

Havant – useful contacts

Organisation	Area	Email address	Phone no	On-line link to group info	What service are they offering
Advice, debt, money problems, applying for benefits					
Age Concern Hampshire	Hampshire	info@ageconcernhampshire.org.uk	0800 328 7154	https://www.ageconcernhampshire.org.uk/respite-care-services-hampshire/information-service/	For older people. Benefits and form-filling advice, eg benefits check, applying for blue badge, attendance allowance. Monday to Thursday from 10:00 am to 1:00 pm
Citizens Advice Havant	Havant	advice@citizensadvicehavant.org	0300 3302 163	https://www.citizensadvicehavant.org/	Advice on benefits, debt, consumer protection etc
Citizens Advice Scams helpline	National		0808 250 50 50		Help with scams especially online
Connect To Support	Hampshire Wide information database			https://www.connecttosupporthampshire.org.uk/	Searchable directory of local groups and support for a wide variety of topics / health conditions etc
Help to Claim Universal Credit	National		0800 144 8 444		Help to claim Universal Credit - Citizens Advice helpline
Macmillan Advice Service	Hampshire		0344 847 7727	https://www.citizensadvicehavant.org/get-advice/cab-macmillan-benefits-advice.html	Benefits advice and other advice for people affected by cancer and their families - run by Citizens Advice
National Debtline	National		0808 808 4000	https://www.nationaldebtline.org/EW/Pages/default.aspx	Debt advice, online tools, web chat
Shelter	National		08088004444 emergency help	https://england.shelter.org.uk/get_help	Homeless and Housing advice
Step Change Debt Charity	National		0800 138 1111 plus multiple specialist phone lines on website	https://www.stepchange.org/	Debt advice, online tools, web chat
The Bridge Advice Centre	Hayling Island		07876 776 668	http://www.bridgechurchhaylin/	The Bridge Advice Centre can help with benefits, debt advice and any kind of form-filling. Normally open Tuesday and Wednesday mornings from 9.30am to 12.00 noon plus 24 hour answerphone

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Victim Support	Hampshire		0808 178 1641	https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/south-east/hampshire-and-isle-wight	Help for victims of crime - remote support being offered
Bereavement					
At A Loss	National	office@ataloss.org	n/a (via website for Griefchat)	https://www.ataloss.org/	Advice on coronavirus bereavement, Griefchat - online chat with bereavement counsellor, specific support for men
Butterflies	Hampshire	info@butterfliesbereavement.co.uk	07889009393 or 02381550066	https://www.butterfliesbereavement.co.uk/	Resources, one to one and group support
Cruse bereavement	National		0808 808 1677	https://www.cruse.org.uk/coronavirus/cruse-services	National bereavement service with special helpline for bereavement through covid-19
Help in bereavement	Portsmouth, Gosport, Fareham and Havant	contact form on website	07432 602 613	http://help-in-bereavement.org.uk/	HiB offers a voluntary visiting service for bereaved people (currently by phone). Trained volunteers, not counsellors.
The Bereavement Counselling Charity	Havant Borough, Denmead, East Hampshire	admin@bereavementcharity.org.uk	07827 491902	https://www.bereavementcharity.org.uk/	Bereavement Counselling (qualified counsellors). Can be virtual or by phone.
The Bereavement Centre	Hampshire	Form on website	08081 691 922	https://www.bereavementsupportgroups.co.uk/	Resources, one to one and group support

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Carers and people with dementia					
Admiral Nurses	National		0800 888 6678	https://www.dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/	Support for carers of people with dementia. Dementia helpline staffed by experienced dementia nurses.
Alzheimer's Society	South East Hampshire	South East Hampshire	National Dementia support line: 0333 150 3456. -Mon-Wed 9am-8pm-Thu-Fri 9am-5pm-Sat-Sun 10am-4pm	https://dementiaconnect.alzheimers.org.uk/	Offer support by phone via email and online to anyone affected by dementia; people living with a diagnosis, their carers or family. Our Portsmouth office is closed, however our local team which provides dementia support to people living in South East Hampshire are working from home. We offer practical guidance and information to help people understand dementia and cope with the day to day challenges this may bring.
Andover Mind	Hampshire	enquiries@andovermind.org.uk	01264 332297	https://www.andovermind.org.uk/what-we-do/carer-support-and-dementia-advice-service-for-hampshire/	Advice and support for: -carers -people with dementia
Hampshire Adults' Health and Care	Hampshire		0300 555 1386	https://www.connecttosupporthampshire.org.uk/	Help with personal care, carers etc. Complex cases needing support
Princess Royal Trust For Carers	Hampshire	info@carercentre.com	0800 169 1577	https://carercentre.com/how-we-can-help/emergency-planning	Emergency plans - what to do if carer has an accident or falls ill. Once a plan is in place they can provide some short term support. NB this does not include Covid19

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Children and young people					
Childline	National		0800 1111	https://www.childline.org.uk/	For children and young people: advice, support, chat
CYP Crisis Line	Hampshire		0300 303 1590	https://www.hampshirescp.org.uk/wpcontent/uploads/2020/05/CYPCrisis-Line-Booklet-FINAL.pdf	Service for Children and Young People aged 11 – 17 years old who are experiencing mental health crisis. Immediate access to safe & confidential one to one emotional support via freephone -Crisis de-escalation -Self-harm/suicide safety planning -Healthy coping skills & resources such as CBT/DBT skills/mindfulness/relaxation/selfcare -Signposting for both young people & parents
Hampshire Children's services	Hampshire	childrens.services@hants.gov.uk	0300 555 1384 (out of hours 0300 555 1373)	https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies	Advice, support, referrals to social workers
Hampshire Safeguarding Children Partnership (HSCP)	Hampshire			https://www.hampshirescp/	HSCP is a statutory body that leads on keeping children safe and ensuring their wellbeing in the local authority (LA) area of Hampshire. Website has useful information and contacts
Havant and East Hants Mind	Havant and East Hants	wellbeing@easthantsmind.org	02392 498916	https://www.easthantsmind.org/wellbeing-services/childrens-mental-health-and-wellbeing/ https://www.easthantsmind.org/safe-haven/children-and-young-people-safe-haven/	Children's mental health and well-being services
Young Minds	National	Via form on website	Parents helpline: 0808 802 5544	https://youngminds.org.uk/ https://youngminds.org.uk/find-help/for-parents/	Support for parents and young people with mental health issues Also offer text service for young people

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Complex Cases					
Hampshire Adults' Health and Care	Hampshire	-	0300 555 1386	https://www.cfirst.org.uk/wpcontent/uploads/2020/05/Safeguarding-awarenessguide.pdf	Complex cases needing support. Safeguarding issues. Help with personal care, carers etc
The Extended Primary Care Team (Southern Health NHS Foundation Trust)	Havant Wide	connectors@nhs.net	023 8231 1153 / 023 8231 1154 Mon-Fri, 9am - 5pm		Support people with complex needs to better manage their overall health and wellbeing. Target those over 50, who have had three or more unplanned hospital visits, with long term health conditions such as COPD, Asthma, Diabetes, CHD, CVA, frailty, mental illness, neurological (e.g. Multiple Sclerosis, Parkinson's Disease), cancer, and arthritis
Domestic abuse					
Aurora New Dawn	Havant	info@aurorand.org.uk	02394 216 816.	https://www.aurorand.org.uk/	a registered charity giving safety, support, advocacy, and empowerment to survivors of domestic abuse, sexual violence and stalking.
Men's Advice Line	National		0808 801 0327	www.mensadvice.org.uk	men's domestic abuse helpline
National Domestic Abuse Helpline	National		0808 2000 247	www.nationaldahelpline.org.uk/Contact-us	National helpline for domestic abuse
Respect advice line	National		0808 8024040	www.respectphoneline.org.uk	perpetrators advice line
Stop Domestic Abuse	Hampshire	advice@stopdomesticabuse.uk	0330 016 5112 - helpline. Monday to Thursday evenings: 07501 380070. Weekends /bank holidays: 07501 378314.	https://stopdomesticabuse.uk/	Protect and provide support to women, children, young people and men affected by domestic abuse through: - refuge accommodation for women and children - community based support for victims and survivors - work with perpetrators and those using unhealthy behaviours in their intimate partner relationships

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Foodbanks					
Beacon Foodbank	Havant NB need referral from official body	foodbank@beaconchurchhavant.org.uk	07718 424618	https://www.portsdowncc.org.uk/index.php/in-the-community/beacon-food-bank#we-accept-referrals-from	Beacon Food Bank continues to serve those in genuine need of food support through this time of Covid19 emergency. Please make referrals to 07718 424618 between 10am and 12.30pm, after this you will have to leave a message for the following day. Hampers will need to be collected by 2pm from the service yard on North Street, next to Wilko's store. You need to be referred by someone who knows your circumstances and is working with you on an ongoing basis e.g. a social worker, Job Centre advisor, housing officer, Citizen Advice, MIND, SDAS, other charities and church ministers.
New Life Foundation	Havant East of the Motorway	help@newlifechurch.me	07835441076	https://www.newlifechurch.me/Groups/338053/New_Life_Foundation.aspx	Foodbank hampers or Tesco vouchers to people in need across Havant and villages over the border in West Sussex. Also have baby formula, baby food and nappies. Groups can refer
PO9 Foodbank	PO9 area (Central Havant/ Leigh Park/ Warren Park/ West Leigh/ Bedhampton)	13ank.cic@gmail.com	7593261200	https://www.facebook.com/groups/424700067631042/	Food bank for 50+ struggling households in Havant and Lunch Bank of prepared food, currently feeding 40+ households. Groups can refer and people can self-refer
The Bridge	Hayling Island		023 9246 8835	http://www.bridgechurchhayling.co.uk/bridgechurch1/Feeding_local_People_in_Crisis.html	Must be referred by professional care workers (i.e. school, health visitors, social workers, GPs etc)
Waterlooville Foodbank	PO7 and PO8 - includes Waterlooville, Cowplain, Purbrook, Widley, Stakes, Hart Plain, Wecock Farm.	WaterloovilleFoodbank@gmail.com	07554 267898	http://www.waterloovillefoodbank.co.uk/	Foodbank for those unable to afford to purchase food.

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Forces/Veterans					
Citizens Advice Joining Forces For Families	Hampshire	joiningforces@hartcab.cabnet.org.uk	01252 749265	https://citizensadvicehart.org.uk/joining-forces-for-families/	helping serving personnel and their families when they encounter life's stressful events - debt housing etc casework for serving forces only
SSAFA forces line	national		08007314880	https://www.ssafa.org.uk/get-help/forcesline	help for veterans who have been in the forces for even a day including financial help
SSAFA local	Hampshire		07413 417 226	https://www.ssafa.org.uk/hampshire	Local support for veterans
Veterans Gateway	National	(email via website)	0808 802 1212	https://www.veteransgateway.org.uk/	Put veterans and their families in touch with the organisations best placed to help with the information, advice and support they need – from healthcare and housing to employability, finances, personal relationships and more.
Helplines					
Helplines Partnership	National			https://helplines.org/helplines/	List of helplines for different support needs. Good place to look for anything not covered elsewhere

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Loneliness and befriending					
Age Concern Hampshire	Hampshire	wellbeingsupport@ageconcernhampshire.org.uk	Please use email if possible. 0800 328 7154 for advice services and urgent support	https://www.ageconcernhampshire.org.uk/wp-content/uploads/2020/04/General-Flyer-External.pdf	Day care centre at Malmsbury Lawn
Hayling Helpers Chatterbox	Hayling Island		02394 005000	https://haylinghelpers.co.uk/chatterbox-x-phone/	Call between 10 am and 8pm to speak with one of our team and we'll link you up with one of our volunteer "chatterboxes" so that you can receive phone calls from that volunteer at times that you agree upon.
Langstone Good Neighbours	Havant	langstonegn@gmail.com	07543 6824	https://www.facebook.com/LangstoneGN/	Telephone befriending available across Havant Borough
MHA Live At Home	Havant and Portsmouth	portsmouthandhavant.liveathome@mha.org.uk	023 9247 1313	https://www.mha.org.uk/live-home/live-home-near-me/portsmouthandhavant/	Befriending for over 55s. Social activities are currently online or telephone or via DVD only. Includes singing, gentle exercise, jigsaw loans, telephone meet-up groups
Re-engage	National	info@reengage.org	0800 716543	http://www.reengage.org/	Regular call companions for people: <ul style="list-style-type: none"> aged 75 or older living alone or in sheltered housing with little contact with family or friends struggling to leave the house
Silverline	National		0800 4 70 80 90	https://www.thesilverline.org.uk/what-we-do/	Operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, seven days a week, 365 days of the year. Offers telephone friendship where we match volunteers with older people based on their interests, facilitated group calls, and help to connect people with local services in their area. Protects and supports older people who are suffering abuse and neglect.


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Mental Health					
Every Mind Matters	National			https://www.nhs.uk/oneyou/every-mind-matters/	Public Health England website with mental health resources including coronavirus-specific and links to apps to help with health and wellbeing
Havant and East Hants Mind	Havant and East Hants	wellbeing@easthantsmind.org	02392 498916	https://www.easthantsmind.org/wellbeing-services/adults-wellbeing/wellbeing-self-referral-form/	Taking referrals for families, young people as well as adults. The Adult Wellbeing team at Mind is still providing a telephone service during this time. The client is able to self-refer using our website and we will make contact with them to book them in for an appointment. This appointment will last an hour and we will create a recovery plan with the person based on their individual needs. Where we ordinarily run workshops, courses and peer support groups, we are now providing a weekly telephone check in service instead. We also have a number of resources on our social media and website
Hampshire Adults' Health and Care	Hampshire		0300 555 1386 out of hours: 0300 555 1373	https://www.connecttosupporthampshire.org.uk/	Help with personal care, carers etc. Complex cases needing support
Italk	Hampshire	info@italk.org.uk	023 8038 3920 Mon-Thu 8am-8pm (more limited after 5pm) Fri 8am-4.30pm	https://www.italk.org.uk/	Offer a range of services from classes supporting everyday wellbeing to structured therapies treating common mental health conditions. CBT based, including 1:1, groups and online support. People can self-refer or be referred by GP. Initial assessment to work out which programme will be most useful
NHS 111	Hampshire/ National		111 and select mental health option	https://www.solent.nhs.uk/mh-triage-service/	Mental health triage, run by mental health nurses.

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Samaritans	National	jo@samaritans.org	116 123	www.samaritans.org https://www.samaritans.org/how-we-can-help/contact-samaritan/	Services and support for those who are suicidal or struggling to cope
Shout	National	info@giveusashout.org	Text Shout to 85258	https://www.giveusashout.org/	Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.
Victim Support	Hampshire		0808 178 1641	https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/south-east/hampshire-and-isle-wight	Help for victims of crime - remote support being offered
Pets and animals NB Foodbanks often have pet supplies					
ASAP cat rescue	Havant-wide	asap.waterlooville@btinternet.com		http://www.asapcatrescue.co.uk/	Emergency rehoming of cats
The Cinnamon Trust	National		01736 757900 (Monday to Friday 09.00-17.00)	https://cinnamon.org.uk/home/	The service is only for over 65's or terminally ill. Dog Walking and pet related tasks. Our primary aim is to help keep people and their pets together, by assisting with pet related tasks such as dog walking, pet care and short-term fostering (when an owner faces a spell in hospital). We also provide long term care for pets whose owners have died or moved into residential accommodation which will not accept pets.

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Shielding/extremely vulnerable					
Hampshire Adults' Health and Care	Hampshire		0300 555 1386	https://www.connecttosupporthampshire.org.uk/	Help with personal care, carers etc. Complex cases needing support
Portal for Extremely vulnerable people	National			https://www.gov.uk/coronavirus-extremely-vulnerable	government portal to register as extremely vulnerable and to get food boxes
Hampshire Help 4 Vulnerable	Hampshire Wide		0333 370 4000	https://www.hants.gov.uk/socialcareandhealth/coronavirus/volunteer-welfare	Register with Hampshire County Council if shielded/extremely vulnerable
					
Please contact Catherine Billam catherine.billam@cfirst.org.uk with any suggestions for amendments or additions					