



At Your Service

Newsletter for tenants and leaseholders

Winter 2019 Edition

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Welcome to the winter issue...



A Christmas Message



Welcome to the Winter edition of At Your Service. I hope that you find this edition enjoyable.

As another year comes to a close and we approach the festive season, it is an opportunity to reflect on the year gone by.

2019 has been another busy year for Housing, delivering key front-line services to the residents of Gosport.

A major achievement this year has been the changes we have made to the way we allocate social housing in the borough. Instead of choice-based lettings we are now

using a direct lettings scheme meaning customers no longer have to bid for properties. Instead, our officers contact whoever is at the top of the housing list when a suitable property becomes available (please see page 8 for more information).

Another highlight has been the purchase of 11 additional properties to complement our housing stock, providing much-needed accommodation for families.

I would like to take this opportunity to thank all staff in Housing for their commitment and dedication to providing an excellent service to all residents in the borough, with a special thank you to those staff working over the festive period.

On behalf of the staff at Gosport Borough Council and my fellow Councillors, I would like to wish you all a very Merry Christmas and Happy New Year. As our services continue to develop and improve, I hope you will join me in looking forward to 2020 and all that it may bring.

Councillor Graham Burgess

Useful Contacts

It is important that you speak to the correct person or team when you contact us.

- If you are a council tenant and need to speak to your Neighbourhood Housing Officer or a member of the Neighbourhood Management team (including rent enquiries) please call **023 9254 5665**.
- If you are a leaseholder and need to speak to the Leaseholder Officer please call **023 9254 5686**.
- If you live in sheltered accommodation or need to speak to someone about your lifeline pendant please call the Older Persons Services Team on **023 9254 5453**.
- If you are threatened with homelessness or need help to find accommodation please call our Housing Advice Team on **023 9254 5476**.
- If you are living in temporary accommodation allocated by the Council, please call the Temporary Accommodation Team on **023 9254 5586**.
- If you have a query about the allocation of a property or housing register assessment please call the Housing Advice Team on **023 9254 5476**.
- You can report any grounds maintenance issues such as grass cutting and street cleansing by calling Streetscene on **08000 195 598** or by sending an email to **streetscene@gosport.gov.uk**.
- You can report any issues regarding roads, street lamps and traffic lights by calling Hampshire County Council on **0300 555 1388** or via **www.hants.gov.uk/highways**.



Christmas Closures

The Town Hall will close to the public at 4pm on Tuesday 24th December and will re-open at 9am on Thursday 2nd January 2020.

If you need to contact Gosport Borough Council in the event of an emergency during the holiday period please contact Kier on **0800 028 0835** who operate our 'Out of Hours' service for Gosport Borough Council.



Repairs

You can report any repairs to our repairs contractor Kier in the following ways by:

- Telephoning Freephone number **0800 028 0835**.
- Reporting emergency repairs (including boilers) 'out of office' hours by telephoning **0800 028 0835**.
- Texting non urgent repairs to **07786 204386**.
- Emailing non urgent repairs to **gosport.repairs@kier.co.uk**

Welcome to the Neighbourhood Management Team

Area 1

Juliet Mansell

023 9254 5681

juliet.mansell@gosport.gov.uk

- **Elson** - Blackthorn Drive, Dunkeld Road, Exmouth Road, Goodwood Road, Ham Lane, Hamlet Way, Naish Drive, Pannall Road, Richard Grove, Sedgeley Grove, Woodlands House
- **Privett** - Anns Hill Road, Cheriton Road, Droxford Close, Hamble Road, Normandy Gardens, Salerno Drive, Selborne Gardens, Warnford Close
- **Town** - Hilton Road, Hornet Close, Old Road

Area 2

Sarah Parsons

023 9254 5540

sarah.parsons@gosport.gov.uk

- **Anglesey** - Archer House
- **Bridgemary North** - Chatfield Road, Conifer Grove, Gregson Close, Stoners Close, The Mead, Wych Lane
- **Elson** - Stanley Close
- **Peel Common** - Glebe Drive, High Drive, Long Drive, Rowner Lane, The Links, The Fairway, Hoylake Close, Stradbroom, Sunningdale Close
- **Town** - Nelson House, Nyria Way, Ramillies House, Renown House, Resolution House, Revenge House, Rodney House, Slocum House

Area 3

Carol Leader

023 9254 5359

carol.leader@gosport.gov.uk

- **Brockhurst** - 263 & 311 Forton Road
- **Forton** - St Lukes Road
- **Leesland** - 46-78 Forton Road, Fortune House, Marine Cottages, St Johns Square, Warders Court
- **Peel Common** - Birchmore Close, Brading Avenue, Brookers Lane, Carisbrooke Road, Chale Close, Merstone Road, Niton Close, Totland Road
- **Privett** - Dieppe Gardens, Wilmott Close, Wilmott Lane

Area 4

James Sibley

023 9254 5522

james.sibley@gosport.gov.uk

- **Christchurch** - Avenue Road, Ferrol Road, Holly Street, St Andrews Road
- **Rowner & Holbrook** - Alliance Close, Aspen Grove, Austerberry Way, Fleet Close, Gilbert Close, Landon Road, Lawn Close, Tichborne Way, Turner Avenue
- **Town** - Chester Court, Endeavour Close, Park Terrace

Area 5

Syed Haque

023 9254 5273

syed.haque@gosport.gov.uk

- **Bridgemary North** - Dayshes Close, Kent Road, Laphorn Close, Nesbitt Close, Osborn Crescent, Pettycot Crescent, Tukes Avenue
- **Forton** Keith Close, Parklands Close, St Vincent Road, San Diego Road, The Crossways, Varos Close, Wheeler Close
- **Town** Portland House, The Mews, Trinity Close, York House

Area 6

Rosie Swannack

023 9254 5293

rosie.swannack@gosport.gov.uk

- **Bridgemary North** - Boyd Road, Vian Close
- **Elson** - Hamlet Way
- **Forton** - Beryton Close, Beryton Road, Coulmere Road, Durley Road, Giles Close, Hewitt Close, Kealy Road, Rogers Close
- **Rowner & Holbrook** - Almondside, Charnwood, Forest Way, Kielder Grove, Lombardy Close, Orange Grove, Pinewood, Savernake Close, Sycamore Close, The Chine, The Coppice, The Firs, The Glen, The Hoe, The Limes, The Nook, The Thicket, Vineside, Yewside



Area 7

Laura Wise

023 9254 5637

laura.wise@gosport.gov.uk

- **Anglesey** - Mabe Close
- **Christchurch** - Gloucester House, Ivy House, Queens Road
- **Forton** - Dukes Road
- **Lee East** - Elmore Road, Elmore Avenue, Elmore Close, Hiller Walk, Maple Close, Skipper Way
- **Lee West** - Hove Court, Queens Close
- **Town** - Astra Walk, Burnhams Walk, Burney House, Farriers Walk, Seahorse Walk, Shamrock Close, White Lion Walk, Willis Road

Area 8

Jenner Moore

023 9254 5369

jenner.moore@gosport.gov.uk

- **Bridgemary South** - Agnew Road, Bridge House, Bridgemary Avenue, Cameron Close, Fisher Road, Gregson Avenue, Harris Road, Horton Road, Keyes Close, Layton Road, Nobes Close, Nobes Avenue, Montgomery Road, Portal Road, Southway, Tedder Road, Wavell Road
- **Bridgemary North** - Bridgemary Road, Bridgemary Grove, Fraser Road, Harwood Close, Harwood Road, James Close, Mountbatten Close, Northway, Prideaux Brune Avenue

Area 9

Paul Wilson-Suffield

023 9254 5351

paul.wilson-suffield@gosport.gov.uk

- **Bridgemary South** - Acorn Close, Beauchamp Avenue, Brewers Lane, Braemar Road, Copse Lane, Gorselands Way, Green Crescent, Rowner Close, The Spinney
- **Leesland** - Greenway Road, Mill Lane, Mill Pond Road
- **Town** - Dolphin Crescent, Mariners Way, Tamworth Court

Area 10

Dominique Allison

023 9254 5294

dominique.allison@gosport.gov.uk

- **Anglesey** - Ash Close, Arminers Close, Baronsmere, Boldens Road, Bricketts Terrace, Kennet Close
- **Brockhurst** - Alma Street, Claudia Court, Durham Street, Linnet Court, Nightingale Close, Russell Street
- **Leesland** - Avery Lane, Behrendt House, Behrendt Close, Graham Road, The Crossways (Forton) Brougham Street, Chilworth Grove, Leesland Road
- **Rowner & Holbrook** - Bracklesham Road, Charden Road, St Anns Crescent, Tudor Close, Withies Road
- **Bridgemary South** - Cunningham Drive
- **Town** - Alec Rose House, Dolman Road, Watergate, Winchfield House



Gosport Police Station

Gosport Police Station is extending the opening times of the front counter to give customers more opportunity to report crime to them.

The timings have changed to ensure that the counter is now open three days a week – an increase for the previous two days a week.

The new times are:

Tuesday

9am-4pm (closed for lunch 12pm-1pm)

Thursday

9am-4pm (closed for lunch 12pm-1pm)

Saturday

9am-3.30pm (closed for lunch 12pm-1pm)

For non-emergencies call 101.

In an emergency please call 999.

These changes will come into effect from Tuesday 3rd December 2019.

Outside of these hours, members of the public are encouraged to report non-emergencies to the police on 101 or via the online 'Report' tool via www.hampshire.police.uk.

Always call 999 in the event of an emergency.

The counter is located at Gosport Town Hall, High Street, PO12 1EB.

Gosport Chief Inspector Mark Lewis said -

'There have been some changes to the way crime is reported, with a drive to move things online, but we appreciate that some members of our community still prefer to come and speak to someone face to face.'

'We are pleased to confirm that changes to the opening times of our front counter here in Gosport mean that we are now open for 17.5 hours across three days. Previously, the counter was open for 14 hours across two days.'

'Our communities in Gosport have always been vocal about the issues concerning them, and we have made

efforts to ensure we address these by meeting with local community groups, and attending various community engagement events across the borough.'

'The new opening times show our pledge to further improve this contact with the public, and I am confident that this will give more people the opportunity to report crime to us so we can continue to tackle the issues affecting our town.'

Councillor John Beavis, Chairman of Gosport Community Safety Partnership, said -

'I am delighted that the Gosport Police Front Desk will now be open three days a week. This is excellent news for the community and illustrates the success of moving the police into the Gosport Town Hall.'





Don't forget to vote Thursday 12 December

Following the vote in the House of Commons on Monday 29 October 2019 a UK Parliamentary General Election will be held on Thursday 12 December 2019.

The Gosport Constituency comprises of the whole of the Borough of Gosport, and also the Electoral Wards of Stubbington and Hill Head from the Borough of Fareham.

Any questions or queries on the administration of the Parliamentary election for the Gosport Constituency, please contact Graeme Jesty, the Acting Returning Officer, on **023 9254 5227** or e-mail **electoral.registration@gosport.gov.uk**

May 2020 council elections

On Thursday 7th May next year, local voters will go to the polls to elect representatives on Gosport Borough Council.

If you want to stand as a candidate or act as an elections agent for a candidate, there will be a briefing for all wards at the Town Hall on Thursday 12th March. This briefing is for those standing for political parties as well as those standing as independents.

If you would like to attend, please email **electoral.registration@gosport.gov.uk** or call **023 9254 5227** to reserve a space.

New Leasehold and Right to Buy Officer

In the Autumn we said goodbye to Tom Hands, Leasehold and Right to Buy Officer who has moved onto pastures new.

Sam Downing was successful in the recruitment of the new post. Sam has worked at Gosport Borough Council as a Neighbourhood Involvement Officer for the last 16 years and brings a wealth of experience to the role.

You can contact Sam on either **023 9254 5686** or **sam.downing@gosport.gov.uk**

Applying for social housing

There are more people asking for social housing than there are homes available. To make the best use of the housing that we have available we changed the way we allocate accommodation in the summer.

These changes included:

- Properties are allocated based on need.
- Housing need is categorised by using three bands, low, medium or high.
- Properties are offered to whoever is at the top of the housing list (if they have registered for that kind of property and it is in their chosen area).

Further information about the new allocation scheme can be found by visiting www.gosport.gov.uk/sections/your-council/council-services/housing/finding-a-home/council-housing/apply-for-social-housing

A new web page has been introduced on our GBC website which shows facts and figures about GBC and Housing Association properties that have been let since 1st July 2019.

This information is produced monthly and shows the following:

- The housing stock that GBC owns within the borough.
- The number of customers on our waiting list.
- The properties that have been let by area, size and type.
- The properties that have been let by category.
- The average waiting times.

This information helps customers by giving an indication of the types of properties available and the time they may have to wait.

The webpage can be found by visiting: www.gosport.gov.uk/sections/your-council/council-services/housing/finding-a-home/council-housing/apply-for-social-house/housing-statistics

If you have any questions please contact the Housing Advice Service either by calling **023 9254 5476** or emailing **housingadvice@gosport.gov.uk**



Extended Winter Bed Scheme

The Extended Winter Bed Scheme will once again be in operation for the 2019/2020 winter season. The scheme will begin on Monday 11th November 2019 for a period of four months and provides for ten additional bed spaces within the existing hostel, managed by Two Saints, at 101 Gosport Road.

The beds are used and funded equally by both Fareham and Gosport Council. The additional beds are available, subject to demand, to those who are or would otherwise be sleeping rough in either of the boroughs. Rough sleepers without a connection to either borough will be assisted to access resources in an area where they do have a connection.

The beds are available during this four month period regardless of the weather conditions. Should there be any periods of extreme weather, that would trigger the 'Severe Weather Emergency Protocol', the Local Authorities and Two Saints will work together to meet any further demand.

The beds are housed in two dormitory style rooms and are available to individuals each evening from 8pm to 9.30am the following day. Two Saints will provide a hot snack at 8pm and breakfast the following morning. Individuals are not required to make a financial contribution towards the cost of the bed, washing facilities, laundry or food but will be encouraged to work with the local authority and support staff to develop a longer term housing plan.



Contact a Samaritan

If you need someone to talk to, we listen.

We won't judge or tell you what to do.

Call us any time, day or night. Whatever you are going through, you can call anytime:

Call **116 123** from any phone for **FREE**.

Write an email. Sometimes writing down your thoughts and feelings can help you understand them better.

Email jo@samaritans.org

SAMARITANS



How to avoid a financial hangover after Christmas

Christmas for children is all about fun, Father Christmas and presents, for grown-ups many of us wake up on 1st January with two things; a headache and a hole in our finances.

The best way to combat a hangover is to plan ahead with water, paracetamols and bacon sandwiches.

You can do the same for a financial hangover and plan ahead. If you plan ahead with what you are going to spend on Christmas you can still have a wonderful Christmas and be debt free without paying for it for the rest of the year.

Remember, not planning ahead means panic buying which equates to spending more cash than you should.

According to a survey carried out by the Halifax, we spend an average of £500 at Christmas, which includes food, alcohol, socialising and presents.

This may be a conservative estimate for those of us that have large families. The survey also

found that one in three customers still had payments outstanding in February and were still suffering the financial aftershocks of Christmas in April.

Some of these aftershocks may include paying off credit cards and a mountain of bills in April with no fall back because you used your emergency fund to pay for Christmas.

Christmas can be enjoyed without suffering from a financial hangover.

Below are some money saving tips to avoid a financial meltdown.

Change your mind-set

We all love Christmas, the food, socialising, seeing children opening their presents. It really is the most wonderful time of the year, but, some of us can get carried away with spending at Christmas.

Try seeing Christmas for what it is, a few days of the year when we all get together, this is priceless.

Choose a budget

Look at how much you can afford to spend without denting your budget until the spring.

Make a list

Once you have worked out how much you can afford to spend, make a list and include all the presents, food and drink, decorations, Christmas cards and wrapping paper.

If you have children, allot a portion of the budget for their presents.

Remember - be strong and stick to your list!

Don't spend a fortune on your Christmas trolley

Think about what a Christmas lunch really is, basically it is a roast with a pudding afterwards. It doesn't have to be expensive.

Budget supermarkets such as Aldi and Lidl do fantastic festive food and drink for half the price of some of the larger stores.

Shop online

By buying online you can shop for deals and not be tempted by all the sparkly items in the shops that are not on your shopping list. Remember to factor in delivery costs though!

Talk to your family and friends

Talk with your family and friends about presents, it doesn't mean that you are being a Christmas Scrooge if you suggest not buying presents for each other.

You will be surprised how many may breathe a sigh of relief at this suggestion, or perhaps you could suggest that you are only going to buy for the children?

Christmas presents for children

If you have children, you may be worrying about how much you can afford.

Younger children won't know how much Father Christmas has spent on their presents. They will be happy with presents from discount shops or cheaper toy ranges, they will be happy as long as they have something to open.

Teenagers might be a bit trickier as they usually know what they want which could be branded or expensive.

If you are struggling financially, talk to your older children and tell them. You will be surprised that many will understand.

Christmas can still be magical and free

Christmas doesn't have to be expensive; there are lots of things that you can do which won't cost you a penny.

- Go for a Christmas Eve walk to the town to look at the Christmas tree and lights.
- A free letter from Father Christmas for your children.
- Get cosy with a hot chocolate and Christmas film on the TV. There will be plenty on!
- Play party games with the family, you can make pin the tail on the reindeer!
- Have an evening of board games with your friends and family.



Gosport and Fareham live at home scheme

The local 'Live at Home' scheme enables older people to maintain their independence and live more fulfilled lives by tackling loneliness and social isolation in people over 60. In Gosport the scheme runs lunch clubs, befriending services, assisted shopping, escorts to appointments and monthly social events.

Contact **01329 234409** or **Gosport. liveathome@mha.org.uk** for more information.

shout

How It Works

Shout is the UK's first free 24/7 crisis text line available for anyone, anytime, anywhere. The service is anonymous and off bill. It is powered by a nationwide team of Crisis Volunteers, supported by expert Clinical Supervisors. This is a place to go if you're experiencing a personal crisis, unable to cope and need immediate help.

1

Text



Text **SHOUT** to **85258** from anywhere in the UK, 24/7.

2

Connect



After 3 automated responses, you'll connect with a trained Crisis Volunteer who receives the text on their computer - this will usually be in around 5 minutes but will take longer during busy times.

3

Chat



You can text about whatever is a personal crisis to you - this might include issues like addiction, anxiety, assault, bullying, depression, eating disorders, relationship challenges, self-harm and suicide.

4

Share



The Crisis Volunteer listens without judgement, invites you to share more, and helps you move from a hot moment to a calm one. You'll text back and forth, sharing only what you feel comfortable.

5

Action



The goal of the conversation is to help you reach a calm and safe place, ideally with a plan of how to support yourself going forward. As well as listening, resources to help you get more expert support or tools to help you manage might be shared.

6

Calm



The conversation will only end when the Crisis Volunteer is comfortable that you are in a calm and safe place.

Give us a Shout

Get in touch: info@giveusashout.org
Instagram: [@GiveUsAShoutInsta](https://www.instagram.com/GiveUsAShoutInsta)
Twitter: [@GiveUsAShout](https://twitter.com/GiveUsAShout)

Text **Shout** to **85258** if you are in crisis
If you are at imminent risk dial 999

To find out more about Shout,
or to volunteer, visit:
giveusashout.org

CRISIS TEXT LINE |



How to pay your housing charges

Your rent is due in advance, either weekly or monthly?

Your rent, charges or arrears can be paid in the following ways:

- Direct Debit – pay monthly via your own bank or building society on 1st, 8th, 15th or 22nd of each month. This can be set up over the telephone by contacting **023 9254 5665**, when setting up please ensure that the bank account holder is present. Direct Debit mandates are available on request.
- By telephone – Call **023 9254 5665** to pay using your debit or credit card, between 9am and 5pm. If you want to make multiple payments for rent, council tax and any other payments please call **023 9258 4242**.
- Standing Order – you can set up a standing order either weekly, fortnightly, four weekly or monthly through your bank. GBC Bank sort code is 57-81-43 and account number is 00000000 – Borough of Gosport. Please quote your rent reference number when setting up this payment.
- Online Payment – set this up online or with your bank using the account details, GBC Bank sort code is 57-81-43 and account number is 00000000 – Borough of Gosport. Please quote your rent reference number when setting up this payment.
- Internet – **www.gosport.gov.uk/online-payments**
- All Pay card – Pay at the Town Hall cashiers desk or your local pay point/shop/post office. Please call **023 9254 5665** to request an All Pay card.
- In person – pay at the Town Hall cashiers desk by cash, cheque, debit or credit card between 9am and 4.45pm.
- Outside office hours – Via the post or through the secure letterbox at the front of the Town Hall (it is not advisable to send cash as the Council cannot accept any responsibility for any payments lost.) Cheques and postal orders should be made payable to 'Gosport Borough Council'. Please ensure that you write your account number, name and address on the back of the cheque/postal order, the envelope should be securely sealed.

Stay in touch! If you are having financial problems, please stay in touch. You can contact the Neighbourhood Management Team on **023 9254 5665** or by emailing **housingofficers@gosport.gov.uk**



Advice
Bureau

citizens
advice

Gosport

Citizens Advice

Citizens Advice Gosport offers a money advice service to help Gosport residents who may be struggling with debts that could affect their housing.

This service is funded by Gosport Borough Council and is totally confidential and independent.

You can access the Citizens Advice – Money Advice Matters service either by contacting your Neighbourhood Housing Officer or visiting the Citizens Advice drop-in service.

Details of the Drop-in times can be found below:

Monday 9.30am-3pm

Tuesday 9.30am-3pm

Wednesday 5pm-7pm

Thursday 9.30am-3pm

Friday 9.30am-3pm

Their qualified MAM caseworker is able to offer a full range of support and can help people manage their money to prevent them from losing their homes through rent arrears. All information remains confidential unless you give permission for it to be shared. Not only can they help with managing debts, they can make sure that you are receiving the correct benefits which you are entitled to and apply for grants on your behalf.

If you are having problems with your energy bills, Citizens Advice Gosport can help you to make sure that you are on the best tariff for you and switch providers if appropriate.

Some people that use the MAM service are embarrassed and feel they have somehow failed to manage their money properly.

Sandra is a 47 year old woman who lives with her two children, both children have severe health issues.

Sandra lives in a two bedroomed property which she rents from GBC; she is in receipt of Universal Credit and Disability Benefits for her children.

When Sandra came to Citizens Advice, she was very distressed as she had recently received a visit from a bailiff. Sandra had found this experience extremely intimidating. The MAM caseworker negotiated with the creditor who had employed the bailiff and explained Sandra's vulnerable position. The creditor agreed to take control of Sandra's debt back from the bailiffs and agreed an affordable payment plan.

The MAM caseworker worked with Sandra to gain a full picture of her current financial situation and is currently fighting for a reduction in the balance of one of Sandra's larger debts; also an application has been submitted to have a Tax Credit Overpayment reconsidered. As well as this they are looking at appropriate debt solutions to remove the stress and anxiety from her situation.

This has had a positive effect on Sandra who was extremely stressed when she first contacted Citizens Advice Gosport. Sandra says her health and wellbeing has improved and this will benefit her family as she is in a much better place to focus on caring for her children.

Please pop along to see Citizens Advice Gosport if you are worried about your finances, even if you only want some help deciding what your priorities should be or just to check you are receiving the correct amount of benefits.

You can either contact Gosport Citizens Advice Gosport on **03444 111 306** or visit them at Martin Snape House, 96 Pavilion Way, St Georges Barracks, Gosport, PO12 1GE.



Fire Safety in Your Home

Last year, 248 people in the UK lost their lives due to a fire at home. Many of these could have been prevented.

Everyday fire risks are present in our homes. Well-known risks include candles and cooking left unattended, covered electrical heaters, overloaded plugs and cigarettes.

Below are a few ways to keep you, your family, friends and neighbours safe:

- Test your smoke alarms monthly. They could save your life – but only if they are working. Smoke alarms only take a moment to test, but they could give you and your family the best chance of surviving a fire.

- Offer to test the smoke alarms of an older family member, neighbour or friend who needs help.
- Most accidental fires start in the kitchen, so take care and never leave cooking unattended.
- Don't overload plug sockets and adapters – watch out for loose wiring, scorch marks and hot plugs and sockets.
- Keep heaters clear from curtains and furniture and never use them to dry clothes.
- Stub cigarettes out properly and dispose of them carefully – put it out, right out.

By following these quick and simple steps, we can reduce the number of fatalities and injuries caused by accidental fires.





Insurance

Make sure that you protect your home and belongings.

We insure the buildings where you live but it is up to you to make sure that you insure the contents of your home and personal belongings. With Christmas almost here you may have presents that you have already bought, by having a contents insurance policy in place these items will also be covered under the policy.

There are many insurance companies available on the market which offer a number of different payment options.

We don't specify who you should take out an insurance policy with but we do recommend that you have home contents insurance. Having a policy in place will ensure that the contents of your home are covered, which means that if your home was damaged in a fire, flood or by theft your contents such as electrical items, carpets and furniture would be replaced. It can be very

expensive to have to replace all the items in your home; you can't always prevent an accident but by having a policy it will guarantee that they can be replaced.

Gosport Borough Council has teamed up with Thistle Tenant Risks and Allianz Insurance Plc who provide the Crystal Insurance Scheme, a specialist Tenants Contents Insurance policy.

Crystal Insurance can offer you insurance for the contents of your home including cover for items such as furniture carpets, clothes, bedding, electrical items, jewellery, pictures and ornaments.

How do I get further information?

Please call the Business Support Team at Gosport Borough Council on **023 9258 4242** for an application pack or

Thistle Tenant Risks on **0345 450 7286**. Alternatively, please visit **www.crystal-insurance.co.uk** for further information

Brendoncare Clubs

Gosport

Lots of different clubs, same friendly welcome

Brendoncare is a charity, running care homes and friendship clubs across southern England. At our clubs, you'll discover that you're much more than a member - you're a friend.



Volunteer Opportunities

All of our clubs are run by wonderful teams of volunteers. Our volunteers receive training and support and we have a wide range of opportunities for you to choose from.

For more information:

Tel. 01962 857099

Email clubs@brendoncare.org.uk

or visit our website

www.brendoncare.org.uk/clubs

October 2019



Registered charity number: 1091384



Free Session Voucher

Come and enjoy a free session at one of our clubs.

To book your club visit, call the clubs team on 01962 857099 and we will collect your coupon at the club.

Name

Club Visited

Brendoncare Clubs in Gosport

At Brendoncare Clubs, you'll discover you're much more than a member – you're a friend!

Brendoncare Clubs is a registered charity dedicated to providing older people with opportunities for social interaction through its friendship and activity clubs across Hampshire and Dorset; they provide a friendly, fun, relaxed and supportive atmosphere for more than 1400 people. The clubs offer the opportunity for older people to meet other club members, make friends and develop strong peer support networks. The clubs are run by a team of dedicated volunteers, supported by a small team of locality managers.

At the newly refurbished Gosport Club Hampshire on Willis Road, Gosport there are 18 different clubs running through out the week and on the weekends, including yoga, Pilates, kurling,

tai chi, dance, cinema, social get-togethers, and more – there is something for everyone. A warm welcome is always guaranteed.

Brendoncare's Head of Club Services, Samantha Agnew, said

'We know from experience that people live happier and more fulfilled lives if they are able to enjoy the companionship of like-minded people and mix with friends. We look forward to welcoming existing members, new members and volunteers to the new-look Club Hampshire.'

For more information, call David on **01962 857099**, email clubs@brendoncare.org.uk or visit www.brendoncare.org.uk/clubs

All clubs meet at Club Hampshire, The Anchorage, Willis Road, Gosport, PO12 1LZ

Gosport Laugh & Limber Monday | 10am - 11am | £4.00

Gosport Monday Social Monday | 1.30pm - 3.30pm | £4.00

Brendoncare Voices Monday | 6pm - 7.15pm | £3.00

Gosport Tai Chi (Advanced) Tuesday | 1pm - 2pm | £4.00

Gosport Tai Chi (Intermediate) Tuesday | 2pm - 3pm | £4.00

Gosport Tai Chi (Beginners) Tuesday | 3pm - 4pm | £4.00

Gosport Yoga Club Wednesday | 10am - 11am | £5.00

Gosport Games Group Wednesday | 1.30pm - 3.30pm | £4.00

Gosport Wednesday Kurling Wednesday | 4.30pm - 6pm | £3.00

Gosport Pilates Thursday | 10am - 11am | £4.00

Gosport Thursday (Alive & Kicking) Thursday | 1.30pm - 3.30pm | £4.00

Gosport Tai Chi (Abs Beginners) Thursday | 4pm - 5pm | £4.00

Gosport Strictly Dance Thursday | 7pm - 8pm | £3.00

Gosport Ping Pong Friday | 10am - 12pm | £3.00

Gosport Friday Dance Club 1st Friday of the month | 7pm - 10.30pm | £3.00

Gosport New Age Kurling Club Saturday | 10am - 12pm | £3.00

Gosport Saturday Social Saturday | 12.30pm - 2.30pm | £2.50

Gosport Cinema Club Last Saturday of the month | 6pm - 9pm | £2.00



Gosport Walking for Health

Gosport Walking for Health offers free, fun and friendly walks for all. If you would like to get active and meet new people, then why not come along?

Our trained Volunteer Walk Leaders will make you feel very welcome. We have walks every week on Tuesdays (Forton Medical Centre), Wednesdays (Solent View Medical Centre, Lee-on-the-Solent), Thursdays (Gosport Leisure Centre) and Fridays (Privett Park), as well as monthly walks around Priddy's Hard and St George's Barracks. To take part all you need to do is turn up 5-10 minutes before the

start time, and wear comfortable clothing and footwear. Some of our walks include a coffee stop, either during or after the walk so they are a great chance for a chat with friends, old and new.

To find out more please visit www.walkingforhealth.org.uk and search for Gosport.

For more information you can find us in Facebook [@GosportWalkingforHealth](https://www.facebook.com/GosportWalkingforHealth), email Emma at gospportw4h@gva.org.uk or call **023 9258 3836**.

Get Fit for Free!

Residents in Gosport Council's sheltered schemes are benefitting from free seated exercise classes thanks to a grant from the Council's health and well-being fund.

Working in partnership with the Council staff from 'Places for People' Leisure Centre is holding weekly classes at each scheme over the next 6 months. The project aims to improve balance, mobility and flexibility which help to prevent falls and admissions to hospital. The first session was held at the end of October and the residents enjoyed toe tapping and arm stretching along to songs from the 60's and 70's.



Tenants at Alec Rose House



Eat, drink and be merry at our Gosportarians Christmas meal

Wednesday December 18th

12.30 arrivals at the Masonic Hall, Clarence Road

serving from 1pm, finishing around 5pm

£10 tickets include a traditional Christmas or vegetarian meal

Pudding and Mince pies

with entertainment after the meal

Tickets can be purchased from:

David Seymour Estate agents Stoke Road



Ian Chase Hairdressers Brockhurst Road

Malcolm Dent 02392583077/07738585544



**Get support
Get advice
Get connected**

**Connect to
Support
Hampshire**

-  Find community groups, care homes and local activities near you
-  Practical online help to regain or maintain your independence and get the support you need

It's easy to find the information you want:

- Health and wellbeing advice
- Local community groups and activities
- Getting out and about
- Support for carers
- Managing at home
- Living with disability
- Equipment and aids
- Finding, arranging and paying for care
- Care providers and care homes

www.ConnectToSupportHampshire.org.uk

BEFRIENDING

The Befriending Service runs on a voluntary basis and aims to reduce loneliness and isolation for those over 55 years in the Gosport area.

- * **Do you enjoy chatting with a friend over a cup of tea or coffee?**
- * **Could you spare time to give an older person that experience?**
- * **As little as one hour a week is all it takes!**



www.gva.org.uk



Martin Snape House, 96 Pavilion Way, Gosport PO12 1FG

T 02392 588347 | E govolunteer@gva.org.uk | W www.gva.org.uk

Tips for waste removal

Fly-tipping is the illegal dumping of waste. It's a crime that damages the environment, risks public health and costs taxpayers to clean up.

Householder responsibilities

You could face an unlimited fine if your rubbish is found fly-tipped – even if you didn't do it yourself.

You must use a licensed waste carrier to dispose of waste, or take it to a household waste recycling centre (hants.gov.uk/recyclingcentres).

You must show you took reasonable steps to prevent your waste being fly-tipped. This is called your duty of care.

Using a licensed waste carrier

1. Check if your waste carrier is licensed. You can do this quickly with their name or licence number at hants.gov.uk/fly-tipping.
2. Ask what will happen to your waste. A licensed waste carrier should not object to this.
3. Keep a record of their waste carrier licence number by taking a photo of the licence, or take a screenshot when you check online.
4. Keep a waste transfer note or receipt to say where the waste was collected from, by who, and where it is going.



Hampshire
County Council



GOSPORT
Borough Council



Environment
Agency

Rubbish and recycling collections 2019/2020

November 2019					December 2019					January 2020					February 2020				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
				1	2	3	4	5	6			1	2	3	3	4	5	6	7
4	5	6	7	8	9	10	11	12	13	6	7	8	9	10	10	11	12	13	14
11	12	13	14	15	16	17	18	19	20	13	14	15	16	17	17	18	19	20	21
18	19	20	21	22	23	24	25	26	27	20	21	22	23	24	24	25	26	27	28
25	26	27	28	29	30	31				27	28	29	30	31					

March 2020					April 2020					May 2020					June 2020				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
2	3	4	5	6			1	2	3					1	1	2	3	4	5
9	10	11	12	13	6	7	8	9	10	4	5	6	7	8	8	9	10	11	12
16	17	18	19	20	13	14	15	16	17	11	12	13	14	15	15	16	17	18	19
23	24	25	26	27	20	21	22	23	24	18	19	20	21	22	22	23	24	25	26
30	31				27	28	29	30		25	26	27	28	29	29	30			

July 2020					August 2020					September 2020					October 2020				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
		1	2	3	3	4	5	6	7		1	2	3	4				1	2
6	7	8	9	10	10	11	12	13	14	7	8	9	10	11	5	6	7	8	9
13	14	15	16	17	17	18	19	20	21	14	15	16	17	18	12	13	14	15	16
20	21	22	23	24	24	25	26	27	28	21	22	23	24	25	19	20	21	22	23
27	28	29	30	31	31					28	29	30			26	27	28	29	30

Non-recycling (black bin) week
 Recycling (green bin) week
 Collections usually due on this date will be a day later



If you're unsure when your collection day is, search **collection days** at www.gosport.gov.uk or call 08000 198 598.

Roads might not be collected in the same order every week, which means times may vary. So please make sure your rubbish or recycling is out by 7am, when collections start.

Christmas trees will be collected between 6 January and 17 January inclusive. Please place your Christmas tree at the front of your property.

Switched On Launch

As the days get colder, keeping our home warm can be expensive and difficult! Switched On Portsmouth has been launched to assist Gosport residents to stay warm for less, and cut back on their energy usage.

What can you get?

Through a number of initiatives, eligible residents can benefit from:

- Free central heating systems and boiler replacements
- Expert energy efficiency advice
- Switching to a cheaper energy tariff
- Home-visits for even more ways to save money

Are you eligible?

Thousands of people are eligible for help through a number of initiatives on the Switched On Portsmouth website. Whether you are a

tenant or leaseholder there is a wide range of help available.

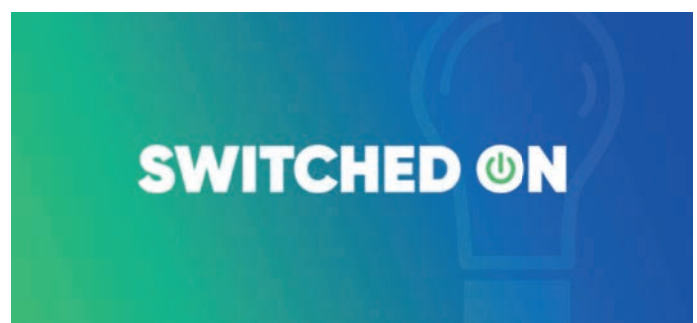
You can apply for a free central heating system if:

- You receive any means tested benefit.
- You have long-term health issues or receive any health or disability benefit.
- You are on a low household income.

Make sure you stay Switched On, don't struggle to keep your home warm this winter.

For more information, visit

www.switchedonportsmouth.com or call 023 9284 1947



Gosport residents to benefit from free nationally recognised training courses thanks to Kier Housing Maintenance



Residents in Gosport are being offered free training courses that lead to nationally recognised qualifications by Kier Housing Maintenance as part of a staff development programme that has been extended to residents.

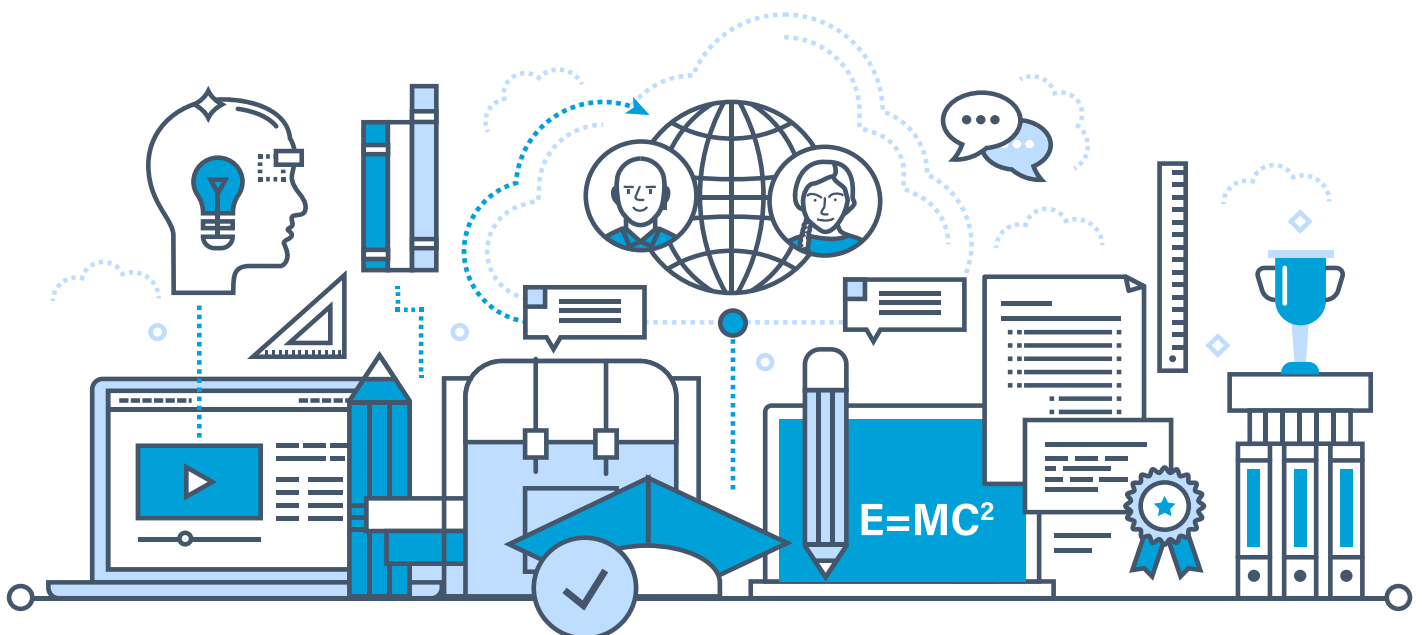
A small group of residents have signed up for the pilot scheme with more set to follow in the coming months as the project is rolled out across the area. Individuals registered on the training courses can choose a level two qualification, which is equivalent to a GCSE, in a range of subjects such as business, retail and hospitality, child care and health and social care.

The 12 week programme is taught through distance learning and can be completed at any time with a mix of video, reading and interactive exercises. For those that cannot access the training from home, Kier have created a dedicated learning space with computer and internet access for residents to use at their office located at the Wilmott Lane depot site in Gosport.

Sue Widdowson, contracts manager for Kier Housing Maintenance in Gosport said

'These courses have been really well received by our staff and we have seen some great results as we help our teams improve their personal development. We are delighted to be able to offer these same courses and level of support to residents across Gosport to help them not only develop personally but also improve their job and career prospects as well.'

Each person enrolled on a course benefits from the full support of specialist tutors and a dedicated learning advisor to help answer any questions they may have. Since being introduced to staff last year, 30 Kier Housing Maintenance team members have completed training courses as part of the programme.





2020 – The perfect year to get a new job, skill, career inspiration or be your own boss

The next Gosport Employment and Skills Fair (GE&SF) will be staged on Thursday 30th January from 12pm to 6pm at the Gosport Leisure Centre.

Attend Gosport's largest annual recruitment, careers and training exhibition.

GE&SF is staged by Gosport Borough Council with support from the Gosport Employment and Skills Partnership and is the town's largest annual recruitment, careers and training exhibition. Now in its ninth year it regularly attracts 50 exhibitors and over 600 attendees.

Based upon the successful format of previous years the exhibitors will once again be made up of local employers, along with employment support agencies, training organisations and

colleges – providing advice and help for those residents looking for work, a career change, or training opportunities. A number of these support organisation exhibitors will be recruiting too with volunteering roles being offered as well as job and apprenticeship opportunities.

Hundreds of job and apprenticeship vacancies on offer from a wide range of employers

As a result, under one roof you can talk face-to-face with employers about hundreds of local job and apprenticeship vacancies and, if needed, get the help, training or skills to apply for them. The vacancies on offer will include full and part-time jobs, as well as night-shift, weekend and relief-staff roles.

Based upon previous years the job and apprenticeship vacancies, plus career opportunities being promoted will be within the following sectors:

- Business and professional services
- Construction
- Health and care
- Engineering and manufacturing, including aerospace, defence and marine
- Public sector
- Research and development
- Tourism, leisure and retail

Want a new job, a job closer to home, or find out about future training and career opportunities.

GE&SF 2020 is the perfect opportunity for you to get a new job, skill, help to be your own boss, or supported into employment. However it is not just

aimed at those that are currently unemployed but also those in employment that are looking for a job closer to home or a career change. It is also the chance for pupils and students to find out first-hand about the future training, apprenticeship and career opportunities available locally.

Talk directly to prospective employers

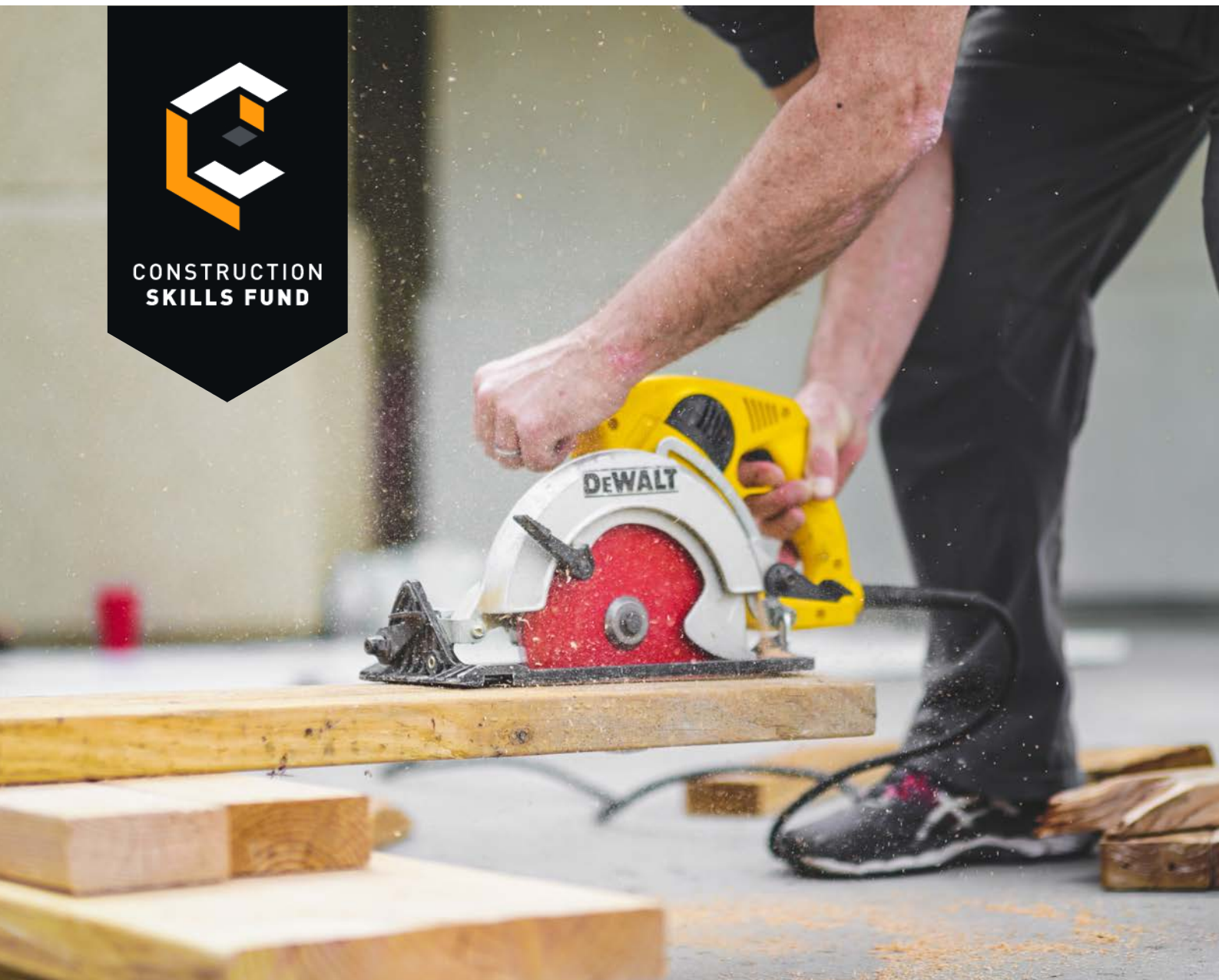
For local employers GE&SF is an opportunity not only to promote their current job and apprenticeship vacancies but also raise their profile as an employer to Gosport residents. Exhibitor feedback each year tells us this is what they value most from their participation and therefore whether you are unemployed, employed, a pupil or a student we – and the exhibitors - hope to see you at GE&SF 2020.

To find out more search GE&SF 2020 on **www.gosport.gov.uk** – in the run-up to the Fair we will be adding a list of the exhibitors as they are confirmed so please check back regularly.





CONSTRUCTION
SKILLS FUND



Construction Skills Fund

Hampshire County Council's Construction Skills Fund programme has seen a big success in the Gosport and Lee on the Solent area since it started in March and because of this, its local training provider 'Silver Trowel Ltd' has been awarded further funding to offer even more Gosport residents the chance to get qualified and employed in the construction industry. This is part of a country wide programme and is administered by the Construction Industry Training Board.

Graduates from the courses have found their way into all sorts of jobs from labouring to site management and apprenticeships. The

programme can support people who are returning to construction after a long break but also those who are completely new to the trade and considering a career change. From hairdressers to cleaners, stay at home parents to ex-service personnel. Hampshire County Council wants to hear from you!

The courses are fully funded, run monthly and will qualify you with a whole host of work credentials, including a Construction Skills Certification Skills (CSCS) card which is essential if you want to work in construction as it confirms that your work-related skills have been certified.

If you are interested, email CSF@hants.gov.uk and the local co-ordinator will be in touch.



Choices @ The Clocktower

*Community Courses in Partnership
with Hampshire Futures*

ADULT LEARNING

We are delighted to announce further courses from September 2019 for our new community learning project at St Vincent College.

- **Creative Writing • First Aid • Local Community History**
 - **Mindfulness • Reiki • Cake Decorating**
- **Mandarin Chinese • Spanish Classical Guitar • Family History**
 - **Felt making • Laughter for well-being • Paper making**
 - **Up-cycling Furniture • Weaving...and many more!**

All our courses are located in the Clocktower building at the front of the College • Local buses stop directly outside the Clocktower and parking is also available

Many of our students, who are now at university, started their learning journey with us on our free community courses!

Our latest Choices brochure of **FREE** courses is now available.

**For more information, please see our website:
www.stvincent.ac.uk/adult-education/ae-courses**



**St Vincent College, Mill Lane,
Gosport, Hampshire PO12 4QA**

jsmith@stvincent.ac.uk

023 9258 3890



Information Directory

Home Safety



Things that I can do myself

Smoke detectors – test regularly

Falls prevention – reduce the amount of clutter, loose rugs etc. and keep your home safe and maintained.

Key safes and mobility aids can be purchased in high street stores.

If I need help or advice?

Fire Home Safety/Safe and Well visits.

Visit www.hantsfire.gov.uk

Home security visits with Blue Lamp Trust.

Visit www.bluelamptrust.org.uk

Household Emergency



Things I can do myself

Water – find out where the mains supply/ stopcock is.

Switch off if necessary.

Gas – Turn off gas at the meter, open doors and windows, don't use naked flames or electrical switches.

Electric – Turn off mains power to the property.

If I need help or advice?

Call National Grid on **0800 111 999**.

Bereavement



Visit www.bereavementadvice.org or call **0800 634 9494** (Monday to Friday 9am-5pm)

Rogue traders, scams and doorstep crime



Things I can do myself?

Request a free 'uninvited doorstep callers' sticker, obtained from Hampshire Trading Standards by calling **01962 833620**.

If I need help and advice?

- Call Citizens Advice Consumer Helpline on **03454 040506**.
- Call Hampshire Trading Standards Doorstep Crime Quick Response Team on **01962 833666**.
- Visit www.actionfraud.police.uk

Preparing for Winter



Things I can do for myself?

Consider lining curtains and draught proofing rooms. For some DIY tips on energy saving solutions please visit

www.environmentcentre.com

If I need help and advice?

- Contact Hampshire based advice line for practical and financial support Hitting the Cold Spots on **0800 804 8601**.
- Request a home energy visit by calling **0800 060 7567** or visit www.applyforleap.org.uk

Keeping Healthy



Things I can do myself?

Enjoy life! Little changes can make a big difference in the long run – don't put off making healthy life changes, do it today.

If I need help or advice?

For health information including local GPs and pharmacies visit www.nhs.uk or call 111.

For drug and alcohol support contact Inclusion Recovery Hampshire on **01785 221 662** or visit www.inclusion.org

For mental health support visit www.rethink.org

For health eating and weight management visit www.change4life.org.uk

Reducing Social Isolation



Things I can do myself?

Do something new either for yourself or for others. Discover a new talent, go back to something you used to enjoy, connect with people. Get to know your neighbours and your community.

If I need help or advice?

- Visit Gosport Voluntary Action on www.gva.org.uk
- Visit The Silver Line, which is a helpline for older people on www.thesilverline.org.uk or call **0800 470 8090**.
- Visit Cruse Bereavement Care on www.cruse.org.uk

Supporting Carers



Things I can do for myself?

Think carers! If you are a carer yourself, you are entitled to a carer's assessment to help identify your support needs and offer advice.

If you know someone who is a carer, make time to see them and make sure that they are aware of support available to them.

If I need help or advice?

Visit The Princess Royal Trust for Carers on www.carercentre.com or call **01264 835246**



FIND YOUR PLACE AT THE LIBRARY

Employability Courses in Gosport January – March 2020

Personal Resilience Monday 6th January – 3rd February 10.00 – 12.00

This course will help you pinpoint and verbalise personal challenges and factors that cause stress. You will also discover strategies to support your own personal resilience

Computing, Internet and Email for Beginners Wednesday 15th January – 19th February 10.00 – 12.00

This course will introduce you to the basic use of a computer, using the Internet and setting up/using an email account to help you gain employment.

Word, Excel and PowerPoint for Work Tuesday 21st January – 18th February 10.00 – 12.30

This course will enable you to learn how to use various applications in Microsoft Office (Word, Excel and PowerPoint) to help you in your search for employment.

Mental Health First Aid Friday 31st January – 14th February 10.00 – 13.30

This is a new course, no further information available at this point. If you would like to be kept informed about the content, please email joanne.bourne@hants.gov.uk

Interview Skills Friday 28th February – 27th March 10.00-12.00

A course for those looking for work or a new career, this provides you with the chance to improve your skills in interview technique as well as a better understanding of the interview process.

To book call the Discovery Centre on 02392 523463 or pop in to reserve your place

We are also offering classes at the Nimrod Centre, 17 Falcon Meadows Way, Rowner, Gosport, Hants, PO13 8AA

Confidence Building Tuesday 14th January – 4th February 10.00 – 12.30

This relaxed course aims to inspire and build your confidence and self-esteem in a warm and friendly atmosphere.

Mental Health First Aid Friday 28th February – 13th March – 10.00 – 13.30

This is a new course, no further information available at this point. If you would like to be kept informed about the content, please email Jo Bourne.

To book on this course, visit the website <https://www.rownercommunitytrust.org/whats-on/> or email joanne.bourne@hants.gov.uk

www.hants.gov.uk/library