

# Housing Options

# Directory of

# Services



**Winchester**  
City Council

# Contents

This Directory includes a list of key services that could help you to resolve your housing situation.

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For advice about what to do in specific housing situations and information about a range of housing options, please see our leaflet – Your Housing Options.

If you are threatened with homelessness or need housing advice, please contact the Housing Options Service on 01962 848 163. For more information about this service, please see page 6.

# Accessing Local Services

Across the country, many housing services apply local connection criteria. This means that you may only be able to access certain services if you have a connection to the local council area.

To have a local connection, you must usually meet one of the following criteria:

- Have lived in the area by choice for 6 out of the past 12 months, or 3 out of the past 5 years
- Be employed or self-employed
- Have close family who have lived in the area for at least 5 years. This is usually limited to parents, adult siblings and adult children.

If you are unsure whether you have a local connection, or you feel there are special circumstances why you need to be in the area, please contact your Housing Options Officer for advice.

If you do not have a local connection to the Winchester District, we recommend that you go to the council where you have a local connection. This is because you will have more housing options there and you will find it easier to access the services you need to prevent you from rough sleeping and resolve your housing situation.

If you have a local connection to another council area, your Housing Options Officer can help to reconnect you to that area.

# Local Services to Prevent Rough Sleeping

If you are homeless and you have a local connection to the Winchester District, your Housing Options Officer may refer you to the services below.

If you have a local connection to another council area, your Housing Options Officer can help to reconnect you to that area.

## Winchester Churches Nightshelter

**[www.wcns.org.uk](http://www.wcns.org.uk)**

**Address: Jewry Street, Winchester, SO23 8RZ**

**Telephone: 01362 862 050**

This nightshelter provides short-term accommodation to those who are homeless and have a local connection. It has a total of 17 beds, with no more than 3 beds to a room. Service users can arrive from 6pm each night and are required to leave by 8:30am each morning. Service users are asked to pay a nightly fee. No alcohol, illegal drugs or legal highs are allowed on site and all service users are breathalyzed for their alcohol levels prior to entry each night.

## West View House

**Address: Hyde Gate, Winchester, SO23 9EJ**

**Telephone: 01962 851 999**

West View House is hostel accommodation for those with support needs.

## Emmaus Hampshire

**[www.emmaushampshire.org.uk](http://www.emmaushampshire.org.uk)**

**Address: Bar End Road, Winchester, SO23 9BN**

**Telephone: 01962 868 300**

Emmaus Hampshire offers homeless people accommodation with work. Service users are known as companions and must agree to:

- Sign off all work related benefits
- Take an active part in the life of the Emmaus Hampshire community
- Do the work that is asked of them to the best of their ability

No alcohol and drugs are allowed on the premises.

## Trinity Winchester

**[www.trinitywinchester.org.uk](http://www.trinitywinchester.org.uk)**

**Address: Bradbury House, Durngate, Winchester, SO23 8DX**

**Telephone: 01962 842 827**

Drop-in and support service for rough sleepers, sofa surfers and those in hostel accommodation.

## Street Link

**[www.streetlink.org.uk](http://www.streetlink.org.uk)**

**Telephone: 0300 500 0914**

If you are concerned about someone sleeping rough, you can tell Street Link. Street Link will contact the local Council and connect them to local services and support.

# Housing Advice

## Housing Options – Winchester City Council

**[www.winchester.gov.uk](http://www.winchester.gov.uk)**

If you are at risk of becoming homeless, need advice about your housing rights, or simply wish to explore your housing options, you can speak to one of our Housing Options Officers by contacting our triage service.

In person: **City Offices, Colebrook Street, Winchester, SO23 9LJ**

By telephone: **01962 848 163**

By email: **[homelessness@winchester.gov.uk](mailto:homelessness@winchester.gov.uk)**

This service is available at the following times:

Mondays, Tuesdays and Thursdays: 9am -5pm

Wednesdays: 1pm - 5pm

Fridays: 9am - 4:30pm

If you have recently contacted the Housing Options Service and you need further advice, you should contact your designated Housing Options Officer directly.

## Citizens Advice Bureau

**[www.citizensadvice.org.uk/housing](http://www.citizensadvice.org.uk/housing)**

**[www.winchesterdistrictcab.org.uk](http://www.winchesterdistrictcab.org.uk)**

**Telephone: 03444 111 306**

This service aims to provide the advice people need for the problems they face, including advice on handling problems with your landlord and help to avoid losing your home. It offers free, independent, confidential and impartial advice to everyone on their rights and responsibilities. The website also offers information about how to go about renting or buying a home or just finding somewhere to live.

## Shelter

**<http://england.shelter.org.uk>**

This is a housing and homelessness charity that gives practical housing advice and support online, in person and by phone. Their expert advisers give free, confidential advice 365 days a year. Shelter's free housing advice helpline is Tel. 0808 800 4444.

## Housing Rights

**[www.housing-rights.info](http://www.housing-rights.info)**

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

# Housing and Support Services

## Supported housing

There is a number of supported housing schemes for vulnerable people in the Winchester District. Often individual schemes focus on supporting people with particular needs, such as those struggling with addiction or mental health problems.

Residents usually have a key worker that they meet with regularly for support. The key worker will help them gain the skills that they need to move onto more independent living in mainstream housing. This may include support to:

- develop independent living skills, such as cooking
- claim benefits
- develop budgeting skills
- access services for alcohol, drug or health problems
- improve emotional wellbeing and mental health
- reconnect with family and friends, or develop new social networks
- pursue education, training and employment opportunities

If you are interested in supported housing, please speak to your Housing Options Officer. They will discuss the options available and the referral process with you.

## Support in your own home

You may feel that you need additional support to help you remain in your own home, or to help you to live independently when you move.

There is a range of services to help people to live independently in their own home, called ‘floating support services’. Floating support services can offer you support wherever you live. The services are free, and are designed to give you the support you need in order to stay in your own home. The support you receive will be tailored to your individual needs.

If you are interested in floating support, please speak to your Housing Options Officer. They will discuss the options available and the referral process with you.

# Accessing the Private Rented Sector

## Help with the cost of renting

### City Lets

#### Housing Options at Winchester City Council

City Lets is a scheme run by Winchester City Council, which helps people to access housing in the private rented sector. We work with local landlords who have good quality, affordable homes to rent. Then we help those who are threatened with homelessness by making privately renting an affordable option.

We can reduce the initial cost of privately renting by providing landlords with a bond guarantee. A bond guarantee means that the Council agrees to reimburse the landlord for any property damage or rent arrears at the end of the tenancy. This replaces the tenancy deposit so you do not have to pay the landlord a large sum of money in advance. However, if we have to make a payment to the landlord under the bond guarantee, you will have to pay this money back.

If you find a private sector property but have a low income, WCC may be able to assist you with an interest-free loan to cover the cost of the deposit and rent in advance. The property should be affordable in the long term so needs to be below the Local Housing Allowance rates in most cases.

Please contact your Housing Options Officer to find out if you are eligible for the City Lets scheme and for more information about how to find accommodation in the private rented sector.

### Winchester Rent Deposit Scheme

<http://winchesterrds.org.uk>  
Telephone: 07783 460 018

This scheme provides interest-free loans to enable people to rent accommodation in the private sector in the Winchester City Council area.

### Solent Credit Union

[www.solentcreditunion.co.uk](http://www.solentcreditunion.co.uk)  
023 8178 8375

Solent Credit Union is a co-operative that offers financial services to its members, including current accounts, savings accounts and loans. It has a branch service at Winchester City Council on Fridays from 9:30am to 12:30pm.

### Benefits - Winchester City Council

[www.winchester.gov.uk/benefits](http://www.winchester.gov.uk/benefits)  
Telephone: 01962 848 539

For information about Housing Benefit and Council Tax Reduction, including who can claim, how to claim and managing your claim

## Where to find accommodation

There are numerous places where landlords advertise properties, both through letting agents and independently. Below we have listed some suggestions of where to look to help get you started:

### Register with local Lettings Agents

Search the internet, including websites such as:

- Gum Tree - [www.gumtree.com](http://www.gumtree.com)
- Rightmove - [www.rightmove.co.uk](http://www.rightmove.co.uk)
- Zoopla - [www.zoopla.co.uk](http://www.zoopla.co.uk)
- DSS Move - [www.dssmove.co.uk](http://www.dssmove.co.uk)
- Open Rent - [www.openrent.co.uk](http://www.openrent.co.uk)

Check local newspapers, for example:

- Hampshire Chronicle - [www.hampshirechronicle.co.uk](http://www.hampshirechronicle.co.uk)
- Southern Daily Echo - [www.dailyecho.co.uk](http://www.dailyecho.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

The following websites can help you find a room to rent in a shared house or as a lodger:

- Easy Roommate - [www.easyroommate.com](http://www.easyroommate.com)

If you are claiming benefits, see <http://uk.easyroommate.com/dss>

- House Pals - [www.housepals.co.uk](http://www.housepals.co.uk)
- Spare Room - [www.spareroom.co.uk](http://www.spareroom.co.uk)

The website below offers a moving checklist and a directory of relevant businesses, such as removal companies.

- Move Me - [www.moveme.com](http://www.moveme.com)

## Winchester Quakers Residential Programme

**Telephone: 01962 864 184**

**Email: [winchesterquakerwarden@gmail.com](mailto:winchesterquakerwarden@gmail.com)**

Winchester Quakers have a number of rooms with shared facilities and almost self-contained studios, which are let as private rented accommodation. The tenancies are on a short-term basis of up to 12 months. The rents are above the Housing Benefit rate, therefore the accommodation is best suited to single people in some form of employment.

# Social Housing

## Hampshire Home Choice

[www.hampshirehomechoice.org.uk](http://www.hampshirehomechoice.org.uk)

Hampshire Home Choice is the social housing register for Winchester City Council and its partner councils. Please note that social housing is unlikely to resolve your housing situation in the short-term and applicants usually wait years to be allocated an affordable home through Hampshire Home Choice. You can submit an application on the Hampshire Home Choice website. If you need assistance, please contact Housing Allocations on Tel. 01962 848 400.

## Winchester Housing Trust

[www.winchesterhousingtrust.co.uk](http://www.winchesterhousingtrust.co.uk)

**Telephone: 01256 896 168**

Winchester Housing Trust's properties to rent are generally allocated through Hampshire Home Choice, but occasionally through their own waiting list. You can apply online or contact the Trust directly. The Trust also has properties for sale on a shared ownership or shared equity basis.

## Winchester Working Men's Housing Society

This is a housing provider with a small number of properties to rent in the Winchester district. For information about how to apply to their own waiting list, please contact them on Tel. 01962 841 545.

## Home Hunt

[www.homehunt.co.uk](http://www.homehunt.co.uk)

This is a national website that advertises different types of affordable housing available from social and private landlords throughout the UK.

## Homeswapper

[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

If you are a social housing tenant and you want to move, one option is to do a mutual exchange and swap your home with another social housing tenant. Homeswapper is a national website where you can advertise your home and look for other social housing tenants to exchange properties with. Please contact your landlord if you need help to register.

# 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.

## Help to Buy South – Radian Group

**[www.helptobuysouth.co.uk](http://www.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.

## A2 Dominion

**[www.a2dominion.co.uk](http://www.a2dominion.co.uk)**  
**Telephone: 0800 432 0077**

A2 Dominion has properties available for shared ownership, intermediate rent and to privately rent.

## Hyde New Homes

**[www.hydenewhomes.co.uk](http://www.hydenewhomes.co.uk)**  
**Telephone: 0345 606 1221**

Hyde New Homes has properties available for shared ownership and intermediate rent.

## Radian Homes

**[www.radianhomes.co.uk](http://www.radianhomes.co.uk)**  
**Telephone: 0800 145 6663**

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

## Sovereign Living

**[www.sovereignliving.org.uk](http://www.sovereignliving.org.uk)**  
**Telephone: 0300 330 9496**

Sovereign Living has properties available for shared ownership and to privately rent.

# Money, Welfare, Benefits and Debt Advice

## Money Advice

### Citizens Advice Winchester District

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

[www.winchesterdistrictcab.org.uk](http://www.winchesterdistrictcab.org.uk)

Telephone: 03444 111 306

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.

### Money Advice Service

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

Address: The Winchester Centre 68 St Georges Street, WINCHESTER, Hampshire, SO23 8AH

Address: Well House, 2 Brook St, Bishop's Waltham, Southampton SO32 1AX

Telephone: 0800 138 7777

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

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

### Council of Mortgage Lenders

[www.cml.org.uk/consumers](http://www.cml.org.uk/consumers)

Telephone: 0845 373 6771

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

### Financial Ombudsman Service

<http://financial-ombudsman.org.uk>

Telephone: 0800 023 4567

This service investigates where a customer is not satisfied that an individual complaint has been resolved and where the customer and the financial business have been unable to reach a solution.

## **Welfare Benefits**

### **Benefits - Winchester City Council**

**[www.winchester.gov.uk/benefits](http://www.winchester.gov.uk/benefits)**

**Telephone: 01962 848 539**

For information about Housing Benefit and Council Tax Reduction, including who can claim, how to claim and managing your claim.

### **Government website**

**[www.gov.uk](http://www.gov.uk)**

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.

### **Job Centre**

**Address: 1-8 City Road, Winchester, SO23 8GA**

**Telephone: 0345 604 3719**

### **Entitled to**

**[www.entitledto.co.uk](http://www.entitledto.co.uk)**

This website has an independent online benefits calculator to help you find out what benefits you could get, how to claim and how your benefits will be affected if you start work.

### **Turn2us**

**[www.turn2us.org.uk](http://www.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.

## **Debt Advice**

### **Christians Against Poverty (CAP)**

**<https://capuk.org>**  
**Telephone: 01274 760 720**

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

### **National Debtline**

**[www.nationaldebtline.org](http://www.nationaldebtline.org)**  
**Telephone: 0808 808 4000**

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

### **Step Change Debt Charity**

**[www.stepchange.org](http://www.stepchange.org)**  
**Free Helpline: 0800 138 1111**

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

### **The Insolvency Service**

**[www.gov.uk](http://www.gov.uk)**

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.

## **Other Relevant Services**

### **Basics Bank**

**[www.winchesterbasicsbank.co.uk](http://www.winchesterbasicsbank.co.uk)**  
**Telephone: 01962 855 774**

This service provides emergency food and clothes to individuals and families in need. You can only access this service through a referral and voucher from a partner agency.

### **Solent Credit Union**

**[www.solentcreditunion.co.uk](http://www.solentcreditunion.co.uk)**  
**Telephone: 023 8178 8375**

Solent Credit Union is a co-operative that offers financial services to its members, including current accounts, savings accounts and loans. It has a branch service at Winchester City Council on Fridays from 9:30am to 12:30pm.

# **Training and Employment Services**

## **Hampshire County Council**

**<http://hants.gov.uk>**

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

## **SOVA Winchester District Employment Mentoring**

**[www.sova.org.uk](http://www.sova.org.uk)**

**Telephone: 020 7833 6733**

SOVA is an one-to-one employment mentoring service available to those who live in the Winchester District and are unemployed or under employed. Please speak to your Housing Options Officer if you would like a referral to access this service.

## **Enham Trust**

**[www.enhamtrust.org.uk](http://www.enhamtrust.org.uk)**

**Telephone: 08451 307 504**

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**

**[www.princes-trust.org.uk](http://www.princes-trust.org.uk)**

**Telephone: 0800 842 842**

If you are aged 16 to 25, the Prince's Trust can support you to gain experience, skills and the confidence to help you into work.

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

## **British Legion**

**[www.britishlegion.org.uk](http://www.britishlegion.org.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**

**[www.ssafa.org.uk](http://www.ssafa.org.uk)**  
**Forcesline: 0800 731 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. Forcesline 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.

# Health Services

## NHS

[www.nhs.uk](http://www.nhs.uk)

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.  
We have listed the GP surgeries nearest to Winchester City Centre  
below:**

## St Clements Surgery

[www.stclementspractice.co.uk](http://www.stclementspractice.co.uk)

**Address: Tanner Street, Winchester, SO23 8AD**

Telephone: 01962 852 211

## St Paul's Practice

[www.stpaulssurgery-winchester.nhs.uk](http://www.stpaulssurgery-winchester.nhs.uk)

**Address: Alison Way, Winchester, SO22 5DD**

Telephone: 01962 853 599

## The Friarsgate Practice

[www.friarsgatepractice.co.uk](http://www.friarsgatepractice.co.uk)

**Address: Stockbridge Road, Weeke, Winchester, SO22 6EL**

Telephone: 01962 871 730

**Address: Badger Farm Surgery, Badger Farm Road, Winchester, SO22 4QB**

Telephone: 01962 877 222

**Address: Springvale Surgery, 40 Pound Road, Kings Worthy, Winchester, SO23 7PU**

Telephone: 01962 882 957

## Royal Hampshire County Hospital

**www.hampshirehospitals.nhs.uk**  
**Address: Romsey Road, Winchester, SO22 5DG**  
**Telephone: 01962 863 535**

## Samaritans

**www.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

**www.mind.org.uk**  
**Telephone: 0300 123 3393**

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

## Winchester Wellbeing Centre – Solent Mind

**www.solentmind.org.uk/content/our-wellbeing-centres**  
**Address: 1 Priory Gardens, Parchment Street, Winchester, SO23 8AU**  
**Telephone: 01962 859 012**

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

## Winchester Sexual Health Clinic

**www.letstalkaboutit.nhs.uk**  
**Address: St Clements Surgery, Tanner Street, Winchester, SO23 8AD**  
**Telephone: 0300 300 2016**

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

## Winchester Pregnancy Crisis Centre

**www.winchesterpregnancycrisis.com**  
**Telephone: 01962 813 302**

Winchester Pregnancy Crisis Centre offers help and support to women and their families facing an unplanned pregnancy, or those needing help following a still birth, miscarriage or abortion.

# Drug, Alcohol and Problem Gambling Services

## Inclusion Winchester – Drug and Alcohol Services

**www.inclusion.org**

**Address: The Winchester Centre, St George's Street, Winchester, SO23 8AH**

**Tel: 0300 124 0103 option 7**

Inclusion Recovery Winchester Hub 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.

## Alcoholics Anonymous

**www.alcoholics-anonymous.org.uk**

**Free helpline: 0800 9177 650**

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

**www.talktofrank.com**

**24 hour helpline: 0300 123 6600**

Frank offers friendly, confidential drugs advice.

## GamCare

**www.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

**www.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.

# Legal Services

## Winchester Combined Court Centre

**Address: The Law Courts, Winchester, SO23 9EL**

**Telephone: 01962 814 100**

Court counter opening hours: Monday - Friday 10am - 2pm

## Legal Aid

**[www.gov.uk/legal-aid](http://www.gov.uk/legal-aid)**

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

## Civil Legal Advice

**[www.gov.uk/civil-legal-advice](http://www.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 Bureau

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

**[www.winchesterdistrictcab.org.uk](http://www.winchesterdistrictcab.org.uk)**

**Telephone: 03444 111 306**

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

**<http://childlawadvice.org.uk>**

**Family law: 3033 330 5480**

**Education law: 0300 330 5485**

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.

Below are some solicitors in Winchester and the surrounding area:

## Blake Morgan

[www.blakemorgan.co.uk](http://www.blakemorgan.co.uk)

**Address:** New Kings Court, Tollgate, Chandlers Ford, Eastleigh, SO53 3LG

Telephone: 023 8090 8090

**Address:** Harbour Court, Compass Road, North Harbour, Portsmouth, PO6 4ST

Telephone: 023 9222 1122

## Dutton Gregory

[www.duttongregory.co.uk](http://www.duttongregory.co.uk)

**Address:** Trussell House, 23 St Peter Street, Winchester, SO23 8BT

Telephone: 01962 844 333

## Shentons Solicitors and Mediators

[www.shentons.co.uk](http://www.shentons.co.uk)

**Address:** Star Lane House, Staple Gardens, Winchester, SO23 9AD

Telephone: 01962 844 544

## Warner & Richardson Solicitors

[www.wandr.co.uk](http://www.wandr.co.uk)

**Address:** 29 Jewry Street, Winchester, SO23 8RR

Telephone: 01962 868 366

# Domestic Abuse Services

## The Police Protection Department – Safeguarding Team

This team is responsible for supporting and safeguarding victims of domestic abuse.  
Tel: 101, or call 999 in an emergency

## Integrated Domestic Abuse Service for Hampshire (IDASH)

**<http://hampshiredomesticabuse.org.uk>**

**Telephone: 0330 0165 112**

Hampshire's main domestic abuse service. It offers a confidential support service to women, men, children and young people experiencing domestic abuse.

## Victim Support

**[www.victimsupport.org.uk](http://www.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

**[www.ncdv.org.uk](http://www.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.

## Services for Women

### National Domestic Violence Helpline

**[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)**

**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.

The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential.

## **Women's Aid**

**www.womensaid.org.uk  
24 hour free helpline: 0808 2000 247**

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

## **Trinity Winchester - Freedom Programme**

**http://trinitywinchester.org.uk/women  
Telephone: 01962 828 632**

Trinity's Women's Service runs the Freedom Programme, a nationwide, accredited 12 week course aimed at helping women suffering from domestic abuse to develop the skills and confidence to recognise and break free from their physical and psychological abuse.

## **Broken Rainbow**

**www.brokenrainbow.org.uk  
Helpline: 0300 999 5428  
Freephone: 0800 999 5428**

This is a LGBT (Lesbian, Gay, Bisexual an Transgender) domestic violence charity.

## **Services for Men**

### **Men's Advice Line**

**www.mensadVICELINE.org.uk  
Telephone: 0808 801 0327 (Monday to Friday 9am - 5pm)**

Advice and support for men experiencing domestic violence and abuse

### **Mankind Initiative**

**http://new.mankind.org.uk  
Tel: 01823 334 244 (Monday to Friday 10am – 4pm)**

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

# Services for Families and Children

## Schools in Hampshire

**<http://www3.hants.gov.uk/schools>**

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

## Children's Centres

**<http://services.actionforchildren.org.uk/winchester-childrens-centre>**

**Telephone: 023 9236 9695 or 01962 820 112**

Offers activities and support to local families with children under five. There are seven Children's Centres across the district, where you can access support, information, professional advice and fun for all the family.

## Family Lives

**[www.familylives.org.uk](http://www.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.

## Friends of the Family – Winchester

**[www.friendsofthefamilywinchester.org.uk](http://www.friendsofthefamilywinchester.org.uk)**

**Telephone: 01962 864 422**

Friends of the Family is a charity for vulnerable families and their children who live in the Winchester district.

## Ginger Bread

**[www.gingerbread.org.uk](http://www.gingerbread.org.uk)**

**Free confidential helpline: 0808 802 0925**

This is a 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.

## Home Start

**[www.home-start.org.uk / www.home-startwinchester.org.uk](http://www.home-start.org.uk / www.home-startwinchester.org.uk)**

**Telephone: 01962 851 177 or 07786 905 237**

Home-Start Winchester and Districts is a local charity which provides friendship, emotional and practical help to parents with at least one child under five years old. Its aim is to provide early support to families that are experiencing a wide range of difficulties such as isolation, low self-esteem, mental health issues and lack of parenting skills. It works alongside parents in their homes to help raise their self-confidence and their ability to cope in an increasingly pressured society. Its emphasis is on parents helping parents.

# **Services for Young People**

## **Catch 22 Hampshire 24/7 Substance Misuse Support**

**[www.catch-22.org.uk/programmes-services/hampshire-247-substance-misuse-support](http://www.catch-22.org.uk/programmes-services/hampshire-247-substance-misuse-support)  
24/7 emergency crisis line for young people: 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.

## **NYAS Service**

**[www.nyas.net](http://www.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**

**[www.princes-trust.org.uk](http://www.princes-trust.org.uk)  
Telephone: 0800 842 842**

If you are aged 16 to 25, the Prince's Trust can support you to gain experience, skills and the confidence to help you into work.

## **Winchester Youth Counselling**

**[www.winchesteryouthcounselling.org](http://www.winchesteryouthcounselling.org)  
Telephone: 01962 820 444**

Provides free, confidential counselling for young people aged 11-25 who live in the Winchester District.

## **Young Minds**

**[www.youngminds.org.uk](http://www.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.

## **Your Future Youth Support**

**<http://www3.hants.gov.uk/yourfuture.htm>**

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

# Services for Older People

## Advice and Services

### Age UK Mid-Hampshire

[www.ageuk.org.uk/midhampshire](http://www.ageuk.org.uk/midhampshire)

**Address:** The Colebrook Centre, Colebrook Street, Winchester, SO23 9LH

**Telephone:** 01962 871 712

Age UK Mid-Hampshire is an independent local charity, which aims to promote the welfare of older people in the Mid-Hampshire area. The services offered include:

- Benefits advice
- Free information and advice service
- Help with jobs around your house and garden
- Lunch clubs offering a chance to make new friends and have a hot meal
- Foot care service
- Befriending

### Independent Age

[www.independentage.org](http://www.independentage.org)

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.

Advice Line: 0800 319 6789

## Older Persons Housing

### Anchor

[www.anchor.org.uk](http://www.anchor.org.uk)

**Telephone:** 0808 163 4181

Anchor is a national not-for-profit organisation, providing housing and care for older people. It offers purpose-built retirement properties for sale and rent.

### Hanover

[www.hanover.org.uk](http://www.hanover.org.uk)

**Telephone:** 01480 475 069

Hanover is a national not-for-profit organisation, providing housing and services for people later in life. It builds and manages one and two bedroom properties designed exclusively for people aged 55 and over to buy and rent.

## Housing & Care 21

**[www.housingandcare21.co.uk](http://www.housingandcare21.co.uk)**

**Telephone: 03701 942 000**

Housing & Care 21 is a national not-for-profit organisation, providing retirement housing and care services. It offers three main services:

- Retirement properties for sale and rent
- Extra care properties with increased onsite support to enable those with an illness or disability to live as independently as possible
- Care services provided directly in homes

## St John's Winchester Charity

**[www.stjohnswinchester.co.uk](http://www.stjohnswinchester.co.uk)**

**Telephone: 01962 845 226**

St John's provides almshouse accommodation for elderly persons in financial and social need. Applicants must be over retirement age. They should be capable of living independently, but have a clear need for the extensive range of care and support which St John's provide.

# **Local Councils in Hampshire**

## **Basingstoke and Deane Borough Council**

**[www.basingstoke.gov.uk](http://www.basingstoke.gov.uk)**

**Address: Civic Offices, London Road, Basingstoke, RG21 4AH**

Telephone: 01256 844 844

## **East Hampshire District Council**

**[www.easthants.gov.uk](http://www.easthants.gov.uk)**

**Address: Penns Place, Petersfield, GU31 4EX**

Telephone: 01730 266 551

## **Eastleigh Borough Council**

**[www.eastleigh.gov.uk](http://www.eastleigh.gov.uk)**

**Address: Eastleigh House, Upper Market Street, Eastleigh, SO50 9YN**

Telephone: 023 8068 8000

## **Fareham Borough Council**

**[www.fareham.gov.uk](http://www.fareham.gov.uk)**

**Address: Civic Offices, Civic Way, Fareham, PO16 7AZ**

Telephone: 01329 236 100

## **Gosport Borough Council**

**[www.gosport.gov.uk](http://www.gosport.gov.uk)**

**Address: Town Hall, High Street, Gosport, PO12 1EB**

Telephone: 023 9258 4242

## **Hart District Council**

**[www.hart.gov.uk](http://www.hart.gov.uk)**

**Address: Civic Offices, Harlington Way, Fleet, GU51 4AE**

Telephone: 01252 622 122

## **Havant Borough Council**

**[www.havant.gov.uk](http://www.havant.gov.uk)**

**Address: Public Service Plaza, Civic Centre Road, Havant, PO9 2AX**

Telephone: 023 9244 6019

## **Isle of Wight Council**

**[www.iwight.com](http://www.iwight.com)**

**Address: County Hall, High Street, Newport, Isle of Wight, PO30 1UD**

Telephone: 01983 821 000

## **New Forest District Council**

**[www.newforest.gov.uk](http://www.newforest.gov.uk)**

**Address: Appletree Court, Beaulieu Road, Lyndhurst, SO43 7PA**

**Address: Town Hall, Avenue Road, Lymington, SO41 9ZG**

Telephone: 023 8028 5000

## **Portsmouth City Council**

**[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)**

**Address: Civic Offices, Guildhall Square, Portsmouth, PO1 2AX**

Telephone: 023 9282 2251

## **Rushmoor Borough Council**

**[www.rushmoor.gov.uk](http://www.rushmoor.gov.uk)**

**Address: Council Offices, Farnborough Road, Farnborough, GU14 7JU**

Telephone: 01252 398 399

## **Southampton City Council**

**[www.southampton.gov.uk](http://www.southampton.gov.uk)**

**Address: Civic Centre, Southampton, SO14 7LY**

Telephone: 023 8083 3000

## **Test Valley Borough Council**

**[www.testvalley.gov.uk](http://www.testvalley.gov.uk)**

**Address: Beech Hurst, Weyhill Road, Andover, SP10 3AJ**

Telephone: 01264 368 000

## **Winchester City Council**

**[www.winchester.gov.uk](http://www.winchester.gov.uk)**

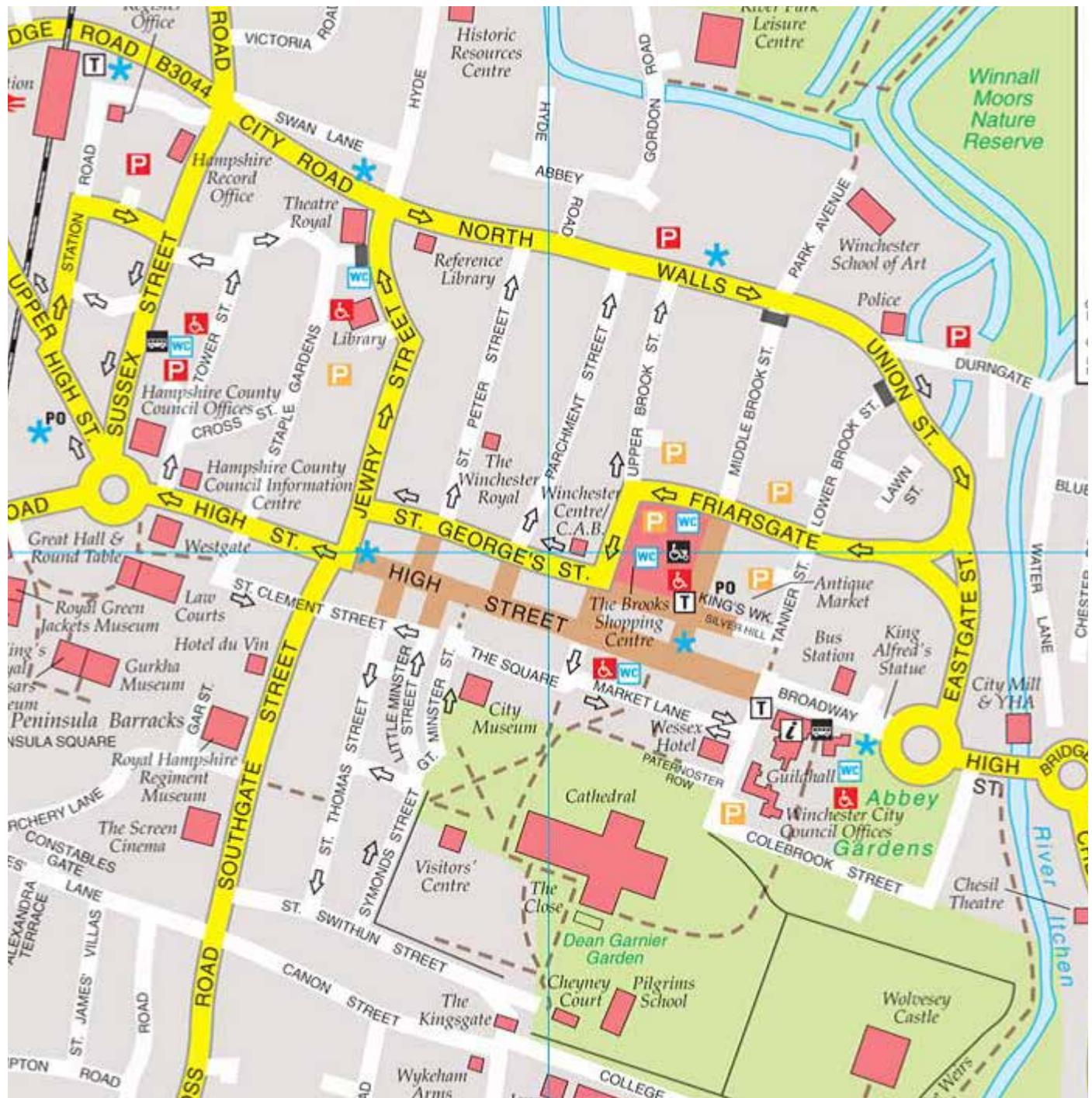
**Address: City Offices, Colebrook Street, Winchester, SO23 9LJ**

Telephone: 01962 840 222

# Map of Winchester District



# Map of Winchester City Centre



Produced by Winchester City Council  
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