

the **EXT.** directory



supporting
**SWIFT & EASY
ACCESS**

to specialist
services
IN **WINCHESTER**
& **SWANMORE**



More Than Schools

More Than Schools

'More Than Schools' is the local Extended Schools network, covering Winchester and Swanmore. It is managed by Winchester YMCA under a Steering Group with local school representatives and others.

An 'extended school' works with the local authority, local providers and other schools to provide access to:

1. quality childcare (primary schools only)
2. a varied range of activities
3. support for parents
4. community access to facilities and
5. swift and easy access to specialist services.

For further information see: www.morethanschools.org.uk

General information

'More Than Schools' has made every effort to ensure that the information in this directory is correct at the time of going to press (September 2008).

'More Than Schools' is not responsible for any external organisations listed in this directory or for advice and guidance provided by these agencies.

'More Than Schools' believes that all the organisations listed in this directory require their staff and volunteers to have full Criminal Records Bureau checks, and take all other reasonable steps to protect the children and young people who use their services. 'More Than Schools' advises users of this directory to make sure that these standards are observed by any individuals or organisations to which they refer children or young people.

Corrections

Please inform us of any errors or omissions in the directory, please email 'More Than Schools' at: extendedschools@btconnect.com.

An online version of this Directory is available on our website:

www.morethanschools.org.uk

Specialist Services

Name of Service:	Advocacy Projects (Winchester District)
Keywords:	disability, learning disability, mental health
Aim(s):	To support vulnerable adults and children in the district
Available to:	Anyone, subject to referral process
Where available:	Winchester Centre, 68 St George's Street, Winchester, SO23 8AH
When available:	Hours vary; contact for further information
How to access:	Tel: 01962 848023

Name of Service:	Child Guidance (Winchester)
Keywords:	ADHD, autism, Asperger's Syndrome, depression, eating disorders, mental health
Aim(s):	Assessment and treatment of mental health problems impacting significantly on home and school life that have not responded to earlier intervention
Available to:	All children and young people from 0 -18 years, provided that they are registered with Winchester area GPs. (Service slightly limited for 17-18 year olds.)
Where available:	Winchester Child Guidance Centre, Friarsgate Medical Centre, Friarsgate, Winchester SO23 8EF.
When available:	Mon - Fri 9 a.m. – 6 p.m.
How to access:	Tel: 01962 828355 email: child.guidance@wehct.nhs.uk

Name of Service:	Children's Services (Winchester Locality team)
Keywords:	parenting support, school attendance
Aim(s):	To work with schools, other agencies, children and families on issues relating to school attendance To offer parental support through programmes such as the Triple P parenting programme
Available to:	Children and young people, aged 0-19
Where available:	Throughout Winchester City Council district All schools have named workers
When available:	General office hours: Mon - Fri 9 a.m. - 4.30 p.m. Duty Officer available: Mon - Fri 9 a.m. – 1 p.m. School and home visits by arrangement
How to access:	Tel: 01962 876370

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Name of Service:	Citizens Advice Bureau (Winchester)
Keywords:	advice, benefits, debt, health, housing, nationality
Aim(s):	Provision of free, independent, and impartial advice to everyone on their rights and responsibilities
Available to:	Everyone
Where available:	Winchester CAB, The Winchester Centre, 68 St Georges Street, Winchester SO23 8AH
When available:	Monday, Wednesday & Thursday 10 a.m. – 4 p.m. Tuesday & Friday 10 a.m. – 1 p.m.
How to access:	Tel: 01962 848000 email: advice@winchestercab.org.uk

Name of Service:	Connexions (Hampshire)
Keywords:	benefits, careers, employment, further education, housing, relationships, sexual health, training
Aim(s):	Provision of impartial information, advice, guidance & support on a wide range of issues affecting young people's development, including careers, education & health
Available to:	Young people aged 13 – 19 yrs (up to 25 for those with learning difficulties or disabilities)
Where available:	In schools, colleges, and in the community
When available:	Generally school/office hours, with some evening work undertaken, e.g. parents' evenings
How to access:	Phone: 01962 714271 or 0845 603 5621 www.hampshireconnexions.co.uk

Name of Service:	Department of Sexual Health
Keywords:	condoms, contraception, emergency contraception, HIV tests, sexually transmitted infections
Aim(s):	To be a one-stop Sexual Health Service
Available to:	Any member of the public. No age limits
Where available:	47 Romsey Road, Winchester SO22 5DG 1 st Floor, Eastleigh Health Centre, Newtown Road, Eastleigh SO50 9AG
When available:	Walk-In Contraception: Winchester Mon - Thu 12 noon – 1 p.m. & 4 – 6 p.m. Fri 9 a.m. – 1 p.m. Eastleigh Mon 4 p.m. – 6 p.m. Walk In STI testing: Winchester Mon 9 a.m. – 10:30 a.m. & 4 p.m. – 6 p.m. Fri 9 a.m. – 1 p.m.
How to access:	Winchester Tel: 01962 828372 Eastleigh Tel: 023 80610839

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Name of Service:	Dyslexia Association (Hampshire)
Keywords:	dyslexia
Aim(s):	To give information about dyslexia to the general public and teachers via telephone helpline, email and website, with regular newsletter to members and a lecture programme
Available to:	Parents, teachers and the general public in Hampshire
Where available:	Through telephone and email
When available:	We will respond within 3 days to a telephone call or email
How to access:	Website: www.hantsda.org.uk email: help@hantsda.org.uk , Tel: 02380 333345

Name of Service:	Early Intervention In Psychosis Team
Keywords:	anxiety, depression, hearing voices, mental health
Aim(s):	Community work on recovery from mental illness One-to-one support and information on illness, and to treat the symptoms Help with seeking re-integration to education / employment Support to carers
Available to:	People aged 14 - 35 years
Where available:	Anyone in Winchester District
When available:	Monday - Friday 9 a.m. – 5 p.m. (some evening availability) Plan to extend to 365 days a year, 8 a.m. – 8 p.m.
How to access:	Contact: EIP Team, Highcroft, Romsey Road, Winchester, SO22 5DH Tel 01962 892689

Name of Service:	Educational Psychology Service (Winchester)
Keywords:	educational psychology
Aim(s):	To offer advice and guidance to children and young people, their parents/carers, teachers and others in the community
Available to:	Young people, teachers and parents
Where available:	County-wide
When available:	Mon – Fri 9 a.m. – 5 p.m.
How to access:	Tel: 01962 876239

An online version of this Directory is available on our website:

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Name of Service:	Education Inclusion Service
Keywords:	education centres, exclusion
Aim(s):	<ul style="list-style-type: none"> • To maintain pupils in education • To provide an effective education for those who are out of school • To re-integrate pupils to education/Post-16 opportunities
Available to:	All young people aged 5 to 16 yrs
Where available:	Test Valley, Winchester, Eastleigh and New Forest
When available:	Area office: weekdays, 9 a.m. – 5 p.m. Education Centres: school hours
How to access:	Tel: 01962 876263 or 01962 876268

Name of Service:	Mencap Society (Winchester & District)
Keywords:	learning disability
Aim(s):	To provide support, information, services and advice for people with a learning disability and their families
Available to:	Anyone with a learning disability or their family/carers
Where available:	Winchester City Council district
When available:	Seven days a week
How to access:	Contact: Janet Chierchia Tel: 01489 893381 email: janet@winchestermencap.org.uk

Name of Service:	Parenting Support Team (Hampshire)
Keywords:	families, parenting support
Aim(s):	To offer support to parents and agencies working with parents
Available to:	All parents and carers of children up to the age 18. Professionals working with children, young people and parents
Where available:	County-wide. District Parenting Support Officers are based in each district council area
When available:	Mon – Fri 9 a.m. – 5 p.m. (central contact point)
How to access:	Tel: 01962 845448 Or search online for a parenting programme: www.hants.gov.uk/parentdevelopment

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Name of Service:	Parentline Plus
Keywords:	families, parenting support
Aim(s):	To provide flexible support for parents and carers
Available to:	Parents and carers of children all ages, nationwide
Where available:	Nationwide telephone and email support and local face to face groups at locations in the community
When available:	Telephone helpline is staffed 24 hours a day every day.
How to access:	Tel: 02380 645900 (local information) Tel: 0808 800 22 22 (national helpline) email: hantsinfo@parentlineplus.org.uk Website: www.parentlineplus.org.uk

Name of Service:	Parent Partnership Service
Keywords:	parenting support, special educational needs
Aim(s):	To provide confidential, impartial advice, support and information for parents and carers of children and young people with special educational needs in Hampshire
Available to:	All parents and carers of children and young people with special educational needs who live in Hampshire
Where available:	Office based in Winchester, but Parent Partnership Officers will visit parents at home
When available:	Mon - Fri 9 a.m. – 5 p.m. Answer phone for out of office hours or during busy periods
How to access:	Tel: 01962 845870 email: enquiries.pps@hants.gov.uk Website: http://www3.hants.gov.uk/childrens-services/specialneeds/parentpartnership

Name of Service:	Pregnancy Crisis Centre (Winchester)
Keywords:	abortion, post-abortion, pregnancy
Aim(s):	<ul style="list-style-type: none"> • To inform and support women facing unplanned pregnancy, and their partners • To support women experiencing post abortion difficulty
Available to:	Anyone facing unplanned pregnancy
Where available:	Winchester. Appointments at The Winchester Centre, St. George's Street, Winchester
When available:	Appointments by arrangement
How to access:	Tel: 01962 848033 email: office@winchesterpregnancycrisis.com

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Name of Service:	Quit 4 Life (Hampshire Stop Smoking Service)
Keywords:	smoking, stop smoking
Aim(s):	To provide free support to enable smokers to quit, using medication such as Nicotine Replacement Therapy, Zyban and Champix To create smoke free environments for young people, children and babies
Available to:	Young people, adults, pregnant women – everyone
Where available:	Groups throughout Hampshire, incl. Lanterns Centre, Bereweek Road, Winchester on Thursdays, 6.30–8pm. One-to-one support at GP surgeries and pharmacists. Onsite support at schools and youth clubs by prior arrangement.
When available:	Phone line open 9am–5pm
How to access:	Text QUIT to 60123 Tel: 0845 602 4663

Name of Service:	Relate Young Persons Counselling
Keywords:	counselling (young people), relationships
Aim(s):	To support young people who are undergoing emotional distress as a result of their family breakdowns, parental divorce, stepfamily issues, abuse of any kind, depression, feelings of helplessness and anger
Available to:	Young people aged 11 to 24
Where available:	Relate's premises at The Winchester Centre Seeking funding to deliver service in schools and colleges
When available:	By appointment
How to access:	Tel: 01962 861336

Name of Service:	Remix (Winchester)
Keywords:	alcohol, drugs, health
Aim(s):	To provide <ul style="list-style-type: none"> • One-to-one support for young people affected by drug/alcohol misuse. • Preventative education around drug/alcohol issues.
Available to:	Young people, aged 12 to 18, in Winchester City Council district
Where available:	Throughout Winchester City Council district, including in schools/colleges by arrangement
When available:	Mon - Fri 9 a.m. – 5 p.m. Evenings/weekends by arrangement
How to access:	Tel: 01962 868852

An online version of this Directory is available on our website:

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Name of Service:	Scope (Winchester & District)
Keywords:	cerebral palsy
Aim(s):	To provide <ul style="list-style-type: none"> • support, advice & information to people with cerebral palsy and their families and carers • financial support through grants to individuals, families or local projects and services
Available to:	Adults or families with a child with cerebral palsy who live within the Winchester City Council district Those that provide a service to our client group
When available:	Enquire by phone during normal working hours
How to access:	Contact: Shirley Kenneally Tel: 01962 880734 email: kenneallys@tesco.net

Name of Service:	Speech & Language Therapy Service (Winchester & Eastleigh Healthcare NHS Trust)
Keywords:	communication, language, speech, stammering
Aim(s):	To support children and young people in developing their ability to communicate to their full potential
Available to:	Children and young people (0 – 19 yrs)
Where available:	Community clinics, primary and secondary schools
When available:	Mon - Fri 9 a.m. – 5 p.m.
How to access:	Contact: Speech & Language Therapy Service, Royal Hampshire County Hospital, Romsey Road, Winchester SO22 5DG Tel: 01962 825304

Name of Service:	Young Carers Project (Winchester & District)
Keywords:	carers, health, young carers
Aim(s):	<ul style="list-style-type: none"> • To maximise the support available to young carers and minimise the pressures upon their lives • To provide diversionary activities for young carers
Available to:	Young people aged 8 – 17 yrs who are caring for a family member who has an illness or long-term disability
Where available:	Clubs: Winchester and Swanmore Support available in some secondary schools
When available:	Office: Mon - Fri 9 a.m. – 5 p.m. Clubs: Mon afternoons, Weds afternoons/evenings Trips and other activities at various times
How to access:	Tel: 01962 848039 email: office@wycp.org.uk

An online version of this Directory is available on our website:

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Name of Service:	Youth Counselling (Winchester)
Keywords:	counselling (young people)
Aim(s):	To provide <ul style="list-style-type: none"> • free, one to one counselling for young people with mental health concerns • free information, advice and support to parents, carers, friends, and professionals
Available to:	Young people aged 11 – 25 yrs living in Winchester district
Where available:	Central Winchester & satellite service in Swanmore
When available:	Mon -Thurs 9.30 a.m. – 5.30 p.m. (appointments only)
How to access:	Tel 01962 820444 email: 14-25counselling@btconnect.com

Name of Service:	Youth Offending Service (Wessex)
Keywords:	crime prevention, YISP, youth offending
Aim(s):	To prevent young people from offending and re-offending
Available to:	YISP (Youth Inclusion and Support Panel) for targeted prevention work for 8 - 13 year olds Most <i>other</i> young people meeting with the Youth Offending Service are under statutory supervision by the Youth Court
Where available:	County-wide
How to access:	Statutory services are only available following sentencing in a youth court. For preventive services, see website. www3.hants.gov.uk/childrens-services/wessex-yot.htm Tel: 01962 876100

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Other Useful Numbers

Name and Details	Time	Contact
ADFAM Online information and support for families affected by alcohol and drug use.	n/a	www.adfam.org.uk
ASBAH (Assoc. for Spina Bifida & Hydrocephalus) Practical advice and support for individuals and families affected by spina bifida/ hydrocephalus.	10am-4pm weekdays	0845 450 7755 www.asbah.org
Anaphylaxis Campaign Practical advice and information relating to anaphylaxis (severe and sometimes life-threatening allergic reactions).	9am-5pm weekdays	01252 542029 info@anaphylaxis.org.uk www.anaphylaxis.org.uk
Bullying UK Advice and support for young people, parents and schools affected by bullying, at school, in the community or online.	n/a	www.bullying.co.uk
beat Nonjudgmental listening and advice for young people with eating disorders (including anorexia and bulimia).	4:30-8:30pm weekdays; 1:00-4:30pm Saturdays	Youthline 0845 634 7650 fyp@b-eat.co.uk
Benefit Enquiry Line (DWP) Guidance from the Department of Work and Pensions on all state benefits.	8.30am-6.30pm weekdays; 9.00am-1.00pm Saturdays	Phone: 0800 88 22 00 Textphone: 0800 24 33 55
Care Confidential Pregnancy and post-abortion helpline for women and partners.	9am- 2pm Monday- Saturday plus some other times	0800 028 2228 www.careconfidential.com
Childline For young people worried about a range of subjects, and particularly those in distress or danger.	24 hrs	0800 1111 www.childline.org.uk
Connexions Direct Offers free confidential advice via web chat, email, telephone and text including careers, education, health, housing, relationships, leisure opportunities.	8am-2am every day	0808 00 13 2 19 www.connexions-direct.com Text : 07766 413 219

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<p>Contact A Family Phoneline and website providing information for those caring for a disabled child – especially around benefits/tax credits, SEN 'statementing' process, rights, grants, home adaptations etc.</p>	<p>10am-4pm weekdays & 5:30-7:30pm Mondays</p>	<p>Phone: 0808 8083555 Textphone: 0808 808 3556 www.cafamily.org.uk</p>
<p>CRUSE Bereavement Care/ RD4U Help and support for young people who have experienced the loss of a loved one.</p>	<p>9.30am-5pm weekdays</p>	<p>Young people's helpline: 0808 808 1677 Young people's website: www.rd4u.org.uk</p>
<p>Disability Benefits Helpline (DWP) Guidance from the Department of Work and Pensions on Disability Living Allowance and Attendance Allowance.</p>	<p>7.30am- 6.30 pm weekdays</p>	<p>Phone: 08457 123 456 Textphone: 08457 224 433</p>
<p>Down's Syndrome Association Information and guidance on supporting people with Down's Syndrome to live full and rewarding lives.</p>	<p>10am-4pm weekdays</p>	<p>0845 230 0372</p>
<p>Dyslexia Action Information and advice for those parenting or teaching children with dyslexia, and also for adults with dyslexia.</p>	<p>n/a</p>	<p>www.dyslexiaaction.org.uk</p>
<p>Dyspraxia Foundation Advice and guidance to support children, families and adults with dyspraxia.</p>	<p>n/a</p>	<p>www.dyspraxiafoundation.org.uk</p>
<p>FRANK National drugs advice and information line, aimed specifically at young people. Young people can also email their query via the website. FRANK is able to send out multiple free copies of relevant leaflets to professionals on request.</p>	<p>24 hr</p>	<p>0800 77 66 00 www.talktofrank.com</p>
<p>Get Connected General listening and referral service for children and young people – deals with relationship, school, housing, health, abuse and many other issues.</p>	<p>Phoneline 1pm-11pm every day Webchat 7pm-10pm every day</p>	<p>0808 808 4994 www.getconnected.org.uk help@getconnected.org.uk</p>
<p>Hampshire County Council HCC – the county council – is responsible for various local services including education, children's services and youth services.</p>	<p>n/a</p>	<p>01962 841841 www.hants.gov.uk</p>

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<p>Missing People Formerly the National Missing Persons Helpline, Missing People works with young runaways, missing and unidentified people, their families and others who care for them.</p>	24 hr	0500 700 700
<p>Muscular Dystrophy Campaign Information, advice and support for all those affected by any form of muscular dystrophy, or related muscle disease.</p>	9am-5pm weekdays	0800 652 6352 www.muscular-dystrophy.org
<p>National Autistic Society Information on autistic spectrum disorders from a charity which champions the rights and interests of all people with autism.</p>	10am-4pm weekdays	0845 070 4004 www.nas.org.uk
<p>National Youth Advocacy Service Information, advice, advocacy and legal representation for children and young people up to the age of 25.</p>	8am-8pm weekdays; 10am-4pm Saturdays	Helpline: 0800 616101 Text: 07773 33 4555 help@nyas.net www.nyas.net
<p>NHS Direct Information and advice about health, illness and health services provided by qualified NHS staff.</p>	24 hr	0845 46 47 www.nhsdirect.nhs.uk
<p>NSPCC Child Protection Helpline For anyone worried about a child's welfare or safety, or in need of help or advice including about children believed to be at risk of abuse.</p>	24 hr	0808 800 5000 www.nspcc.org.uk
<p>RASAC - Rape and Sexual Abuse Counselling Service (Winchester) Support service based in Winchester. Does not offer one-to-one support to under-18s, but may be a useful source of information.</p>	<p>WOMEN'S HELPLINE: Monday, 11.30am-1.30pm Tuesday & Thursday: 7pm to 9:30 pm Calls answered by women only</p> <p>MEN'S HELPLINE: Monday, 11:30 am-1.30 pm Thursday: 7pm-9:30pm Calls answered by men & women</p>	<p>Office 01962 848018</p> <p>Women's helpline 01962 848024</p> <p>Men's helpline 01962 848027</p> <p>www.rasac.org.uk</p>
<p>Runaway Helpline A confidential service for anyone who has run away from home or care, or been forced to leave home. Runaway Helpline can forward messages to families.</p>	24 hr	0808 800 7070 runawayhelpline@missingpeople.org.uk

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<p>Samaritans Confidential non-judgemental emotional support for people experiencing distress or despair, including those which could lead to suicide.</p>	<p>24 hr</p>	<p>08457 90 90 90 jo@samaritans.org www.samaritans.org</p>
<p>Scope Response Telephone helpline on issues affecting disabled people and families, particularly in connection with cerebral palsy.</p>	<p>9am–7pm weekdays; 10am–2pm Saturdays</p>	<p>0808 800 33 33 response@scope.org.uk www.scope.org.uk</p>
<p>Survivors of Bereavement by Suicide Confidential listening and emotional support for anyone, of any age, bereaved following the suicide of a relative or friend.</p>	<p>Every day, 9am–9pm</p>	<p>0844 561 6855</p>
<p>Teenage Health Freak. Accurate, reliable and 'cringe free' health information for teenagers, together with resources for teachers and parents.</p>	<p>n/a</p>	<p>www.teenagehealthfreak.org</p>
<p>Winchester YMCA Winchester YMCA provides services for children and young people, including youth and schools work, Remix (substance misuse project), management of Extended Schools service for 35 schools, partnerships with churches and international work.</p>	<p>variable</p>	<p>01962 864 234 www.ymcawinchester.org.uk www.winremix.org.uk www.ymcabridges.org</p>

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in Winchester and Swanmore



The compilation of this directory was funded by **More Than Schools**, the Winchester & Swanmore Extended Schools partnership.

It was compiled during April-June 2008, and published in July 2008.

Copies have been distributed to all schools in the Extended Schools partnership. Please note that the information contained in this booklet is also available online, via the More Than Schools website:

www.morethanschools.org.uk.



The Ext. Directory has been compiled by **Winchester Remix**, a project which provides advocacy and counselling to young people between the ages of 12 and 18 who misuse substances or who are at particular risk of doing so.



Winchester Remix is based at and managed by **Winchester YMCA** (Limited Company no. 4944334; Registered Charity no. 1101028).

To make enquiries concerning this directory, or to obtain further copies, please contact:

'More Than Schools' (Winchester & Swanmore Extended Schools Partnership), Winchester YMCA, 1 Swan Lane, Winchester, Hants SO23 7AA

Tel: 01962 866 944

extendedschools@btconnect.com