# GOSPORT

Local directory with information for older people, their family, friends, carers and neighbours









#### Emergency numbers are 999 & 112

#### Use only when:

- There is a medical emergency (Serious illness, injury or a risk to life)
- There is a fire
- · A crime is taking place, for example an assault or burglary

#### In all other cases these are the numbers to use, covering 24 hours a day:

Medical advice 111 - for advice and when GP surgery is closed Police 101 - to give information or report a crime

**Electricity** 105 - power cuts or damage to power lines/ substations

**Gas 0800 111 999** - report leaks

Water 02392 477 999 - report leaks or low pressure

Sewage 0800 820999 - report sewage leaks

**Samaritans** 116 123 - ready to listen if you are struggling to cope

#### Not open 24 hours a day but other useful numbers:

Gosport Borough Council: 023 92 584 242 Hampshire County Council: 0300 555 1375

Your Doctor	
Next of kin	
Local friend	

Gosport Older Persons Forum Gosport Older Persons Forum C/O Gosport Voluntary Action, Martin Snape House, 96 Pavilion Way, Gosport. PO12 1FG

An independent organisation giving all older residents of Gosport an opportunity to have their voices heard.

gosportopforum@hotmail.co.uk

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# INTRODUCTION

Gosport Older Persons Forum, Gosport Borough Council and Gosport Voluntary Action have worked together since 2012 to improve access to local and national information and advice available for older people in the Borough of Gosport.

Every effort is made to check that the information in this publication is correct. Only organisations we have been able to contact easily have been added, in the hope that it will be just as easy for everyone else. Inclusion does NOT imply endorsement of any service and we recommend that you take the usual care in making your choices.

Please let us know if you find any information is not correct.

A wider amount of information, maintained and updated by Hampshire County Council, is available on <a href="https://www.connecttosupporthampshire.org.uk/">https://www.connecttosupporthampshire.org.uk/</a>

Help is available to access the internet to view websites at your local library at no cost. Some libraries also have accessible equipment for ease of use for people with visual impairment or physical disability.

You can also contact one of the Key Organisations who are happy to give help themselves or direct you to someone more appropriate.

This directory is also available online at the Gosport Borough Council website.

https://www.gosport.gov.uk/article/854/Older-Person-Services



# 1. KEY ORGANISATIONS

There are several key organisations that provide advice and information, locally as well as nationally. These are often a good starting point, particularly if you need help with using phones, understanding written information or using modern technology.

#### **Age Concern Gosport**

Form filling and information on local services. Open Monday to Friday, 10am – 12 noon.

Tel: 023 9260 4699 or visit us at Gosport Voluntary Action, Martin Snape House, 96 Pavilion Way, Gosport, PO12 1FG.

Email: info@ageconcerngosport.org.uk Website: www.ageconcerngosport.org.uk

#### Age Concern Hampshire (ACH)

The charity currently deliver support at our Care & Wellbeing centres throughout the county, as well as Help at Home, Information via the Information Hub, Foot care clinics, Hospital to Home Services, Community Information Volunteer Services and a variety of other activities.

Tel: 01962 868545

Email: enquiries@ageconcernhampshire.org.uk Website: www.ageconcernhampshire.org.uk

#### Age UK

Age UK is an international charity who aim to improve later life for everyone through providing information and advice, campaigns, products, training and research.

Tel: 0800 055 6112 (8am - 7pm) Website: www.ageuk.org.uk



# 1. KEY ORGANISATIONS

#### **Connect to Support Hampshire**

Website dedicated to providing information and advice on a range of support services and organisations. **Website:** https://www.connecttosupporthampshire.org.uk

#### **GOSPORT BOROUGH COUNCIL**

For all Council Service enquiries. Tel: 023 9258 4242

Website: www.gosport.gov.uk

#### **GOSPORT CITIZENS ADVICE**

Free, impartial, confidential advice on a range of issues including; debt, benefits, housing, employment, the law, immigration, discrimination and consumer rights. Telephone advice is available every weekday, 10am-4pm. Gosport Citizens Advice can be found at Martin Snape House, 96 Pavilion Way, Gosport PO12 1FG.

Telephone Advice is available on 0800 144 8848

Tel: 023 9252 0112 (for information about how to access the

service or for special requirements)
Website: www.gosportcab.org.uk or

www.citizensadvice.org.uk

#### **GOSPORT VOLUNTARY ACTION**

An independent charity which provides support to voluntary organisations and community groups, as well as services and facilities for disadvantaged people, particularly those who are older or have disabilities.

Tel: 023 9258 3836 or visit Martin Snape House, 96 Pavilion Way, Gosport PO12 1FG (behind Morrisons)

Email: mail@gva.org.uk

Website: https://www.gva.org.uk/





# 1. KEY ORGANISATIONS

#### **GOV.UK**

UK Government website with all services and information.

Website: www.gov.uk

#### HAMPSHIRE COUNTY COUNCIL

A wide range of information and advice for older people including health & wellbeing, meal provision, safety, access to social care or support to remain independent. **Tel: 0300** 

555 1375 Website: www.hants.gov.uk

#### **NHS CHOICES**

Health news, advice, information, services near you. Tel: 111,

Website: www.nhs.uk

#### **SILVERLINE**

Free and confidential helpline for older people. Open 24 hours a day, 365 days a year.

Tel: 0800 4 70 80 90

Website: www.thesilverline.org.uk



#### **Administration and Health Providers**

#### **Gosport War Memorial Hospital**

A number of healthcare services are provided from the Gosport War Memorial Hospital, located in Bury Road, Gosport. The Minor Injuries Unit run by Portsmouth Hospitals NHS Trust is also within the hospital.

Tel: 023 9252 4611 (Main Reception)

Tel: 111 for Minor Injuries Unit and Out-of-Hours GP Service Website: www.southernhealth.nhs.uk/our-services/our-main-sites-and-locations/gosport-war-memorial-hospital

#### **Healthwatch Hampshire**

Providing citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Healthwatch volunteers are based in all Citizens Advice Bureaus in Hampshire.

Tel: 01962 440 262

Email: enquiries@healthwatchhampshire.co.uk Website: www.healthwatchhampshire.co.uk

#### Message in a Bottle Scheme

The Message in a Bottle Scheme is a simple idea designed to encourage people living on their own to keep their basic personal and medical details in a common location where they can be found in an emergency. Most chemists keep a supply. The scheme is free and is provided by Lions Clubs in South Hampshire.

Website: www.croftonlions.org.uk/index/messageinabottle



#### **Public Health Hampshire**

Department of Hampshire County Council responsible for determining the health and wellbeing priorities for Hampshire, and for delivering specific public health services for the county such as sexual health. NHS Health Checks and the National Child Measurement Programme, public health advice to NHS Commissioners and health protection.

Tel: 0300 555 1386

Email: public.health@hants.gov.uk

Website: https://www.hants.gov.uk/socialcareandhealth/

publichealth

#### **Queen Alexandra Hospital**

Portsmouth Hospitals Trust provides a range of acute health services at QA Hospital, including the Emergency Department, located in Cosham, Portsmouth.

Tel: 023 9228 6000 (Main Switchboard)

Website: www.porthosp.nhs.uk

#### Specific groups and support

(Refers to condition-related groups and information or those that have a focus on particular topics)

#### Carers

Carers and family support (Hampshire County Council Adult Services) Information, advice and support for carers, family members and those working in the care sector.

Tel: 0300 555 1386

Website: https://www.hants.gov.uk/socialcareandhealth/

adultsocialcare



#### The Princess Royal Trust for Carers in Hampshire

Charity providing information, advice, guidance and support to carers.

Tel: 01264 835246

Email: info@carercentre.com Website: www.carercentre.com

#### **Cancer Support**

#### **Harbour Cancer Support Centre**

Practical and emotional support for anyone affected by cancer. Ring to find out about drop in-centre, befriending, counselling and other services.

Tel: 023 9250 1503

Website: www.harbourcancer.org.uk

#### Macmillan Information and Support Centre

Drop-in centre available to anyone with concerns about cancer, located at Queen Alexandra Hospital, Cosham. Comprehensive information on all aspects of living with cancer and treatment information, with links to Cancer Nurse Specialists and Allied Health Professionals.

Tel: 02392 283323

Email: macmillancentre@porthosp.nhs.uk

Website: https://www.porthosp.nhs.uk/departmentsand-services/macmillan-information-and-support-

centre/552528



#### **Healthy Living**

NHS Health Check

Talk to your GP surgery about having a FREE NHS Health Check, available to anyone aged 40-74 years of age to find out how you can improve your health.

Website: www.hants.gov.uk/healthcheck

#### One You

Website packed with practical tips, tools and free apps to help you improve your health.

Website: www.nhs.uk/oneyou

#### **Smokefree Hampshire**

FREE support to quit smoking with the Hampshire Stop Smoking Service.

Tel: 0800 772 3649

Website: http://www.smokefreehampshire.co.uk/

#### **Sexual Health & Contraception**

Visit the website or contact the helpline to find out about services near you.

Tel: 0300 300 2016

Website: www.letstalkaboutit.nhs.uk

#### **Hearing Loss**

Action on Hearing Loss (Royal National Institute for the Deaf) National organisation giving support and advice with hearing loss and tinnitus, and help to protect hearing.

Tel: 0808 808 0123 (freephone)

Website: www.actiononhearingloss.org.uk





#### **Deafplus**

On line advice and support for people with hearing loss, including in BSL.

Website:www.deafplus.info

#### **Mental Wellbeing**

#### **Alzheimer's Society**

National organisation giving information and support. Locally, Lee on Solent Friendship and Memory Café group at St. Faiths Church supported by Home Instead. Contact them for details.

Tel: 0333 1503456 (National Helpline)

Tel: 01329 282469 (Memory Café Lee on Solent)

Email: john.james@fareham.homeinstead.co.uk (Memory

Café Lee on Solent)

National Website: www.alzheimers.org.uk

#### italk

A free NHS mental wellbeing service. We offer treatments for depression, anxiety, OCD, PTSD and phobias, but you don't need a diagnosis to self-refer. italk can teach you skills and tools to help with worry or stress, and can help you to feel like yourself again. italk provides workshops, such as the self-care for carers, courses and specialist one to one and group therapies online, by phone and in person. We also have italk health, specialist mental wellbeing support for those living with a long term physical health condition..

Tel: 023 8038 3920

Website www.italk.org.uk



#### Solent Mind, Fareham & Gosport Wellbeing Service

Local service providing help for those experiencing Mental Health Issues and their Carers. We offer 1-1 sessions, courses, and advice and support to help improve wellbeing.

Please call us on Tel: 01329 281445

#### Relate (Portsmouth & District)

Provide relationship support services for couples, individuals, families and carers in Gosport, Portsmouth & SE Hampshire.

Tel: 023 9282 7026

Website: www.relate.org.uk/portsmouth

#### **Neurological Conditions**

#### Stroke Association Stubbington Group

Friendly social group for people who have suffered a stroke and their carers. Meet weekly at The Crofton Club, 31 Titchfield Road, Stubbington. PO14 2JH. Tel: 02392 436097 Website: https://www.stroke.org.uk/stubbington-stroke-

support-group

#### Headway Portsmouth and South East Hampshire

Works with people in the community who have experienced Brain Injury and their families/carers; providing personalised advice, information and practical support to assist rehabiliation, and maximise recovery and independence. Referral via appropriate medical professional or self-referral with GP support.

Tel: 02392 664972

Email: info@headwayportsmouth.co.uk Website: www.headwayportsmouth.co.uk





#### Parkinson's UK Information and Support

Do you have questions about Parkinson's?

Need advice on health, medication, or accessing services?

Whether you have Parkinson's or you care for someone who does, you can get the information and support that's right for you. Our helpline and advisers in the local team can support anyone with Parkinson's, their family or friends and can provide information and advice about all aspects of living with Parkinson's.

Tel: 0808 800 0303 (Monday - Friday 9am-6pm, Saturday

10am-2pm)

Email: hello@parkinsons.org.uk NGT Relay: 18001 0808 800 0303 Website: www.parkinsons.org.uk

#### **Visual Impairment**

#### **Gosportarians Visually Impaired Club**

Social club for blind and visually impaired people living in the Borough. Meet every Tuesday in the White Rooms behind Thorngate Halls from 1 – 2.30pm.

Tel: 02392 583077 or 07738 585544

#### **Fareport Talking News**

Talking Newspapers and Magazines produced for blind and visually impaired listeners. FREE service.

Tel: 01329 664364

Website: www.talkingnews-fareport.org.uk



#### **Gosport Macular Peer Support Group**

The Gosport group meets at Christ Church, Stoke Road, on the 2nd Friday of the month at 1.30pm.

Phone before first visit.

Secretary - Michelle McClure 07702 828814 Treasurer - Judith Coleman 07709 860783

National Macular Society Helpline: 0300 3030 111

Website: www.macularsociety.org

#### Open Sight - Hampshire's largest sight loss organisation

Providing unbiased information, advice and guidance to people who live with any form of sight loss.

Services include home based low vision aids assessments, magnifiers, lighting, daily living equipment, technology, help to apply for benefits, family support, local Social Club that meets 4th Tuesday of the month 2pm – 4pm at the Methodist Church, Stoke Road, Gosport.

Tel: 023 8064 1244

Email: info@opensight.org.uk Website: www.opensight.org.uk

#### Royal National Institute of Blind People (RNIB)

National organisation giving support, information and advice for people with sight loss.

Tel: 0303 123 9999

Website: www.rnib.org.uk



#### **Other Groups**

#### Gosport Access Group and Disability Forum

Group that campaigns for improved access to services across the Borough, raise awareness and ensure disabled people are fully involved in the decision making process.

Email: gosportaccessgroup@hotmail.co.uk Facebook page: www.facebook.com/GAGDF

#### Partners through Pain

Support group for sufferers of chronic pain.

Tel: 07933 040680

Email: johnfaulkner25.jf@gmail.com

Website: www.partnersthroughpain.co.uk Facebook: 'Gosport Partners Through Pain'

#### Live Well with COPD

Charity providing support and guidance to people in Gosport and Fareham with Chronic Obstructive Pulmonary Disease (COPD). Meet monthly and have social events.

Tel: 07468 054992

Website: www.lwcopd.co.uk

and social care professionals.

Andover Mind- Carer Support and Dementia Advice Service
Our Carer Support and Dementia Advice Service provides
advice, information and support to all carers aged
18 and above who provide care for an adult. The service
also supports people with dementia and memory problems
and is available throughout Hampshire. If you need support,
we welcome self-referrals as well as referrals from health

Tel: 01264 332297 or Email: enquiries@andovermind.org.uk



# 3. MAINTAINING INDEPENDENCE

#### **Befriending Service (Gosport Voluntary Action)**

Service providing support to older people in their own home, via a personal visit or telephone call on a weekly basis.

Tel: 023 9260 4681

Email: heather.headland@gva.org.uk

Website: https://www.gva.org.uk/individuals/support-

services/befriending

#### **British Red Cross**

Service providing short-term loans of wheelchairs, commodes, and toilet aids

Tel: 02380 624646

Website: www.redcross.org.uk

#### **Cinnamon Trust**

National charity providing information and practical support for elderly people and their pets.

Tel: 01736 757900

Website: www.cinnamon.org.uk

#### **Disabled Adaptations**

If your home needs adapting to suit your mobility or disability needs, you may be eligible for grant funded adaptations to your home. Contact the Occupational Therapy Team at Adult Services, Hampshire County Council to discuss your situation, or for general advice.

Tel: 0300 555 1378

Email: OTDirect@hants.gov.uk

Website: https://www.connecttosupporthampshire.org.uk/

equipmentforhouse



#### **Gosport Community Alarm Service**

'Lifeline' alarm service provided by Gosport Borough Council for older people in the community, providing peace of mind. The service is a telephone-based alarm system that is provided 24 hours a day, every day of the year.

Tel: 023 9252 9308 or 023 9254 5453

Email: communityalarms@gosport.gov.uk

Website: www.gosport.gov.uk/sections/your-council/

councilservices/housing/older-persons-services/

community-lifelines/

#### Gosport Live at Home Scheme

Befriending and support service enabling older people to remain independent in their own homes. Access to social activities and transport provided when needed.

Tel: 01329 234409

Email: Gosport.LiveatHome@mha.org.uk

#### **Hampshire County Council Adult Health & Care**

This service is run by Adult Services, Hampshire County Council, to give short term support to maintain independence at home and make connections to local services and community resources.

Tel: 0300 555 1386

Don't forget to look at the Connect to Support website for many more contacts - details on the introduction page. Website: https://www.connecttosupporthampshire.org.uk



#### Meals delivered at home

For information about local firms who can deliver meals, contact Gosport Voluntary Action, details in 'Key Organisations' section.

#### **Meals on Wheels**

The Meals on Wheels service provided by Hampshire County Council is available to any person over 55, subject to some criteria. Referrals can be made online via the Hampshire County Council website or ring to discuss eligibility.

Tel: 0300 555 1386

Website: https://www.hants.gov.uk/socialcareandhealth/

adultsocialcare/meals-on-wheels

#### **Telecare (Hampshire County Council)**

Telecare is simple, reliable technology to help people live more securely and independently at home. It is especially helpful for older people and those with long-term conditions, because it can help reassure the individual and their relatives that the individual is safe in their own home. Contact Adult Services for an assessment or contact the provider directly.

Tel: 0300 555 1386 (Adult Services)

Website: https://www.hants.gov.uk/socialcareandhealth/

adultsocialcare/caretechnology

Tel: 0345 265 8003 (Argenti) Email: enquiries@argenti.co.uk Website: www.argenti.co.uk



#### **Housing**

#### **Housing Advice**

Free, impartial and confidential advice provided by the council giving help and support to those with a housing or homelessness need.

Tel: 023 9254 5476

Email: housingadviceteam@gosport.gov.uk.

Website: www.gosport.gov.uk

#### **EAC Housing Options (Elderly Accommodation Counsel)**

A housing advisory service and hosting a database of information about almost all accommodation available for older people in the UK, to buy or to rent.

Tel: 0800 377 7070

Website: www.housingcare.org

#### **Sheltered or Extra Care Housing**

Advice from the Council for those looking to move into sheltered housing or extra care housing.

Tel: 023 9254 5453

Website: www.gosport.gov.uk

#### Care at home and residential care

For people needing care there is a directory of care homes and home care agencies in Hampshire – Connect to Support Hampshire Care Guide. Contact Adult Services; or call in at Gosport Voluntary Action, Martin Snape House, Pavilion Way, Gosport for a paper copy or the information is on line.

Tel: 0300 555 1386 (Adult Services) Website: www.carechoices.co.uk



#### **Keeping Warm**

#### **Affordable Warmth**

Grant scheme to provide energy-saving home improvements like new boilers and insulation, to people on low incomes and/or on certain benefits.

Website: www.affordablewarmthscheme.co.uk.co.uk

#### **Energy Saving Trust**

The Energy Saving Trust is a non-profit organisation that provides free and impartial advice on how to save energy and therefore money.

Tel: 0800 444 202

Website: www.energysavingtrust.org.uk

#### The Environment Centre

Independent charity offering advice to individuals and organisations on energy efficiency. Information on price comparisons for the utility companies, as well as how to get the best deal or discount available.

Tel: 0800 804 8601 (Home Energy Efficiency Advice) or

**02380 336172 (General Enquiries)** 

Email: staywarm@environmentcentre.com Website: www.environmentcentre.com

#### Maintenance

#### Finding reputable traders

Trading Standards can help with any consumer enquiries or concerns. They can be contacted by phone through the Citizens Advice Consumer Service: Tel: 0808 223 1133 or https://www.hants.gov.uk/business/tradingstandards



In addition, before employing a trader, using the "Buy With Confidence" directory ensures they have been stringently vetted and approved by Trading Standards Officers to ensure that they operate in a legal, honest and fair way.

Tel: 0808 223 1133 https://www.buywithconfidence.gov.uk/

Dustbusters (Gosport Voluntary Action – see Key Contacts)
Domestic home help/general housework/laundry/shopping
Associated costs applicable. Open Monday – Thursday
9am-3pm & Friday 9am-1pm Tel: 023 92601314 or visit us
Email: jessica.gant@gva.org.uk or dawn.ward@gva.org.uk
Website: https://www.gva.org.uk/individuals/supportservices/cleaning/

Mend & Tend (Gosport Voluntary Action – see Key Contacts) Practical help with gardening, decorating and small basic repairs Associated costs applicable. Open Monday – Thursday 9am-3pm & Friday 9am-1pm Tel: 023 9250 3871 or visit us.

Email: emma.may@gva.org.uk or dawn.ward@gva.org.uk Website: https://www.gva.org.uk/individuals/support-services/garden-decorating-repairs/

#### The Repair Cafe

Second Saturday of every month (except August), between 10:30am and 1pm, at: Make Gosport, Unit 5, Quay Lane, Hardway, GOSPORT, PO12 4LJ Residents of Gosport bring their broken items to fix them on the spot with the help of voluntary repairers. Ideally make an appointment or just turn up. Tel: 0772 450 3368

Email: mail@repaircafegosport.co.uk Website: https://repaircafegosport.co.uk



#### **Brendoncare - Club Hampshire**

Social activities and outings. Contact Brendoncare for details of what's on each day. Refreshments included and transport can be arranged if required. Based at Club Hampshire Centre, The

Anchorage, Willis Road, Gosport. A charge applies.

Tel: 01962 857099

Website: www.brendoncare.org.uk

#### **Brune Park Community School**

Leisure and sports facilities also including pool, gym, courts, group exercise and venue hire.

Tel: 023 9261 6000 ext 250

Website: www.brunepark.co.uk

#### **Gosport Community Association**

Local venue for leisure, social and educational activities. Function Halls to hire, members bar and on-site café.

Tel: 023 9251 0012

Email: reception@thorngatehalls.co.uk

#### **Gosport Discovery Centre**

Full library service, free internet access, regular dance, music, theatre and literary events, coffee shop, education classes. Some free services. Charges for classes apply but discounts are available.

Tel: 0300 555 1387

Website: www.hants.gov.uk/library



#### Gosport in Bloom

Local campaign to encourage all sectors of the community to become actively involved in enhancing the Borough, making it a more pleasant, prettier place in which to live and work. Annual competitions too.

Tel: 0800 0 198 598

Email: streetscene@gosport.gov.uk

Website: www.gosport.gov.uk

#### **Gosport Leisure Centre**

Offers a range of leisure facilities including swimming pool, fitness gym, sports hall, sauna, and steam room, all-weather pitches and much more. 50+ sessions and Walking Hockey also available.

Tel: 023 9253 4950

Website: www.placesforpeopleleisure.org

#### **Gosport Shed**

The Gosport Shed provides workshop facilities and a friendly meeting place for older men. It is available for community projects and for members' own projects and hobbies and is located within the grounds of St Vincent College, Mill Lane, Gosport. A small membership fee applies.

 ${\bf Email: gosportshed@gmail.com}$ 

Website: thegosportshed.org

#### Juniper Court Extra Care Housing Scheme

Facilities currently closed due to covid restrictions. Usually offering a restaurant and social activities open to the wider community, such as coffee mornings, bingo, seated exercise, tai chi, art class, games, table tennis and more.

Tel: 01329 220597



#### Lee-on-the-Solent Residents Association

This group holds a Community BOOST event on a Wednesday morning of each month. The group also represents the views of residents on planning, health, and other matters. Website:www.leeresidentsassociation.co.uk

#### Social Activities and Lunch Clubs

There are many local community groups and churches providing social activities and lunch clubs in the area, but it is not possible to list them all here. Please contact the group directly for details. Some transport may be available, and charges may apply.

**Bridgemary Methodist Church**,

Gregson Avenue, Bridgemary

Tel: 01329 234409

Brockhurst Baptist Church, Netherton Road

Tel: 023 9251 1011

**HEDCA**, Coombe Road, Elson

Tel: 023 9258 8023 or visit www.hedca.co.uk

Family Church Gosport, Layton Road, Bridgemary

Tel: 01329 236903

Lee Methodist Church, High Street, Lee-on-the-Solent

Website: www.esanddcircuit.org.uk

Salvation Army, The Crossways, Forton Road

Tel: 023 9252 4349 or visit www.salvationarmy.org.uk St. Faiths Church, Victoria Square, Lee-on-the-Solent

Tel: 023 9255 6445 or visit www.stfaithslee.org St Matthews Church, Wych Lane, Bridgemary

Tel: 01329 822487

**Stoke Road Methodist Church** 

Tel: 023 9252 6768

Website: www.esanddcircuit.org.uk



#### **St Vincent College**

Wide variety of adult education and community learning opportunities, as well as a leisure centre.

Tel: 023 9258 8311

Website: www.stvincent.ac.uk

Leisure Centre Tel: 023 9260 3560

Email: leisure@stvincent.ac.uk

#### University of the Third Age

Wide variety of groups e.g., music of all types, physical activity, such as walking & tai chi, theatre, history and more, plus general meetings. Annual membership fee payable in January. Small cost for each class & any expense.

Website: www.gosportu3a.hampshire.org.uk

#### **Walking for Health**

Organised walks in local areas of interest. Contact Walking for Health to find out where to go near you and check on accessibility.

Website: www.walkingforhealth.org.uk/walkfinder/

farehamwalking-4-health

#### **Abilitynet**

Volunteers, all security checked, can visit older people and disabled people of all ages at home to help sort out problems they are having with information technology (IT) using their own computers.

Tel: 0800 048 7642 (office hours)

Email: enquiries@abilitynet.org.uk

Website: https://abilitynet.org.uk/



# 6. MONEY

#### **Direct Payments**

If you are eligible for care through Adult Services, and do not wish to use the care provided, Direct Payments is a payment from Hampshire County Council used to pay for care or services arranged by you, or someone acting on your behalf. You should contact your social worker to discuss further.

Tel: 0300 555 1375

Website: /www.hants.gov.uk/socialcareandhealth/

adultsocialcare/direct-payments

#### **Gosport Citizens Advice**

See contact details in 'Key Organisations'.

#### **Money Advice Service**

Free and impartial money advice service, set up by the aovernment.

Tel: 0800 011 3797

Website: www.moneyadviceservice.org.uk

#### **Parity Trust**

Working in partnership with Gosport Borough Council, Parity Trust offers a Home Improvement Loan designed to help homeowners access secured finance to pay for essential home repairs and adaptations. This can include topping up the costs not met by a Disabled Facilities Grant. Parity Trust advisors provide a full financial review and guide you through the home improvement process.

Tel: 023 9237 5921

Email: hil@paritytrust.org.uk Website: www.paritytrust.org.uk



# 6. MONEY

#### **The Pension Service**

The Pension Service is part of the Department for Work & Pensions. It provides information about pensions and pensioner benefits. Also use these contact details to enquire about the Winter Fuel Payment and the Cold Weather Payment.

Website: www.gov.uk/contact-pension-service

#### The Pensions Advisory Service

Free and impartial information, help and advice on pensions.

Tel: 0800 011 3797

Website: www.pensionsadvisoryservice.org.uk





#### **Electricity Emergency (National Grid)**

Contact if you spot a potential hazard on or near an overhead electricity line. General advice is available on the website.

Tel: 0800 40 40 90

Website: www.nationalgrid.com/uk

#### **Gas Emergency (National Grid)**

Contact if you smell gas or suspect carbon monoxide, or want to report a fire or explosion. General advice is available on the website.

Tel: 0800 111 999

Website: www.nationalgrid.com/uk

#### **Gas Safe Register**

Official list of gas engineers who are qualified to work safely and legally on gas appliances.

Tel: 0800 408 5500

Website: www.gassaferegister.co.uk

#### **Fix My Street**

An app and website to map and report street problems to the councils responsible for fixing them anywhere in the UK.

Website: www.fixmystreet.com

#### **Hampshire Bobby Scheme**

Crime-prevention and home safety survey, including fitting of appropriate security items for elderly or vulnerable people.

Tel: 0300 777 0157

Email: info@bluelamptrust.org.uk Website: www.bluelamptrust.org.uk



#### **Hampshire Constabulary**

Police force serving Gosport, including crime prevention advice and local community policing teams.

For emergencies dial 999 i.e. a crime is in progress, there is danger to life, violence is being used or threatened, someone suspected of a crime is nearby. Tel 101 to report non-emergency matters i.e. to report a crime that doesn't need an urgent response, for general advice, information and feedback on police matters, to arrange a visit by an

officer, to give information about a crime in the area, if you'd like to speak to your local police officer, to find out about beat surgeries or other police events in your area or to get an update on a crime if you have been a victim.

Website: www.hampshire.police.uk

#### **Hampshire Highways**

County Council service responsible for roads, road maintenance, traffic, road safety, street lighting, pavements, licences, disabled bays and blue badges and grounds maintenance on the highway.

Tel: 0300 555 1375

Email: roads@hants.gov.uk

Website: www.hants.gov.uk/roads

#### Hampshire Fire and Rescue Service

'Safe & Well' visits to vulnerable people, as well as general fire safety advice.

Tel: For emergencies only dial 999

9-5 Monday - Friday 023 8064 4000

Other times 023 8038 6390

Email: use e-mail contact form on website

Website: www.hantsfire.gov.uk



#### Homecheck

Home safety and security checks to people over the age of 60, or with a registered disability. Also available to families with children under 5 years of age.

Tel: 023 9254 5506

Email: ehs@gosport.gov.uk Website: www.gosport.gov.uk

#### **Mailing Preference Service**

Reduce the amount of junk mail delivered to you by contacting the MPS. This is a free service.

Website: www.mpsonline.org.uk

#### **Telephone Preference Service**

TPS is a free service. It is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls.

Tel: 0345 070 0707

Website: www.tpsonline.org.uk

#### **Victim Support**

Free and confidential support for anyone impacted by crime. Our aim is to help you cope and recover from the effects of crime, regardless of whether or not you have reported to the police and when the crime happened. We know that crime can impact people in many different ways, which is why we provide tailored support based on an individual's needs.

Telephone: 0808 178 1641

24/7 supportline: 0808 168 9111

Email: hub.hiow@victimsupport.org.uk Website: hampshireiowvictimcare.co.uk



#### **Blue Badge Disabled Parking Scheme**

The Blue Badge Scheme allows you to park closer to your destination if you're disabled.

Tel: 0300 555 1375

Email: blue.badge@hants.gov.uk

Website: www.hants.gov.uk/transport/parking/bluebadge/

howtoapply

#### **Concessionary Travel**

Older people of pensionable age resident in Hampshire, as well as people with specific disabilities, can receive free travel on local buses. The scheme is administered by Hampshire County Council. **Tel: 0300 555 1375** 

Website: www.hants.gov.uk/transport/publictransport/buspasses/olderpersonsbuspass

#### Dial-a-Ride

Door-to-door trips, Mon-Fri, 9am-4pm, fees apply for travel. Help given with loading bags on and off on shopping trips. Fares are similar to bus fares and cheaper if you have a bus pass.

Tel: 01329 223151

e-mail: dialaride.farehamgosport@cfirst.org.uk

Website: www.cfirst.org.uk/community-transport/call-go-

and-dial-a-ride/dial-a-ride-fareham-and-gosport/

#### Fareham & Gosport Voluntary Car Service

This not-for-profit voluntary car service is for older people or people who are disabled. The service can provide transport to medical appointments and social occasions.

Tel: 07342 331314

Email: admin@fgvcs.org.uk



#### First Group (Buses)

Bus operator within Gosport and most of Hampshire.

Tel: 0345 646 0707

Website: www.firstgroup.com

#### Lee ICANGO

Community transport for local people.

Tel: 07787 292666

Email: icangolee@outlook.com Website: stfaithslee.org/icango

#### Lee-on-the-Solent Voluntary Care Group

Provides transport for Lee-on-the-Solent residents who are elderly, housebound and incapacitated to hospital, medical appointments and miscellaneous requirements. A contribution is charged for the journeys based on return mileage.

Tel: 07807 267630

#### **National Express**

Coach journeys throughout UK. Senior Coachcard and Disabled Coachcard currently costs £12.50 and you can get 1/3 off travel all year round. Contact helpline to discuss accessible travel arrangements at least 36 hours before you travel.

Tel: 08717 81 81 81 (Customer services for assisted travel) Website: www. www.nationalexpress.com/en/offers/coachcards/senior



#### **National Rail**

Senior Rail Card for people over 60, costs £30 p/year and you can get 1/3 off ticket prices. Disabled Person's Rail Card costs £20 p/year and you can get 1/3 off travel for cardholder and adult companion.

Tel: 03457 48 49 50 (Enquiries) Website: www.nationalrail.co.uk

Website: www.disabledpersons-railcard.co.uk

Website: www.senior-railcard.co.uk/

#### **Older Drivers Skills Scheme**

This scheme is aimed at people aged 60 years and over who have an interest in updating their driving skills and knowledge, want help in adapting to a new vehicle or simply want to gain confidence.

Tel: 01962 846100

Email: road.safety@hants.gov.uk

Website: www.hants.gov.uk/transport/roadsafety/

drivertraining/driverskills

#### Patient Transport Service

For hospital appointments. Arranged on your behalf by GP or outpatient clinic. Certain criteria applies. Speak to your GP or consultant.



#### **Taxis**

These are private door-to-door services and can be booked in advance. Some companies accept concessionary travel vouchers from Hampshire County Council.

Some taxis also take wheelchairs and small mobility scooters and some specialist services provide escorts for trips out or for appointments. Always ensure the taxi you use is licensed. See phone directory for local companies. To check they are licenced, contact Gosport Borough Council (see Key Organisations)

#### **Traveline**

Website providing information on how to get from A to B using public transport.

Website: www.traveline.info



#### **Veterans Gateway**

Information and advice for veterans and their families. Here for you 24/7, we are the first point of contact for veterans and their loved ones. We can directly refer you to our verified expert partners including Combat Stress, SSAFA, Poppy Scotland and more.

Postal address - Veterans Gateway. PO Box 6997 Cardiff CF15 5DT

Telephone - 0808 802 1212 or Text 81212

Email form on the website

Website https://www.veteransgateway.org.uk/

#### **Veterans Welfare Service**

This is part of the MOD locally based at HMS Centurian to cover London, SE & SW England. Veterans UK administers the armed forces pension schemes and compensation payments for those injured or bereaved through service.

Tel: 02392 702232

Website: www.gov.uk/government/organisations/veteransuk

Veterans Outreach Support (VOS) - Stubbington Hub

Come along to CROFTON SOCIAL CLUB for brew, biscuits, and banter. Every Thursday 1.30 – 3.30 Come along and chat to our friendly volunteers.

Veterans Outreach Support, Royal Maritime Club, 75-80 Queen Street, Portsmouth, Hampshire, PO1 3HS

Telephone 02392 731 767

E-Mail admin@vosuk.org

Website https://www.vosuk.org/



#### **Royal Naval Association (RNA)**

The local Royal Naval Association Gosport is located on the main Gosport to Fareham Road. Open to Club and Branch members.

Contact details
66 Fareham Rd, Gosport PO13 0AG
Telephone 01329 310060
E-Mail rnaclub1954@gmail.com
Website https://www.facebook.com/exservicesgosport/

#### **Age UK Portsmouth Joining Forces**

Information and advice for veterans and their spouses. Social clubs. Covering Portsmouth Gosport and surrounding area.

Postal address The Bradbury Centre 16-18 Kingston Road Fratton Portsmouth PO1 5RZ Telephone Kandy Lucas 02394 318032 E-Mail Kandy.lucas@ageukportsmouth.org.uk Website www.ageuk.org.uk/Portsmouth

#### **Alabare**

Supported housing and accommodation services for single homeless veterans. Special care and guidance to vulnerable RN & RM over 55, or any age with 22 years service

Riverside House 2 Watt Road Churchfields Salisbury SP2 7UD Telephone 02392 0175230 E-Mail y.preston@alabare.cvo.uk Website https://www.alabare.co.uk/veterans

#### **CESSA Housing Association**

CESSA HA has 5 Schemes in the Portsmouth/Gosport area, applications for which are welcome from former military personnel (including National Servicemen), their spouses, partners, widows/widowers, parents and children who are aged 60 or over. Former Reserve Force members RNXS and MOD civilian employees are also welcome to apply.

1 Shakespeare Terrace 126 High Street Old Portsmouth PO1 2RH - Telephone 0800 012 6625 - E-Mail ian.wilson@cessaha.co.uk - Website https://www.cessaha.co.uk/

#### **Combat Stress**

If you're currently serving or have served in the UK Armed Forces, you can call our 24-hour mental health helpline. If you're a family member or carer worried about the mental health of a loved one, or need to talk to someone yourself, you can call the helpline too.

Tyrwhitt House (Head Office) Oaklawn Road Leatherhead Surrey KT22 0BX Telephone 0800 138 1619 E-Mail helpline@combatstress.org.uk

Website https://combatstress.org.uk/

#### First Light Café/First Light Trust

Open to veterans and the public alike. Pop in for coffee, a slice of delicious homemade cake or just a chat. Comfy seats and board games await. Well-behaved dogs on leads are welcome. To encourage conversation, there's no background music playing and we are Wifi-free.

68 High Street, Gosport, PO12 2DR

Telephone 02392 583099

E-Mail gosport@firstlighttrust.co.uk

Website https://www.firstlighttrust.co.uk/gosport-cafe-hub



#### **Gosport Armed Forces Community page**

Varied information all aimed at veterans provided by Gosport Borough Council, Town Hall, High Street, Gosport PO12 1EB

Telephone (023) 9258 4242 E-Mail enquiries@gosport.gov.uk Website https://www.gosport.gov.uk/ gosportarmedforcescommunity

#### Kitbags Live on.

We provide activity groups for veterans with dementia and their carers. • 'Kitbags Live On' is a group where like minded people can get together and share their experiences in a relaxed and supportive environment.

Gosport Meetings on the 3rd Wednesday of each month 10.30 to 12.30. This service is for veterans who have dementia who live in the community. This includes anyone who served in the armed forces. Veterans are expected to attend with a carer.

Christchurch centre, Stoke Road, Gosport PO12 1JQ

Stubbington Meetings on the 4th Wednesday of each month 10.30 to 12.30. This service is for veterans who have dementia who live in the community. This includes anyone who served in the armed forces. Veterans are expected to attend with a carer.

Stubbington Baptist Church, 5 Jay Close, PO14 3TA Telephone 07458 134672 E-Mail CCropley@britishlegion.org.uk



#### Lee Hub Community Library

Buns and Banter Lunch club. The first Wednesday in each month. A chance to get together with all veterans.

14 High Street, Lee on the Solent PO13 9BZ

Telephone 02392551047 or 07890 676362 E-Mail lesleymmac@gmail.com Website Leehub.co.uk

#### Project 71

Organisation for World War 2 veterans. Telephone 02392256749

E-Mail Project71team@aol.com Website Http://www.project71.co.uk

Facebook - https://www.facebook.com/Fortheveterans

#### **RAF Benevolent Fund**

For more than 100 years, the RAF Benevolent Fund has been supporting members of our RAF Family through thick and thin providing practical, emotional, and financial support whenever they need us

RAF Benevolent Fund, 67 Portland Place, London W1B 1AR Telephone 0300 102 1919

E-Mail welfarenavigators@rafbf.org.uk Website https://www.rafbf.org





#### Soldier, Sailor, Air Force & Families Association (SSAFA)

Our support covers both regulars and reserves in the Royal Navy, the Royal Marines, the British Army and the Royal Air Force and their families, including anyone who has completed National Service. They are all entitled to lifelong support from SSAFA, no matter how long they have served.

2 Shackleton Rd, Gosport PO13 9SG

Telephone 0204 566 9126

E-Mail SouthEast.Region@ssafa.org.uk

Website https://www.ssafa.org.uk/hampshire

#### **Royal British Legion**

Social club for members only.

145 Brockhurst Road, Gosport

Telephone 02392 503736

E-Mail info@britishlegion.org.uk

Facebook https://www.facebook.com/groups/

gosportalverstokerbl

#### **Royal Navy Royal Marines Charity (RNRMC)**

Veterans, serving personnel and their families are all welcome to contact directly.

Building 37, HMS Excellent Whale Island, Portsmouth

Hampshire, PO2 8ER

Telephone 023 9387 1520

E-Mail theteam@rnrmc.org.uk

Website www.rnrmc.org.uk



#### **Royal Marine Association (RMA)**

Offering lifelong support to the Royal Marines Family.
RMA – The Royal Marines Charity Commando Training
Centre Royal Marines, Lympstone Exmouth Rd Exmouth EX8
5AR

Telephone 023 9298 1920 E-Mail membership@rma-trmc.org Website https://rma-trmc.org/

#### **RAFA Club**

For over 90 years, the RAF Association have championed a simple belief – that no member of the RAF community should ever be left without the help that they need. A charity that supports the RAF community.

1 White Hart Road, Gosport PO12 2JE Telephone 02392580620 E-Mail enquiries@rafa.org.uk Website http://www.rafa.org.uk

#### Royal British Legion Lee on the Solent

Coffee Morning 1st Thursday in the month. Also offering financial and welfare support, benefit checks, and socialisation.

153 High Street, Lee on the Solent. PO13 9BX
Telephone 07941 021310 Pat Prior
E-Mail enquiries@gosport.gov.uk
Website http://branches.britishlegion.org.uk/branches/lee-on-the-solent



#### **Shore Leave Haslar**

Community Garden project providing Tri service veterans a safe haven. Please ring for appointment first. Memorial Gardens

Telephone 07711 126319
E-Mail Message through Facebook
Facebook - https://www.facebook.com/ShoreLeaveHaslar/

Gosport Borough Council is committed to equal opportunities for all.

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

Last updated: June 2023

Gosport Borough Council Town Hall, High Street Gosport Hampshire PO12 1EB

Tel: (023) 9258 4242





