

Getting Through The Maze

Welcome to the third edition of Getting Through the Maze, a directory of the help and support available in the Borough of Eastleigh for people with disabilities and their carers.

The directory aims to provide you with a guide to what is available and how to access it.

This directory has been produced with the best of our knowledge, if you are involved with a group not mentioned here or have received support from a group or agency not listed please let us know: email hisp@1community.org.uk.

Alternative formats or languages may be available on request. Please contact the Eastleigh & District Disability Forum General Enquiries Secretary at eddforum@hotmail.co.uk

Sponsored by Home Information Support Project (HISP)
at One Community

Spring 2010

Acknowledgements

We would like to acknowledge the valuable contribution of the contributors and checkers of this edition of Getting Through The Maze. Our particular thanks go to Sinitta Jassal, our volunteer at HISP, for her supreme effort in updating and formatting this edition.

We do our best to ensure the information in the directory is correct. However, if there are any inaccuracies or if you wish to be included in the next edition please write to us either at the forum:

General Enquiries Secretary,
Eastleigh & District Disability Forum
eddforum@hotmail.co.uk

Or

Home Information Support Project (HISP),
One Community,
16 Romsey Road
Eastleigh, Hampshire
SO50 9AL
hisp@1community.org.uk

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Activities, Groups & Social Organisations

Access Club

Tel: 023 8065 0197 (evenings/weekends)

Meetings are held fortnightly, on Wednesdays, from 7.30-9.30pm, at Crestwood Community School, Shakespeare Road, Eastleigh. Activities include keep fit, craft, games, bingo and parties. (Operates term-time only)

Alzheimer's Society Branch

Chamberlayne Mews

40 Chamberlayne Road

Eastleigh

SO50 5JH

(In the bungalow in the car park)

Tel: 02380 610159

www.alzheimers.org.uk

Beaton Club (Eastleigh Blind Club)

Tel: 023 8026 5467

Invites people with visual impairment to just go along and meet them at Wells Place Centre, Wells Place, Eastleigh. Afternoon sessions are usually for a chat, cup of coffee and games on the 2nd & 4th Tuesdays of the month from 2pm to 4pm. Evening meetings are on the 1st & 3rd Monday of the month, from 7.30pm to 9.30pm and are more structured with activities like singing. They also arrange several outings during the year.

Diabetes UK Southampton & District Support Group

Tel: 023 8022 6633

Meetings: Semble House Resource Centre

Handel Terrace, The Polygon

Southampton SO15 2FH

Last Friday of the month at 7.30 pm (no meeting in December).

Eastleigh Advocacy Project

Tel: 023 8036 3304

Mon, Tues & Thurs, 9.30am – 4.30pm

Meetings held at 83 Leigh Road, Eastleigh on various evenings and daytimes, to develop local independent self-advocacy groups and to train volunteers to help people with learning difficulties to speak for themselves.

Eastleigh and District Disability Forum

Tel: 023 80 615027

Monthly meetings are held to promote the needs of, and, to discuss issues affecting people with disabilities with the aim of bringing about change.

Eastleigh Friends of the Handicapped

Tel: 023 8026 1854

Offers support for families who have a dependent member with learning disabilities. We create opportunities for whole families to enjoy outings and other social events together. Informal meetings at various locations.

Eastleigh Hard of Hearing Club

Tel: 02380 694503

Weekly meetings, often with entertainment and support, at St Andrews Methodist Church, Blenheim Road, Eastleigh on Friday 2-4pm. Email: Dot@talktalk.net

Eastleigh Borough and Romsey Mencap Society

56 Oaktree Road

Bitterne park Southampton SO18 1PH

Tel: 02380 483471

Eastleigh 32 Inskip Club

Tel: 023 8065 0140 (9am-5pm)

Meetings held at The United Reform Church, Kings Road, Chandlers Ford, 1st and 3rd Wednesdays of the month, 7.30-9.30pm. Social club and fundraising.

OPENSIGHT

Tel: 023 8064 1244

Web: www.opensight.org.uk

Email: info@hacb.org.uk

25 Church Road

Bishopstoke

Eastleigh

Hampshire SO50 6BL

OPENSIGHT is open to anyone in Hampshire whether registered as blind, partially sighted or not registered at all. Volunteers and supporters also receive free membership. We provide help information and guidance to those with sight loss in Hampshire; promoting independence and quality of life. Services include home visits, equipment assessments, training and a network of clubs and groups, gardening days and holidays. Grants are also available.

Objectives:

To provide support for those in Hampshire with sight loss to promote independence and quality of life

We run 6 Resource Days showcasing equipment and offering advice around the County with an average 85 people attending each one. We publish and circulate over 5000 copies of our magazine Second Sight three times a year, including over 800 tapes and an audio version on our website. An average of 600 people attend our local social clubs each month. We organise Family Fun Day, Theatre Trips and Activities for children and families. We facilitate and offer holidays and Gardening Days for sight impaired people. We provided grants from our Grants

Fund for those in need, especially for those needing special equipment to help them read.

Hampshire Deaf Association

Tel: 023 8051 6516

Minicom: 023 8051 6518

Fax: 023 8051 6517

1-2 Carlton Commerce Centre

Dukes Road

Southampton SO14 0SQ

ME Support Group (Action for ME)

Tel: Kathleen 023 8025 1719

Website: www.eastwinme.ik.com

Local support group for sufferers of ME offering mutual support, newsletter and information. Weekly drop-in held at United Reform Church, Kings Road, Chandlers Ford, Mondays 1.30-3.30pm.

Multiple Sclerosis Society (Southampton)

Tel: 07917558602

Helpline: 0808 800 8000

The MSS has the twin objectives of caring for the needs of those who have MS and of raising money to fund these needs and to sponsor research into the cause and cure of the disease. Weekly social meetings on Wednesdays at Mencap Portswood at 10.30 am. *Subscription per year is £5.*

Muscular Dystrophy Group (Winchester)

Tel: 01962 882270

Helps sufferers from Muscular Dystrophy and gives support to their families. Fund raising is mainly for research, but we also help financially towards buying specialist equipment for sufferers. The group meets at members homes once a month.

Solent MIND

54 Henstead Road Southampton SO15 2DD

Tel: 023 80 208940

Website: www.solentmind.org.uk

Solent Mind runs a range of community mental health services. We support people at home, in social clubs and at work. We provide advice, information and advocacy. Most of our services are funded by Social Services and the Health Service, but we also raise money independently to develop other innovative services. In Eastleigh MIND-IT (by referral only from community mental health teams) provides computer training courses and workshops as well as information and signposting for people with mental health issues. MIND-IT in Eastleigh is based at 111 Leigh Road, Eastleigh SO50 9DS Tel: 023 8061 1475, Email: lcosse@solentmind.org.uk

Hedgenders also runs as a drop in at Hedge end community centre on Thursdays (this is subject to change though) which Eastleigh people are welcome to attend. Please contact the main Henstead Road office for further details on Hedgenders or the Eastleigh number for MIND-IT.

Social/sport

There are many clubs and organisations in Eastleigh which have access for people with a disability. The following are a selection.

Lists of clubs in various parts of the borough are available from the Home Information Support Project (HISP) at One Community on 023 8090 2405.

A.C. Delco Bowmen

Tel: 023 8032 0540

Large, very friendly, Southampton based Archery club for all ages and abilities. Beginner's courses, using club equipment, are run on a regular basis. Please contact for availability. Disabled archers are always welcome.

Based at Concorde Club Sports Field, Stoneham Lane, Eastleigh. There are regular beginners' lessons most Saturday morning from 10:30 until 12:30 pm normally followed by coaching sessions for improving archers in the early afternoon. Club Target Days are normally arranged on Tuesday evenings during the summer. Contact Chris Hatt on 023 8073 5574

Indoor archery takes place at Thornden School during the winter on a Tuesday night from 18:45-21:45 October - March: cost normally £3.50 per evening.

Annual membership: Adult £50. Junior: £5 + GNAS fees.

Eastleigh Disability Leisure Access Group (EDLAG)

Sports Development Officer

Eastleigh Borough Council

Civic Offices

Leigh Road

Eastleigh, Hampshire

SO50 9YN

Telephone: 023 8068 3347

EDLAG provides information for residents wanting to take part in sport and recreation. The main aim of EDLAG is to help people with a disability to access leisure. EDLAG is actively involved in organising taster sessions in a variety of sports including football, cricket, golf, basketball and aquacise. A regular basketball club has been established every other Saturday at Eastleigh College. EDLAG also provides support and information for sports clubs wishing to provide appropriate facilities and qualified instructors.

EDLAG Multi-sports Club for all abilities at Wyvern

Technical College, Fair Oak, every Thursday 6-7pm.

Sports include football, basketball, rugby (one sport per term). *£10 per half term.*

Contact Sally Eshragi on 023 8026 3194.

Eastleigh & District Swimming Association for the Disabled

Tel: 01794 515172

A safe environment for people with disabilities, all ages & all abilities, to enjoy their swimming, bring your own carers, hoist available. Every Tuesday 8pm-9pm, £2 *per session* or £6 *per month paid in advance*.

Hawks Cricket Team

Tel: 023 8026 0616 (or 07760347669)

Website: www.thehawks.co.uk

The Hawks are a cricket team for people with disability. Based at Fleming Park, Eastleigh, they train every other week on Sunday afternoons, 1-3pm.

Cost £2 per session, all standards welcome.

Karate (New Forest)

Mr Dave Crawford Tel: 07902 929400

Email: newforestkarate@aol.com

We offer Goju Ryu and Shito-Ryu karate instruction from beginner to advanced levels. New Forest Karate believe that classes should be a challenge but not unrealistically so and emphasis is placed on self-defence. Tuition on a one to one or group booking can be provided for people with disabilities. Lessons cost £3.50 for children, £4.00 for adults -various locations see details on website

www.newforestkarate.com

Mosaic

Tel: 023 8062 7815

Creative dance for adults with physical disabilities; involving fun and enjoyable dance sessions with improvisation and imagination. All that is required is enthusiasm and a sense of humour.

Weekly term-time sessions held at The Point, Leigh Road, Eastleigh on Fridays, 11-12.30am, £3.60 per session. (Starts October 9th 2009)

Queen Elizabeth II Silver Jubilee Activities Centre

Manor Farm Country Park, Pylands Lane, Bursledon, SO31 1BH

Tel: 023 8040 4844

Activities including canoeing, motor boat, climbing, archery, horse riding, problem solving/initiative test and zip wire available for people with disabilities, their carers and families. Open Mon-Fri, 10am-5pm by prior arrangement for day groups. Cost involved.

Solent Ski Club (for the Disabled)

Tel: Chris Babbs 07940 856 416

Meet at the Alpine Centre, Southampton, first Saturday of the month, 12-2pm (Closed August). Please contact Chris Babbs to find the up to date club membership and slope charges. The club does provide a 'taster' session for potential new members so that people can understand what is involved and inform their decision as to whether or not to continue skiing.

Solent Wheelers Dance Club

Tel: 023 8052 2704

Dancing for disabled who need to use a wheelchair: All types of dancing Country, Ballroom, Line Dancing, Formation. Manual, powered chairs or even with a pusher. All can take part and it is fun to do. Based at Millbrook Community School, Green Lane; every Tuesday evening from 7-9pm. *£2 per dancer (includes refreshments) to pay for hire of hall each week.*

Sports and Leisure Association for the Disabled (Southampton & District)

Tel: 023 8042 0283 Email: rogersteels@aol.com

Sports training (Field & Track), Keep Fit, Weights Training. Recreational activities, i.e. skittles, petanque, carpet bowls, darts. Social evenings, day & weekend outings and holidays in Britain and the Continent. Merryoak Community Centre, Keshar Road, Sholing. Monday evenings, 8 – 10pm. *Annual Subs £5. Evening Activities £2 each. Transport £3.*

VIP Reading Groups

Reading groups organised by the Library Service for people who have a visual impairment; books available in large print or cassette. Contact the following libraries for further details: Eastleigh on 023 8061 2513, West End on 023 8047 3486 or Netley on 023 8045 5034.

Benefit Entitlements

Registering as disabled

To be registered as disabled you need to have a permanent and substantial disability. There are different categories of registration as disabled: disabled, blind, partially sighted, deaf and hard of hearing. Registration is voluntary and entitles you to some concessions from other organisations, particularly for leisure activities and travel. You do not have to be registered as disabled to be eligible for services from Adult Services (formerly Social Services). Registration does not automatically mean that you will qualify for services from Adult Services.

For more information contact Adult Services on:
0845 603 5630

State Benefits

Benefits Enquiry Line is a generalist advice telephone helpline for all enquiries relating to Disability Living Allowance (DLA), Attendance Allowance (AA) and Carers Allowance (CA).

This is a confidential freephone service for disabled people and carers. You can call the Benefit Enquiry Line and ask them to send you a claim pack. Claim pack's can be sent in an alternative format if required, e.g. Braille. They can also arrange for someone to help you fill out the form if required.

Telephone: 0800 88 22 00 Textphone: 0800 24 33 55

Website: www.direct.gov.uk

You can also use the RNID Typetalk service.

The Benefit Enquiry Line is open 8.30 am to 6.30 pm Monday to Friday and 9.00 am to 1.00 pm Saturday.

Benefits Available for Disabled People

The following information outlines the benefits currently available for people with disabilities and their carers.

- *Disability Living Allowance* - This is a benefit you can get if you need help getting around and/or looking after yourself because you are ill, disabled or terminally ill. You must claim before you reach age 65.
- *Attendance Allowance* - This is a tax-free benefit for people aged 65 or over who have an illness or disability and need help with personal care.
- *Employment and Support Allowance* - If you cannot work because of illness or disability you may be able to get Employment and Support Allowance (ESA). Employment and Support Allowance was introduced on 27th October 2008. It replaces Incapacity Benefit and Income Support, paid because of an illness or disability.
- *Incapacity Benefit* - Incapacity Benefit and Income Support, paid because of an illness or disability, has been replaced with Employment and Support Allowance for new claimants only. If you already receive Incapacity Benefit, you will continue to receive it.
- *Carers Allowance* – For people aged 16 or over who are spending at least 35 hours a week looking after someone who is getting benefit (AA or DLA).

Housing & Council Tax Benefit

If you are on a low income you may be entitled to help with your rent and/or Council Tax payments.

To get an application form contact Eastleigh Borough Council Revenue and Benefits Department on 023 80 688046 or drop by the Civic Offices, Leigh Road, Eastleigh or alternatively visit the website

<http://www.eastleigh.gov.uk/ebc-1432> and print off a Benefit Claim form.

If you are unable to get out of the house a Visiting Officer is available to help you complete the form at your home. Please remember that any delay in claiming will mean that you may lose out on benefit to which you are entitled.

Health Costs and Independent living

You may be eligible for help with health costs such as NHS prescriptions, NHS dental treatment, sight tests, glasses and contact lenses, travel to hospital for NHS treatment or NHS wigs and fabric supports. Being in receipt of Attendance Allowance or Disability Living Allowance does not automatically qualify you for any reduction in charges.

Full details of who is eligible can be found in the Help with Health Costs booklet (HC11) available from the NHS (your doctor's surgery should have copies) or from HISP on 023 8090 2405.

Advice line 0845 850 1166

Freephone advice line for information on health costs for charges due on prescriptions, dental/optical treatment.

- *Direct Payments* - arranging your own care and services
- If you have been assessed by your local council as needing care and support services, you may want to choose direct payments. They allow you to buy in and arrange help yourself instead of receiving it directly from social services. Telephone Support Service 02380 330982
- *Equipment for Independent Living* - There are a number of organisations and charities that offer advice and information to disabled people about assistive equipment and independent living.
- *Personal equipment, Prescriptions and Hospital Travel* - You may be entitled to help towards health costs such as free NHS prescriptions, dental care, hospital travel costs, plus equipment such as wheelchairs and hearing aids.

National Key Scheme

Opens the door to over 7000 toilets for people with disabilities across the country, which are kept locked to prevent vandalism. You can get a key from the Reception Desk at Eastleigh Borough Council free if you are a resident in the borough and collect it, £2.25 if you live outside of the borough and collect the key. Borough residents can also obtain their free key from the Eastleigh Borough Council Town Centre Office in Wells Place, Eastleigh.

Alternatively you contact RADAR who will post it to you. Orders must state the name and address of the disabled person with a declaration of disability (e.g. "I am a disabled person and I wish to buy a National Key Scheme key").

Costs (including postage and packing) are: £3.50 for key with declaration of disability: £3.50 plus VAT for key without declaration. Radar's National Key Scheme Guide 2009 edition of where to find all 7,000 toilets, is available; price £12.25, from RADAR, 12 City Forum, 250 City Road, London EC1V 8AF or online at www.radar-shop.org.uk.

TV Licence Stamps

If you are permanently housebound and therefore unable to take advantage of travel concessions, you may qualify for TV Licence Stamps. You must be under 75 years of age and responsible for the payment of the TV Licence and there must be no one else in your property who is over 75 years of age.

Travel Concessions

People with disabilities or those unable to drive because of a medical condition are entitled to a free Bus Pass for use on local buses on off peak* times or a Disabled Person's Railcard. See Transport section for details. In addition, registered users of One Community services may use their free pass on the following services:

- Dial a Ride

- Dial a Ride Shopping Trips
- Parish Links
- Hedge End Park Minibus Services

*Eastleigh Borough Council provides an enhancement to this scheme allowing eligible residents to travel free of charge at any time of the day provided the journey is continuous and starts within the Borough. You cannot get free travel before 9.30am or after 11pm if you board a bus in another area.

Housing

Eastleigh HomeChoice

Eastleigh Homechoice provides information on all housing association homes available for rent within the Borough of Eastleigh. Vacancies are advertised so that applicants can choose which properties to apply for. You can apply for as many properties as you like and there are no penalties for refusing a property offered to you but see the Homechoice booklet for full details.

Application forms are available from:

Eastleigh Borough Council

Civic Offices

Leigh Road

Eastleigh SO50 9YN

Tel: 023 8068 8165

Email: www.eastleigh.gov.uk

First Wessex

Charlotte Yonge House

Tollgate, Chandlers Ford

Eastleigh SO53 3YP

Tel: 023 8068 4300 or Freephone 0800 0191 469

(Repairs 0800 214 806)

Emergency (out of hours) 0844 4152 212

Email: info@firstwessex.org.

Swaythling Housing Society

Collins House

Bishopstoke Road

Eastleigh, SO50 6AD

Tel: 02380 628000

Saxon Weald Housing Association

Head Office 38-42 Worthing Road

Horsham, West Sussex

RH12 1DT

Tel: 01489 783423

Application forms may also be completed on-line through Eastleigh Housing Association's website at

www.eastleighhomechoice.co.uk

Private Sector Housing

Private Sector Housing is part of Eastleigh Borough Council's Housing team. It can provide advice on disrepair and also on adaptations to your home in the form of Disabled Facilities Grants (DFG's), and Accessible Homeloans if you own your home; this is usually done through the assistance of the Occupational Therapists team and a Home Improvement Agency such as In touch

Tel: 023

Website: www.eastleigh.gov.uk

Housing Associations in Eastleigh Borough

Anchor Trust

Milestone Place, 1000 Bolton Road,

Bradford BD1 4DH

Tel: 01274 381 600

Email: contactus@anchor.org.uk

Web: www.anchor.org.uk

First Wessex *

Charlotte Yonge House,

Tollgate, Chandlers Ford, Eastleigh

SO53 3YP

Tel: 023 8068 4300

Email: info@firstwessex.org.
Web: www.atlantichousing.co.uk

Hanover Housing Association

South East Regional Office,
Hanover House, 1 Bridge close,
Staines TW18 4TB
Tel: 01784 446100 or 0800 2802 575 (general enquiries)
Web: www.hanover.org.uk

Housing 21

The Triangle, Baring Road, Beaconsfield,
Bucks HP9 2NA
Tel: 0370 192 4000
Web: www.housing21.co.uk

Hyde Housing Association Ltd

Hampshire Regional Office,
63 St Marys Street, St Marys,
Southampton SO14 1NU
Tel: 02380 836800
Web: www.hyde-housing.co.uk

North British Housing Association

4 Horsefair, Mews,
Romsey, Hampshire SO51 8JG
Tel: 01794 834200
Web: www.placesforpeople.co.uk

Raglan Housing Association

South Regional Office,
22-24 Oxford Road,
Bournemouth BH8 8EZ
Tel: 0845 0707 772
Email: south@raglan.org
Web: www.raglan.org

Saxon Weald Housing Association

Head Office, 38-42 Worthing Road,
Horsham,
West Sussex RH12 1DT
Tel: 01489 783423 Head Office
Web: www.saxonweald.com

Swaythling Housing Society Ltd

Collins House, Bishopstoke Road,
Eastleigh SO50 6AD
Tel: 023 8062 8000
Email: info@swayhs.org.uk
Web: www.swayhs.org.uk

Twynham Housing Association

Dolphin House, 2nd Floor, Wick Lane,
Christchurch BH23 1HX
Tel: 01202 460460
Email: info@twynham-housing.co.uk
Web: www.twynham-housing.co.uk

*First Wessex manages properties on behalf of:

Advance	Care Watch/SCA
Macintyre	MENCAP
New Support Options	Portswood Care
Seeability	Signature Care and Support
Society of St James	Stonham
West Hants NHS Trust	Winchester City Council

Sheltered Housing for purchase or rent

These schemes provide warden linked accommodation for people aged 60 plus (over 55 in some cases) who wish to maintain their independence with the security of a warden.

A directory of sheltered housing schemes in the borough is obtainable from Housing Services

Civic Offices

Leigh Road

Eastleigh

Hants

SO50 9YN

Tel: 023 8068 8165

Sheltered housing is also available through the Home Choice scheme referred to at the beginning of this chapter.

A specialist housing adviser is available to discuss your individual housing needs if required.

Support & Leisure

Support

Adult Services (formerly Social Services)

Eastleigh office: 023 80961 8722 – social worker teams for people with physical disabilities

Romsey office: 01794 526000 – social workers for people with hearing or visual impairment

Citizens Advice Bureau Eastleigh

Eastleigh & District Citizen's Advice Bureau (C.A.B) provides free legal advice and support on a range of issues including debt, family, housing and many more.

Access to solicitors can also be arranged. The C.A.B has an outreach office in Hedge End.

Home visiting, for people who are housebound due to age, ill health or disability, can be made by appointment;

Tel: 02380 616046

(Open Monday-Thursday 10am-4pm)

101 Leigh Road

Eastleigh

SO50 9DR

Tel: 02380 616046

Hedge End Outreach

(Open Monday and Wednesday 10am-4pm)

The Old Library

St Johns Road

Hedge End

Tel: 01489 796651

Community Dentist

There are several dental surgeries throughout the borough but currently there are only two, in the Eastleigh town area, taking on NHS patients. Contact NHS Direct on 0845 46 47 for current information and to contact the emergency dental service. Information with regard to home visiting dentists is also available on this number.

Delivered meals

Meals can be provided, ready cooked, on a daily basis (except at weekends) by Meals on Wheels. A choice of menu is available which takes into account all dietary requirements. For further information, contact 023 8068 8068.

Roast Out also provides hot meals delivered to your door, contact 023 8032 6664 for menu.

If you prefer to heat up your own meal then a delivery of frozen meals may be appropriate. Two companies deliver locally and provide brochures:

Oak House Foods Tel: freephone 0845 643 2009
023 9252 0005 (Gosport Office)

Wiltshire Farm Foods Tel: freephone 023 8062 2150

It is possible to have meals cooked in your own kitchen, see the Guide to Care at Home, copies available from libraries, Adult Services or HISP.

Disability Advice & Information Network

Tel: 023 8020 2653

Based in Unity 12, 9-19 Rose Road, Southampton, Hampshire, SO14 6TE it provides self help groups and carers support as well as independent advice on all topics relating to disability.

Eastleigh Advocacy Project

83 Leigh Road, Eastleigh SO50 9DQ

Tel: 023 8036 3304

E-Mail: eap@ntlbusiness.com

A self- advocacy project run by and for people with learning difficulties, with advocacy groups as well as groups for young people and women. It provides support for people at conferences, workshops, planning and consultation groups.

Restrictions: People with learning difficulties 18 and over

Facilities: The office is accessible to wheelchair users, but the toilet isn't.

Foot Health Service

Age Concern offers a foot health service through a number of local clinics at Eastleigh Health Centre; Hamble Surgery; Riverside Surgery, Bishopstoke; St. Luke's Surgery, Hedge End; New Milton Health Centre and Sway Surgery. Home visits can also be arranged. For an appointment, telephone 01329 842481. The current charge is £12 plus £12 for the first visit.

Guide to Care at Home provides a comprehensive list of all services, provided by social service departments in Hampshire, Southampton and Portsmouth as well as the private, not-for-profit and voluntary sectors available for people with disabilities to tap into.

Services such as:

Companion/social

Domestic help

Gardening
Meals
Nightcare
Nursing care
Personal care
Sitting service
Shopping
Transportation/drivers

Produced annually by Hampshire County Council Social Services it is available free from the Social Services office in Eastleigh, local libraries and by contacting the Home Information Support Project on 023 8090 2405.

Hampshire Centre for Independent Living (HCIL)

Tel: 01420 474261

Email: hcil@pvm.ndo.co.uk

Advice and guidance about direct payments for independent living.

Hampshire Coalition of Disabled People (HCODP)

9 -19 Rose Road Southampton Hampshire SO14 6TE

Tel: 02380 202650

Email: admin@hcodp.co.uk

Fax: 023 80202652

Web: www.hcodp.co.uk

HCODP is a county-wide campaigning organisation.

Home Information Support Project (Information Service)

Tel: 023 8090 2405

One Community's Home Information Support Project (HISP)

provides a free independent information service for older and vulnerable living in the Borough of Eastleigh to enable them to live independently. We offer the following services:

Advocacy

Our advocacy service will advocate on your behalf, speaking and writing as appropriate to other agencies.

Enquiry Service

Our enquiry service enables you to contact us in person, by phone email, or letter. We will respond to your query either directly or by signposting

Home Visits

Our home visiting service is available to people who have difficulty in getting out because of disability or illness. We can offer support with complex enquiries and provide assistance

Information Stalls & Newsletter

HISP provides an information stall that can be set up in community venues. We can also arrange talks to community groups about our services, both are available on request. We publish a regular newsletter with a wide range of articles on topical subjects

Libraries

Local libraries hold a range of large print books, audio books as well as audio described videos. Ring the Hants direct contact centre for details of the service in Hampshire.

Community Library Link is a free service with regular visits for people in sheltered accommodation. The home library service is available for people unable to access the library.

Tel: 0845 6035 638 Website: www.hants.gov.uk/library

MedicAlert

MedicAlert® is the only non-profit making, registered charity providing a life-saving identification system for individuals with hidden medical conditions and allergies. It takes the form of a bracelet or necklace bearing the MedicAlert® symbol on a disc with details of the wearer's

main medical condition(s) or vital details inscribed on the reverse together with a personal ID number. There is also a 24 hour emergency telephone number which accepts reverse charge calls and can access the individual's details from anywhere in the world in over 100 languages. For further information contact MedicAlert during office hours, Mon-Fri, 9am-5pm on freephone 0800 581420 or write to 1 Bridge Wharf, 156 Caledonian Road, London N1 9UU. Fax. 020 7278 0647 or email info@medicalert.org.uk.

Nursing care

Information about private agencies that provide nursing care is available in the ***Guide to Care at Home***. Produced annually by Hampshire County Council Social Services it is available free from the Social Services office in Eastleigh, local libraries and by contacting the Home Information Support Project on 023 8090 2405.

One Community

16 Romsey Road, Eastleigh, SO50 9AL

Tel: 023 8090 2400

Provides a range of services for people with disabilities as well young and older people including:

- Volunteer Centre – a wide range of opportunities to suit the needs of all people
- Carers centre – supporting unpaid carers
- Young carers – supporting young people involved in the caring of sibling, parent, family member, friend or neighbour
- Transport – Dial-a-Ride, Eastleigh voluntary transport service,
- Shopmobility
- Help in the home – domestic cleaning
- Day centres
- Care & Respite Service – to provide respite for carers
- Lifeline
- Home Information Support Project – enquiry service,

Opticians

There are many opticians around the borough, see Yellow Pages for details. Some offer home visits, do not be afraid to ask for one if you need it.

Personal Alarms

- One Community LifeLine provides a support service to enable elderly or disabled people to live independent lives in their own homes, safe in the knowledge that they can summon help at the push of a button with a pendant worn round the neck, a bracelet or on a belt. Rental charge for LifeLine is currently £2.50 per week. For further information contact: 023 8090 2416, or write to LifeLine Coordinator, One Community, 16 Romsey Road, Eastleigh, Hants SO50 9AL or email lifeline@1community.org.uk
- Aid-Call is supplied by Age Concern; it is available immediately, with no waiting list and no means testing. It's the perfect safety system for anyone who values their independence as much as their peace of mind. To find out more about Aid-Call phone 0800 772266. Our enquiry lines are open 9am -5:30pm, Monday to Friday.

Podiatrists

We used to call them chiropodists, now they are known as podiatrists. It is important that you are treated by a qualified podiatrist so check the various letters after their names.

- **SRCh** - State Registered Chiropodists- can work in any part of the National Health Service and privately
- **MBChA** - Member of the British Chiropody and Podiatry Association- not state registered and not eligible to work within the National Health Service

Podiatrists/chiropractors are listed in Yellow Pages under Chiropractors. Many of them provide a home visiting service. The Home Information Support Project (HISP) has a fact sheet listing all those operating within the boundaries of Eastleigh Borough, contact 023 8090 2405 for a copy.

Solicitors

Solicitors are listed in Yellow Pages but if you want a specialist then contact the Citizen's Advice Bureau and ask to see the Community Legal Service Directory. This directory lists the specialist field of each solicitor as well as those solicitors which undertake cases within the Community Legal Service, the replacement for Legal Aid. Many local solicitors will make home visits but there is an additional charge involved for mileage.

Southampton Advice & Representation Centre (SARC)

This is an independent organisation with a Community Legal Services Quality Mark, specialising in all aspects of Social Security Law and Employment Law. SARC provides free advice and assistance – from simple form filling to representation at Social Security and Employment Tribunals. SARC can help anyone who lives within our funding area: Southampton City and Eastleigh Borough. The main office is at 11 Porchester Road, Woolston, Southampton. Ring for an appointment on 023 8043 1435 (Mon - Thurs 9am – 4.30pm and 9am – 4pm on Friday).

Southampton Centre for Independent Living (SCIL)

Tel: 023 8033 0982

Textphone: 023 8063 5167

Unity 12, 9 – 19 Rose Road, Southampton SO14 6TE
Both Hampshire and Southampton Centres for Independent Living can give information and advice for people living at home including help and assistance with direct payments.

Leisure

Holidays

Travel companies all say they cater for people with disabilities but in reality they may not deal with your needs. There are a number of organisations specifically geared towards providing facilities appropriate for your needs. These are just a few of them:

Tourism for All	0845 124 9971
Accessible Boating Association	01252 622520
Action for Blind People	020 7635 4800
has hotels in the Lake District, Bognor Regis, Weston Super Mare and Teignmouth and The Royal Blind Society has 2 hotels in Llandudno & East Sussex	
	01492 877770(Llandudno)
	01903 770339 (East Sussex)
Arthritis Care	020 7380 6500
Calvert Trust	07168 772255
Can Be Done	020 8907 2400
Hearingconcernlink.org	01323 638230
Multiple Sclerosis Society	0808 800 8000
Radar	020 7250 3222
Tripscope	0845 758 5641
Vitalise (Winged Fellowship Trust)	0845 330 0149
Wings on Wheels	01945 871111

Transport

Blue Badge Scheme

Obtained locally but offers a national and European arrangement for parking concessions for people with severe walking difficulties who travel either as drivers or as passengers. The concessions only apply to on-street parking and include free use of parking meters and pay and display bays – unless local restrictions are applied. Badge holders may also be exempt from limits on parking times imposed by others and can park for up to three hours on yellow lines except where there is a ban on loading or unloading or other restrictions.

You may qualify if you are:

- receiving higher rate of Mobility component of DLA or War Pensioners' Mobility Supplement
- are registered blind
- have severe disability in both upper limbs
- have a permanent and substantial disability which makes walking either impossible or considerably difficult.

Contact the Blue Badge Unit,
The Castle, Winchester SO23 8UH
Tel: 01962 845220
Email: blue.badge@hants.gov.uk

Concessionary Fares

From 1st April 2008, residents of England who are aged 60 or over or are *eligible* disabled (see page 36) are entitled to free off-peak bus travel anywhere in England. 'Off-peak' is any time after 9.30am Monday to Friday and all day at weekends. To take advantage of this concession (see page 36) you need to obtain a travel pass from the local authority where you live. For information regarding the Concessionary Fares Scheme, contact Revenue and Benefits Department, The Civic Offices, Leigh Road, Eastleigh SO50 9YN or telephone 023 8068 8048.

Companion Bus Pass

If you are so severely disabled that you require assistance to travel on buses you may be entitled to a companion bus pass. This allows your companion to travel with you free of charge provided your journey starts within the Borough and is continuous. Please note that your companion will not be allowed to travel free of charge if you are boarding a bus outside Eastleigh's area. If you board a bus without your companion the driver has the right to make you pay for your journey or refuse you travel. To qualify for a companion pass you must also be in receipt of:

- Attendance Allowance at the higher rate or
- Disability Living Allowance including higher rate mobility or
- War Pensioners Mobility Supplement AND
- You must be registered disabled with Hampshire Social Services under one of the qualifying categories.

Please provide your original entitlement letter for one of the above benefits and your yellow disabled registration card as evidence.

Dial-A-Ride

Dial-A-Ride is a door-to-door transport service using specially adapted vehicles equipped to carry disabled passengers, with or without wheelchairs. The disability may be permanent or temporary, physical or otherwise. Dial-A-Ride can take you anywhere within the Borough of Eastleigh and to Southampton city centre on Tuesday, Wednesdays and Saturdays only.

Dial-A-Ride cannot take you to hospital appointments, day centres or to your GP but do use it to go shopping, visiting friends or family or a social event. Fares based on local bus fares. For further information telephone 023 8090 2450/023 8090 2432 or write to Dial-A-Ride, 16 Romsey Road, Eastleigh SO50 9AL.

Eastleigh Voluntary Transport Scheme

A group or organisation affiliated to One Community can hire a minibus for trips. The fleet of minibuses all have tail-lifts or ramps and are designed to carry people in their wheelchairs in comfort and safety. Clubs may provide their own MIDAS trained driver or access the pool of volunteer drivers.

For further information contact 023 8090 2414.

Hedge End Park Minibus Service

This local shopping service provides door-to-door transport for people with disabilities from home to Marks & Spencer and Sainsbury's at Hedge End. Cost varies with the length of your journey. For further details telephone 023 8090 2432.

Hospital Transport

Patient Transport Service is a free service only available if your medical condition makes it necessary for special transport. Your doctor or consultant will be able to tell you if you are eligible for this service.

Good Neighbour/Neighbourcare schemes are voluntary services which provide low cost transport to hospital.

Contact HISP on 023 8090 2405 for your local scheme contact number.

West End, Hedge End & Botley Hospital Transport Service subsidised by Eastleigh Borough Council, is available for people who do not have access to a car or find traveling to the hospital by public transport difficult. The service is available if you are a patient at the hospital or visiting a friend or relative Monday to Friday daytime. This service can accommodate wheelchair users. Call 023 8033 3442 to book.

Bursledon, Hamble & Hound (Netley) also have a similar service for people who have difficulty using a bus, where no bus service is running when you need to travel or getting to the hospital by car is difficult. It can be used by

patients and visitors alike. The number for this service is 0845 602 4135.

Low level buses

Solent Blue Line and Blue Star Buses Dorset operate bus services in the Borough; both have easy access buses with low level platforms.

Road Tax exemption

People who are getting the higher rate of the Mobility Component or the War Pensions' Mobility Supplement (and whose vehicles are used exclusively by them) can claim exemption from Vehicle Excise Duty (Road Tax). Form DLA404, plus the car log book and form V10 (V11 when it comes to renewal) must be presented to claim exemption.

Exemption from Vehicle Excise Duty for Disabled People (V188) is an explanatory leaflet available from the Driver and Vehicle Licensing Agency (DVLA). Contact local office on: 0870 240 4730.

Shopmobility

Powered or manual wheelchairs and scooters are loaned out to enable people to do their shopping independently or use other local facilities around Eastleigh town centre.

Anyone who has difficulty getting around on foot, either permanently or temporarily, may hire a vehicle once registered with the scheme. You can also access Shopmobility schemes throughout the country.

Registration is free but there is a loan charge of £1 per half day visit. It is advisable to book in advance.

For further details contact Shopmobility in the Eastleigh Borough Council town office, Wells Place (adjacent to McDonalds) or tel: 023 8090 2402 Monday to Friday 9.30am-4pm or Saturday 10am-4pm.

Parking bays are available locally and Dial-A-Ride provides a service to and from the Shopmobility premises.

Also available is Parkmobility, a four wheeled scooter is available, at no cost, from Lakeside in Eastleigh. For further details contact the Park Manager on 023 8061 7882.

A manual wheelchair is available at The Point dance and drama centre in Eastleigh to assist people with disabilities accessing the venue. You should request use of the wheelchair when booking theatre tickets through The Point box office.

Travel Concessions

Older and disabled residents are entitled to a National Bus Pass which allows free travel on buses throughout England. Eastleigh Borough Council also offers a Senior Citizens Railcard or a Disabled Persons Railcard as an alternative to the National Bus Pass as part of our Concessionary Fares Scheme.

Eastleigh Borough Council has agreed to substantially increase the travel concession available under the mandatory government scheme for its qualifying residents as follows:-

- Residents will be able to travel free on buses throughout the county and beyond provided the journey starts or ends in the County of Hampshire
- You will be able to travel at any time of the day

You are entitled to travel concessions if:-

you are aged 60 or over, age 5 or over, *eligible* as disabled under one of the following categories:

- a) blind or partially sighted
- b) profoundly or severely deaf
- c) without speech
- d) has a disability which has a substantial and long term effect on your ability to walk
- e) without arms or the long term loss of both arms
- f) severe learning disability

g) would have or has been refused a driving licence under section 92 of Part III of the Road Traffic Act 1988

Disabled residents under 16 on the high rate mobility component of Disability Living Allowance are also entitled to travel concessions. The Council will require the following proof when applying for Concessionary Fares:

Proof of Age

Birth Certificate/Driving Licence/Pension Book (front and inside of cover)/ Social Security Pension Card/Medical Card

Proof of Disability

For a,b,c,d,e and f – Hampshire Social Service Yellow Disabled Registration card

For g – letter from the DVLC

In some circumstances a form signed by your doctor will be accepted. This form along with guidance notes should be obtained from the Council if the applicant is not registered disabled or for (g) does not have a letter from the DVLC.

Disabled Person's Railcard

The Disabled Person's Railcard is available instead of the national bus pass should you wish. It allows you and one adult travelling with you to get a third off most rail fares throughout Great Britain. The same qualifying conditions for the bus pass apply (see page 36).

If you would like an application form please telephone the Concessionary Fares Section on 023 8068 8048 or visit the Revenue & Benefits reception on the ground floor of the Civic Offices. Office opening hours are: Monday to Thursday: 8.30am to 5.00pm Fridays: 8.30am to 4.30pm. Alternatively you can email us at:

revbens@eastleigh.gov.uk

Wheelchair hire

Manual wheelchairs are available from Shopmobility for extended hire at a cost of £1 per day. A £25 deposit is required and the hire fee must be paid in advance if taken overnight. Scooters and powered chairs are £1 from 9am to 1pm and £1 from 1pm to closing at 4.30pm Monday to Friday and should be returned 15 mins before closing at 4.15 pm and by 3.45pm on Saturdays. For further details of this and other hirers contact Shopmobility on 023 8090 2402.

Other sources of transport information and support:

Disabled Motorists Federation

Tel: 0191 416 3172

Should you wish to take out a membership in the DMF then please contact Mr Kellick or go to www.freewebs.com.

Mr. J.E. Killick
(Hon. Sec.)
145 Knoulberry Road,
Blackfell,
Washington,
Tyne and Wear.
NE37 1JN

Open to all people with disabilities irrespective of how they get around, be it by car or public transport. Publishes information on car adaptations etc; for disabled motorists, and answers enquiries on any motoring problems which they may have. National body for several local independent motorists clubs scattered around the country. Has a small affiliated membership. It's an umbrella organisation for disabled motorists clubs and provides information to individuals. They provide information on issues relating to travel for disabled people, including

advice on vehicles and modifications. Their quarterly magazine is *The Way Ahead*.

London Congestion Charge

Blue Badge Holders are given a 100% exemption from the London Congestion Charge if they register with Transport for London BEFORE travelling to London. To get your registration pack ring: 0845 9001234 (textphone 020 7649 9123) or by writing to Congestion Charging, PO Box 2985, Coventry CV7 8ZR.

London Underground

The Tube Access Guide is a free user friendly map of the London Underground system available from Transport for London 023 8090 2405). Detailed information such as the number of steps, lifts, escalators and other hazards such as large gaps between train and platform are itemised.

Magic

Freephone: 0800 240 241

Run by Ford Motor Company, it provides free information on cars (not just Ford), car adaptations and mobility generally, including holidays. They can help you find local assessment centres, driving instructors and other contacts.

Mobilise Organisation

National Headquarters
Ashwellthorpe
NORWICH NR16 1EX

Telephone: 01508 489449

Fax: 01508 488173

E-Mail: enquiries@mobilise.info Mobilise Organisation was formed in 2005 from a merger of two long-standing charities, the Disabled Drivers` Association (founded as the Invalid Tricycle Association in 1948) and the Disabled Drivers` Motor Club (founded in 1922).

With almost a hundred years of campaigning history behind us, Mobilise is *run by and for* disabled people. We believe that personal mobility impacts on every aspect of disabled people's lives. Mobilise is *not* just an organisation for drivers. We also campaign for and support passengers, scooter and wheelchair users, families and carers.

Our information officers are available to answer questions by phone, email or letter and we also run a confidential casework service for members who are experiencing difficulties with parking, driving, public transport, insurance, funding or any other problem that impacts on their mobility.

Motability

Tel: 0845 456 4566 (Monday – Friday 8.30am-5.30pm)

Website: www.motability.co.uk.

If you are getting the higher rate of Mobility component of Disability Living Allowance or the War Pensioners' Mobility Supplement, you can apply to Motability for help in hiring a new car, buying on hire purchase new or used cars or wheelchairs on preferential rates. The organisation has its own lease and hire purchase schemes.

Queens Elizabeth's Foundation Mobility Centre

Tel: 020 8770 1151

Website: www.qefd.org/mobilitycentre

Provides information for disabled people, their families and professional workers. Demonstrates and assesses a wide range of powered vehicles and lightweight wheelchairs, also gives driving instruction, residential courses available.

Railways

Rail Travel for Disabled Travellers details current information regarding assistance available and the best ways to plan your travel, available free from rail stations or HISP on 023 8090 2405.

Utilities & Equipment

There is a whole industry built up around providing aids and equipment to help make life easier for people, particularly for people with disabilities. Many day-to-day items can be bought in the High Street but when it comes to high priced specialised equipment such as chairs, beds, stair-lifts it might be worth getting independent professional advice from an advice service which has no vested interest in selling you their product. Indeed these services are permanent exhibitions, only providing a 'come and look' service.

There is also a second-hand market. Assist UK can give advice on what to look for when purchasing second-hand equipment. To find out the address of your nearest centre contact:

ASSIST UK

Redbank House

4 St Chad's Street

Manchester M8 8QA

Tel: 08707 702 866

General.info@assist-uk.org

DLC can provide a comprehensive fact sheet advising on sources of second-hand equipment.

Equipment Direct

Hampshire Coalition of Disabled People, 10 Bankside,

Southampton

SO18 2JW

Tel: 023 80 202651

Hampshire Coalition of Disabled People is developing a service which provides information about equipment from people who have used it. Will give a warts and all approach to selecting your equipment.

Equipment Loans

British Red Cross Medical Loans Equipment Centres (local)

Woodside Avenue

Eastleigh, SO50 9ES

023 8061 6522

Opening hours: Mon-Thurs 9.30-11am and Fri 9.30-11am
and 2.00-3.30pm.

Occupational Therapy

Adult Services OT Direct: 0845 600 4555

Monday to Thursday 8.30 am to 5 pm, Fridays 8.30 am to
4.30 pm.

For information regarding equipment or to arrange to see
an Occupational Therapist, contact Hampshire. This is a
free service, and an Occupational Therapist or adviser can
visit you at home.

Equipment Purchasing

It is always a good idea to get advice when thinking about
purchasing equipment, the following places provide
professional advice from occupational therapists as well
as giving you the opportunity to see and, in some cases,
try the equipment before you make a decision. Phone
beforehand to discuss your needs and make an
appointment if necessary but leave your chequebook at
home as these are exhibition places only.

Aid & Equipment Centre

Royal South Hants Hospital, Garton Ward Block,

Brinton Terrace, Graham Road, Southampton SO14 OYG

Tel: 023 8082 5288

Audiology Department

Royal Hampshire County Hospital

Romsey Road, Winchester SO232 5DG

Tel: 01962 824437

There is an information area in the waiting room, with leaflets on topics related to hearing loss and balance problems. There is also a display of equipment.

Eye Unit, Southampton General Hospital

Tremona Road, Southampton, SO16 6YD.

Patient Support Services Team Tel: 023 80798737

Provides practical advice over the phone about support and benefits for the visually impaired and their carers.

Retailers

Aids and equipment can be purchased from many High Street retailers and specialist suppliers, which can be found in yellow pages under 'Mobility and Access Equipment/Vehicles.' The internet is also a good place to look. As with all internet purchasing take care.

Choice Technology & Training

7 The Rookery, Orton Wistow

Peterborough PE2 67T

Tel: 01733 234441

Website: www.screenreader.co.uk

This company has developed an effective, efficient, affordable speech and magnifying software for people who are visually impaired.

DOVE

85 Northern Road, Cosham, Portsmouth PO6 AH

Tel/fax: 023 9222 1178

Provides up to date independent and impartial advice on specific housing adaptations and related issues, enabling the user to live or continue to live independently. Trained staff provides support for people in the process of either adapting or moving home.

Hampshire Deaf Association Information Centre

1 & 2 Carlton Commerce Centre, Dukes Road,
Southampton SO14 0SQ

Tel: 023 8051 6516 (voice)

Fax: 023 8051 6517 (fax)

Text: 023 8051 6518 (minicom)

Access to information for Deaf, deafened and hard of hearing people, advice and consultancy, equipment demonstrations and catalogues.

Leonard Cheshire Resource Room

Red Cross House, Winnall Close, Winchester SO23 0LB

Tel: 01962 867378

Website: www.leonard-cheshire.org

Utilities

British Gas Special Advisers

Tel: 0845 9555 404

Monday to Friday 8 am to 8 pm and Saturdays 8 am to 6 pm.

Information and home visits to provide safety checks and advise on adaptors and gadgets to make gas equipment easier to use for disabled and/or blind people. Large print bills available if needed.

BT (British Telecom)

Advice Line: 0800 919591 (Age and Disability Team)

Information about specially adapted phones. Free BT booklet about equipment and available services.

Southern Electric & Gas

Energy Careline: 0800 622 838 Water Careline: 0800 980 1387

Information and advice service for older, disabled and blind people – special controls, switches and adaptors, how to be sure callers are genuinely from Southern

Electric or Southern Electric Gas, help if you find your meter hard to read etc. The Free Careline booklet has details about available services and helpful suggestions.

Southern Water

Helpline: 0800 027 0800 (8am-6pm mon-fri, 8am–1pm Saturdays)

Minicom: 0845 275 0845

Emergencies: 0845 278 0845

Register on their confidential list for customers with additional needs, services include large print or Braille bills, talking bills, option to nominate someone to receive your bills, home visits and assessment for reduced bills dependent on medical condition.

Specialist Social Workers for people with Visual and Hearing Impairment

Tel: 01794 526000; textphone 01794 511585

There are specialist social workers available for assistance, advice and information working locally who can help with specialist equipment.

Work & Training

Work

Blind Business Association Charitable Trust (BBACT)

29 Quantock Rise Shepshed Leicestershire LE12 9JR

Tel: 0845 0450696

Email: info@bbact.org.uk

Blind Business Association Charitable Trust specialises in assisting people with visual impairment who want to go into self employment. Information, support and grants available.

Disabled Workers Co-operative

The Disabled Workers Co-operative is a new not-for-profit organisation that aims to create a national database that will match the needs of individual customers with a local disabled person who is able to provide whatever product or service the customer needs. For more information, or to register your services on the database contact

www.disabledworkers.org.uk or write to them at;

Disabled Workers Co-operative

The Old Vicarage

Myddrai

Carmarthenshire

SA20 0JE

Jobcentre Plus – New Deal for Disabled People (NDDP)

Eastleigh Job Centre Tel 023 8053 8800

Our local Jobcentre Plus is in Southampton Road, Eastleigh and there is a Disability Employment Adviser based there. They will provide specialist support if you are having difficulty getting a job because of your disability or if you are concerned about losing your job because of your disability. They will provide up-to-date information

about a range of supported job opportunities and specialist programmes including **Access to Work (AtW)** which provides practical support to both the employee and employer and includes, if required, assistance in arranging support for personal care whilst at work and transport. Information is also available about grants towards any extra employment costs which result from disability.

Signpost

Unit 3, Barton Park, Chickenhall Lane, Eastleigh, SO50 8RR Tel: 023 8064 7935

Provides people with substantial disabilities the opportunity to develop independence by supporting them to train, apply for, gain and keep the job of their choice, be it voluntary or paid work. Signpost works particularly with people looking to lessen their dependence on day service activities.

Training

Bishopstoke Day Services Tel: 02380 614879

Church Road, Eastleigh Hampshire SO50 6DR

BDS provide a range of activities and support for clients with special needs who have been referred to the centre through a care manager. Places are dependent on available vacancies at the time of referral.

BDS has good contacts with Eastleigh, Barton Peveril and Sparsholt Colleges. BDS works with Signpost to assist their clients in finding voluntary work, work experience and supported employment.

CELT (Centre for Enabling and Learning Technologies)

University of Southampton New College, The Avenue, Southampton SO17 1BG

Tel: 023 8059 7261

Web: www.newcollege.soton.ac.uk

Individual computer advice and training for people with disabilities, including training on voice recognition software. Can give disabled students an assessment of what they need for their studies.

Eastleigh Colleges

Both Eastleigh and Barton Peveril Colleges are keen to welcome students with disabilities on both full time and part time courses. Outreach arrangements can be made if required. For further information contact the colleges direct:

Eastleigh College
Chestnut Avenue
Eastleigh SO50 5FS
Tel: 023 8091 1000
Email: goplaces@eastleigh.ac.uk

Barton Peveril College
Chestnut Avenue
Eastleigh SO50 5ZA
Tel: 023 8036 7200
Fax: 023 8036 7228
Email: enquiries@imail.barton.ac.uk

Enham

Enham, Andover, Hampshire, SP11 6JS
Tel: 01264 345800
Fax: 01264 333638

Enham operates locally providing employment focused programmes for people with various disabilities. They offer assessment, rehabilitation and training programmes that are to National Vocational Qualification (NVQ) standards, leading to work placements and employment. Enham also operates individual programmes focusing on providing opportunities for people with physical disabilities to progress towards independent living through a variety of work-based and other structured activities. The majority of

Enham programmes are residential and open to people from all over the UK. Contact Enham for further details of the programmes available.

Hexagon Centre

Tel: 023 8026 0616

Suffolk Close

Chandlers Ford

Eastleigh SO53 3GZ

The Hexagon Centre aims to promote independent living and enhance quality of life. It offers a range of activities to develop skills; leisure activities and community involvement, for people over 16 years of age who are physically disabled. The Centre is open from 9-4 Monday – Thursday, 9-3.45pm on Fridays.

Workmobility

Gary Clack Tel: 023 8045 5545

A vehicle restoration centre for adults with special needs.

Useful Numbers

Adult Services (formerly Social Services)	023 8061 8722
	or 0845 603 56 20
Adult Services Out of hours	0845 600 45 55
	0845 603 56 30
Adult Services Direct Payments	01962 869313
Benefits Enquiry Line	0800 88 22 00
Citizens Advice Bureau	023 8061 6046
Dial-A-Ride	023 8090 2432
Eastleigh Borough Council	023 8068 8000
HISP at One Community	023 8090 2405
Library Service	0845 6035 631
NHS Direct	0845 46 47
One Community	023 8090 2400
Police	0845 045 45 45
Southampton Advice & Representation Centre	023 8043 1435

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