthelp.org</p>	<p>Local appointments for debt issues 0800 326 0006</p>

New Forest Area Debt Centres	
Marchwood - tonyhodder@capuk.org	
Lymington and New Milton – jimanderson@capuk.org	

Low Income Benefits

If a client is working and or on a low income they may be entitled to benefits

Benefits Check www.turn2us.org.uk <i>Free Benefits Calculator to find out what benefits you can claim</i>	0808 802 2000
www.gov.uk/benefits-adviser <i>Remember if a client is eligible for working tax credit then they will not be subject to the benefit cap</i>	
Child Tax and Working Tax Credits HMRC <i>Working age and on benefits are likely to be affected by Universal Credit</i>	0345 300 3900
Universal Credit <i>Universal Credit is a payment to help with your living costs.</i> www.gov.uk/universalcredit	0800 328 5644

Utility Bills

If a client is struggling to pay utility bills they can contact the following

Citizens Advice Consumer Advice Line (Utility Bills) <i>Or contact their supplier and ask about social tariffs or ways to reduce their bills</i>	0808 223 1133
Southern Water Debt Advice Email: payless@southernwater.co.uk www.southernwater.co.uk/difficulty-paying-your-bill	0800 027 0363
Bournemouth Water https://www.bournemouthwater.co.uk/bills/need-help-paying-your-bill/	01202 590 059
Wessex Water Email: customerservices@wessexwater.co.uk	0345 600 3600
Energy Saving Trust <i>For information about how to reduce energy costs</i>	0800 444 202

Food Banks and Essential Support

Four existing food banks, with Ringwood covering two other distribution centres. Food bank in Verwood may also cover the New Forest area.

<p>New Forest Basics Bank</p> <p><i>Referrals can be made by phone or by email and should include information such as number in household split adults and children (ideally with ages), any dietary restrictions/allergies plus any requirements for nappies (including size), sanitary products and cat food or dog food. The food parcel provided is sized to feed the household for 7 days and can be collected from the food bank or delivered</i></p> <p><i>Cannon Street East Carpark, Lymington, SO41 9BR</i></p> <p>Covers - East Boldre, Barton on sea, New Milton, Burley, Lymington, Pennington, Lyndhurst, Bransgore, Brockenhurst, Milford and Sway Open Monday- Friday 9.00am to 3.00pm</p> <p>Email: admin@basicsbank.org.uk Web: https://basicsbank.org.uk/</p>	<p>01590 610 008</p>
<p>Totton Food Bank</p> <p>Youth and Families Matters Testwood Baptist Church, 283a Salisbury Rd, Totton SO40 3LZ Cover SO40 postcode area which includes Totton and surrounding areas out to Ashurst</p> <p>Email: info@youthandfamiliesmatter.org.uk Web: https://www.youthandfamiliesmatter.org.uk/basics-bank/</p> <p>Open Mon – Fri 10am – 12pm- Please phone at all other times</p>	<p>0238 0860 320</p>
<p>Waterside Foodbank</p> <p>Emergencies : 07768713329 (mon-fri 10am-4pm) 193-195 Hampton Lane, Blackfield, SO45 1XA</p> <p>Email: info@waterside.foodbank.org.uk Web: https://waterside.foodbank.org.uk/</p> <p>Open: Tues - Fri 10am – 3pm (Calshot, Hythe, Dibden, Blackfield, Fawley, Marchwood & Beaulieu)</p>	<p>077 6871 3329</p>
<p>Ringwood Food bank</p>	<p>01425 600 134</p>

<p>Greyfriars Activity Centre, 44 Christchurch Road, Ringwood, BH24 1DW</p> <p>Open: Mon 11.00am to 1.00pm, Wed 10.30am to 12.30pm, Fri 11.00 to 13.00pm.</p> <p>(Postal address) Warehouse: Unit 10a, Forest Corner Farm, Hangersley, Ringwood, BH24 3JW</p> <p>(Ringwood, Verwood and Fordingbridge)</p>	
<p>Verwood Food Bank</p> <p>United Reformed Church, 1a Manor Rd, Verwood, BH31 6DS Open: Mon, Wed, Fri 11:30am-1:30pm</p>	
<p>Fordingbridge Food Bank</p> <p>The Old Laundry, Bartons Road, Fordingbridge, SP6 1RS</p> <p>Open: Mon, Wed, Fri 12.30pm – 2.30pm</p> <p>Email: info@ringwood.foodbank.org.uk</p> <p>Web: https://ringwood.foodbank.org.uk/</p> <ul style="list-style-type: none"> <input type="checkbox"/> Register of Authorised Signatories include GP surgeries, schools, churches, Citizens Advice, NFDC Benefits team and other local authority dept e.g. social services <input type="checkbox"/> Clients receive a food voucher from a referral agency which they redeem at their nearest Food Bank. <input type="checkbox"/> Some Food banks offer a delivery service, the boxes are dropped off and vouchers collected at door. <input type="checkbox"/> All New Forest Food Banks are run by church organisations. Most have been set up with support from the Trussel Trust. Exceptions are the New Forest Basics Bank and Totton. <input type="checkbox"/> Donations of food come from individuals, local organisations, companies, a key element is the local church network. There are collection boxes in local supermarkets. <input type="checkbox"/> There are guidelines about what is given in the food parcels (3 days nutritional meals for Trussell Trust, 7 days for NFBasics Bank.) 	
<p>Lyndhurst Foodbank</p> <p>Lyndhurst Community Centre, Main Carpark, High Street, Lyndhurst, SO43 7NY</p> <p>Serves people in Lyndhurst, Emery Down and Bank. Clients can self refer.</p>	<p>07513133848</p>

Email: lyndhurstfoodbank@gmail.com Web: https://lyndhurstfoodbank.co.uk/ Open Mon- Fri 9am-5pm	
Lyndhurst Welfare Charity Supports people and groups in Lyndhurst, including vulnerable households Email: clerk@lyndhurstwelfare.org.uk	07513133853
Step Up Safe Space For all clothing, school uniform, proms dresses, bedding, toys, childrens book, toys and baby items. Referral agency for the food bank and household items. SUSP attend the Hubs. stepupsafespace@gmail.com www.stepupsafespace.com	

Food Larders

Fareshare food larders have no eligibility requirements. Applications can be made either at a food larder or online. A small payment is made each week you attend:

1 person/household = £2.50

2 people/household= £3.50

4 person/household= £5

TUESDAY	
New Milton: Ashley Baptist Church, BH25 5AA	9:30am-10:30am
WEDNESDAY	
Totton: Testwood Baptist Church, 283a Salisbury Road, SO40 3LZ	9:30am-11:30am
THURSDAY	

Blackfield: Queen Elizabeth Recreation Centre, Thornbury Ave, SO45 1YP	9:30am-11am
Calshot: St Georges Hall, 11 Tristan Close, SO45 1BN	12:30pm-1:30pm
Pennington: St Marks Community Hall, The Square, SO41 8QN	1:00pm-1.45pm
FRIDAY	
Ringwood: Ringwood Leisure Centre, BH24 1PX	1:30pm-2:30pm
Fordingbridge: Avonway Community Centre, 36 Shaftesbury St, SP6 1JF	1:30pm- 3pm
Bransgore: St Mary the Virgin Church, Ringwood Road, BH23 8JH	9:30am-10:30am

Housing & Accommodation

<p>The Crossings</p> <p>A local housing charity for those facing eviction, sofa surfing or rough sleeping. We provide three Drop-In Centres across the Waterside area where we offer:</p> <ul style="list-style-type: none"> • A welcoming place to talk and address visitors' housing issues. • Help with online applications incl. NFDC's Homesearch register and other benefits. • Signposting, incl. Foodbank referrals. • Hot drinks and snacks, wi-fi and phone charging. <p>Drop-ins from 10am to 1pm:</p> <p>Thursdays - Blackfield Baptist Church. Saturdays - Cornerstone Church, Hythe. Wednesdays - St John's Church Hall, Marchwood. (1st & 3rd of the month by appointment)</p> <p>Also a Drop-In at Home service for those needing practical and</p>	07486551272
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emotional support setting up home. Contact Us (thecrossings.org.uk)	
Vivid - Customer services <i>Provide affordable homes.</i> 56 Kingsclere Road, Basingstoke, RG21 6XG Peninsular House, Wharf Road, Portsmouth PO2 8HB www.vividhomes.co.uk Properties in Totton, Dibden Purlieu & Marchwood	0800 652 0898
Muircroft Housing Association Ltd <i>MuirCroft provide modern, quality sheltered accommodation for the over 60s.</i> Muir House – 43 one beds and 9 studios Priestcroft, Priestcroft Drive, Blackfield, SO45 1SL – 49 one bed flats Sheltered housing for the over 60s. The Office, Muir House, Beaulieu Road, Dibden Purlieu, SO45 4NY www.muircroft.co.uk Email: info@muircroft.co.uk	02380 849481
English Rural <i>Small local housing association rents to people in housing need and have a strong local connection.</i> General Enquiries to English Rural: 7A Strutton Ground, Westminster, London SW1P 2HY Monday to Friday from 9am to 5pm, excluding public and seasonal holidays. Housing Management and Maintenance Enquiries: The Granary, Greenways Studios, Lower Eashing, Godalming, Surrey, GU7 2QF info@englishrural.org.uk	
Places for People <i>We offer homes to rent of all shapes and sizes, in locations across the country.</i> PO Box 2070, Preston, PR5 9BY www.placesforpeople.co.uk For customer contact centre e-mail: contactcentre@placesforpeople.co.uk	0800 432 0009 or 01772 667 002
Sandbourne Housing Association <i>Social housing provider with affordable homes in Poole, Wimborne, Bournemouth and Ringwood</i> Beech House, 28-30 Wimbourne Road, Poole, BH15 2BU www.sandbournehousingassociation.org.uk	01202 671222

<p>Radian Help to Buy Agency</p> <p><i>Covering Hampshire, IOW, Gloucestershire, Oxfordshire, Berkshire, Wiltshire, Areas in Bristol, Bath and North East and North Somerset and Mendip.</i></p> <p><i>Please advise applicants to apply directly to them.</i></p> <p>Collins House Bishopstoke Road Eastleigh, Hampshire, SO50 6AD</p> <p>www.helptobuysouth.co.uk</p> <p>Email: info@helptobuysouth.co.uk</p>	<p>0800 456 1188</p>
<p>Veterans' Housing Advice</p> <p><i>Veterans' Housing Advice is a national telephone helpline, which is open 7 days a week, from 8 a.m. to 8 p.m. The service aims to make it easier for forces' veterans to access the services of specialist organisations.</i></p> <p>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 and floating support – to help you keep settled in accommodation that you might be at risk of losing.</p>	<p>0808 801 0880</p>
<p>Op Fortitude</p> <p>Government funded homelessness support for vulnerable veterans, including those sleeping on the streets, and includes NHS help.</p> <p>New government-funded hotline to end veteran homelessness now live across the UK - GOV.UK (www.gov.uk)</p>	<p>0800 952 0774</p>
<p>Stoll</p> <p><i>Stoll is a veteran's charity and housing association that provides housing and access to services that prevent homelessness.</i></p> <p>https://www.stoll.org.uk/</p> <p>Email: info@stoll.org.uk</p>	<p>0207 385 2110</p>
<p>Shelter</p> <p><i>Shelter is now providing an advice service for housing options staff.</i></p> <p>Assisting with various queries including:</p> <p>Security of Tenure, Possession Proceedings, Rent and Mortgage arrears, Landlord and Tenant issues, Disrepair, People from Abroad and Housing, Relationship Breakdown, and Homelessness Prevention.</p> <p>Monday to Friday – 9.00am to 6.00pm</p> <p>Webchat service is also available at www.nhas.org.uk</p> <p>Or email enquiries NHASconsultancy@shelter.org.uk</p>	<p>0300 3300517</p>

They will respond within 3 working days	
Shelter Specialist Debt Advice Team <i>Offers free professional guidance for anyone providing free advice in England and Wales. Our experts help you solve even the most challenging debt cases – by phone or online.</i> If you are contacting either of these services you will need the Date of Birth and postcode of your client, but not their name. www.shelter.org.uk/debtadvice/service Shelter Legal Advice http://england.shelter.org.uk/legal Shelter line available 8am-8pm weekdays 9am-5pm weekends: 0800 800 4444 Services: Housing advice line - www.shelter.org.uk	0330 0580404

Mental Health Housing Schemes

The vacancies below are allocated by the Supported Housing Panel.

Prospect Place, Hythe <i>Shared support accommodation for women and men aged 18-60 years. 5 Studio flats.</i>	
North Close, Lymington <i>Shared supported accommodation for women and men aged 18-60 years. 6 studio flats and 6 rooms.</i>	01590 670087
Hammersley Homes Hammersley Homes provides long-term support for adults living with enduring mental health challenges across the New Forest. Our Outreach Programme offers regular home visits and telephone support, helping individuals maintain independence, reduce isolation, and improve their well-being. We also run weekly Wellbeing Drop-In Sessions in Ringwood, providing a safe, welcoming space where individuals can connect with others, engage in activities, and receive informal support from our team. Suite 113 Town Hall, Avenue Road, Lymington, Hampshire SO41 9ZG www.hammersleyhomes.org info@hammersleyhomes.org	01590 678726

HIV and housing guidance

<p><i>National Aids Manual (NAM) provides up to date information for people affected by HIV and Aids. The website has a section on housing options which explains peoples' rights if they are affected by HIV.</i></p> <p>https://www.aidsmap.com</p> <p>Email: info@nam.org.uk</p>	020 37270123
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Home Start

<p><i>Offers regular support and practical help to families under stress to help give their children the best possible start in life. Provide a range of support to families aged 0-11 years old across the country.</i></p> <p>Office opening hours: Monday - Friday 9am - 4:30pm Arena Business Centre, Lancaster Court, 8 Barnes Wallis Road, Segensworth, Fareham PO15 5TU.</p>	0330 124 2094
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Armed Services Support

<p>SSAFA - Armed Forces Charity <i>Supporting veterans through financial assistance for a variety of needs. They offer support for homeless veterans or those at risk of becoming homeless.</i> To see what assistance they can provide, contact SSAFA on 0800 260 6767</p> <p>Email: flis@ssafa.org.uk Hampshire branch: newforest@hampshiresaafa.org.uk</p>	07712 569016
<p>ABF - The Soldiers Charity <i>Offering a lifetime of 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.</i></p>	0204 566 9126
	020 7901 8900

New Forest Live at Home

<p>New Forest MHA Communities <i>The largest charity care provider for older people.</i></p> <p>Unit 6, Fridays Court, High Street, Ringwood BH24 1AB www.mha.org.uk</p>	07483 112 138
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Emmaus Hampshire <i>A vibrant and thriving social enterprise community for the homeless, providing a home and meaningful work experience through retail, catering distribution and DIY services.</i> Bar End Road, Winchester, SO23 9BN Email: info@emmaushampshire.org.uk	01962 868 300
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Storage

Rhemo Removals <i>Storage and removals</i> 120 Old Milton Road, New Milton, BH25 6EB Fax: 01425 612274 Email: rhemoremovalsltd@gmail.com	01425 612 364
Peter Cooper Ltd Unit 29, Gordleton Park, Sway Road, Lymington SO41 8JD 14 Queensway, Stem Lane, New Milton, BH25 5NN Email: enquiries@peter-cooper.co.uk	01590 683 616 01425 621 172
NDC Light Haulage Lea Green Cottage, Christchurch Road, SO41 0LA Email: ncdlighthaulage@gmail.com	07899803703
New Forest Self Storage Ltd. 15 Lymington Enterprise Centre, Lymington, SO41 8LZ Email: www.newforestselfstorage.com	01590 688415

Pets

PDSA <i>Support with vet bills.</i>	02380 222622
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Care and Accommodation for Animals

RSPCA Animal Home Horton Road, Ashley Heath, Ringwood Animal Rehoming Centre	0300 123 0749
Blue Cross for Pets <i>Animal rehoming centre</i> Bubb Lane, West End, Southampton SO30 2HL Email: southampton@bluecross.org.uk Monday - Sunday 10am - 4pm	0300 777 1530

Extra Care Housing

Extra Care Housing <i>Designed for people over 55 who need care and support but want to keep their independence.</i> www.hants.gov.uk/extracarehousing Email: extracare@hants.gov.uk For New Forest: Email: housing.options@nfdc.gov.uk	02380 285 222
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Family

National Domestic Violence Helpline <i>If you are a man experiencing domestic abuse you can contact the Men's Advice Line on 0808 801 0327.</i> <i>If you are in a same-sex relationship you can call the National LGBT Domestic Violence Helpline on 0800 999 5428.</i> Call the police on 101 (if it is not an emergency) or 999 in an emergency, if your personal safety is threatened. www.nationaldomesticviolencehelpline.org.uk Email: helpline@womensaid.org.uk	0808 200 0247
Hampshire Domestic Abuse Partnership <i>A group of local services working together to provide support for victims and survivors of domestic abuse, children living with domestic abuse and professionals seeking advice.</i> https://www.hants.gov.uk/socialcareandhealth/domesticabuse	0330 016 5112
Paragon <i>Offering community and accommodation based support to victims, survivors, and perpetrators. They work with adults, children, families and individuals.</i> https://paragonteam.org.uk/	0800 916 9878
Victim Support - iMatter <i>The iMatter Programme: for women who have experienced domestic abuse. Charity offering free, confidential support to people affected by crime and traumatic incidents. It is available to women over the age of 16 who have experienced violence or are at risk of violence (not high risk).</i> Email: iMatterprogramme@victimsupport.org.uk Web: https://www.victimsupport.org.uk/more-us/why-choose-us/specialist-	0808 168 9111 (24/7)

services/imatter/	
First Steps <i>A small charity that mainly works with families in Bransgore and Thorney Hill but we also have clients in Totton, Pennington and New Milton, these families are from the settled Gypsy Traveller community.</i> www.firststepscharity.org www.nfrgt.uk www.firststepshealthandwellbeing.co.uk	07866 473 957 Contact: Erica
CourtNav <i>A service by RCJ Advice for victims of domestic violence to apply for a non molestation order / injunction.</i> https://injunction.courtnav.org.uk/register	
Safe Spaces <i>Support for survivors of church related abuse.</i> https://www.churchofengland.org/sites/default/files/2021-06/Safe-Spaces Tear-Off-Poster.pdf	0300 303 1056
Victim Support (Hampshire & Isle of Wight) 21a Hursley Road, Chandlers Ford, Eastleigh, SO53 2FS	02380 240 616
National Victim Support Line <i>Emotional support and help for victims of crime.</i> Opening Hours – Monday to Friday 8.00am – 8.00pm, Saturday 10am-4.00pm E mail: supportline@victimsupport.org.uk Web: www.victimsupport.org.uk (livechat available Mon – Fri 9am – 5pm) If you have hearing difficulties, please call using the Text Relay access number: 18001 0845 30 30 900.	0808 1689 111
Men's Advice Line <i>The Helpline for male victims of domestic abuse.</i> Webchat Support: www.mensadviceline.org.uk (Wednesday, Thursday, Friday 10-11am and 3-4pm) Email: info@mensadviceline.org.uk (Monday-Friday 9am-8pm, Saturday & Sunday 10am-12pm and 4pm-6pm)	0808 801 0327 (Mon-Fri 9am-8pm)

Refuges

Women's Refuges <i>New Forest District Council Housing Options team have access to the UK Gold Book online service run by Woman's aid which can help you search for refuge accommodation across the country.</i>	
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Support for children

Hampton Court Trust <i>Support for children and young people affected by domestic abuse</i> Ashurst Lodge, Ashurst, Southampton, SO40 7AA Tel: 023 8000 9898 (Programmes) About us - Hampton Trust, Breaking the cycle of abuse	023 8000 1061 (General)
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Relationship Counselling

Relate Solent <i>Experts in relationship counselling in the Solent area. Self-referrals as well as referrals from medical professionals.</i> Fenwick 2, Fenwick Hospital, Pikes Hill, Lyndhurst, Hampshire SO43 7NG Web: https://www.relate.org.uk/centre/hampshire Email: appointments.hampshire@relate.org.uk	023 8022 9761
Womens Aid P.O. Box 3245, Bristol BS2 2EH	0808 2000 247 (24hr helpline)
General enquiries: <i>Advice and support for women and their children experiencing domestic violence.</i> Email: helpline@womensaid.org.uk www.womensaid.org.uk	01179 444 411

Rape Crisis

Rape Crisis (England & Wales) <i>Range of advice, information and counseling services for people who have been raped or sexually abused at any time of their life.</i> Suite E4, Josephs Well, Hanover Walk, Leeds LS3 1AB Email: rcewinfo@rapecrisis.org.uk Web: www.rapecrisis.org.uk Helpline Hours: Every Day 12pm–2.30pm & 7pm–9.30pm	0808 802 9999
Yellow Door <i>Preventing and responding to domestic and sexual abuse across SW Hampshire.</i> 30 Brookvale Road, Portswood, Southampton, Hampshire SO17 1QR Email: info@yellowdoor.org.uk Web: https://yellowdoor.org.uk/	02380 636 312 (Office) 02380 636 313 (Helpline) (Weds 4–7pm)
Stop Domestic Abuse	03300 533 630

Samaritans

Samaritans <i>24 HOUR confidential and emotional support helpline for anyone in a crisis.</i> Write to: Freepost RSRB-KKBY-CYJK, PO Box 9090, Stirling FK8 2SA Email: jo@samaritans.org.uk	116 123 (24 hr helpline)
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Honour Based Violence

Contact details of organisations offering support/advice for people suffering from honour based violence.

Forced Marriage Unit	020 7008 0151
Karma Nirvana - honour network helpline PO Box 148, Leeds, LS13 9DB Email: fmv@fco.gov.uk Web: www.karmanirvana.org.uk	0800 5999 247
Iranian & Kurdish Women's Rights Organisation (IKWRO)	0207 920 6460

Kurdish/Arabic	07846 275246
Farsi/Dari/Turkish PO Box 65840, London, EC2P 2FS Web: www.ikwro.org.uk	07846 310157
Southall Black Sisters <i>Charity to meet needs of black (Asian and African Caribbean) and minority ethnic women. Domestic violence, forced marriage, honour crimes etc.</i> https://southallblacksisters.org.uk/	020 8571 9595

Gay/Lesbian/BI Sexual/Transexual Violence

Contact details of organisations offering support/advice for people suffering from violence/homelessness due to their sexuality

Breakout Youth <i>Offers support and counselling to young people, and group based support in Marchwood and New Milton</i> Email: hello@breakoutyouth.org.uk	02380 224224
The Albert Kennedy Trust <i>Supports young lesbian, gay, bi and transsexual 16-25 year olds who are made homeless or are living in a hostile environment. Supporting victims of DV or who have been evicted after coming out.</i> Helpline open 10.00am – 4.30pm Monday to Friday Email: contact@akt.org.uk Website: www.akt.org.uk	0161 228 3308 (Helpline)
London Lesbian & Gay Switchboard <i>Specialist L, G, B & T housing advice and support provider in England. They provide housing support for LGBT people in their own home, supported housing for young LGBT people and free & confidential advice for LGBT people of all ages.</i>	0300 330 0630

<p>Stonewall Housing, 8 Coppergate House, 10 Whites Row, London, E1 7NF</p> <p>Tel: 020 7359 5767</p> <p>Email: chris@switchboard.lgbt</p> <p>Web: Stonewall Housing</p>	
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Welfare Centres

<p>Hampshire Local Welfare Assistance</p> <p><i>This service is run by Basingstoke Citizens Advice on behalf of Hampshire County Council and replaces Hampshire Crisis. If you have any clients that are facing financial hardship and / or has reached crisis, they can speak direct or you can talk through options on their behalf.</i></p> <p>www.connecttosupporthampshire.org.uk</p> <p>Mon – Friday 9am – 5pm</p>	0300 330 1150
<p>Waterside Community Fund (formerly Dibden Allotment Fund)</p> <p><i>The Waterside Community Fund 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, grants to organisations.</i></p> <p><i>Application forms for this service can be downloaded from the website. Applicants will have had to live in the Waterside area for 12 months or more or have a family connection before trustees will consider assistance.</i></p> <p>7 Drummond Court, Hythe, Southampton, Hampshire, SO45 6HD</p> <p>Email: dibdenallotments@btconnect.com</p> <p>Web: www.daf-hythe.org.uk</p>	02380 841305

Health & Medical

Mental Health

<p>Bernados</p> <p><u>Hampshire Healthy Families</u></p>	07720167968
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<p>Hampshire Healthy Families is a partnership between Hampshire and Isle of Wight Healthcare NHS Foundation Trust Health Visiting and School Nursing Service and Barnardo's to deliver the Healthy Child programme across Hampshire for families with 0 to 5 year olds. Barnardo's delivers fun workshops and short courses in locations near you, such as your local library or community venue. All the workshops aim to help with your child's development and social skills, as well as support you as a parent. To find out more, go to the Hampshire Healthy Families website:</p> <p>https://www.hampshirehealthyfamilies.org.uk/events-courses-workshops</p> <p><u>Hampshire Healthy Steps</u></p> <p>Hampshire Healthy Steps offers families with 2- to 12-year-old support through a 6-session group programme. Offering advice and support on sleeping well, getting active, having healthy teeth, eating well, and finding solutions to preparing healthy family meals. We are here to support your family in making small achievable steps to achieve your family goals. We provide take-home guides and sessions are designed to enable the whole family to attend and get involved. If you would like to join a programme or find out more, go to our website:</p> <p>www.hampshirehealthysteps.org.uk or contact us via email healthysteps@barnardos.org.uk.</p>	
<p>Locality Mental Health Team</p> <p><i>Provision of mental care to people 18 –64 years of age in the local area.</i></p> <p>Waterford House, 142 Station Road, New Milton, BH25 6LP</p> <p>Email: hp-tr.waterfordhouse@nhs.net</p> <p>Raff Davies NF CMHT manager</p>	01425 622 922
<p>Locality Mental Health Team</p> <p><i>Provision of mental care to people 18 –64 years of age in the local area</i></p> <p>Anchor House, 67 – 69 Ringwood Road, Totton, SO40 8DX</p> <p>Email: hp-tr.nfeastcmht@nhs.net</p>	02380 868 886

<p>Ashford</p> <p><i>The forensic service for people with learning disabilities and mental illness Contact Sarah Fitcher, Forensic Community Team</i></p> <p>Tatchbury Mount, Calmore, SO40 2RZ</p>	<p>02380 874 300</p>
<p>Solent Mind – New Forest Wellbeing</p> <p>Our wellbeing centres are very friendly and welcoming places with an informal atmosphere, offering people the opportunity to meet others with experience of mental health problems. Our activities are designed to support individuals working towards recovery and to help promote and maintain their mental wellbeing. Open to anyone over 18, living in the New Forest area and who is struggling with their mental health.</p> <p>Mental health and wellbeing support in the New Forest Solent Mind</p> <p>Marcella House, Jones Lane, Hythe, SO45 6AW The Hollies, 1 Barton Court rd., New Milton, BH25 6NN</p> <p>email: nfwreferrals@solentmind.org.uk</p> <p>Solent Mind have wider mental health support services across Hampshire, please see our website to find out more.</p> <p>www.solentmind.org.uk</p>	<p>02380 841 341 01425 620 642</p>
<p>New Forest Wellbeing Centres</p> <p>Marcella House, Jones Lane, Hythe, SO45 6AW</p> <p>Email: referrals: nfwreferrals@solentmind.org.uk</p>	<p>02380 841 341</p>
<p>No Limits</p> <p>Support people under 25 with mental health issues</p> <p>https://nolimitshelp.org.uk/</p>	
<p>Richmond Fellowship</p> <p>The Richmond Fellowships is one of the largest voluntary sector organisations providing support for people with mental health problems. Its aim is to work towards a society that values everyone with mental health issues, through providing supported housing and employment support services to help people find work or stay in work.</p> <p>Website: www.richmondfellowship.org.uk</p>	<p>0207 697 3300</p>

The Hollies 1 Barton Court Road, New Milton, BH25 6NN	01425 620 642
Department of Psychiatry (DOP) Royal South Hants Hospital, Brintons Terrace, Southampton, SO14 0YG	02380 634 288
Positive Path Foundation Supporting children and young adults with high-functioning ASD (Autistic Spectrum Disorder) and their families www.positivepathfoundation.org	07979691429
Melbury Lodge <i>Mental health community service, mental health, learning disabilities, substance misuse hospital service. They also provide a Hospital at Home Team</i> Royal Hampshire County Hospital, Romsey Road, Winchester, SO22 825560	01962 897 700
Moorgreen Hospital <i>Mental health community service, mental health, learning disabilities, substance misuse hospital service</i> Botley Road, West End, Southampton, SO30 8JB	02380 475 200
The Priory Hospital Southampton <i>Long term conditions, mental health, learning disabilities, substance misuse, rehab treatment, eating disorders, children with mental health issues</i> Marchwood Park, Marchwood, SO40 4DA Email: southampton@priorygroup.com	02380 840 044

Youth Mental Health Services

Brookvale Youth Mental Health Team 14-18 years old – (Including Intensive Support)	02380 586 154
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30 Brookvale Road, Southampton, SO17 1QR	
Child & Family Health Centre <i>Supporting children & young adults with ADHD and behavioural problems only to the age of 16yrs.</i> Ashurst Hospital, Lyndhurst Road, Ashurst, SO40 7AR Fax: 02380 743033	02380 743 000
Hampshire Youth Access CAMHS referrals need to be made online via website CAMHS KOOOTH is online platform so can only be accessed via website Home - Kooth Hampshire Youth Access Home - HYA enquiries@hamshireyouthaccess.org.uk	02382 147 755

Social Services

Hants Direct Email: asprofessional@hants.gov.uk	0300 555 1386
Children's Services Professional Number Email: csprofessional@hants.gov.uk	0300 300 0117
Adult Services Referrals: Adults' Health and Care help and support Health and social care Hampshire County Council	0300 555 1386
Children's Services Out of hours Tel: 0300 555 1373 childrens.services@hants.gov.uk	0300 555 1384
Occupational Therapy Out of hours 0300 555 1390	0300 555 1386

<p>Email: otdirect@hants.gov.uk</p> <p>PLEASE NOTE WE NO LONGER HOLD SOCIAL WORKERS DIRECT NUMBERS. IF A CASE IS OPEN TO SOCIAL SERVICES PLEASE CALL NUMBERS ABOVE AND THEY WILL CONNECT YOU.</p>	
<p>Social Services</p> <p>Avenue Road, Lymington, SO41 9YB</p>	01590 625 000
<p>Southampton Social Services</p>	02380 833 336
<p>New Forest & Test Valley Child in Care Team</p>	01962 846 247
<p>Adult Health & Social Care</p>	0300 555 1378

Alcohol & Drug Counselling

<p>Inclusion New Forest</p> <p>Inclusion Recovery New Forest Hub (based in Ringwood) and its satellite services provides a range of interventions for anyone aged 18 and over, using drugs and/or alcohol or experiencing any of the problems that are associated with its use and live around the New Forest.</p> <p>The Hub services include:</p> <ul style="list-style-type: none"> • Advice and Support – including information on a range of drugs and alcohol. • Harm Minimisation Services – Needle Exchange including overdose and safer injecting advice, blood borne virus screening and vaccinations. • Medical – substitute prescribing for opiate dependency, access to inpatient and community based detoxification and healthy lifestyle clinic • Psychological – Relapse prevention and access to a range of online, one to one and group based psychological therapies. • Practical Support – support and signposting around subjects including education, training and employment, housing, finance and debt advice. • Access to Peer Support and Mutual Aid – both one to one and through groups. <p>*Specific Support for Families and Carers.</p> <p>In addition to the full range of services available in Inclusion Recovery Ringwood hub, we provide different elements of the service in satellite locations around the area, please see the address and contact details</p>	01785 221 662
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along with opening times as follows;	
Hub New Milton 2-3 Parkland Place, Old Milton Road, New Milton BH25 6DJ	0300 124 0103 Ext 6
Satellite Totton 47 Rumbridge Street, Totton, Hampshire, SO40 9DR	0300 124 0103 Ext 6
Society of St James <i>The Society of St James' Substance Misuse Services offer support and advice to people wherever they are on their journey with addiction. For many people, the chance to learn skills that will help them stabilise and manage their addiction, and minimise the risks involved, can be life-changing and potentially life-saving.</i> Contact : Tony Gill 125 Albert Road South, Southampton, Hampshire, SO14 3FR Fax: 02380 339026 Email: info@ssj.org.uk	02380 634 596
Useful Links <i>If you want to find out more about substance misuse, you might find the following sites useful:</i> www.talktofrank.com www.pslcharity.org.uk/ www.safeinsound.org	
Alcoholics Anonymous Web: www.alcoholics-anonymous.org.uk	(National) 0800 917 7650 (Local) 02380 223 198
National Drug Helpline (24hr) www.talktofrank.com	0300 123 6600 FRANK

<p>Southampton Drug and Alcohol Recovery Service (aged 25 and over) (aged 24 and under)</p> <p>2 The Carronades, New Road, Southampton, SO14 0AA Fax: 023 8022 0995 <i>Integrated substance misuse service offering free, confidential non-judgemental, advice, support and treatment to anyone concerned by their or someone else's substance use, whatever the substance.</i> <i>Services are split according to age</i> <i>DASH for people aged 24 and under ARM for people aged 25 or over</i> <i>Needle and Syringe Exchange Services</i> <i>Pennington Pharmacy, 14 South Street, Pennington, SO41 8ED</i> <i>Pharmacy Direct, 215 Salisbury Road, Testwood, Totton, SO40 3LL</i> <i>Pharmacy Direct, Lower Common Road, West Wellow, Romsey, SO51 6BT</i> <i>Lloyds Pharmacy:</i> <i>Ringwood health centre, the Close, Ringwood BH24 1JY</i> <i>1 Salisbury Street, Fordingbridge, SP6 1AB Fordingbridge Pharmacy,</i> <i>22 High Street, Fordingbridge, SP6 1AX</i> <i>Day Lewis, Unit 1 Marchwood Village Centre, Main Road, Southampton, SO40 4SF</i> <i>Kamsons Pharmacy, 2-3 Homehill House, Station Road, New Milton, BH25 6HX</i> <i>New Milton Pharmacy, 48 Station Road, New Milton, BH25 6JX</i> <i>You can only be referred to the following by a GP, Social Worker or other relevant professional:</i></p>	<p>02380 717 171 023 8022 4224</p>
<p>HOMER (was ADAS) Hampshire Operational Model for Effective Recovery</p>	
<p>Parent Support Link</p> <p><i>If you are affected by someone else's drug use, then the following can provide you with support through listening and support groups</i></p> <p>Web: https://www.pslcharity.org.uk/</p>	<p>02380 399 764</p>

Support Services

<p>Milford on Sea Stroke Support Group</p> <p><i>A helpline, open 6 days a week providing information about stroke, its effects and the support available.</i></p> <p>01425 275139 Email: helpline@stroke.org.uk</p>	<p>0303 3033 100</p>
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<p>Website: www.stroke.org.uk</p> <p>Or for online meeting sessions, contact Yvonne Hobbs: yvonne.hobbs@stroke.org.uk</p>	
<p>Minstead Trust</p> <p><i>Provides training for adults with learning disabilities to help them develop new skills and support them in achieving independence and living fuller lives.</i></p> <p>Minstead Lodge, Seamans Lanes, Minstead, SO43 7FT</p>	023 8081 2297
<p>Royal National Institute for the Deaf</p> <p>Text: 0780 000 0360</p> <p>Email: information@rnid.org.uk</p> <p>Line open Monday to Friday 9am-5pm.</p>	0808 808 0123
<p>Stroke Association New Forest</p> <p>Hampshire contact: Yvonne Hobbs</p>	01425 275 139
<p>HantsCommunicationSu@stroke.org.uk</p> <p>National helpline</p> <p><i>Their Communication Support service works with stroke survivors who are living with communication difficulties. Sessions aim to develop communication strategies, help rebuild confidence and independence, and to help rebuild lives after stroke.</i></p> <p>Email: helpline@stroke.org.uk</p>	0303 3033 100
<p>The Handy Trust</p> <p><i>Offering support and guidance to young disadvantaged youths in the Waterside area.</i></p> <p>The Grove, 25 St Johns Street, Hythe, Southampton</p> <p>Email: sofia.richardson@thehandytrust.org.uk</p>	07584 572019
<p>Hampshire Sendiass</p> <p><i>An impartial Special Educational Needs and Disability Information, Advice and Support Service that aims to make a positive and lasting difference to children with SEN or disabilities.</i></p> <p>Email: info@hampshiresendiass.co.uk</p> <p>Monday- Thursday 9am-5pm Fridays 9am-4pm</p>	0808 164 5504
<p>Learn to read</p> <p>Read Easy support adults with learning to read.</p>	07392 517334

Email www.readeasy.org.uk southamptoncoordinator@readeasy.org.uk	
Youth and Families Matter Offering support, education and training to children, young people and adults in Totton, with the aim of enabling them to better cope with their circumstances and develop the skills and confidence to improve them. Testwood Baptist Church, 283a Salisbury Road, Totton, SO40 3LZ Email: info@youthandfamiliesmatter.org.uk www.youthandfamiliesmatter.org.uk	02380860320

Furniture

Dorset Reclaim <i>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 our 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 a 25% discount.</i> 85 Stanley Road, Springborne, Bournemouth, BH1 4SD Fax: 01202 309067 Email: Darren@dorsetreclaim.org.uk Web: www.dorsetreclaim.org.uk Bournemouth Warehouse covers – Fordingbridge, Ringwood, New Milton, Milford-on-Sea, Barton-On-Sea, Lymington, Lyndhurst – Delivery charge £15.00. Manager: Joanna Taylor Also do Bulky Waste Collections call 01202 679350 Or email bulkyservice@dorsetreclaim.org.uk	01202 773384
Furniture Need - Hampshire	

www.scratchcharity.co.uk/projects/dorcas.htm?top	
<p>SCRATCH</p> <p>(Southampton City & Region Action to Combat Hardship) 33 Mount Pleasant Industrial Estate, Southampton, Hants, SO14 0SP Fax: 02380 010877 Email: reception@scratchcharity.co.uk Web: www.scratchcharity.co.uk</p> <p>Scratch run a number of Projects:</p> <ul style="list-style-type: none"> <input type="checkbox"/> DORCAS PROJECT – provides good quality furniture and household items <input type="checkbox"/> REMOVALS PROJECT – provides an emergency removal scheme mainly in conjunction with Winchester City Council <input type="checkbox"/> CHRISTMAS COMPLETE – provides toys and gifts for children and young people who otherwise might go without presents <input type="checkbox"/> COMMUNITY RE-PAINT – redistributes donated paint to referred clients and community group <input type="checkbox"/> PEOPLE, PRODUCT, PLACEWORKSHOPS/UPCYCLING <p>People need to be referred via referral agency Open for referrals Monday to Friday 9.30am to 4.00pm</p> <ul style="list-style-type: none"> <input type="checkbox"/> £100 in Southampton City <input type="checkbox"/> £140 in Eastleigh Borough <input type="checkbox"/> £150 in Winchester, Romsey, Totton and Waterside <input type="checkbox"/> £170 anywhere else in Hampshire <p>When you phone they need to know: Name, address and phone number of the referring agent Name, delivery address and phone number of client Number of adults and children in household. Full list of what is required.</p>	<p>02380 773 132</p>
<p>Acts 4 Sharing</p> <p><i>By referral Acts 4 Sharing aims to help impoverished people of any age or background by offering practical support - we aim to provide (& deliver) practical items that are needed including: white goods, furniture, household items, bedding, curtains, clothing.</i></p> <p>Works within a 20 mile radius of Ringwood, Hampshire</p> <p>Initial requests should be made by email at office@acts4sharing.org</p> <p>We will do our utmost to fulfil all referrals but as we are a small charity we can't always guarantee that we will have items available</p>	<p>0781 0005763</p>

<p>instantaneously.</p> <p>No charges are made Open Mon-Fri 9am-5pm</p>	
<p>Free Cycle www.freecycle.org</p> <p><i>Is a site that advertises free furniture and other items New Forest East covers most of our district</i></p>	
<p>Gumtree www.gumtree.com/southampton</p> <p><i>Is a site where clients can buy furniture and goods.</i></p>	
<p>SWAG Sway Welfare Aid Group</p> <p>A registered Charity run by trustees who help with financial support, practical support (such as transport to outpatient appointments), and a lunch club.</p> <p>Driftway, Mead End Road, Sway, Lymington, SO41 6EH</p> <p>Email: info@swaghants.org.uk</p> <p>Office Hours: Mon-Fri 9am - 5pm</p>	01590 681 500

New Forest District Council Services

<p>Benefits</p> <p>benefits@nfdc.gov.uk</p> <p>-----</p>	01590 646 121
<p>Building Control</p> <p>Email: building.control@nfdc.gov.uk</p> <p>-----</p>	02380 285 245
<p>Council Tax</p> <p>Email: counciltax@nfdc.gov.uk</p> <p>-----</p>	01590 646 111
<p>Electoral Services</p> <p>Email: electoral services@nfdc.gov.uk</p> <p>-----</p>	02380 285 445
<p>Environmental</p> <p>Email: env.prot@nfdc.gov.uk</p> <p>-----</p>	02380 285 411
<p>Homelessness</p> <p>Out of Hours:</p> <p>Email: homeless@nfdc.gov.uk</p>	<p>02380 285 222</p> <p>02380 285 250</p>

<p>-----</p> <p>Housing Services</p> <p>Email: housing.support@nfdc.gov.uk</p> <p>(incl maintenance, rent, homesearch, tenancy enquiries)</p> <p>-----</p>	02380 285 222
<p>Licensing</p> <p>Email: licensing@nfdc.gov.uk</p> <p>-----</p>	02380 285 505
<p>Planning</p> <p>Email: dev.control@nfdc.gov.uk</p> <p>-----</p>	02380 285 345
<p>Parking (including clock/fine)</p> <p>Email: parking.office@nfdc.gov.uk</p> <p>-----</p>	02380 285 000
<p>Appletree Careline</p> <p>-----</p>	02380 285 523
<p>Waste and Recycling</p> <p>Email: customer.services@nfdc.gov.uk</p>	02380 285 000

Community Safety & Troubled Families

<p>Nikki Swift - Supporting Families Co-ordinator, NFDC</p> <p>OTHER ADVICE ORGANISATIONS:</p>	02380 285 588
<p>Advicenow</p> <p><i>A charity that provides clear and step-by-step practical guides regarding numerous issues. Including Benefits, Education, Family, Housing and Homelessness, Police and Crime, Employment, Law and Rights, Immigration and Nationality, and Transport and Travel.</i></p> <p>https://www.advicenow.org.uk/</p> <p>https://www.advicenow.org.uk/advicenow-guides</p> <p>This link contains several self-help guides from preventing homelessness to sorting out finances during divorce. They are free to read online.</p>	

Age Concern

Age Concern Hampshire	01962 868 545
Emma McQuiston, Village Agent Coordinator <i>Age Concern Hampshire provides a wide range of services offering care and support to improve the quality of life for local people aged 50 and over.</i> <i>A wide variety of volunteering opportunities are on offer across the County</i>	07791 012 325

Community First

Community First Wessex (CVS) <i>Advice and information on local voluntary groups and services.</i> <i>Community transport booking service.</i> Suites 3 & 4 Mead Court, Winsor Road, Cadnam, SO40 2HR Email: admin@cfnf.org.uk support@cfirst.org.uk	0300 500 8085
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Local Council Offices

New Forest District Council Appletree Court, Beaulieu Road, Lyndhurst, Hants, SO43 7PA Local Information Offices: Information offices - New Forest District Council Email: customer.services@nfdc.gov.uk Web: www.newforest.gov.uk	02380 285000
Hampshire County Council The Castle, Winchester, SO23 8UJ Email: info@hants.gov.uk Web: www.hants.gov.uk	0845 603 5638 01962 841 841
Southampton City Council The Homeless Unit, Civic Centre, Southampton SO14 7LR	02380 832 327
Out of Hours Homeless Number	02380 233 344

Email: homelessness.advice@southampton.gov.uk Web: www.southampton.gov.uk	
Dorset County Council Dorset Council, County Hall, Colliton Park, Dorchester, Dorset DT1 1XJ Email: customerservices@dorsetcouncil.gov.uk Web: https://www.dorsetcouncil.gov.uk/	01305 221 000

Law & Courts

Police Stations

Hampshire, Southampton	01962 841 534
Dorset	01202 222 222

Local Police Stations

Lymington Police Station Lymington Town Council Offices, Avenue Road, Lymington, SO41 9ZG Open 9am - 7pm daily	01962 841 534
Hythe Police Station Jones Lane, Hythe, SO45 6AW	Not open to the public
Totton Police Station 9 Testwood Lane, Totton, SO40 3ZE Open Monday - Friday 9am - 7pm	023 8066 1348
Lyndhurst Police Station Pikes Hill, Lyndhurst, SO43 7NR	01962 841 534 Not open to the public
Eastleigh Police Station Leigh Road, Eastleigh, SO50 9DG Open Monday - Friday 8am - 8pm	101
Salisbury Police Station	0845 4087 000
Wiltshire Constabulary Police Headquarters Wilton Road, Salisbury, Wiltshire SPZ 7HR	01380 826 614

Courts

<p>Southampton Combined Court Centre</p> <p><i>Bankruptcy, Children, Criminal, Domestic violence, Employment, High Court District Registry, Housing Possession, Money claims, Social security.</i></p> <p>The Courts of Justice, London Road, Southampton, SO15 2XQ</p> <p>Family queries: family@southampton.countycourt.gsi.gov.uk</p> <p>County Court: hearings@southampton.countycourt.gsi.gov.uk</p> <p>Crown Court: southamptoncrown@hmcts.gsi.gov.uk</p> <p>Divorce: sw-region-divorce@hmcts.gsi.gov.uk</p> <p>Small claims mediation: scmenquiries@hmcts.gsi.gov.uk</p> <p>Witness service: southampton.cc@citizensadvice.org.uk</p>	02380 213 200
<p>West Hampshire Magistrates' Court</p> <p>Criminal, Employment, Social Security</p> <p>Southampton Courthouse, 100 The Avenue, SO17 1EY</p> <p>Email Enquiries: whmags@justice.gov.uk</p>	02380 384 200
<p>Bournemouth Crown Court & County Court</p> <p>Courts of Justice, Deansleigh Road, Bournemouth BH7 7DS</p> <p>Email Enquiries: enquiries.bournemouth.crowncourt@justice.gov.uk</p>	01202 502 800
<p>Bournemouth and Poole County</p> <p>Court and Family Court hearing centre</p> <p>Courts of Justice, Deansleigh Road, Bournemouth, Dorset, BH7 7DS</p> <p>enquiries@bournemouth.countycourt.gsi.gov.uk</p> <p>Family queries: family@bournemouth.countycourt.gsi.gov.uk</p> <p>Mediation: scmenquiries@hmcts.gsi.gov.uk</p> <p>Bailiffs: bailiffs@bournemouth.countycourt.gsi.gov.uk</p> <p>Adoption, Bankruptcy, Children, Divorce, Domestic violence, High Court District Registry, Housing possession, Money Claims.</p>	01202 502 800
<p>Salisbury Law Courts</p> <p>Wilton Road, Salisbury, Wiltshire SP2 7EP</p> <p>Magistrates' court: wi-sewit-smcadmin@justice.gov.uk</p> <p>Family queries: swindon.cty.fly@justice.gov.uk</p> <p>Small claims mediation: scmenquiries@justice.gov.uk</p>	01722 345 200

Crown Court: enquiries. salisbury.crowncourt@justice.gov.uk County Court: enquiries.salisbury.countycourt@justice.gov.uk Civil, Criminal, Divorce, Family Work, Bankruptcy.	
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Prisons

If you require any other prison addresses use: www.hmprisonservice.gov.uk

<https://www.gov.uk/government/collections/prisons-in-england-and-wales>

HMP Isle of Wight Clissold Road, Newport, Isle of Wight, PO30 5RS	01983 634 000
Albany Site	01983 634 000
Parkhurst Site	01983 634 000
HMP Winchester Romsey Road, Winchester, Hampshire, SO22 5DF.	01962 723 000

NACRO

National Association for the Care and Resettlement of Offenders (NACRO) is an independent voluntary organisation aiming to deal constructively with offenders to prevent crime. NACRO also run housing projects, training centres, youth activity projects for young people living in disadvantaged areas, projects for families dealing with poverty and unemployment, as well as schemes to assist children who are not attending school regularly.

Walkden House, 16-17 Devonshire Square, London EC2M 4SQ.

Email: helpline@nacro.org.uk

Resettlement Advice Helpline	0300 123 1999
Criminal Record Support Service <i>Support and training for organisations and employers. Information and advice for ex-offenders, families and people working with them.</i> Email: employeradvice@nacro.org.uk	0845 600 3194

Prison Support Organisations

Prisoners' Advice Service <i>Free advice and information & information to prisoners (and their families) regarding rights and the application of the Prison rules.</i> PO Box 46199, London EC1M 4XA Local Call: 0845 4308923 www.prisonersadvice.org.uk	0207 2533 323
AFFECT <i>Support for the families of those accused of serious offences.</i> 58 Haylands, Portlands, Dorset, DT5 2LA Email: affect01@hotmail.com Web: https://affect.org.uk/	0300 365 3651

Mediation Services

NFS Mediation <i>NFS Mediation provides a free, confidential and independent mediation service to the people of Southampton and surrounding area. It can help with neighbour disputes, or resolve conflicts between tenants.</i> 12 Palmerston Road, Southampton, SO14 1LL Fax: 02380 237770 Email: info@nfsmediation.org.uk www.nfsmediation.org.uk	02380 710101
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Other Useful Law Organisations

LawWorks <i>Supports a network of over 280 free legal advice clinics to individuals on various areas of law such as employment, housing, and consumer disputes. They also have clinics for people who are not eligible for legal aid and cannot afford to pay for a lawyer.</i> https://www.lawworks.org.uk/legal-advice-individuals	
Personal Injury Claims <i>A no win no fee team who help people receive compensation after accidents</i>	

Enable Law: https://www.enablelaw.com/	
Julia Prior <i>Julia regularly works with Southampton Citizens Advice and is happy to take calls from advisers who have queries relating to clients who may have a case. Also offer advice on accidents abroad and medical negligence. julia.prior@enablelaw.com</i>	03303 116 821
Civil Legal Advice <i>May be able to give free legal advice over the phone if a client lives on a low income or benefits.</i> Advice areas include: Debt (if home is at risk), Housing (if homeless or at risk of homelessness), Domestic violence or abuse Lines open Monday to Friday 9am-8pm, Saturday 9am- 12:30pm	0345 3454 345
RCJ Advice <i>A Citizens Advice service who deliver free legal advice to people with a court case in the civil and family courts.</i> https://www.rcjadvice.org.uk/	

Immigration

Citizens Advice Internal Helpline (Adviser only) <i>Helps local CA offices respond to Level 1 Immigration enquiries. They can also put advisers in touch with expert immigration advisers who may be willing to take on more complex cases (OISC 2 and above).</i>	0300 330 9066
Dorset wide EU Settlement Scheme <i>Helping clients to apply for the EU Settlement Scheme.</i> (Bournemouth, Christchurch, and Poole CA) Adviceline: 0808 2787 939 Phone or Text: 07761 092704 Email: euss.advice@citizenadvicebcp.org.uk https://www.citizensadvicebcp.org.uk/home/eu-settlement-scheme/	
Advicenow Directory <i>The immigration section of this directory has several useful organisations.</i> https://www.advicenow.org.uk/guides/help-directory	