

# Phone a Friend



## Village Information Directory

### Stockbridge, Leckford and Longstock



**Population:** Stockbridge, Leckford and Longstock are three closely located parishes within the Broughton and Stockbridge Ward of Test Valley Borough Council.

It is the largest ward in area within the Council area with a population in 2015 of 4,546 which is expected to rise by 3.1% to 4,693 by 2020. The population is ageing and the numbers of those aged 60 and over are projected to rise to 38% of the ward's population by 2020 – an increase of 10.6%.

Leckford is a village and civil parish in Hampshire and lies on the eastern bank of the River Test, just south of its confluence with the River Anton, to the east of Longstock and south of Chilbolton. It has a small population of about 136, an ancient church and a small village store. A large part of the village is taken up by the Leckford Estate (John Lewis Partnership).

Longstock lies on the western bank of the River Test to the north and west of Stockbridge and east of Leckford. It has a population of around 450, living in houses on either side of the road which runs down the bank of the river.

Stockbridge itself is a small town situated on the A30 road from Salisbury to Sutton Scotney, where it crosses the River Test. It is the commercial and tourist centre for the wider area with shops, churches, schools, restaurants, pubs, a hotel and GP surgery. The population is around 540 people.

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This directory was produced in 2016 / 17 by Andover and District Older People's Forum, which aims to:

- 1) Promote the interests of older people in the Northern Test Valley
- 2) Consult with older people in order to ascertain areas of concern and unmet needs affecting older people, and initiate action as required.
- 3) Consult and liaise with statutory authorities, charities and other agencies on issues of concern to older people.

The information contained within the Directory was correct at the time of publication but will be subject from time to time to local changes.

**This will be detailed in the Parish Magazine for residents to amend within their own directories.**

We are grateful to Test Valley Borough Council and local councillors for a grant to support part of the printing of the directory.

Grateful thanks are also extended to Frances Candler and Jennifer Kidd for their help with the presentation and content of the directory.

# KEEPING MOBILE : A TRANSPORT DIRECTORY



## 1. Public Bus Service

### 1.1 Wheelers 15 bus service

A bus service between Andover and Stockbridge stopping at various villages in Northern Test Valley including the Clatfords, Wherwell and Chilbolton. Two buses to Andover per day and back. No Sunday service.

### 1.2 Wheelers W16 Winchester via Stockbridge

Available Monday – Saturday. Two buses per day each way link Stockbridge and Winchester.

Bus stop at Stockbridge Town Hall or St Peter’s Church.

**Enquiries : Phone 023 8047 1800 or use Travel line**

### 1.3 Stagecoach Buses 36 Service

Stockbridge – Winchester via West Dean, Lockerley, Dunbridge, Michelmersh, Romsey (Tuesdays, Thursdays, Saturdays and school days).

### 1.4 Stagecoach Buses 68 Service

Winchester – Stockbridge via Littleton, Crawley, Kings Somborne (Monday – Friday school term time only).

**Enquiries : Phone 0845 121 0190 or use Travel line**

**Public bus services in rural areas have been subject to contract cuts if not well used so the above information will be subject to change. Check availability with Travel line.**

## **2. Community Transport provided by Test Valley Community Services**

Test Valley Community Services provide accessible transport as follows :

### **2.1 Dial-a-Ride**



- a) Dial-a-Ride is a weekly shopping trip providing a door to door transport service for anyone who finds it difficult or impossible to access ordinary bus services.
- b) The service currently covers the Andover, Longparish, Over Wallop and Stockbridge areas on alternate Wednesday and Thursday mornings.
- c) It cannot be used for journeys to hospital appointments.
- d) Booking between 9am and 4.30pm Monday – Friday with one day's notice required.
- e) Cost is comparable to local bus fares.
- f) Travel vouchers not accepted.

**Phone : 01264 356 808**

**E mail : [transport@tvcs.org.uk](mailto:transport@tvcs.org.uk)**

### **2.2 Stockbridge Dial-a-Ride (Joyrides)**

Provides door-to-door transport for anyone who finds it difficult or impossible to access ordinary bus services.

Runs three mornings a week from Stockbridge to Andover and back :

TUESDAYS - via Leckford and Chilbolton to Andover

WEDNESDAYS - via Longstock and Wherwell to Andover

THURSDAYS - via Leckford to Andover

There is no need to book and those with a farepass pay half fare.

**To join the scheme phone : 01264 356808**

**For details of service phone: 01264 810459 (John Musters)  
or 01794 301825 (Gilly Clark)**

## 2.3 Minibus Group Hire

- a) Accessible minibuses with up to 16 seats are available for hire by community, statutory and voluntary groups within Test Valley for social outings, social/ lunch clubs, holidays, sports/leisure activities and regular meetings.
- b) Bookings are subject to availability of a vehicle and a volunteer, Midas qualified driver.
- c) Groups can use their own driver providing they hold a current Midas certificate.

## 2.4 Accessible Car Hire

- a) Wheelchair Accessible Cars are available to wheelchair users and for anyone who has difficulty getting into an ordinary car
- b) The car can be booked for all medical appointments and any social activities subject to availability of vehicle and volunteer driver.
- c) Shopmo Shuttle is a door-to-door collection and drop off service for people wishing to hire a Shopmobility wheelchair or mobility scooter. This service currently only operates in Andover but could be extended by popular demand.

## 2.5 Andover Shop Mobility

This is a loan service enabling anyone, young or old alike, experiencing a mobility problem to hire a walker, wheelchair or mobility scooter to access shopping or local facilities in Andover town. This includes doctors, dentist and optician appointments, or facilities such as the leisure centre or meeting up with friends etc.

**Phone: 01264 352000 for more information.**

For more information on availability and prices for any of the above please contact the TVCS Office:

**Community Transport : 01264 356808**

**Shopmobility : 01264 352000**

**Opening hours : Mon-Thurs : 09.00 – 17.00 and Friday : 09.00 – 16.30**

### **3. Stockbridge, Longstock and Houghton Neighbourcare Transport Service**



#### **3.1 Car transport**

Transport can be booked in advance for visits to your GP or other health professional.

#### **3.2 Hospital appointments**

Check with your GP or nurse to see whether you qualify for free NHS transport and how this can be booked.

If you are not eligible, contact Stockbridge Neighbour Care on 0845 094 3713 to see if they can help. Let them know if you are disabled/have a wheelchair. Give them details of which hospital you have to attend, which department, and the date and time of your appointment.

Service only available Monday – Friday and at weekends if a driver is available.

All lifts are free if you have a travel pass

#### **3.3 Regular Shopping Trips and other help**

Stockbridge Neighbour Care also provides help with shopping, visiting older people and other good neighbourly help. They provide :

- Help with obtaining a travel pass
- Friendly drivers from the villages who are happy to wait and bring you home
- Help with going to see friends or relatives

So call if you need help with a problem and they will point you in the right direction if they cannot help. Tell them if you are not well and would like a visit for a chat.

**Phone : 0845 094 3713**

## **4. Care Groups**

Some villages have a Care Group which provides voluntary transport for elderly and disabled residents who do not have their own transport.

### **4.1 Stockbridge Neighbourcare**

Covers Stockbridge, Longstock and Houghton.  
Contact Roger Tym or Sally Smith

**Phone : 0845 094 3713**

### **4.2 Broughton Good Neighbours**

Covers Broughton and Bossington

**Phone : 0845 543 2919**  
**Monday – Friday 9am – 5pm**

### **4.3 Wallops Good Neighbours**

Covers Nether Wallop, Over Wallop, Palestine and Kentisboro

**Phone : 0845 643 2392**

## **5. Broughton / Mottisfont Village Bus**

**Phone for details : 01794 301045**

## **6. Taxi Share Scheme to Romsey**

It is a public transport service for anyone who needs to travel from Wherwell, Chilbolton, Longstock, Stockbridge, King's Somborne, Houghton, Nether Wallop or Yokesford Hill in Timsbury to Romsey.

A Taxishare is similar to a bus service only a 'taxi' picks passengers up instead of a bus. The services run to a timetable just as a bus would, and passengers book themselves a seat to travel.

### **6.1 Registration**

Register to use the service by contacting Hampshire County Council

**Phone : 01962 846786**

## 6.2 Booking

- You can book in advance or as a minimum by 4pm on the day before you wish to travel. The service is available Tuesday, Wednesday and Friday.
- You are picked up from your home address and dropped off either at Romsey Waitrose, Romsey Town Centre or Alma Road GP Practice.
- Times in Romsey : Arrives 10am and leaves 12.30pm.

## 7. Bus Timetable Information



Traveline has bus, coach, ferry and rail timetables for Hampshire. They can help you plan your journey.

**Their contact number is : 0871 200 22 33 or visit [www.traveline.info](http://www.traveline.info).**  
Calls to Traveline cost 10p per minute plus a network charge.

## 8. National Concessionary Bus Passes

### 8.1 Older Persons Bus Pass

Available to all when they reach the female retirement age (currently on a sliding scale up to 65 years). In Hampshire, pass holders can travel free between 09.30am and 11.00pm Monday – Friday and all day at weekends and bank holidays.

### 8.2 Disabled Persons Bus Pass

Those meeting specific disability criteria can apply at any age over 5 years and the pass is valid all day every day.

Both bus passes are issued by Hampshire County Council and an application form has to be completed.

**Contact number: 0300 555 1376 for an application form or download it from <http://www3.hants.gov.uk/concessionary-travel.htm>. They are also available at bus stations and council offices.**

You can also use your bus pass on Cango, taxishare and carshare schemes where these exist and also to gain a half fare on Dial-a-Ride.

For those meeting the disability criteria, taxi vouchers are available in place of a bus pass. They cannot be used on buses but are redeemable by some taxi companies and local car schemes (phone and check with the scheme first). They are also redeemable against a full fare for dial-a-ride

## **9. Parking Badges for the Disabled**

**For more information on how to apply, contact Hampshire County Council on 0300 555 1376.**

# LOCAL TO YOU

## OTHER USEFUL CONTACTS

### **1. Health**

#### **1.1 NHS Direct / NHS 111**

From April 2013 if you have urgent concerns about your health or that of a relative out of the normal hours of your doctor's surgery you can contact NHS 111 and speak to a qualified nurse for telephone advice at any time over 24 hours. The NHS 111 service is run by South Central Ambulance Service NHS Foundation Trust and will link with GP Out of Hours Services in Hampshire.

**Phone : 111**

If you need urgent information about your medication or prescription out of hours (Monday – Saturday 8pm – 8am or Sunday 4pm – 8am) then call NHS 111 and ask to speak to the on-call Community Pharmacist.

#### **1.2 Dental Helpline**

**Phone : 0845 050 8845**

#### **1.3 Stockbridge Dental Practice River Dental Private Clinic**

1 Clarendon Terrace, High Street, Stockbridge, SO20 6EY.

**Phone : 01264 810818**

#### **1.4 Mobile Dentist**

IOSIS Mobile Dental Unit visits Stockbridge regularly and is located in the High Street between 9am and 4pm on alternate Mondays by the old rectory. It does accept NHS patients but there can be a waiting list for treatment.

**Phone : 01962 670 501 for an appointment.**

## **2. Local Police**

Your local Neighbourhood Sergeant is Sergeant Gary Lyons  
Phone : 101  
E mail : [Gary.Lyons@hampshire.pnn.police.uk](mailto:Gary.Lyons@hampshire.pnn.police.uk)

### **In an emergency always dial 999.**

Your local beat officer is PC Alex Carter who is part of the Andover East Police Community Support Team of Hampshire Constabulary.  
He is also the Mental Ill Health Liaison Officer.

Phone : 101  
E mail : [Alexander.Carter@hampshire.pnn.police.uk](mailto:Alexander.Carter@hampshire.pnn.police.uk)

Your PCSO 15559 is Cathy Bonter who covers Amport, Wallops, Houghton, Broughton and Stockbridge  
E mail: [Catherine.Williams@hampshire.pnn.police.uk](mailto:Catherine.Williams@hampshire.pnn.police.uk)

There are no front of desk services at Stockbridge as previously.  
The nearest Police Station is in South Street, Andover, SP10 2ED, which is open 9am – 6pm most days but closed for lunch 2pm – 3pm.

## **3. Community Safety**

There is a 24 hour telephone number from the police to deal with community safety issues including non-emergency crime and anti-social behaviour.

**Phone : 101**

## **4. Local Representation**

### **4.1 Stockbridge Parish Council**

Stockbridge Parish Council together with Longstock and Leckford Parish Councils have an overall responsibility for the well-being of the local community. The work falls into three main categories :

1. Representing the local community.
2. Delivering services to meet local needs.
3. Striving to improve quality of life in the parish.

Chairman : Richard Foord  
Fairview Farm, London Road, Stockbridge. SO206EN  
Tel : 01264 810 648  
E mail : [jmfoordandson@tiscali.co.uk](mailto:jmfoordandson@tiscali.co.uk)

Parish Council Clerk : Amy Taylor  
Phone : 07903 870 200  
E Mail : [stockbridgeparishcouncil@gmail.com](mailto:stockbridgeparishcouncil@gmail.com)

#### **4.2 Longstock Parish Council**

Chair : Sophie Walters  
Phone : 01264 810171  
E Mail : [sophie.walters@btopenworld.com](mailto:sophie.walters@btopenworld.com)

Clerk to Council : John Musters  
Phone : 01264 810459  
E Mail : [musters358@btinternet.com](mailto:musters358@btinternet.com)

#### **4.3 Leckford Parish Council**

Chair : D B Gibbons  
Phone : 08453 499341

#### **4.4 Test Valley Borough Councillors for Broughton and Stockbridge Ward**

Cllr Daniel Busk  
Phone : 01794 388389

Cllr Peter Boulton  
Phone : 01794 301212

#### **4.5 Hampshire County Councillor**

Cllr Andrew Gibson  
Phone : 01264 861138 or 861087

#### **4.6 Member of Parliament**

Caroline Nokes MP  
Phone : 01794 512132

## **5. Local Churches**

### **5.1 Church of England**

**Church of England Diocese of Winchester  
Stockbridge, Longstock and Leckford in Test Valley Benefice**

Rector : post currently vacant

#### **5.1.1 St Peters, Stockbridge**

Churchwardens :  
Geoff Cox : Phone : 01264 810 054  
Pauline Webster : Phone : 01264 810 827

#### **5.1.2 St Mary's Church, Longstock**

Churchwarden :  
Madeleine Sumsion : Phone : 01264 810284.

#### **5.1.3 St Nicholas Church, Leckford**

Churchwarden :  
Dawn Williams : Phone : 01264 810724 .

### **5.2 Roman Catholic Church**

**Hampshire Downs Parish within the Portsmouth Roman Catholic  
Diocese**

#### **5.2.1 St Thomas More, High Street, Stockbridge, Hampshire, SO20 6HD**

Priest : Canon Paul Townsend

Contact Parish Office : Phone : 01962 852804  
Website : [www.hampshiredownswinchester.org](http://www.hampshiredownswinchester.org)  
Mass : 9.00am Sunday

## **6. Village Shops**

Stockbridge is a thriving village with shops on either side of the A30 which goes through the centre. Food shops, clothes shops, a small Co-operative store including the post office are to be found along the High Street. There is also a pharmacy.

### **6.1 Post Office**

Southern Co-operative Stores Ltd  
High Street, Stockbridge. SO20 6HB.  
Phone : 01264 810 951

### **6.2 Leckford Village Store**

Stockbridge Road, Leckford, Stockbridge. SO20 6JG.  
Phone : 01264 810514.

### **6.1 Leckford Farm Shop and Restaurant**

Longstock Park Nursery, Longstock, Stockbridge. SO20 6EH.  
Open Monday – Saturday 9am – 5.30pm.  
Sundays 10am – 4pm.  
Phone : 01264 810 270.

## **7. Neighbourhood Watch**

Neighbourhood Watch aims for a community approach to preventing crime by improving security, increasing vigilance and awareness as well as prompt reporting of suspicious and criminal activity.

It is run by volunteer community members with a local co-ordinator and is supported by (but not run by) the police

### **7.1 Longstock Neighbourhood Watch**

Charles Grieve  
Phone : 01264 810 580

Or join **Neighbourhood Alert**, an internet based information service, to receive Emails when suspicious or criminal activity takes place in your area.

Register at [www.neighbourhoodalaert.co.uk](http://www.neighbourhoodalaert.co.uk)

## **8. Public Houses**

Public Houses are often centres for community meetings, local celebrations as well as a welcome meal when hungry or friends turn up unexpectedly.

### **8.1 The Greyhound on the Test Inn**

31 High Street, Stockbridge. SO20 6EY  
Phone : 01264 810833  
E mail : [info@thegreyhoundonthetest.co.uk](mailto:info@thegreyhoundonthetest.co.uk)

### **8.2 The Three Cups**

Coaching inn with accommodation and restaurant on Stockbridge High St.  
Phone : 01264 810 527

### **8.3 The White Hart Inn**

Coaching inn with restaurant and accommodation .  
Phone : 01264 810663  
E mail : [whitehart.stockbridge@fullers.co.uk](mailto:whitehart.stockbridge@fullers.co.uk)

### **8.4 The Peat Spade Inn,**

Village Street, Longstock , Stockbridge. SO20 6DR  
Phone : 01264 810612  
E mail : [info@peatspadeinn.co.uk](mailto:info@peatspadeinn.co.uk)

## **9. Hotels**

### **9.1 Grosvenor Hotel**

A 26 room hotel with restaurant, bar, and rooms for hire based in the middle  
Phone : 01264 810 606

## **10. Women's Institute**

The nearest WI is the Longstock and Leckford WI. It meets on the 4<sup>th</sup> Thursday of the month at 7.30pm mainly in Stockbridge Town Hall.  
Phone: 01264 810 150 or 01264 810 603

Houghton WI meets on the 3<sup>rd</sup> Monday of the month in Houghton at 7.30pm.  
Phone 01264 810 928 or 01264 810 314

## 11. Parish Magazine

### 11.1 Stockbridge, Longstock and Leckford

11 issues per year produced: (£8 if paid in advance, £1 per copy). Copies are available in the churches, or to subscribe please contact Sylvia Shepherd, details below.

Editor : Frances Candler

Phone : 01264 811776

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Distribution : Sylvia Shepard

Phone : 01264 810 603

Advertisements : [advertstockmag@gmail.com](mailto:advertstockmag@gmail.com)

## 12. Local GP Clinics

The nearest GP Practice is the Stockbridge Surgery, New Street, Stockbridge. SO20 6HG.

Phone : 01264 810524

Senior Partner: Dr Adrian Townsend

Opening hours : Mon – Fri 8.15am – 6.30pm. Closed at lunch time between 12.45 and 13.45 but emergency calls are still taken.

Saturdays opening : 8.30am – 12pm

Opening hours extended to 7.30pm on alternate Mondays and Wednesdays.

A branch surgery is held at Broughton.

Broughton Surgery, School Lane, Broughton. SO20 8BZ.

Phone : 01794 301210 .

District Nurse contact : 01962 893560.

Health Visitor contact : 01962 763970.

Out of Hours urgent treatment or advice

Hants Doctors on Call Freephone 111 or

Phone : 01962 718697

Use this service during the following hours :

Mon – Fri : 6.30pm – 8.00am

Friday 6.30pm – Monday 8.00am and all day on bank holidays.

You may be registered with a GP practice in Andover or Winchester and obtain your prescriptions there.

### **13. Stockbridge Pharmacy**

High Street, Stockbridge, Hampshire SO20 8EX

Open : Mon – Fri : 9am – 6pm

Saturdays : 9am – 5pm

Closed for lunch between 1-2pm

Run by: Posh and Usha Leal.

Phone : 01264 810 624.

### **14. Chiropody Provision**

To obtain a chiropody appointment you need to obtain a referral from your general practitioner. Chiropody clinics are held at Broughton Surgery where there is more space than at the Stockbridge Surgery.

### **15. Primary School**

For children aged 2 – 11 years

Head : Emma Jefferies

Phone: 01264 810550

E Mail : [adminoffice@stockbridge.hants.sch.uk](mailto:adminoffice@stockbridge.hants.sch.uk)

### **16. Stockbridge Pre-School**

This has now amalgamated with the Primary School (see above)

### **17. Test Valley School**

The local secondary school accepting pupils from numerous surrounding villages.

Head : Louisa Hiscock

Phone : 01264 810555

### **18. Stockbridge Recreation Ground**

Chair : Glenn Curtis

Phone : 07585 112523

Secretary : David Barnes

Phone : 01264 810516

## **19. Stockbridge Town Hall**

A community facility, host to a number of activities and events including Parish Council meetings, the Country Market, films, drama, music, fitness and art classes. Often at weekends the ground floor reflects its historic role as a market with a variety of organisations selling arts and crafts, clothing, antiques, furniture etc. The hall is available for hire.

Chairman: Kim Candler

Phone: 01264 811 776

On-line bookings : [www.stockbridgetownhall.co.uk](http://www.stockbridgetownhall.co.uk)

Or Phone : 01264 513299

## **20. Steady and Strong Stockbridge**

Steady and Strong classes are held in the Kent Hill Hall behind the Grosvenor Hotel on Stockbridge High Street, and are part of an outreach Falls Prevention programme from Hampshire County Council. Independent trainers provide the Otago programme which is used by NHS physiotherapists in their rehabilitation programmes

The Stockbridge class meets on Tuesdays at 10.30am

First class is free and it is £5 or a monthly payment thereafter.

Contact : Luana Veo

Phone : 0744 9665934

E Mail : [luanaveo@gmail.com](mailto:luanaveo@gmail.com)

## **21. Stockbridge Country Market**

Meets every Thursday in the Town Hall between 10am and 12 noon, selling local and home-made produce and crafts. Free IT advice also available. A meeting place for local residents with coffee and cake.

Contact : Micki Nadal.

Phone : 01264 810567

## **22. Stockbridge Community Cinema**

A community organisation showing a range of quality films in Stockbridge Town Hall throughout the year. The hall has 85 comfortable seats and a hearing induction loop has been installed.

Contact : Paul Kidd

Phone : 01264 811179

## **23. Longstock Village Hall**

Excellent facilities available for hire – rate dependent on whether a village resident or not.

Contact Selina Musters on [musters358@btinternet.com](mailto:musters358@btinternet.com)

## **24. Community Responder**

Contact : Mandy Henley.

Phone : 01264 810874

## **25. Veterinary Services**

### **Hawksdown Veterinary Centre**

Windover Farm, Longstock Road, Stockbridge.

Phone : 01264 810281

## **26. Stockbridge Osteopathic Practice**

For osteopathy and cranial osteopathy.

Phone : 01264 810 028

## **27. Longstock Garden Club**

Contact : Clare Bramley.

Phone : 01264 810432

## **28. Royal British Legion (Houghton Branch)**

Meets at the Grosvenor Hotel. Details available from :

Chairman : David Williams

Phone : 01264 811072

Secretary : Iain Bell

Phone : 01264 811636

## **29. Test Villages University of the Third Age**

The U3A brings together retired and semi-retired people to learn and socialise together. Monthly meetings are held at Longstock Village Hall, and there are almost 20 different interest groups including topics such as art, walking, photography, food and drink, and natural history. There is also a Questors Group, which arranges monthly visits which are both informative and social, often including a pub lunch.

Chairman : Sandy Farrand  
Phone : 01264 860492

Membership Secretary : Peter Dodsworth  
Phone : 01264 860794

## **30. Major Emergency**

Stockbridge Parish Council is producing (Jan 2017) a Community Resilience and Emergency Plan 2017 which describes how the village will respond to a major incident. It also includes useful advice for householders and members of the public.

The Plan will be included on the Stockbridge Parish Council website:  
[www.stockbridgeparishcouncil.org.uk](http://www.stockbridgeparishcouncil.org.uk)

In case of emergency contact :  
Emergency Co-ordinator : Richard Foord  
Phone : 01264 810648 or 07719 596646

# WIDER HELP AVAILABLE AT THE END OF THE PHONE

## 1. Pension or Benefits Delay – no money for food.

- 1.1 Contact Andover Food Bank between 10am and 12 midday for provision of 3 days of emergency food supplies delivered to your home.  
Phone on: 01264 362111.  
E mail : office@andoverfoodbank.org.uk
- 1.2 Contact The Department of Work and Pensions/The Pensions Service to sort out problems.  
Phone: 08456 060 265 (Monday – Friday, 8am – 6pm)
- 1.3 Contact Andover Citizen’s Advice Bureau for help with sorting out the delay in payment between 10am and 3pm Monday – Thursday.  
Phone: 01264 365 534
- 1.4 For help with paying rent and/or council tax, contact Test Valley Borough Council Benefits Service for an estimate or home visit.  
Phone : 01264 368 000

## 2. Age UK Mid Hampshire

Specialise in providing help and advice for older people to ensure they can access all that is available to help them remain independent in their own homes. Assistance with form filling is also provided.

Phone: 01264 354 425 between 10am and 12.30pm Mondays – Fridays .

## 3. Library Services

### 3.1 Home Library Service

Books in standard and large print, plus a wide range of audio books (cassette tape, CD or MP3 and Playaways) are available.

If you want books delivered to your home contact the service for more details on:

Phone: 0845 603 5631.

Email: [library@hants.gov.uk](mailto:library@hants.gov.uk)

### 3.2 Mobile Library

Sadly this service has now stopped and the nearest library is at Andover in the Chantry Centre

Phone : 01264 353 063

## **4. Hospitals**

- 4.1 Andover War Memorial Hospital; Charlton Road, Andover. SP10 3LB.  
Tel: 01962 863 535
- 4.2 Royal Hampshire County Hospital, Romsey Road, Winchester. SO22 5DG. Tel: 01962 863 535
- 4.3 Southampton General Hospital, Tremona Road, Southampton. SO16 6YD. Tel. 02380 777 222
- 4.4 Salisbury District Hospital, Odstock Road, Salisbury.  
SP2 8BJ: Tel: 01722 336 262
- 4.5 Great Western Hospital, Swindon.  
Phone: 01793 604 020.
- 4.6 Basingstoke and North Hampshire Hospital, Aldermaston Road,  
Basingstoke. RG24 9NA  
Tel : 01256 473 202
- 4.7 Romsey Hospital ( No A&E) Winchester Hill, Romsey, Hampshire.  
SO51 7ZA. Tel : 01794 834 700

## **5. Test Valley Borough Council (TVBC)**

This is your Local Authority and the nearest offices are at Beech Hurst, Weyhill Road, Andover, SP10 3AJ.

### **5.1 Services**

TVBC deals with issues relating to:

- Housing and Environmental Health.
- Planning.
- Benefits and Council Tax.
- Waste and Recycling, Transport, Parking and Streets.
- Community and Leisure.

Opening hours are: Monday – Thursday, 8.30am – 5pm.  
Friday 8.30am to 4.30pm.

Contact TVBC in Andover on: 01264 368 000

## **6. Hampshire Trading Standards**

Montgomery House, Monarch Way, Winchester, SO22 5PW

If you are bothered by doorstep callers, nuisance telephone calls and other scams, do contact Hampshire County Council's Trading Standards Service. They can give advice if you are personally affected by these issues. They operate a Trading Standards approved good trader scheme called 'Buy with Confidence' and can provide a directory of traders on request. They can also supply door stickers which say 'We do not buy goods or services at the door. Please do not cold call'.

An officer can come to give a free talk on doorstep crime and scams awareness and will answer questions at a group meeting in the Stockbridge Town Hall or Longstock or Leckford Village Halls.

For talks, stickers and directories

Phone : 01962 833 620

E mail : [tsadvice@hants.gov.uk](mailto:tsadvice@hants.gov.uk)

For consumer advice or to make a complaint call their partners at the Citizens Advice Consumer Service.

Phone them on: 03454 04 05 06

## **7. Utilities Emergencies**

### **7.1 Gas Emergencies**

If you smell gas anywhere

Phone: 0800 111 999

### **7.2 Electricity Emergencies**

Phone: 0845 770 8090

### **7.3 Southern Water**

24 hour emergency contact

Phone: 0845 278 0845

## **8. Pest Control**

Obtain advice from Test Valley Borough Council Pest Control Officer on how to eradicate pests in residential or commercial premises.

Visits and treatment will incur a charge.

Phone: 01264 368000

# STAYING INDEPENDENT

## HELP AVAILABLE TO OLDER PEOPLE

### 1. The Community Independence Team (CIT)

CIT have qualified social workers, occupational therapists and experienced support workers who can help by providing those who are over 55 years with

- specialist help if you are experiencing difficulties around the home, or with managing everyday activities, or if you are concerned about your health and wellbeing.
- assistance with linking you into appropriate health and community services.
- support, advice and guidance on a range of issues such as keeping warm, safe, fit and eating well.
- support to know what social or leisure opportunities are available and how to access them.

You may have to meet costs associated with any community resources and services you choose to access.

Phone: Hants Direct on 0300 555 1386 who will transfer your call to the right team or give advice or take a referral.

### 2. Accessing local activities and services

**2.1** Local activities are often held in the Town or Village Halls in the locality and details are provided on the notice boards and in the Parish Magazines as well as the web-site if you have a computer.

**2.2** Older People's Area Link (OPAL):

OPAL volunteers are available to help and support older people who require information and ideas on local activities and services.

They are specially trained volunteers who are happy to chat on the phone to help you find the information, activities and services you want. If you need more help an OPAL volunteer can also visit you at home.

Phone: 0800 328 7154 during office hours.

### **3. Telecare**

Telecare is a combination of wireless alarms and sensors fitted in your home. It is monitored through your phone line, 24 hours a day every day. Its aim is to help people of any age to live safely and independently in their own homes for as long as possible.

If you need help with keeping independent and aid in calling for help in an emergency contact Aster Telecare about the provision of telecare alarms.

Find out more by phoning: 01380 735 439.  
Email: [info@asterliving.co.uk](mailto:info@asterliving.co.uk).

Alternatively, Argenti is Hampshire County Council's preferred partner for Telecare solutions for Hampshire residents and can offer a wide range of equipment including products which can identify falls indoors and in the community; smart sensors to raise alerts of a loved one's movements around the home and outdoors; support with memory related conditions and a variety of other scenarios.

All the products are expertly installed with no upfront, maintenance or repair costs from just £18.99 plus VAT.

Phone Argenti on : 0345 265 8003 for more information

### **4. Meals on Wheels**

Meals on Wheels are available to anyone over the age of 55 years of age who finds it difficult to prepare meals because of mobility or health problems. Meals are available long term or just for a short period, perhaps to help someone recuperating after a stay in hospital, or to assist an older person who cares for someone else and just needs a break from cooking for a while.

From April 2013 a hot, two course meal can be delivered 365 days a year anywhere in the county, either direct to people's doors or to a local lunch club. Current (2016) cost for the hot meal and pudding is £3.95 and an afternoon tea (sandwich, cake and fruit) can be delivered at the same time for £3.25.

A new separate Meals Support Service is also available to help ensure isolated older people, who receive meals on wheels, to have regular social contact through volunteer visits around meal times if they would like it.

For more information and to request a meals on wheels

Phone : 0300 555 1386 (Adult Services General Enquiries) or Apetito on 01962 779 338.

Email : [Hampshire.office@apetito.co.uk](mailto:Hampshire.office@apetito.co.uk)

## **5. Safety Concerns: Protecting you and those close to you from abuse**

Abuse is anything that harms another person physically or mentally. If you or another vulnerable adult you know is being harmed in any way by another person, please do not ignore it. No abuse is acceptable.

### **Speak out against abuse**

If you suspect abuse talk to someone in authority.

- If someone is injured: Phone 999
- **If you think a crime has taken place:** Phone local police on 101
- **To report abuse/speak to someone during office hours** phone 0845 603 5630.

## **6. Gardens and surroundings**

Have you got:

- garden steps that need repairing.
- broken pathways.
- overgrown garden in need of attention.
- other garden safety issues.

For gardening support when you have no family or neighbours to help, contact:

### **Trading Standards Buy With Confidence**

Tel : 0845 4040 506

### **Age Concern Hampshire**

Tel : 0800 328 7154

## **7. General Maintenance**

Have you got:

- taps that are hard to turn
- baths that are difficult to use
- broken fixtures and fittings that are in need of repair
- inadequate rails for safe access

If you have no family or neighbours who can support you to deal with these problems:

### **7.1 Home Improvement agency**

Test Valley Home Improvement Agency is a not for profit organisation that supports older people, people with a disability and those on low incomes in Test Valley with continued independence and offers a free and confidential service.

The type of support given includes funding options for adaptations from the local council, private funding or charitable funding.

Links to other agencies and support services, advice on welfare benefits, home safety issues and advice on safer, warmer homes.

The service can also give links to reputable contractors for any home maintenance issues.

Phone : 0800 8491 334 or 01264 357156

### **7.2 Hampshire County Council Occupational Therapists**

(HCC OT's) are responsible for carrying out assessments and providing services that help people remain as independent as possible in their own homes.

Phone: 0845 600 4555 (between 8.30am and 5.00pm )

### **7.3 Contact The Bobby Scheme (The Blue Lamp Trust)**

This is a local charity which provides a free home security survey to assess the work needed to make the client's home more safe and secure. It is supported by Hampshire Constabulary and Hampshire Fire and Rescue Service. They can fit:

- Door chains
- Door and window locks
- Spyholes for doors
- Smoke detectors
- Key safes for a cost of about £35 supply and fit.

Phone: 0300 777 0157

## **8. Electricity**

For general supply problems contact your utility provider. You will find their telephone number on your last bill.

## **9. Fuel costs**

Are you having problems with heating your home or paying your bills?

### **9.1 Help available:**

- phone the Environment Centre about energy efficiency improvements on 0800 804 8601.
- contact the Home Improvement Agency on 0800 8491 334 or 01264 357156.
- speak to your energy provider.
- spread the cost of heating
- make sure you are in receipt of your entitlements and benefits. Contact Age UK Mid Hampshire to find out if you are eligible for a warm front grant to help pay for heating and insulation improvements in your privately owned or rented home. Phone: 0800 316 2805.
- Have you received your winter fuel payments? :  
Phone : 0845 915 1515  
Home Heat helpline:  
Phone : 0800 336 699

## **10. Other information about:**

- Pensions, pension credit or benefits :  
Pension Service – benefits for pensioners  
Tel : 0845 606 0625.
- Writing a will, lasting Powers Of Attorney and other legal issues:  
Advice from Age UK Mid Hampshire.
- complaints and disputes: contact the Citizens Advice Bureau.  
Phone: 01264 365534.

## **11. What to do if you fall at home**

Try not to panic. If you are hurt, don't move.

Get help by using your personal alarm, the phone or by shouting and banging on the wall or floor. If you have to wait for help, try to keep warm, get comfortable, wriggle away from fires or hot radiators.

If you are not hurt, try to roll onto your hands and knees and crawl to a sturdy piece of furniture, eg a chair. Facing the chair, put your hands on it, ease yourself into a standing position and turn to sit on the chair.

Always tell your Doctor or a health professional that you have had a fall.

## **12. Living in a Flood Zone**

Obtain advice from your Parish Council or Test Valley Borough Council on precautions to take and to obtain sand bags.

Contact Flood Line for warnings - Tel : 0845 988 1188

# PERSONAL TO YOU

For ease of access when you need someone more urgently, you may wish to record the telephone numbers of professionals who you regularly use or visit.

General Practitioner: Dr .....Phone.....

Dentist.....

Chiropodist.....

Chemist.....

Optician.....

District Nurse.....

Hearing Aid Technician.....

Plumber .....

Electrician.....

Garage .....

Insurance Company.....

Hair Dresser.....

Taxi Company.....

Fuel (Oil) Provider.....

Blocked Drains Firm.....

Pest/Vermin Control Experts.....

Utilities Provider .....

Meals on Wheels Provider .....