



Gosport Borough Council

A Housing Services Production

At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Summer 2019 Edition

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Welcome to the Summer issue...

Residents
Approved



GOSPORT
Borough Council

USEFUL NUMBERS

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

Neighbourhood Management Team

If you are a council tenant and need to speak to your Neighbourhood Housing Officer or a member of the Neighbourhood Management Team please call **023 9254 5665**.

Older Persons Services Team If you live in sheltered accommodation or need to speak to someone about your lifeline pendant please call **023 9254 5453**.

Housing Options Team If you are threatened with homelessness or need help to find accommodation please call **023 9254 5476**.

Temporary Accommodation Team If you are living in temporary accommodation allocated by the Council please call **023 9254 5586**.

Housing Waiting List/Choice Based Lettings If you are on the Housing Waiting List or have a query about Choice Based Lettings please call **023 9254 5682**.

Kier (Housing Repairs) You can report any repairs (including boilers) by calling **0800 028 0835**.

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

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



CHANGES TO HOW WE ALLOCATE HOUSING

There are more people asking for social housing than there are homes available. So, to make the best use of the housing we have to make changes.

We've changed our housing allocation scheme, which sets out who gets priority for social housing and how we allocate properties.

The new scheme gives priority to local residents with the greatest need for housing. It also enables applicants to make informed choices.

The changes include the following:

- The time you have spent on the list is no longer taken into account. This is because there are more people asking for housing than there are homes, we must allocate properties based on need.
- Instead of points, we use three bands, showing whether your housing need is low, medium or high.
- Instead of choice-based lettings, which means you won't need to make regular bids for properties. Properties are offered to whoever is at the top of the housing list, if they're registered for that kind of property and it's in their chosen area.
- We now have a more flexible approach to exclusions from the housing list. For example, people who owe us money are not automatically excluded, as long as they have agreed a repayment plan.
- More than half our one-bed properties were previously only available to applicants based on their age. They are now let according to housing need, not age. (This doesn't include sheltered accommodation for older people.)

We have sent full information on the changes to people on the housing list. You don't need to do anything.

You can see the new allocation scheme by searching allocation scheme at **www.gosport.gov.uk**

If you have any questions please email **allocationchanges@gosport.gov.uk** or call **023 9254 5525**.



HOMESWAPPER

The team at HomeSwapper have been working hard on making sure that their app gives swappers the best chance of finding their match.

It could be just the thing to simplify your search for the perfect home – and it is free!

With the HomeSwapper Matches app you can:

- Quickly swipe through and manage your matches
- See more details about homes you might like, including features, location, property type, rent and additional notes from the current tenant
- Chat in real time with other swappers
- Easily upload and manage photos of your home
- Like and share homes with other swappers

As well as this, you are also now able to look at all homes, not just direct matches.

HomeSwapper Matches is available from both the App Store and Google Play.

Download it for free and start searching!

TAKING ACTION ON EMPTY HOMES

Gosport Borough Council wants to make more properties available for people who need them.

We are doubling the council tax charged on homes that are left empty.

The tax has been applied from 1st April 2019 on properties that have been empty and unfurnished for two years or more.

The one month discount for empty properties has also ended.



Repairs and Maintenance 2018 – 2019

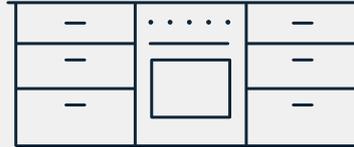
Please see some interesting facts about our repairs and maintenance contractor Kier.

163 Empty Properties
Refurbished
for New Customers



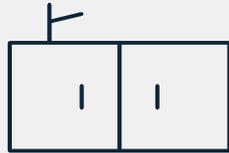
69

Kitchens Replaced
with Customer Own Choice



1

Ba
Re
with



15,143

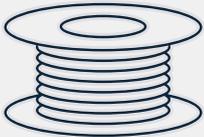
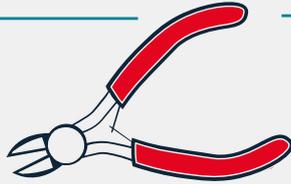
Calls Taken by the
Local Gosport Team



Internal
Decorations
Completed

to Nominated Elderly

72



Properties
Rewired

116

External UPVC
Doors Installed



8,97

Repairs Car



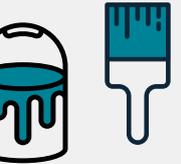
1,756

Out of Hours
Jobs Attended

106

Bathrooms
Replaced

on Customer Own Choice



42



by Designated Customers

74

Carried Out



3,132

Calls Taken
by the Kier
Gosport Out of
Hours Team

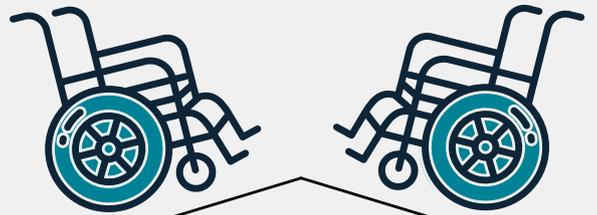
9/10

Customer
Satisfaction



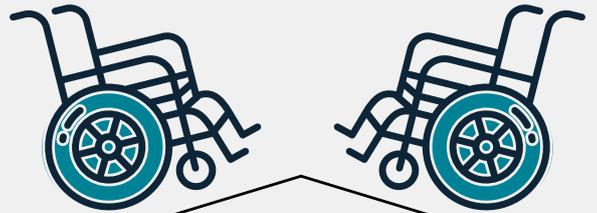
187

Gas Systems
Installed



47

Major Disabled
Adaptations
Completed



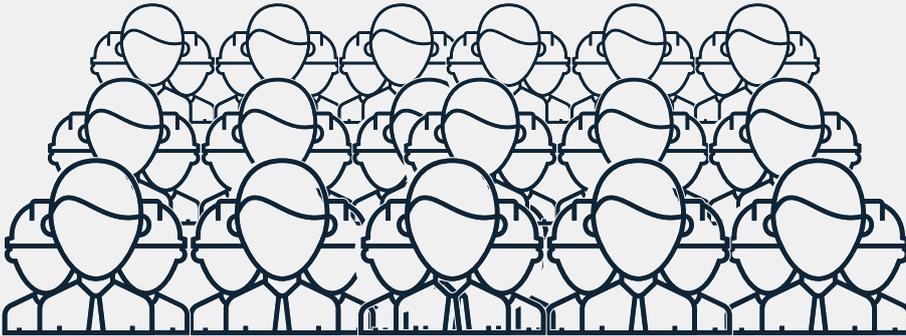
3,331

Gas Services
Carried Out

The Team and Community Involvement 2018 – 2019

Below shows examples of the great community involvement work that Kier carries out in Gosport.

57 People Employed
on the Gosport Contract



2
Apprentices



47

Gosport
Residents

– over 82% local
employment



5

Portsmouth
Residents



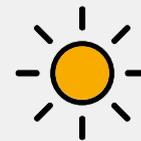
3

Fareham
Residents



2

Southampton
Residents



2

Female Technicians



6

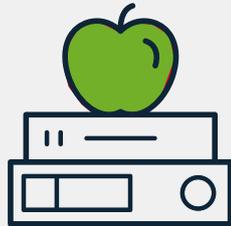
Students per year

Work Experience with local schools and EBP



1-2

Experience for British Forces per year



Mock Interviews at Brune Park and Crofton Schools

Local Charity Support including McMillan, Children In Need, Oakley Waterman

WE ARE MACMILLAN. CANCER SUPPORT

BBC Children in Need

Oakley Waterman



Gosport Community Safety Summer Passport Support

Gosport Community Clean-Ups Attendance



UNIVERSAL CREDIT

Universal Credit (UC) is available to Gosport residents and applies to people of working age who are in or out of work.

What is Universal Credit?

Universal Credit (UC) is a new single monthly payment that replaces the following benefits:

- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit
- Income Support
- Housing Benefit

This means that anyone making a NEW claim for these benefits will have to apply for UC. You will be expected to make your UC claim online at www.gov.uk/universal-credit.

There are a small number of people who will not have their housing costs paid as part of their UC and will continue to receive help towards their rent from the Council, via Housing Benefit. For example:

- You have reached the qualifying age for Pension Credit (to check your state pension age please visit www.gov.uk/state-pension-age)
- If you have been placed into temporary accommodation and receive care, support or supervision from your landlord (or other organisation on your landlords' behalf)

If you have any questions about the accommodation you are in and are unsure of whether you need to claim UC or Housing Benefit, please ask the Benefit Team for further advice before claiming.

Already receiving any of the above benefits?

If you are already receiving any of the above benefits, you don't need to do anything just yet – your benefits will continue as normal for now; you cannot claim Universal Credit at the same time as any of these other benefits.

It is important to be aware however that if you have a change in your circumstances which means you would normally have claimed for one of the above benefits, you may need to claim for Universal Credit instead.

Some examples of changes in circumstances that might result in a claim for UC are:

- A change in employment status
- A change in family circumstances
- A partner leaving or joining the household
- Starting or stopping being a carer
- Starting or stopping a claim based on disability
- Renewing or making small changes to tax credits
- Moving home and taking up a new tenancy
- Attending jury service
- Being remanded in custody
- Ceasing full time education, if you are in receipt of Income Support
- Moving from contribution-based benefits to income-based benefits

Need help?

If you need help to claim UC, Citizens Advice now offer help with digital support; and if you are worried about other changes such as moving to a single monthly payment, they can also help with budgeting advice.

Alternatively, you can visit the Housing page on www.gosport.uk where you can find out the benefits that you can claim by using the benefits calculator and take the first step in control of your finances by using the budgeting tool.

To find out more information about Universal Credit, including if you are eligible, how to claim and how you will be paid, please visit www.gov.uk/universal-credit.

SOLE OCCUPIER CHECK

If you get a 25% council tax discount as a sole occupier, you'll soon get a letter with your annual bill, asking you to confirm your details.

Please search council tax at www.gosport.gov.uk and fill in the review form.



PROTECT YOUR HOME

We insure the building where you live. You should insure the contents of your home and your personal possessions.

Home contents insurance scheme

To protect the contents of your home and possessions we recommend that you take out home contents insurance. 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 pedal cycles 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



BUDGET CHANGES FROM APRIL

In October 2018, the Chancellor delivered the Budget for 2019. See below what the Budget could mean for you.

Income Tax

The personal allowance threshold (the rate at which people start paying income tax at 20%) in April increased from £11,850 to £12,500.

This means if you are earning under £12,500 you will not be taxed on your earnings.

If you earn over £12,500 then you will pay 20% income tax on your wages.

The higher rate income tax threshold (the point at which people start to pay tax at 40%) in April increased from £46,350 to £50,000.

National Insurance Contributions

From April, the thresholds increased to:

- Between £0 and £8,632 – You pay no National Insurance on this portion of your income.
- Between £8,632 and £50,024 – You pay 12% National Insurance on this portion of your income.
- Over £50,024 – You pay 2% National Insurance on this portion of your income.

This means that taxpayers will pay an extra 10% of their earnings between £46,834 and £50,024 on National Insurance.

In April, the National Living Wage increased to:

- 25 years and over – from £7.83 to £8.21 per hour
- 21 to 24 year olds – from £7.38 to £7.70 per hour
- 18 to 20 year olds - from £5.90 to £6.15 per hour
- 17 to 17 year olds – from £4.20 to £4.35 per hour
- Apprentices from £3.70 to £3.90 per hour

If your income changes, remember that this will affect your Housing Benefit and Council Tax Support entitlement – you will need to declare any change in wage. Universal credit will also be affected.

Claiming all you are entitled to?

Millions of people don't claim benefits they are entitled to. Have you checked what you may be eligible for?

Personal Independence Payment (PIP)

Are you under pension age with a long term health problem which is affecting your day to day activities? You may be able to claim PIP – which gives you extra money, up to £145 per week. It is paid on top of most other benefits, income, earnings and savings.

Pension Credit

If you are single, over pension age, and have an income of less than £163 per week, or if you are a couple and one or both of you are over pension age and you have an income lower than £248.80 per week – Pension Credit will top up your income to these amounts.

It only takes one phone call and you won't have to fill in a form. Call the Pension Credit claim line on 0800 99 12234. It is worth claiming Pension Credit even if you are only entitled to a small amount, as it can help you qualify for other benefits.

Severe Disability Premium

You may be entitled to claim the Severe Disability Premium if all of the four points below apply to you:

Point 1 – You receive one or more of these benefits

- Income Related Employment and Support Allowance (ESA)
- Income Based Jobseekers Allowance (JSA)
- Income Support (IS)
- Housing Benefit (HB)

Point 2 – You also receive one of these:

- Daily Living Component of Personal Independence Payment (PIP)
- Middle or High Rate Care Component of Disability Living Allowance
- Armed Forces Independence Payment (AFIP)
- Constant Attendance Allowance
- Exceptionally Severe Disablement Allowance

BUDGET CHANGES FROM APRIL

Point 3 – Nobody is paid Carer’s Allowance or has a Carer Element included in their Universal Credit assessment for looking after you.

Point 4 – You live alone or are treated as living alone.

You are treated as living alone if the only people living with you are:

- Also getting one of the disability benefits listed at point 2.
- Certified as severely sight impaired or blind.
- Dependent children, or lodgers, boarders, non-partner joint tenants, or other tenants who are separately liable for the rent.

If all of these apply to you:

Check your award letter - Is the Severe Disability Premium listed? If not, contact the relevant department for example ESA, JSA, IS or HB Office.

It is worth about £65 per week for each person who qualifies. Make sure that you are not missing out!

Marriage Tax Allowance

The marriage tax allowance is open to millions of couples across the UK, but many people have never heard of it and don’t know what it is.

The system allows couples to transfer £1,190 of their personal allowance (the amount you can earn tax free each tax year) between them in order to reduce their yearly tax bill.

The personal tax allowance has increased to £12,500 which means eligible couples will be able to transfer up to £1,250 from the lower income earner – reducing their tax bill by up to £250 per year.

To be able to claim your tax break you need to tick all of the list below:

- You are married or in a civil partnership.
- Your income is £11,850 or less. This includes people who do not work.
- Your partner’s income is between £11,850 and £46,350.

You cannot claim Marriage Tax Allowance if:

- You and your partner live together but are not married.
- You were born before 6th April 1935.

For more information visit www.gov.uk

Don’t delay! Make sure you are claiming all you are entitled to.

POLLING STATION REVIEW

We are reviewing all our polling stations, and the areas that they cover, to make sure that they are suitable, particularly for voters with disabilities.

We are also looking at suggestions for new buildings to use. Following a consultation carried out earlier this year, there will be a second consultation on draft proposals that is open up to 30th August 2019. Please visit www.gosport.gov.uk/2019pollingreview for more information.



COLD CALLERS: WHAT TO KNOW BEFORE SWITCHING YOUR ENERGY SUPPLIER

Switching your energy supplier is a quick and simple way to directly save money on your energy bills.

On average, you can save up to £280 per year by switching to a cheaper tariff. It can be done safely and securely online or over the phone, and only takes a couple of minutes to do.

However, it can be confusing when you are faced with an energy sales person either at your door or over the phone. It is important that you ensure you are not providing personal details to someone who is not who they claim to be. Below is an easy step-by-step guide on how to make sure your switch is safe and secure.

1. Always ask for ID.

If you are faced with a salesperson at your door, ask to see their ID badge. If they are talking to you over the phone, don't forget to ask where they are calling from. Make a note of their details for future reference. This includes the salesperson's name, the supplier they work for, and their contact details. If you are at all unsure about the salesperson, you should politely decline and close the door/put down the phone. If you feel threatened or they are being aggressive, report them to the police on 101.

2. Have your bills to hand to make comparison easier.

You can compare deals to make sure you would be switching to a cheaper tariff by using the valuable information on your bill. Your bill should show you how much energy you currently use, how much it costs and the tariff name. Using this information will give you a better chance of a more accurate estimate and comparison with the deal you are currently on.

3. Don't sign or agree to a contract you are not sure about.

It is important that you take time to check facts and consider the details of the deal you have been offered. The salesperson should provide you with a cost estimate of their offer, which they should compare with your current tariff. You should be provided with the important elements of the proposed contract, and they should take you through the terms and conditions, including any exit fees or daily charges.

Don't feel pressured into agreeing anything straight away, it's best to discuss the deal with friends or family before signing anything, and make sure you have all the facts you need to make an informed decision.

4. Cancel the switch within 14 days if you change your mind.

You have the right to change your mind with a 14-day cooling off period. Before you agree to the switch, make sure to ask the salesperson how long you have to decide if you want to cancel and how you go about doing this, as sometimes you may have to cancel in writing.

If you ever doubt an energy deal you have been sold, call the energy company and get further confirmation of the deal. You should never be asked for your bank details when you initially agree to a switch. If you think you have been the victim of a scam and have disclosed your personal and/or financial details to the salesperson, report it directly to the police by calling 101.

Please see article on p13 if you need help in switching energy suppliers.



FREE HELP WITH ENERGY BILLS



If you struggle to pay your energy bills, or live in a cold home, then you could qualify for free support.

You can receive help to find a cheaper energy deal, with free energy-saving kit such as LED lightbulbs, radiator panels and draught-proofing.

You can qualify in lots of ways. To see if you are eligible, your income, your health, your family situation and whether you are on benefits is taken into account.

The service, called LEAP (Local Energy Advice Programme) is FREE and is part of our partnership with Portsmouth City Council. The service has already helped more than 500 residents so far, so get in contact today to see how they can help you.

Book a free home visit by calling
0800 060 7567 or visit
www.applyforleap.org.uk

GET INVOLVED AND HAVE YOUR SAY – NEWS ON CONSULTATIONS



Our Community Safety Team will be at the GAFIRS Lifeboat and Emergency Services Day on Sunday 14th July 11am-4pm.

They will be asking visitors to complete a very short survey finding out how safe people feel living in Gosport. This is an annual survey which contributes to the Community Safety Partnership's strategy.

You can also complete it online up until 15th July 2019.
Visit **www.safergosport.co.uk**

55+ INFOFEST

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 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 large scale 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 a 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 or at their AGM on Friday 4th October from 9.45am at the Town Hall. They can also be contacted via email at gospportforum@hotmail.com and love to hear from new members and supporters.



SOCIAL EVENING WITH MUSIC AND DANCE

First Friday of every month!
7.30pm to 10.30pm at
The Hampshire Centre
The Anchorage
Willis Road
Gosport

Bring your own drinks and snacks!

Tickets £3
Contact Kerry Hicks

Telephone: 01962 852133
Mobile: 07467 955865
Email: khicks@brendoncare.org.uk



**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

Gosport's local,
independent information
service for older people.



Our friendly volunteers can provide

- ✓ A broad range of information to help Gosport residents aged 55+ and their families and carers. If we don't have the answer, we can direct you to someone who does.
- ✓ Assistance with form filling including Attendance Allowance, Carers Allowance, PIP and Blue Badge applications.
- ✓ Domestic help information such as cleaning, personal care, mobile hairdressers, gardening, repairs and more.
- ✓ Details of social clubs, day centres, lunch clubs, support services and groups.



Martin Snape House
96 Pavillion Way
Gosport PO12 1FG

Opening times
Monday to Friday
10am to 12pm



Phone: 02392 604699

info@ageconcerngosport.org.uk

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

Drop in appointments sometimes available

Charity number 211876

Supported by



DUSTBUSTERS

The Service Provides:

- Housework
- Shopping
- Laundry & Ironing
- Changing bed linen
- Vacuuming
- Cleaning windows
- Dusting

Affordable service

- A Minimum of 1 hour per week for the service payable directly to the cleaners at each visit. To ensure a continuous and reliable service we charge a monthly administration fee. **Please call for current rates**
 - All Dustbusters are subject to references and enhanced DBS checks
- To refer yourself or anyone else please call 02392 601314**



www.gva.org.uk



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

T: 02392 583836 | E: dustbusters@gva.org.uk | W: www.gva.org.uk

Recycle for Gosport?

Meet Fizzy the can, who'll be helping us spread the recycling message around the borough, especially in schools.

Fizzy will be working with our new waste and cleansing officers, Ian and Richard, on boosting our recycling efforts. They'll be out and about talking to residents, helping local community groups and liaising with our waste collection crews.

Here, the team answer some of the most common recycling questions we're asked. You can also look out for their video tips on social media!

What can I recycle in my green-lidded bin?

Clean dry paper, cardboard, food and drink cans, and plastic bottles. Please rinse out cans and bottles.

What about other plastic?

At the moment we only have a market for plastic bottles. We can't recycle any other plastics – even if they have the same recycling number on them as some bottles.

What about margarine tubs, yoghurt pots, food trays or polystyrene?

No, sorry. They're not bottles so we can't recycle them.

Can I recycle bottle lids?

Sorry, no. Please remove lids and put them in your ordinary black bin.

Can I recycle aerosols?

Yes. Just remove plastic lids. However, we can't take aerosols marked with a skull and crossbones or a black cross on an orange background.

Can I recycle pizza boxes?

Yes, if they're clean and dry.

Can I recycle juice and drinks cartons?

Sorry, not at the moment.

Can I recycle shredded paper?

Sorry, not at the moment.

Can I recycle gift wrapping?

Sorry, not at the moment.



Yes we can!

What about wallpaper?

Sorry, that's a 'no' too. It's difficult to pulp and is very often contaminated with paste.

What happens to my recycling?

It's taken to Portsmouth to be sorted, 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 local park benches and picnic tables. Cans are made into products including car parts, paperclips and new cans.

What about my ordinary black-bin waste?

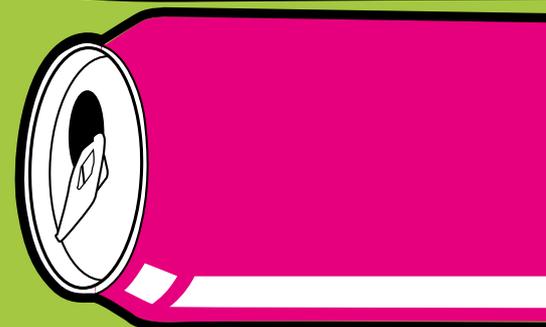
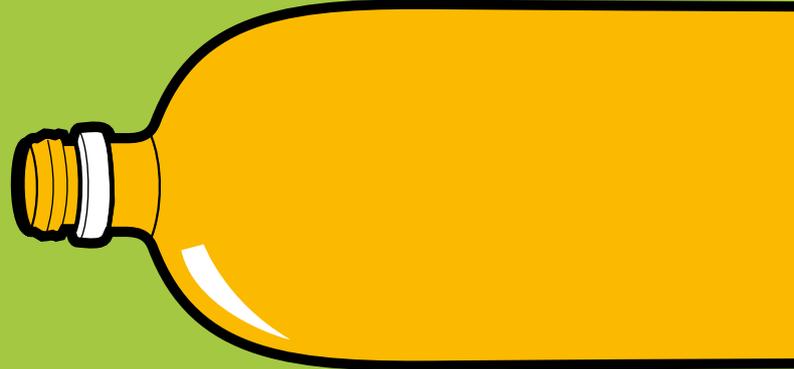
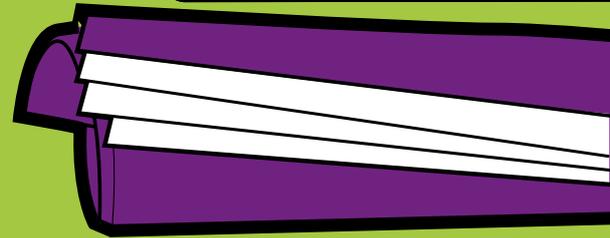
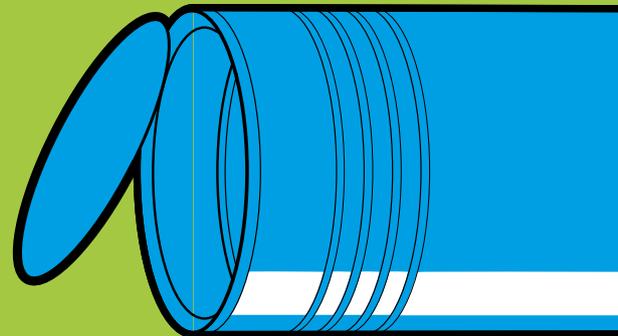
It goes to Portsmouth to be incinerated (which is environmentally much better than landfill). This produces electricity which is fed into the National Grid.

I've got a red tag on my bin – what do I do?

This means there are items in your bin we can't recycle. They are indicated on the tag. You need to remove them and either put them in your ordinary black bin or take them to the household waste recycling centre. Glass bottles and jars, as well as textiles and clothing, can be recycled at recycling banks. Once these items are removed, your recycling collections will resume, starting from your next scheduled collection.

Where can I get more information or help on recycling?

Just call Streetscene on **08000 198 598** or email **streetscene@gosport.gov.uk**



 **recycle**
for Gosport



PASSPORT TO HOLIDAY FUN

The Summer Passport scheme, which offers free outdoor activities for secondary school students, is back from 24th July to 8th August.

This year's programme could be even more popular than 2018's record breaker, which saw a 36% jump in attendance.

There is a new location this time around in Stanley Park. It will host some of last year's favourite activities – dream catcher workshops and tie-dye T-shirt sessions. Meanwhile, archery is making a return and free swimming and ice-staking will be on offer at Gosport Leisure Centre.

Young people have been involved in picking some of the activities this year. They have chosen a giant assault course to kick off the first day and a ball run challenge to end the scheme with a bang.

The scheme is aimed at young people born between 1st September 2002 and 31st August 2007. Events run from 12 to 4pm.

For more details please visit www.safergosport.co.uk

Where it's happening

Wed 24 July – Walpole Park

Thu 25 July – Privett Park

Tue 30 July – Stanley Park

Wed 31 July – Fort Brockhurst

Thu 1 August – Lee seafront

Tue 6 August – Forton Rec

Wed 7 August – Gosport Leisure Centre

Thu 8 August – Leesland Park

Registration is available online or sign up on the day. First Bus will be providing participants with free travel to and from the activity locations, if they have a Summer Passport ID Card.



WHAT'S ON?

Due to popular demand, 'Celebrate Gosport' is back!

Please visit www.gosport.gov.uk to download a copy or alternatively you can pick up a copy from Gosport Town Hall, The Tourist Information Centre or the Discovery Centre.

There are many favourite events taking place including Bridgemaary Carnival, the Provincial Bus Rally and the Netherland National Circus!

With the Heritage Open Days running for a full 10 days from 13th-22nd September this year, there are lots of opportunities to find out more about Gosport's history – military and otherwise.

There is also a fabulous new event on the Gosport Calendar... The Gosport Steampunk Festival, taking place on Saturday 28th September at The Alverbank Hotel.

Towards the back of the brochure there are plenty of on-going activities - you may find a new hobby or interest to get involved in.

Take time to celebrate and enjoy all Gosport has to offer!



THE GOSPORT TOURIST INFORMATION CENTRE (TIC)



The Gosport Tourist Information Centre (TIC) is here to serve local residents as well as visitors to Gosport and the surrounding areas.

Their friendly, well trained staff can help you with local travel information, bookings for Coach holidays and day trips. Sell tickets for National Express, local events, local theatres and Gosport ferry summer cruises. They have a wide range of information including accommodation, walking trails, guides and maps.

Gosport has many award winning attractions and heritage sites for local residents and visitors to explore, to find out more, visit the TIC located at the Bus Station Complex, South Street, Gosport, PO12 1EP, alternatively you can telephone **023 9252 5944** or visit www.discovergosport.gov.uk

VOLUNTHEROES



VolunTHeroes are a new supportive volunteering group in Gosport

If you are aged 25+ you may like to join them, Do you:

- Have physical/mental health issues or learning difficulties?
- Feel anxious about meeting new people but want to get involved?
- Have spare time but need support to volunteer?
- Want to improve your confidence?
- Need to get ready for Universal Credit?

If you have an interest in gardening, the group are currently carrying out some gardening at Thorngate Halls on Monday afternoons from 1pm (excluding Bank Holiday Monday afternoons)

If you would like to find out more, please contact Sue Greene on **023 9260 4694** or volsupport@gva.org.uk

HOW TO PAY YOUR HOUSING CHARGES

Rent is due in **advance** either weekly or monthly. Your rent, charges or arrears can be paid in the following ways:

- **Direct Debit** – paid 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 forms are available on request.
- **Over the 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** – 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.
- **Faster/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 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 cash 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'. Your account number, name and address should be written on the back of the cheque/postal order and the envelope should be securely sealed.

Stay in touch! You can contact The Housing Management Team on **023 9254 5665** or by email on housingofficers@gosport.gov.uk



VE DAY CELEBRATIONS AT FORTUNE HOUSE

Residents at Fortune House hosted a celebration of VE Day with a BBQ party feast. Inviting local neighbours and friends, the 1940's fancy dress competition was popular. Outfits included clothes typically worn by land girls, nurses, refugee children complete with gas masks, right through to stylish 1940's fashion dresses with 40's hair styles.

The sing-a-long of war time songs went with gusto, and everybody joined in.



Fortune House resident Bonnie dressed in 1940's school boy's outfit complete with gas mask, under the supervision of the ARP Warden, also known as Pearl Comrie, Older Persons Support Officer



FIND YOUR PLACE AT THE LIBRARY

EMPLOYABILITY COURSES GOSPORT DISCOVERY CENTRE

We are currently in the process of setting up our programme of learning for the Autumn Term. Please keep an eye out for the Autumn What's on Guide for more information.

In the meantime, below is a snapshot of the type of courses/workshops that we can offer.

Are You Ready for Work?

Aimed at learners who feel that they have emotional barriers in the way of moving forward and seeking and finding work and would benefit from techniques to build on self-confidence/managing anxiety.

Personal Resilience

Pinpoint and verbalise personal challenges and factors that cause stress. Discover strategies to support your own personal resilience

Confidence Building

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

Computing, Internet and Email for Beginners

You will be introduced 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

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

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.

Everyday English for Work (where English is not your first language)

A fun, friendly class to help facilitate, encourage and develop your English Language skills for work in an informal setting using the skills of speaking, listening, reading and writing.

Simple Business Websites

This course provides a starting point for anyone wanting to build a business website for themselves in a cost-effective way.

Emergency First Aid

Gain the skills to be able to respond to everyday first aid emergencies in the workplace, home or community calmly and confidently.

The courses above are aimed at those in receipt of JSA, ESA or UC.

For further information, please contact joanne.bourne@hants.gov.uk

To book visit the website www.rowncommunitytrust.org/whats-on/ or email joanne.bourne@hants.gov.uk

These courses are aimed at those in receipt of JSA, ESA or UC (proof is required) For further information, please contact Jo Bourne joanne.bourne@hants.gov.uk

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- 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



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



www.gva.org.uk

NHS
Southern Health
NHS Foundation Trust

 Hampshire
County Council

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

T 02392 583836 | E sspgosport@gva.org.uk | W www.gva.org.uk

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**HAMPSHIRE
FIRE AND
RESCUE
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0519/1373



Preparation for Volunteering

Fully-funded course open to people aged 16+, regardless of mental or physical ability, who wish to gain confidence and hopefully go on to volunteer.

Topics include self-esteem, assertiveness, communication and more.

Priority for places will be given to people with mental health and/or support needs.



Course Starting

Wednesday 2 October 2019

12:00 noon - 2.30 pm

Every Wednesday until 6 November

6 x 2.5 hour sessions each Wednesday

Venue: Gosport Voluntary Action, Martin Snape House,

Places are allocated following a brief informal meeting, where any questions will be answered or concerns addressed

To find out more contact 02392 583836 or govolunteer@gva.org.uk

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* Government funded subject to
individual entry requirements



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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