



Gosport Borough Council | **A Housing Services Production**

At Your Service

Newsletter for tenants and leaseholders

Summer 2021 Edition

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GOSPORT
Borough Council

Message from Julie Smith



Welcome to the Summer edition of our housing newsletter. This our second edition since the start of the coronavirus pandemic.

At the time of going to print lockdown restrictions have eased following the move to step 3 of the Government's roadmap towards recovery. This means we all have more freedom to enjoy those things we have really missed, such as spending precious time with our family, and meeting our friends for a coffee or a trip to the cinema.

These have been challenging times for all of us. We have had to change the way we deliver our housing services in response to the lockdown and restrictions, and I would like to thank you personally for your patience and continued support throughout this period.

My team are working extremely hard to ensure you continue to receive the help and support you need in your homes and I am very proud of the way they have adapted to this very different way of working.

I hope you enjoy this edition of AYS which has a number of interesting and informative articles.

Julie Smith, Head of Housing

Town Hall closure and Council services

The Council's top priority is the health and wellbeing of our residents, people who work in the Borough, and our staff. We're working hard to continue to provide our services while ensuring the safety of residents.

To help protect our residents, customers and staff, and to reduce day to day contact, Council staff are continuing to work from home as well as the Town Hall.

From Monday 17th May 2021 we extended the Town Hall opening hours for customers wishing to make cash payments only. All other Council services will still require customers to phone the relevant department to consider their queries, and book appointments if these are required.

The revised opening hours are:

**Monday and Tuesday
09:00 to 17:00 hours**

**Wednesday to Friday
10:00 to 14:00 hours**

These may be subject to change in accordance with government guidance.

For more information and the latest updates please go to our website at www.gosport.gov.uk/council-services



HANDS



FACE



SPACE

Useful Contacts

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

- ▶ If you are a council tenant and need to speak to your Neighbourhood Housing Officer or a member of the Neighbourhood Management team (including rent enquiries) please call **023 9254 5665**.
- ▶ If you live in sheltered accommodation or need to speak to someone about your lifeline pendant please call the Older Persons Services Team on **023 9254 5453**.
- ▶ If you are threatened with homelessness or need help to find accommodation please call our Housing Advice Team on **023 9254 5476**.
- ▶ If you are living in temporary accommodation allocated by the Council, please call the Temporary Accommodation Team on **023 9254 5586**.
- ▶ If you have a query about the allocation of a property or housing register assessment please call the Housing Advice Team on **023 9254 5476**.

- ▶ You can report any grounds maintenance issues such as grass cutting and street cleansing by calling Streetscene on **08000 195 598** or by sending an email to **streetscene@gosport.gov.uk**.
- ▶ You can report any issues regarding roads, street lamps and traffic lights by calling Hampshire County Council on **0300 555 1388** or via **www.hants.gov.uk/highways**.



National Fraud Initiative

Gosport Borough Council is required by law to protect the public funds we administer and to this end 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 currently requires us to participate in its anti-fraud initiative. For more details, visit www.gosport.gov.uk and search site for Fair Processing Notices.



Repairs

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

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

Welcome to the Neighbourhood Management Team

Please see below details of your Neighbourhood Housing Officer and area patches.

Neighbourhood managers

Roz Weaver

023 9254 5356

roz.weaver@gosport.gov.uk

Denise Hudson

023 9254 5439

denise.hudson@gosport.gov.uk

Area 1

Juliet Mansell

023 9254 5681

juliet.mansell@gosport.gov.uk

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

Area 2

Sarah Parsons

023 9254 5540

sarah.parsons@gosport.gov.uk

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

Area 3

Jenner Moore

023 9254 5369

jenner.moore@gosport.gov.uk

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

Area 4

James Sibley

023 9254 5522

james.sibley@gosport.gov.uk

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



Area 5

Syed Haque

023 9254 5273

syed.haque@gosport.gov.uk

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

Area 6

Rosie Swannack

023 9254 5293

rosie.swannack@gosport.gov.uk

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

Area 7

Laura Wise

023 9254 5637

laura.wise@gosport.gov.uk

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

Area 8

Carol Leader

023 9254 5359

carol.leader@gosport.gov.uk

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

Area 9

Paul Wilson-Suffield

023 9254 5351

paul.wilson-suffield@gosport.gov.uk

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

Area 10

Dominique Allison

023 9254 5294

dominique.allison@gosport.gov.uk

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



Local Council Leaders

Following the recent election of Cllr Mark Hook as Mayor of Gosport, Cllr Graham Burgess has taken over the role as Leader of the Council and Cllr Tony Jessop has taken over as Chairman of the Housing Board.

For more information and contact details search councillors at www.gosport.gov.uk or call **023 9258 4242**.



Graham Burgess
Leader of the council
(Lee East)



Tony Jessop
Chairman of Housing
(Grange)



Census 2021

The response to Census 2021 has exceeded all expectations, with 97 per cent of households across England and Wales making sure they count when it comes to local services like school places, GP surgeries and hospital beds.

This is above the pre-census target of 94 per cent, while all local authorities have seen over 90 per cent of households respond, exceeding an 80 per cent target. Following the main field operation ending, as in 2011, around 350,000 households across England and Wales were invited to take part in the Census Coverage Survey (CCS). This short, separate, interviewer-led survey enables the ONS to get a final view of the response rates.

The ONS's Deputy National Statistician Iain Bell said:

"We've had an amazing response to Census 2021. Our information shows 97 per cent of households have responded so far – exceeding our pre-census target of 94 per cent"

Census statistical results will be released next Spring, with Gosport Borough Council, Charities and Community Organisations all keen to receive the statistical data in support of their future planning.

Community Alarm Service

The Gosport Community Alarm Service is available to all residents in the borough and provides peace of mind for our customers and those that care for them.

The service is a telephone-based alarm system that is available 24 hours a day, every day of the year, providing help, support and security. The alarm system is made up of an alarm base unit and a pendant, which can be worn around the neck or on the wrist.

How does it work?

- ▶ We connect the alarm base unit to your telephone line
- ▶ If the pendant is pressed there is instant two-way speech contact with our specialist call centre, PPP Taking Care
- ▶ Our call centre will contact the emergency services, next of kin or our staff if required

Please call us on **02392 529308** for more information or advice on the Community Alarm Service.

HELP IS ONLY SECONDS AWAY!

GOSPORT
Borough Council

Gosport Community Alarm Service

Enjoy Independent Living and Peace of Mind

Call **023 9252 9308**
or email **CommunityAlarms@Gosport.gov.uk**

Fire safety

Last year 243 people lost their lives in the UK due to fire, 199 of these were in peoples' homes. These numbers are reducing every year, but more can still be done.

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

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

- ▶ Test your smoke alarms monthly. They could save your life – but only if they are working. Smoke alarms only take a moment to test, but they could give you and your family the best chance of surviving a fire.
- ▶ Offer to test the smoke alarms of an older family member, neighbour or friend who needs help.

- ▶ Most accidental fires start in the kitchen, so take care and never leave cooking unattended.
- ▶ Don't overload plug sockets and adapters – watch out for loose wiring, scorch marks and hot plugs and sockets.
- ▶ Keep heaters clear from curtains and furniture and never use them to dry clothes.
- ▶ Stub cigarettes out properly and dispose of them carefully – put it out, right out.

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

The Pathways Project

Citizens Advice Gosport would like to introduce our new local project, Pathways, to our working partners.



The Pathways Project is a 12 week programme aimed at over 50s currently not in employment. It will develop employability skills and provide the confidence needed for modern employment and active job searching.

The 12 weeks of the programme will include specific training developing skills in areas such as using the internet, competence in the use of a Customer Relationship Management system, and use of digital contact platforms such as webchat and email.

There will be a course aimed specifically at GDPR and the chance to complete a City and Guilds Safe Return to Work (COVID-19) course. The programme will aim to increase participants' communication skills, including dealing with aggression and mental health, and completing a 'Dealing with Difficult Situations' course. The programme will consist of virtual and face to face training, ensuring that all training is COVID secure, as well as self-study to complete individually.

The programme will start with 2-4 weeks of full time study, progressing to two days a week delivering advice to other members of the community to provide information and support. All participants will be supported by our Project Development Officer and an Advice Sessions

Supervisor currently employed by CAG. During this time, there will be time to complete any additional training to achieve an optional Citizens Advice Certificate of Competence. There will also be support in CV writing and interview skills as well as tips and assistance with job searching online.

This project is run by Citizens Advice Gosport and part-funded by the European Social Fund. It will run over 18 months encompassing 56 participants each completing the 12 week course at a staggered start of 4 or 5 a month. The first cohort of participants will start 12th April. There is no cost to the participant to complete this course.

If you have any questions, please make contact by email pathwaysdo@gosport.cabnet.org.uk or phone **02392 604605**. Please pass this information on to anyone you believe this would be relevant to - referrals can be made through yourselves or self-referrals by prospective participants can be made using the same contact details above.

More information can also be found on the website gosportcab.org.uk, on Facebook searching **Citizens Advice Gosport**, or on Twitter **@GosportCAB**.

The Debt Respite Scheme Breathing Space

The Debt Respite Scheme, Breathing Space is a 2017 initiative which aims to give people in debt the opportunity to take control of their finances and make their debt more manageable. Breathing Space gives someone in problem debt the right to legal protections from most creditor action.

The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020) comes into force in England and Wales on 4 May 2021.

The regulations will give people legal protection from most creditor action while they receive advice and enter an appropriate debt solution. This will include citizens who are debtors with the DWP and debts that DWP manage on behalf of other organisations, for example Tax Credit/LA HB debt and Third Party Deductions (TPDs). This also provides DWP with a more sustainable recovery plan in the long term.

On the 4 May 2021 all councils and other creditors are required to introduce the Debt Respite Scheme, Breathing Space. There are two types of Breathing Space; the Standard Breathing Space and the Mental health Crisis Breathing Space.



Standard Breathing Space

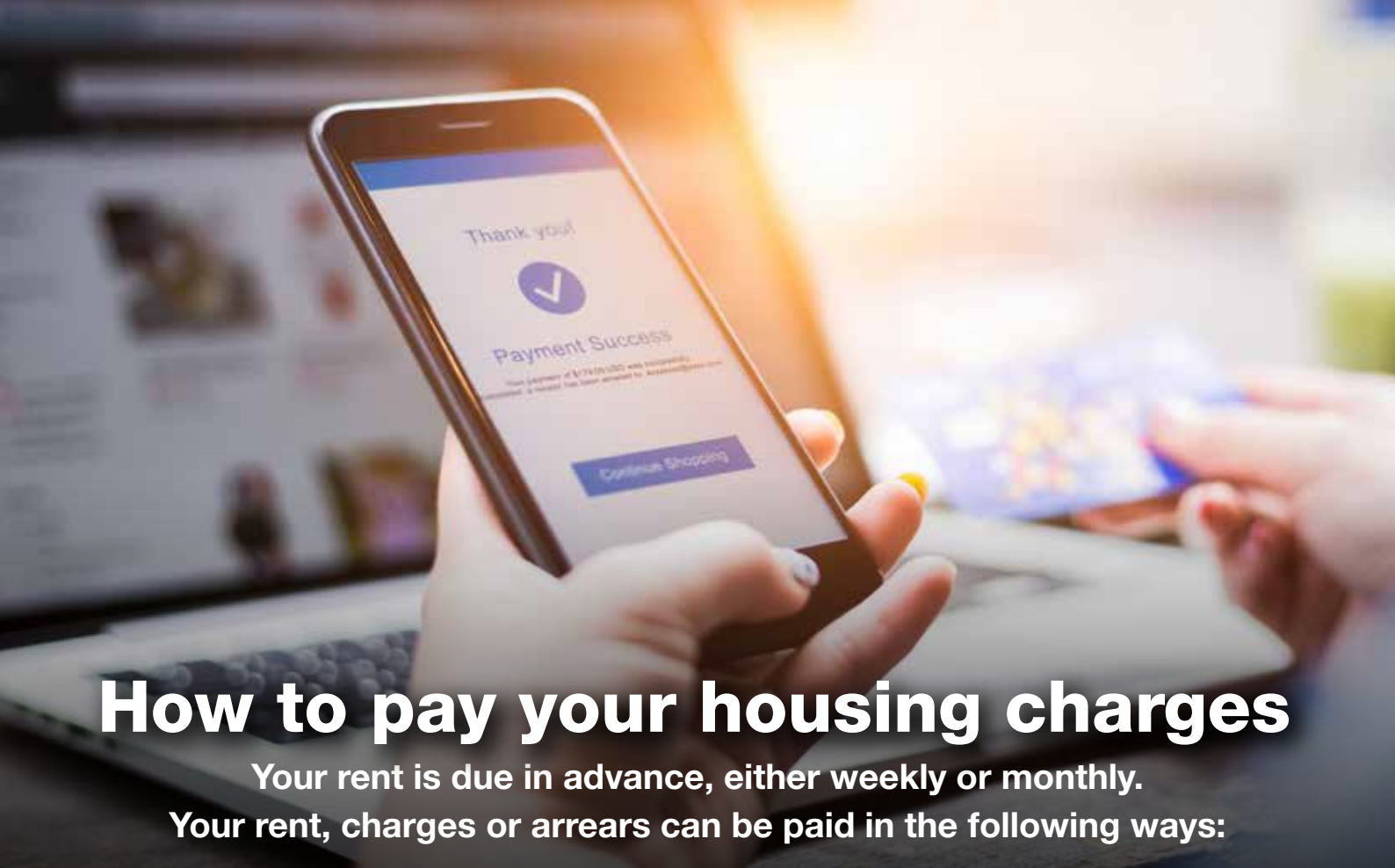
Available to any citizen with problem debt. It gives them legal protections from creditor action for up to 60 days. The protections include pausing most enforcement action and contact from creditors, as well as freezing most interest and charges on their debts.

Their representative (for example, someone the individual has given their consent to act in this capacity or some with legal documentation, such as Power of Attorney) can also apply on their behalf. A citizen can only access standard Breathing Space once in a twelve-month period.

Mental health crisis Breathing Space

Only available to a citizen who is receiving mental health crisis treatment. If an Approved Mental Health Professional certifies a citizen is in mental health crisis treatment, the citizen, or someone else acting on their behalf (see above example) might ask for a mental health crisis Breathing Space.

The mental health crisis Breathing Space has some stronger protections than the standard Breathing Space. It lasts as long as the citizen's mental health crisis treatment, plus 30 days (no matter how long the crisis treatment lasts). There is no limit on how many times a citizen who is receiving mental health crisis treatment can access Breathing Space.



How to pay your housing charges

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

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

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

Insurance

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

Home Contents Insurance, why do I need it?

If you are a tenant who rents, then your landlord may not cover your contents as part of the tenancy agreement. It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, **Gosport Borough Council** have teamed up with Thistle Tenant Risks, and Ageas Insurance Limited who provide the Crystal Insurance Scheme, a specialist Tenants Contents Insurance policy.

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

How do I get further information?

Call Thistle Tenant Risks on **0345 450 7286**

Alternatively, please visit the **www.crystal-insurance.co.uk** for more information or to request a call back.

The Crystal Insurance Scheme is a product name arranged and administered by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited.

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Thistle Insurance Services Limited is part of the PIB Group. For information about what we do with personal data please see our Privacy Policy at **www.crystal-insurance.co.uk/Privacy-Policy**



- ▶ We provide free, confidential and impartial advice and campaign on big issues affecting people's lives.
- ▶ People come to us with all sorts of issues.
- ▶ You may have money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options.
- ▶ Our goal is to help everyone find a way forward, whatever problem they face.
- ▶ We're an independent charity and part of the Citizens Advice network across England and Wales.
- ▶ We value diversity, promote equality and challenge discrimination wherever we see it.

At the time of writing in the light of the recent outbreak of COVID-19 in the UK we have suspended all face-to-face advice from our offices at Martin Snape House and our outreach at Gosport Discovery Centre until further notice.

We will continue to provide our service through means of telephone and digital advice such as emails or webchat, details of which appear below.

We are trying to maintain a relatively normal service in these unique circumstances however there may be some delay in getting back to you.

Please rest assured that our team are dedicated to providing the best possible service although there will inevitably be some disruption. Our main telephone number will direct you to the service you require.

Call us:

Please call **02392 520112** and choose which option suits you best.

Go online:

Alternatively, please go to our website where you can find advice and information on a wide range of subjects, including COVID-19. Our website can be found at **www.gosportcab.org.uk**

Telephone Advice General advice:

Call Adviceline on **0300 330 9031**

Open from Monday – Friday, 9am to 4pm

Problems with goods and services:

Call our Consumer helpline on **0808 223 1133**

Open from Monday – Friday, 9am to 5pm

Universal Credit help to claim:

Call our Help to Claim helpline: **0800 1448 444**

Open from Monday – Friday, 8am to 6pm

Victim of a scam:

Call our Scams Helpline on **0808 250 5050**

Open from Monday – Friday, 9am to 5pm

Email:

advice to receive advice by email, send your email to **advice@gosport.cabnet.org.uk**

Chat to us online:

You can also chat online to one of our advisers through our normal webchat service.

Here we cover debt issues and much more. How we use your information At Citizens Advice Gosport we collect and use your personal information to help solve your problems, improve our services and tackle wider issues in society that affect people's lives.

We only ask for the information we need. We always let you decide what you're comfortable telling us, explain why we need it and treat it as confidential.

Contact a Samaritan

If you need someone to talk to, we listen. We won't judge or tell you what to do.

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

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

Write an email. Sometimes writing down your thoughts and feelings can help you understand them better. Email **jo@samaritans.org**





Hampshire Child and Adolescent
Mental Health Services



BOYS' VIEWS SURVEY

— 2021

ARE YOU A BOY AGED 11-18 YEARS ?

Hampshire Child and Adolescent Mental Health Services (CAMHS) would really like to hear from you. We are interested in hearing your views about mental health, masculinity, lifestyle, and attitudes to drugs, relationships and more.

THE SURVEY WILL BE RUNNING THROUGHOUT
2021, UNTIL 15TH DECEMBER

To take part go to:

<https://www.surveymonkey.co.uk/r/BBN3XVR>

or scan the QR code above.



Services provided by
Sussex Partnership NHS Foundation Trust

Summer fun for young people

Plans are under way to make sure young people can take part in fun activities over the summer holidays, through the Summer Passport and other schemes.

We're hoping these will be mainly face-to-face and not virtual, although this will depend on the Covid safety rules in force and people's preferences. Gosport Community Safety Partnership (which includes the council) has been working with other groups to see what activities can safely be organised, and we've been listening to the views of young people.



For the latest on the Summer Passport scheme, go to www.safergosport.co.uk/summer-passport/ or follow [gosportsummerpassport](https://www.instagram.com/gosportsummerpassport) on Instagram or Gosport Passport Scheme on Facebook. There's more information on services for young people at motiv8.org.uk

Bag it and bin it!

Whether you own a dog or not, dog fouling affects everyone. It's not nice to see it on pavements or in parks and particularly not on your shoe! Dog fouling is an eyesore and a health hazard.

Dog walkers have a legal responsibility to pick up every time their dog fouls a public place. Failure to clear up may result in a fixed penalty notice being issued, prosecution and a fine of up to £1000 in a magistrates' court.

If you are a tenant or leaseholder who allows your dog to foul, you may be subject to action for breaking the terms and conditions or your tenancy or lease.

The Streetscene Enforcement Team is responsible for the Enforcement of the Clean Neighbourhoods Act, Council Car Parks and Bye laws.

This includes the Public Space Protection Order for the Control of Dogs which includes the following rules:

- ▶ **Fouling** – The person in charge of a dog that fouls in a public place must remove dog fouling immediately
- ▶ **Means to pick up** – A person in charge of a dog in a public place must have with them means to pick up fouling (must carry dog poop bags).

The council would like to see more owners take responsibility for clearing up after their dogs. Although many public spaces have designated bins for dog fouling, we want to stress that you can dispose of bagged dog fouling in any litter or general waste bin. If you would like to report regular dog fouling to the council call Streetscene on **08000 198598**, or speak to your Housing Officer in confidence.

New Domestic Abuse Bill



Domestic abuse is a cruel and complex crime that can affect anyone, leaving physical and emotional scars that can last a lifetime. While there has been a welcome gradual fall in the incidence of domestic abuse in recent years, there are still some 2.4 million victims a year (aged 16 to 74), the majority of whom are women.

Far too many individuals have their lives destroyed by abuse. We need to build a society that has zero tolerance towards domestic abuse and actively empowers victims, communities and professionals to confront and challenge it and to provide victims with the support they deserve.

The government is committed to transforming this crime and in response they have introduced the New Domestic Abuse Bill to support the prevention of abuse and the protection of victims.

The measures in the bill seek to:

- ▶ promote awareness - to put abuse at the top of everyone's agenda, including by legislating for the first time for a statutory definition of domestic abuse
- ▶ protect and support victims, including by introducing a new Domestic Abuse Protection Notice and Order
- ▶ transform the justice response, including by helping victims to give their best evidence in the criminal courts through the use of video evidence, screens and other special measures, and ensuring that victims of abuse do not suffer further trauma in family court proceedings by being cross-examined by their abuser
- ▶ improve performance – the new Domestic Abuse Commissioner will help drive consistency and better performance in the response to domestic abuse across all local areas and agencies

If you are affected or know anyone who is affected by Domestic abuse and need some advice or help, the following services are available. These Advice lines are open for victims, perpetrators and their family/friends, and professionals.

In an emergency dial 999

If you are calling from a mobile and unable to speak follow these steps:

1. Dial **999**
2. Listen to the questions from the **999** operator
3. Respond by coughing or tapping the handset if you can
4. If prompted, press **55**. This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

Hampshire Domestic Abuse Advice Line for victims

Call: 03300 165 112

Open: 9.30am - 8pm Monday - Friday
(access to refuge is available 24/7 if required)

Email: advice@stopdomesticabuse.uk

Virtual Drop-in Service

For victims of domestic abuse who cannot access a telephone, due to isolating with someone who is hurting them, please contact a worker via messenger

Open: 9.30am – 11.30am, 3pm - 5pm,
6pm - 8pm Monday – Friday.

Facebook: www.facebook.com/Southerndas/

Hampton Trust professionals' support line

Call: 02380 009898

Website: www.hamptontrust.org.uk

National Domestic Abuse Helpline

Call: 0808 2000 247

Tips for waste removal

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

Householder responsibilities

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

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

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

Using a licensed waste carrier

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



Hampshire
County Council



GOSPORT
Borough Council



Environment
Agency

Gosport Borough Council A – Z of services

Abandoned cars	Streetscene	Freephone 08000 198 598	Planning		
Access for the Disabled	Building Control	01329 824 823	- applications enquiries	Legal, Democratic and Planning Services	023 9254 5483
Air Pollution	Environmental Health	01329 824399	- appeals, inquiries	Legal, Democratic and Planning Services	023 9254 5414
Alcohol Licensing	Environmental Health	01329 824399	- Local Plan	Legal, Democratic and Planning Services	023 9254 5461
Allotments	Streetscene	Freephone 08000 198 598	Playgrounds	Streetscene	Freephone 08000 198 598
Asbestos Advice	Environmental Health	01329 824399	Pollution	Environmental Health	01329 824399
Beach Barbecues (booking)	Economic Prosperity, Tourism & Culture	023 9254 5425	Recycling	Streetscene	Freephone 08000 198 598
Beach Huts	Housing Services	023 9254 5564	Refuse Centre (Grange Road)	General enquiries	0300 555 1389
Beach/Prom (Management)	Streetscene	Freephone 08000 198 598	Reprographics and Printing	Financial Services	023 9254 5270
Bulky Item Collection	Streetscene	Freephone 08000 198 598	Road Signs	Hampshire County Council	0300 555 1388
Building Regulations	Building Control	01329 824823	Road Gritting	Hampshire County Council	0300 555 1388
Business enquiries	Economic Prosperity, Tourism & Culture	023 9254 5723	Roads & pavements	Hampshire County Council	0300 555 1388
Car Parks	Streetscene	Freephone 08000 198 598	Rubbish collection	Streetscene	Freephone 08000 198 598
Cemetary - Anns Hill	Streetscene	Freephone 08000 198 598	Rubbish - Fly Tipping	Streetscene	Freephone 08000 198 598
Charity Street collections	Environmental Health	01329 824399	Sale of land & property	Housing Services	023 9254 5564
Citizen of the Year Award	Legal, Democratic and Planning Services	023 9254 5340	Slipways	Streetscene	Freephone 08000 198 598
Civic Events	Legal, Democratic and Planning Services	023 9254 5202	Sport - pitches	Streetscene	Freephone 08000 198 598
Coastal flooding	Streetscene	Freephone 08000 198 598	- Pools : Splash Park	Streetscene	Freephone 08000 198 598
Coastline Magazine	Press & PR	023 9284 1395	- Pools : Gosport Leisure Park	Places for People	023 9253 4950
Community Safety	Community Safety	023 9254 5241	Street lights	Hampshire County Council	0300 555 1388
Concessionary Travel	Hampshire County Council	0300 555 1376	Street Name Plates	Streetscene	Freephone 08000 198 598
Conservation/listed building	Legal, Democratic and Planning Services	023 9254 5483	Taxi Licensing	Environmental Health	01329 824399
Council Housing			Toilets	Streetscene	Freephone 08000 198 598
- Community Alarms	Housing Services	023 9252 9308	Tourist Information Centre	Economic Prosperity, Tourism & Culture	023 9252 2944
- Housing Options	Housing Services	023 9254 5476	Traffic lights	Hampshire County Council	0300 555 1388
- Housing Repairs	Kier	Freephone 0800 028 0835	Traffic Regulation Orders	Hampshire County Council	0300 555 1388
- Neighbourhood Involvement	Housing Services	Freephone 0800 328 6958	Trees		
- Right to Buy	Housing Services	023 9254 5403	- alongside roads	Hampshire County Council	0300 555 1388
- Sheltered Accommodation	Housing Services	023 9254 5453	- other trees	Streetscene	Freephone 08000 198 598
- Neighbourhood Management (including rental income)	Housing Services	023 9254 5665	- preservation orders	Legal, Democratic and Planning Services	023 9254 5414
Council Tax			Voluntary Sector		
- Benefits	Financial Services	023 9254 5325	- Conservation Groups	Streetscene	Freephone 08000 198 598
- Business Rates	Financial Services	023 9254 5470	- Recreation Groups	Economic Prosperity, Tourism & Culture	023 9254 5723
- Enquiries	Financial Services	023 9254 5470	Voting	Legal, Democratic and Planning Services	023 9254 5227/5218
Council Meetings	Legal, Democratic and Planning Services	023 9254 5340	Wildgrounds	Streetscene	Freephone 08000 198 598
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	01329 824399			
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	01329 824399			
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	01329 824399			
Health Education/Promotion	Environmental Health	01329 824399			
Infectious Diseases	Environmental Health	01329 824399			
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	01329 824399			
Noise Nuisance	Environmental Health	01329 824399			
Parks & open spaces					
- maintenance	Streetscene	Freephone 08000 198 598			
- policy and strategy	Streetscene	Freephone 08000 198 598			
Payments	Customer Services	24 hour hotline 0800 0213 995			
Pest control	Environmental Health	01329 824399			

MEND & TEND

Enabling you to maintain your home and garden

An accredited, not-for-profit service, providing practical help with basic gardening, decorating and repairs for Gosport residents who are older and for those with a disability

**WE HAVE A VACANCY FOR A
SELF EMPLOYED, FLEXIBLE ROLE - £9.00 per hour**

Do you have gardening and D.I.Y skills?

Are you looking for great job satisfaction with flexibility?

Would you like to help older/vulnerable people in your community?

**If you answered yes, please
contact Emma for more information**

 **023 9250 3871**

 **homeserveadmin@gva.org.uk**

ENHANCED DBS CHECK REQUIRED



At the Heart of
Our Community



www.gva.org.uk

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



WOULD YOU LIKE TO **GET BACK INTO** EDUCATION?
RETRAIN IN A NEW VOCATION?
DO YOU WANT TO **IMPROVE** YOUR JOB PROSPECTS?
WOULD YOU LIKE TO **TRY SOMETHING NEW?**

WHAT WOULD YOU LIKE TO LEARN?

IN PARTNERSHIP WITH:





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(VOCATIONAL QUALIFICATIONS)**
COURSES TO STUDY WHILST WORKING
OR VOLUNTEERING, FROM LEVEL 1 - LEVEL 5
LEADERSHIP AND MANAGEMENT

WORK SKILLS
QUALIFICATIONS FOR BOTH
INDIVIDUALS AND EMPLOYERS

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ONLINE COURSES ARE AVAILABLE

WE TAKE APPLICATIONS ALL YEAR

www.stvincent.ac.uk
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St Vincent College, Mill Lane, Gosport, PO12 4QA



AGE concern Gosport

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
Website: www.ageconcerngosport.org.uk

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

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Everything you need to help you to stay independent, well and connected to your community

- Information and advice
- Free local groups, activities and support services
- National charities and helplines
- Care homes and home care agencies
- Quick 'Information Finder' tool
- Paid services to support your independence and wellbeing



**Get support,
Get advice,
Get Connected**

Get the app today. It's free!



ConnectToSupportHampshire.org.uk

Brendoncare Clubs re-opening in Gosport



Brendoncare is a registered charity that brings joy and friendship to older people across Hampshire and Dorset through its friendship and wellbeing clubs.

The doors to some of the clubs in Gosport will be opening very soon for fun, friendship and group activities.

In addition to the community clubs, the community support service will continue to support anyone who is not ready for face-to-face clubs yet.

There will be ongoing online and telephone support and online clubs to help members maintain their positive connections and friendships.

To make life simpler and safer for everybody, a new membership scheme is being introduced. There will be a monthly subscription of £12 and benefits include:

- ▶ Visits to Brendoncare clubs, such as social clubs, singing groups or exercise classes. (Subject to signing-up to booking and club capacity.)
- ▶ Access to online and phone support service.
- ▶ Personalised help to get online, as well as being able to attend the online clubs, such as seated exercise, or live cook-along sessions.
- ▶ Access to an exclusive respite offer in Brendoncare homes.

Sam Agnew, Head of Brendoncare Clubs, said:

“I am really pleased that we are able to welcome our members and volunteers back to our clubs soon. I am delighted that the community support service will be continuing, as we have had such positive feedback from members. I cannot thank our current volunteers enough; they have done such a sterling job in keeping everyone connected during the past year or so.

“We are currently looking for more volunteers so we can continue and expand our service. If you have a bit of spare time and would like to get involved, please get in touch. We look forward to hearing from you.”

Kerry Hicks, Brendoncare Locality Manager, said:

“We are really looking forward to opening up some of the clubs and seeing our lovely members and volunteers again. We have missed seeing each other in person. There will be online clubs too so please let us know if you would like to join us.”

Initially, priority will be given to pre-booked members of Brendoncare clubs so please contact Brendoncare Clubs for further details and to book a place: call **01962 857099**, email **clubs@brendoncare.org.uk**, or go online at **www.brendoncare.org.uk/clubs**

Facebook and Twitter **@Brendoncare**

The local centre is: Club Hampshire, The Anchorage, Willis Road, Gosport, Hampshire, PO12 1LZ

Gosport walking for health is back in action!

Spring has arrived and lockdown has eased, just in time for **National Walking Month** in May. Our weekly walks have now resumed with safety measures in place.

Mondays – meet at the Tourist Information Centre at 10am 🚶🚶

Tuesdays – meet at the Forton Medical Centre car park at 10am 🚶

Wednesdays – meet near the Lee on Solent sunken war memorial garden (under the windsock) at 10:30am 🚶 (incl. café stop usually)

Thursdays – meet at St George's Barracks at 10am 🚶🚶

Fridays – meet at Privett Park (Cricket Club Pavilion) at 10am 🚶🚶

Everyone is welcome, but spaces are limited for safety and **pre-booking is essential**. To book, please contact us on

02392 583 836
line open weekdays, 9am-1pm

GosportWalkingforHealth



HomeSwapper®

The UK's biggest mutual exchange service, with over 400,000 registered users

Over 200,000 live adverts

Over 10,000 swaps

successfully completed in the last six months

Free HomeSwapper App

HomeSwapper is free for our tenants to use and is available 24 hours a day, every day of the year. With easy registration and search tools, instant messaging and the unique Multiswap tool, it will help you find the swap that's right for you.

How to use HomeSwapper

- 1 Visit www.homeswapper.co.uk and click register. You can register with Facebook if you like.
- 2 Tell us about the home you want, and the home you've got - make sure you upload photos!
- 3 We'll find matches for you, or you can run your own search to find exactly what you're looking for.
- 4 Contact your matches and chat to the current tenant using the in-system messaging.
- 5 Once you've agreed a swap, ask your landlord for the paperwork.

Keep a note of your login details here:

Username

Password

If you need help

Email the helpdesk tenants@homeswapper.co.uk



Facebook HomeSwapperOfficial

Find out more at www.homeswapper.co.uk

GOSPORT PANTRY

offering a helping hand

Community Pantry

OPENING TIMES

9.30am-12.30pm and 1.30-4.30pm

Every Friday



£5 =

an average of **£15 worth of food!**

Choose from a selection of groceries, fresh and frozen food

What is a community pantry?

A pantry is 'get more for less' it is to help families budgets go further

gbfcfeedafamily@gmail.com

07868089757



South Coast Training – Autumn

In partnership with eight other organisations, we arrange two training events for tenants and leaseholders each year in Southampton.

The organisations include Gosport Borough Council, Winchester City Council, Southampton City Council, New Forest District Council, Portsmouth City Council, Radian, Vivid, and Poole Housing Partnership.

Each training event lasts a day and covers a range of subjects. Up to 10 tenants/leaseholders can normally attend from each organisation however, this will be reviewed in light of Government guidelines.

The day provides an excellent opportunity to talk to other tenants and leaseholders.

The last conference was in October 2019 and we are hoping to hold the next event in October 2021.

For the next workshop we are considering having one trainer with fewer delegates and a large room to minimise any risk. It is yet to be decided on the workshop and full details will be sent out once details and arrangements are confirmed.

If you would like to find out more about South Coast Training and other training opportunities, please contact the Neighbourhood Involvement Officer on **023 9254 5403** or email **bev.strong@gosport.gov.uk**

— Advertisement —

SELF EMPLOYED DOMESTIC CLEANING FLEXIBLE ROLE £9.00/hr

Do you like housework? Are you patient with a sense of humour?
Are you looking for great job satisfaction with flexibility?
Would you like to help older/vulnerable people in your community?

**If you answered yes PLEASE CONTACT US
ABOUT BECOMING A DUSTBUSTER!
Flexible hours Monday to Friday, self employed**





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Enhanced DBS check required

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Discover simple steps to look after your mental health

Every Mind Matters will get you started with a free online plan designed to help you deal with stress and anxiety, boost your mood, improve your sleep and feel more in control.

Find your way to better mental health.

every mind matters

Search every mind matters

New Good Cause Supporter Wins £2000

In it to
win it!

A supporter who only signed up to Gosport Community Lottery in February to support one of our newest Good Causes, Lee Hub has won £2000 in one of April's lottery draws! The worthy winner plans to use the winnings towards some away breaks for himself and his wife to enjoy.

The winner said:

"I chose to support Lee Hub as it is very important that we have this kind of facility and asset in our community. There's an amazing opportunity for the whole of the Lee-on-the-Solent community to utilise the wonderful building and its offering. By people entering the Gosport Community Lottery and purchasing a few tickets here and there it provides the trustees funds towards the ongoing running costs of the hub, which is imperative to ensure its future ongoing support".



The Gosport Community Fund awards Grants annually to organisations or Individuals in Gosport area. Across the three community grant rounds so far, Gosport Voluntary Action have distributed £17,434 in grants to local groups.

Since the launch of the lottery there have been 3,678 winning tickets, representing prizes valued at £28,190 and on average there are 26 winner tickets per week. The lottery has raised a fantastic total of £103,634 in total for good causes.

The Gosport Community Lottery was launched in July 2018. For each ticket purchased 40p is paid directly to Gosport Good Causes and 20p is held in the Gosport Community Fund.

If you would like to find out more about playing the lottery or becoming a good cause, please visit www.gosportcommunitylottery.co.uk or contact Gosport Voluntary Action on **02392 583836**

60% to Gosport Good Causes

Win up to £25,000

Draws every Saturday

£1 a ticket

www.gosportcommunitylottery.co.uk

support@gosportcommunitylottery.co.uk 02393 190222





Information Directory

Home Safety



Things that I can do myself:

Smoke detectors – test regularly

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

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

If I need help or advice:

Fire Home Safety/ Safe and Well visits

Visit www.hantsfire.gov.uk

Home security visits with Blue Lamp Trust

Visit www.bluelamptrust.org.uk

Household Emergency



Things I can do myself:

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

Switch off if necessary.

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

Electric – Turn off mains power to the property.

If I need help or advice:

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

Rogue traders, scams and doorstep crime



Things I can do myself:

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

If I need help and advice?

▶ Call Citizens Advice Consumer Helpline on **03454 040506**.

▶ Call Hampshire Trading Standards Doorstep Crime Quick Response Team on **01962 833666**.

▶ Visit www.actionfraud.police.uk

Keeping Healthy



Things I can do myself:

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

If I need help or advice:

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

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

For mental health support visit www.rethink.org

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

Reducing Social Isolation



Things I can do myself:

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

If I need help or advice:

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

Supporting Carers



Things I can do for myself:

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

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

If I need help or advice:

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

Bereavement



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

— Advertisement —



Time for you, learn something new.

Hampshire Libraries have an extensive range of FREE* courses



To find out more visit:
<https://www.hants.gov.uk/shop/home.php?cat=558>

Contact us on **023 9223 2957** or email learninginlibraries@hants.gov.uk



*eligibility criteria



MAKE A DIFFERENCE IN GOSPORT!

HAVE FUN!!

BUILD YOUR
CV

VOLUNTEER
& CHANGE
YOUR LIFE



**MAKE NEW
FRIENDS**

We can help you find
a role that suits, or
you can search all
roles online.



At the Heart of
Our Community

Contact us to find out more, or visit our website

www.gva.org.uk



02392 588347 | govolunteer@gva.org.uk

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