



Community
together we make a difference

One Community Projects and Services

We are delighted to have the opportunity to tell you about One Community (formerly known as Eastleigh Community Services), an independent local charity, providing services to people in the Borough of Eastleigh and supporting the voluntary and community sector since 1978. To find out about how One Community can help you and yours, or how you can contribute to local voluntary and community activity, all our projects and services are listed on the following pages. You can find out more on www.1community.org.uk.

One Community Information, Support and Care Services

Care & Respite Service

The Care & Respite Service, which is registered with the Care Quality Commission, provides carers with the opportunity of a few hours respite from their caring responsibilities each week. Trained staff might chat, read, play a board game or listen to music with the cared for person, depending on their capabilities and interests. Personal care can be provided, and carers can access this service directly from One Community.

Tel Sharon 023 8090 2455

Carers Centre

The Carers Centre offers a range of services, including information, support, advice, advocacy and counselling, free of charge, to people who look after an adult or child, relative, friend or neighbour who needs help because of a mental health condition, a physical or learning disability, long term illness or any adverse effects of ageing. We also campaign to ensure the future and development of services to carers.

There are opportunities to socialise at our drop-ins in Eastleigh and the Southern Parishes, and activities including a craft group, aromatherapy, hypnotherapy, outings, and a Christmas party.

Tel Angie or Jo 023 8090 2404

Young Carers

The Young Carers Project offers support to young carers aged between 11 and 21 years who live in the borough of Eastleigh.

The project gives young carers time off from caring and the opportunity to make friends with other young people in the same situation. We aim to empower young people and provide them with positive experiences in a safe and fun environment where they are free to be themselves.

Tel Jayne 023 8090 2465

Day Centre Service

One Community has seven day care centres serving frail older people in the borough of Eastleigh. Some centres cater for people who have dementia or a physical disability.

The centres aim to provide activities that are enjoyable, stimulating and therapeutic and the activity programme is set from the suggestions of the members attending.

Transport to the centre is provided by minibus through our One Community Transport department.

Referrals for this service must come through Adult Services, you can contact them on:

Tel 0845 60 35 638

Help in the Home Service (HITH)

HITH provides a low cost domestic help service across Southampton and the Borough of Eastleigh to people with a disability aged 19 and over, and to people aged 65 and over living in their own homes. Please contact us for further information and details of the eligibility criteria.

Tel 023 8090 2403 /2409 or 2419

Email hith@1community.org.uk

Home Information Support Services

HISP provides a free information service, which means that you will get an answer to your queries about benefits, housing, health, social activities, transport and just about anything else. If we don't know the answers we will find someone who does.

Form filling - We'll help fill in any forms you are having difficulty with (except tax forms). As a designated Alternative Office, we have particular expertise in benefit forms, and we have the authority to verify original documents during our visit that previously would have needed to be sent to the Department of Work and Pensions.

Home visits - We can offer information and advice in your own home. This is ideal if you have a disability that makes getting out difficult and your problem is too complicated to talk through on the phone.

Support and referrals

This covers a range of activities from challenging benefit decisions to contacting organisations on your behalf. If we are the most appropriate people to be involved, then we will be there to help. If not, we will put you in touch with the right people.

Tel Julie or Sally 023 8090 2405

Email hisp@1community.org.uk

Lifeline

LifeLine is a telephone linked support service designed to maintain a safer lifestyle and the independence of clients, while bringing peace of mind to relatives and carers. In an emergency, the client presses a panic button, worn on the person, which alerts by telephone a 24-hour control centre where assistance can immediately be arranged.

Tel Joy 023 8090 2416

Email lifeline@1community.org.uk

Play Schemes for Children with Learning Disabilities

Our Play Schemes provide a service for children aged 5-16 years during the main school holidays. The schemes run for two weeks at Easter, a few days at Whitsun, three weeks in the summer and three days at Christmas, and are registered with the local authority and inspected by Ofsted.

The Play Schemes offer a range of activities to children with special needs, including games, painting and craft, sand and water play, horse-riding, swimming and visits to farms, country parks and indoor play centres.

Tel Jayne 023 8090 2465

Pop-In Service

The One Community Pop-In Service, which covers the whole of the Borough of Eastleigh, provides support to individuals in their own homes. During a visit, the Pop-In worker will check on personal well-being; that individuals are safe in their own homes; that the premises are secure and that regular meals are being eaten. The visit will also help to break through the isolation experienced by many older people.

The service operates on the basis of 15-minute appointments for up to six weeks, Monday to Friday, 9am-3pm.

Referrals for this service must come through Adult Services, you can contact them on:

Tel 0845 60 35 638

Visiting Scheme

Eastleigh Visiting Scheme is a free, confidential visiting scheme for older and isolated people in the Borough of Eastleigh, who live alone and may find it difficult to get out. The scheme's visitors are volunteers who enjoy meeting people and having a chat. They are recruited to the Visiting Scheme, trained and supported by the Volunteer Centre, following a satisfactory interview, personal references and a Criminal Record Bureau check. Visitors are matched with clients for eight visits, after which time there will be a review.

Please contact us for details of the referral procedure.

Tel Lorraine or Julia 023 8090 2457/8

Transport Services

Dial-A-Ride

Eastleigh Dial-A-Ride is a door-to-door transport service for people living in the Borough of Eastleigh who find it difficult or impossible to use ordinary bus services.

Registered users can travel anywhere in the Borough of Eastleigh and on three days a week to West Quay Shopping Centre in Southampton. The service operates seven days a week.

Contact us to register or make a booking.

Tel 023 8090 2450 or 023 8090 2432

Hedge End Park Minibus Service

Hedge End Park Minibus Service provides door-to-door transport for people with disabilities living in the Borough of Eastleigh and the eastern side of Southampton. It takes them from home to the superstores at Hedge End, Monday to Friday.

Contact us to register or make a booking.

Tel 023 8090 2432

One Community Transport

The Community Transport scheme provides group transport for community and charitable organisations who are registered members of One Community. They might be youth groups, sports clubs or older people's lunch clubs.

Our volunteer drivers regularly transport passengers to a variety of destinations using our modern fleet of accessible minibuses. The vehicles are available 24 hours a day, seven days a week.

Tel 023 8090 2414

Marwell Shuttle

One Community Transport, working with the Three Rivers Rail Partnership and Marwell Wildlife, is providing a free minibus shuttle service from Eastleigh Railway Station to Marwell on Sundays from June until the end of September 2009.

Minibuses run from the station at 25 minutes past the hour, starting at 10.25am (last bus 5.25pm); returning from Marwell at quarter to the hour.

Tel 023 8090 2414

Parish Link Minibus Service

The Parish Link Minibus Service provides shopping opportunities to Eastleigh town centre on a Thursday, while linking neighbouring villages in the parishes.

Please contact us to register or make a booking.

Tel 023 8090 2414

Shopmobility

Eastleigh Shopmobility, located at the Swan Centre, Wells Place, Eastleigh, loans out powered or manual wheelchairs and scooters to enable people to do their shopping independently or to use other facilities within the town centre. The cost of the hire is just £1 a day. Loans over a longer period are available on payment of a refundable £25 deposit.

Please contact us to register or make a booking:

Tel 023 8090 2402

Email eastleighshopmo@btconnect.com

One Community

16 Romsey Road, Eastleigh

Hampshire SO50 9AL

Telephone 023 8090 2400

Facsimile 023 8090 2413

Textphone 023 8090 2401

Email info@1community.org.uk

Web www.1community.org.uk

Membership of One Community

Membership of One Community is open to voluntary and community groups (cost £10 per year). Membership provides access to a range of facilities and information services, including minibus hire, room hire, administration support, payroll services and equipment hire. Please contact us for a membership application form:

**Tel Reception
023 8090 2400**

Registered Charity Number 1052978
Registered in England as a company limited by
guarantee
Registered number 3132524
Registered office as above

Community Development

Community Development Team

Our Community Development Team offers a FREE service to all local voluntary and community groups in the Borough of Eastleigh, to provide information, advice and guidance around the complexities of running a local group or charity.

What we do:

- Help set up new groups
- Support groups in creating and using a constitution and policies
- Source funding for groups
- Advise on funding applications
- Support trustees and committees
- Develop action plans with groups
- Provide information about legislation and legal requirements
- Help groups voice their needs to statutory organisations
- Provide a range of training and information seminars for local groups

The Community Development Team is also keen to work together with statutory and public bodies to provide cohesive community development across the Borough of Eastleigh.

If you want any support from the team or want to know more, please contact the Community Development Team.

Tel 023 8090 2400

Innovations Project

We are currently involved in a project called Community Innovations, which is designed to link social workers, district nurses and community development workers to provide support for older people before they need adult service care packages. It is a partnership between the county council, health service, district councils and the voluntary sector. The project is for people over 65 who are just beginning to find things more difficult than before, such as housework, social activities, cooking and gardening, but who currently do not meet the criteria for Adult Services Department support.

The Eastleigh Southern Parishes Community Innovations Team, one of the five pilot teams in Hampshire, comprises a social worker, two community nurses, a care manager, two support workers and our own Lesley Rattue, a community development worker with One Community.

Lesley engages with community groups and voluntary organisations within the area. Her role is to encourage them and offer guidance when help is needed with funding, governance and training issues. Her role also involves starting up new services where a need has been identified.

Tel 023 8090 2400

Email lrattue@1community.org.uk

Volunteer Centre Eastleigh

Volunteer Centre Eastleigh

The Volunteer Centre advertises volunteering opportunities, helps recruit volunteers and promotes volunteering.

Most volunteering opportunities advertised by the Volunteer Centre can be found on www.do-it.org.uk and the most recent in our monthly newsletter Volunteering Matters.

We also work one-to-one with voluntary groups to advise on good practice in recruiting and supporting volunteers. If you are interested in volunteering and would like more information about the opportunities available, or if you are a volunteer-involving organisation and would like to register with the Volunteer Centre, please get in touch.

If you want to volunteer

We are here to assist in any way we can to:

- Help find the right opportunities for you
- Introduce you to the organisation/s of your choice
- Inform you of all you need to know as a volunteer

All you need to do is:

- Make an appointment for a confidential, one-to-one chat with a member of staff
- Ask for information on specific kinds of opportunities to be delivered to you by telephone, post, email or fax
- Visit www.do-it.org.uk, the national home of volunteering on the internet

Tel 023 8090 2458

Email volunteer@1community.org.uk