

12 Helplines and Emergency numbers

Adult Services - Out of Hours Romsey Hampshire	0845 600 45 55 Monday - Thursday 5pm to 8.30 am. Friday 4.30 pm to Monday 08.30 am. All day on Bank Holidays and Christmas Day. The helpline is staffed by social workers and other specialists who can deal with anything from advice about how best to help an elderly relative to getting help in an emergency.
Al-anon Family Groups	020 7403 0888 For relatives of people who misuse alcohol.
Alcoholics Anonymous - 24Hr Helpline	0845 769 75 55 Information and support for people who misuse alcohol
Alzheimer's Southampton & Eastleigh Area Helpline	023 80644853
Attendance Allowance Helpline	0845 7123456 textphone: 0845 7224433 Advice and updates on AA claims and payments
Benefits Enquiry Line	0800 882200 textphone: 0800 243355 Advice and information about benefits for people with disabilities and their representatives and carers 8.30am - 6.30pm Mon - Fri 9.00am - 1.00pm Sat
British Pregnancy Advisory Association - Actionline	0845 730 4030 Unplanned pregnancy Advice.

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BT	0800 800 151 Customer Services/Repair Helpline
Care to Learn	0845 600 2809 www.caretolearn.gov.uk Childcare for young learners.
Carers Allowance Helpline	0800 882200 Advice and information for people with disabilities and their carers textphone: 0800 243355 8.30am - 6.30pm Mon - Fri 9.00am - 1.00pm Sat
Carers Direct	0808 802 0202 8am to 9pm Monday to Friday 11am to 4pm at weekends. The helpline advisers can give you information to help you make decisions about your personal support needs and the needs of the person you're looking after. This information includes assessments, benefits, direct payments, individual budgets, time off and maintaining, leaving or going back to work or education. The helpline staff will tell you how to complain if anything goes wrong with any of the services you use or put you in touch with your local authority or NHS services.
Child Benefit Help Line	0845 342 1444 Advice and information about Child Benefit and Guardians Allowance 8am to 8pm 7 days a week Textphone 0845 342 1474

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Child line	0800 11 11 Children requiring counselling.
Child Support Agency National Enquiry Line	0845 7 133 133 Helpline for general enquiries, leaflets and claim forms and advice for employers 8am to 8pm Mon to Fri 9am to 5pm Sat Textphone 0845 7 138 924
Child Tax Credit	0845 300 3900 Inland Revenue provides the service which replaces the Children's Tax Credit 8am to 8pm Mon to Sun (except Christmas Day, Boxing Day, New Year's Day , Easter Sunday) Textphone 0845 300 3909
Citizens Advice Bureau - Romsey & District	01794 516378 The bureau is open Mon, Tues & Wed 10.00am - 3.30pm Thurs & Fri 10.00am - 1.30 pm.
Council Tax	01264 368500 www.testvalley.gov.uk Revenue for Test Valley Borough Council Enquiries about council tax
Counsel & Care for the Elderly	020 7241 8555 Admin Line
Crime Stoppers	0800 555 111 Confidential method of reporting suspected crime.

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Dental Helpline	0845 050 8345 To find an NHS Dentist for emergency or routine dental care between 8.30 - 5.00pm
Dental Helpline - Out of Hours	0845 050 8345 To find a NHS Dentist for emergency dental care after 5.00pm, Weekends, Bank Holidays.
Disability Benefits Enquiry Line	0800 88 22 00 For advice and information on benefits for disabled people and their carers. Textphone 0800 24 33 55
Disability Living Allowance	0845 7 12 34 56 Advice and updates on DLA claims and payments 8.30am to 6.30pm Mon to Fri Textphone 0845 7 22 44 33
Drugs Advisory Service - Romsey, Winchester & Andover Partnership	01962 825071
Drugs Advisory Service - Southampton & Southern Parishes Hampshire Partnership	023 8071 7171
DWP - Job Seeker Direct	0845 606 0234 For all information regarding benefits and to see if you are eligible to claim then please go to www.direct.gov.uk or alternatively contact 0800 99 1234 Pension Credit tele claim line 0845 6060265 Pension Service
DWP - Pension Service Helpline	0845 606 0265 Retirement Pensions. Pension Credit.

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Elder Abuse Response Line	0808 808 8141
Electricity - Southern Electric	0845 770 8090
Romsey Hampshire	
Electoral Register	01264 368020
Electricity - EDF Energy	0800 783 8866
Emergency Services - Fire, Ambulance, Police	999
Epilepsy Action - National Organisation	0808 800 5050 helpline@epilepsy.org.uk www.epilepsy.org.uk Mon - Thu 9am to 4.30pm, Fri 9am to 4pm Live online Tuesdays and Thursdays
Family Planning Association - Helpline	0845 122 8690
Fire and rescue Service - Hampshire/Community Fire Safety	023 8064 4000 community.firesafety@hantsfire.gov.uk www.hantsfire.gov.uk
Gamblers Anonymous	020 7384 3040
Gas Emergency	0800 111 999

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Hampshire & IOW Practitioner & Patient Services Agency	01962 853361
Hampshire County Council - Helpline	0800 028 0888 info.centre@hants.gov.uk Day Time Number for all departments. Textphone: 0808 100 2484.
Hampshire Dental Helpline	0845 050 8345
Hampshire Highways	0845 6035633 Alt: 01264 368679
Health costs advice line	0845 850 1166 For advice on who is eligible for free prescriptions.
Health literature line	0300 123 1002 Literature produced by the Department of Health Publication Order Line.
Housing Advice - TVBC	01794 527700
Housing Services - Romsey TVBC	Homelessness: 01794 527773 Housing Advice: 01794 527771
Job Centre Plus	0845 6060 234 For people looking for job vacancies 9am to 6pm Mon to Fri 9am to 1pm Sat Textphone 0845 6088 604

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Life Pregnancy Care Service (Southampton)		0800 915 4600
Mice and Rats		01794 527700 Advice and help
Narcotics Anonymous		0300 999 1212 ukso@ukna.org 0704 158 0050 - Wessex Helpline.
Needles - Hyperdermic		01794 527700 Information and advice
Neighbourhood and Warden Office	Mr D Smith Warden Manager	01264 332760 Community Safety, Vandalism, Nuisance & Social. Advice & Confidential Help.
New State Pension Claims		0845 300 1084 8am to 8pm Mon to Fri Textphone 0845 6060 285
NHS Direct		0845 46 47 A confidential telephone service. You can ring for confidential help if you are feeling ill and are unsure what to do, or for health information on particular conditions such as diabetes and allergies. NHS Direct can also tell you where to find your nearest doctor, pharmacist or support group.
Open Sight	25 Church Road Bishopstoke Eastleigh Hampshire SO50 6BL	023 8064 1244

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OT Direct	0845 600 4555 OTDirect@hants.gov.uk http://www3.hants.gov.uk/adult-services/disability/ot.htm "Occupational therapists help people who are ill, disabled or feeling the effects of ageing to do the things that are important to them - such as preparing a meal, working, or undertaking a favourite hobby. Their work could involve: * Giving advice on how the home or workplace environment could be changed (for example, ensuring wheelchair ramps are installed, or using new technology to make home adaptations) * Helping people to learn new ways of doing things (for example, teaching someone with reduced stamina how to conserve energy when performing daily activities) * Adapting materials or equipment (for example, adjusting a knife for someone after they have lost hand dexterity)" Monday to Thursday 8.30am to 5pm and Fridays 8.30am to 4.30pm
PALS (Patient Advice and Liason Service)	01590 663089
Parent Line Plus	0808 800 2222
Pensions - Pensions Direct	0845 301 3011 Changes of circumstances and enquiries from customers whose pension is paid straight into a bank/building society 8am to 8pm Mon to Fri Textphone 0845 301 3012

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Pensions - Retirement Pension		0845 3000 168 Forecasting Helpline For a Pension Forecast 8am to 8pm Mon to Fri 9am to 1pm Sat Textphone 0845 3000 169
Pensions - War Pensions Helpline		0800 169 22 77 Helpline for War Disablement / War Widows Pension, all aspects of War Pensions. Advice/help filling in claims s Veterans Agency Textphone 0800 169 34 58
Police - Non Emergency Calls		101
Police Stations All	Police HQ	0845 045 4545 www.hampshire.police.uk
Positive Action		0800 980 1990 info@positiveaction.org.uk If you do not wish to phone write to: PO Box 237 Aldershot Hants GU11 3XP
Post Office Counters Customer Enquiries		0845 722 3344
Post Office Sorting Office		01794 512263
Postal and Address Finder	Royal Mail	www.royalmail.com

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Postal Preference Service		020 7291 3310 www.mpsonline.org.uk MPS registration line - 0845 7034599.
Postal Vote		01264 368020
Rapid Respose Rehab Team		01794 824710
Recycling		01794 527700
Relate	Southampton	023 8022 9761 Counselling in relationships and sexual problems. Winchester & Districts - 01962 861336.
Samaritans - National Help Line		0845 790 9090 jo@samaritans.org www.samaritans.org
Southampton General Hospital - Out of Hours Child Health		023 8077 7222 Paediatric Department.
Southern Water	24hr Emergency	0845 278 0845 Planning regarding building of sewers or new development. 01962 714585.
Telephone Preference Service		0845 070 0707
Test Valley Borough Council Emergency Number	TVBC	01264 368000

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Veterans Agency - Helpline		0800 169 2277 veterans.help@spva.gsi.gov.uk www.veterans-uk.info
Victim Support Schemes - Hampshire		08450 703002 Assisting Victims of Crime.
	Hampshire	
Virgin Media Customer Services		0845 454 0000 Tel 150 Free for NTL Customers. If you would like to become an NTL Customer call: 0845 840 8080.
Voting Enquiries/Post Vote		01264 368020
Wasps Nests - Test Valley		01794 527700
Wessex Cancer Trust	Mrs J Dreyer Manager 39 The Hundred Romsey Hampshire	01794 830374 Drop in centre offering emotional support for cancer sufferers, relatives & friends.
Winter Fuel Helpline		0845 9 15 15 15 Information on winter fuel allowances Textphone 0845 601 5613
Winter Warmth Advice Line		0800 085 7000 Gives advice on keeping warm and well 8am to 8pm Mon to Fri Text phone 0800 085 7857

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Working Tax Credit

0845 300 3900

Inland Revenue provides the service which replaces Working Families' Tax Credit and Disabled Person's Tax Credit

8am to 8pm Mon to Sun (except Christmas Day, Boxing Day, New Year's Day, Easter Sunday).

Textphone 0845 300 3909

Young Carers Support

www.youngcarers.hants.org.uk

The service works in close association with The Hampshire Children's Society and Winchester Young Carers, and is coordinated by Mary Ward

Young carers need a listening ear, help and encouragement, someone to take them out to have fun occasionally and make a real difference to a child

Befrienders are trained and supported by Mary, and they work alongside the young carer's family.

If you are a young carer and feel you would like a befriender, or if you are an adult and would like to become a young carer's Befriender, Mary can be contacted at the address below.

There is a Saturday morning club for ages up to 16 with electronic games, arts and crafts, sports centre. A snack meal. Club hours 10.30 am to 12.30.

Also activities such as wall climbing, skiing, archery, quad bikes, arts and crafts. In addition there are outings to theme parks, zoos, country parks, firework displays in the school holidays