

# 9. Local authority social care contacts

Hampshire County Council is currently introducing a contact centre, called **Hantsdirect**, to improve the way the public contact the County Council and the level of service they receive when they do. We want to make it quick, easy and convenient for you to access the services you require and have your request or query dealt with quickly and efficiently. As a result, when you use some of the numbers listed in this Guide, you may be re-directed to Hantsdirect.

As services are phased in we will be promoting the new numbers to call. In the meantime, you will still be able to call the old numbers. It will take some time before all our public services will be available. We are taking a gradual, phased approach to ensure that we get the technology and services just right to deliver the best service to our customers.

For more information visit [www.hants.gov.uk/hantsdirect](http://www.hants.gov.uk/hantsdirect)

## Hampshire County Council Adult Services Department

Offices are open: Monday to Thursday 8.30am-5pm, Friday 8.30am-4.30pm

To contact us at all other times phone **0845 600 4555**  
Evenings, nights and weekends, for information, assessments, emergencies

### Area Offices:

#### Aldershot

Old Town Hall  
Grosvenor Road  
Aldershot GU11 3DP  
Tel: 01252 314221

#### Alton

Park House  
High Street  
Alton GU34 1EN  
Tel: 01420 544255

#### Andover

Chantry House  
Chantry Way  
Andover SP10 1LW  
Tel: 01264 387400

#### Basingstoke

Sun Alliance House  
37/41 Wote Street  
Basingstoke RG21 7LU  
Tel: 01256 362000

#### Eastleigh

Russell House  
26/28 Romsey Road  
Eastleigh SO50 9AN  
Tel: 023 8061 8722

#### Fareham

Fareham Reach  
166 Fareham Road  
Gosport PO13 0FH  
(from mid 2008)  
Tel: 0845 600 45 55

#### Gosport

133 Stoke Road  
Gosport PO12 1SD  
Tel: 0845 600 45 55

#### Havant

Town End House  
PO Box 61, East Street  
Havant PO9 1UB  
Tel: 023 9247 1644

#### Hythe

West Shore House  
West Street, Hythe  
Southampton SO45 6AA  
Tel: 023 8084 6953

#### Lymington

Avenue Road  
Lymington SO41 9YB  
Tel: 01590 625000

#### Petersfield

Tilbrook House  
2/4 Grenehurst Way  
Petersfield GU31 4AZ  
Tel: 01730 265462

#### Romsey

Former Magistrates Court  
Church Street  
Romsey SO51 8AQ  
Tel: 01794 526000

#### Winchester

Corinium House  
10/14 Andover Road  
Winchester SO23 7BX  
Tel: 01962 869313

## Portsmouth City Council

Offices are open:

Monday to Thursday 9am-4.30pm, Friday 9am-4pm

Telephone lines are open:

Monday to Thursday 8.30am - 5.00pm, Friday 8.30am - 4.30pm

Emergencies: when offices are closed phone 0845 600 4555

### Services for adults including Learning Disability and Adult Placement

The Kestrel Centre  
St James' Hospital  
Locksway Road  
Portsmouth PO4 8LD  
Tel: 023 9268 4600

### City Occupational Therapy Service

195A Allaway Avenue, Paulsgrove  
Portsmouth PO6 4HG  
Tel: 023 9260 6008

### Sensory Impairment and Deaf Services team

Horizon Resource Centre,  
Sundridge Close,  
Cosham PO6 3LP.  
Tel: 023 9237 3362

### Services for children and families

Merefield House  
Nutfield Place  
Portsmouth PO1 4JZ  
Tel: 023 9283 9111  
textphone: 023 9229 7929

### Helpdesk for people aged 65 and over, vulnerable adults and adults with a physical disability as well as aged 65:

Tel: 023 9289 3800 (answer phone out of hours)  
The team can give information and advice and can take referrals for an assessment of what help is needed.

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## Southampton City Council

Offices are open:

Monday to Thursday 8.30am-5.00pm, Friday 8.30am-4.30pm

Emergencies: when offices are closed phone 023 8023 3344

### Health and Community Care Contact Centre

Herbert Collins House  
5 Northleigh Corner, Wide Lane  
Southampton SO18 2HR  
Tel: 023 8083 4567  
textphone: 023 8083 3808

### Children and Families Contact Centre (Children First)

14 Cumberland Place  
Southampton SO15 2BG  
Tel: 023 8083 3336

### Disabled Persons Parking (Blue Badges)

14 Cumberland Place  
Southampton SO15 2BG  
Tel: 023 8083 3748

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## Community Mental Health Teams (CMHTs)

For more details about where the County's Community Mental Health Teams are based, visit [www.hantspt.nhs.uk/find-our-services](http://www.hantspt.nhs.uk/find-our-services) or [www.sabp.nhs.uk/services](http://www.sabp.nhs.uk/services)

### Aldershot

Tel: 01252 312788 / 326297

### Andover

Tel: 01264 358180

### Basingstoke

Tel: 01256 316300 (Bridge Centre)  
Tel: 01189 810033 (Mulford's Hill Centre)

### Bordon

Tel: 01420 488008

### Eastleigh

Tel: 023 8061 5729

### Fareham

Tel: 01329 288331

### Farnborough

Tel: 01483 783555

### Gosport

Tel: 023 9251 1377

### Havant, Hayling Island & Waterlooville

Tel: 023 9268 3500

### New Milton (New Forest West)

Tel: 01425 622922

### Petersfield

Tel: 01730 264568

### Portsmouth

Tel: 023 9273 6999

### Romsey

Tel: 01794 830323

### Southampton East

Tel: 023 8047 5130

### Southampton Central

Tel: 023 8079 5300

### Southampton West

Tel: 023 8087 8040

### Totton

Tel: 023 8086 8886

### Winchester

Tel: 01962 825128

## **Councils of Voluntary Service (CVSs)**

Councils of Voluntary Service (CVSs) co-ordinate the voluntary groups that provide local community care services. There is a CVS in each local district and there is an umbrella organisation, Community Action Hampshire, that covers the whole of Hampshire. CVSs can give you information about what is available in the area they cover:

### **Community Action Hampshire**

Beaconsfield House  
Andover Road  
Winchester SO22 6AT  
Tel: 01962 854971  
[www.action.hants.org.uk](http://www.action.hants.org.uk)

### **Basingstoke Voluntary Services**

The Orchard, White Hart Lane  
Basingstoke RG21 4AF  
Tel: 01256 423815  
[www.voluntaryservices.com](http://www.voluntaryservices.com)

### **One Community, Eastleigh**

16 Romsey Road  
Eastleigh SO50 9AL  
tel 023 8090 2400  
[www.ecs-vol.org](http://www.ecs-vol.org)

### **Fareham Community Action**

5 Osborn Road South  
Fareham PO16 7DF  
Tel: 01329 231899  
[www.farehamaction.org.uk](http://www.farehamaction.org.uk)

### **Gosport Voluntary Action**

Martin Snape House  
96 Pavilion Way  
Gosport PO12 1FG  
Tel: 023 9258 3836  
[www.gva.org.uk](http://www.gva.org.uk)

### **Hart Voluntary Action**

Civic Offices, Harlington Way  
Fleet GU51 4AE  
Tel: 01252 815652  
[www.hartvolaction.org.uk](http://www.hartvolaction.org.uk)

### **Havant Council of Community Service**

Langstone Technology Park  
Langstone Road, Havant PO9 1SA  
Tel: 023 9241 5556  
[www.havantccs.org.uk](http://www.havantccs.org.uk)

### **New Forest - Community First**

New Forest  
Public Offices  
65 Christchurch Road  
Ringwood BH24 1DH  
Tel: 01425 482773  
[www.cfnf.org.uk](http://www.cfnf.org.uk)

### **Portsmouth Council of Community Service**

338 Commercial Road  
Portsmouth PO1 4BT  
Tel: 023 9282 7110  
[www.portsmouthccs.org.uk](http://www.portsmouthccs.org.uk)

### **Rushmoor Voluntary Services**

The Community Centre  
Meudon Avenue  
Farnborough GU14 7LE  
Tel: 01252 540162  
[www.rvs.org.uk](http://www.rvs.org.uk)

### **Southampton Voluntary Services**

The Voluntary Action Centre  
Kingsland Square  
St Mary's Street  
Southampton SO14 1NW  
Tel and textphone:  
023 8022 8291  
[www.southamptonvs.org.uk](http://www.southamptonvs.org.uk)

### **Test Valley Community Services**

2nd Floor, East Wing  
Wessex Chambers  
South Street  
Andover SP10 2BN  
Tel: 01264 362600  
and  
2nd Floor, Coopers House  
The Horsefair  
Romsey SO51 8JZ  
Tel: 01794 519998  
[www.tvcs.org.uk](http://www.tvcs.org.uk)

### **Community First East Hampshire**

The Tilmore Centre  
1 Tilmore Road  
Petersfield GU32 2HG  
Tel: 01730 710017  
[www.communityfirst-easthampshire.org.uk](http://www.communityfirst-easthampshire.org.uk)

### **Winchester Area Community Action**

The Winchester Centre  
68 St Georges Street  
Winchester SO23 8AH  
Tel: 01962 842293  
[www.waca.org.uk](http://www.waca.org.uk)

## Home Improvement Agencies (HIA)

### Basingstoke & Deane

In Touch HIA  
Units 40/41, Hart Centre  
Fleet Road, Fleet, GU51 3LA  
Phone: 01252 771350

### East Hampshire

In Touch HIA  
Ramscote, Ramshill  
Petersfield, GU31 4YZ  
Phone: 01730 260180

### Eastleigh & Southampton

In Touch HIA  
47/57 High Street  
West End, Southampton  
SO30 3DQ  
Phone: 023 8046 2444

### Fareham, Gosport, Havant & Portsmouth

In Touch HIA  
47/57 High Street  
West End, Southampton  
SO30 3DQ  
Phone: 023 8046 2444

### Hart & Rushmoor

In Touch HIA  
Units 40/41, Hart Centre  
Fleet Road, Fleet, GU51 3LA  
Phone: 01252 771350

### New Forest

Community First New Forest  
Public Offices  
65 Christchurch Road  
Ringwood, BH24 1DH  
Phone: 01425 482773

### Test Valley

Community First Test Valley HIA  
Office 7, Building 7, Bridgers Farm,  
Nursling Street, Nursling SO16 0YA  
Phone: 023 8073 9945

### Winchester

In Touch HIA  
47/57 High Street  
West End, Southampton  
SO30 3DQ  
Phone: 023 8046 2444

### Southampton

In Touch HIA  
63 St Mary Street  
St Mary's, Southampton  
SO14 1NU  
Phone: 023 8083 7800

## Making a complaint

If you are not happy with a service you have received or the way you have been treated, talk first to the person concerned or to their manager. Problems can often be resolved this way.

If you need to take things further then follow the organisation's complaints procedure. This will ensure your complaint is handled quickly and fairly.

### Adult Services

Hampshire  
Tel: 01962 833000 and ask for the Complaints & Customer Care Manager

Portsmouth Complaints Officer  
Tel: 023 9284 1172

Southampton Complaints Officer  
Tel: 023 8083 3154

### Independent organisations

Contact the manager of the local branch of the organisation you are dealing with and/or ask for the address and phone number of the organisation's Complaints Manager.

### Rented housing

Depending on who manages the accommodation you rent, either ask your local council (page 119) or housing association for the address and phone number of the Complaints Manager.

### The Health Service

You can make a complaint about any aspect of the NHS.

- Complaints about your GP: contact the Practice Manager
- Hospital complaints: contact the Complaints Manager at the hospital
- Health services in the community: contact the Complaints Manager at the Primary Care Trust.

### Hampshire PCT

Tel: 023 8062 7444  
[www.hampshirepct.nhs.uk](http://www.hampshirepct.nhs.uk)

### Portsmouth City PCT

Tel: 023 9286 6467  
[www.portspct.nhs.uk](http://www.portspct.nhs.uk)

### Southampton City PCT

Tel: 023 8029 6934  
[www.southamptonhealth.nhs.uk](http://www.southamptonhealth.nhs.uk)

### The Independent Complaints Advocacy Service (ICAS)

can offer support to people who need to complain about a service from the NHS.

Tel: 01256 463758  
[www.seap.org.uk](http://www.seap.org.uk)

### Patient Advice and Liaison Service (PALS)

can also offer support.  
Freephone 0800 917 6039.

### Independent review

If you are not happy with the outcome of your complaint, you can contact the Healthcare Commission Complaints Team Helpline on 0845 6013012. They will independently review your complaint.

[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

Your local Citizens Advice Bureau can also help. Find their number in the phone book or visit their website, [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)