



# Gosport Borough Council

A Housing Services Production

# At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Autumn 2019 Edition

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# Welcome to the Autumn issue...

Residents  
Approved



**GOSPORT**  
Borough Council

## USEFUL NUMBERS

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 Tenancy Management Team please call **023 9254 5665**.

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 housing repairs (including boilers) by calling Kier on **0800 028 0835**.

You can report any grounds maintenance issues such as grass cutting and street cleansing by calling Streetscene on **08000 198 598**.

You can report any issues regarding roads, street lamps and traffic lights by calling Hampshire County Council on **0300 555 1388**.



## HOW TO PAY YOUR HOUSING CHARGES

**Did you know that 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 either 1st, 8th, 15th or 22nd of each month. This can be set up over the telephone by contacting **023 9254 5665**, when setting up your direct debit, please ensure that the bank account holder is present. Direct Debit mandates are available by calling **023 9254 5665**.
- Telephone – by calling **023 9254 5665** you can 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 – you can 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.
- In person – pay at the Town Hall cashiers desk either by cash, cheque, debit or credit card between 9am and 4.45pm.
- Internet – please look at **[www.gosport.gov.uk/online-payments](http://www.gosport.gov.uk/online-payments)**
- All Pay card – pay at the Town Hall cashiers desk or your local pay point/shop/post officer. Please call **023 9254 5665** to request an All Pay card.
- 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 GBC cannot accept any responsibility for any lost payments). 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 and make sure that the envelope is securely sealed.

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](mailto:housingofficers@gosport.gov.uk)**

## NATIONAL FRAUD INITIATIVE

Gosport Borough Council is required by law to protect the public funds we administer, therefore we may use information you have provided for the prevention and detection of fraud. We may also share your information provided to us with other bodies responsible for auditing and administering public funds for these purposes.

The Cabinet Office requires us to participate in its anti-fraud initiative.

For more details visit **[www.gosport.gov.uk](http://www.gosport.gov.uk)** and search for Fair Processing Notices.



## FIREWORKS SAFETY

To many of us, 5th November means bonfire night and fireworks.

Celebrating bonfire night at home with fireworks can be fun, as long as they are used safely. Figures show that more children than adults are hurt by fireworks. In the past few years over 350 pre-school children were treated in hospital for injuries caused by fireworks.

Attending and organised bonfire and firework display is usually the safest way to enjoy bonfire night. If you are planning on organising your own event don't forget to remember the firework safety code:

- Fireworks must not be sold to any person under the age of 18 years.
- Make sure you buy fireworks marked BS 7114 or CE.
- Don't drink alcohol if setting off fireworks.
- Keep fireworks in a closed metal box.
- Follow the instructions on each firework.
- Light them at arm's length using a taper.
- Stand well back.
- Never go near a firework that has been lit, even if it doesn't go off, it could still explode.
- Never put fireworks in your pocket or throw them.
- Always supervise children around fireworks.
- Light sparklers one at a time and wear gloves.
- Keep a bucket of water nearby if you are setting fireworks in your garden.
- Never give sparklers to a child under five.
- Keep pets indoors.

### If you are planning a bonfire

We would always recommend attending an organised bonfire or fireworks display, However if you are planning to host your own bonfire please follow these simple steps:

- Bonfires should be built at least 18 metres from things such as buildings, trees and fences.
- Do not use petrol or any other flammable liquid to start a bonfire.
- Always check inside the bonfire for animals and children who could be using them as a den.
- Think about fire safety and also the pollution bonfires can create.
- Don't site your bonfire too near your firework storage area.
- Never put fireworks on a bonfire.
- Never leave a bonfire unattended or leave it to smoulder - put it out.
- Once the bonfire has died down, spray the embers with water to stop it reigniting.

### Remember – Celebrate Safely!



# WELCOME TO THE NEIGHBOURHOOD MANAGEMENT TEAM

## NEIGHBOURHOOD MANAGERS

**Denise Hudson** – 023 9254 5439 – [denise.hudson@gosport.gov.uk](mailto:denise.hudson@gosport.gov.uk)

**Roz Weaver** – 023 9254 5356 – [roz.weaver@gosport.gov.uk](mailto:roz.weaver@gosport.gov.uk)

## NEIGHBOURHOOD HOUSING OFFICERS

We have had some new Neighbourhood Housing Officers start within the team meaning that there have been some changes to area patches. Please see details below.

### AREA 1 –

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

**Juliet Mansell** – 023 9254 5681 – [juliet.mansell@gosport.gov.uk](mailto:juliet.mansell@gosport.gov.uk)

### AREA 2 –

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

**Sarah Parsons** – 023 9254 5540 – [sarah.parsons@gosport.gov.uk](mailto:sarah.parsons@gosport.gov.uk)

### AREA 3 –

263, 311 Forton Road (**Brockhurst**), St Lukes Road (**Forton**) 48-78 Forton Road, Fortune House Marine Cottages, St Johns Square, Warders Court (**Leesland**), Birchmore Close, Brading Avenue, Brookers Lane, Carisbrooke Road Chale Close, Merstone Road, Niton Close, Totland Road (**Peel Common**) Dieppe Gardens, Wilmott Close, Wilmott Lane (**Privett**)

**Carol Leader** – 023 9254 5359 – [carol.leader@gosport.gov.uk](mailto:carol.leader@gosport.gov.uk)

### AREA 4 –

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

**James Sibley** – 023 9254 5522 – [james.sibley@gosport.gov.uk](mailto:james.sibley@gosport.gov.uk)

### AREA 5 –

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

**Syed Haque** – 023 9254 5273 – [syed.haque@gosport.gov.uk](mailto:syed.haque@gosport.gov.uk)

# WELCOME TO THE NEIGHBOURHOOD MANAGEMENT TEAM

### AREA 6 –

Boyd Road, Vian Close (**Bridgemary North**) Hamlet Way (**Elson**), Beryton Close, Beryton Road, Coulmere Road, Durley Road, Giles Close, Hewitt Close, Kealy Road, Rogers Close (**Forton**) 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 (**Rowner & Holbrook**)

**Rosie Swannack** – 023 9254 5293 – [rosie.swannack@gosport.gov.uk](mailto:rosie.swannack@gosport.gov.uk)

### AREA 7 –

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

**Laura Wise** – 023 9254 5637 – [laura.wise@gosport.gov.uk](mailto:laura.wise@gosport.gov.uk)

### AREA 8 –

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 South**) Bridgemary Road, Bridgemary Grove, Fraser Road, Harwood Close, Harwood Road, James Close, Mountbatten Close, Northway, Prideaux Brune Avenue (**Bridgemary North**),

**Jenner Moore** – 023 9254 5369 – [jenner.moore@gosport.gov.uk](mailto:jenner.moore@gosport.gov.uk)

### AREA 9 –

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

**Paul Wilson-Suffield** – 023 9254 5351 – [paul.wilson-suffield@gosport.gov.uk](mailto:paul.wilson-suffield@gosport.gov.uk)

### AREA 10 –

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

**Dominique Allison** – 023 9254 – [dominique.allison@gosport.gov.uk](mailto:dominique.allison@gosport.gov.uk)

# LOCAL AREA ENFORCEMENT OFFICERS

Your local area now has its own dedicated neighbourhood enforcement officer, on the lookout for problems such as littering, dog fouling, fly tipping and anti-social behaviour.

Following the expansion of our Streetscene enforcement team, from five to eight officers, the borough has been divided up, which means each area, has a dedicated officer.

The map and key show who your officer is.

Our aim is for officers to be visible to residents and have real responsibility for their patch. We believe that being close to the local community

will help them tackle problems and make their areas better places to live and work in.

You may see officers walking, cycling or driving around the neighbourhood. They'll be mainly in uniform, but may use plain clothes if necessary, to help them detect offences.

Their duties will include inspecting council-run facilities such as parks and issuing penalty notices for offences such as dropping litter or dog fouling. They'll investigate fly tipping cases and help make sure businesses and residents are dealing with their rubbish properly.

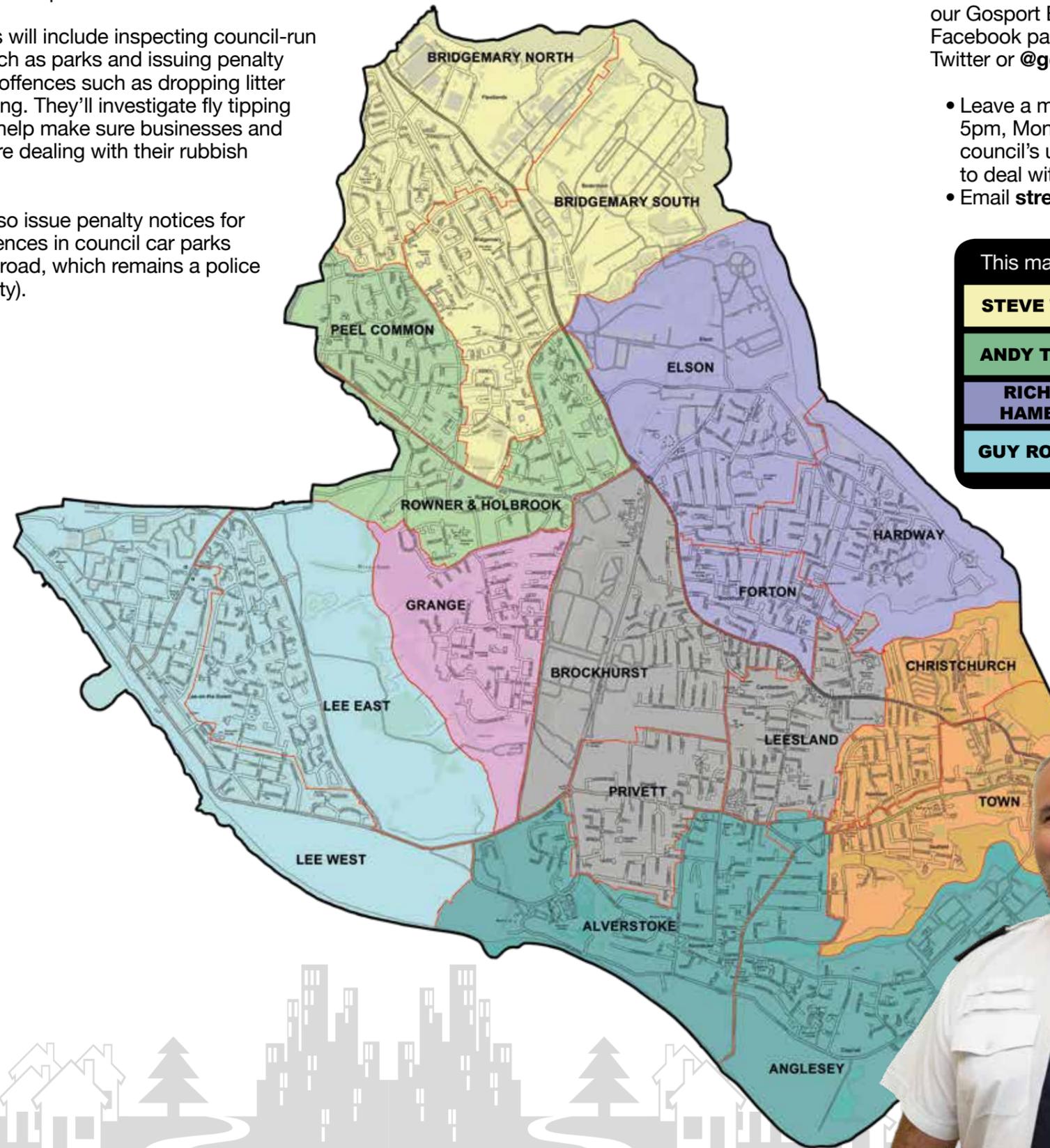
They will also issue penalty notices for parking offences in council car parks (not on the road, which remains a police responsibility).

It's planned that the officers will work alongside police colleagues on reports of anti-social behaviour and cases of criminal damage in and around the council's parks and pavilions.

The enforcement team provides cover from 6.30am to 9.30pm in spring/summer and from 7am to 7.30pm in autumn/winter.

Officers are holding neighbourhood surgeries where residents can discuss local issues with them. Look out for posters locally or see our Gosport Borough Council-Streetscene Facebook page, @GBC\_Streetscene on Twitter or @gosportstreetscene on Instagram.

- Leave a message on **08000 198598** (9am-5pm, Monday -Friday). Out of hours, the council's usual call-handling service is able to deal with emergencies.
- Email **streetscene@gosport.gov.uk**



This map shows your local officer.

<b>STEVE WHITE</b>	<b>GARY BOUD</b>
<b>ANDY TAYLOR</b>	<b>MARK BETTERIDGE</b>
<b>RICHARD HAMBLÉN</b>	<b>JOHN ALLEN</b>
<b>GUY ROBERTS</b>	<b>JOHN BRENNAN</b>



## 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](https://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](https://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.

# CREATING A GREAT PLACE TO LIVE AT DAEDALUS VILLAGE



Daedalus originally served as a seaplane base in 1917 during the First World War and later became the main training establishment and administrative centre of the Fleet Air Arm. During the Second World War a number of Naval Air Squadrons were posted to the base however, following its decommissioning in 1996, the site fell into disrepair and was subsequently acquired by Homes England.

Work on the Daedalus Village development started in November 2018 after Homes England – the Government’s housing delivery agency – chose Wates Residential to act as its trusted delivery partner. The site is one of seven national pilots designed to enable the Government to fast-track the building of homes on publicly owned land and diversify housing delivery.

The project will dramatically increase the number of new homes available in Gosport, with 120 private homes and 80 affordable homes being built at double the pace of the industry standard. The affordable homes will be managed by housing association, Radian.

## SITE PROGRESS

Wates Residential fully completed the first roof on site in April – just five months after work started. The significant milestone was celebrated with a ‘topping out’ ceremony to lay the last roof tile of the new property.

The event was attended by local veterans that previously served at the base, Wates Residential staff, and local ward councillors, Cllr. Graham Burgess and Cllr. John Beavis MBE. A charity raffle was also held in aid of Gosport Voluntary Action.

## CREATING VALUE

Wates Residential is driven by a shared vision that everyone deserves a great place to live. The national developer aims to leave a positive lasting legacy in the communities where it operates by targeting local procurement, the creation of local training and employment opportunities, and investing in local charitable organisations and community groups.

As part of the Daedalus site, Wates Residential has:

- Donated over £68,000 to support local causes
- Spent over £12.9m with businesses in and around Gosport to help boost the economy
- Recruited a workforce made up of 35% local people
- Recruited 60 people into full time positions on site
- Invested 2,634 hours in supporting people through training and employment initiatives
- Invested the equivalent of £207,000 into training local people

## BUILDING FUTURES

Wates Residential’s Building Futures programme aims to assist NEETS (those not in education, employment or training) aged 19+ to gain valuable practical experience and employability coaching to reinvigorate their career prospects. The programme incorporates personal development skills training, such as confidence-building and behavioural skills, as well as CV preparation, interview skills and taster sessions in various trades. The programme also provides participants with the skills they need to complete the industry standard Provisional Construction Skill Certification Scheme (CSCS) test.

Two courses have been successfully delivered in Gosport. In June 2019 14 students graduated from the course after learning carpentry, maintenance, planning and health and safety at the Silver Trowel Centre in Lee-on-the-Solent. The students also took part in mock interviews with local employment agencies and eight were offered jobs.

Gosport Borough Council tenant Grant, who attended the Building Futures course June 2018 said –

*“The building futures course changed my world and has helped me kick start my career. Prior to bar work, under a zero-hour contract, I was unemployed and claiming an employment support allowance. I also suffered low level mental health issues. Now I am back in the world of work, earning money and being able to live again. Thank you to everyone who supported me to get to here, if it hadn’t been for this opportunity I would probably be homeless.”*

## DEVELOPING LOCAL SKILLS

In July Project Surveyor, James Burnett and Project Manager, Pete Mitham from Wates Residential presented two laptops to local charity, Loud and Proud. The charity facilitates volunteering for young people aged between 16 and 25 to help them learn new skills, feel part of the community and increase self-confidence. Members of the group are currently working towards the UK Youth Futureproof Awards and the laptops will enable them to access online resources to complete their portfolios.

Separately, Wates also provided Loud and Proud with two computers to help local residents improve their IT skills, support job seeking, save money and tackle social isolation by providing a platform for people to connect with each other.



Wates Residential has also been working closely with Gosport Voluntary Action (GVA) to fund worthwhile volunteering opportunities in and around Gosport. To date this has included helping to serve a Christmas dinner for local sheltered housing residents and successfully applying to Wates Giving for a grant of £4,828 to support GVA’s Supported Volunteering Project. The project provides additional support for isolated individuals to become more active and engaged members of the local community through social action volunteering team.

The developer also successfully applied to Wates Giving for a grant of £13,500 in support of Age Concern Gosport – a small, independent community-based charity offering a friendly information service staffed by local volunteers to aid older people (55+).



## CELEBRATING THE PAST, PRESENT AND FUTURE

In February, pupils from Lee-on-the-Solent Junior School and members of the Gosport Aviation Society and Lee Residents' Association (LRA) put forward more than 50 entries after a competition to name some of the roads and buildings on the site was launched by Wates Residential.

*Chloe, a pupil at the school, said:*

*"The assembly this morning was great, I didn't know that Dunkirk was filmed here. Over the half term, I will be researching the old buildings and the people who were famous for flying the planes at Daedalus. I am hoping that one of my names will be selected, so that I can be part of history."*

The winning names, which were chosen by Gosport Council, include:

- Hurricane Court submitted by Katie, Year 4
- Lysander Court submitted by Matthew, Year 3
- Barracuda Court submitted by Austin, Year 4
- Seahawk Court submitted by Edward, Year 6
- Seafox Court submitted Macauley, Year 5



The competition was kick-started with an assembly at the school, with around 340 pupils, aged between 8 and 11 years, learning about the site's history as a Royal Naval Air Station. Amongst the names shortlisted was Courtship Lane, which was submitted by Year 6 pupil, Olivia. Her grandparents, James and Patricia, met and 'courted' whilst serving on the base. James was deployed to fight in the War, but survived a sniper attack to return to the local area and marry Patricia.



The winning names pay homage to the airplanes once stationed at the Daedalus base. Fairey Barracuda was a nimble dive bomber used to attack enemy battleships, it was first used by the Royal Air Force in 1943 and models were stationed in Gosport from 1944 to 1945. The Hurricane was a celebrated British single-seat fighter aircraft that took part in all major World War Two battles.

The competition came after pupils helped mark the start of work on the Daedalus Village site in November by burying a time capsule to celebrate the past, present and future of the site. More than 35 people including Gosport Borough Council leader Cllr Mark Hook, Gosport MP Caroline Dinenage and members of the LRA joined the students and Wates Residential to celebrate the significant step forward for the project.





## BIRD BOXES AT BERYTON ROAD

Gosport Borough Council and our partners Novus Property Solutions are undertaking a major improvement project in the Beryton Road area. Part of this work includes installing new edge plastics including guttering and fascia's to help protect properties from weather damage and to improve the appearance of the properties.

A sharp eyed tenant noticed that one of the properties seemed to have swifts flying around it, possibly nesting within the roof eaves, so he contacted the council who asked Novus to remove the soffits to the underside of the roof edge to ensure that the swifts could continue to access the roof area to nest. The response from Novus was fantastic and they removed the soffits the same day. An inspection was carried out to the surrounding areas and a few other properties also had swifts flying around.

After consulting with the Swift-Conservation Organisation ([www.swift-conservation.org](http://www.swift-conservation.org)) it became apparent that swifts are struggling to find nest sites and there has been a 50% reduction of swifts that migrate to the UK in the last 20 years. As a result, a decision was made to not fit the soffits in this area to allow swifts to continue to flourish in Gosport. The good news doesn't end there, Novus have decided that they want to help even more; they are going to build RSPB approved swift nesting boxes and fit them to a number of properties in Beryton Road who wish to have them; free of charge to give more nesting sites for these amazing birds. If you are interested in building your own swift nesting box you will be able to download the plans by visiting <https://www.rspb.org.uk/globalassets/downloads/activities-pdfs/swift-nestbox-plan.pdf>



### PROTECT YOUR HOME

We insure the building where you live but it is up to you to make sure that you insure the contents of your home and your personal possessions. Many of us are starting to think about buying Christmas gifts and by taking out contents insurance will ensure that these items will also be covered.

### HOME CONTENTS INSURANCE SCHEME

There are many insurance companies available out there which can be found via internet search engines, alternatively you can obtain insurance through high street insurance brokers or banks.

Many insurance companies offer home contents insurance with a number of different payment options available.

We don't specify who you should take out your home contents insurance with, but we do have an agreement with Crystal Insurance. Details of their home contents insurance scheme can be found below.

### CRYSTAL INSURANCE SCHEME ARE YOU PROTECTED?

Everyone at some time or another may suffer a disaster such as fire, flooding, burst pipes, theft or vandalism, which could damage the contents of your home. While it is sensible to take precautions to prevent catastrophes from happening, they are sometimes unavoidable. It can be very expensive if you have to replace furniture, clothing, carpets and electrical equipment.

All tenants and leaseholders are responsible for insuring their contents against damages like these. Gosport Borough Council strongly advises all tenants and leaseholders to take out home insurance in some form.

You can do this by making your own private arrangements, or you can join the Crystal Insurance Scheme. This scheme is arranged in conjunction with Thistle Tenants Risks and can help our tenants and residents obtain home contents insurance easily and at a price that is affordable.

The scheme also allows tenants and leaseholders to extend their policy.

### WHAT IS COVERED BY THE SCHEME?

Most of your household goods and contents including push bikes and computer equipment are insured when in your home. They are covered against loss or damage caused by specific events such as theft, fire and flood.

Tenants and leaseholders have the option to increase their cover to include Extended Accidental Damage, Personal Effects, Wheelchairs, Hearing Aids and the structure of Garages, Sheds and Greenhouses depending on their individual needs. Full details are available on request.

### HOW DO YOU PAY?

You can pay your premiums by one of the following methods:

- Fortnightly or monthly by using a Swipe Card at any Post Office or Pay Zone outlet.
- Monthly by Direct Debit
- Annually by credit/debit card, cheque or postal order made payable to Crystal Insurance Scheme

### WHO CAN APPLY?

The scheme is arranged with Allianz Insurance Plc and all Gosport Borough Council tenants and leaseholders are eligible to apply.

### HOW YOU CAN APPLY FOR HOME INSURANCE?

Contact the Business Support Team at Gosport Borough Council on **023 9258 4242** for an application pack or contact Crystal Insurance on **0345 450 7286** or visit [www.crystal-insurance.co.uk](http://www.crystal-insurance.co.uk)

## CASH TO HELP COMMUNITY PROJECTS



Did you know that groups and individuals can apply to the Gosport Community Fund which gives grants of £50 to £1,500,

This grant comes from the Community Infrastructure Levy (CIL) which is a contribution that developers must pay when they build shopping centres or housing. It's aimed at improvements to community, sports and leisure facilities for cycling, walking and people with disabilities.

Gosport Voluntary Action are handling applications to both funds, for more information please visit [www.gva.org.uk/grants](http://www.gva.org.uk/grants)

from the proceeds of Gosport Community Lottery? So far the grant has handed out £6,360 after its first six months.

Now there is another pot of money, the Community Infrastructure Levy (CIL) Neighbourhood Fund, which will be giving grants of £1,500 to £50,000.



## British Red Cross

### GET SUPPORT AT HOME

You can get support and care from the British Red Cross to help you live independently at home or when you return after a stay in hospital.

If you are returning from hospital, the British Red Cross will make sure you have everything you need for your first 24 to 72 hours back at home. They may then provide up to 12 weeks of support depending on the level of help you need.

### WHAT HELP YOU WILL GET?

They will assess your needs and help you decide what goals you want to achieve with their help. They can offer practical and emotional support including:

- Transport home from hospital
- Door-to-door transport for essential health-care journeys
- Help with everyday tasks (for example, picking up prescriptions and shopping)
- Companionship
- Rebuilding confidence
- Help arranging for bills to be paid
- Short term use of a wheelchair and toilet aids

### HOW MUCH DOES IT COST?

The service is free of charge.

### HOW TO GET HELP

You can be referred by someone else (such as a hospital, primary care trust or your GP) or you can contact your local service yourself.

### HOW TO MAKE CONTACT?

You can contact the service, either by calling **07860 412799** or **023 9289 4210**, between 10am and 6pm.



## TAKE FIVE

Take Five to Stop Fraud is a national campaign from Financial Fraud Action UK and the UK Government, backed by the banking industry. It's about taking that moment to pause and think before you respond to any text, email or phone call asking you to share any personal or financial details.

If you suspect someone is after your money, take five and confidently challenge them with this simple phrase:

**"My money? My Info? I don't think so!"**

Follow these tips to help you protect yourself from financial fraud.

### REQUESTS TO MOVE MONEY

A genuine bank or organisation will never contact you out of the blue to ask for your PIN, full password or to move money to another account. Only give out your personal or financial details to use a service that you have given your consent to, that you trust and are expecting to be contacted by.

### CLICKING ON LINKS/FILES

Don't be tricked into giving a fraudster access to your personal or financial details. Never automatically click on a link in an unexpected email or text.

### PERSONAL INFORMATION

Always question uninvited approaches in case it's a scam. Instead, contact the company directly using a known email or phone number.

For more information take a look at [www.takefive-stopfraud.org.uk](http://www.takefive-stopfraud.org.uk)

## BE LOAN SMART



'Loan Smart' is a new charity, dedicated to helping people avoid borrowing from loan sharks and dodgy lenders.

If you suspect a loan shark, please report them to the Illegal Money Lending Team. You can report them via the Stop Loan Sharks website by using the 'Report them' link on [www.loansmart.org.uk](http://www.loansmart.org.uk)

Loan shark is a common term used to describe illegal lenders. Anyone charging interest on money loaned without proper authorisation from the Financial Conduct Authority (FCA) may be acting illegally. Illegal lenders cannot be trusted and borrowing from them may mean trouble for you. They are often friendly at first, but that is unlikely to last and can often lead to threatening or violent behaviour.

You can spot a loan shark by:

- No documentation – Illegal lenders tend not to bother with paperwork or formal agreements – if your lender has not provided you with any documentation, they may be acting illegally.
- No checks on your ability to repay – An authorised lender should usually make a reasonable assessment of your credit history to make sure that you can afford to make the repayments on your loan. If no checks are made, they could be a shark.
- They don't tell you how much you owe – Loan sharks want to keep you in the dark about how much you owe. Are you clear about how much you have left to repay?

### Catch a shark

In almost all cases, only firms and individuals that are authorised by the FCA are allowed to lend money in the UK, whether that is face-to-face or over the internet. The FCA makes sure that the authorised firms are lending responsibly, ensuring that consumers are protected.

Just because a lender appears to be above board, they may not be.

If you think that you are in danger right now or are being threatened by a loan shark, consider going to the police – even if a loan shark has threatened you with the police. Did you know

that authorised lenders do not use the police to collect a debt! So remember, you are not in trouble and have done nothing wrong; they are the ones committing the crime and the loan is legally unenforceable.

Alternatively, if you are struggling to escape the clutches of a loan shark, get help by contacting the Illegal Money Lending Team either by calling **0300 555 2222**, texting **07860 022 166** or emailing [reportaloanshark@stoploandsharks.gov.uk](mailto:reportaloanshark@stoploandsharks.gov.uk). They will be able to help and support you and will also be able to investigate your situation more fully.

You can search on [www.loansmart.org.uk](http://www.loansmart.org.uk) to find out if a lender is registered with the FCA. If you think that someone could be a loan shark, here is what you can do next:

- Do nothing – this is always an option but isn't going to help weed out illegal lenders. By sharing your experience, you might be able to help stop illegal lenders from preying on the vulnerable.
- Contact the Illegal Money Lending Team and tell them what is happening – they are hugely experienced and can really help.
- Get other help – being loan smart is about getting support when you need it. There are lots of places you can get free, confidential advice, whatever you are worried about. The sooner you get help, the sooner you can start to put things right. Please see below some details of some organisations that may be able to help.

- The Money Advice Service – [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk) **0800 138 7777**
- Citizens Advice – [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) **0300 330 9031**
- Step Change Debt Charity – [www.stepchange.org](http://www.stepchange.org) **0800 138 1111**
- Crime Stoppers – [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) **0800 555 111**
- Mind, the mental health charity – [www.mind.org.uk](http://www.mind.org.uk) **0300 123 3393**
- Samaritans – [www.samaritans.org](http://www.samaritans.org) **116 123**
- Shelter, the housing and homelessness charity – [www.shelter.org.uk](http://www.shelter.org.uk) **0808 800 4444**

# ARMED FORCES COVENANT



Gosport Borough Council recognises the contribution and sacrifice made by members of the armed forces community and the unique skills and attributes they bring to our workplace. We are proud to have signed the Armed Forces Covenant.

The Armed Forces Covenant is a voluntary statement of mutual support between a civilian community and its' local Armed Forces Community, which outlines the moral obligation between the Nation, the Government and the Armed Forces, at the local level.

Hampshire County and the District Councils were among the first counties to sign up to the Community Covenant. Gosport, Isle of Wight, Portsmouth and Southampton councils have come together to adopt a partnership approach to delivering the Covenant within the Solent region of the wider county of Hampshire. The aim of this partnership is to:

- Raise awareness among serving personnel, reservists and veterans of the support they can receive from local authorities.
- Provide a broader understanding of the needs of the local veteran population as well as serving personnel during transition to civilian life.
- Evaluate the impact of these initiatives.



## THE ARMED FORCES COMMUNITY IN GOSPORT

Below are some interesting facts about the Armed Forces Community in Gosport.

- Gosport has five military sites where approximately 1,750 serving personnel are based.
- Gosport is home to five cadet units.
- 1,384 members of the Royal Navy have registered a home address in Gosport.
- There are a further 807 service accommodations across eight sites in Gosport with a capacity to hold a total of 2,324 people.
- 4,275 veterans have registered Gosport as their home address for the purposes of forces pension and or compensation payments.
- As of January 2019, there were 1,172 service pupils in Gosport, approximately 10.8% of the total school aged population in the Borough.

The Solent Armed Forces Covenant Partnership has recently opened a veteran drop-in service in Gosport, open to former members of the British Armed Forces and Reserves and their immediate family members, including the Royal Fleet Auxiliary and the Merchant Navy. **The service is open on the last Friday of every month, from 10am to 2pm at the Gosport Discovery Centre.**

This service provides social support and access to a wide range of welfare and mental health services. For more information about the Gosport service please call **023 9258 3099** or contact the Veterans Outreach Support on **023 9273 1767** for more information about all of the veterans drop-in services in the Solent region.

## What we know about the Armed Forces community within the Solent



### People

**76,207**

people are part of the Solent Armed Forces community. This includes serving personnel, veterans, reservists and their families.



### Health

**10,156**

veterans registered with GPs. Common conditions included:

- Mental health
- Hearing issues
- Diabetes
- Muscular skeletal



### Housing

**707**

spaces for veterans to be housed in veteran-specific accommodation within the Solent.



### Children

**2,423**

pupils registered for Service Pupil Premium (SPP)



### Support

**40+**

local providers in the Voluntary and Community Sector (VCS) delivering services to the Armed Forces Community.



### Funding

**£797,462**

grant (minimum) was awarded by the Covenant Trust Fund to support local service delivery to date in 2018.



### Recognition and respect

were identified as one of the **biggest challenges** affecting the Armed Forces community today according to its members.

### Defence Employers Recognition scheme awards



• Portsmouth

• Southampton  
• Isle of Wight

• Gosport



Strengthening Covenant Delivery Together

# Rowans VETERANS

Living Well Service

Are you, or is someone you know, a veteran living with a life-limiting illness?

We run a dedicated service for ex-service personnel. Join us at our monthly drop-in to find out more about how we can support you.

**Gosport Discovery Centre Drop In Service**  
**2nd Thursday of every month, from 10am - 12 noon**

For more information, contact Tina Millard by calling **023 9224 8011** or email [veterans@rowanshospice.co.uk](mailto:veterans@rowanshospice.co.uk)

Registered Charity Number: 299731

## ENERGY SAVING TIPS TO KEEP YOU WARM THIS AUTUMN



The weather is starting to turn cooler and the days are getting shorter – autumn is here, and you can expect to see a rise in your energy bills as you try to keep warm and healthy in your home. Here are some tips that can help you reduce your energy use, and your bills.

- Turn your thermostat down by 1 degree. This can reduce your heating bill by up to 10%, and you're not likely to even notice the difference! Remember to keep your home within the healthy temperatures of 18-21 degrees.
- Turn lights off that aren't important. This is especially important if you are using older, less energy efficient lightbulbs. Have you considered getting low energy use LED bulbs fitted?
- Avoid using standby on electrical devices. Devices on standby use almost as much energy as when they are being used. You can get standby saver plugs which turn devices off from your remote.

- Wash clothes at 30 degrees. Reducing the temperature if you wash from 40-30 degrees could cost you 40% less!
- Switch to a cheaper energy tariff. Thanks to the Energy Switch Guarantee, it's easy to switch to a cheaper tariff to save on your bills. On average, people save up to £270 off their bills by switching.
- Replace one bath a week with a shower. Baths use almost three times more water than a shower. You can make your shower even more efficient with a shower aerator.

If you would like even more advice on how to reduce your energy bills, you can apply for a free home visit from LEAP, in partnership with Gosport Borough Council. Our highly qualified energy advisors can help you with switching, you can even install LED lightbulbs and other energy saving measures as mentioned above, totally for free!

To see if you are eligible to receive a free home visit, please contact the LEAP scheme on **0800 060 7567**, or go online at [www.applyforleap.org.uk](http://www.applyforleap.org.uk)



## FUN AND FRIENDSHIP FOR OLDER PEOPLE

Did you know that if you are looking for company or take up a new hobby, there are more than 200 groups in the borough to choose from?

A good place to start is the Gosport Older Persons Forum, which works to help people over the age of 55.

They have a huge list of groups and their contact details, covering a wide range of interests. To mention just a few, these include DIY, bowls, board games, walking, crochet, bird watching, art, card games and crafts. Alternatively, you can just find someone to have a chat with.

To contact the Gosport Older Persons Forum, you can email [gospportopforum@hotmail.co.uk](mailto:gospportopforum@hotmail.co.uk) or write to them care of Gosport Voluntary Action, 96 Pavilion Way, Gosport, PO12 1FG.

For more information, please search 'older' at [www.gosport.gov.uk](http://www.gosport.gov.uk) or find the Gosport Older Persons Forum page on Facebook.



Did you know that the month of October marks several special days all dedicated to celebrating older people? The national days include the UN International Day of Older Persons, UK Older People's Day and Silver Sunday.

Gosport Older Persons Forum and the Council are encouraging older people to get 'out and about' – to have fun, be connected to the community, or perhaps try something different. There is so much going on in our local community, often free or low cost. You can find out more by contacting your local community centre, church hall, or local library; as well as Gosport Voluntary Action or the Tourist Information Centre located near to Gosport High Street.

Gosport Older Persons Forum will also be bringing you the annual **55+ InfoFest on Friday 18th October at Thorngate Halls**. This FREE event brings together a wide range of organisations to provide information, advice and guidance on a range of issues affecting older people and their families or carers. Visitors also have a lot of fun watching or joining in with activities such as tai chi, Zumba Gold and shortmat bowls or have a relaxing cuppa and chat with others. Due to the popularity of this event opening times have been extended to cover a wider audience with the first session from 10am -2pm and a second session from 4pm-7pm.

If you want to find out more about the work of the Gosport Older Persons Forum then come and meet them at the event. They can also be contacted via email to [gospportforum@hotmail.com](mailto:gospportforum@hotmail.com) and love to hear from new members and supporters.

# RECYCLING IN GOSPORT

Recycling is good for the environment and the economy, saving money and creating jobs. Most of the materials that we collect from you are reprocessed in the UK and are put to the best possible use to make new cans, tins, newspapers and plastic bottles.

Through recycling and energy recovery, Hampshire landfills less than 12% of household waste. Recycling reduces the need for raw materials such as trees, metal and oil which helps save energy and natural resources. Through recycling alone, Hampshire saves the equivalent in greenhouse gas emissions as taking 40,000 cars off our roads! So recycling is a really easy way to do something positive to help tackle climate change.

Our Streetscene department has two new waste and cleansing officers, Ian and Richard who will be working on boosting our recycling efforts in Gosport.

Ian and Richard will be out and about talking to residents, helping local community groups and liaising with the waste collection crew. Ian and Richard are also available to give talks on recycling, just call Streetscene on **08000 198 598**.

Here are some frequently asked questions about recycling in Gosport.



## WHAT CAN I RECYCLE IN MY GREEN-LIDDED RECYCLING BIN?

You can recycle clean dry paper, cardboard; food and drinks cans and plastic bottles (please make sure you rinse out cans and bottles).

## CAN I RECYCLE BOTTLE LIDS?

Sorry no, please removed lids and put them in your domestic black-lidded bin.

## CAN I RECYCLE JUICE AND DRINKS CARTONS?

No, we cannot recycle these because the interiors are usually lined with foil or plastic. In Hampshire we do not have the correct equipment to separate the cardboard from the foil/plastic.

## WHAT ABOUT OTHER PLASTIC?

In Gosport, we currently only have a market for plastic bottles.

## WHAT ABOUT MARGARINE TUBS, YOGHURT POTS, FOOD TRAYS OR POLYSTYRENE?

No, sorry we are unable to recycle these.

## CAN I RECYCLE AEROSOLS?

Yes, just remove any plastic lids. However, we cannot take any aerosols marked with a skull and crossbones or a black cross on an orange background.

## CAN I RECYCLE PIZZA BOXES?

Yes, if they are clean and dry.

## CAN I RECYCLE SHREDDED PAPER?

Shredding paper reduces its quality and prevents it from being recycled into a high grade paper. Please take shredded paper to your local paper bank to be recycled into low grade paper.

## CAN I RECYCLE GIFT WRAPPING PAPER?

Gift wrap doesn't always contain much paper and is often layered with foil and plastic which cannot be recycled.

## WHAT ABOUT WALLPAPER?

Sorry, no because it is difficult to pulp and is often contaminated with paste.

## WHAT HAPPENS TO MY RECYCLING?

Your recycling is taken to Portsmouth to be sorted and then transported to reprocessing plants. Paper products are de-inked, pulped and made into rolls of high-quality newsprint. Card and cardboard are made into new cardboard. Plastic bottles are used to make things like fleeces, drainage pipes and park benches and picnic tables. Cans are made into products including car parts, paper clips and new cans.

## WHAT HAPPENS TO MY DOMESTIC RUBBISH FROM MY BLACK-LIDDED BIN?

It goes to Portsmouth to be incinerated (which is environmentally much better than landfill). This produces electricity which is fed into the National Grid.

## WHY HAVE I GOT A RED TAG ON MY RECYCLE BIN?

This red tag means that there are items in your bin that we cannot recycle which are indicated on the tag. You need to remove them and either put them in your domestic bin or taken

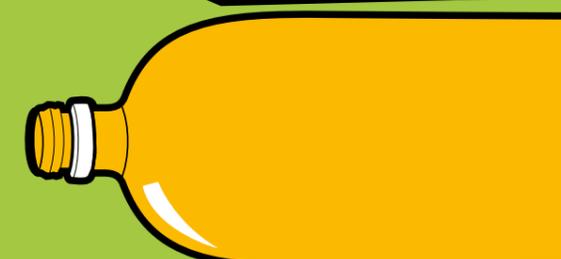
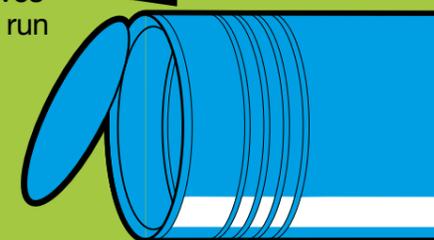
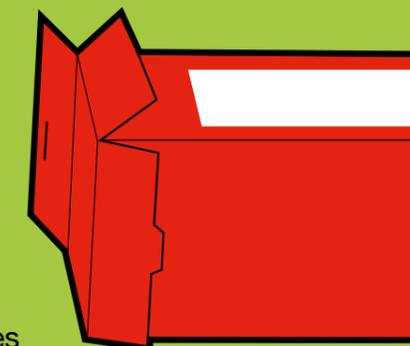
to the household waste and recycling centre, located in Grange Road, Rowner. Glass bottles and jars, as well as textiles and clothing can be recycled at recycling banks. Once these items are removed from your recycling bin, your recycling collections will resume.

## WHERE CAN I GET MORE INFORMATION ON RECYCLING?

You can get more information by calling Streetscene on **08000 198 598** or emailing [streetscene@gosport.gov.uk](mailto:streetscene@gosport.gov.uk)

## DID YOU KNOW?

- Recycling 1 plastic bottle saves enough energy to power a lightbulb for 6 hours!
- A recycled aluminium can saves enough energy to run a TV for 3 hours!
- It takes 7 days to recycle a newspaper into a new one!
- Most homes get through 600 cans a year – the same length of 7 buses!



 **recycle**  
for Gosport

# Close Encounters



Free practical support to reduce loneliness for older people in Portsmouth and Gosport



Advocacy

Befriending

Social Groups

Benefits Checks

Facilitated Support

Information & Advice

Further information and referrals:

**Age UK Portsmouth**

Tel 023 9288 3522

Email [close.encounters@ageukportsmouth.org.uk](mailto:close.encounters@ageukportsmouth.org.uk)

**Gosport Voluntary Action**

Tel 023 9250 3871

Email [homeserveadmin@gva.org.uk](mailto:homeserveadmin@gva.org.uk)



Age UK Portsmouth is a registered charity (1059945) and company limited by guarantee. Registered in England and Wales number 3281047. Registered office: The Bradbury Centre, 16-18 Kingston Road, Portsmouth, Hampshire PO1 5RZ. 07/2019

# VOLUNTEERS NEEDED

## Give a little, Gain a lot!

If you're passionate about improving the well-being of Gosport's older residents and can give 2 to 4 hours a week, you may like to join the friendly Age Concern Gosport team!

Information Assistant Volunteers are needed to help older residents complete forms, write letters and find information in the community. Training, support and travel expenses provided.



Contact Angela for a friendly chat to find out more:

T 02392 604699 | [info@ageconcerngosport.org.uk](mailto:info@ageconcerngosport.org.uk) | [www.ageconcerngosport.org.uk](http://www.ageconcerngosport.org.uk)



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

Open Monday to Friday 10am to 12pm.



# MAKE A DIFFERENCE

## Become a Volunteer Advocate

Would you like to support an older Gosport resident to remain living independently in their home? Could you help with writing letters or filling in forms?

If you're passionate about supporting Gosport's older residents and can give 2 to 4 hours a week, this rewarding volunteering role could be for you!  
Training, support and travel expenses provided.



[www.gva.org.uk](http://www.gva.org.uk)

Please contact Karin for a friendly chat to find out more:

T 02392 604696 | [advocacy@gva.org.uk](mailto:advocacy@gva.org.uk) | [www.gva.org.uk](http://www.gva.org.uk)

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

Join the team and you could make a real difference to the lives of local older people in need.



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](http://www.ConnectToSupportHampshire.org.uk)

Gosport's local,  
independent  
information service.



## Our friendly volunteers can provide

- ✓ A broad range of information to help Gosport residents aged 55+ and their families.
- ✓ Domestic help information such as cleaning, gardening, repairs and more.
- ✓ Details of social clubs, lunch clubs, support services and groups.
- ✓ Form filling service including:-
  - Attendance Allowance
  - Blue Badge Applications
  - Carers Allowance
  - Employment Support Allowance
  - Personal Independence Payment



Martin Snape House  
96 Pavilion Way  
Gosport PO12 1FG



Opening times  
Monday to Friday  
10 am – 12 pm

Phone: 02392 604699 | Email: [info@ageconcerngosport.org.uk](mailto:info@ageconcerngosport.org.uk)  
Website: [www.ageconcerngosport.org.uk](http://www.ageconcerngosport.org.uk)

Please call or email to ask a question or make an appointment.



# LOVE YOUR LIBRARY



## GOSPORT "BOOKS AND BANTER"

DO YOU KNOW SOMEONE WHO FINDS IT TOO DIFFICULT TO VISIT GOSPORT DISCOVERY CENTRE?

WE CAN PROVIDE TRANSPORT FOR PEOPLE WHO CAN'T MAKE THE TRIP THEMSELVES.

WE MEET ON THE 3<sup>RD</sup> TUESDAY OF EVERY MONTH 10:30 – 12

THERE WILL BE TIME TO CHOOSE BOOKS AND ENJOY A CHAT OVER TEA AND BISCUITS.

IT'S A GREAT WAY FOR OLDER PEOPLE TO MAKE NEW FRIENDS!!

PHONE DEBBIE OR LORNA ON 02392 523463

[www.hants.gov.uk/library](http://www.hants.gov.uk/library)

**NEW**

# COMMUNITY SIGNPOSTING SERVICE

**This free, confidential and friendly service provides a volunteer who will listen and discuss the support you may need, including:-**

- Addiction
- Bereavement, Loneliness
- Carer support
- Dementia
- Diabetes, Diet and Exercise
- Housing, Debt and Welfare
- Local Community Clubs
- Long-Term Chronic Conditions
- Mental Health and Anxiety
- Parenting Problems
- Services for Children
- Transport

**At Gosport Discovery Centre, Solent Room**

**2nd Monday of the month, 09.30am – 12.30pm**

**9<sup>th</sup> Sep, 14<sup>th</sup> Oct, 11<sup>th</sup> Nov, 9<sup>th</sup> Dec 19**



Contact Angela on 02392 604683 for further information or to book an appointment.



[www.gva.org.uk](http://www.gva.org.uk)



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

**T 02392 583836 | E [sspgosport@gva.org.uk](mailto:sspgosport@gva.org.uk) | W [www.gva.org.uk](http://www.gva.org.uk)**

## WHAT IS SOCIAL PRESCRIBING?

Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

Social prescribing is sometimes referred to as community referral.

### Social prescribing – addressing people's needs in a holistic way

GPs and other health care professionals can refer people to a range of local, non-clinical services, supported by a link worker or connector



Recognising that people's health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social prescribing is designed to support people with a wide range of social, emotional or practical needs, and many schemes are focussed on improving mental health and physical well-being. Those that could benefit from social prescribing schemes include people with mild or long-term mental health problems, vulnerable groups, people who are socially isolated and those who frequently attend either primary or secondary health care.

There is emerging evidence that social prescribing can lead to a range of positive health and well-being outcomes. Studies have pointed to improvements in areas such as quality of life and emotional well-being, mental and general well-being, and levels of depression and anxiety.

Gosport Voluntary Action (GVA) delivers a number of life-changing Social Prescribing Projects including Surgery Signposting, VolunHeroes and Services for Older People delivered as part of the Close Encounters project.

For more information please call 023 9258 3836 or visit [www.gva.org.uk](http://www.gva.org.uk)

# Brendoncare Clubs

## in Gosport



Brendoncare is a charity, with over 90 friendship clubs across Hampshire and Dorset. At our clubs, you'll discover that you're much

more than a member - you're a friend.

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

The centre will be closed for refurbishment from 7 October, for 4-6 weeks. Contact Brendoncare for further details.

**For more information, please contact the clubs team on 01962 857099, email: [clubs@brendoncare.org.uk](mailto:clubs@brendoncare.org.uk) or visit our website [www.brendoncare.org.uk/clubs](http://www.brendoncare.org.uk/clubs).**

August 2019

Registered charity  
number: 1091384



Club name	Day/time
Gosport Laugh & Limber £4.00	Monday, 10am-11am
Gosport Monday social £4.00	Monday, 1.30pm-3.30pm
Brendoncare Voices £3.00	Monday, 6pm-7.15pm
Gosport Tai Chi (Advanced) £4.00	Tuesday, 1pm-2pm
Gosport Tai Chi (Intermediate) £4.00	Tuesday, 2pm-3pm
Gosport Tai Chi (Beginners) £4.00	Tuesday, 3pm-4pm
Gosport Yoga Club £5.00	Wednesday, 10am-11am
Gosport Games Group £4.00	Wednesday, 1.30-3.30pm
Gosport Wednesday Kurling £3.00	Wednesday, 4.30-6pm
Gosport Pilates £4.00	Thursday, 10am-11am
Gosport Thursday (Alive & Kicking) £4.00	Thursday, 1.30pm-3.30pm
Gosport Tai Chi (Abs Beginners) £4.00	Thursday, 4pm-5pm
Gosport Strictly Dance £3.00	Thursday, 7-8pm
Gosport Ping Pong £3.00	Friday, 10am-12pm
Gosport Friday Dance Club £3.00	First Friday of the month, 7.30pm-10.30pm
Gosport New Age Kurling Club £3.00	Saturday, 10am-12pm
Gosport Saturday Social £2.50	Saturday, 12.30 pm-2.30pm
Gosport Cinema Club £2.00	Last Saturday of each month, 6pm-9pm

**All first session are FREE**

Abandoned cars	Streetscene	Freephone 08000 198 598
Access for the Disabled	Building Control	01329 824 823
Air Pollution	Environmental Health	023 9254 5506
Alcohol Licensing	Environmental Health	023 9254 5505
Allotments	Streetscene	Freephone 08000 198 598
Asbestos Advice	Environmental Health	023 9254 5506
Beach Barbecues (booking)	Economic Prosperity, Tourism & Culture	023 9254 5425
Beach Huts	Housing Services	023 9254 5564
Beach/Prom (Management)	Streetscene	Freephone 08000 198 598
Bulky Item Collection	Streetscene	Freephone 08000 198 598
Building Regulations	Building Control	(01329) 824823
Business enquiries	Economic Prosperity, Tourism & Culture	023 9254 5723
Car Parks	Streetscene	Freephone 08000 198 598
Cemetery - Anns Hill	Streetscene	Freephone 08000 198 598
Charity Street collections	Environmental Health	023 9254 5505
Citizen of the Year Award	Legal, Democratic and Planning Services	023 9254 5340
Civic Events	Legal, Democratic and Planning Services	023 9254 5202
Coastal flooding	Streetscene	Freephone 08000 198 598
Coastline Magazine	Press & PR	023 9284 1395
Community Safety	Community Safety	023 9254 5241
Concessionary Travel	Hampshire County Council	(0300) 555 1376
Conservation/listed building	Legal, Democratic and Planning Services	023 9254 5483
Council Housing		
- Community Alarms	Housing Services	023 9252 9308
- Housing Options	Housing Services	023 9254 5476
- Housing Repairs	Kier	Freephone 0800 028 0835
- Neighbourhood Involvement	Housing Services	Freephone 0800 328 6958
- Right to Buy	Housing Services	023 9254 5403
- Sheltered Accommodation	Housing Services	023 9254 5453
- Neighbourhood Management (including rental income)	Housing Services	023 9254 5665
Council Tax		
- Benefits	Financial Services	023 9254 5325
- Business Rates	Financial Services	023 9254 5470
- Enquiries	Financial Services	023 9254 5470
Council Meetings	Legal, Democratic and Planning Services	023 9254 5653
Countryside Section	Streetscene	Freephone 08000 198 598
Crime Prevention	Non-Emergency / Emergency	101 / 999
Dangerous Structures	Building Control	(01329) 824823
Dog Fouling	Streetscene	Freephone 08000 198 598
Dog Warden (lost & found)	Environmental Health	023 9254 5596
Dropped kerb (requests)	Hampshire County Council	(0300) 555 1388
Dustbins (emptying)	Streetscene	Freephone 08000 198 598
Energy efficiency at home	Energy Services Team	023 9284 1947
Flooding (roads)	Hampshire County Council	(0300) 555 1388
Food hygiene & safety	Environmental Health	023 9254 5507
Gosport Market	Environmental Health	(07983) 994071
Gosport Local Plan	Legal, Democratic and Planning Services	023 9254 5461
Grants		
- Disabled Facilities	Hampshire Social Services	(0300) 555 1386
Grass Cutting	Streetscene	Freephone 08000 198 598

Health & Safety		
- At work	Environmental Health	023 9254 5507
Health Education/Promotion	Environmental Health	023 9254 5506
Infectious Diseases	Environmental Health	023 9254 5507
Jobs (council only)	HR Services	023 9254 5650
Land Bookings	Economic Prosperity, Tourism & Culture	023 9254 5425
Land Searches	Legal, Democratic and Planning Services	023 9254 5221
Listed Buildings	Legal, Democratic and Planning Services	023 9254 5483
Litter & Street cleaning	Streetscene	Freephone 08000 198 598
Lotteries (Registration)	Environmental Health	023 9254 5505
Noise Nuisance	Environmental Health	023 9254 5506
Parks & open spaces		
- maintenance	Streetscene	Freephone 08000 198 598
- policy and strategy	Streetscene	Freephone 08000 198 598
Payments	Customer Services	24 hr hotline (0800) 0213 995
Pest control	Environmental Health	023 9254 5506
Planning		
- applications enquiries	Legal, Democratic and Planning Services	023 9254 5483
- appeals, inquiries	Legal, Democratic and Planning Services	023 9254 5414
- Local Plan	Legal, Democratic and Planning Services	023 9254 5461
Playgrounds	Streetscene	Freephone 08000 198 598
Pollution	Environmental Health	023 9254 5506
Recycling	Streetscene	Freephone 08000 198 598
Refuse Centre (Grange Road)	General enquiries	(0300) 555 1389
Reprographics and Printing	Financial Services	023 9254 5270
Road Signs	Hampshire County Council	(0300) 555 1388
Road Gritting	Hampshire County Council	(0300) 555 1388
Roads & pavements	Hampshire County Council	(0300) 555 1388
Rubbish collection	Streetscene	Freephone 08000 198 598
Rubbish - Fly Tipping	Streetscene	Freephone 08000 198 598
Sale of land & property	Housing Services	023 9254 5564
Slipways	Streetscene	Freephone 08000 198 598
Sport - pitches	Streetscene	Freephone 08000 198 598
- Pools : Splash Park	Streetscene	Freephone 08000 198 598
- Pools : Gosport Leisure Park	Places for People	023 9253 4950
Street lights	Hampshire County Council	(0300) 555 1388
Street Name Plates	Streetscene	Freephone 08000 198 598
Taxi Licensing	Environmental Health	023 9254 5505
Toilets	Streetscene	Freephone 08000 198 598
Tourist Information Centre	Economic Prosperity, Tourism & Culture	023 9252 2944
Traffic lights	Hampshire County Council	(0300) 555 1388
Traffic Regulation Orders	Hampshire County Council	(0300) 555 1388
Trees		
- alongside roads	Hampshire County Council	0300 555 1388
- other trees	Streetscene	Freephone 08000 198 598
- preservation orders	Legal, Democratic and Planning Services	023 9254 5414
Voluntary Sector		
- Conservation Groups	Streetscene	Freephone 08000 198 598
- Recreation Groups	Economic Prosperity, Tourism & Culture	023 9254 5723
Voting	Legal, Democratic and Planning Services	023 9254 5227/5218
Wildgrounds	Streetscene	Freephone 08000 198 598



# SHOWCASE TRAINING

## Free courses now available in:

Level 2 Award in Equality and Diversity

Level 2 Award in Food Safety

in Childcare and HSC Settings

Level 1 Award in Health and Safety

\*Over 18's only (19+), subject to eligibility checks. Must have access to a computer.

### Contact us to find out more:

Telephone: 01329 848714

Email: [hello@showcasetraining.co.uk](mailto:hello@showcasetraining.co.uk)



## FIND YOUR PLACE AT THE LIBRARY

### Employability Courses in Gosport September - December 2019

#### Computing, Internet and Email for Beginners

Thursday 19<sup>th</sup> September – 24<sup>th</sup> October 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

Friday 20<sup>th</sup> September – 18<sup>th</sup> October 10.00 – 13.00

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.

#### Get to Know your Ipad

Thursday 3<sup>rd</sup> – 17<sup>th</sup> October 13.00 – 15.00

An introduction to iPads for new owners or those thinking of buying one. Also suitable for those who already own an iPad but would like to get more out of it.

#### Paediatric First Aid

Monday 4<sup>th</sup> – 25<sup>th</sup> November 10.00 – 12.30

This course will give the learners skills to be able to respond to everyday first aid emergencies in the home and community, calmly and confidently.

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

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

#### Computing, Internet and Email for Beginners

Monday 6<sup>th</sup> November – 11<sup>th</sup> December 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.

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

[www.hants.gov.uk/library](http://www.hants.gov.uk/library)



[www.hants.gov.uk](http://www.hants.gov.uk)

# ADULT LEARNING

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

- Back to Basics English • Back to Basics Maths • Creative Writing • Criminology • First Aid • Local Community History
- Mindfulness • Study Skills • Reiki • Cake Decorating
- Mandarin Chinese • Spanish Classical Guitar • Sewing for Beginners • Patchworking...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](http://www.stvincent.ac.uk/adult-education/ae-courses)



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023 9258 3890

Gosport Borough Council is committed to equal opportunities for all.

**If you need this document in large print, on tape, CD, in Braille or in another language, please ask.**

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