



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

At Your Service

Newsletter for tenants and leaseholders

Winter 2021 Edition

In this issue

Let's get connected

Page 4

Useful contacts

Page 5

12 Days of Christmas
fire safety tips

Page 9

Are you having money
worries?

Page 9

How to save money
during Christmas

Page 10-11

Top tips to stay warm and
save money this winter

Page 12

Tea and Tiffin with
Community First

Page 14

Extra care scheme for
older people in Gosport

Page 16

Benefit and claim form
filling help

Page 18

A-Z Council Services

Page 22-23

Welcome to the winter issue...



GOSPORT
Borough Council

Christmas Messages



Welcome to our Winter edition of the At Your Service housing newsletter.

This has been a difficult year for everyone with adapting to the new way of working; it has, unquestionably, been another year full of surprises and challenges as we move into a recovery phase of the COVID Pandemic.

I would like to thank all staff in Housing, for all the invaluable work in supporting residents in the borough during the pandemic and continuing to go the extra mile to ensure that our services are delivered.

I hope that you enjoy this edition and on behalf of all the staff at Gosport Borough Council we wish you a very Merry Christmas and peaceful New Year.

Julie Smith, Head of Housing



The past 18 months have been challenging for the whole country, but hopefully this year, we will all be able to celebrate Christmas with our friends and families. I would like to express my thanks to the Housing team who have worked tirelessly throughout the pandemic and maintained the service to our residents as well as supporting the homeless during these tough times.

Finally I would like to wish you all a very happy Christmas and hope you can celebrate safely, so we can all look forward to the New Year.

Councillor Jessop, Chair of Housing

Council services and public access to the Town Hall

We are open on the following days for essential pre-booked appointments and payments at the cashiers' desk:

- ▶ Mondays and Tuesdays from 9am to 5pm. Please note the cashiers' desk will close at 4:45pm on Mondays & Tuesdays.
- ▶ Wednesday, Thursday and Friday from 10am to 2pm

Appointments can be booked by telephone (see to the right) and access to the Town Hall will be available from the High Street entrance only.

Face coverings must be worn unless you are medically exempt and customers must sanitise their hands upon entry to the Town Hall.

Book an essential in-person appointment at the Town Hall

Council Tax	02392 545470
Benefits	02392 545325
Planning	02392 545461
Housing Needs and Support	02392 545476
Housing Neighbourhood Services	02392 545665
StreetScene	08000 198598
Licensing and Environmental Health	01329 824399
Town Hall general enquiries	02392 584242

For more details on how to contact a specific service please visit www.gosport.gov.uk and click **Accessing Council services, information and general advice.**



Christmas Closure

The Town Hall will close to the public at 2pm on Friday 24th December 2021. You will be able to contact the Housing Service via the telephone until 3pm.

If you need to contact the Council in an emergency during the Christmas closure, please telephone **0800 028 0835** and our 'Out of Hours' team will be able to assist you.

The Town Hall will reopen at 9am on Tuesday 4th January 2022.



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**.

Let's get connected

Successful grant funding from Hampshire County Council's Holiday Activities and Food Programme funded the activities.



Following the successful pilot in the Summer, further funding has been secured to deliver three days of activities for Junior and Secondary school aged young people.

These activities will take place from Monday 20th December to Wednesday 22nd December, 11am to 3pm, venue to be confirmed, these are free and lunch will be provided.

Spaces are limited and need to be booked via www.motiv8south.org.uk

Let's Get Connected at Christmas

Thursday 23rd December
Fort Brockhurst
11am – 3pm.

A free family event. Places do not need to be booked but there may be limited availability on some activities, therefore spaces will be offered on a first come, first served basis.

The Christmas themed activities at the Fort will include Christmas crafts, jewellery making, games and also advice and support for families including debt advice, crime prevention, mental health services etc. Hot drinks and food will be available to purchase.



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 198 598** 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**

Council fees frozen for 2022

Almost all the fees we charge are being frozen in a bid to help residents and businesses recover after lockdown.

Fees for car parks, allotments, sports facilities and licences are among the one-off or incidental costs that will not go up.

Councillor Graham Burgess, Leader of the Council, said "These fees are important income sources for the Council, but we know what residents and businesses have been through. It's one way of giving them a break." Fees decided by the Government, not the Council may go up.



HM Government **NHS**

BOOST YOUR IMMUNITY THIS WINTER

WITH THE FLU VACCINE + COVID-19 BOOSTER

Flu and COVID-19 can both be life-threatening and spread more easily in winter. If you're over 50, you are eligible for a free flu vaccine and a COVID-19 booster.

Get vaccinated. Get boosted. Get protected.
nhs.uk/wintervaccinations

The advertisement features a photograph of two elderly women sitting on a bus, both wearing face masks. The text is overlaid on the image in various colors and sizes.

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

Right to Buy and Leaseholder Officer

Sam Downing

023 9254 5686

sam.downing@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

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 4

Joanna Wu

023 9254 5522

joanna.wu@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, Trinity Close

Area 5

Syed Haque

023 9254 5273

syed.haque@gosport.gov.uk

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

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 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
- ▣ **Privett** - Wilmott Close

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



Winter

As Winter blows it frosty kiss
On skies of silver-grey
We yearn for warmth, now lost to us
Of golden summer days

Diamond glints, in icy drops
Drum on the window pane
Outside, the wind snarls along
Defies hope, for change

Reluctantly, we venture
Brave the cheerless ebb and flow
With might, we 'hunt and gather'
All dressed up like Eskimos

With happy hearts, on our return
And laden, with our wares
Again, we throw our 'PJs' on
To hibernate, like bears

Outside, on steely, glassy earth
A red robin dances there
Quickstepping, through the flowers
Like a feathered Fred Astaire

This hardy hoard of crocuses
Stand proudly, in the gloom
Their defiant blaze of colour
Foretells Spring, with every bloom

The bleakness held, in Winters grip
Will ease, then soon be gone
But, for now, I'll sit and listen
To the robins fluting song

Written by the talented resident
Tracy Fitzgibbons of Bridgemary.



Community Lifelines

Our Community Alarm Service is available to vulnerable people in the community and provides peace of mind for our customers and those that care for them. The service is a landline telephone-based alarm system that is provided 24 hours 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.

How Much Does it Cost?

The cost includes 24-hour alarm monitoring, rental, maintenance and VAT.*

Payments are made over a 48 week period, but the service is provided to you 52 weeks of the year. The cost is £4.09 inc. VAT* per week (£3.41 with VAT exemption)

* You are exempt from VAT if you declare that you are chronically sick or disabled (for example, if you suffer from an ongoing illness such as heart problems or arthritis).

Contact Gosport Community Alarm Service by calling or emailing:

☎ 023 9252 9308 or 023 9254 5453

✉ communityalarms@gosport.gov.uk

12 DAYS OF CHRISTMAS FIRE SAFETY TIPS



DAY 1

Check your Christmas tree lights conform to the British Standard (British or European safety mark).

DAY 2

Never place candles near your Christmas tree or furnishings and don't leave them burning unattended.

DAY 3

Make a fire escape plan – just in case you have an emergency during the festive period.

DAY 4

Decorations can burn easily - Don't attach them to lights or heater.

DAY 5

Always switch Christmas lights off and unplug them before you go to bed.

DAY 6

Remember! After drinking alcohol, the risk of accidents in the kitchen is greater.

DAY 7

Most fires start in the kitchen, so don't leave cooking unattended.

DAY 8

Drive safely this Christmas.

DAY 9

If you smoke, make sure that your smoking material is extinguished before you go to bed.

DAY 10

Use Christmas as a reminder to clean your smoke alarm to remove dust.

DAY 11

Don't overload plug sockets.

DAY 12

Check on elderly relatives and neighbours - make sure they are fire safe.



WISHING YOU A SAFE AND HAPPY CHRISTMAS

Are you having money worries?

The Council treats rent arrears very seriously. Your rent pays for the housing services that all tenants receive, if there is a shortfall, everyone stands to lose.

Every consideration is given to people who are having genuine difficulties, but collecting rent must be the priority for the Council to provide the services that you need.

Christmas

Christmas is looming fast; it is easy to overspend on gifts instead of paying the rent. So before it is spent, pay the rent!

For tips on how to budget and save money for Christmas see the article on 'How to save money at Christmas'

Rent Free weeks

There is a chance to catch up during the two 'rent free' weeks beginning Monday 20th December and Monday 27th December. This is an ideal time to pay off or reduce any arrears.

Help is at hand

If you are having problems paying your rent, get in touch with your Neighbourhood Housing Officer on **023 9254 5665**.

How to save money during Christmas

After spending last Christmas in lockdown there may be a temptation to treat loved ones even more than usual this year. You don't want to start 2022 in the red, so with a bit of planning, budgeting and tracking your spending you will still be able to have a fantastic Christmas without going into 2022 with a financial hangover.

If you are on a tight budget but are determined to make the most of the holiday season without breaking the bank, see below some helpful tips:

Plan before you spend!



Don't be tempted to put all your Christmas purchases on to a credit card, make a list of everyone that you plan to buy for and how much you can afford to spend on each person, after bills and essentials are covered.

Stick to your budget

Once you have set a budget, keep track on your spending so that you will be less likely to overspend.

Whether you use a notebook, an app on your phone or create an excel spreadsheet; choose a system that works for you.

Don't lose your head over sales!



In all the other special offers in the run-up to Christmas, remember that a bargain is only a bargain if you were planning on buying it in the first place!

Expenses to consider when creating your Christmas budget

First things first, when creating your Christmas budget, make sure that you consider all expenses, not just the gifts.

Things such as wrapping paper, Christmas cards and bows can add up quickly. You also want to consider your travel expenses such as fuel and accommodation.

If you are considering having a Christmas Lunch at home, you will need to factor in the expense for all the food that you need to purchase.

Plan every meal



Don't be duped into buying more food than you need. If a 'buy one, get one half price' offer is genuinely good value for you, then go for it, but if you don't actually need two of the item, avoid!

At Christmas, everyone tends to over-cater on the food front. Also by swapping branded products for own-brand can make a significant difference to your weekly food bill, too.



Before borrowing money, look at where you can cut back on costs

If making ends over the Christmas period look like they will be a struggle, be honest and speak to your family and friends; they would much rather you didn't give a gift than end up owing money in the new year. Instead you could plan to do something special in the Spring.

Christmas on a budget: Alternatives to buying presents

There is nothing more precious than the gift of time or lending a helping hand. Rather than buying a gift, you can help a friend or a loved one in other ways. If you have an elderly or disabled loved one that can't get around very well, you could help them by carrying out household chores, gardening or running errands.

A picture is worth a thousand words, you can pick up photo frames and albums cheaply. You could create a personalised photo album or scrapbook for your loved ones.

Another alternative to buying gifts on a Christmas budget is to shop second hand. You can find brilliant deals on jewellery, musical instruments, electronic items and more at pawn shops, second-hand shops, and online.

Do 'family gifts' or a Secret Santa



If you find that you have got lots of people that you want to buy for, such as extended family and friend groups – this idea is a great way to keep costs down. A box of chocolates, tinned biscuits or a board game can be a super family gift.

Watch your bank account and credit card



If your bank offers the facility to notify you when your account dips below a set amount, set it up! It will help you keep track and prevent you going overdrawn.

Avoid 'buy now, pay later'

These are tempting schemes that retailers offer but try to avoid them, unless you have a plan for repaying the load within the interest free period. Otherwise you may find that when the interest rate is charged at the end of the interest free may end up costing you more than the original item!

With all these tips you should be able to put together a solid plan to avoid any holiday debt and come out the other side of Christmas with your financial goals intact.

10 TIPS TO STAY WARM AND SAVE MONEY THIS WINTER

1. Check if you are eligible for a free home energy visit! You could get:
 - Free LED lightbulbs
 - Radiator reflectors
 - Referrals to an income maximisation service to boost your income
 - Referrals to grant-funded larger measures like insulation and more during a free energy visit
2. Check if you are eligible for Warm Home Discount Scheme (£140 off your Winter electricity (or potentially gas) bill).
3. Insulate, insulate, insulate! Cavity Wall insulation is estimated to save you £95 per year on your energy bill for a mid-terraced house. There is Government funding for insulation, and you don't necessarily need to be on a benefit to be eligible.
4. Check if you could sign up to your energy company's priority services register; this can give you advanced notice of planned power cuts, support taking meter reading if you are unable to and much more.
5. Check if you could save more on your water bills with Southern Water.
6. Check if you can increase your income. Our free home energy visit provides referrals in an income maximisation service.
7. Set efficient heating settings – consider setting your thermostat and programmers for a comfortable but cost-effective programme. Between 18 and 21 degrees is recommended to be an efficient but comfortable range.
8. Get a smart meter for a more accurate and real-time dashboard of your energy spends. This can send real-time readings to your supplier, meaning accurate billing.
9. Submit regular meter readings to your energy supplier so that they can bill you accurately.
10. Visit www.switchedongosport.co.uk or call **023 9284 1947** to access information and application forms for all of the above!



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 Monday and Tuesday, between 10am and 2pm Wednesday, Thursday and Friday.

Outside office hours

Via the post or through the secure letterbox at the front of the Town Hall (it is not advisable to send cash as the Council cannot accept any responsibility for any payments lost.) Cheques and postal orders should be made payable to 'Gosport Borough Council'. Please ensure that you write your account number, name and address on the back of the cheque/postal order 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**

Tea & Tiffin



Dial-a-Ride makes life easier if you are unable to access regular public transport due to limited mobility or sensory difficulties. The service is inclusive and easy to join – you do not need to be registered disabled or provide medical evidence.

The 'Tea & Tiffin' service provides trips so you can socialise with other people at various cafes and restaurants around the local area of Fareham and Gosport.

December

- 13th** Hedge End shops
- 15th** Hedge End shops
- 20th** Fox and Hounds Public house
- 22nd** Fox and Hounds Public house

January

- 5th** Katie's Café, Gosport
- 10th** The Master Builder Public House
- 12th** The Master Builder Public House
- 17th** Bayside Cabin
- 19th** Bayside Cabin
- 24th** Langbrook Farm Public House
- 26th** Langbrook Farm Public House
- 31st** Katie's Café Gosport

Please note that food, drink and entrance fees are not included in the price. Venues may change.

Dial-a-Ride Fares

With a bus pass: £4.50

Without a bus pass: £6

Fares are subsidised by Fareham Borough Council, Gosport Borough Council and Hampshire County Council.

Register today!

Membership is free, but you must complete an application form, please contact Dial-a-Ride on **01329 223151**



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?

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 is 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 Crystal Insurance at **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. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. 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**

Citizens Advice

citizens
advice

Gosport

We are an independent charity and part of the Citizens Advice network across England and Wales. 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, benefits, 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 value diversity, promote equality and challenge discrimination wherever we see it
- ▶ Call us on **023 9252 0112**
- ▶ Go online by visiting our website **www.gosportcab.org.uk**
- ▶ For further information and web chat services by visiting the national website **www.citizensadvice.org.uk**

We can also provide information on the following:

Adviceline:

General Advice Call on **0800 144 8848** – open Monday to Friday, 9am to 5pm

Consumer helpline:

Problems with goods and services call **0808 223 1133** – open Monday to Friday, 9am-5pm

Universal Credit

Help to Claim Call our Help to Claim helpline on **0800 1448 444** – open Monday to Friday, 9am to 5pm

Scams helpline:

Victim of a scam Call our on **0808 250 5050** – open Monday to Friday, 9am to 5pm

Volunteer with us!

Our volunteers help our clients find the information they need and give confidential advice online, over the phone, and in person to enable our clients to resolve their problems.

By volunteering with Citizens Advice Gosport, you will:

- ▶ Make a real difference to people's lives and have a positive impact on your community
- ▶ Learn about a range of issues that affect our clients including benefits and debts
- ▶ Build on valuable skills such as communication and problem solving
- ▶ Meet new people from a range of backgrounds





Construction starts at new multi-million-pound affordable Extra Care housing scheme with care for older people in Gosport

Hampshire’s latest Extra Care scheme is off the ground as construction starts on the brand new affordable rented housing development at Willis Road in Gosport

The project is being delivered by Hampshire County Council, Gosport Borough Council, Lovell Later Living (LLL) – part of the Morgan Sindall Group – and Places for People Living Plus who will own and complete the development.

To celebrate the start onsite, the partners gathered this week to hear from Lovell Later Living, setting out how plans will see the 60 one and two-bedroom apartment development for the over 55s with 24/7 care and support, complete by Summer 2023.

Hampshire County Council’s Executive Lead Member for Adult Services and Public Health, Councillor Liz Fairhurst, said:

“This brand new scheme will make a huge difference to the lives of older residents in and around the Gosport area. We have seen the benefits that Extra Care can bring by enabling people to live independently in a home of their own, but with support available whenever they need it.

“The Gosport scheme forms an important part of the County Council’s £45 million investment in Extra Care across Hampshire, designed to help ensure the accommodation needs and aspirations of our growing older population can be met.”

Cllr Tony Jessop, chair of Gosport Borough Council's Housing Board, said:

"It's great to see this project reach another major milestone. We look forward to helping potential residents find homes in this exciting new development."

The scheme, designed in partnership with Re-Format Architecture and Design, will transform the Willis Road site into modern, purpose built accommodation for older people, providing affordable, independent living in self contained apartments with access to 24/7 care on site, plus a range of communal facilities, such as a restaurant and lounge.

Andy Lomas, Managing Director of Places for People Living Plus, said:

“We are delighted to be working together with our partners to offer affordable, new Extra Care homes to people in Gosport.

“We are passionate about creating well-designed, affordable homes, and have great experience delivering services of this kind across the country – most recently successfully completing similar homes in nearby Romsey. Extra Care apartments such as those, and this new offering on Willis Road, are ideal for customers who wish to remain independent, with their own front door and privacy, yet with the knowledge that they can be supported in their own home when necessary. We look forward to working with future residents in Gosport as we move forward with the build.”

Apartments at the scheme will be available as affordable housing with care through Places for People Living Plus. Anyone interested in making an early ‘expression of interest’, can do so at by contacting Gosport Borough Council at extracare@gosport.gov.uk or **023 9258 4242**. To find out more about Extra Care Housing visit Extra Care housing, Health and social care Hampshire County Council (hants.gov.uk)

A massive thank you!

To our volunteers from us at Brendoncare



With the year coming to an end, Brendoncare would like to thank our amazing volunteers for all their hard work and dedication.

Brendoncare is a registered charity that brings joy and friendship to older people across Hampshire and Dorset through its friendship and wellbeing clubs. We were proud to reopen our clubs in Gosport earlier this year for fun, friendship and group activities.

But this would not have been possible without our outstanding Gosport volunteers, who have worked tirelessly to keep more members connected over the past year.

Volunteers are essential to our work and we could not achieve what we do with their involvement. They make such a difference and put smiles on the faces of club members every day.

Another integral part of our clubs team in Gosport are our volunteer drivers, as many of our members would be unable to attend without the transport offered.

Being a volunteer driver offers the opportunity to be part of a team and to carry out your role independently and on a flexible basis. Induction and ongoing training is provided and you are reimbursed on your travel costs.

This is a fantastic opportunity to give something back to the community, and experience the positive impact your service can bring to help improve the lives of older people in your area.

Sam Agnew, Director of Charitable Impact and Community Services, said:

"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 volunteer drivers, so if you are interested in joining the Brendoncare family please do get in touch."

Transport is one of the biggest barriers for Brendoncare members and so volunteer drivers are an essential part of our services. Our clubs help older people to stay socially connected and without transport many would be unable to attend. And it's not just about the driving; friendships are formed and laughter experienced on the journeys to and from the clubs."



If you are interested in becoming a volunteer driver, please contact the **Brendoncare Volunteering Team** by one of the following:

Call 01962 857097

Go online at www.brendoncare.org.uk/volunteers

Email volunteering@brendoncare.org.uk

Find us on Facebook and Twitter @Brendoncare

Located at: Club Hampshire, The Anchorage, Willis Road, Gosport, Hampshire, PO12 1LZ

Benefit and Claim Form-filling Help

If you've ever tried to complete complicated benefit claim forms or had to provide financial or legal information, you'll know it's a minefield. For an older person it can be almost impossible. How do you know what benefits you are entitled to and how do you go about claiming them?

For many older people, that additional income can mean not having to worry about turning up the heating in cold weather. It can mean having more money to spend on food and other essentials. And that's where Age Concern Gosport's free form-filling support comes in.

In the last year, Age Concern Gosport's volunteers have helped over 100 clients with their claims. With 91% of the claims being successful, this has resulted in £318,808 per annum in benefits being paid to those people in need, right here in Gosport.

What claim forms can we help with? Here are some of the most common claims we help with.

- ▶ Attendance Allowance
- ▶ Personal Independence Payments (PIP)
- ▶ Pension Credits
- ▶ Employment and Support Allowance (ESA)
- ▶ Disabled parking 'Blue Badge' applications

Trained Volunteers

Age Concern Gosport's team of volunteers are trained to help, each having completed Making Every Contact Count training (MECC).

Each claim and request for help is completed in absolute confidence, so you don't have to worry about discussing your private affairs with your Age Concern Gosport volunteer.

If you need help with any form-filling or information on benefits that you might be entitled to, contact Age Concern Gosport by email or phone on **02392 604 699**. The office is staffed Monday to Friday from 10am until 12 noon.

— Advertisement —



Download our FREE
HomeSwapper[®]
matches app!

Browse and contact potential swappers on the go with our **HomeSwapper Matches** app

Christmas Tree Collections

Our FREE Christmas tree collection service will take place between 17th–21st January 2022.

You can call or email Streetscene to book your collection on **08000 198598** or **streetscene@gosport.gov.uk**.

Trees must be clearly visible at the front of the property by 7am on the booked day, free of decorations, and may be collected any time between 7am–5pm.

For more information on our services visit **www.gosport.gov.uk/streetscene**



Rubbish and recycling collections 2021/22

November 2021					December 2021					January 2022					February 2022					March 2022				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
1	2	3	4	5			1	2	3	3	4	5	6	7		1	2	3	4		1	2	3	4
8	9	10	11	12	6	7	8	9	10	10	11	12	13	14	7	8	9	10	11	7	8	9	10	11
15	16	17	18	19	13	14	15	16	17	17	18	19	20	21	14	15	16	17	18	14	15	16	17	18
22	23	24	25	26	20	21	22	23	24	24	25	26	27	28	21	22	23	24	25	21	22	23	24	25
29	30				27	28	29	30	31	31					28					28	29	30	31	

April 2022					May 2022					June 2022					July 2022					August 2022				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
				1	2	3	4	5	6			1	2	3					1	1	2	3	4	5
4	5	6	7	8	9	10	11	12	13	6	7	8	9	10	4	5	6	7	8	8	9	10	11	12
11	12	13	14	15	16	17	18	19	20	13	14	15	16	17	11	12	13	14	15	15	16	17	18	19
18	19	20	21	22	23	24	25	26	27	20	21	22	23	24	18	19	20	21	22	22	23	24	25	26
25	26	27	28	29	30	31				27	28	29	30		25	26	27	28	29	29	30	31		

September 2022					October 2022					November 2022				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
			1	2	3	4	5	6	7		1	2	3	4
5	6	7	8	9	10	11	12	13	14	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	14	15	16	17	18
19	20	21	22	23	24	25	26	27	28	21	22	23	24	25
26	27	28	29	30	31					28	29	30		

Christmas tree collections 17 to 21 January. Please contact StreetScene on 08000 198 598 to book yours.

Non-recycling (black bin) week

Recycling (green bin) week

YOUR RECYCLING BIN Please include:



Please only put loose items in your bin, don't put them in carrier bags or black sacks.





MEND & TEND

Enabling you to maintain your home and garden

A 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 can help with:

- Interior and exterior painting and decorating
- Wallpapering
- Building shelves
- Installing rails
 - Repairing doors
 - Hanging pictures
 - Minor plumbing and more!

Contact us:

 Emma.May@gva.org.uk

 02392 503871

Gosport Voluntary Action, Martin Snape House, 96 Pavilion Way, Gosport, PO12 1FG www.gva.org.uk



Do you enjoy **chatting** on a one-to-one basis? Could you spare as little as **half an hour a week**, to help **reduce loneliness** for a Gosport resident in need?

If so, you could **become a Volunteer Telephone Befriender!**

“An amazing experience! Please give it a go, even if it’s just an hour a week”
– Sandra, Telephone Befriender



To find out more, please contact Heather on 02392 604681 or heather.headland@gva.org.uk, or visit www.gva.org.uk/individuals/support-services/befriending



Gosport Voluntary Action, Martin Snape House, 96 Pavilion Way, Gosport, PO12 1FG
Registered Charity: 1087177



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

*eligibility criteria

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 us any time, from any phone for FREE.

Call: 116123

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

Email: jo@samaritans.org (response time:24 hours)

Write us a letter. Sometimes writing down your thoughts and feelings can help you better understand them.

Write to: **Freepost Samaritans Letters**

Self-help app. Keep track of how you are feeling, and get recommendations for things you can do to help yourself cope, feel better and stay safe in a crisis.

selfhelp.samaritans.org/



Get support
Get advice
Get connected

Connect to
Support
Hampshire

- Search for free or low-cost community activities and groups near you
- Shop for care providers and paid services to help you stay independent and well
- Find information and advice



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

Scan to download our app now



www.ConnectToSupportHampshire.org.uk

Gosport Borough Council A – Z of services

Abandoned cars	Streetscene	Freephone 08000 198 598
Access for the Disabled	Building Control	01329 824 823
Air Pollution	Environmental Health	01329 824399
Alcohol Licensing	Environmental Health	01329 824399
Allotments	Streetscene	Freephone 08000 198 598
Asbestos Advice	Environmental Health	01329 824399
Beach Barbecues (booking)	Economic Prosperity, Tourism & Culture	023 9254 5425
Beach Huts	Housing Services	023 9254 5564
Beach/Prom (Management)	Streetscene	Freephone 08000 198 598
Bulky Item Collection	Streetscene	Freephone 08000 198 598
Building Regulations	Building Control	01329 824823
Business enquiries	Economic Prosperity, Tourism & Culture	023 9254 5723
Car Parks	Streetscene	Freephone 08000 198 598
Cemetery - Anns Hill	Streetscene	Freephone 08000 198 598
Charity Street collections	Environmental Health	01329 824399
Citizen of the Year Award	Legal, Democratic and Planning Services	023 9254 5340
Civic Events	Legal, Democratic and Planning Services	023 9254 5202
Coastal flooding	Streetscene	Freephone 08000 198 598
Coastline Magazine	Press & PR	023 9284 1395
Community Safety	Community Safety	023 9254 5241
Concessionary Travel	Hampshire County Council	0300 555 1376
Conservation/ listed building	Legal, Democratic and Planning Services	023 9254 5483
Council Housing		
- Community Alarms	Housing Services	023 9252 9308
- Housing Options	Housing Services	023 9254 5476

- Housing Repairs	Kier	Freephone 0800 028 0835
- Neighbourhood Involvement	Housing Services	Freephone 0800 328 6958
- Right to Buy	Housing Services	023 9254 5403
- Sheltered Accommodation	Housing Services	023 9254 5453
- Neighbourhood Management (including rental income)	Housing Services	023 9254 5665

Council Tax

- Benefits	Financial Services	023 9254 5325
- Business Rates	Financial Services	023 9254 5470
- Enquiries	Financial Services	023 9254 5470

Council Meetings	Legal, Democratic and Planning Services	023 9254 5340
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Countryside Section	Streetscene	Freephone 08000 198 598
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Crime Prevention	Non-Emergency / Emergency	101 / 999
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Dangerous Structures	Building Control	01329 824823
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Dog Fouling	Streetscene	Freephone 08000 198 598
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Dog Warden (lost & found)	Environmental Health	01329 824399
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Dropped kerb (requests)	Hampshire County Council	0300 555 1388
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Dustbins (emptying)	Streetscene	Freephone 08000 198 598
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Energy efficiency at home	Energy Services Team	023 9284 1947
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Flooding (roads)	Hampshire County Council	0300 555 1388
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Food hygiene & safety	Environmental Health	01329 824399
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Gosport Market	Environmental Health	07983 994071
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Gosport Local Plan	Legal, Democratic and Planning Services	023 9254 5461
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Grants

- Disabled Facilities	Hampshire Social Services	0300 555 1386
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Grass Cutting	Streetscene	Freephone 08000 198 598
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Health & Safety

- At work	Environmental Health	01329 824399
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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
Planning		
- applications enquiries	Legal, Democratic and Planning Services	023 9254 5483
- appeals, inquiries	Legal, Democratic and Planning Services	023 9254 5414
- Local Plan	Legal, Democratic and Planning Services	023 9254 5461
Playgrounds	Streetscene	Freephone 08000 198 598
Pollution	Environmental Health	01329 824399
Recycling	Streetscene	Freephone 08000 198 598
Refuse Centre (Grange Road)	General enquiries	0300 555 1389
Reprographics and Printing	Financial Services	023 9254 5270
Road Signs	Hampshire County Council	0300 555 1388

Road Gritting	Hampshire County Council	0300 555 1388
Roads & pavements	Hampshire County Council	0300 555 1388
Rubbish collection	Streetscene	Freephone 08000 198 598
Rubbish - Fly Tipping	Streetscene	Freephone 08000 198 598
Sale of land & property	Housing Services	023 9254 5564
Slipways	Streetscene	Freephone 08000 198 598
Sport - pitches	Streetscene	Freephone 08000 198 598
- Pools : Splash Park	Streetscene	Freephone 08000 198 598
- Pools : Gosport Leisure Park	Places for People	023 9253 4950
Street lights	Hampshire County Council	0300 555 1388
Street Name Plates	Streetscene	Freephone 08000 198 598
Taxi Licensing	Environmental Health	01329 824399
Toilets	Streetscene	Freephone 08000 198 598
Tourist Information Centre	Economic Prosperity, Tourism & Culture	023 9252 2944
Traffic lights	Hampshire County Council	0300 555 1388
Traffic Regulation Orders	Hampshire County Council	0300 555 1388
Trees		
- alongside roads	Hampshire County Council	0300 555 1388
- other trees	Streetscene	Freephone 08000 198 598
- preservation orders	Legal, Democratic and Planning Services	023 9254 5414
Voluntary Sector		
- Conservation Groups	Streetscene	Freephone 08000 198 598
- Recreation Groups	Economic Prosperity, Tourism & Culture	023 9254 5723
Voting	Legal, Democratic and Planning Services	023 9254 5227/5218
Wildgrounds	Streetscene	Freephone 08000 198 598



ADULT EDUCATION AT ST VINCENT COLLEGE

HIGHER EDUCATION AND THE ADULT COMMUNITY COLLEGE

At St Vincent College, we are proud to welcome all members of our community, whether you are a school leaver, looking to get back into education or to enhance your career prospects.

We offer a wide range of vocational and non-vocational courses aimed at adults living in the Gosport and Fareham area.

Adult learners are welcomed into full-time, daytime, evening and online courses by students and teachers alike, while Access to University courses act as a bridge for adults seeking a route into Higher Education.

We have a well-qualified and experienced team, who have supported many learners at all levels to achieve qualifications and personal development goals.

Located in the heart of the community, we offer quality education for all and take applications all year.

Check out our website for a full list of qualifications: www.stvincent.ac.uk

WORK BASED LEARNING (VOCATIONAL QUALIFICATIONS)
COURSES TO STUDY WHILST WORKING OR VOLUNTEERING, LEVEL 1-5

ENGLISH AND MATHEMATICS
GCSE AND FUNCTIONAL SKILLS

WORK SKILLS
QUALIFICATIONS FOR BOTH INDIVIDUALS AND EMPLOYERS

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College Coffee
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(term time only)
Meet the team and
discover courses



Adult Community College | 02392 603 606 | acc@stvincent.ac.uk
Higher Education | 02392 588 311 | adulthood@stvincent.ac.uk
www.stvincent.ac.uk | #ChooseCollege

