SOUTHAMPTON SERVICE DIRECTORY

STREET PASTORS
Southampton

V49 July 2026

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

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Commit everything to the Lord. Trust Him, and he will help you. Psalm 37.5

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

Acorn Chaplaincy— Breakout Sessions every Thursday 2pm-4pm. No appointment necessary.

The Boathouse, Life Church, 11 Cranbury Terrace Southampton. info@acornchaplaincy.org 07971 776092 or 07543 333059

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

SO15 2AY info@acornchaplaincy.org 07971 776092 07543 333059

SSJ&I (Society of St James & Inclusion, formally known as CGL) - 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). Visit https://ssji.org.uk/ for more information Opening hours are Mon, Tues, Weds & Fri 9.30am—4.30pm Thursday 9.30am—8.00pm Alcohol support line—02382 002764 Drug support line—02380 717171 Phone lines are open 9am—5pm

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

PSL—Family and Friends Support Project — 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.pslcharity.org.uk email: admin@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 provide a place of trust & people are offered emotional and practical support. Home visits available.

Tel: 0800 328 0006 Web: www.capuk.org/gethelp e: 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 Website: 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 Website: 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 W: www.victoryoutreachuk.com

SOUTHERN GAMBLING SERVICE—
SOUHERNOUTHERNGAMBLINGSERVICE@SOUTHERNHEALTH.NHS.UK
AND 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.citizensadvicesouthampton.org.uk.

We Are Group – HMCTS Digital Support Service. Providing free telephone and face-to-face support for people without access, digital skills or confidence to complete online court and tribunal forms, including benefit appeals, pleas for non-imprisonable offences, small money claims, probate, divorce, employment tribunal claims, applications for help with justice fees, and some Home Office appeals. T: 03300 160 051 (Mon–Fri, 9am–5pm) Email: support@weareqroup.com

Strut Safe – Free UK helpline (0333 335 0026) offering non-judgemental phone support and company for anyone walking alone until they reach their destination safely. Thursdays: 19:00 - 01:00 Fridays & Saturdays: 19:00 - 03:00 Sundays: 19:00 - 01:00

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:southhampshire@cruse.org.uk

Simon Says — Provides support to bereaved children and their families through support 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 e: info@simonsays.org.uk

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

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

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.

COUNSELLING

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

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 session

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: E: info@capuk.org or 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 Methodist Church, 357 Burgess Road , appointment only Tel: 02380 552 866 or 07977 175 949 E-mail: swaythling@frontlinedebtadvice.org.uk Thornhill Baptist Church, Thornhill Park Road
Tel: 07806264020 Email: Thornhill@frontlinedebtadvice.org.uk

SSJ&I Drop ins— For benefit & housing support, debt management & budgeting.
Mon—Big Difference Community Shop, Northam Community Centre, Kent Street, SO14 5SP 11am-1pm
Tues—St Christopher's Church, Pepy's Avenue, SO19 6PJ 11am-1pm(4 weekly- Please call for date)
Weds—Two Saints Day Centre, 30 Cranbury Avenue, SO14 0LT 9.30am-1.30pm Old Chemist (Foodbank) Bitterne Park Triangle, SO18 1NP 10am-12pm POLISH SPEAKING DROP IN—(usługi Polski drop in) Central Library, Civic Centre, SO14 7LW 10am-12pm (W każdą środę od 10:00 do 12:00 Biblioteka Centralna w Southampton SO14 7LW) Monty's Community Hub, 59 Montague Avenue, Sholing, SO19 0QB (1st Wednesday of every month- Please call for date) 10.30am-12noon
Thurs— Above Bar Church, 69 Above Bar Street, Southampton, SO14 7FE 10am-11.30am
Fri—Saint Mary's Church, Lodge Road, SO14 6RF 11am-12:30pm Big Difference shop, Shirley Warren Primary School, Old School Library, Warren Crescent, SO16 6AY 1pm-3pm
No appointment necessary for any of the drop in locations.

RENT DEPOSIT SCHEMES

Southampton Churches Rent Deposit Scheme—Help with privately rented accommodation. City Life Church , Email: 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 Address: Yellow Door, 30 Brookvale Road, Southampton, SO17 1QR (by appointment only) .

Emergency number for Southampton City Council re DV. (out of hours) 023 8023 3344.

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

Hampton Trust—Founded in 1996 to deliver domestic violence perpetrator programmes within the criminal justice system. They have 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/

PIPPA (Southampton) Domestic Abuse Helpline - 023 8091 7917 09:30am – 4:30pm Monday to Friday Email: pippa@southampton.gov.uk

STOP DOMESTIC ABUSE—Emergency Refuge Accommodation. 0330 053 3630 this phoneline is 24/7. visit www.stopdomesticabuse.uk for more information and to access their chatbot which is open Monday—Friday 10am—10pm

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

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-29 Carlton Cres. Southampton , SO15 2EW

Southampton Advice and Representation Centre (SARC)— Give welfare benefits and employment law advice which is a free, impartial and confidential. Depending on certain funding criteria, can provide a full service, from form filling, to representation at Social Security Tribunals, Employment Tribunals. Tel: 023 8043 1435 11 Porchester Road, Woolston, Southampton, SO19 2JB

Southampton City Council Employment Support Team— Work with adults and young people, supporting them to find and retain suitable paid or voluntary employment and training. They 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 you can drop in to for advice and support to find work. Tel: 023 8091 7585 Email: employment.support.team@southampton.gov.uk

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 W: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 4BZ 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

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 .

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, childcare and activities for 0-19yrs old. Tel: 023 8083 3014 E- FIS@southampton.gov.uk

Warm Spaces (see page 23 and 34 for all info) - There are plenty to Libraries, and Family Hubs to visit all around the city that will keep you warm in the freezing colder weather. People are welcome to call into any of these locations to receive a warm welcome. At council and community libraries, there is a programme of free activities (with free refreshments), plus access to books, newspapers and magazines, computer facilities and wi-fi. The family hubs provide family support, information for parents on childcare, volunteering, training and job opportunities, and 'learning through play' opportunities. Please see page 24 for more information.

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

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 Web: 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 Email—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

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

Southampton City Mission (SCM) are a service that provide food packages for those that are going through a period of financial hardship. Clients can access the SCM by referral only. Please contact Southampton Street Pastors office at 023 8033 3387 for referral.

(SCM Office open Monday-Friday, 9am-3pm. Tel: 023 8055 0435. Email: office@southamptoncitymission.co.uk Web: www.southamptoncitymission.co.uk/basics-bank

SCM Food Bank Locations (Mon-Fri, 10am-3pm):

Monday—Above Bar Church, 69 Above Bar Street, SO14 8ES
Tuesday—St Marys Church, Sholing, St Monica Road, Sholing, SO19 8ES
Wednesday—The Old Chemist, 16 Manor Farm Rd, Southampton SO18 1NP
Thursday—Shirley Baptist Church, Shirley, SO15 5LG
Friday—Lords Hill Church, Lords Hill District Centre, SO16 8HY

Referral providers:

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

The Big Difference is another food bank charity serving the community of Southampton. Please telephone the number below. Located in the car park by the Woolston toll booths.
Telephone: 023 8022 8275
Website: www.thebigdifference.org.uk
Address: Portsmouth Road Car Park, Woolston, Southampton SO19 9AD

Market Place - Suggested £5 donation for a weekly subscription of food.

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

James Street Church—Free food bank, Thursday mornings, 10-11am. No referral needed.

Northam Community Shop—A shop that supplies the basics, very cheap food and more. Find them at Northam Community Centre, Kent Street, Northam SO14 5SP. 10.30AM—1.30PM Monday—Friday

Clothing banks—Run by the Southampton City Mission (SCM), this requires referral. Saint Mary's Church, Lodge Rd, Southampton SO14 6RF Fridays @ 11am—2pm

Southampton Street Pastors—Can provide some food, clothing and possibly a sleeping bag. (depending on stock) Mon—Thurs 10am-4pm @ Room 35, St Mary Fire Station, St Marys Road, Southampton SO14 0BJ Tel—023 8033 3387

Gurdwara Khalsa Darbar—Langar (Food) Is served all day long, 7 days a week, 365 days per year. When you enter the temple, take your shoes off and cover your head with a scarf. Everybody is welcome to come along and experience what they have to offer. The opening hours of the Gurdwara itself are 5am—8.30pm. 282—286 Burgess road, Southampton, SO16 3BE

Singh Sabha Gurdwara—offer free hot food/drinks/wash facilities 9am-6pm 7 days a week. Need to cover head when entering (coverings provided), at Onslow Road / Cranbury Avenue, Southampton. SO14 0LR. Tel: 02380 333016

Free Womens sanitary products—If you are needing Sanitary Products, a change of clothes and underwear, come to Southampton Street Pastors (the entrance on Argyle Road) and press the ring doorbell. Staff will be able to assist further. Only available Monday—Thursday, 10am-4pm. Southampton Street Pastors, Room 35 St Marys Fire Station, St Marys Road, SO14 0BJ

You can also find a new public water fountain on Sussex Road, behind Nationwide Building Society.

Anyone who calls upon the name of the Lord WILL be saved. Joel 2:32

FOOD, CLOTHING AND ESSENTIALS

FREE OR SUBSIDISED MEALS

DAY	TIME	LOCATION	DESCRIPTION	CONTACT
MON	9am-2pm	Two Saints Day Centre, 30 Cranberry Ave, SO14 0LT	Small charge for food and drink available for the Homeless	023 8022 3443
	4.30pm—6.15pm	Victory Gospel Church, Portswood Road, SO17 2NH	Food, sleeping bags, clothing, signposting and help for the homeless and vulnerable.	023 8055 1300
	4 pm-7pm **Entry only 4-5pm**	Day Centre, 30 Cranbury Ave SO14 0LT **Reopens on 18th May**	Night Light Café—Free tea, coffee, toast and snacks for homeless	N/A
TUES	9am—10am	G.E.M.S. Breakfast, Kingsland Community Centre, SO14 1LF	Free breakfast for vulnerable people .	07961 808 110
	9am—2pm	Two Saints Day Centre, 30 Cranberry Ave, SO14 0LT	Small charge for food and drink available for the homeless	023 8022 3443
	10am—12pm	Lighthouse Café Lighthouse Church, St Marys Road, S014 0BB	Tea, coffee and snacks with a warm welcome.	www.slic.church
	4:45pm—6:15pm	Operation Help The Homeless	Providing food behind Burger King (near Bar Gate)	N/A
	Evenings	Hamwic Street Kitchen	Free food behind mobility shop by Bargate.	www.hamwicstreetkitchem.co.uk
	4 pm-7pm **Entry only 4-5pm**	Day Centre, 30 Cranbury Ave SO14 0LT	Night Light Café—Free tea, coffee, toast and snacks for homeless	N/A
WEDS	9am—2pm	Two Saints Day Centre, 30 Cranberry Ave, SO14 0LT	Small charge for food and drink available for the homeless	023 8022 3443
	12pm—2pm	New Community Church Central Hall, St Mary St, Southampton SO14 1NF	Warm Space—A two course meal, with small donation requested (if possible).	023 8023 7700
THURS	9am—2pm	Two Saints Day Centre, 30 Cranberry Ave, SO14 0LT	Small charge for food and drink available for the homeless	023 8022 3443
	10am—11am	Above Bar Church, 69 Above Bar St, SO14 7FE	Free cooked breakfast for homeless or vulnerable.	023 8022 8275
	4 pm-7pm **Entry only 4-5pm**	Day Centre, 30 Cranbury Ave SO14 0LT	Night Light Café—Free tea, coffee, toast and snacks for homeless	N/A

FOOD, CLOTHING AND ESSENTIALS

FREE OR SUBSIDISED MEALS

DAY	TIME	LOCATION	DESCRIPTION	CONTACT
THURS	4:45pm—6:15pm	Operation Help The Homeless	Providing food behind Burger King (near Bar Gate)	N/A
	Evenings	Hamwic Street Kitchen	Free food behind mobility shop by Bargate.	hamwic-streetkitchem.co.uk
FRI	9am—2pm	Two Saints Day Centre, 30 Cranberry Avenue SO14 0LT	Small charge for food and drink available for the Homeless.	023 8022 3443
	1:30pm—3pm	St Denys Parish Church, Dundee Rd SO17 2ND	Tea and coffee and cake	N/A
	4 pm - 7pm **Entry only 4-5pm**	Day Centre, 30 Cranbury Ave SO14 0LT	Night Light Café—Free tea, coffee, toast and snacks for homeless	N/A
	8pm	CityLife Church Soup Run, outside Lidl / Bar Gate and to London Road	Food, prayer & counsel to homeless and vulnerable.	023 8023 4000
SAT	10:30am	Living Word Liberation Centre, St Marys Place	Free food / Food bank	07575 754 235
	8pm	Street Angels (Southampton)	Soup run in city centre, monthly on a Saturday.	N/A
	8.30 - 10.30am	St Edmund's Church Hall, 14 Rockstone Pl, SO15 2EQ (bottom of the Avenue)	**Only 1st and 3rd Saturday of the month** 'Breakfast at St Ed's'	N/A
	8.30 - 10.30am	The Boathouse, 11 Cranbury Terrace (access via Onslow Road)	**Only 2nd and 4th Saturday of the month** Free Saturday Breakfast Club	N/A
SUN	10am-1pm	St Denys Church, Dundee Road SO17 2ND	Open every Sunday lunchtime, doors open at 10am, meal served at 12pm.	N/A
	10am-1pm	St Marks Institute, Victoria Road, Woolston SO19 9DY	Via the Red door between the shops,. Open every Sunday lunchtime.	
	12pm—2pm	Freemantle & Shirley Community Centre, Randolph Street, Shirley SO15 3HE	Free cooked food and drink, anyone welcome, providing hot meal to the homeless or vulnerable	N/A

SOUTHAMPTON CITY AND REGION ACTION TO COMBAT HARDSHIP (SCRATCH)

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

GENDER IDENTITY

Beyond Reflections—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@beyond-reflections.org.uk

HEALTH & SEXUAL HEALTH

NHS Non-Emergency Help 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

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 T: 023 8212 4549

Dental Care—The Homeless Health Care Team at the Day Centre 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. Must bring proof with them of their ID and receipt of public funds.

Sexual Health Services Southampton—www.letstalkaboutit.nhs.uk for the following—Order STI tests, how to find nearest clinic, emergency contraception, free condoms, pregnancy and contraception worries, HIV testing and treatment with advice, Open 8am to 8pm, 7 days a week. For appointments— Tel: 0300 3002016

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 Website: www.beyondthestreets.org.uk

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/

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

Ladies Night—A safe place for women involved in street work at Two Saints Day Centre. Wednesday 4pm—7pm. 02380 223 44330 30 Cranbury Ave, SO14 0LT

Sexual Health Outreach Nurse—Sarah Weeks is a sexual health nurse who is providing a drop in clinic at Homeless Healthcare Surgery Southampton every other Wednesday. You do not need to be registered with Homeless Healthcare to use this service. She attends ladies night every other week and also provides a drop –in at Patrick House every month on a Wednesday 10-12pm. She is also at RSH Hospital in the Tulip Clinic on Fridays 15.30-18.00. No appointment needed—call 0300 300 2016 or call SJ on 07717480212. For a flyer contact Southampton Street Pastors.

Free Women's sanitary products—If you are needing Sanitary Products, a change of clothes and underwear, come to Southampton Street Pastors (the entrance on Argyle Road) and press the ring doorbell. Staff will be able to assist further. Only available Monday—Thursday, 10am-4pm. Southampton Street Pastors, Room 35 St Marys Fire Station, St Marys Road, SO14 0BJ

RAPE, SEXUAL ABUSE & ASSULT

National Rape Crisis— www.rapecrisis.org.uk, T: 08088 029 999 Live Webchat https// rapecrisis.org.uk/get-help/live-chat-helpline

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 online.

Yellow Door [now merged with Southampton's Women Aid]—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 Sex Worker Support

Aurora New Dawn—(Portsmouth & Hampshire) - Domestic Abuse, sexual abuse/violence, stalking advocacy. 023 9421 6816 stalking@aurorand.org.uk

Amber Chaplaincy— A chaplaincy service to support 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 Web site: www.citylife.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/

Revenge Porn Helpline— This is a helpline for anyone who is or has been a victim of revenge porn. They support all adults who are victims of intimate image abuse. T: 0345 6000 459 Mon-Fri 10am to 4pm or Webchat www.revengepornhelpline.org help@revengepornhelpline.org.uk

Victim Support— A free, independent, confidential advice service that can give you support after you have been involved in a crime. You can call the support line on 080816 89111, fill out a form online and a member will contact you, or start a live chat on their website victimsupport.org.uk

1in6— a website that can point men in the direction of receiving support such as counselling after they have experienced sexual abuse, assault and rape. Visit 1in6.uk

Survivors uk—Are a charity that help men who have experienced sexual violence. In addition they can also help and support families of those who have experienced sexual violence. You can text them via SMS on 020 3322 1860 Monday—Sunday 12pm-8pm surviviorsuk.org

Safer Together hub— The Hub provides advice, guidance and information to anyone who is concerned about abuse, sexual violence and / or harassment, to help everyone in Hampshire feel safer. Here, you will find many contact methods of charities and organisations who can support you, with additional important information from The Hub itself.
www.safertogetherhants.co.uk

Strut Safe – Free UK helpline (0333 335 0026) offering phone support and company for anyone walking alone until they reach their destination safely. Thursdays: 19:00 - 01:00
Fridays & Saturdays: 19:00 - 03:00 Sundays: 19:00 - 01:00

HOMELESSNESS

Single Homeless Team (SH Team) - 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. Go to the **Day Centre, 30 Cranbury Ave, SO14 0LT**. The Day Centre can also be used for address purposes & can help with processing benefit claims. You can see the SHT at other times upon request. Or go to Gateway at the Civic Centre (a door to the right of the Main Door). You can also access the drop-ins for the SH Team at the **Day Centre**, available on **Monday 9am-12pm & Friday 9am-12pm**. For any inquiries, applications and referrals please contact the new Triage team via **02380 832327 or homeless.service@southampton.gov.uk**

Two Saints Day Centre — Open 9am—2pm Mon to Fri. Provides food and drink for a small cost, showers, washing machines and access to the **Single Homeless Team** (see above) and the **Homeless Healthcare Team where you can arrange to see a GP or a Mental Health Nurse**. **Address: 30 Cranbury Ave, SO14 0LT**.

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 £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 DOGs 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

Saint Marys Church — Saint Marys church have started a once a month gathering, with the aim of welcoming those who find it difficult to attend usual church services, the slot is 30 minutes long, suited for those who are new to church, homeless, those with addiction issues or anyone looking to find out more. **Last Thursday of every month at 11.45am.** Chapel Rd, Southampton SO14 1AQ.

The Crossings—If you are in the New Forest area, and you need help / advice with housing and homelessness issues, you can drop in to one of 3 venues—1. St Johns Church Hall, Marchwood, Wednesdays 10-1, 1st and 3rd of the month. 2. Cornerstone Church, Hythe, Saturday 10-1. 3. Blackfield Baptist Church Hall, Blackfield, Thursday 10-1.

Outcome Homes— Outcome Home is a social enterprise that offer peer mentorship, by someone who has been homeless, they provide help by listening, being empathetic, and a being someone who knows what you are experiencing. For further info contact Southampton Street Pastors who can help you apply, or alternatively you can apply on their website www.outcomehome.com/contact-us/

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're 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.*

Jesus said: "I will not abandon you as orphans—I will come to you." John 14:18

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

Warm Spaces— Are in all libraries listed on page 23, where you are able to visit during the day to keep out of the cold weather. See page 23 for the nearest library to you.

HOMELESS DENTAL HEALTH

NHS 111—If you have a severe oral issue that isn't going away, call 111 and explain your symptoms. They will assess you and direct you to the best cause of action for your specific issue. Do not go to A&E with any dental issue, they are unlikely to help. Always use 111 first,

Damira Dental Studio—If you are in need of an emergency appointment & if they have any gaps that day. 4 Cannon St, Shirley, Southampton SO15 5PQ. Tel 02380784104

DentAid—Dent Aid is a mobile dental service for people experiencing health inequalities. The service is for people who live in Hampshire or the Isle of Wight and don't already have a dentist, either NHS or private and are exempt from paying NHS dental charges, or facing health inequalities e.g people experiencing or at risk of homelessness) There are several treatments available, such as: dental and oral cancer screening, extractions, oral health advice, preventative care, dental care for children, emergency care, fillings & removals. You can contact dentaid on 0238001 4450 to make an appointment. Anyone who attends an appointment must arrive 15 minutes before their appointment time.

TENANCY MANAGEMENT

Are you struggling to manage your tenancy?

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—Big Difference Community Shop, Northam Community Centre, SO14 5SP - 11am-1pm

Tuesday—St Christopher's Church - every 4th week - 11am-1pm (call for date)

Wednesday—Two Saints Day Centre - 10.00am-12pm, Old Chemist (foodbank) Bitterne Park Triangle 10am-12pm, Polish Speaking drop in Central Library 10am-1pm, Monty's community hub 59 Montague Avenue 1st wed of the month 10.30am-12pm

Thursday— Above Bar Church - weekly - 10am-12noon

Friday— Saint Mary's Church, weekly 11am-12.30pm. Big Difference Community Shop, Shirley Warren- weekly- 1pm-3pm, Lords Hill Church, Lordshill District Centre, SO16 8HY 10am-12noon

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 Tel: 02380 837800 or 02380 836883

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 W: voiceability.org.uk/ Hampshire web.: hello@choices-advocasy.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

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 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/

Lighthouse—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

Anxiety UK—Helpline:03444 775 774 Text:07537 416905 - :support@anxietyuk.org.uk

NHS 111 Service—The NHS now offer a service which will directly connect you with a mental health nurse. Just call 111 and press option 2 to connect.

The Mix—The Mix are there to help you to take on any challenge you're facing – from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to the mix online or using their confidential helpline – 0808 808 4994.

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: 07537404719 Email—contactus@combatstress.org.uk

Andys Mans Club—A men's suicide prevention charity that offers free-to-attend and peer-to-peer support groups across the UK. Every Monday at 7pm (except bank holidays) at 60-68 Clovelly Road Southampton, SO14 0AU. You do not need to let them know in advance that you're coming. https://andysmanclub.co.uk/

CALM (Campaign against living miserably) - 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

Steps to Wellbeing NHS— W: 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.**

SHOUT textline— Text **SHOUT** to **85258,** it is free to text from all major mobile networks. You can text any time, day or night, and your messages are always confidential and anonymous. Shout provide someone to speak to when you are feeling low and can provide help moving forward.

PAPYRUS— Prevention of young suicide charity, help reduce the stigma of surrounding suicide and helping young people and their communities with skills to recognise emotional distress. If you aren't coping with life and need someone to talk to, you can text 07860039967, call 08000684141, email pat@papyrus-uk.org

MindUK— MindUK are a charity that are able to offer information and support for those suffering with mental health issues. The reliable information that they can give can change lives. Contact them at 03001233393, or email info@mind.org.uk

Beat Eating Disorders— The UKs first eating disorder charity. They offer support through their national helpline, which can help encourage and empower people to get help for their eating disorders quickly. Their phone service is available 365 days a year at 0808 801 0677, and online on their web chat at beateatingdisorders.org.uk all calls to Beat are free of charge.

Cruse—Provides emotional and practical support for anyone affected by suicide, including adults, children and young people. Support may include a safe space to talk, help with coroner and inquest processes, and age appropriate guidance for under 18s. Support is offered by phone, video call or in person (depending on your area). After a referral, a Bereavement Suicide Liaison Worker will contact you to discuss your needs and link you with further local services. For bereavement support outside these areas, you can contact the **Cruse National Helpline: 0808 808 1677** or visit **cruse.org.uk** for more information.

No matter how hard life gets, KEEP ON GOING. The world is a better place with you in it! Just remember, it is OKAY to not be OKAY.

MODERN DAY SLAVERY

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

REFUGEES

CLEAR— CLEAR works to assist refugees in who are in Southampton. They can offer help, support and advice. Tel: 023 8022 1111 Email: info@clearproject.org.uk
WhatsApp: 07724592661 for advice English classes sign up: 07895293139

Additionally, CLEAR are now running drop-ins on the following days and locations:

Tuesdays 10am–12pm – The Boathouse, Cranbury Terrace, SO14 0LH (what3words /// tape.stuff.herds)

Thursdays 10am–1pm – The Meeting Place, Saint Mary's Church, Chapel Road SO14 1AQ 0LH (what3words ///novel.dunes.limp)

Fridays 10am-12pm – Avenue Multicultural Centre, Avenue St. Andrews Church, The Avenue SO171XQ (what3words ///vague.venues.juices)

All 3 have hot drinks and snacks available, and the Meeting Place also has an SCM Marketplace running at the same time, as well as some other agencies there from time to time.

The Meeting place at Saint Marys Church, Southampton SO14 1AQ—Every Thursday for the 'pay what you can café' there is also and advice desk there too if you may need any extra assistance.

CLEAR have recently moved from St Marys Street and new address isn't accessible to the public.

EU Welcome (run in association with CLEAR)— Provides help and support to migrants in the Southampton area from EU and other European countries. Tel: 02380221111 Southampton and Winchester Visitors Group PO Box 1615 Southampton SO17 3WF

Southampton & Winchester Visitors Group (SWVG)— Comprehensive support for asylum seekers. Website—www.swvg-refugees.org.uk Email: nfo@swvg-refugees.co.uk

Avenue Multicultural Centre—If you are a refugee or seeking asylum, there is a warm welcome for you at Avenue Multicultural Centre, on Fridays 9.30am—12pm, there you will find food, refreshments, games, help & support and English lessons. Avenue St Andrews Church, The Avenue, Southampton, SO17 1XQ

ENGLISH CLASSES

English Language Café—Above Bar church, 69 Above bar St, SO14 7FE. Informal sessions every Monday during school term time, 11am—12pm. This class is specifically for anyone whose first language is not English. You will be able to enjoy tea, coffee and snacks here too. Alternatively, for formal sessions, visit on a Wednesday 9.30am—11.30am. Please visit the café and speak to the leaders to sign up.

Christ Church Burgess Road Library, SO16 3HF—Free English lessons every Tuesday during term time from 5.15pm-6.25pm. Hot drinks and baked goods provided whilst the lesson is taught. Contact fel@christchurchsouthampton.org.uk or call 023 8055 6596 for more information and to join.

Creative English—Central Hall, St Marys Street, SO14 1NF. English lessons every Wednesday, creative English for those who are learning as a second language. The group is suitable for all levels. Contact 023 8023 7700 for more information and to join.

VETERANS OUTREACH SUPPORT

Please ensure you provide full name, date of birth, service/regiment, dates of service and Service Number.

VOS Service Provision—Drop-in centre cafe for serving and retired veterans of the British Armed Forces. They have over approx. 40 partner organisations who regularly attend the drop-in to help anyone who may need it. 1st Wednesday of every month, from 2pm—5pm. New registrations arrive from 1.30pm. Royal Maritime Hotel, Queens Street, Portsmouth PO1 3HS. Tel : 02392 731 767 Email: admin@vosuk.org

SSAFA—The *Soldiers, Sailors, Airmen and Families Association*. Contact Forcesline on 0800 260 6780 / Southeast region—0204 566 9126. 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.

Royal British Legion—Can offer help and support to those who have / are in the armed forces and their families. Call 0808 802 8080 for help and support. Southampton drop in centre is at 11am every 3rd Saturday of the month, at Royal British Legion, 7 Eastergate Street, Southampton SO14 3HB

Operation Fortitude— Ex-service personnel who are experiencing homelessness, or at risk of homelessness, are eligible for support from Op FORTITUDE. Call 0800 9520774 or refer online

Combat Stress—Combat Stress aim to deliver specialist treatment and support for veterans with complex mental health needs, while supporting their families and networks to help them tackle the past and take on their future. Call their 24hr Helpline on 0800 138 1619 for support or text 07537 173683 or email helpline@combatstress.org.uk

Alabaré Homes for Veterans - Christian-run organisation specialising in rehousing and supporting veterans. Call on 01722 322882 from 9am—5pm Mon—Fri or email enquiries@alabare.co.uk

Op Courage NHS—Op COURAGE is an NHS service supported by trained professionals who are from, or have experience of working with, the Armed Forces community.

This service can help if you're finding life difficult after leaving the military. Working together with Armed Forces charities, Op COURAGE will help you get the right type of specialist care, support and treatment for your specific needs. Contact Op Courage South East on 0300 365 2000 or visit https://www.opcouragesoutheast.nhs.uk/referrals to make a self referral.

Veterans Aid— Veterans Aid has an open-door policy that ensures it is accessible to every veteran who seeks its help. We can provide advice if you are homeless or at risk of homelessness. We also offer a range of services responsive to your situation. Contact 0800 012 6867 from 9am-3pm Mon—Fri.

Haig Housing— Haig Housing is the leading housing provider for ex-Service personnel in the UK.

In order to receive information in regards to housing, and how the whole process works, contact our Housing Options team at allocations@haighousing.org.uk or 020 8685 5777 (option 3)

VICTIMS OF CRIME (INCLUDES HATE INCIDENTS / CRIME)

LOCAL FREEPHONE NUMBER: 0808 178 1641
FREEPHONE NUMBER: 0808 168 9111
EMAIL: HUB.HOW@VICTIMSUPPORT.ORG.UK
WEB SELF-REFERRAL'S ON VICTIM CARE SERVICE WEBSITE AND VICTIM SUPPORT'S WEBSITE
WWW.VICTIMSUPPORT.ORG.UK
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 169 883 Central 02380 331635 Email 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
Tel: 0800 842 842 E-mail: 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

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 Web: www.youthoptions.co.uk

SafeCall – Free & confidential support to young people . Provides a safe space to talk if you're feeling unsafe, have left home/considering leaving home, or just need someone to listen — no pressure, no judgement. Call or Text 116 000. Everyday from 10am-10pm

Jesus said: Come to me, all of you who are weary & carry heavy burdens, and I will give you rest. Matt. 11:28

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)
www.access-southampton.co.uk/young-adults-employment-hub/ 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
02380 832 005

Police
General enquiries switchboard.
01962 841 534

Read Easy

Read Easy is a confidential service for adults who want to learn to read, or improve their reading skills, at their own pace and without pressure. You will be allocated a trained coach to help you, special reading manuals to work through, and a place to meet. If you are interested , please contact Allison Walker at southamptoncoordinator@readeasy.org.uk, or 07392 517334

NOTES

Those the Father has given me will come to me, and I will never reject them. John 6:37

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
Christ Church Southampton— 023 8055 6596
City Life Church — info@citylife.org.uk
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@slic.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

The Lord is close to the broken-hearted, he rescues those who are crushed in spirit. Psalm 34:18

Libraries

Bitterne Library, Bitterne Road East, Southampton, SO18 5EG
Tel—023 8083 3007. Opening hrs—Mon: 10am-7pm, Tues: 10am-4pm, Weds: 10am-7pm, Thurs & Fri: 10am-5pm Sat: 10am-4pm
Burgess Road Community Library, Burgess Road, Southampton, SO16 3HF Tel—023 8058 6804. Opening hrs—Mon:10am-5pm Wed: 12pm-5pm, Fri: 10am-4pm, Sat: 11.30am-1.30pm
Central library Civic Centre, Southampton, SO14 7LW
Tel—023 8083 3007. Opening hrs—Mon & Tues: 10am-7pm,
Wed: 10am-6pm, Thurs: 10am-7pm, Fri: 10am-5pm, Sat: 10am-4pm
Cobbett Hub & Library, Cobbett Road, Southampton, SO18 1HL
Tel— 023 8022 3138. Opening hrs– Mon: 3pm-7pm, Wed: 1pm-5pm, Fri: 1pm-4.30pm
Lordshill Library Lordshill Centre, Southampton, SO16 8HY
Tel—023 8083 3007 Opening hrs—Tues: 10am-7pm, Wed: 10am-5pm, Thurs: 10am-7pm, Fri & Sat: 10am-4pm.
Millbrook Community Library Family Hub Pickles Coppice, 65 Windermere Avenue, Southampton, SO16 9QX
Tel—023 8054 0135 Opening hrs—Mon: 9.30am-2.30pm, Tues: 12.30pm-2.30pm, Thurs: 9.30am-11.30am & 1pm-2.30pm, Fri: 9.30am-12pm
Portswood Library Portswood Road, Southampton, SO17 2NG
Shirley Library Shirley Precinct, Shirley High Street, Southampton, SO15 5LL
Tel—023 8083 3007 Opening hrs—Mon: 10am-7pm, Tues: 10am-7pm, Wed: 10am-7pm, Thu: 10am-4pm, Fri: 10am-5pm, Sat: 10am-4pm
Thornhill community library 328 Hinkler Road, Southampton, SO19 6DF
Tel—023 8043 2761 Opening hrs—Mon: 2pm-4.30pm, Tues: 9.30am-12pm, Wed: 2pm -4.30pm, Fri: 9.30am-12pm
YMCA Weston Community library 8 Weston Lane, Southampton, SO19 9HG
Tel— 023 8043 1604 Opening hrs—Mon: 10am-4.30pm, Wed: 10am-5pm, Thurs: 10am-4.30pm, Sat: 10am-1pm
Woolston library Centenary Quay, Victoria Road, Southampton, SO19 9EF
Tel—023 8083 3007 Opening hrs— Mon: 10am-5pm, Tues: 10am-7pm, Wed: 10am-7pm, Fri: 10am-5pm, Sat: 10am-4pm

All of the follow libraries have free wifi and access to computers with low cost printing and scanning, and can offer IT support. They all work with partners such as CLEAR, Citizens Advice, Youth Hub and BIPC to support local people with information and advice. For regular free adult, family and children free activities and events please visit

www.southampton.spydus.co.uk

Please note all libraries are closed on public holidays

Family Hubs

A family hub is a place for children and families to enjoy stay and play sessions, and for parents to get support.

East locality

The east locality includes three locations:

- Family Hub Blackberry—Byron Road, Thornhill SO19 6FH 0238091 7633
- Family Hub Seashell—60 Foxcott Close, Weston, SO19 9JQ 02380 437866
- Family Hub Cutbush—Cutbush Lane, Townhill, Southampton 02380 915480

Central locality

The central locality includes two locations:

- Family Hub Honeysuckle—Honeysuckle Road, Southampton SO16 3BZ 02380 833552
- Family Hub Clovelly—60-68 Clovelly Road, Southampton SO14 OAU 02380 West locality

West locality

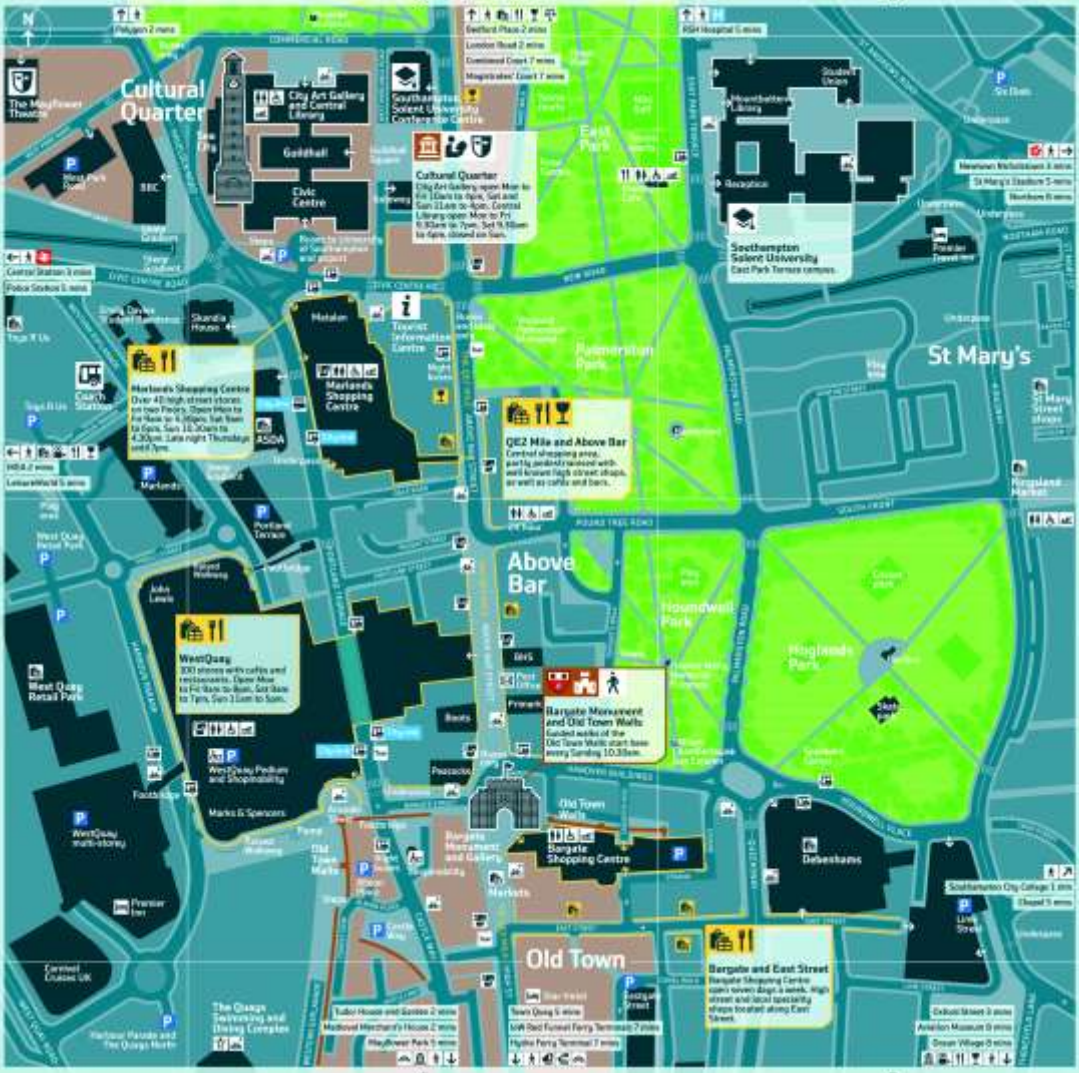
The west locality includes two locations:

- Family Hub Maple—Helvellyn Road, Millbrook SO16 4AS 02380 540135
- Family Hub Pickles Coppice—65 Windemere Avenue, Southampton SO16 9QX 02380 540135

Services offered include:

- Learning through play in our "come and play" sessions
- Health advice from midwives, health visitors, other health professionals, and health clinics
- Family support
- Information and guidance on breast feeding, health and nutrition
- Support for families with children with additional needs
- Speech and language support
- Advice and support for parents including dad's groups and young parents
- Training courses including parenting classes, ESOL, money management, healthy cooking and more
- Information for parents on childcare, volunteering, training, and job opportunities
- Quick and easy access to wider services & basic bank vouchers

If you want to get in touch to make a general enquiry, you can email us: familyhub@southampton.gov.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 (CIS) 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 11am to 4.30pm.

You can call the Tourist Information Centre on 023 8083 3333 or visit their website www.visit-southampton.co.uk

For links to other Southampton websites and information about the city visit www.discoversouthampton.co.uk

This map forms part of the Southampton Legible City active travel system. © Southampton City Council, 2011

Useful contacts

Blue Funnel Cruises	023 8032 3278
Central Library	023 8083 2694
City-link bus	023 8059 5974
First Travel Shop	023 8032 4854
Hythe Ferry	023 8084 0722
National Express	08717 81 81 81
National Rail	08457 48 49 50
Parking	08450 45 45 45
Red Funnel Ferries	0844 844 9988
Shopmobility	
City	023 8083 1261
WestQuay	023 8063 1100
Solent Blue Line	023 8063 2621
Southampton Airport	08703 040 009
Southampton City Council	023 8083 3333
Tourist Information	023 8083 3333
Traveline	0871 200 22 33
Walking Tours	023 8083 3333
WestQuay	023 8033 6788

traveline
public 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

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 are in need of homelessness support, you can find the Southampton Street Pastors office at:

Room 35, St Marys Fire Station,
St Marys Road, Southampton SO14 0BJ
023 8033 3387
Our doorbell will be available next to the metal gates
Mon—Thurs 10am-4pm
(unless we are out of office)