Additional Support

Advice Services

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| **Advice UK** ( advice on a wide range of issues)  Tel: 0300 777 0107  Website:  [http://www.adviceuk.org.uk/looking-for-advice-2/](%20%20%20%20%20%20%20%20http://www.adviceuk.org.uk/looking-for-advice-2/)  Address: WB1, PO Box 70716, London EC1P 1GQ |
| **Basingstoke Area Partnership** (a directory of services including those helping with digital inclusion and employment)  Website: <http://basp.basingstoke.gov.uk> |
| **Basingstoke Citizens Advice**  (free, impartial and confidential advice on a range of issues)  Tel: 0844 245 1283 or from a mobile on 0300 3300 650  Address: The Discovery Centre, 19-20 Westminster House, Potters Walk, Town Centre (Festival Place), Basingstoke, RG21 7LS.  Website: [www.basingstokecab.co.uk/Contact\_us.html](http://www.basingstokecab.co.uk/Contact_us.html) |
| **Camrose Centre** (drop-in centre aimed at help homeless and vulnerable people)  Tel: 01256 423816  Address: Glebe Hall, Church Square, Basingstoke, Hampshire, RG21 7QW  Website: <http://www.bccnet.org.uk/camrose-centre> |
| **Credit Union** –(local not-for-profit organisation offering current and savings accounts, jam jar accounts and low cost loans)  Tel: 023 92827980  Address: 97 Fratton Road, Portsmouth, PO1 5AG.  Website: <http://www.usal.org.uk/Basingstoke/> |
| **DisabilityGo** (guide to accessible shops, services and leisure venues for the disabled)  Website: www.disabledgo.com  Email: enquiries@disabledgo.com |
| **EntitledTo (**Calculator to help you work out your entitlement to benefits and tax credits)  Website: [www.entitledto.co.uk](http://www.entitledto.co.uk) |
| **Money Advice Service** (free and impartial money advice service, information on budgeting and benefits)  Tel. 0300 500 5000  Website: <https://www.moneyadviceservice.org.uk/> |
| **Money Lifeline** (Free debt advice service for Basingstoke, supported by local churches)  Tel: 01256 351026  Address: Money Lifeline, The Sarum Hill Centre, Sarum Hill, Basingstoke, RG21 8SR  Website: <http://www.bccnet.org.uk/money-lifeline> |
| **National Debtline**  Tel: 0808 808 4000  Website: [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk) |
| **Payplan** (free and confidential debt advice service)  Tel: 0800 280 2816/0207 760 8980 (from mobiles)  Website: <https://www.payplan.com/> |
| **Refugee Action** (provides advice to migrants and asylum seekers)  Tel: 0808 8000 630  Website: <http://www.refugee-action.org.uk/> |
| **Soldiers, Sailors, Airmen and Families Association (SSAFA) Forces Help**  (Help and support for people who serve and have previously served in the armed forces and their families)  Tel: 02380 704 978  Address: SSAFA Forces Help Office, Blighmont TA Centre, Millbrook Road West, Southampton, SO15 0AJ  Email: [secretary@ssafa.org.uk](mailto:secretary@ssafa.org.uk)  Website: <https://www.ssafa.org.uk/> |
| **Solent Mind** (Advocacy service for those with mental health issues)  Tel: 023 8202 7810  Website: <http://www.solentmind.org.uk> |
| **Speakeasy Advocacy** (Advocacy gives a voice and support to people with learning disabilities, autism and Asperger’s Syndrome)  Tel: 01256 332795  Address: 17 New Road, Basingstoke RG21 7PR  Web: [www.speakeasyadvocacy.org.uk](http://www.speakeasyadvocacy.org.uk) |
| **Step Change** (CCCS) (free and confidential debt advice service)  Tel: 0800 138 1111  Website: [www.cccs.co.uk](http://www.cccs.co.uk) |
| **Tadley Citizens Advice**  (free impartial and confidential advice on a range of issues)  Tel: 0118 981 7660  Address: Tadley Franklin Avenue, Tadley, RG26 4ET  Website: [http://www.basingstokeandtadleycab.org.uk](http://www.basingstokeandtadleycab.org.uk/) |
| **Universal Credit**  **Websites:** <https://www.gov.uk/universal-credit>  <http://ucpp.dwp.gov.uk/universal-credit-preparation> |
| **United Response** (A guide to managing money and independent living written specially for people with learning difficulties)  Website: <http://www.unitedresponse.org.uk/> |

Drug and alcohol services

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| **Basingstoke Community Alcohol Service**  Tel: 01256 818210  Address: Solent NHS Trust, Jacobs House, Jacobs Yard, Basingstoke, RG21 7PE.  Website: <http://www.solent.nhs.uk/service> |
| **Catch 22** (Offering support to deal with substance misuse for under 18’s)  Tel: 0845 459 9405 or 01256 369160  Address: The Square, Basing View, Basingstoke, Hants, RG21 4EB  Email: <http://www.catch-22.org.uk/programmes-services/hampshire-247-substance-misuse-support/> |

Domestic Violence Advice and Support

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| **Domestic Violence Outreach Service**  (Outreach service offering support to women and men experiencing and living with domestic violence)  Tel: 0330 0165112  Email: spoc@theyoutrust.org.uk  Referral Form:[IDASH Referral Form 2015](http://hampshiredomesticabuse.org.uk/wp-content/uploads/IDASH-Referral-Form-2015.docx) |
| **National Domestic Violence Helpline (24 hours)**  Tel: 0808 2000 247  Website: <http://www.nationaldomesticviolencehelpline.org.uk> |

Employment Information

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| **A4E** (Action for Employment)  Tel: 0800 345 666  Email: [customerservices@a4e.co.uk](mailto:customerservices@a4e.co.uk)  Website: <http://mya4e.com> |
| **Job Centre Plus**  Tel: 03456 043719  Address: Crown Buildings, Winchester Road, Basingstoke, RG21 8ES  Website: [www.gov.uk](http://www.gov.uk) |

Health Services

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| **Basingstoke and North Hampshire Hospital**  Tel: 01256 473202  Address: Aldermaston Road, Basingstoke, RG24 9NA. |
| **North Hampshire Access and Assessment Team** (Access to mental health services)  Tel:01256 316300  Address:Church Square Resource Centre, 49 Church Square, Basingstoke, RG21 7SN |
| **North Hampshire Community Treatment Team** (On-going mental health support services)  Tel: 01256 316300  Address: Bridge Centre, New Road, Basingstoke, RG21 7PJ |
| **OT Direct** (First point of contact for Occupational Therapy and if you require advice about adaptations)  Tel: 0845 600 4555  Email: [OTDirect@hants.gov.uk](mailto:OTDirect@hants.gov.uk) |
| **Parklands** (Mental Health Hospital)  Tel:01256 817718  Address: Parklands Hospital, Aldermaston Road, Basingstoke, RG24 9RH. |

Legal Advice

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| **Basingstoke County Court**  Tel: 01256 381200  Address: The Court House, London Road, Basingstoke, RG21 4AB  Web: [www.courtservice.gov.uk](http://www.courtservice.gov.uk) |
| **Civil Legal Advice (CLA) -** Get free and confidential legal advice in England and Wales if you’re eligible for legal aid.  Tel: 0845 345 4345 |
| **Housing Ombudsman Service**  **(An independent service dealing with complaints against landlords and agents and other housing related disputes)**  Tel: 0300 111 3000  Email:[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk?Subject=Enquiry)  Website: [www.ihos.org.uk](http://www.ihos.org.uk) |
| **Shelter**  **(For free advice and guidance about housing or homelessness issues)**  Tel:0808 278 8083  Website:[www.shelter.org.uk](http://www.shelter.org.uk) |

Resources for finding accommodation

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| **Find A Property** (Property search for rental and sale)  Website: <http://www.findaproperty.gi/> |
| **Gumtree** (Website providing details of rooms/properties to let)  Website:<http://www.gumtree.com/c/flats-and-houses-for-rent> |
| **Help to Buy** (Information on shared ownership and affordable rent properties and help to buy schemes)  Tel: 0800 4561188 (Customer Services)  Address: Radian Group Collins House, Bishopstoke Road, Eastleigh, Hampshire SO50 6AD  e-mail: info@helptobuysouth.co.uk  Website: <https://www.helptobuysouth.co.uk/> |
| **Homeswapper** (Web-based exchange service for social housing tenants)  Website: [www.homeswapper.co.uk](http://www.homeswapper.co.uk) |
| **May Place House** (Direct access hostel)  Tel: 01256 840110  Address: May Place, Basingstoke, RG21 7NX. |
| **Right Move** ( Property search for rental and sale.)  Website <http://www.rightmove.co.uk/> |
| **Sentinel Housing Association**  Tel: 01256 338800  Address: 56 Kingsclere Road, Basingstoke, RG21 6XG  Website: [www.sentinelha.org.uk](http://www.sentinelha.org.uk) |
| **Sovereign Housing Association**  Tel: 01256 302302  Address: Saxon Court, Sarum Hill Basingstoke, RG21 8SR  Website: www.sovereign.org.uk |
| **Veridian** (Accommodation for keyworkers or locally employed professionals  Tel: 0330 123 0220  Address: 1 The Square, Aldermaston Road, Basingstoke, Hampshire, RG24 9FT  Email: [info@keyworkeraccommodation.org.uk](mailto:info@keyworkeraccommodation.org.uk) |
| **Winchester Churches Night Shelter** (Direct access night shelter)  Tel: 01962 862050  Address: 20 Jewry Street, Winchester, SO23 8RZ  Email: [admin@wcns.org.uk](mailto:admin@wcns.org.uk)  Website: [www.wcns.org.uk](http://www.wcns.org.uk) |
| **YMCA** (self-contained accommodation to Young people between the ages of 18-30)  Tel: 01256 479696  Address: Eastrop Way, Basingstoke, Hampshire RG21 4QD, United Kingdom |
| **Zoopla** (property and house prices website that provides information such as properties to rent, sold house prices and current value estimates  Website: <http://www.zoopla.co.uk/> |

Support Services and Floating Support Providers

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| **Basingstoke Food Bank**  Tel: 07722 673645  Address: Sarum Hall, Trinity Methodist Church, Sarum Hill, RG21 8SR  Website: <http://basingstoke.foodbank.org.uk> |
| **Basingstoke Voluntary Action**  (Supports charitable organisations across Basingstoke and Deane as well as helping local residents find interesting volunteering opportunities)  Tel: 01256 423816  Address: The Orchard, White Hart Lane, Basingstoke, RG21 4AF.  Email: admin@bvaction.org.uk  Web: <http://www.bvaction.org.uk/contact> |
| **Besom** (church led charity to assist those in need)  Tel: 01256 460 060 Email: besominbasingstoke@gmail.com |
| **Community Furniture Project – Basingstoke**  (Provides low cost second hand furniture and other items)  Tel: 01256 320700  Address: 5/6 Joules Road, Houndmills, Basingstoke, RG21 6XH  Email: enquiries@cfpbasingstoke.org.uk  Web: [www.cfpnewbury.org/basingstoke.php](http://www.cfpnewbury.org/basingstoke.php) |
| **First Point Generic Floating Support** (General housing-related support for those aged 16 – 65)  Tel: 01256 423805  Address: The Orchard, White Hart Lane, Basingstoke, RG21 4AF.  Email: [FirstPoint-Basingstoke@lifeyouwant.org.uk](mailto:FirstPoint-Basingstoke@lifeyouwant.org.uk)  Website: [www.lifeyouwant.org.uk](http://www.lifeyouwant.org.uk)  **\*\*Drop-in service every Monday at the Basingstoke and Deane Borough Council offices from 9:00 am – 1:00 pm \*\***  **\*\*Drop-in service every Thursday at The Orchard, White Hart Lane from 12:00pm – 4:00 pm \*\*** |
| **Local Welfare Assistance** (Information and Advice line run by Hampshire Country Council)  Tel: 0300 330 1150  Website: <http://www3.hants.gov.uk/local-welfare-assistance> |
| **Salvation Army**  Tel: 01256 328178  Address: Basingstoke Corps, Wessex Close, Basingstoke RG21 3NP, United Kingdom  Website: <http://www.salvationarmy.org.uk/basingstoke> |
| **St. Michaels Hospice Furniture Store**  Tel: 01256 471191  Address: 7, 8 Onslow Close, Basingstoke RG24 8QL, United Kingdom  Website: <http://www.stmichaelshospice.org.uk/?page=furniturestore> |
| **Stonham Generic Floating Support** (General housing-related support for those aged 16 – 65)  Tel: 01256 347138  Address: Home Group, The Clock Tower, Suites 1-3, Chineham Shopping Centre, Basingstoke, RG24 8BQ  Email: [BasingstokeFloatingSupport@homegroup.org.uk](mailto:BasingstokeFloatingSupport@homegroup.org.uk)  **\*\* Drop in service every Thursday at the Basingstoke and Deane Borough Council offices.**  **From 9:30 am – 11:30 am by appointment only.**  **From 11:30 am – 1:00 pm just turn up \*\*** |

Support and Advice for Older Persons

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| **Age Concern Hampshire**  (Offers a range of services including social clubs, computer learning and a friendly café)  Tel: 01256 423874  Address: Age Concern, The Orchard, White Hart Lane, Basingstoke, RG21 4AF.  Email: info@ageconcernbasingstoke.org.uk  Web: <http://www.ageconcernhampshire.org.uk/our-services/basingstoke-wellbeing.html> |
| **Community Independence Team**  (Support, advice and guidance on a range of issues for older people beginning to experience difficulties with every day activities)  Tel: 01256 362057  Email: <http://www3.hants.gov.uk/adultsocialcare/adultservices/adultservicesteams/community-independence.htm> |

Other

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| **Adult Services**  Tel: 0300 555 1386  Address: Vertex, Chineham Court, Lutyens Close, Basingstoke, RG24 8AG  Website: [www.hants.gov.uk](http://www.hants.gov.uk) |
| **Children’s Services**  Tel: 0300 555 1384  Address: Vertex, Chineham Court, Lutyens Close, Basingstoke, RG24 8AG  Email: [childrens.services@hants.gov.uk](mailto:childrens.services@hants.gov.uk)  Website: [www.hants.gov.uk](http://www.hants.gov.uk) |
| **Street Link (**a website that enables the public to alert local authorities in England about rough sleepers in their area)  Tel: 0300 500 0914  Website: <http://www.streetlink.org.uk/> |