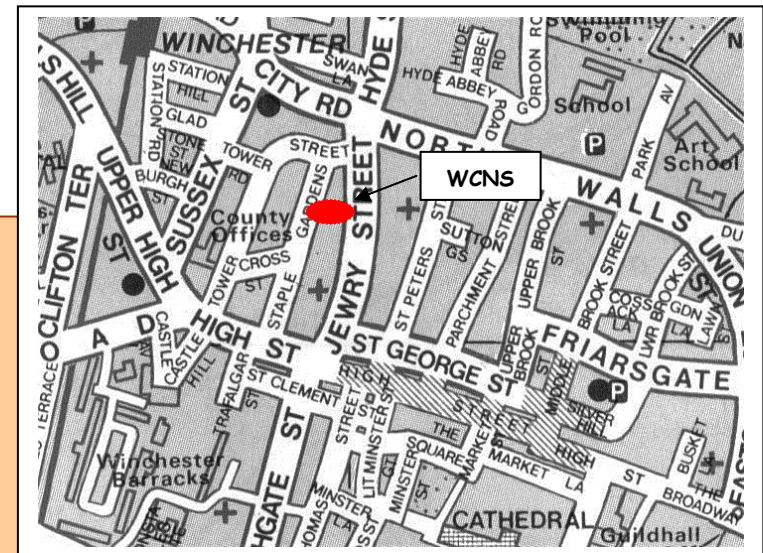


Winchester Churches Nightshelter

Support, Services & Information Booklet

If you are staying at WCNS, please ensure you also have a copy
of our other booklet: *'WCNS Information & House Rules'*



Last Updated: November 2008



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Online Resources which may be useful to you, as well as direct links to most of the services listed in this booklet, can be found on the Links page on the

WCNS website: www.wcns.org.uk

(please ask a member of staff if you would like help using the internet)



Winchester Churches Nightshelter

Offering Help and Hope to the
Homeless

Contact: Michele Price
Project Manager
20B Jewry Street
Winchester

Hampshire SO23 8RZ
Telephone: 01962 862050

Email: admin@wcns.org.uk

Website:

www.wcns.org.uk



WELCOME TO WINCHESTER CHURCHES NIGHTSHELTER (WCNS)

This booklet is designed to provide you with details about the Support Services & Information available at WCNS, and at many other agencies, organisations and centres in Winchester.

Please read it carefully and if there is anything that you would like further help with please speak to the Duty Supervisor (evening) or WCNS Manager (9am – 2pm).

If you have been unable to gain a bed at WCNS tonight:

we hope this booklet is of some help to you. Please do not give up trying to find support – there are many services and agencies included in this booklet which should be able to help you. The Trinity Centre (p7) is a particularly valuable source of help during the day and links closely to WCNS. If you cannot find accommodation, please try WCNS again by contacting our Manager during office hours (9am-2pm).

STAYING AT WCNS

If you are staying with us, please ensure you also have a copy of our other booklet for guests: *WCNS Information & House Rules for Guests*. Please ask a member of staff if you do not have a copy. We do have a number of 'House Rules' which we require guests to follow for their own welfare as well as that of other guests.

We provide all our guests with a bed, a 2-course evening meal, breakfast, a bath, toiletries, clothes washing facilities, computer access, a shared lounge with TV, a safe and comfortable environment, and care and support during your stay with us. We do ask all our guests, whether staying in one of our 'crash beds' or a 'full support' bed, to take full advantage of the services offered by our 'Floating Support' outreach team which is a vital part of our service (see p5)



ABOUT WCNS

WCNS currently has 15 beds. 12 beds offer full support until we can find guests long-term accommodation to suit their needs (ideally within 3 months). Our 3 'crash beds' allow guests to stay up to 14 nights, gaining as much support as possible during that time.

WCNS has a permanent staff of seven: Manager – Michele;
Part-time Administrator – Liz; Part-time Kitchen Supervisor – Karen;
Four Supervisors (who manage the Shelter when open during the night)
– Carol, Phill, Ed, and Dave

We receive a great deal of help from volunteers - 3 volunteers help out each night (evening helper, cook, overnigher). Many local churches give support by cooking and delivering meals. Local schools, churches and businesses support by donating food and raising funds.

We have close links with the daytime Trinity Centre, the Basics Bank, the Salvation Army and many other housing and other services across Winchester.

Guests are all required to pay £2 per night on the door (or £10 if working). We are an alcohol and drug free Shelter.

We try to offer all our guests a fresh start in life.

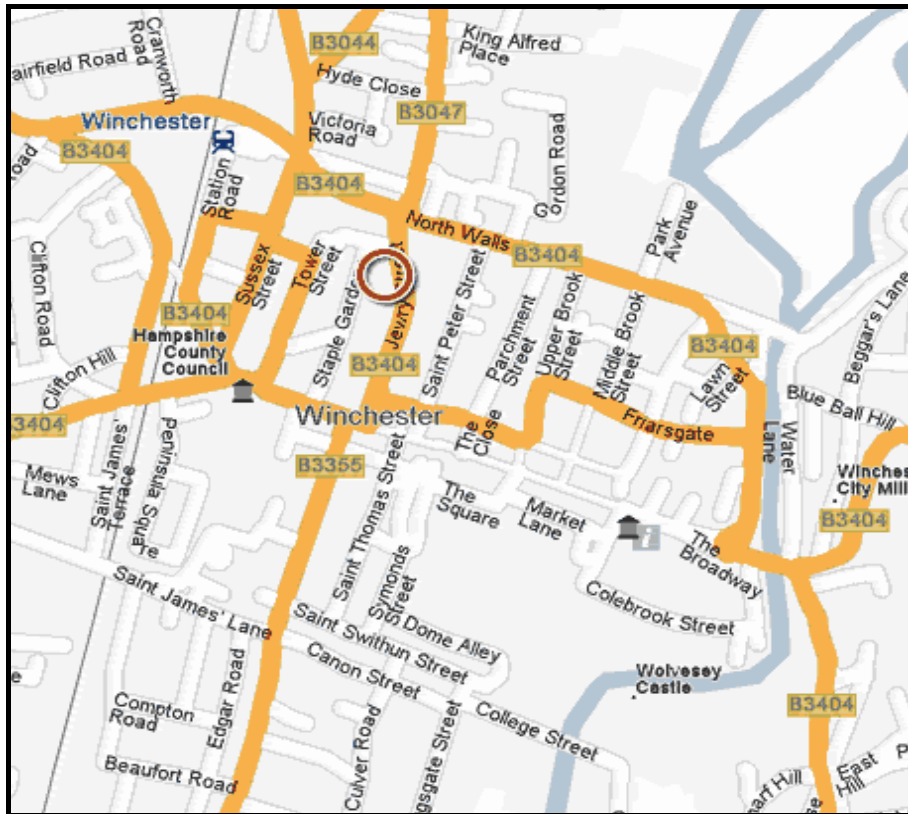
Short WCNS History: Formed by a group from the Winchester Churches Housing Group, the Nightshelter began to serve the needs of the homeless in Winchester in 1988 using church halls and temporarily vacant properties prior to redevelopment. In 1995 'Winchester Churches Nightshelter' became a registered charity and in 1996 our present building was found and was officially opened in 1997.

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MAP OF WINCHESTER



SUPPORT & ADVICE AT WCNS

FLOATING SUPPORT TEAM at WCNS

Our 'Floating Support' outreach team from A2Dominion, attends WCNS three mornings a week for individual appointments with guests. We ask all guests to have regular appointments with a Floating Support advisor. They will work with you on a support plan and, along with the WCNS manager and staff, can provide you with:

- help finding a place in long-term accommodation to suit your needs
- support and advocacy for housing, employment, personal finance etc
- opportunities to develop your independence and skills, to prepare for independent living again in permanent housing;
- connections to other support, advice & learning services in Winchester eg health care, drug and alcohol advice, rehab, adult education, etc.

WCNS PROJECT MANAGER

Michele Price, the WCNS Manager, is available for advice each weekday morning (9am-2pm) in the office or by appointment. She will help facilitate and liaise with our Floating Support team and outside agencies in order to help you with 'move on' accommodation or other matters of concern.

WCNS SUPERVISORS

Each night one of our four Supervisors manages the Nightshelter. The Duty Supervisors can help you with any support and advice you need during your stay, and arrange for you to see the Manager.

OTHER WCNS STAFF & VOLUNTEERS

During your stay you will also meet WCNS Administrator (Liz) and WCNS Kitchen Supervisor (Karen). In the evenings, you will also meet volunteers who help as cooks, evening helpers and overnights. Although these individuals may not have any formal training, we hope you find everybody friendly and willing listeners if you wish to talk.



DEVELOPING INDEPENDENT SKILLS AT WCNS

Details to follow on this page soon



OTHER INFORMATION & RESOURCES

Police

Non-emergency/general enquiry number: 0845 045 4545 or 01962 841 534 North Walls Police Station, North Walls, Winchester SO23 8DW.
Enquiry office open: Monday to Saturday 8am–8pm, Sunday 8am–6pm. www.hampshire.police.uk

National Helplines

See WCC's Housing 'Directory of Services' (ask WCNS staff or see a copy on WCNS noticeboard, for a good listing of useful numbers.

Winchester Discovery Centre / Library

Monday to Friday 9am - 7pm; Saturday 9am - 5pm; Sunday 10am - 4pm
Jewry Street, Winchester SO23 8RX. tel 0845 603 5631
Over 30,000 new books, and comfortable seats for reading and relaxing.
Internet access, Wi-Fi and online learning, study areas and refreshments.

Winchester Volunteer Centre

www.volunteercetrewinchester.org.uk Tel: 01962 848030
The Winchester Centre, 68 St. Georges St, Winchester, SO23 8AH

Winchester Train Station

Mainline train station. Station Hill, Winchester.
Ticket office opening hours. Mon-Fri: 6am-8:30pm

Winchester Bus & Coach Station

Taxis

Wessex Cars – 24hours - 01962 877749

Soup Kitchens

Winchester: Southampton:



SPORTS & LEISURE ACTIVITIES

Trinity Football Sessions

The Trinity Centre are now holding football training sessions on Monday afternoons 3-4.30pm at River Park playing fields in Winchester. For more details please speak to Kevin at the Trinity Centre.

River Park Leisure Centre

Gordon Road, Winchester, SO23 7DD Tel: 01962 848 700
Swimming pool and many other sports facilities and classes.



DAY CENTRES & SERVICES FOR HOMELESS

The Trinity Centre

Drop-in Day Centre for Adults...someone to listen & a place to be.
St. Paul's Hill Winchester SO22 5AE

Office Tel: 01962 842827 Drop in/Clients Tel: 01962 622220

Open: 10.00am – 1.45pm Monday to Friday; staying open until 4.00pm
for rough sleepers & people staying at WCNS

The Trinity Centre (closely linked to WCNS) is a direct access day service for people experiencing the effects of poverty, mental or physical health problems, substance misuse, unemployment, homelessness, family/relationship break-down and social exclusion. The facilities are free. Usually about 50 people attend the day centre. People are accepted as they are - with the exception of those presenting as aggressive or excessively intoxicated.

The Trinity Centre provides:

- Free lunch
- Advice, information and support - especially on housing and benefits (a Floating Support advisor is on hand too)
- Healthcare including Mental Health Services
- Counselling, and Complementary Therapies
- Adult Education Classes (2-4pm) – cookery, art, IT, music, sport etc
- Laundry, and bath and shower facilities
- Needle Exchange
- Access to Legal Advice
- Recreation – sports opportunities developing soon.

The Trinity Centre and WCNS link closely together, with many WCNS guests attending Trinity during the day. Trinity provides important Health Care Services (pxx), Housing Advice Service (pxx), and Adult Education opportunities (pxx) suitable for WCNS guests.



The Salvation Army

Parchment Street, Winchester SO23 8AZ

Tel: 01962 854239 winchester@salvationarmy.fsworld.co.uk

Christian worship, fellowship clubs, access to hostels for the homeless, , food parcels, luncheon clubs, community groups, hospital visitation, childrens activities, prayer groups, house groups & speakers.

Winchester Basics Bank

Opening Hours: Tuesdays & Fridays 10am – 3pm

30-31 Jewry Street Winchester SO23 8BY. 01962 855774

Website: www.winchesterbasicsbank.hampshire.org.uk

Provides emergency food & clothes for any person or family in need. Food & clothing may only be obtained with a voucher from various organisations, including the following: Winchester City Council; Social Services; Health Visitors; Churches; Probation Officers; Trinity Centre; *Winchester Churches Nightshelter (*Note: Clothes only for existing guests; food and clothing for guests leaving WCNS).

Emmaus Hampshire

33 Staple Gardens, Winchester, SO23 8SR. Tel: 01962 838817

www.emmaushampshire.org.uk

Emmaus Hampshire has started to build a "live/work" Community on the outskirts of Winchester and will provide approximately 23 former homeless and socially excluded people ('companions') with a place to call home, a place to work and a place to start rebuilding their lives. It will also provide the community with a place to come to donate and buy quality second-hand goods; a place to chat with friends and Companions over a cup of coffee. The building, at Bar End in Winchester, is progressing and Emmaus Hampshire hopes to welcome its first 'companions' in spring 2009.



Hindu:

Hindu Temple, 79 – 195 Radcliff Road, Northam, Southampton
SO14 0PS Tel: 023 8063 2275

Sikh:

Gurdwara Tegh Bahadur Sahib, 7 St Marks Road, Newtown,
Southampton SO14 0FB Tel: 023 8039 3440

Muslim:

Whilst there is no mosque in Winchester, Friday prayers are conducted at Winchester Guildhall at 12.45pm (13.45 during summertime). Other prayer events in the Islamic calendar (Eid-ul-Fitr and Eid-UI-Adha as well as Ramadan Night prayers) are organised by the Winchester Muslim Cultural Association: Abdul Kayum makayum@hotmail.co.uk
There are a number of mosques in Southampton eg: Ala-Sunnat Cultural Centre, 55 Northumberland Rd, Southampton SO14 0ES



LOCAL PLACES OF WORSHIP

Christian:

All Saints C of E, Petersfield Road, SO23 0JD Tel: 853777
 Christ Church, Christchurch Road, SO23 9SR Tel: 854454
 City Church, 30-31 Jewry Street, SO23 8RY Tel: 623167
 First Church of Jesus Christ Scientist, 58 Tower Street, SO23 8TA T: 863893
 Friends Meeting House Quakers, 16 Colebrook Street, SO23 9LH Tel: 864184
 Harvest Church, 28 Lark Hill Rise, SO22 4LX. Tel: Mobile 07796 615507
 Highcliffe Evangelical, St Catherines Road, SO23 0PP Tel: 869839
 Holy Trinity C of E, Upper Brook Street, SO23 8DG Tel: 863891
 Immanuel Church, St Johns House, The Broadway, SO23 9BE Tel: 840446
 Jehovas Witnesses, Garbett Road, SO23 0NY Tel: 864307
 N. Winchester Community Church, 13 Abbots Ann Road, SO22 6ND T:884769
 Salvation Army, Parchment Street, SO23 8AZ Tel: 854239
 St Barnabas C of E, Trussell Crescent, SO22 6QY Tel: 882728
 St John the Baptist C of E, St Johns Street, SO23 0HF Tel: 863891
 St Lawrence, The Square, SO23 9EX Tel: 849434
 St Lukes Winchester C of E, Mildmay Street, SO22 4BX Tel: 865240
 St Pauls, St Pauls Hill, SO22 5AB Tel: 844878
 St Peters, Roman Catholic, Peter House, St. Peter Street, SO23 8BW Tel: 852804
 St Swithun Upon Kingsgate, St Swithun Street, SO23 9JP Tel: 849434
 United Church, Jewry Street, SO23 8RZ Tel: 849559
 Winchester Baptist Church, Swan Lane, SO23 7AA Tel: 868770
 Winchester Cathedral, 1The Close, SO23 9LS Tel: 857200
 Winchester Family Church, Stanmore Lane, SO22 4BT Tel: 840800
 Winchester Vineyard Christian Fellowship, Bar End Road, SO23 9NP T:863217

Jewish:

Southampton Hebrew Congregation Synagogue
 Mordaunt Road, Southampton
 Tel: 023 8022 0129 <http://www.sotonhebrew.org.uk/>



HOUSING ADVICE & GENERAL ADVICE SERVICES

Winchester City Council

Housing Advice / Homelessness Unit

Winchester City Council, Housing Needs Section, City Offices,
 Colebrook Street, Winchester. Tel: 01962 840222

www.winchester.gov.uk Email: housing@winchester.gov.uk

Open Monday-Friday 9am-12pm, or 1-4pm for an interview.

Provides a service for people in housing need and seeking housing advice. If you are homeless or threatened with homelessness within 28 days, you should contact WCC for advice and help on homelessness & accommodation needs, including Council accommodation, Housing Associations and the Joint Housing Register.

Citizen's Advice Bureau - Winchester

The Winchester Centre 68 St Georges Street Winchester SO23 8AH

Tel: 01962 848 000 www.winchestercab.org.uk

Offers free, confidential, independent advice on issues such as debt, consumer problems, benefits, housing, legal matters, employment and immigration. Advisers can help with filling out forms and writing letters and they can undertake negotiations with creditors.

A2Dominion

(formerly Westgate Support & Care)

33 Staple Gardens Winchester SO23 8SR

Tel: 01962 828800. Mon.-Thu.: 9am - 5pm/Fri.: 9am – 5:15pm.

WCNS's Floating Support team are from Westgate Support & Care. Westgate Support and Care provide housing related support and care services, to enable people to live independent lives. They also provide floating and tenant support as well as running projects for young people and those with learning difficulties.



Southampton City Council Housing Advice / Homelessness Unit

Housing Solutions, Southampton City Council,
Southampton SO14 7LR Tel: 023 8083 2737

www.southampton.gov.uk Email: homelessness@southampton.gov.uk

Open Monday-Friday 8.30-4.30pm.

See details of service as for Winchester City Council above.

Southampton Street Homeless: Prevention Team

Southampton Voluntary Services, Southampton SO14 1NW

Tel: 023 8021 6000 (9-5pm) The Street Homelessness Prevention Team (SHPT) consists of 3 support workers, a volunteer and befriending co-ordinator and a team manager. The address given is a team admin base only. Whilst the SHPT Team does take direct referrals from clients, clients should not go to the Voluntary Action Centre. The criterion for acceptance is 'Any person who is homeless'. In addition to accessing the direct access hostels, the SHPT is also one of the referral agencies for Two Saints independent flats.

Shelter

The Housing & Homelessness Charity

88 Old Street, London EC1V 9HU

Tel: 0808 800 4444 www.shelter.org.uk

Shelter advises people in housing need, both over the phone and through their network of Housing Aid Centres and via their online advice service. Some of their booklets are available at WCNS.



ANIMAL WELFARE

If you are a homeless person with a pet then there is help for you. Below are listed vets and ways of accessing those services. WCNS does not accept pets, though a few shelters/hostels do.

Winchester Veterinary Surgeries

Stable Close Veterinary Clinic

St Cross Road, Winchester SO23 9PR Tel : 01962 841001 / 840505

Mildmay Veterinary Centre

Easton Lane, Winchester, Hants, SO23 7RU Tel: 01962 854088

The Blue Cross – Pet Charity

Southampton Adoption Centre, Bubb Lane, West End, Southampton,
Hants SO30 2HL Tel: 023 8069 2894 Fax: 023 8069 5477

Pet owners on means-tested benefits or low incomes living outside the catchment areas of Blue Cross hospitals and clinics may be eligible to benefit from the Blue Cross Veterinary Care Fund. Info from The Blue Cross customer care team on: Tel: 0300 123 9933. info@bluecross.org.uk.

RSPCA Bournemouth & District Branch

144 Richmond Park Road, Bournemouth BH8 8TW Tel: 01202 526520
Veterinary Services by appointment only 2.00 - 4.00 Monday to Friday,
Clinic/Veterinary Facilities; Help With Vet Bills; Information

Dogs Trust Hope Project

hopeproject@dogstrust.org.uk www.dogstrusthopeproject.org.uk
Tel: 020 7837 0006. Free preventative treatment (vaccinations, microchipping, neutering, worming and flea treatments) and subsidised additional, necessary treatments for dogs whose owners are homeless or in housing crisis. Clients can apply for a card through a recognised homelessness organisation or by phoning the team.



EX-OFFENDERS' ADVICE

(see also details in Housing and other sections of this booklet)

National Association for the Care and Resettlement of Offenders

(NACRO) Park Place, London SW8 1UD Tel: 02078 406 464

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. www.nacro.org.uk

North Hants Offender Floating Support Service

Tel: 01962 810 217

This service is provided by Stonham to support ex-offenders who require identified housing related services. Support is based on individual needs and can range from help and advice to assistance with practical issues. Referrals can be made via Probation, the Prison Service, Housing Departments and the Police.

Winchester Probation Service

Friary House, Middle Brook St, Winchester SO23 8DQ T: 01962 842 208
Winchester Probation Service deals with court orders, offenders, community services and other probation issues. Within the probation service, 600 staff supervise over 6,000 offenders, aiming to assess and manage the risks posed by offenders to lessen the likelihood of re-offending and to highlight the effects of their crime on victims.



HOUSING OPPORTUNITIES & HOSTELS

Most of the supported housing and accommodation listed below (ordered alphabetically) can only be accessed by referrals. Your Floating Support advisor or the WCNS Manager can help you with information, forms and referrals.

Housing Register

We ask all guests to sign on to the Housing Register as soon as possible when they arrive at WCNS (unless there is a good reason not to). Details of the new Housing Register system will be included here once it starts to operate in Spring 2009.

Alleyne House (Stonham Housing)

24 – 25 Hyde Street, Winchester, SO23 7DR 01962 844 357

Offers low level support accommodation for men and women who have been in prison and have nowhere to live when they are released. There are 8 self contained flats to support ex-offenders with low level support needs. Clients are allocated a link worker and the level of support offered is assessed around the identified needs of the client. Agency referral needed. Managed by Stonham Housing Association.

Basingstoke Supported Housing (Stonham)

Chineham House, Chineham Park Court, Basingstoke, BG21 3BZ
Tel: 01256 844 528 A special needs housing association for people aged 18-65 within the area, with long term health problems. There is also a home support scheme and housing available for 16-18 year olds.

Colebrook Street - (Stonham Housing)

58 Colebrook Street, Winchester SO23 8LH

Te: 01962 821 217 Services available 9.00am - 5.00pm (office)
Offers 4 rooms with shared facilities for clients aged 18-60 facing mental health challenges with low support needs. Support is provided by way of a key worker and support plans.



St Cross Gardens – (Stonham Housing)

94 St. Cross Road, Winchester SO23 9QU 01962 878 446 / 810 217

Offers 10 rooms with shared facilities for applicants with a range of low level support needs often relating to drug and alcohol issues or those with learning or mental health difficulties. Agency referral needed.

Elderfield- (Langley House Trust)

Main Road, Otterbourne, Hampshire SO21 2EQ; Tel: 01962 712 163

Specialist training and rehabilitation centre providing supported housing in a working community for ex-offenders. Agency and self referral. Offers accommodation for male ex-offenders aged 18 years and over. Staffed 24 hours a day. Managed by the Langley Trust

First Atlantic Housing Ltd

Charlotte Yonge House, Eastleigh, SO53 3YP. Tel: 023 8068 4353

Has 4 innovative schemes that house single homeless people in low support accommodation. Two hostels house single homeless people: Milford House in Winchester (see below) and Bellevue road in Southampton. There are also 2 move-on schemes: Gordon Watson House in Winchester (see below) and Spring Road in Sholing, Southampton. A further scheme is Bridge View in Southampton, for young people.

Keystone

Winchester Churches Housing Group

44 St. John's Road Winchester SO23 OHQ

Tel: 01962 842757 Email: wchgkeystone@tiscali.co.uk

Keystone has four houses, divided into 21 bed-sits. They offer single bed-sits in shared housing for single homeless people aged 18-65 years. Not suitable for couples, pregnant women or anyone who would need specialist or full-time support. Staff provide daytime help with finding work, counselling, form filling, general advice, and referral to other agencies. The project is seen as a stepping-stone back into the community. Agency & self referrals.



REFUGEE & ASYLUM SEEKERS' ADVICE

Details to follow here.



WOMEN'S REFUGE & SUPPORT

Trinity Woman's Centre

4 Bridge Street Winchester SO23 OHN

01962 866888 Email: women@trinitycentre.org.uk

The Trinity Woman's Centre exists to provide a safe place where women can be listened to:

- Help with problems relating to: housing/benefits/counselling/legal advice/drug or alcohol misuse/unemployment/relationships
- Health care including; Doctor/Primary Care Nurse/Health Visitor/Community Mental Health Nurse/Social Worker
- Education classes in basic skills/fitness/art/cooking

Winchester Women's Refuge

Winchester Women's Refuge Service 01962 844995

The refuge offers accommodation and support to women and their children who are seeking refuge as a result of domestic violence. The accommodation and support is provided for up to 6 months and the 7 rooms can accommodate single women and those with up to 4 children.

Women & Mental Health Information line

08453000911

Asian Women's Refuge Southampton

02380 339500

Woman's Aid Helpline 24 hrs

0808 200 0247. www.womensaid.org.uk

24 hr freephone service for female victims



The Lookout & York House

Carr Gomm Society – Winchester

York house, Worthy Road, Winchester SO23 7AG Tel: 01962 877 040

The Lookout has 7 rooms with shared facilities and one self contained flat, provided for clients with mental health issues or who have history of drug and alcohol misuse, requiring a low to medium level of support up to a maximum of 4 hours per week. York House, also managed by Carr Gomm, has 8 self contained flats. Agency & self referral.

Melbury Lodge

Royal Hampshire County Hospital,

Romsey Road Winchester SO22 5DG Tel: 01962 825507

Melbury Lodge is for those people requiring acute admission to hospital. There are a total of 45 beds for the population of Winchester, Eastleigh, Test Valley South, Romsey and Andover. The beds are in two wards – Austen Ward for female patients and Hardy Ward for male patients. The Unit also provides Therapy Services for in-patients and has a suite for the provision of ECT.

Milford House

71 Christchurch Road Winchester SO23 9TZ 01962 862677

Offers 20 fully furnished units of accommodation for single people at the hostel, comprising of 2 self-contained studio flats and 18 rooms with access to communal facilities. Priority for those who are without shelter or threatened with homelessness. Support is offered for resettlement and life-skills training. Milford House is not a direct access hostel & there is a referral process. Forms can be obtained from them direct or via the WCNS Manager. Managed by First Atlantic Housing Ltd.

Gordon Watson House

A purpose built block of 15 one bedroom or studio flats, used as move-on accommodation from Milford House but with minimal support. On the same site as Milford House.



Northgate Place

c/o 33 Staple Gardens Winchester

Northgate place , project staff: 01962 850230 A2Dominion: 01962 828853 Northgate Place, based in Winchester, provides supported accommodation to adults with moderate learning disabilities. The project is owned by Winchester Housing Group and support is provided by A2Dominion. It offers 9 self contained flats and 3 shared flats for adults with learning disabilities. Day and night staff, and support plans for service providers and residents. Agency referrals.

Phoenix House – (Alpha Service)

Wickham Road, Droxford Hants SO32 3PD Tel: 01489 877 478

Provides a care home for 18-65 year olds who have past or present alcohol or drug dependence. Offers 35 places with 2 residents to a room. Clients can access the service through self referral through the probation /prison service. Will consider couples & pregnant women. 18-65, mixed client group who require detox or residential based rehabilitation.

Society of St James

Fairways House, Mount Pleasant Road, Southampton, SO14 0QB

Tel: 023 8063 4596 Email: info@ssj.org.uk Web: www.ssj.org.uk

Communal type accommodation move-on houses for people who are or have been homeless, and who may have special support requirements including mental health problems.

St Georges Lodge – (Rethink)

St Georges Lodge, Muse Lane, Winchester SO22 4PR

T:01962 877290 9am-9pm (11am-7pm wkends) E: stgeorges@rethink.org
8 flatlets, 4 flats and communal facilities for people experiencing long-term mental ill health enabling them to live as independently as possible. Maximum length of stay is 2 years during which staff will facilitate client move-on into independent community living. Regular house, Supporting People and Supported Housing Panel meetings take place to monitor service delivery and quality. Managed by Rethink. Agency referral only via Community Mental Health services



ELDERLY PEOPLE'S SUPPORT

Age Concern and Help in the Home

The Winchester Centre, 68 St Georges Street, Winchester SO23 8AH

Tel: 01962 840 667 Visit: www.ageconcern.org.uk

Age Concern work with and for older people, providing essential care and information. They campaign on issues such as age discrimination and pensions. They also work to influence public opinion and government policy concerning older people. Locally, they can provide transport, day centres, lunch clubs and home visits, as well as offering specialist advice on issues such as benefits.

Counsel and Care for the Elderly

Twyman House, 16 Bonny Street, London NW1 9PG

Visit: www.counselandcare.org.uk Tel: 0845 300 7585

Provides help and guidance for older people, their families and carers on many different issues, particularly for those who are searching for care and support services, either in the community or in residential care.

Help the Aged

Head Office, 207-221 Pentonville Road, London

Tel: 0207 278 1114 Visit: www.helptheaged.org.uk

Help the Aged offer a range of services for older people, many of these services have their own contact telephone numbers.



Stonham Housing Association

58 Colebrook Street, Winchester SO23 8LH

Te: 01962 821 217 Services available 9.00am - 5.00pm (office)

Special needs Housing Association and provider of support services to single homeless people and those with a mental health problem or learning disability, ex offenders, people experiencing domestic violence, drug or alcohol problems and others who require support. All clients given an assured short-hold tenancy with support for up to 2 years, with services staffed 9-5pm. Manages 3 services in Winchester: Mental Health (4 bed house and 8 beds in flats – Colebrook St?); Generic Service (10 bed house – St Cross Gdns?); Offender Service (8 bed-sits – Alleyne House). All are by agency or self referral. (See separate entries above too).

West View House

Hyde Gate Hyde Street, Winchester SO23 7EJ Tel: 01962 841599

Providing 29 beds all with shared facilities, the project is staffed 24 hours a day and provides support for people with a wide range of issues surrounding homelessness including relationship breakdown, mental health issues and substance misuse. West View House, managed by Signature Care, is a direct access facility which offers self-contained bedrooms with shared communal facilities for singles & childless couples aged 18 and over. For more information, call into the office during office hours (staffed 24hrs).

Winchester City Council Hostels

Sussex Street Hostel: 10 units of accommodation, most sharing bathrooms. Owned and managed by Winchester City Council.

Stanmore Hostel: 9 units of accommodation.

Winchester City Council Housing

16 self contained one bedroom flats, located on the outskirts of the City Centre and at Kings Worthy. Good quality accommodation for homeless households; support needs assessed by WCC support team.



DIRECT ACCESS HOSTELS **OUTSIDE WINCHESTER**

(NB these are not listed in the Index to this booklet)

Basingstoke Churches Housing Trust (Hostel):

T: 01256 840 110. May Place House, Basingstoke RG21 7NX

Christian Alliance Hostel (Women):

T: 01483 577 375. Mulberry House, 32 Epsom Road, Guildford

Crawley Open House: T: 01293 447701 Crawley, Sussex

Damascus House: T: 01722 416 170. St Anne Street, Salisbury SP1 2DX

Dene Court: T:01264 359959 2 Saints, 2 Dene Court, Andover SP10 2RN

Leatherhead Night Hostel:

T: 01372 376 508. 3 Church Road, Leatherhead KT22 8AT

No. 5 Project: T: 01483 303 646. 5 Bedford Road, Guildford

Oxford Night Shelter: T:01865 304600 O'Hanlon House, Luther St, Oxford OX1 1UL

Patrick House: 02380 781 721 361 Millbrook Road, Southampton

Two Saints: T: 01635 325 80 210. New Town Road, Newbury

Two Saints: 02392 877 074. Mill House, Milton Road, Portsmouth

Two Saints: T: 01329 281 995. 2 Kings Road, Fareham

The Society of St James: T: 02380 331 479.

The Shelter, 125 Albert Road South, Southampton SO14 3FR

St Josephs Refuge: T:01243 537 934. Hunston Rd, Chichester PO20 1NP



YOUNG PEOPLE'S SUPPORT & HOUSING

(see also details of young peoples' services in other sections of this booklet eg Drug & Alcohol Services, Housing etc)

City Road Project

The Old Post Office, 29 City Road Winchester

Project Number: 01962 853090 www.westgatesc.org.uk

City Road Project based in Winchester, provides supported accommodation to young vulnerable people aged 16 to 24 from Hampshire. The project is owned by Winchester Housing Group and support is provided by Westgate Support + Care. The Project consists of 9 bed-sits and has shared kitchen and bathroom facilities and communal lounge. Agency and self referral.

20FIVE

(Teenagers 13-19)

City Road, Winchester Tel: 01962878300

Connexions Winchester:

01962 877 386 Connexions Advice Line: 0808 001 3219

4 St. Georges Street, Winchester SO23 8BG

www.connexions-southcentral.org

Provides information and advice for 13-19 year olds on issues such as learning, careers, health, relationships and money. Drop into the centre from 10am-4pm Monday-Friday, or telephone.

Westgate Place

80-81 Sussex Street, Winchester SO23 8TH

Project Staff: 01962 840273 www.westgatesc.org.uk

Provides supported accommodation to young vulnerable people aged 16 to 25 from Hampshire. The project is leased by A2 Winchester and support is provided by Westgate Support + Care. The Project consists of 6 one-bedroom flats. Each flat is self-contained offering a lounge/kitchen and bedroom with en-suite shower room. Agency and self referral.



Hampshire Young People's Service

Cranstoun Drug Services Tel: 01256 819315

Hartland House, 26 Winchester Street, Basingstoke RG21 7DZ

Free confidential service for anyone under 18 who is experiencing problems with drugs, alcohol or solvents. One-to-one support, advice, group work, needle exchange, substitute prescribing, access to residential rehab and detox, complimentary therapies etc. Self or agency or GP referrals.

Alcoholics Anonymous – Winchester

Meetings at Holy Trinity Church Hall, Upper Brook St

Telephone: 0845 7697555

Alcoholics Anonymous UK (24 Hrs)

Telephone: 08457 697 555

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. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership

Drugs National Drugs Helpline (24 Hrs)

Telephone: 0800 776600

Narcotics Anonymous

070 415 800 50

Drug & Alcohol Action Team (DAAT)

Tel: 01962 826024 <http://www3.hants.gov.uk/education/dat>

The DAAT Support Team are responsible for commissioning and coordinating high quality substance misuse services across Hampshire. It achieves this by working in partnership with all those concerned in reducing the harm caused by substance misuse to individuals, their families and communities.



EMPLOYMENT ADVICE

Job Centre Plus

City Road, Winchester SO23 8GA. Tel: 01962 745240

Mon., Tues., Thurs., Fri.: 9am-4pm

Wed.: 10am-4pm. Closed for lunch everyday: 12:30-1:30pm

www.jobcentreplus.gov.uk/JCP/index.html

The Job Centre provides a service for people of working age. They assist people who are looking for employment as well as with related issues, such as Benefits, Job Seekers Allowance, Income Support, Incapacity Benefits, and Care Allowance.

Big Issue Magazine and Foundation

1-5 Wandsworth Road, London SW8 2LN 020 7526 3445

Drop in for induction to become a vendor - Monday to Friday 8.30am to 11.30am. Weekly magazine sold by homeless or vulnerably housed people. Magazines are bought by vendors for 70p and sold to the public for £1.50. The foundation can signpost to other agencies, has a writing group, and complementary therapies. Phone for information.

BENEFITS ADVICE

As well as the Floating Support advisors and staff at WCNS, you can get advice on benefits from: *WCC Housing/Homeless Advice Unit* (see p 9) and *Job Centre Plus* (see above).

You will also find a basic guide to the benefits system, showing which benefits you might be entitled to, on the noticeboard at WCNS (ask staff if you cannot find it or you would like your own copy of the information sheet).



FINANCIAL & LEGAL ADVICE

Winchester Savers

Hampshire Credit Union, 6 Middle Brook Street, Winchester SO23 8BQ
Tel: 01962 820 424 Visit: www.winchestersavers.co.uk
Winchester Savers offer bank accounts and loans to those who have difficulty obtaining credit elsewhere.

Winchester Rent Deposit Scheme

Friends Meeting House 16 Colebrook Street Winchester
Tel: 01962 862681. Open Wednesdays only 10.00 – 11.30am
Can provide interest free loans to enable people to rent accommodation in the private sector but *only* in the Winchester City Council area. Available to people claiming benefits or on low incomes, who can prove a strong connection with the area. Deposit cheque when issued is paid direct to the Landlord or Letting Agency. Once accommodation is found the scheme can offer advice in settling in and paying back the loan. Supported by: Winchester CAB, WCNS, WCC, Winchester Quakers.

SaRBS

Support and Rent Bond Scheme,
Southern Focus Trust, Portsmouth Tel: 023 9279 3000
A service for people in need of low level housing related support aged 16 or over and who are willing to engage with the resettlement worker and attend support sessions at mutually agreed times. SaRBS is a Support and Rent Bond Scheme which can support access private rented accommodation by: assessing needs, exploring options for finding accommodation, providing landlord with a deposit and rent advance or guarantee while application for Housing Benefit is assessed. Provides support for the initial period of tenancy at an average of three hours per week. Applications can be made by individuals or through referrals



DRUG & ALCOHOL SERVICES

Hampshire Substance Misuse Treatment Services Directory

This excellent directory provides essential information and key contact details for open access and specialist substance misuse services in Hampshire. It contains really useful information. Printed copies and help are available from WCNS Manager, and a printed copy of the directory is available on WCNS noticeboard. The directory is also available online at: <http://www.hantsdaatdirectory.org.uk/> The directory has been compiled on behalf of the Hampshire Drug & Alcohol Action Team.

CLEMS

14 St Clements Street, Winchester SO23 9HH 01962 870818
9.30-4pm Monday-Friday. Evening by arrangement
A flexible, confidential treatment and support service for people with substance misuse issues. A drop in service is operated from Monday to Friday 9.30am – 4.00pm. Support to reduce substance misuse is provided along with help to minimise the harmful effects of substance misuse.

Spencer House

Community Drug & Alcohol Advisory Service
63 Romsey Road, Winchester SO22 5DE
Tel: 01962 825071. Mon- Fri: 9am-5pm
Spencer House is a non-residential treatment unit for people over the age of 18 with alcohol and drug dependency problems.

Options - Alcohol & Drug Counselling & Advice

147 Shirley Road, Southampton SO15 3FH Tel: 02380 620 260
Options provides advice and information for drug or alcohol users, their friends and relatives, including detox assessment, a needle provision scheme and help with issues such as gambling. They also have a drop in centre that is open Tuesday and Friday afternoon



MENTAL HEALTH SERVICES

Connaught House

63B Romsey Road Winchester, SO22 5DE. Tel: 01962 825128
Base of Winchester Community Mental Health Team, where an adult mental health service is provided. Provides specialist mental help to people in Winchester area. Only available to those with a GP referral.

Winchester Alliance for Mental Health

City House, 16 City Road, Winchester SO23 8FD Tel: 01962 869 211
Winchester Alliance for Mental Health provides activities, employment workshops and training for people with mental health issues.

Together

12 Old Street, London T: 02077 807 300 E: contactus@together-uk.org
Together support people with mental health problems, reaching out to those who find it difficult to use traditional mental health services. Support people within their own homes as well as their carers.

Advance Housing & Support Ltd

Head Office: 01993 772 885. 2 Witan Way, Witney, Oxon OX28 6FH
Email: info@advanceuk.org www.advanceuk.org
Provides housing advice and support throughout England for people with learning disabilities or mental health issues. They provide practical services to enable people to live their lives as independently as possible

Southern Focus Trust (Compass)

Focus Point, 116 Kingston Crescent, Portsmouth PO2 8AL
Tel: 02392 793 000. www.sft.org.uk
Provides care, support and advisory services to young people at risk of homelessness, people with mental health problems, older people and people with learning disability. Provides a range of community support services including floating support, services for women escaping domestic violence & occupational therapy. Runs Housing Advice Centre.



National Debtline

Tricorn House 51-53 Hagley Rd, Birmingham B16 8TP
www.nationaldebtline.co.uk Tel: 0808 808 4000
Debtline offers confidential, independent advice on debt related issues. The line is open Monday to Friday 9am – 9pm and Sat 9.30am – 1pm.

Credit Action Helpline

Tel: 0800 591084

Community Legal Service

0845 3454345

Assistance finding solicitor or to receive free initial advice



TRAINING, SKILLS & ACTIVITIES

Trinity Centre - Adult Education Classes

See Day Centre section for contact details for The Trinity Centre.

At Trinity people who left school without any qualifications are supported and encouraged to take part in classes. About 40% of those participating in adult learning go on to employment, some form of structured education or obtain permanent housing. Courses available include basic IT, cookery, art and basic financial literacy. A wider range of courses in literacy and numeracy, job application skills, gardening, guitar and others can be run when there's sufficient financial support.

Winchester Learning Centre

Kingdon's Yard, Parchment Street, Winchester, Hants SO23 8AT.

Tel: 01962 849092. Email: martinladd@pitman-winchester.co.uk

Free adult numeracy and literacy training and qualifications to GCSE equivalent. Also IT courses, management training, finance, PA and other courses.

Adult Continuing Education Centre Winchester

ACE, Stoney Lane, Weeke, Winchester, SO22 6DR Tel: 01962 886166

The ACE Centre is Winchester's Adult Education Centre and runs many courses, including NVQs and other courses useful for employment and life skills. Adult Learning Support Co-ordinator: 01962 886166 or email sluchford@psc.ac.uk.



MEDICAL SERVICES

St. Clements Medical Centre

St Clements Partnership : Tanner Street : Winchester : SO23 8AD

Tel: 01962 852211. Open Monday to Friday: 8am to 6.30pm

St Clements Partnership is situated in the very centre of Winchester town. There are 10 GPs. Urgent medical assistance outside of normal opening hours, by a doctor or nurse, tel: 0844 8113060. If you only require health advice out of hours by a nurse please call NHS Direct.

Friarsgate Medical Centre

Friarsgate, Winchester, SO23 8EF Tel: (01962) 877222

Offers: Social Welfare, Charitable and Community Services.

Family planning Clinic

Healthcare NHS Trust. 47 Romsey Rd, Winchester, T:01962 828372

Trinity Centre – Healthcare Team

Mid-Hampshire Primary Care Trust provides a team of 6 healthcare professionals who spend part of their week at the Homeless Healthcare Pilot run at Trinity. People receive immediate medical advice or treatment as well as referrals to GPs and other specialist services.

Royal Hampshire County Hospital

Romsey Road , Hampshire, SO22 5DG Tel: 01962 863535

Provides the full range of general hospital services, including accident and emergency, general and specialist surgery for inpatients and day-cases and general medical facilities.

NHS Direct 24hr -T:0845 4647 www.nhsdirect.nhs.uk

Speak to individual advisors and/or see self-help guide on website.

Healthtalkonline – www.healthtalkonline.org

Shows a range of peoples' experiences of illness & health, and offers online information on treatment and support. Part of DIPEX Charity



Social Services Dept

Corinium House, 10/14 Andover Road, Winchester SO23 7BX
Tel: 01962 869313 Opening Times: 8:30am - 5:00pm Monday –
Thursday; 8:30am - 4:30pm Friday. Adult Services provides information
and access to services for people with social care needs

AIDS Helpline 24hrs

0800 567123

Smoking Helpline – Hampshire

Quit4life - Hampshire Stop Smoking Service
Helpline – Hampshire: 0845 602 4663 Aldershot Centre for Health,
Hospital Hill, Aldershot GU11 1AY

Free NHS service offering support to smokers who are ready to stop.
One-to-one clinics for those who prefer individual help are run by stop
smoking advisers at GP surgeries across the locality. Group clinics are
also available subject to demand. Self referral on telephone 0845 602
4663 or from a referral by a health professional

Smoking Helpline - UK

NHS UK Smoking Helpline: 0800 0224 332

Eating Disorder Association

Helpline: 08456 341414 help@b-eat.co.uk

Monday to Friday 10:30am - 8:30pm Saturdays 1:00pm - 4:30pm
beat is the leading UK charity for people with eating disorders and their
families. *beat* is the working name of the Eating Disorders Association
The adult helpline is for people over 18 in the United Kingdom who
wish to talk about eating disorders and to obtain information about
help available in their locality. The Helpline offers a listening ear and
non-judgmental responses. The website also offers information for self-
help.



SPECIALIST ADVICE, COUNSELLING, & SUPPORT SERVICES

Citizens Advice Bureau - Winchester

The Winchester Centre 68 St Georges Street Winchester SO23 8AH
Tel: 01962 848 000 Email: advice@winchestercab.org.uk
www.winchestercab.org.uk

Offers free, confidential, independent advice on issues such as debt,
consumer problems, benefits, housing, legal matters, employment and
immigration. Advisers can help with filling out forms and writing
letters and they can undertake negotiations with creditors.

Rape and Sexual Abuse Counselling for Men and Women (RASAC)

The Winchester Centre, 68 St Georges Street, Winchester
SO23 8AH Tel: 01962 848 018

RASAC provides free confidential support and counselling for men,
women and young people who may have experienced rape or sexual
abuse of any kind, in childhood or adulthood, as well as to their
partners, relatives or friends, or anyone who is affected by an
unsolicited sexual encounter.

Relate (Winchester & District)

The Winchester Centre, 68 St Georges Street, SO23 8AH
Tel: 01962 861 336

Relate offers confidential marriage and relationship counselling,
psychosexual therapy and young persons counselling. This number can
be used to make appointments and to get more detailed information on
the services that Relate can provide.

Samaritans, Winchester & District Branch

13 Upper High Street, Winchester, SO23 8UT
Tel: 01962 860 633 Visit: www.samaritans.org.uk
The Samaritans provide a telephone listening service 24hrs a day.



Winchester Victim Support

Victim Support Northern District, Winchester House, 19-23 Winchester Street, Basingstoke, RG21 7EE Tel: 01256 407730

www.victimsupport.org.uk/vs_england_wales/contacts/hampshire_iow

Email: hiow.vsnorth@victimsupport.org.uk

Victim Support Hampshire & Isle of Wight offers emotional and practical support to all who are affected by crime through their community and court services. Services are free, confidential, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened. There is no waiting list for the services and access is immediate. If you would like to use these services, please contact the Basingstoke address above (Winchester's district office). If you prefer, you can contact Victim Support's national Victim Support line on 0845 30 30 900.

Mankind Initiative

Tel: 0870 794 4124

Domestic abuse helpline for male victims of domestic violence.

Message Home

Tel: 0800 700 740 Message Home is a free, 24-hour national help-line for those who have run away from, or left, home. It enables them to send a message to their family or carer. Help line also offers confidential advice

The Olive Branch Christian Counselling Service

Winchester Centre, 68 St. Georges Street Winchester

Tel: 01962 848028. Email: secretary@theolivebranch.org.uk

For those who are facing difficulties, depressed, anxious or confused, worried about their families, unhappy with relationships, feeling isolated or unfulfilled. There is no fixed cost but contributions are asked for, however, no one is refused counselling. Referrals: contact the Manager on: 02380 227717 to arrange an interview.

