

Welcome to Test Valley

We would like to welcome you to Test Valley. We hope that you have a comfortable and pleasant stay with us.

Test Valley is a district in the north-west of Hampshire and gets its name from the River Test, which flows through the borough. It covers 250 square miles and has a population of just under 130,000 people.

There are three main towns, Andover in the north, Stockbridge in the middle and Romsey in the south.

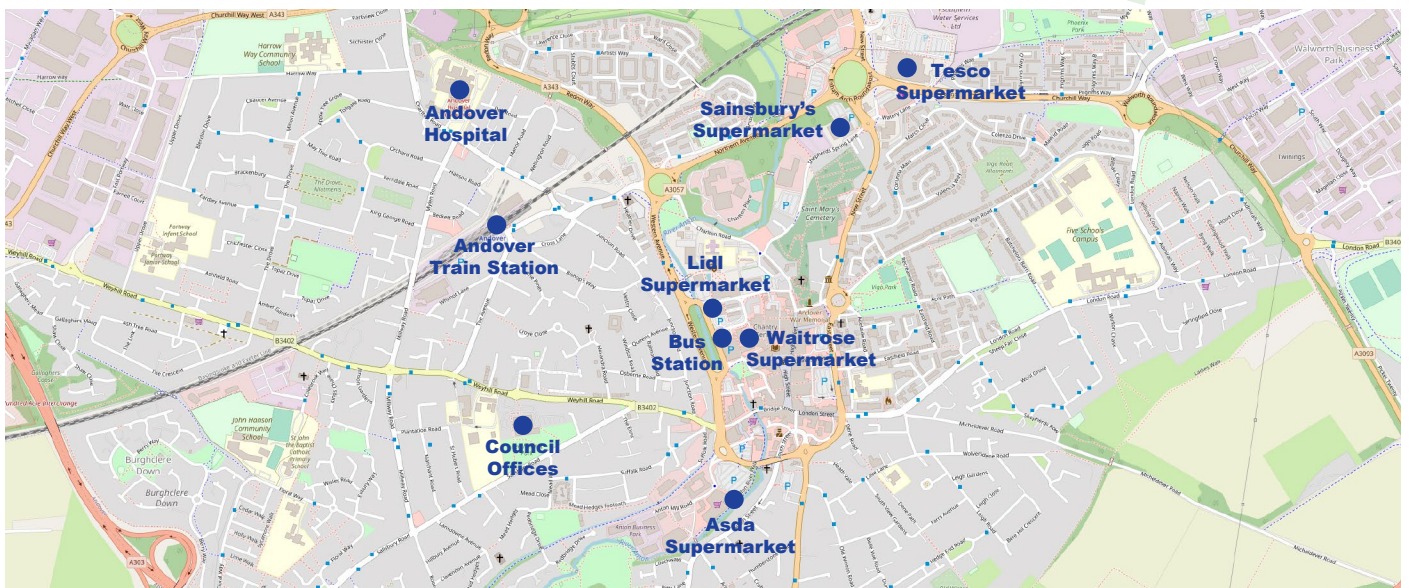


For essential national information, please visit [Welcome! A guide for Ukrainians arriving in the UK](https://www.welcomeuk.org/) (publishing.service.gov.uk)



Andover

Andover is a large market town situated in the north of Test Valley. It has a population of just over 50,000 people. In Andover there is good range of community facilities. This includes a number of primary and secondary schools, GP surgeries, Andover War Memorial Hospital, a range of shops, a bus station and a railway station. Here you will find a range of facilities including hairdressers, cash points, charity shops, takeaways, pharmacies, a library and other services. Andover also has a wealth of natural areas, parks, walks and cycle ways.



Local Facilities

Andover Leisure Centre can be found in the heart of the town. It is located on West Street, a short walk from the bus station. Here you can find swimming facilities, a gym and children's soft play area.

Andover Library is located in the Chantry Centre, a short walk from the bus station. Here you can borrow books and audio books and can access public computers.

Vigo Road Park has a large playing field, tennis courts, bowling green and children's play area suitable for young children aged 2+.

Watermills Park and Rooksbury Mill has a large playing field with small children's play area. Rooksbury Mill is a nature reserve with some nice walks and a host of local wildlife.

Anton Lakes is also a nature reserve just north of Andover town centre that is suitable for walking and wildlife spotting.

Nearby towns and cities

Basingstoke is a slightly larger town to Andover with a large shopping centre and other facilities including a hospital. It can be easily reached by bus or train.

Southampton is a large coastal city in the south of Hampshire. Here you can find a broad range of shops, shopping centres and leisure facilities. It can be easily reached by train.

Health

Adults and children will need to register with a GP. They should register with the same GP practice that their host is with. This can be done online, via the practice's website. Please use the appropriate links below for your local surgery;

- **Adelaide Medical Centre**
www.adelaidemedicalcentre.co.uk
- **Andover Health Centre**
www.andoverhealthcentre.co.uk
- **Charlton Hill Surgery**
www.charltonhillsurgery.co.uk
- **Shepherds Spring Medical Centre**
www.shepherdsspring.co.uk
- **St Marys Surgery**
www.stmaryssurgery.co.uk

Transport

There are a number of public transport options across the borough. Andover has a bus station in the town centre with routes across the north of Test Valley.

Andover Bus Station

Chantry Centre, Andover. SP10 1LY
Tel: 01264 356069

To buy tickets or for live bus times and timetables, please visit stagecoachbus.com

Andover also has a train station situated a short walk from the town centre.

Andover Train Station

Station Approach, Andover SP10 3HN

National Rail Enquiries: **03457 484950**

National Rail Enquiries website: www.nationalrail.co.uk

To buy tickets or for details of train times please visit www.southwesternrailway.com

Unity offer some options for local transport in Test Valley.

Dial-A-Ride

Dial-A-Ride operates from a number of villages surrounding Andover. A driver will collect you from your local village and can take you to Andover where you can spend between an hour and 1.5 hours at the shops before being taken back to the local village.

This service operates between 08:30 and 17:30 and costs between £3.00 and £5.00. This service is only available within certain areas. For more information please contact Unity on **0330 400 4116** or email info@unityonline.org.uk

Accessible Car Services

Accessible Car Service is similar to a taxi service where a driver can collect you from your home and take you to your destination. Prices for this service can vary. For more information please contact Unity on **0330 400 4116** or email info@unityonline.org.uk

Mental Health

Andover Mind

Andover Mind offers a well-being service, supporting people with their mental health by providing support, advice and information, offering help to people who need it by delivering a range of services. These include providing advice and signposting to those wishing to keep themselves mentally well and prevent the onset of a mental health condition, to helping people in their recovery from, or managing an existing mental health condition.

The Andover Mind Well-Being Centre is based at Westbrook Close, South Street, Andover, SP10 2BN. The Centre is open Monday to Friday from 9am-4pm and can be accessed in person at the Centre, via telephone on **01264 332297**, or email well-being@andovermind.org.uk, via webchat (open week days between 9:30am and 4:30pm) or the website www.andovermind.org.uk

Below you can find some tips on keeping yourself well and some useful links to other local support.

Coping with Trauma

For help on how to spot the signs of trauma and tips on how to cope with the effects of trauma, please follow the links below:



How trauma can affect you



Reactions to trauma



Understanding Post-Traumatic Stress Disorder

5 Ways to Well-being

1. **Connect** - Having a support system of people to share and connect with. Look to connect with support in your new local area
2. **Be Active** - Find a way to get active that works for you & that you enjoy. Activity and exercise can also lead to social connections. Try and do something every day and build it into your routine
3. **Take Notice** - Take a step back to be in the present moment and acknowledge it. Practice grounding and mindfulness to bring you to the present. Make your environment peaceful & enjoyable for you
4. **Learn** - Set yourself a goal to try something new. Continue learning and investing in something you care about and think about your personal developments in work or education
5. **Give** - Participate in community events & activities, giving your time and energy to a cause you believe in.

Useful Resources

Italk counselling service: 02380 383920
email: info@italk.org.uk / www.italk.org.uk

NHS (Post Traumatic stress advice):
www.nhs.uk/conditions/post-traumatic-stress-disorder-ptsd

North and Mid Hampshire Safe Haven:
0300 303 5772 Open evenings 365 days from 18:00 to 22:00 hours.

Cruse Bereavement: 01264 336006 email: helpline@cruse.org.uk / www.cruse.org.uk

Butterflies Bereavement Support:
02381550066 email: info@butterfliesbereavement.co.uk Open Monday to Friday from 10am to 12pm

Dealing with stress and Trauma: www.good-thinking.uk



British Red Cross Well-being activities for children



BBC Bitesize Mental Health First Aid for Parents

Financial Information



You can find some useful information on topics such as accessing and applying for benefits, getting a National Insurance number and opening a bank account on Welcome!

A guide for Ukrainians arriving in the UK (publishing.service.gov.uk)

Local Financial Support

Andover Job Centre can support you with accessing and applying for a range of benefits and employment support.

Telephone: 0845 604 3719

Address: Andover Jobcentre Plus
Beech Hurst
Weyhill Road
Andover
SP10 3AJ

Citizens Advice Test Valley provide free, independent, confidential advice on things like benefits, work, debt and money and housing.

Telephone: 01264 723641 (please leave your name, number and short message and you will receive a call back)

Address: 1st Floor, Chantry House
Chantry Way
Andover
SP10 1LZ

Your New Local Community

There are a number of community groups in Test Valley, including sports clubs, walking groups, wildlife volunteering and social groups. For more information on local community groups and activities near you, please speak to your host or contact Unity on **03304 004116**.

Ukraine Connections at Andover Library is a drop in session which runs every Saturday between 10am and 12pm and provides a chance for you to meet others for a friendly chat"



The Lighthouse Drop In Lounge Sessions run every Monday between 2pm and 5pm provides help and support for your journey in Andover.

For more information contact lounge@stmarysandover.org or follow the QR code to book.

Foodbanks and Community Pantries

Andover Foodbank can provide emergency food and support to local people who are referred to us in crisis. www.andover.food-bank.org.uk or call **01264 362 111**

Community Pantry: The principle of the pantry is to give those in need the opportunity to have a 'helping hand' by getting food at a lesser rate on a weekly basis. Items found in the pantry will be a range of fresh, frozen and general foods. The members of the pantry will be charged a nominal sum of £5.00 per shop and receive £15 plus worth of goods. Additionally, the Pantry will have a delivery service for those who are not able to come and shop for whatever reason. This service will be charged at the rate of £1.50 for up to 5 miles.

Andover

Open: Monday, Tuesday, Thursday and Friday 09:30 – 12:00

Twilight hours: Wednesdays 16:00 – 18:00

Telephone: 01264 359223

Email: rcscommunitypantry@gmail.com

Address: The Longmeadow Centre,
Cricketers Way, Andover, SP10 5DE

English Language

Basic English course for speakers of other languages

Romsey Community Services (RCS) are offering a free English course to support adults whose first language isn't English. The course will teach basic English skills including phonics, reading, writing, speaking and listening. This will support learners to become more confident in engaging in everyday life, participating in their local community and better able to support their children's learning.

To book on to the course please call **01264 359223** or email rcsserviceseducation@gmail.com

Accommodation

The accommodation provided by your sponsor should be in place for 6-12 months, however, in the event it is not safe for you to remain in the accommodation provided to you by your sponsor, please make contact with the TVBC Housing Team on **01264 368000** at any time.

Useful Contacts

For emergencies (Ambulance, Police, Fire Service)	999
Police (non-emergency)	101
NHS (non-emergency)	111
Test Valley Borough Council	01264 368000
Hampshire County Council	0300 555 1375
Unity	03304 004 116
Job Centre Plus	0845 604 3719
Citizens Advice	01264 723641 (Andover) 01794 522137 (Romsey)
Safeguarding Adults	0300 555 1386
Safeguarding Children	0300 555 1384
Andover Mind	01264 332297
Romsey Community Services	01264 359223