

Chandlers Ford Good Neighbours

Dear Client

To contact us please telephone

07914 757380

If we are not able to answer your call, please leave your name, number and brief details of your request and we will call you back.

Our duty coordinator can take your calls between **9am & 5pm Monday to Friday**. Please be prepared to leave a message as voicemail will pick up your call if we are on the phone or it is out of hours. We close for bank holidays and for two weeks between Christmas and New Year.

Please give as much notice as possible of the help you need – up to 2 weeks ahead or at least a few days – though we know that sometimes medical appointments are given at short notice.

We are all volunteers

We have had our integrity vouched for by two referees and have undergone checks by the **Disclosure and Barring Service** (previously known as CRB checks). We will do our best to find help for you but this may not always be possible during very busy times.

We offer to help you by:

- taking you to medical appointments and staying with you while you wait. We can also help with small errands at the same time if you tell us when you call.
- taking you to visit close family in a local care home or hospital

If you need our help regularly, we will try to find a volunteer who can take you each time.

Contributions

We ask for a minimum contribution of £2 each time a Good Neighbour helps you. If the task involves our volunteers in driving, then we pay them their driving expenses and ask you also to contribute at the rate of 50p per mile.

Your volunteer driver will give you an envelope at the end of the task and tell you how many miles have been travelled.

For simplicity, we ask for a contribution of £10 for a return hospital visit in Winchester or Southampton. If you have a long appointment and the driver leaves and returns for you, this is £20.

The duty co-ordinator will suggest a contribution amount if the journey will be quite long, for instance, to a hospital out of our area.

If a friend comes with you for company or to help you, there is no need to contribute any extra.

Mobility

All our clients must be able to get into and out of a car unaided by another person and walk by themselves with or without a walking aid, unless assisted by a carer/spouse who is accompanying them.

Blue Badges

People who have difficulty walking can qualify for a Blue Badge which allows parking close to main entrance of shops and hospitals. Even if you do not drive you can apply.

<https://www.hants.gov.uk/transport/parking/bluebadge/howtoapply>

The badge belongs to the person registered not the car.

Anyone for coffee or tea?

Do you know that the **Dovetail Coffee Room** at the Methodist Church on Winchester Road is open for everyone from 9.30 to 12 noon every day Monday to Saturday.

Beacon Cafe at St Boniface Church Centre is open 10am-12noon, the first and third Tuesdays of the month. Phone the Parish Office if transport is needed: 023 8026 5977.

Tea at The Hilt is 2-4pm 2nd and 4th Fridays

Anyone for a Holiday at Home?

Every two months at St. Boniface Church Centre, a social day is organised for senior citizens. It is a day away from home with the emphasis on fun, good food and entertainment all for a small charge. If you are interested, please phone Linda Read on 023 8026 1138.

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Information for clients

August 2025