



## SOUTHAMPTON SERVICE DIRECTORY



**For Smartphone users please also see 'Streetsupport.net' the website and app. for further information on support services and helping.**

### **Contents of Directory**

1.	Addiction, Gambling and alcoholism (Needle Exchange)	4-5
2.	Advice	5
3.	Bereavement	6
4.	Counselling and Family Support	6-7
5.	Debt, finance, affordable loans & Rent Deposit Schemes	6
6.	Domestic violence/ Emergency refuge access	7-8
7.	Employment	8
8.	Elderly needs / general support	9
9.	Families and relationships	9-10
10.	Ex-offenders	10
11.	Food, Clothing, free haircuts and essentials	10-13
12.	Gender identity	13
13.	Health, HIV, Pregnancy, Contraception, Dentist, Walk in Clinic & Cancer	13-14
14.	Homelessness, Street Vet, <b>Day Centre</b> , provision for financial support and advice on tenancy issues	13-14
15.	Learning disabilities	16
16.	Mental health, suicide and emotional well-being	16 -18
17.	Pregnancy (unexpected/unwanted)	18
18.	Modern Day Slavery	18
19.	Refugees and asylum seekers	18
20.	Rape, Stalking and Sexual Assault	13
21.	Sexual Health and Pregnancy	13
22.	Sexual abuse & Sex Worker Support	18
23.	Veteran Outreach Support	19-20
24.	Victims of Crime (Includes Hate Incidents/Crime)	19-20
25.	Young People and children	20-21
26.	Other	21
27.	Church directory	22
28.	IT drop-in centres	23-24

## **ADDICTION AND ALCOHOLISM**

- ◆ **Hazel Project**— Will help to support and place those seeking treatment into Christian run residential environments. mob: Linda Bridges 07467 041039 e: thehazelpro@gmail.com
- ◆ **Al-Anon Family Group**—Support groups for anyone affected by someone else's drinking. Over 700 support groups in the UK and Republic of Ireland. Tel: 020 7593 2070 Confidential helpline: 0800 0086811. e: enquiries@al-anonuk.org.uk. Web: www.al-anonuk.org.uk
- ◆ **Street Scene**—Provides support and residential care for those with addiction problems, helping towards rehabilitation. Self referrals accepted, but referral from a GP or social worker etc. is recommended. For people who live in Southampton, the best route to residential rehabilitation is often via community substance misuse services (see below) who would be able to support a person before and after rehab, which would increase success, and, subject to an assessment process and a mutually agreed care plan, could fund the placement (sometimes a person may have to make a small contribution, subject to a financial assessment ) Tel: 02380 634 988 / 01202 467 661 e: info@streetscene.org.uk
- ◆ **Acorn Chaplaincy** - Acorn Chaplaincy is a UK based, non-profit, Christian charity, that seeks to relieve persons in need and hardship because of addiction. We have a team of chaplains who are trained and highly professional in the way they deliver pastoral care and our support services. Open for **drop-in: Wednesdays 10:00-13:00 and Thursdays 14:00-17:00**. Find the drop-in centre in the basement of Southampton City Centre Parish Office: 135 St Mary Street, SO14 1NX. e: info@acornchaplaincy.org. mob: 07543 333059
- ◆ **Moving Forward Freely** - Christian led help group held at Above Bar Church . NON SCARY. If you are struggling this course could be for you. T: 02380228275 e: office@abovebarchurch.org.uk
- ◆ **Drug and Alcohol Support Service (DASS)** Run by **CGL (Change, Grow, Live)** and provides an open access service for those aged 25 and over for assessment and treatment. Support also offered for families of service users. **NEEDLE EXCHANGE**. For those seeking drugs/alcohol treatment best to visit first thing on either Monday or Thursday morning. 50 - 52 London Road, Southampton SO15 2AH (Opp. Starbucks). Open for drop-in: Monday 09:30 - 16:30, Tuesday 09:30 - 16:30, Wednesday 13:00 - 16:30, Thursday 09:30 - 20:00 & Friday 09:30 - 16:30  
Tel: 023 8071 7171 e: southampton@cgl.org.uk
- ◆ **Drinkaware**—T: 0300 123 11 10
- ◆ **DASH** (runs through **No Limits**—see entry on Page 20) DASH is for young people aged 24 and under and offers a wide range of support, advice and counselling on drugs and alcohol related issues. No Limits Advice Centre, 13 High Street, Southampton, SO14 2DF

Tel: 02380 224224 e: [enquiries@nolimitshelp.org.uk](mailto:enquiries@nolimitshelp.org.uk)

♦ **Family and Friends Support Link** — Supports and informs those affected by drug or alcohol use of loved ones. Always available, seven days a week. Tel: 023 8039 9764 Web: [www.parentsupportlink.org.uk](http://www.parentsupportlink.org.uk) e: [christine.tebano@pslcharity.org.uk](mailto:christine.tebano@pslcharity.org.uk)

♦ **CAP Release** — CAP Release Groups help people break free from all kinds of life-controlling habits: cigarettes, alcohol, drugs, internet addictions, gambling, and many more. The release groups provide a place of trust and security, where people are offered emotional and practical support. Home visits available.

Tel: 0800 328 0006 Web: [www.capuk.org/gethelp](http://www.capuk.org/gethelp) e: [info@capuk.org](mailto:info@capuk.org)

♦ **Betel UK** — Christian run residential rehabilitation at six centres around the UK. Caters for both men and women. Their regime has a strong work and Christian ethos and there is no requirement for independent funding. Applicants subjected to a 15 minute telephone assessment. Tel: 01215940650 e: [info@betel.uk](mailto:info@betel.uk) Website: [www.betel.uk](http://www.betel.uk)

♦ **Yeldall Manor** — Christian run residential facility in Reading treating only men with addictions, specialising in detox and rehabilitation. Applicants are preferably registered with their local Alcohol and Drugs Support Agency from whom Yeldall Manor will try and obtain some funding towards cost of treatment. Some bursaries available.

Tel: 0118 940 4411 e: [info@yeldall.org.uk](mailto:info@yeldall.org.uk) Website: [www.yeldall.org.uk](http://www.yeldall.org.uk)

♦ **Victory Outreach UK** — 'VOUK' is a residential detox facility based in South Wales and currently have vacancies. They are Christian run and are similar to Betel UK albeit a little more relaxed. All service users will be expected to undertake a rapid detox similar to what they would get in prison. They have a full structured and wholesome day and can stay as long as they like whether that be weeks or years. All the staff are recovered addicts and have been through the facility. Tel: 01495 212516 E: [office@vouk.org.uk](mailto:office@vouk.org.uk) W: [www.victoryoutreachuk.com](http://www.victoryoutreachuk.com)

♦ **SOUTHERN GAMBLING SERVICE** —

[SOUTHERNOUTHERNGAMBLINGSERVICE@SOUTHERNHEALTH.NHS.UK](mailto:SOUTHERNOUTHERNGAMBLINGSERVICE@SOUTHERNHEALTH.NHS.UK)  
AND [WWW.SOUTHERNHEALTH.NHS.UK/SGS](http://WWW.SOUTHERNHEALTH.NHS.UK/SGS)

#### GENERAL ADVICE

♦ **Citizens Advice Bureau (CAB)** - Free, confidential advice on services including benefits, employment and housing. Clients wishing to see an advisor must first complete a Gateway Assessment by phone or at CAB outreach. Tel: 08082787863 W: [www.citizensadvice-southampton.org.uk](http://www.citizensadvice-southampton.org.uk)

#### BEREAVEMENT

♦ **Cruse Bereavement** — Exists to promote the well-being of bereaved people, offering free counselling sessions in the home, in either a one-to-one setting or a local support group. Tel: 0808 808 1677 e: [southhamphshire@cruse.org.uk](mailto:southhamphshire@cruse.org.uk)

♦ **Simon Says** — Provides support to bereaved children and their families through sup-



port groups and helpline counselling. Pop-in sessions are once a month, details to be provided upon interest.

Tel: 02380 647550 Website: [www.simonsays.org.uk](http://www.simonsays.org.uk) e: [info@simonsays.org.uk](mailto:info@simonsays.org.uk)

◆ **Red Lipstick Foundation**—offer services to families in Hampshire who have been bereaved by suicide or immediate family members following a person's sudden death. e: [theredlipstickfoundation@gmail.com](mailto:theredlipstickfoundation@gmail.com) Web: [www.mydiscombobulatedbrain.com](http://www.mydiscombobulatedbrain.com)

## **COUNSELLING**

◆ **CCTS**— A professional Christian counselling service that supports those with emotional needs in Southampton. Training courses offered for becoming accredited counsellors. Running at Central Hall, St Mary Street, SO14 1NF. Tel: 02380 385 247  
e: [info@ccts-southampton.org](mailto:info@ccts-southampton.org) Web: [www.ccts-southampton.org](http://www.ccts-southampton.org)

◆ **Options Wellbeing**— A community counselling service that includes services and programmes to support those with a range of life issues including gambling addiction and aid their recovery. Also provides training and consultancy. Tel: 023 8063 0219 Web: [www.optionscounselling.co.uk](http://www.optionscounselling.co.uk)

**Whole Family Support Project Southampton**—Support the family and friends of people who use drugs, alcohol or are problematic gamblers. A 24/7 telephone contact line (**02380399764**), 1-2-1 listening sessions by appointment., Family group sessions, Whole family work, Regular support groups and a selection of health and wellbeing sessions.

## **DEBT AND FINANCE**

◆ **Christian Against Poverty (CAP)** - Provides support and guidance through times of debt and financial difficulty.

Home visits available. T:(for appointments/advice): 0800 328 0006 W: [www.capuk.org](http://www.capuk.org): E: [info@capuk.org](mailto:info@capuk.org) or [www.capmoney.org](http://www.capmoney.org) . \*Please note that CAP also arrange other services as follows—CAP Debt help. CAP Job Clubs, CAP Release Groups (for those with addictions), CAP Life Skills .

### ◆ **Frontline Debt Advice**

Provides support and guidance through times of debt and financial difficulty including free debt and benefits advice by appointment.

◇ **Swaythling Frontline** — Swaythling Methodist Church, 357 Burgess Road , appointment only Tel: 02380 552 866 or 07977 175 949 E-mail: [swaythling@frontlinedebtadvice.org.uk](mailto:swaythling@frontlinedebtadvice.org.uk)

◇ **Thornhill Frontline** — Thornhill Baptist Church, Thornhill Park Road  
Tel: 07806264020 Email: [Thornhill@frontlinedebtadvice.org.uk](mailto:Thornhill@frontlinedebtadvice.org.uk)

### **Bereavement Support**

**Mountbatten Hampshire** - You do not need to have a connection with Mountbatten to receive free bereavement support from us. The service is available to anyone who has suffered the death of someone close to them, including loss through suicide. You can ask your GP to refer you to this service, or you can contact us directly on 02382 548840.

**Elderly needs and general support** Mountbatten Hampshire – We offer support to people who are frail, including a befriending service at home.

To find out more, call our Care Coordination Centre on 02382 548860.

**Life-limiting illness support**—Mountbatten Hampshire - Anyone who lives in Southampton and large parts of Hampshire with any life-limiting illness can benefit from our care and services. We also provide support to the families and friends of those who have been bereaved. All of our care and support is free, thanks to the amazing fundraising efforts of the communities. Call 02382 548860 or visit [mountbatten-hampshire.org.uk](http://mountbatten-hampshire.org.uk)

**Southampton SANDS** (Stillbirth and Neonatal Death charity) - Sands exists to reduce the number of babies dying and to support anyone affected by the death of a baby, before, during or shortly after birth, whenever this happened and for as long as they need support. Tel: 0808 164 3332

Email: [helpline@sands.org.uk](mailto:helpline@sands.org.uk)

**Daddys with Angels** (DWA) are an international charity providing support and guidance to all family members affected by the loss of a child at any age or gestation and by any cause. DWA deliberately target support for bereaved dads due to the lack of available Male support across the sector. Email: [daddyswithangels.org/contact](mailto:daddyswithangels.org/contact).

### **RENT DEPOSIT SCHEMES**

- ◆ **Southampton Churches Rent Deposit Scheme**—Help with privately rented accommodation. City Life Church, Email: [rentdeposit@citylife.org.uk](mailto:rentdeposit@citylife.org.uk), Tel: 023 8023 4000
- ◆ **Shelter**— Free Advice Helpline - Tel: 0808 800 4444. Mon-Fri: 08:00-20:00 & Weekends: 09:00-17:00. They keep details of Rent Deposit schemes available in any area.

### **DOMESTIC VIOLENCE**

- ◆ **National Domestic Violence Helpline**— Free, 24-hour helpline, run in partnership between Women's Aid and Refuge, for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. Helpline: 0808 2000 247
- ◆ **Southampton Women's Aid / YELLOW DOOR** - Providing support and information to all those affected by Domestic Violence in Southampton. Outreach is available to adults, young people and children. Tel: (Mon-Thurs 9am-5pm & Friday 9am-4pm) 023 8063 6312 Helpline: (open every Wednesday between 4-7pm) 023 8063 6313 E-mail: [info@yellowdoor.org.uk](mailto:info@yellowdoor.org.uk) Address: Yellow Door, 30 Brookvale Road, Southampton, SO17 1QR (by appointment only)
- ◆ **Men's advice line** - Advice and support for men experiencing victims of domestic violence and abuse. Helpline (Mon-Fri 10am-5pm): 0808 801 0327 Email—[info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)
- ◆ **Hampton Trust**—The Hampton Trust was founded in 1996 to deliver domestic violence perpetrator programmes within the criminal justice system. We have since developed a range of community based interventions for families experiencing domestic abuse alongside providing innovative criminal justice responses—023 8000 9898 (Programmes) or 023 8000 1061 (Office). Email—[WWW.hamptontrust.org.uk/contact/](http://WWW.hamptontrust.org.uk/contact/)

- ◆ **PIPPA** (Southampton) Domestic Abuse Helpline - 023 8091 7917 09:30am – 4:30pm Monday to Friday Email: [pippa@southampton.gov.uk](mailto:pippa@southampton.gov.uk)
- ◆ **STOP DOMESTIC ABUSE**—Emergency Refuge Accommodation. 0330 016 5112 (Mon-Thurs, 9:30am-5:30pm), after 5:30pm Mon to Thurs - 07771 125 991, Weekends and Bank Holidays - 07501 378 314, the Advice Line is 0330 016 5112
- ◆ **Stonewater**—South Hants Women's Refuge (Southampton), safe accommodation for women and children fleeing domestic abuse. Call 02380 637550 Mon. to Fri. 9am to 5pm. E: [shwr@stonewater.org](mailto:shwr@stonewater.org)
- ◆ **Refuge**—24 hour Domestic Abuse Helpline T:0808 2000 247 or Website for Webchat [www.nationaldahelpline.org.uk/](http://www.nationaldahelpline.org.uk/)

#### **ALTERNATIVE NATIONAL CONTACTS FOR DOMESTIC ABUSE:**

- ◆ [RESPECT](http://www.respect.org.uk/): 0808 8024040 OR [RESPECT.UK.NET](http://www.respect.org.uk/)
  - ◆ [NATIONAL CENTRE FOR DOMESTIC VIOLENCE](http://www.ncdv.org.uk/): 0800 9702070 OR [WWW.NCDV.ORG.UK](http://www.ncdv.org.uk/)
- EMPLOYMENT, IF YOU LIVE IN HAMPSHIRE: CONTACT THE DOMESTIC ABUSE HELPLINE ON 0330 016 5112. EMAIL: [ADVICE@STOPDOMESTICABUSE.UK](mailto:ADVICE@STOPDOMESTICABUSE.UK) OR [WWW.STOPDOMESTICABUSE.UK](http://WWW.STOPDOMESTICABUSE.UK)

#### **EMPLOYMENT**

- ◆ **Big Issue**—Scheme which enables homeless or vulnerably housed individuals to earn an income through selling the Big Issue magazine. Society of St. James. 10 Southampton Street, Southampton, SO15 2ED E-mail: <http://www.ssj.org.uk/services/homelessness/the-southampton-street-intensive-service/> Tel: 01202 589 870
- ◆ **Job Centre Plus** - Government agency supporting people of working age from welfare into work. Also offers welfare and benefits advice. Tel: 0800 169 0190 St Cross House, 18 Bernard Street, Southampton, SO14 2HP .
- ◆ **Southampton Action For Employment (SAFE)** - A course that helps the long term unemployed gain confidence and work towards employment. Call or e-mail to book a one-to-one appointment. Open: Tuesday-Friday, 9am-4.30pm 02380 179590 E-mail: [communications@safe.org.uk](mailto:communications@safe.org.uk)-29 Carlton Cres. Southampton , SO15 2EW
- ◆ **Southampton Advice and Representation Centre (SARC)** - Specialise in: welfare benefits and employment law advice. Our service is free, impartial and confidential. Depending on certain funding criteria we can provide a full service, from simple form filling, to representation at Social Security Tribunals, Employment Tribunals. Tel: 023 8043 1435 Email: [reception@sarc.org.uk](mailto:reception@sarc.org.uk) .Address: 11 Porchester Road, Woolston, Southampton, SO19 2JB
- ◆ **Southampton City Council Employment Support Team** - has been supporting clients and employers in Southampton since 1990. We work with adults and young people, supporting them to find and retain suitable paid or voluntary employment and/or training. We have two open-access work clubs which take place every Monday at Bitterne Library (10am-12pm) and every Thursday at Central Library (3pm-5pm) which anyone can drop in to for advice and support to find work. Tel: 023 8091 7585  
Email: [employment.support.team@southampton.gov.uk](mailto:employment.support.team@southampton.gov.uk) Website: <http://access-southampton.co.uk/help-finding-work/>

## **ELDERLY NEEDS AND GENERAL SUPPORT**

♦ **Age UK Southampton** Seeks to help and support the elderly practically and with befriending. Tel: 023 8036 8636 E-mail: [info@ageuksouthampton.org.uk](mailto:info@ageuksouthampton.org.uk)  
W: [www.ageuk.org.uk](http://www.ageuk.org.uk)

♦ **GEM Dementia support group (Hedge End)** Fortnightly support group for those living with dementia, providing support and friendship. Every other Tuesday 10:30-14:00, Kings Community Church, Upper Northam Close, Hedge End, SO30  
Tel: 01489 784 333 E-mail: [admin@kccsouthampton.org](mailto:admin@kccsouthampton.org) 4BZ  
[frank.parker46@outlook.com](mailto:frank.parker46@outlook.com)

♦ **Communicare—** Communicare in Southampton is a friendly, local charity that enriches the quality of life of lonely and isolated people in Southampton. Our committed volunteers act as good neighbours; they offer practical and emotional support in a variety of ways at no cost to the service users. Tel: 023 82 50 0050 E: [enquiry@communicareinsouthampton.org.uk](mailto:enquiry@communicareinsouthampton.org.uk)

♦ **Dementia & Alzheimers Support—**T: 0333 150 3456

## **FAMILIES AND RELATIONSHIPS**

♦ **Family Lives (Hampshire)** Provide professional, non-judgmental support and advice in a way that all members of the family can freely access. Provided through a helpline, advice on their website, live chat services, befriending services and parenting/relationship support groups. Tel: 0207 553 3081 Helpline: 0808 800 2222 (9am to 9pm Mon/Fri & 10am-3pm on Sat/Sun) Web: [www.familylives.org.uk](http://www.familylives.org.uk) .

### ♦ **Southampton Family Information Service (FIS)**

Information and support for adults and those that are caring for them, for families with children and young people aged 0—19 and for children and young people with special educational needs and disabilities aged 0—25. helpline providing family support, child-care and activities for 0-19yrs old. Tel: 023 8083 3014 E- [FIS@southampton.gov.uk](mailto:FIS@southampton.gov.uk)

## **Advice and Support Service**

### ♦ **Southampton Special Educational Needs & Disability Information Advice & Support Service (SENDIASS)**

Parental support helpline and partnership service. Provides support and advice for children and young people with special educational needs/disabilities and their parents or carers. Tel: 0300 303 2677 (9am-5pm Mon-Fri), [southamptoniass@roseroad.org.uk](mailto:southamptoniass@roseroad.org.uk)

### ♦ **Southampton Family Trust**

Provides a local focus for relationship building and support, including offering parenting courses for first time and established parents, and marriage preparation/enrichment courses. Tel: 023 8021 6003 Email: [info@sft.org.uk](mailto:info@sft.org.uk) Web: [www.sft.org.uk](http://www.sft.org.uk)

♦ **Relate Hampshire** — Offers relationship counselling sessions via telephone.

Mon: 9:15-5:00, Tues: 9:00-3:00 and 4:00-8:00, Weds: 9:15-6:00, Thurs: 9:15-5:00 and Fri: 9:15-2:15. Please ring to schedule an appointment. Tel: 023 9282 7026

Web: [www.relate.org.uk](http://www.relate.org.uk) Email—[Appointments.Hampshire@relate.org.uk](mailto:Appointments.Hampshire@relate.org.uk)

♦ **Childline** - A free and confidential helpline service for children and young people up to age 19, enabling them to talk to a counsellor about any problems. Helpline available 24/7. Tel: 0800 1111 Web: [www.childline.org.uk](http://www.childline.org.uk)

**NEW FOUNDATIONS COMMUNITY CHAPLAINCY** - New Foundations have a team of volunteer mentors who come alongside just released prisoners returning to Southampton. They offer practical help, emotional support and guidance.

**EMAIL—INFO@NEWFOUNDATIONS.CC**

**FOOD, CLOTHING AND ESSENTIALS**

♦ **Basics Bank** (Weekdays 10am to 3pm) Tel: 07929 641755

This is a service that provides food packages and clothing to support those who have none, or are going through a period of financial hardship. This is by referral only—claimants must present a valid voucher. See below for sample list of referral providers.

**Referral Agencies**

CLEAR	Central Hall	Family Projects
General Hospital	The Booth Centre	No Limits
Social Services	Sure Start	Two Saints Day Centre
CAP		

Tel: 02380 550435 (Mon—Thurs) - E-mail: [office@southamptoncitymission.co.uk](mailto:office@southamptoncitymission.co.uk)

Web: [www.southamptoncitymission.co.uk/basics-bank](http://www.southamptoncitymission.co.uk/basics-bank)

**Food Bank venues:**

Monday	Above Bar Church, 69 Above Bar Street, SO14 7FE (Entrance on Ogle Road)
Tuesday	St Mary's Church Sholing, St Monica Road, Sholing, SO19 8ES
Wednesday	The Old Chemist, Bitterne Triangle, SO18 1NP
Thursday	Shirley Baptist Church, Shirley, SO15 5LG
Friday	Lord's Hill Church, Lord's Hill District Centre, SO16 8HY

**Clothing Bank: -**

Wednesday Ascension Church, (near Bitterne Triangle), 1 Thorold Rd, Southampton SO18 1HZ, Tel: 023 8055 9074 (From 07.06.2017 onward)

**Free haircut for homeless** —Diamond Barbers, London Road, opp. Tesco Express. Sundays after 4pm.

## **FREE OR SUBSIDISED MEALS / FOOD**

- ◆ **Big Breakfast** - A free cooked breakfast for those who are homeless or vulnerable. Every **Thursday** at 10am. Tel: 02380 228 275 Above Bar Church, 69 Above Bar Street, SO14 7FE (entrance on Ogle Road) Web: [www.abovebarchurch.org.uk](http://www.abovebarchurch.org.uk)
- ◆ **The Big Difference (Food Bank) at Above Bar Church**—Can self-refer via their website at <https://abovebarchurch.org.uk/outreach/the-big-difference>. Go to the 'I need help' tab and access the form on line.
- ◆ **Community Cafe**—Free cooked food and drink, anyone welcome, providing a free hot meal to the homeless or vulnerably housed and offering a place of warmth and welcome. **Sunday** 4.30-6pm. Central Hall, St Mary Street, SO14 1NF Tel: 02380 237700 E-mail: [communitycafe@newcommunity.org.uk](mailto:communitycafe@newcommunity.org.uk)
- ◆ **Victory Gospel Church Food Hub** -Offers food, clothing, signposting and hope to the homeless and other vulnerable adults. **Monday** evenings: 6:00pm outside Victory Gospel Church Portswood Road, Southampton SO17 2NH Tel: 02380 551 300
- ◆ **City Life Church Soup Run**—Offers food, prayer and counsel to the homeless and vulnerable. Friday evenings starting at 8:00pm outside Lidl /Bar Gate area on High Street and progressing north up High Street to London Road and surrounding areas. Tel: 02380 234000 - [admin@citylife.org.uk](mailto:admin@citylife.org.uk).
- ◆ **G.E.M.S. FREE BREAKFAST** - Between 9am and 10.30am every **Tuesday** at Kingsland Community Centre, Broad Green Kingsland SO14 1LF Tel: 07961 808110
- ◆ **Operation Help The Homeless** — Provide food to the rough sleepers behind Burger King (near Bar Gate) and Castleway on Tuesday and Thursday between 4.45pm—6.15pm
- ◆ **The Sikh temple Singh Sabha Gurdwara (near to Day Centre)**—offer free hot food/drinks/wash facilities. Need to cover head when entering (coverings provided), at Onslow Road / Cranbury Avenue, Southampton. SO14 0LR. Tel: 02380 333016
- ◆ **Nishkam SWAT**—Distribute hot food outside Above Bar Church on a **MONDAY** evening between 7 –8pm.
- ◆ **James St. Church** — Free Food bank on **Thursday** morning between 10-11am, no referral needed.
- ◆ **Living Word Liberation Centre**—Free food/breakfast on **Saturday** morning from 9.30am, located on St. Mary's Place (runs parallel with St. Mary's Street) near to Echo Tyres

- ◆ **STREET ANGELS (SOUTHAMPTON)** SOUP RUN IN CITY CENTRE MONTHLY ON A SATURDAY FROM 8PM ONWARDS.
- ◆ **LIGHTHOUSE COMMUNITY CAFÉ**, LIGHTHOUSE INTERNATIONAL CHURCH, SAINT MARY'S RD, SOUTHAMPTON SO14 0BB—EVERY TUESDAY 10-12PM TEA, COFFEE AND SNACKS WITH A WARM WELCOME
- ◆ **THE HAMWIC STREET KITCHEN**—TUESDAY AND THURSDAY EVENINGS BEHIND THE MOBILITY SHOP BETWEEN BARGATE AND CASTLEWAY. FREE FOOD TO THOSE IN NEED.  
WWW.HAMWICSTREETKITCHEN.CO.UK/

### **SATURDAY BREAKFAST CLUBS**

Free breakfast in an open and welcoming environment—open to all!

1st and 2nd Sat of the month      Life Church, The Life Centre, Dukes Road  
Bevois Valley, SO14 0SQ  
Tel: 02380 676 599 (8.30am-11am)

### **Weekdays**

Thursdays      'Big Breakfast' Above Bar Church, 69 Above Bar Street, SO14 7FE Tel: 02380 228 275 (10am-11am) (Entrance on Ogle Road)  
Thursdays      Portswood Church, Portswood Rd. SO17 2FY (from 10.30am—1.30pm Fellowship and soup)

Every Day Mon—Fri      Two Saints Day Centre, 30 Cranbury Avenue, SO14 0LT *Small charge for food and drink.* Tel: 02380 223 443 (from 9am to 2pm Mon to Fri)

**SOUTHAMPTON CITY MISSION** - Main Office on 02380 550435 Web: <https://southamptoncitymission.co.uk/>

### **Basics bank**

MONDAY Above Bar Church Ogle Road, SO14 7FE / TUESDAY St Mary's Church Sholing, SO19 8ES  
WEDNESDAY The Old Chemist Bitterne, SO18 1NP / THURSDAY Shirley Baptist Church Shirley, SO15 5LG / FRIDAY Lord's Hill Church Lordshill, SO16 8HY

### **Market Place (£5 weekly membership subscription)**

TUESDAY HOLY TRINITY CHURCH WESTON LANE, SO19 9HL / WEDNESDAY ALL SAINT CHURCH SEDBURGH ROAD, SO16 9HL / THURSDAY SAINT MARY'S CHURCH ST MARY STREET, SO14 1AQ / THURSDAY TOWNHILL PARK COMMUNITY CENTRE MAGGESON AVE, SO18 2FH

**Sunday Lunch Project**—A free hot lunch provided each Sunday for those who need it, open to all.

Northam      Northam Community Centre, Kent Street, SO14 5SP 12pm - 1.45pm  
Woolston      St Marks Institute, 37 Victoria Road, SO19 9DY Sunday 11am-1.00pm

Freemantle	Freemantle United Reformed Church, 257 Shirley Road, SO15 3HS Tel: 02380 229 363 Sunday 11:30am-1.00pm
St Denys	St Denys Parish Church— Dundee Road, Southampton, SO17 2ND Sunday 11am-1.00pm <b>Now OPEN after lockdown</b>

### **Affordable Precooked Nutritious Meals**

- ◆ **Easy TZ Meals** - <https://sites.google.com/view/easytzmeals/f-a-q>

### **◆ SOUTHAMPTON CITY AND REGION ACTION TO COMBAT HARDSHIP (SCRATCH)**

For furniture (including white goods) and other essential practical support for families living in hardship. Also provide a Welfare Information Line which provides advice to anyone in need about services in Southampton. Welfare Information Line: 023 8001 0883. Available Monday to Friday, 10am-12.30pm & 1.30-4pm. Tel (general enquiries): 023 8077 3132 E: [reception@scratchcharity.co.uk](mailto:reception@scratchcharity.co.uk)

### **GENDER IDENTITY**

- ◆ **Chrysalis**—Provides support for those facing gender identity issues such as transitioning between genders. Provides counselling, group support and individual mentoring. Highly confidential. Tel: 07823 504306 (Available Tue—Fri 9.30am to 3pm)  
E-mail: [info@chrysalis-gii.co.uk](mailto:info@chrysalis-gii.co.uk)

### **HEALTH (PHYSICAL)**

- ◆ **NHS Non-Emergency Help Tel: 111**—For telephone health advice with NHS trained professionals, when your issue is not serious or life threatening.
- ◆ **NHS Minor Injuries Unit (Royal South Hants)**  
Britons Terrace SO14 0YG Mon-Fri 07:30am—10pm. Weekends/Bank Holidays  
08:00am—10:00pm Tel 023 8071 6537 or 0333 999 7613
- ◆ **Dental Care**  
The Homeless Health Care NHS Team at the Day Centre (see entries on pages 14) can arrange dental treatment. If it is an emergency then the patient should ring NHS Direct on 111 and ask for an appointment at the nearest dentist. If the patient is on benefits they must bring proof with them of their ID and receipt of public funds.
- ◆ **Maggie's Cancer Care** — A charity that provides free practical and emotional support to anyone with cancer, as well as the people around them. E:[southampton@maggies.org](mailto:southampton@maggies.org) T: 02382124549



## **Sexual Health and Pregnancy**

- ◆ **National Rape Crisis**— E: [www.rapecrisis.org.uk](mailto:www.rapecrisis.org.uk), T: 08088 029 999  
Live Webchat <https://rapecrisis.org.uk/get-help/live-chat-helpline>
- ◆ Aurora New Dawn (Portsmouth & Hampshire) - Domestic Abuse, sexual abuse/violence, stalking advocacy. 023 9421 6816, STALKING ADVICE-LINE—023 9247 9254 E: [stalking@aurorand.org.uk](mailto:stalking@aurorand.org.uk)
- ◆ **Rape and Sexual Assault—Hampshire Police**—Is someone in immediate danger? Is a crime taking place or has one just happened? If so, call 999 now and ask for the police. If you're deaf or hard of hearing, use our textphone service 18000 or text us on 999 if you've pre-registered with the emergency SMS service / Call 101 / Visit a Police Station / Report on line.
- ◆ **Sexual Health Services Southampton**  
[www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk) for following services -
  - ◇ Order STI tests. How to find nearest clinic.
  - ◇ Information and where to get emergency contraception.
  - ◇ Where to get free condoms. Contraception and pregnancy worries.
  - ◇ Rapid HIV testing, HIV treatment and advice.
  - ◇ Open 8am to 8pm, 7 days a week.For appointments— Tel: 0300 3002016
- ◆ **Life (Pregnancy Matters)** — Provides support and advice to those experiencing an unexpected pregnancy. Tel: National helpline: 0808 802 5433  
sms:07860077339 Email— [lifecharity.org.uk](mailto:lifecharity.org.uk)
- ◆ **The Firgrove Centre** - Offering free support and information for an unintended pregnancy as well as pre and post abortion, post-adoption, miscarriage and baby loss counselling. 107 Firgrove Rd. Freemantle, Southampton SO15 3ET Tel: 023 8078 3134 Website—[www.thefirgrovecentre.org.uk](http://www.thefirgrovecentre.org.uk)

## **HOMELESSNESS**

### ◆ **Street Homeless Prevention Team (SHPT Team)**

\*see also Two Saints (next entry)

This team supports and helps people on the streets get off and get the support they require. All hostel placements are controlled by this team so it is imperative that any agency alerts them of any homeless individuals.

Tel: 02380 832 343 E-mail: [streethomeless@southampton.gov.uk](mailto:streethomeless@southampton.gov.uk)

### ◆ **Two Saints Day Centre**

**Provides food, drink, showers and access to the Street Homeless Prevention Team**

and the Homeless Healthcare Team. Direct access available—no referral needed.

Tel: 0300 123 3991—30 Cranbury Ave, SO14 0LT

Mon-Thurs 9 am-4pm Fri 9am-3.30pm

\*The Street Homeless Prevention Team) SHPT have a drop in on Monday's and Friday's. Anyone wishing to access the SHPT must be at the centre at 9.30 am and access the triage first. The Day Centre can also be used for address purposes (subject to their permission). and can help with processing benefit claims.

- ◆ **Homeless NHS Healthcare Team** (Part of Two Saints Day Centre)- see previous entries) - Direct access to healthcare for those on the streets.  
Tel: 0300 123 3991

- ◆ **Salvation Army - The Booth Centre**—Hostel for vulnerable adults for up to 1 year placements—by referral only. Call for more information.  
57 Oxford Street SO14 3DL Tel: 02380 330 797

- ◆ **Victory Highways Ministry Pit-stop Day Centre**—Provides lunch, help and support to those in need. Thursday 12pm-2.30pm.  
Northam community centre, Kent Street, Northam, SO14 5SP (use Peel St entrance)  
Tel: 02380 551 300 E-mail: admin@victory.uk.net

- ◆ **Low Cost Bed & Breakfast**—The Griffin – From c£30 (Tel: 023 8077 9762)  
35-37 Anglesey Road, Shirley, Southampton, SO15 5QH. Ring first.

**Supporting Homeless Charities** - It is suggested that those wishing to make a financial donation to assist homelessness in Southampton might wish to consider—  
- Society of St. James (Hostel accommodation) Text 'SOST10' then the amount e.g.£3 to 70070

- ◆ Two Saints (Homeless Day Centre) - Text 'TSDC30' then the amount e.g. £3 to 70070

**Hope Project, part of the Dog Trust.** They fund **vet care** for people who are at risk of/already homeless. But they will ask for a homeless service to confirm your homeless status. Tel: 020 7833 7611, E: hopeproject@dogstrust.org.uk, [www.dogstrust.org.uk](http://www.dogstrust.org.uk)

♦ **Runaway Helpline (Missing People)** - Call or text 116 000. Calls are anonymous, free and available 24/7 or E: 116000@runawayhelpline.org.uk - Used for concerns about someone if they:

- Are running away from home / Are not happy at home or in care and wanting to leave / Are a missing person whom the Police are looking for / Have been missing before / Might have been hurt, abused or exploited

*The charity also offers lost family member tracing and Message Home facility.*

♦ **Winchester Churches Night shelter**— Direct Access hostel. Jewry St, Winchester, SO23 8RZ. Tel: 01962 862 050 E-mail: admin@wcns.org.uk

Mon-Fri: 9am-3pm

♦ **YMCA**—YMCA provides safe, secure and comfortable supported housing for 16-21 year olds. Tel:02380 221 202 Email: southamptonymce-fg.org

**ARE YOU STRUGGLING TO MANAGE YOUR TENANCY?** In 2022 The Society of St James was awarded the contract to deliver floating support to residents of Southampton on behalf of Southampton City Council. Through this service we are able to provide support at all levels to individuals who are living in their own homes if they are concerned about their tenancy. If you are a Southampton resident or know of any Southampton resident who is struggling to manage their tenancy or related issues please email with your contact details and someone will be in touch within 2 working days. Alternatively, you can visit one of our drop-ins, no appointment required, to get help and advice on any tenancy concerns you may have:

**Monday**—Woolston Library - every 4 weeks - 10am-11am

**Tuesday**—St Mary's Church - weekly - 10.30am-12.30pm. St Christopher's Church - every 4th Tuesday - 11am-1pm

**Wednesday**—Two Saints Day Centre - 10am-12pm All Saints Church - Weekly - 10am-12pm Portswood Library - every 4 weeks - 11am-12pm (Next session: 13th December 2023 & 10th January 2024)

**Thursday**— Above Bar Church - weekly - 10am-11.30am

**Contact details**—Tel: 023 8001 2554 E: Southampton@ssj.org.uk

## LEARNING DISABILITIES

- ◆ **Intouch Support**—Provides support with housing for disabled individuals, regardless of individual situation. The service is free, and referral can be obtained by contacting Steve Curtis (number below). E-mail: [steve.curtis@intouchsupport.co.uk](mailto:steve.curtis@intouchsupport.co.uk)  
Tel: 02380 837800 or 02380 836883
- ◆ **Choices Advocacy (Now Voiceability)** - For people with learning difficulties in Southampton and South West Hampshire. Provides independent advocacy and person-centred planning. Tel: 0300 303 1660 . The Warren Centre Plus, Warren Crescent, SO16 6AY Email: [Helpline@voiceability.org](mailto:Helpline@voiceability.org) W: [voiceability.org.uk/Hampshire](http://voiceability.org.uk/Hampshire) web.: [hello@choices-advocacy.org.uk](mailto:hello@choices-advocacy.org.uk) E: <http://www.choices-advocacy.org.uk/contact/>
- ◆ **Southampton Mencap**—A support and empowerment service for people with learning disabilities of any age. 187a Portswood Road, Southampton, SO17 2NF Tel: 023 8058 4088, E-mail: [admin@southamptonmencap.co.uk](mailto:admin@southamptonmencap.co.uk)

## MENTAL HEALTH EMERGENCY/ SUICIDE/ EMOTIONAL WELL-BEING

- ◆ **Samaritans**—Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.  
Tel: 116 123 (Calls are free, 24/7) E-mail: [jo@samaritans.org](mailto:jo@samaritans.org) Text: 07725 90 90 90
- ◆ **Hub of Hope**— On-line service that advises on all Mental Health support services in any particular area simply by imputing your postcode. [www.hubofhope.co.uk/](http://www.hubofhope.co.uk/)
- ◆ **Crisis Lounge**—For those adults experiencing a crisis with their mental health. Lighthouse at: 147 Shirley Road, Options wellbeing, The Annexe, Southampton, SO15 3F The Lighthouse is an informal, non-judgemental, out-of-hours mental health drop-in for anyone over the age of 18 who requires short-term support in times of great difficulty or is struggling with poor mental health. *The Lighthouse premises are currently closed for drop in visits, but we are still operating a telephone and text service and offering a limited number of face to face appointments.*  
*T: Text 'lighthouse' and your postcode (for example LIGHTHOUSE SO14 0YG) to 074 5127 6010 between 4.30pm and 11.30pm. We will then contact you via telephone or text.*
- ◆ **Solent Mind**—Advice, support and advocacy for those struggling with mental health issues. 15-16 The Avenue Rd, Southampton, SO17 1XF  
Tel: 023 8202 7810 E-mail: [info@solentmind.org.uk](mailto:info@solentmind.org.uk)
- ◆ **Anxiety UK**—Helpline:03444 775 774 Text:07537 416905 - :[support@anxietyuk.org.uk](mailto:support@anxietyuk.org.uk)

- ◆ **Combat Stress**—Helpline supporting veterans of the British Armed Forces (and Reserve Forces) through effective treatment for mental health problems and PTSD.  
Helpline: 0800 138 1619 (24/7) Tel: (General enquiries): 0137 258 7000 Text: 07537 404 719 Email—[contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)
- ◆ **CALM** (Campaign against living miserably) [www.thecalmzone.net/](http://www.thecalmzone.net/) Tel: 0800585858  
(Free ) between 5pm and midnight 365 days a year. The Campaign Against Living Miserably (CALM) is an award-winning charity dedicated to preventing male suicide, the single biggest killer of men under the age of 45 in the UK. In 2015, 75% of all UK suicides were male.
- ◆ **Communicare**— Communicare in Southampton is a friendly, local charity that enriches the quality of life of lonely and isolated people in Southampton. Our committed volunteers act as good neighbours; they offer practical and emotional support in a variety of ways at no cost to the service users. Tel: 023 82 50 0050 E: [enquiry@communicareinsouthampton.org.uk](mailto:enquiry@communicareinsouthampton.org.uk)
- ◆ **Steps to Wellbeing NHS**— W: [www.steps2wellbeing.co.uk/](http://www.steps2wellbeing.co.uk/), you can self refer. Steps2Wellbeing is a free, NHS mental wellbeing service provided by Dorset HealthCare that offers counselling, guided self-help and CBT to adults registered with a GP in Southampton City or Dorset. Patients can refer themselves on the website using the online form or using Wysa.
- ◆ **Mental Health Concerns (General advice)** - Feeling very distressed, despairing or suicidal and need immediate help please contact your GP's surgery and request an emergency appointment; contact the Samaritans, or go to your nearest Accident and Emergency Dept. If your doctor's surgery is not open, you can call the NHS on 111 available 24 hours a day. *Calls are free from landlines and mobiles.* Do not use the NHS 111 service if your situation is life-threatening. **If you feel at immediate risk of harm to yourself, go straight to your nearest Accident and Emergency department or call the Emergency Services on 999.**

## **MODERN DAY SLAVERY**

Modern Slavery Helpline 08000121700 (open 24/7) [www.modernslaveryhelpline.org/](http://www.modernslaveryhelpline.org/)  
National Trafficking Support Service 0300 303 8151 (Salvation Army).

## **REFUGEES**

- ◆ **CLEAR** - CLEAR works to assist refugees in Southampton. Reception open: Mon to Thurs 10.00am-1pm, 2.00-2.30pm. James Street Centre, 2 James St. Southampton SO14 1PJ Tel: 023 8022 1111 Email—[admin@clearproject.org.uk](mailto:admin@clearproject.org.uk)
- ◆ **EU Welcome (run in association with CLEAR)** - Provides help and support to migrants in the Southampton area from EU and other European countries. Tel: 07928 362088 or 07919 879259 Email: [ania@euwelcome.org](mailto:ania@euwelcome.org) or [Adriana@euwelcome.org](mailto:Adriana@euwelcome.org)
- ◆ **Southampton & Winchester Visitors Group (SWVG)** - Comprehensive support for asylum seekers. Website—[www.swvg-refugees.org.uk](http://www.swvg-refugees.org.uk) Tel: 07503 176350 Facebook: [facebook.com/swvgrefugee](https://www.facebook.com/swvgrefugee) Email:[info@swvg-refugees.co.uk](mailto:info@swvg-refugees.co.uk)

## **SEXUAL ABUSE / ASSAULT**

- ◆ **Yellow Door has merged with Southampton's Women Aid (see 7 page )** —Provides a range of advice, information and counselling services for males and females aged 12 and over in relation to any unwanted sexual experience. 02380 917 917 (MONDAY TO FRIDAY 09.30–16.30) OR OUT OF HOURS CALL THE NATIONAL DV HELPLINE ON: 0808 2000 247 (OPEN 24 HOURS AND FREE TO CALL)  
EMAIL US: [INFO@YELLOWDOOR.ORG.UK](mailto:INFO@YELLOWDOOR.ORG.UK)SEX WORKER SUPPORT
- ◆ **Amber Chaplaincy**— A chaplaincy service to people working in adult entertainment venues, massage parlours and in the sex industry offering a listening ear, emotional support and prayer. Tel: 07789 457844  
Email: [contact@amberchaplains.org.uk](mailto:contact@amberchaplains.org.uk) Web site: [www.citylife.org.uk](http://www.citylife.org.uk)
- ◆ **Beyond the Streets**—A UK charity providing support to women involved in the sex industry and the projects that work alongside them.. Tel: 0800 133 7870 Email: [support@beyondthestreets.org.uk](mailto:support@beyondthestreets.org.uk) Website: [www.beyondthestreets.org.uk](http://www.beyondthestreets.org.uk)
- ◆ **Male Survivors Partnership** - MSP is a network of organisations working with male victims/survivors of sexual abuse, rape and sexual exploitation. Helpline: 0808 800 5005 Website—[www.malesurvivor.co.uk/](http://www.malesurvivor.co.uk/)

♦ **Revenge Porn Helpline**—T: 0345 6000 459 Mon-Fri 10am to 4pm or Webchat [www.revengepornhelpline.org/how-can-we-help-to-get-in-touch/](http://www.revengepornhelpline.org/how-can-we-help-to-get-in-touch/) E: [help@revengepornhelpline.org.uk](mailto:help@revengepornhelpline.org.uk)

♦ **Day Centre** (Last Thursday of month 7pm—9pm).

Two Saints has a special group at the Day Centre for women engaged in street work. The group will offer: A safe place to talk, Hot drink / Hot meal, Showers, Clothes, Housing advice and referrals, Benefit advice, Condoms and testing, Needle exchange, Indian head massage and Reiki healing Music.

Tel: 02380 223 443 30 Cranbury Ave, SO14 0LT

**VETERANS OUTREACH SUPPORT - Please ensure you obtain their full name, date of birth, service/regiment, dates of service and Service Number.**

♦ **(VOS) Service Provision**—Drop-in centre and cafe for serving and retired veterans of the British Armed Forces. Many support services available. The Royal Maritime Club, Queen Street, Portsmouth, PO1 3HS. Open Tues to Thurs 10am to 3pm. Tel : 02392 731 767 Email: [admin@vosuk.org](mailto:admin@vosuk.org)

♦ **SSAFA**—The *Soldiers, Sailors, Airmen and Families Association* — Forces help. Tel (National): 02074 038 783 Hampshire: 07413 417226, Southampton Area—02380 770640 and National Helpline 0800 731 4880. Call helpline for details of the nearest centre. Provides support for British Armed Forces veterans (Regular and Reserves) and their families. Advice and emotional support, Financial assistance, Legal advice. The person will need their service number.

♦ **ROYAL BRITISH LEGION** - TEL:08088028080 8AM—8PM 7 DAYS A WEEK. SOUTHAMPTON POP-IN AT 104 ABOVE BAR ST. SO14 7DT OPEN WEEKDAY 10—4PM.

♦ **Combat Stress**—Combat Stress exists to support Veterans of the British Armed Forces ( and Reserve Forces) through effective treatment and support for mental health problems and PTSD. Tel: 0800 138 1619 (Helpline open 24/7) Tel: 01372 587000 (Enq's. Head Office) Text: 07537 404 710 E: [contactus@combatstree.org.uk](mailto:contactus@combatstree.org.uk)

♦ **Alabaré Homes for Veterans** - Christian-run organisation specialising in re-housing and supporting veterans. (19 bed spaces in Gosport and Fareham) Tel: 02392 175230 Riverside House, 2 Watt Road, Churchfields, Salisbury, SP2 7UD Email: [veterans@alabare.co.uk](mailto:veterans@alabare.co.uk)

♦ **Mental Health Support for Veterans**— From 16th Nov. 2021 onward the Solent NHS Foundation launches their Veterans High Intensity Service (HIS) which is accessible via calling 111.

♦ **Mental Health Support for Veterans**— Solent NHS Foundation launches their Veterans High Intensity Service (HIS) which is accessible ia calling 111.

### **VICTIMS OF CRIME (INCLUDES HATE INCIDENTS/CRIME)**

LOCAL FREEPHONE NUMBER: 0808 178 1641

EMAIL: [HUB.HIOW@VICTIMSUPPORT.ORG.UK](mailto:HUB.HIOW@VICTIMSUPPORT.ORG.UK)

WEB SELF-REFERRAL'S ON VICTIM CARE SERVICE WEBSITE AND VICTIM SUPPORT'S WEBSITE

[WWW.VICTIMSUPPORT.ORG.UK](http://WWW.VICTIMSUPPORT.ORG.UK)

[WWW.HAMPSHIREIOWVICTIMCARE.CO.UK](http://WWW.HAMPSHIREIOWVICTIMCARE.CO.UK)

### **YOUNG ADULTS AND CHILDREN**

#### **◆ Sure Start Children's Centres**

Provide advice and support for parents and carers. Services available from pregnancy through to when your child goes into reception class at primary school. Offer support with and access to health services, general advice and information, support for training opportunities and support to get people into work.

Tel: 0800 169 8833

Central 02380 331635 Email [surestart.centrallocality@southampton.gov.uk](mailto:surestart.centrallocality@southampton.gov.uk)

Swathyling & Portswood 02380 833552

Pickles coppice Children's Centre 02380 540135

#### **◆ No Limits**

Youth support and local advice service. People young people aged 24 and under can receive counselling, advice, advocacy and information and many more services available. Open: M,T, F 10am-5pm, W 1.30-8pm, Th 10am-8pm

Tel: 02380 224 224 13 High Street, Southampton, SO14 3AY

#### **◆ Prince's Trust**

Helps 13 to 25-year-olds work towards their personal goals through a free personal development programme to equip them with tools that they need to move forward.

61-64 High Street, Southampton, SO14 2NS Web: [www.princes-trust.org.uk](http://www.princes-trust.org.uk)

Tel: 0800 842 842 E-mail: [southamptoncentre@princes-trust.org.uk](mailto:southamptoncentre@princes-trust.org.uk)

#### **◆ YMCA**

YMCA provides safe, secure and comfortable supported housing for 16-21 year olds.

Tel: 02380 221 202 Email: [southamptonymce-fg.org](mailto:southamptonymce-fg.org)

#### **◆ Youth Options**

Prioritises supporting, developing and engaging children and young people through a range of activities and programmes.

Tel: 01794 525510 E-mail: [admin@youthoptions.co.uk](mailto:admin@youthoptions.co.uk) Web: [www.youthoptions.co.uk](http://www.youthoptions.co.uk)



### **SOUTHAMPTON YOUNG ADULTS EMPLOYMENT HUB**

Southampton City Council are working in partnership with the Department for Work and Pensions (DWP) to support the city's young people into training, apprenticeships and employment opportunities at the Young Adults Employment Hub. We are able to signpost to advice and support around housing, benefits, health and wellbeing to provide a holistic and person-centred service for young people. If you're aged 18-24, are in receipt of Universal Credit, and live in or around Southampton, you can get support from us to find employment. To get support from a dedicated Young Adults Employment Hub Worker This can be accessed on line or in the Central Library (1st Floor)

**EMAIL:** [WWW.ACCESS-SOUTHAMPTON.CO.UK/YOUNG-ADULTS-EMPLOYMENT-HUB/](http://WWW.ACCESS-SOUTHAMPTON.CO.UK/YOUNG-ADULTS-EMPLOYMENT-HUB/) **TEL:** 023 8091 7585

### **OTHER**

#### **♦ Southampton City Council Gateway**

Enquiries about any council services, tax or parking issues.  
Ground Floor, One Guildhall Square, Southampton, SO14 7FP  
Tel: 02380 832 005

#### **♦ Police**

General enquiries switchboard.  
Tel: 01962 841 534

### **NOTES**

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## **CHURCH DIRECTORY**

Above Bar Church — 02380 228275  
Ascension Centre, Bitterne Park — 02380 559074  
Avenue St Andrews URC — 02380 678787  
Bitterne Local Ecumenical Partnership — 02380 446488  
Bridge Christian Fellowship — 02380 225463  
Central Baptist Church — 02380 225473  
Christ Church Freemantle — 02380 226663  
City Life Church — 02380 234000  
Covenant Church—02380 555830  
Elim Christian Centre — 02380 363731  
Emmanuel Church, Shirley — 02380 390086  
Exilio Church — 02380 333747  
Highfield Church — 02380 558234  
Holy Trinity Weston — 02380 448421  
James Street Church — 02380 232090  
King's Church — 02380 785414  
King's Community Church — 01489 784333  
Life Church Southampton — 02380 676599  
Lord's Hill Ecumenical Partnership — 02380 732072  
Mercy Vineyard Southampton — 02380 463516  
Millbrook Christian Centre — 02380 399894  
New Community Central — 02380 237700  
New Community Eastleigh — 02380 237700  
New Community West End — 02380 237700  
Orchard Lane Church — 02380 837330  
Portswood Church — 02380 399658  
Quaker Meeting House (Southampton) —023 80223758  
Restoration Christian Church — 02380 361192  
Riverside Family Church — 02380 220256  
Shirley Baptist Church — 02380 399949  
Shirley Parish Church — 02380 771755  
Shirley Warren Action Church — 02380 787930  
Sholing Baptist Church — 02380 438363  
Southampton Lighthouse International Church — email: office@slc.church  
Southampton Vineyard — 02380 335500  
St Boniface and St Johns — 02380 738293  
St. Christopher's— 02381225911  
St. James Rd. Methodist Church—023 8077 6565  
St Marks Church Archers Rd — 02380 636425  
St Mary's Church — 02380 330851  
St Peter's Church Bishops Waltham—01489-892618  
St Thomas' Church Fair Oak — 02380 695786  
Swaythling Baptist Church — ministerswaythling@gmail.com  
Testwood Baptist Church — 02380 860320  
Thornhill Baptist Church — 02380 464121  
Torch Trust Fellowship — 02380 554769  
Victory Gospel Church — 02380 551300  
Waltham Chase Methodist Church — 01489 893630

## **IT drop-in centres**

### **Bittern Library**

Bittern Road East, Southampton, SO18 5EG

IT facilities available to use for free during library opening times.

For more information contact 02380 833007 or [library@southampton.gov.uk](mailto:library@southampton.gov.uk)

### **Burgess Road Library**

Burgess Road, Southampton, SO16 3HF

IT facilities available to use for free during library opening times.

For more information contact 02380 833007 or [library@southampton.gov.uk](mailto:library@southampton.gov.uk)

### **Central Library (Learning Centre)**

Commercial Road, Southampton, SO14 7LW

IT facilities available to use for free during library opening times. Training is also available.

For more information contact 02380 833007 or [library@southampton.gov.uk](mailto:library@southampton.gov.uk)

### **Cobbett Road Library**

Cobbett Road, Southampton, SO18 1HL

IT facilities available to use for free during library opening times. Training is also available.

For more information contact 02380 833007 or [library@southampton.gov.uk](mailto:library@southampton.gov.uk)

### **Freemantle Community Centre**

Randolph Street, Freemantle, Southampton, SO15 3HE

Internet cafe with three Apple Macs that are available on a first come first served basis, Monday -Friday, 9am-4pm. Free Wifi access to anyone with a laptop. You may be asked to make a small donation towards the running costs for the Apple Macs.

For more information contact 02380 361570 or [Freemantlecommunitycentre@goolemail.com](mailto:Freemantlecommunitycentre@goolemail.com)

### **Lordshill Library**

Lordshill District Centre, Lordshill, Southampton, SO16 8HY

IT facilities available to use for free during library opening times.

For more information contact 02380 833007 or [library@southampton.gov.uk](mailto:library@southampton.gov.uk)

**Merryoak Computer Club**

Merryoak Community Centre, Acacia Road, Merryoak, Southampton, SO19 7JY

Drop-in sessions. Monday and Thursday, 10am-12noon and 12.30-2.30pm. A small non-profit making fee is charged. Provide informal training, help with searching for job applications, completing online applications etc.

For more information contact the community centre on 02380 366013.

**Millbrook Community Library**

MP3, Evenlode Road, Millbrook, Southampton, SO16 9RS

IT facilities available to use for free during library opening times.

For more information contact 02380 833007 or [library@southampton.gov.uk](mailto:library@southampton.gov.uk)

**Oasis Academy Mayfield**

Ashley Crescent, Southampton, SO19 9NA

Free computer and internet access, open to all. IT facilities potentially available for community group use, please contact them to discuss.

Monday-Friday—5-8pm, Saturday and Sunday—9am-2pm. For more information contact 02380 425340 or [community@oasismayfield.org](mailto:community@oasismayfield.org)

**Southampton PC Users Club**

Cantell Maths and Computing College, Violet Road, Southampton, SO16 3GJ

Provides free IT access and tuition. Every second Thursday of the month (except August), 7.30-9pm.

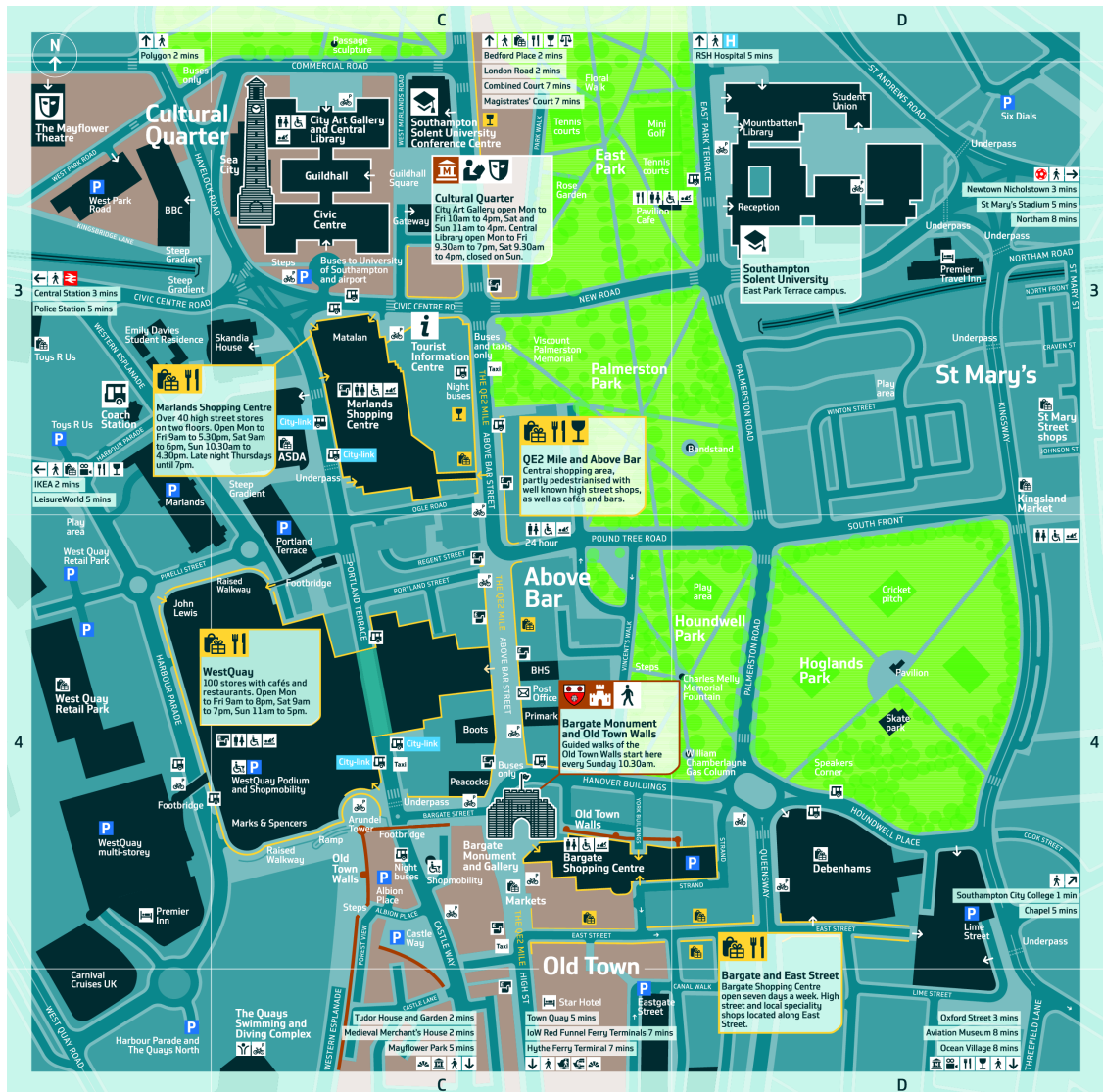
For more information see [www.spcuc.co.uk](http://www.spcuc.co.uk).

**Swaythling Neighbourhood Centre**

Hampton Park Way, Off Broadlands Road, Swaythling, Southampton, SO16 3AY

Volunteer run IT drop-in sessions, first come first served. Monday afternoon, 2-5pm.

For more information contact 02380 672230 or [snc4ever@hotmail.co.uk](mailto:snc4ever@hotmail.co.uk)



## Welcome to Southampton.

Whether you are here for business or pleasure, this map is designed to help you get around, find your destination and enjoy the culture, shops and nightlife of the City Centre. We hope you enjoy your visit.

**Find out more**  
The Tourist Information Centre is located opposite the Civic Centre (C3) and provides a wide range of visitor information including advice and details on attractions, events, maps, guides and transport services throughout Southampton and the wider area. An accommodation booking service is also available.

**Visit the Centre** at 9 Civic Centre Road, opening hours are Monday to Saturday 9.30am to 5pm, Sundays and Bank Holidays 10am to 3.30pm.  
You can call the Tourist Information Centre on 023 8083 3333 or visit their website [www.visit-southampton.co.uk](http://www.visit-southampton.co.uk)

**For links to other Southampton websites and information about the city visit** [www.discover-southampton.co.uk](http://www.discover-southampton.co.uk)

This map forms part of the Southampton Legible City active travel system.  
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**Useful contacts**  
Blue Funnel Cruises 023 8022 3278  
Central Library 023 8083 2664  
City-link bus 023 8059 5974  
First Travel Shop 023 8022 4894  
Hythe Ferry 023 8084 0722  
National Express 08717 81 81 81  
National Rail 08457 48 49 50  
Police 08450 45 45 45  
Red Funnel Ferries 0844 844 9988  
Shoptomorrow 023 8063 1263  
City 023 8063 6100  
WestQuay 023 8061 8233  
Southampton Airport 0870 040 0009  
Southampton 023 8083 3000  
City Council 023 8083 3333  
Tourist Information 023 8083 3333  
Traveline 0871 200 22 33  
Walking Tours 023 8083 3333  
WestQuay 023 8023 6789

**traveline**  
bus + transport info  
0871 200 22 33





If you know of any service not mentioned in this directory or any changes to the services within, please e-mail changes to [southampton@streetpastors.org.uk](mailto:southampton@streetpastors.org.uk)

All information in this document is as up to date as is possible using each organisation's own website as a source for the information. If you know of any service not mentioned in this directory or any changes to the services in here please e-mail changes to [office@southamptonstreetpastors.org](mailto:office@southamptonstreetpastors.org) where it will be updated .

v14