

Support Services Contact Details

Basic Rights/Entitlements

Adult and Children Services	01256 362000
Basingstoke and Deane Borough Council Tax and Housing Benefits	01256 844844
Benefit Enquiry Line	0800 882 200
Citizens Advice Bureau - Basingstoke	01256 322814
- Tadley and District	01189 817600
Disability Benefits Helpline	08457 123 456

Carers Needs

Basingstoke Advocacy Scheme	01256 328080
Carers Allowance Enquiries	01253 856 123
Hampshire Autistic Society Advocacy	01489 880881
Speakeasy Advocacy	01256 332795
Carers Together in Hampshire, Basingstoke Branch & Alton www.carerstogether.org.uk	01256 353290 01794 519495
Carers Call Line: http://www.carerstogether.org.uk/call.php	08000 323456
Carers Action Planning for Emergencies: http://www.carerstogether.org.uk/cape.php	
Young Carers and their Families living in the Basingstoke and Deane area www.basingstokeyoungcarers.co.uk	0800 87 86 500
The Children's Society Young Carers Initiative: www.childrenssociety.org.uk/youngcarers	01962 711511

Emotional Support

Basingstoke Counseling Service	01256 843125
Basingstoke Young Carers	0800 8786 500
Carers Call Line	0800 032456
Carers Together in Hampshire	01256 353290
Carers UK	020 7490 8818
ChildLine	0800 1111
CRUSE Bereavement Care www.crusehants.org.uk	0844 3303701
Divorce Recovery Workshop: http://www.drw.org.uk	01256 334022
Elder Abuse Response	0808 808 8141
Bereaved People - Next Step: http://www.hantsfish.org.uk/hantsfish/parentsandcarers/pcbereavement.htm	01256 780507
Young Peoples Information	01256 332033
Young Carers Initiative in Hampshire	01962 711511
Parent Support Advisors: Brighton Hill Cluster – Rachel Thomas	07887 983365
The Vyne Cluster – Alison Powel	07990 937370
Relate	01256 423843
Samaritans	0845 790 9090
Stillbirth: SANDS (Stillbirth and Neonatal Death Society) Helpline	0207436 5881

Domestic Violence

http://www.basingstoke.gov.uk/community/comsafety/domesticviolence.htm	
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Information

Adult and Children Services	01256 362000
Basingstoke Talking News	01256 328143
Hampshire Parent Partnership Service	01962 845870
Home Library Service	01256 814280
HCC Guides including Care at Home, Residential Care, Hampshire Day Centres, Getting About Travel Guides, Pensioners and Pinpoint for children with special needs	01962 847208

Complaints

Hampshire Adult and Children Services Complaints Officer	01962 847256
Patient Advice and Liaison Service (PALS) Hampshire PCT North & East Area Patient Advice and Liaison Service (PALS) Basingstoke and North Hampshire Hospital	01256 376566
The Patient and Public Involvement Group (PPIG)	01256 313062

Daily Living and Practical Help

Hampshire Deaf Association Mobile Units	023 8051 6516
D.O.V.E. Disability Adaptations	023 9278 7788
Assisted Refuse Collection	01256 845474
British Red Cross Medical Loan Service – Brighton Hill	01256 331629
– Kingsclere	01635 296000
Joint Equipment Services	01256 476800
Incredible Years Parenting Programme (for children with challenging behaviour)	02380 213520
Handy Person Service	0845 459 5036
ShopMobility Basingstoke (Wheelchair)	01256 476066
Age Concern Aid-Call	01256 423874
Help the Aged Senior Link	0808 800 6565
Sentinel Housing Association CommuniCare	0800 195 5515
Adult and Children Services	01256 362000
Dogs for the Disabled	01295 252600
Guide Dogs for the Blind	0118 983 5555
Hearing Dogs	01844 348 100

Health Information

Basingstoke and North Hampshire Hospital	01256 473202
Hampshire Primary Care Trust (Doctor, Dentist, Pharmacist, Optician)	023 8062 7444
Dental Helpline	0845 050 8345
Doctor Out of Hours Service for Urgent Cases	0844 811 3060
Emergency – ring for an Ambulance	999
Hampshire Partnership NHS Trust (Mental Health and Learning Difficulties)	023 8087 4300
NHS Direct	0845 46 47
Public Health Resource Library - Information Service	023 8062 7444
South Central Strategic Health Authority	01635 275 500

Care Support

Adult and Children Services	01256 362000
New Support Options (Basingstoke)	01256 334821
North Hampshire Palliative Care Service	01256 818693

Support Groups

Alzheimer's Basingstoke & District Branch	01256 363393
Arthritis Support Group	01189 815448
Cardiac Rehabilitation Charity, Basingstoke and Alton	01420 544794
Basingstoke Breast Cancer Self-Help Group	01256 762573
Basingstoke Coronary Care Support Club - Gym. Fort Hill School, Winklebury. Tuesday & Friday from 6pm to 7.30pm, Cost £2.50 per session. Open to people who need supported exercise not just cardiac patients. Alan Verge Jan Osborne Julie Hewson	01256 320312 07968955590 07849248846
Basingstoke Dis-Sport Beavers	01256 410974
Basingstoke MENCAP Services	01256 423886
Basingstoke & District Multiple Sclerosis Society	01256 352625
Basingstoke Hard of Hearing Club	07976 050901
Basingstoke Lymphoedema Support Group	01256 780750
Basingstoke Pregnancy Crisis Centre	01256 460100
Bladder & Bowel Foundation	01536 533255
British Heart Foundation	02392 467904
British Polio Fellowship (Berkshire Branch) - Basingstoke Circle	0118 813995
Diabetes UK	01372 720148
Drinkline	0800 917 8282
Hampshire Association for the Care of the Blind	01703 641244
Friendship Group	01256 346616
Hampshire Autistic Society	01489 880881
Hampshire Families	01256 423819
Hampshire Dyslexia Association	023 8033 3345
Hampshire Friends with M.E (Basingstoke Branch)	01256 468105
Headway Basingstoke	01256 314969
Hysterectomy Menopause and HRT Support Group	01256 412086
Integration, Communication and Education	01256 420647
Leukaemia Research Fund	0118 970 0026
Macular Disease Society	01256 356844
Marie Curie Cancer Care (Hampshire and IOW)	023 8026 3123
Mind's Eye	01256 892128
National Autistic Society Basingstoke Branch	07813 298066
North Hampshire Mental Health Forum	01256 346616
Open Sight	02380 641244
Phoenix Future Spotlight – Basingstoke and Aldershot	01252 342000

Parkinson's Disease Society - Basingstoke Branch	01256 321199
Pelican Cancer Foundation	01256 314746
Positive Action Clients Support Limited (HIV)	0800 980 1990
Prostate Cancer Network (Basingstoke Group)	01256 476646
Raise - Mental Health Ltd	01256 476981
Rethink (Carer's Group Basingstoke)	01256 468300
Samantha Dickson Brain Tumor Trust	0845 130 9733
Speakeasy Advocacy	01256 332795
The Anthony Nolan Trust	0207 228 7569
The Barth Syndrome Trust	01256 781739
The May Club	01256 881632
The Neurofibromatosis Association (South)	01256 704701
The XLP Research Trust	01794 521077
Together: Working for Wellbeing	01256 333686

Transport

Basingstoke and Deane Borough Council Travel Tokens/Bus Pass	01256 845701
Basingstoke Community Transport	01256 333399
Basingstoke Dial-a-Ride	01256 462101
Blue Badge Scheme	01256 847650
National Express Coaches	08705 808080
National Express Disabled Persons Travel Helpline	0121 423 8479
National Rail Enquiries	08457 484 950
National Rail Disabled Passenger Assistance	0845 6000 650
Public Transport Information	0871 200 2233

Shopping Assistance

Hampshire Voluntary Care Groups Advisory Service	07827 925326
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Parenting

Pregnancy

Pregnancy Information: http://www.hantsfish.org.uk/hantsfish/parentsandcarers.htm
Raisingkids: http://www.raisingkids.co.uk/homepages/homepage_default.asp
Mothercare Pregnancy Weekly Guide: http://www.mothercare.com/b/169901031/ref=sc_fe_c_3_0_169889031_2
Midwives Online http://www.midwivesonline.com/index.php
Basingstoke Hospital Maternity Services: http://www.northhampshire.nhs.uk/our-services/a-zclinical-services/maternity-services
The Parents Centre: http://www.parentscentre.gov.uk/familymatters/havingababy/commoncomplaintsduringpregnancy
Eat Well: http://www.eatwell.gov.uk/healthydiet/eatwellplate/?lang=en
Government Child Health and Safety Guidelines: http://www.direct.gov.uk/en/Parents/Yourchildshealthandsafety/index.htm
Government Safety in the Home Guidelines: http://www.direct.gov.uk/en/Parents/Yourchildshealthandsafety/Yourchildsafetyinthehome/index.htm
Bounty packs: http://pregnancy.bounty.com/free%20stuff%20babies%20babycare.aspx

Unwanted Pregnancy

Pregnancy Crisis Centre Basingstoke	01256 460100
Pregnancy Crisis & Post Abortion Careline	01256 477301
CareConfidential http://www.careconfidential.com	0800 0282228

Teenage Pregnancy

Basingstoke Pregnancy Crisis Centre: http://www3.hants.gov.uk/childrensservices/families/teenage-pregnancy.htm	01256 460100
Hampshire Teenage Pregnancy Partnership	023 8061 4179
Connexions Hampshire	01256 819576
Teenage Parents – Care To Learn: http://www3.hants.gov.uk/childrensservices/childcare/parents/financial-and-othersupport/parents-16-19-years.htm	0845 603 5620

Child Birth

Birthing Options: Basingstoke Hospital Delivery Suite	01256 314790
Twins & Multiple Births Association: http://www.tamba.org.uk	0800 138 0509
Breast Feeding Clinic	01256 314991
Breast Feeding Network: www.breastfeedingnetwork.org.uk	0844 412644

Problem Births

Still Birth (SANDS) http://www.uk-sands.org/	
Birth Trauma Association http://www.birthtraumaassociation.org.uk/	
Miscarriage	01256 460100

Miscellaneous

Hampshire Families: www.hcff.org	01256 423851
Hampshire Children's Information Service http://www3.hants.gov.uk/childrensservices/childcare/parents/workingparent.htm	0845 603 5620
Registering the Birth: http://www.direct.gov.uk/en/Parents/HavingABaby/AfterTheBirth/DG_4002872	01256 322188
The Baby Blues and Postnatal Depression: http://www.nhs.uk/Planners/pregnancyplanner/Pages/BabybluesPND.aspx?WT.srch=1	
Weaning - Useful tips: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4117080	
Toilet Training: http://www.childrenfirst.nhs.uk/families/az_child_health/t/toilet_training.html	
Hampshire Children's Information Service: http://www3.hants.gov.uk/childrensservices/childcare/parents/financial-and-other-support/helpfor-one-parent-families.htm	0845 603 5620
Nannies - Government Parents Centre Website Guide to Nannies: http://www.parentscentre.gov.uk/foragegroup/0to3years/findananny/	
Swimming. Basingstoke Disabled Swimming Club. Queen Mary's Sports Centre. Fridays 7pm to 8.30pm Need a referral letter from the GP	01256 336 396

Adoption

Hampshire Adoption Support Service: http://www3.hants.gov.uk/childrensservices/families/adoption.htm	0845 603 5620
Government Parent Centre Website http://www.parentscentre.gov.uk/familymatters/adoptionandfostering/	

Fostering

Government Parent Centre Website http://www.parentscentre.gov.uk/familymatters/adoptionandfostering	
Hampshire Fostering Team: http://www3.hants.gov.uk/childrensservices/families/fostering.htm	0845 601 1895

Father Support

Dad at Home: http://www.dadathome.co.uk/	
Dad Can Do: http://www.dadcando.com/	
Dad Talk: http://www.dadtalk.co.uk/index.php?gclid=CNro-43J1pcCFUse3god7XQJCw	
Dads UK: http://dads-uk.co.uk/main/news.php	
Separated Dads: http://www.separateddads.co.uk/SupportForSeparatedFathers.html	
Fatherhood Institute: http://www.fatherhoodinstitute.org/	

Lone Parents

Government Parents Centre: http://www.parentscentre.gov.uk/foragegroup/0to3years/helpforloneparents/	
Lone Fathers http://onlydads.org/	
Lone Parents Website http://www.lone-parents.org.uk/	
One Parent Families/Gingerbread: http://www.gingerbread.org.uk/ or http://www.oneparentfamilies.org.uk/	

Sure Start Children's Centres

Basing: The Courtyard Children's Centre	01256 843955
Baughurst: Home Tree Children's Centre	01962 847651
Beggarwood: Bunnies Children's Centre	01962 847651
Bourne: Badgers Children's Centre	01635 269619
Bourne: Snowdrops Children's Centre	01962 847651
Brighton Hill: Buttercups Children's Centre	01256 812615
Brookvale: Octopus Children's Centre	01256 461075
Brookvale: Westside Children's Centre	01256 818136
Buckskin: Honeycomb Children's Centre	01256 331574
Burghclere: Badgers Children's Centre	01635 269619
Calleva: Home Tree Children's Centre	01962 847651
Chineham: Lily Pads Children's Centre	01256 843955
East Woodhay: Badgers Children's Centre	01635 269619
Eastrop: Octopus Children's Centre	01256 461075
Hatch Warren: Bunnies Children's Centre	01962 847651
Highclere and: Snowdrops Children's Centre	01962 847651
Highclere: Badgers Children's Centre	01635 269619
Kempshott: Westside Children's Centre	01256 818136
Kings Furlong: Octopus Children's Centre	01256 461075
Kings Furlong: Westside Children's Centre	01256 818136
Kingsclere: Badgers Children's Centre	01635 269619
Laverstoke: Snowdrops Children's Centre	01962 847651
Norden: Octopus Children's Centre	01256 461075

North Waltham: Snowdrops Children's Centre	01962 847651
Oakley: Snowdrops Children's Centre	01962 847651
Overton: Snowdrops Children's Centre	01962 847651
Pamber: Home Tree Children's Centre	01962 847651
Popley: Pebbles Children's Centre	01256 357028
Rooksdown: Honeycomb Children's Centre	01256 331574
Sherbourne St John and Parts of Calleva: Lily Pads Children's Centre	01256 843955
South Ham: Westside Children's Centre	01256 818136
Steventon: Snowdrops Children's Centre	01962 847651
Tadley: Home Tree Children's Centre	01962 847651
The Candovers: Bunnies Children's Centre	01962 847651
Upton Grey: Bunnies Children's Centre	01962 847651
Whitchurch: Snowdrops Children's Centre	01962 847651
Winklebury: Honeycomb Children's Centre	01256 331574