



Gosport Borough Council
A Housing Services Production

At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Spring 2019 Edition

in this issue

Tenancy conditions
page 4

Improvements to your
home
page 5

Success at Over 55's
Christmas meal
page 6

Citizens Advice money
advice matters
page 10

Get your finances in order
page 14

Family safety event is
back
page 22

D-Day celebrations in
Gosport
page 22

Your chance to bloom
page 25

A-Z of Council services
page 26

Welcome to the Spring issue...

Residents
Approved



GOSPORT
Borough Council

PRIVACY NOTICE - HOUSING SERVICES

Gosport Borough Council is a registered Data Controller (Registration Number Z5578313).

The Council tries to meet the highest standards when collecting and using personal information in accordance with data protection law.

This privacy notice tells you about how the Gosport Borough Council – Housing Services collects and uses personal information. It applies to information we collect about:

- People who use our services, or request a service from us.

Why do we collect your information?

Gosport Borough Council – Housing Services uses personal information to:

- Deliver services.
- Manage tenancies.
- Facilitate both planned and response repairs to our properties and buildings.
- Ensure that your needs are met and understood.

How we use your information?

Gosport Borough Council uses personal information to:

- Ensure that we can contact you when we need to. For example make you aware of any changes to your tenancy agreement or discuss your housing application.
- Allow you to pay for services via Direct Debit.
- Help you to access services relating to Housing.

How do we keep your personal information secure?

We will take appropriate steps to make sure that the personal information we hold (on paper and electronically) is kept securely and only used by people who have a right to see it. The Council's security measures include encrypting personal data and equipment, system access controls and training in data protection for all staff.

Where another company or organisation processes personal information on behalf of the Council, they will only process your personal information in line with the Council's instructions and are obliged to provide security assurances to the Council and to certain regulatory bodies.

Our full Privacy Notice can be viewed on our website www.gosport.gov.uk/sections/your-council/council-services/housing/privacy-notice/

EASTER CLOSURE

The Town Hall will close to the public at 5pm on Thursday 18th April and will reopen at 9am on Tuesday 23rd April.

If you need to contact Gosport Borough Council in the event of an emergency during the holiday period please contact Kier on **0800 028 0835** who operate our 'Out of Hours' service for Gosport Borough Council.

YOUR VIEWS COUNT!

We want you to get the best out of our housing newsletter. So we asked for your views in the last edition of the At Your Service.

Thank you to residents who responded and made some suggestions for future editions; all forms received were entered into a prize draw where Mrs P Grant's name was pulled out, **Congratulations Mrs Grant!**

There are a few new additions to this edition which include some low cost recipes and local events. I hope that you find them useful.

Please contact Sam Downing on **023 9254 5686** or sam.downing@gosport.gov.uk if you have any suggestions for articles that you would like to see in the AYS.



USEFUL NUMBERS

It is important that you speak to the correct person or team when you contact us. More numbers can be found on page 26.

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

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

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

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

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

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

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

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



HOW TO PAY YOUR HOUSING CHARGES

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

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

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

TENANCY CONDITIONS - DO'S AND DON'TS

Your Tenancy Agreement is a legal contract which every tenant signs up to. It sets out our duties as your landlord and your rights and responsibilities as a tenant. Below is an extract from the Tenancy Agreement.

As a tenant:

- **RENT** - You must pay the Rent to the Council on Mondays over 48 weeks in the year and must pay it in advance.
- **GENERAL CONDUCT AND RESPECT FOR OTHERS** - You are responsible for the conduct of anyone that lives with you or visits you at home.
- **PROPER USE OF YOUR HOME** - You must live in the property as your only and main home.
- **ACCESS TO YOUR HOME** - You must let officers of the Council into your home to inspect its state of repair; to carry out work, safety checks, disinfestations or improvements to the Property or adjoining property.
- **YOUR DUTY OF CARE** - You must tell us if your home or the block where you live is damaged.
- **REPAIRS WE ARE RESPONSIBLE FOR** - The Council has certain legal obligations of repair. These obligations are complicated and may have qualifications attached.
- **YOUR ALTERATIONS AND IMPROVEMENTS** - You must have our written permission if you want to make any additions or alterations, replacements improvements to your home. We will not unreasonably withhold or delay consent to such works.
- **GARDENS** - You must keep your garden tidy. You must not allow the garden to become overgrown, dangerous or hazardous or used as an area where rubbish or unwanted items are allowed to remain and deteriorate.
- **ANIMALS** - You are not allowed to keep any animal, bird, reptile or livestock of any kind in the Property without our written permission.
- **PARKING** - You must not park vehicles or carry out a business in the repair or sale of any cars, caravans, boats or any other vehicle; trailers; plant; machinery or similar:
 - On grass verges and open spaces that are not intended for parking,
 - In gardens, unless there is an approved hardstanding,
 - Or on any land belonging to us, without our written permission.

Please contact your Neighbourhood Housing Officer on **023 9254 5665** if you have any questions regarding your Tenancy Agreement.



ALTERATIONS TO YOUR HOME

We understand that you may want to carry out alterations and improvements to your home. However you must obtain prior written permission from us before you undertake alterations. We will not withhold permission without good reason.

Alterations that will require prior written agreement may include:

- Structural alterations to walls or doorways.
- Erecting sheds, garages or forming hard standings.
- Decorating the outside of your home.
- Removing trees or hedges.
- Erecting TV, satellite or CB aerials.
- Installing kitchens, bathroom suites, showers.
- Installing cat flaps.
- Installing or removing fires/fire places.

The above list is not extensive, if you are considering carrying out any alteration to your home; you must first get written permission from Gosport Borough Council. Most permission requests will require a visit from a Surveyor before permission can be granted, this is to ensure that you are offered the correct information and advice about the type of alteration you are proposing.

You are responsible for the future repairs and maintenance of any improvement/alteration you carry out to your home.

You are responsible for the reinstatement of any unauthorised or unsafe alterations that you have made and may be recharged if we have to make good any alterations you have carried out.

For advice about the permissions procedure please phone Property Services on **023 9254 5289** or email property.services@gosport.gov.uk

GAS SAFETY CHECKS

Gosport Borough Council (GBC) has a legal requirement to inspect all gas installations annually. The checks are very important to ensure your family's safety.



Please help us keep you and your family safe by allowing Kier access to your home. If an appointment is not convenient, please contact Kier on **0800 028 0835** who will re-arrange for a mutually convenient time.

Repeated missed appointments will lead to GBC obtaining a warrant to enter your home. If this happens you could be liable for court costs.

GBC wish to avoid this and ensure the gas appliances are safe for use, so you and your family have a safe and comfortable home.

WHAT ARE SCAMS?

Scams are misleading or fraudulent offers designed to con you out of money. They may be received by post, email, telephone, text or face to face.

Scams seem so believable because they:

- look professional
- appear official
- seem personal to you
- pretend you are the only winner
- use stolen identities

HOW TO RECOGNISE A SCAM

Scams:

- are received out of the blue
- promise something for nothing
- tell you to respond immediately
- ask you for money upfront

BEFORE YOU RESPOND TO AN OFFER

STOP - Don't be pressurised into sending off money immediately to someone you don't even know.

THINK - How likely is it that I've specially been chosen? Millions of people have probably received the same offer.

THINK AGAIN - Always read the offer carefully. Speak to family or friends or seek advice.

REPORTING A SCAM

Scams can be reported on 03454 040506.

SCAM MAIL

DOORSTEP CRIME

Be on your guard against strangers at your door. It can be difficult to tell whether the person is genuine, a rogue trader offering repairs or home improvements, or a bogus caller/distracted burglar trying to get into your home.

Remember that you can say no to any uninvited and unwelcome caller. You can request a free door sticker which states '**We do not buy goods or services at the door – please do not cold call**'. Although some cold callers may choose to ignore this request, the sticker gives you something to refer to and may make it easier to say 'No thank you'.

Please phone **01962 833620** to request a sticker.

Trading Standards advice is to never agree to work that is instigated as a result of a cold call or via a leaflet drop.

HOW TO REPORT A COLD CALLER

Very often work is unnecessary, of poor quality or excessively priced. The trader may harass, pressure or even try to scare you into having the work done.

If you have been affected in this way or are concerned about a doorstep caller, please call the Trading Standards Doorstep Crime Section on **01962 833666**. Officers from the Doorstep Crime Section are available Monday to Friday between 9am and 5pm. If you have any concerns outside these times, please contact the Police on their non-urgent number **101** or dial **999** if you feel frightened, threatened or intimidated.



Enjoying the Christmas lunch

SUCCESS AT THE 'OVER 55'S' CHRISTMAS MEAL

Gosport Borough Council Older Persons Services helped to organise and promote the annual Christmas meal held at the Masonic Hall in December. It was a great afternoon with 92 lunches served, Loud and Proud volunteers helped with serving drinks and provided companionship during the meal.

Entertainment was provided by singer Ernie Wise. Special guests 'The Mayor' Councillor Diane Furlong and Councillor Linda Batty also came along.

The date for the next Christmas lunch is Wednesday 18th December 2019.

Tickets will be on sale from November with details available nearer the time.

We are looking forward to it!



The Mayor, Councillor Diane Furlong helping out at the 'over 55's' Christmas lunch.

GOSPORT FRIENDSHIP AND MEMORY CAFÉ

A free service for seniors to make new friends, enjoy tea and cake and join in a range of activities. Everyone welcome – friends, family and carers. Stay for the afternoon or just drop in. Give it a try - it may be the start of something new!
The café is dementia friendly.

*The Bradbury Lounge, Lucas Court,
Melrose Gardens, Gosport, PO12 3FA (from February 2019)*
First Wednesday of the month – 1:30pm to 3:30pm



For more information please call Home Instead on 01329 282469 or Thorngate Churcher Trust 02392 534999
A free service provided in partnership by **Home Instead Fareham and Gosport, Solent Mobility and Thorngate Churcher Trust**



6th February 2019
6th March 2019
3rd April 2019
1st May 2019
5th June 2019





JUNIPER COURT - EXTRA CARE

Juniper Court in Gosport is an extra care scheme owned by The Guinness Partnership. The scheme consists of 1 and 2 bedroom self-contained flats and has on site care available 24 hours a day, 7 days a week. Hot meals are provided in the scheme restaurant and residents can enjoy social activities in the communal lounge.

To be considered for a property at Juniper Court applicants must have a personal care need (for example need help with washing and dressing) and have been assessed by Hampshire County Council Adult's Services. If you need to talk to someone about being assessed please call **0300 555 1386**. Applicants will also need to contact Gosport Borough Council for a housing application form. Contact details as below.



To find out more about the scheme, the services on offer or to apply for a property, please call **023 9254 5254/5453** or email extracare@gosport.gov.uk

COMING SOON - 55+ INFOFEST 2019

The annual 55+ InfoFest event will be held on Friday 18th October at Thorngate Halls. This **FREE** large scale event brings together a wide range of organisations to provide information, advice and guidance on a range of issues affecting older people and their families or carers. Visitors also have a lot of fun watching or joining in with activities such as tai chi, Zumba Gold and short mat bowls or have a relaxing cuppa and a chat with others.



Due to the popularity of this event opening times have been extended to cover a wider audience with the first session from 10am-2pm and a second session from 4pm-7pm.

For more information, please call Justine Manning on **023 9254 5254**.

Want to move home?

HomeSwapper is the **quick** and **easy** way to find the right home for you.



Visit our website and find a home to suit all your needs – with the **UK's biggest and best** home swap service.



CITIZENS ADVICE - MONEY ADVICE MATTERS (MAM) SERVICE

Did you know that Citizens Advice Gosport offer a money advice service to help Gosport residents who are struggling with debts that could affect their housing?

This service is funded by Gosport Borough Council but is totally confidential and independent. Anyone can access this service either by asking their Housing Officer for a referral or by attending a Citizens Advice drop in session.

Details of the Drop-in times can be found below:

- Monday from 9.30am to 3pm
- Tuesday from 9.30am to 3pm
- Wednesday from 5pm to 7pm
- Thursday from 9.30am to 3pm
- Friday from 9.30am to 3pm

Citizens Advice Gosport is closed on all Bank Holidays.

The qualified MAM caseworker is able to offer a full range of support and can help people manage their money to prevent them from losing their homes through rent arrears. All information remains confidential unless you give permission for it to be shared. Not only can they help with managing debts, they can also make sure that you are receiving the right amount of benefits which you may be entitled to and apply for grants on your behalf.

If you are having problems with your energy bills, Citizens Advice Gosport can help you to make sure that you are on the best tariff for you and switch providers if appropriate.

Some people that use the MAM service are embarrassed and feel they have somehow failed to manage their money properly.

Julie * came to the MAM service for help when she found herself in financial difficulties and was at risk of losing her home. This is her story.

Julie lives in a Gosport Borough Council rented property with her husband and four children who are all under the age of 12 years.

Despite working and claiming child related benefits Julie and her husband's debts built up over time, including rent and council tax arrears, utility and credit card debts. In addition, there was a Housing Benefit overpayment which needed to be repaid.

Julie was worried about her debts and how this would impact on her housing options. She realised that she was at risk of losing her home but was struggling to manage her finances. She wanted help in finding a steady solution to repaying her debts as well as the day to day costs such as rent and normal living expenses. Citizens Advice Gosport helped Julie with financial capability training so that she was able to identify which debts were classed as a priority and the actions creditors could take in order to collect the amounts owed. As a result Julie was left with sufficient income to enable her to meet her priority obligations and remain in her home.

By supporting Julie through this process and by providing financial capability training, she and her family will be able to remain in their home and more able to manage the family expenses in future.

* Name has been changed

Please pop along to see Citizens Advice Gosport if you are worried about your finances, even if you only want some help deciding what your priorities should be or just to check you are receiving the correct amount of benefits. You can either speak to your Housing Officer or visit them directly.

Telephone Advice Line - 03444 111 306

Telephone Advice Line Operating Times
Monday, Tuesday, Thursday, Friday 9am-5pm
Wednesday 9am-6.30pm
Saturday 10am-12noon

Citizens Advice Gosport can be found on the Ground Floor at Martin Snape House, 96 Pavilion Way, St Georges Barracks, Gosport, PO12 1GE. This is located off Clarence Road/Ordnance Road and behind Morrison's supermarket in Gosport town centre.

**citizens
advice** Gosport

PRESCRIPTION CHARGES DID YOU KNOW...?

Eligibility for free prescriptions can be complicated. Claimants on Income-based Job Seekers Allowance (JSA) and Income-related Employment and Support Allowance (ESA) are entitled to free treatment. If you are in receipt of Pension Credit, you are also eligible for free prescriptions.

Contribution-based JSA and Contribution-related ESA claimants are **not** entitled to free treatment, however the NHS Low-Income scheme does offer full or partial exemptions to people who do not automatically qualify for free treatment.

If in doubt, pay the charge first and claim a refund later.

If you are unsure what benefits you receive, contact DWP on **0300 123 1567**

For more information please visit www.nhs.uk/using-the-nhs/help-with-health-costs/get-help-with-prescription-costs/



JOB CENTRE PLUS

Job Centre Plus located at 9 Walpole Road, Gosport, PO12 1RR offers a wealth of help with services and support available:

- Free WIFI and computer access
- Support with job applications
- Job search advice
- Local job information
- Training opportunities
- CV advice

Opening Times

Monday, Tuesday, Thursday,
Friday – 9am-5pm
Wednesday – 10am-5pm

HOW SOUTHERN WATER SUPPORTS VULNERABLE CUSTOMERS



Southern Water provides a range of reduced payment options for customers in vulnerable circumstances:

- **Essentials** provides a discount if water bills are over 3% of disposable household income.
- **WaterSure** caps bills when a customer has a water meter, someone in the household receives a means tested benefit and has three or more children under 19 years and/or has a medical condition which means they need to use additional water.
- **WaterDirect** allows Jobcentre Plus to pay Southern Water directly from a customer's benefits to help manage bills.
- **NewStart** provides help reducing debt for customers who owe money or haven't made a payment for a while.

You may be eligible for more than one financial support scheme depending on your circumstances.

Southern Water Priority Services ensures customers with individual needs can always access water services by tailoring their approach to meet their needs. This includes providing bills in alternative formats, such as audio, to ensure extra support is available.

They are available to customers with limited mobility, disabilities, chronic illnesses, medical conditions, or difficulty seeing, hearing or communicating. Customers in temporary vulnerable circumstances, such as new parents or those with short-term medical conditions, can also let us know if they need additional support.

These customers can confidentially register for the **Priority Services** to ensure Southern Water Staff know about any special circumstances or needs that you may have. For more information please call **0800 027 0800** or visit www.southernwater.co.uk/register-for-individual-needs

Reduced Payment Options

Customers can apply for support by calling Southern Water for free on **0800 027 0363**, emailing payless@southernwater.co.uk or www.southernwater.co.uk/difficulty-paying-your-bill

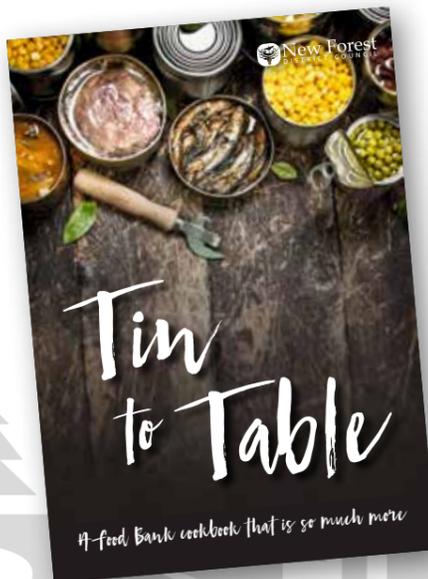


TIN TO TABLE

We thought that you may be interested to know that New Forest District Council has been working with the New Forest Food Banks to come up with some suggestions and ideas that will help reduce the stressful situation of feeding a family on a limited budget.

They have teamed up with cook and food writer Ester Davies who has come up with the recipes below using ingredients from a typical food bank parcel.

These recipes can be adapted for you to use in your own home, once you have tried out these recipes you might be inspired to create your own version and adapt them to suit your own ingredients that you may have in the back of your kitchen cupboard.



Stir Fry Noodles with ham and vegetables Ingredients

- 1 packet of instant noodles
- 2 teaspoons of oil
- ½ can of ham (diced) – fresh ham can also be used
- ½ can of green beans (fresh beans can be used)
- ½ can of baby or sliced carrots (fresh carrots can be used)
- 1 clove of garlic, peeled and crushed
- 1 teaspoon of soy sauce
- 5 teaspoons of water
- ½ of a chicken or vegetable stock cube
- 1 ½ teaspoons of cornflour
- Pepper (to taste)

Method

- Prepare noodles as per instructions on the packet.
- Blend together the cornflour, soy sauce, stock cube and water in a jug or small bowl.
- Heat the 2 teaspoons of oil in a pan on a high heat and add the diced ham. Cook for 3 minutes.
- Reduce heat, add the garlic and fry for a minute.
- Add the drained carrots and green beans, and cook for 3-4 minutes.
- Pour in blended cornflour and soy sauce mixture, cook for 4-5 minutes until the sauce thickens.
- Add noodles, gently combining them with the other ingredients.

Rice and Meatball casserole

Ingredients

- 1 onion, peeled and chopped
- 1 garlic clove, peeled and finely chopped
- 1 mug of rice
- 2 mugs of water
- 1 can of meatballs in tomato sauce
- 1 can of green beans, drained
- 1 can of tomato soup
- 1 chicken or vegetable stock cube, crumbled
- 1 teaspoon of basil or Italian mixed herbs
- Salt and pepper (to taste)

Method

- Pre-heat the oven to 350 F/ 180 C/170 C (fan assisted) gas mark 4.
- Fry onion slowly in a large pan for 5 minutes until soft and clear.
- Add chopped garlic and fry for a minute and add rice. Cook rice in two mugful's of water for 3 minutes, stirring continuously.
- Pour in the tomato soup, can of meatballs, crumbled stock cube, basil or Italian herbs and mix well.
- Gently mix in drained green beans.
- Season with salt and pepper.
- Place into a large casserole dish and bake in the oven for an hour or until the rice grains have swollen.
- Serve with a little grated cheese.

Tomato and lentil soup

Ingredients

- 2 teaspoons of oil
- 1 onion, peeled and finely chopped
- ½ mug of red lentils
- 1 can of tomatoes, chopped
- 1 vegetable/chicken stock cube, crumbled
- 4 mugs of hot water
- Salt and pepper (to taste)

Method

- Heat the oil in a large pan over moderate heat.
- Fry the chopped onion for 5 minutes slowly, reducing the heat so that it becomes clear.
- Dissolve a crumbled stock cube in a jug or large bowl with 4 mugs of hot water and mix well.
- Pour in the chopped tomatoes and juice, followed by the red lentils and the prepared stock, bringing it to the boil.
- Reduce heat and partly cover the pan, then simmer for 20-30 minutes.

WHAT'S IN THE CUPBOARD?

Below are some handy tips to help you make the most of the ingredients in your cupboard.

Rice can be adaptable for both savoury and sweet dishes. One thing to be mindful where rice is concerned is that it is easy to cook more than you require, and if you are keeping the leftovers, then you must be extremely careful with how you handle this. Uncooked rice can contain spores of bacteria known as *Bacillus Cereus*. Even after cooking, these spores can still survive. When the cooked rice isn't handled, cooled and stored, or reheated properly, the bacteria can cause food poisoning. So always rinse any leftover rice thoroughly with cold water and store in the fridge as soon as possible. It will stay safe in the fridge for up to three days – any longer would be risky!

Lentils are a brilliant store cupboard staple as they are highly nutritious, rich in minerals, protein and fibre. They can be used to bulk out other dishes, such as mince, or can be used on their own as the base of a stew, soup or curry.

Eggs are always a good standby emergency ingredient. If it's the end of the week, and there isn't much in the cupboards, then try rustling up a Spanish omelette, which is one of the easiest, quickest meals you can put together in no time at all. Eggs will last longer in the fridge, provided you don't put them in the door. The cold does make them last, but constant changes in temperature can make them go off quicker. They should be stored nearer the back of the fridge, where the temperature is more constant.

Tinned beans are also good to use to bulk out mince and other dishes. Baked beans or kidney beans added to a mince recipe can make a great Mexican chilli with the addition of a fresh chilli and dried basil.

Pasta is a perfect foundation for healthy, nutritious and satisfying meals. Children are especially easy to please where pasta is concerned, and a basic homemade tomato sauce, using onion, garlic (optional), tinned tomatoes, tomato puree, dried basil and seasoning, is a cheap and easy recipe which will go well with any pasta.

For more money saving ideas take a look at the Getting Your Finances in Order article on p14.

GET YOUR FINANCES IN ORDER

A simple household budget is the foundation of good finances which will help you feel more in control.

As Universal Credit is moving people onto monthly benefit payments, you will need to ensure that you can make your money last you the full month.

Below is some useful information which may help you work out where your money is going.

ESSENTIAL COSTS

There are essential costs that you cannot avoid; these include your rent, council tax and TV licence.

Gas, electricity and water are things that you can control but may need advice about how to make savings. Visit www.moneysavingexpert.com where you can shop around for savings.

You can cut back on items such as food, clothes and transport. By spending smarter and shopping around, you can make savings.

As far as food is concerned, changing to 'own brand' items, taking advantage of special offers, cooking in bulk and freezing future meals can all help you to save money.

We would all like to have more luxuries such as nights out and holidays but if they don't happen, it's not the end of the world. It is a good idea to write down your daily spending over a period of a month. It will show you where your money is really going and what spending is essential. If you stop spending on a non-essential item such as a take away coffee, you could save almost £200.00 in a year!

If you are struggling with your finances please speak to your Neighbourhood Housing Officer who can help you or refer you to the Citizens Advice Money Matters (MAM) service (see article on page 10 for more information).

Here is an example of how you can work out your household budget.

Enter all the income for you and your household. If you receive a wage or salary you should enter the amount that you take home after deducting tax and include any benefits you receive such as Job Seekers Allowance (JSA), Disability Living Allowance (DLA) etc.

(A) Monthly Income - Your monthly income sources

Monthly Income	Amount	Notes
Wages/salary	£	
Wages/salary - partner	£	
JSA/Income Support	£	
ESA	£	
Disability Living Allowance - care	£	
Disability Living Allowance - mobility	£	
Carers Allowance	£	
Child Benefit	£	
Child Tax Credit	£	
Working Tax Credit	£	
State Retirement Pension	£	
Private Pension	£	
Non-dependant costs	£	
Other income	£	
Total income (A)	£0.00	

(B) Monthly spending – Enter all your basic essential outgoings. If your bills are yearly, you can work out a monthly cost by dividing the figure by 12.

Current Living Expenses	Amount	Notes
Rent	£	
Council Tax	£	
Portsmouth Water	£	
Southern Water	£	
Gas	£	
Electricity	£	
Insurance	£	
Housekeeping (food, toiletries, etc.)	£	
School meals/meals at work	£	
TV Licence	£	
Telephone/Cable	£	
Mobile Phone	£	
Travel	£	
Car Insurance	£	
Petrol	£	
Car Costs (repairs, MOT, Tax)	£	
Clothes/Shoes	£	
Cigarettes/Alcohol	£	
Childminding/Child Care Costs	£	
CSA/Maintenance	£	
Hire Purchase Goods	£	
Saving (Christmas, birthdays etc.)	£	
Other (haircuts, prescriptions etc.)	£	
Total current living expenses (B)	£0.00	

(C) Priority Debts - These are the most important debts which need to be paid.

Priority debts	Amount Owed	Current Payment	Notes
Rent arrears	£	£	
HB overpayment	£	£	
CT arrears	£	£	
Gas	£	£	
Electricity	£	£	
Magistrate court fine	£	£	
Social fund loan	£	£	
Benefit overpayment	£	£	
Other	£	£	
Priority debts total (C)	£ 0.00	£ 0.00	

Non Priority Debts - i.e. Portsmouth Water, Southern Electric.

Priority debts	Amount Owed	Current Payment	Notes
	£	£	
	£	£	
	£	£	
	£	£	
Total non-priority debts	£ 0.00	£ 0.00	

Total income A	£0.00
Total outgoings B + C	£0.00
Surplus or amount for non-priority debts	£0.00
Total current payment non-priority debts	£0.00
Total Balance	£ 0.00

SELF EMPLOYED

GARDENING & DIY

FLEXIBLE ROLE £8.40/hr

Are you patient with a sense of humour?
Do you have DIY and/or gardening skills?
Would you like to help older/vulnerable people?

If you answered yes

**PLEASE CONTACT US ABOUT BECOMING A
DART & GARDEN WORKER!**

Flexible hours Monday to Friday, self employed
Enhanced DBS check required



   
www.gva.org.uk



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

T: 02392 583 836 | E: homeserveadmin@gva.org.uk | W: www.gva.org.uk

SELF EMPLOYED

DOMESTIC CLEANING

FLEXIBLE ROLE £8.00/hr

Are you patient with a sense of humour?
Do you like housework?
Would you like to help older/vulnerable people?

If you answered yes

**PLEASE CONTACT US ABOUT
BECOMING A DUSTBUSTER!**

Flexible hours Monday to Friday, self employed
Enhanced DBS check required



   
www.gva.org.uk



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

T 02392 588347 | E govolunteer@gva.org.uk | W www.gva.org.uk

Healthy families have more fun

Modern life can mean our families are a lot less active and a lot more likely to eat food that isn't good for them. But Change4Life is here to help you make small changes that can make a big difference.

What's in our family's food?

We wouldn't let our kids eat sugar from the sugar bowl or salt from the salt shaker. But we tend not to think about the sugar, salt and saturated fat in other things they eat and drink. And that means our kids are eating way too much of them.

Did you know? Children in the UK are consuming nearly 3 times more sugar than the maximum daily recommendation.



That's why Change4Life has developed the Food Scanner app. It lets families see what's in their food and drinks, simply by scanning the barcode. Download the free app today from iTunes or Google Play.

Time to get moving?

Most children are not as active as they should be – and that's not great for their little bodies. Being active keeps their heart, bones and weight healthy, and it makes them feel good too!

Did you know? Children need to do 60 minutes of physical activity – the kind that gets their hearts beating faster – every day.



Doing 10-minute bursts of activity is an easy way to help them get moving – just check out the 10 Minute Shake Up games on the [Change4Life website](#) if you need inspiration. You'll also find ideas for kids to have fun, indoors or out, rain or shine!

For tips on how to eat well and move more, search [Change4Life](#).

change
4 life



Public Health
England

HOW ARE YOU?

In our adult years, the lifestyle choices we make can dramatically increase our chances of becoming ill later in life.

Making small changes now can improve your health right away and double your chances of staying healthy as you get older. It's never too late to start.

Search One You and take the free health quiz to see how you score.

BECAUSE THERE'S ONLY
ONE YOU

© Crown copyright 2016



FIND YOUR PLACE AT THE LIBRARY

EMPLOYABILITY COURSES IN GOSPORT - APRIL - JULY 2019

Personal Resilience

Monday 29th April – 20th May 9.30 – 12.30

This course will help you pinpoint and verbalise personal challenges and factors that cause stress. You will also discover strategies to support your own personal resilience

Computing, Internet and Email for Beginners

Tuesday 30th April – 4th June 10.00-12.30

This course will introduce you to the basic use of a computer, using the Internet and setting up/using an email account to help you gain employment.

Word, Excel and PowerPoint for Work

Tuesday 30th April – 4th June 13.00 – 15.30

This course will enable you to learn how to use various applications in Microsoft Office (Word, Excel and PowerPoint) to help you in your search for employment.

Get to Know your Ipad

Thursday 9th and 16th May 10.00 – 13.00

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

Emergency First Aid

Friday 7th – 28th June 10.00 – 12.30

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

To book call the Discovery Centre

on 02392 523463 or pop in to reserve your place



FAMILY SAFETY EVENT IS BACK!

Free family fun returns to Gosport town centre on Saturday 27th April, with the annual Safer Gosport Community Day. The event, runs between 11am and 2pm in Lawrence Square and the High Street, includes emergency service vehicles on display and a visit from kids' TV show PAW Patrol.

Along with the Council, organisations planning to attend include Hampshire Fire and Rescue Service, Hampshire and Isle of Wight Air Ambulance, GAFIRS, HM Coastguard and medical transport charity SERV Wessex. There'll be plenty of free advice on offer from local organisations too including Victim Support, Stop

Domestic Abuse and Citizen's Advice. There is also a chance to get your bicycle coded for free as well as the chance to purchase a discounted D Lock whilst stocks last!

A special opportunity is included in this years' programme, with the YOUdecide fund voting event taking place in Gosport Town Hall reception. Five projects are bidding for a chance to win a share of £10,000 and local residents are invited to find out more about these deserving projects and cast their vote on the day!

For more information, visit www.safergosport.co.uk/sgcd2019/ or tel 023 9254 5232

VoluntHeroes



A new supportive volunteering group in Gosport

If you are aged 25+ you may like to join us! Do you:

Have physical/mental health issues or learning difficulties?

Feel anxious about meeting new people but want to get involved?

Have spare time but need support to volunteer?

Want to improve your confidence?

Need to get ready for Universal Credit?

If you would like to find out more, please contact Sue Greene on 02392 604 694 or volsupport@gva.org.uk.

The group meet every Tuesday, 11.00am at the Henry Cook Centre (formerly Waterside Church), South Street, Gosport PO12 1ES. Please come along!



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





75TH ANNIVERSARY COMMEMORATIONS

SATURDAY 1ST JUNE – SUNDAY 2ND JUNE - D-DAY

Gosport will begin the local commemorations with a major weekend of entertainment, displays and historical re-enactments at Stokes Bay.

The programme, brought together by the council, will mark the borough's central role in the invasion of June 1944.

Daytime events will be free, including living history recreations by specialist company Pike and Shot Events.

On the Saturday night there will be a ticketed dance with music from the 1940s-style Kalamazoo Dance Band.

On the Sunday there will be a special civic parade and remembrance service on the promenade by the Canadian memorial.



The full programme is yet to be confirmed, but it will include:

- a replica Spitfire and Hurricane
- demonstrations of a Second World War heavy machine gun and other weapons
- tanks and other vehicles used in WW2
- a British paratroopers display
- a presentation on the special tanks developed and tested in Gosport
- a talk about the impact of the war on local people.

For more details and updates, when available, go to www.gosport.gov.uk or find Pike and Shot Events on Facebook.

Beach Street and Hardway were other major embarkation points.

Local Royal Navy supply bases, including those at Priddy's Hard and Royal Clarence Yard, were vital for supplying the invasion fleet.

Aircraft based at HMS Daedalus supported naval and ground forces, while the Royal Hospital Haslar took in wounded troops.

GOSPORT'S ROLE IN 1944

D-Day, 6 June, was the start of Allied operations which would ultimately liberate Western Europe. Around 156,000 troops were eventually landed on beaches in France.

Gosport played a major role, with Stokes Bay used for the embarkation of large numbers of troops and the building of Mulberry harbours.

FLYING START IN HEALTH CARE

Do you want to access further training and development but your Maths and/or English skills are holding you back?



Looking to progress into higher roles but need to improve your Maths and/or English first?

The Flying Start Programme is designed to allow flexible learning at a time and pace of study that is convenient for you.

Through on-line assessment and support, a trainer will advise and take you through a programme designed to upskill current knowledge. Face to face support will also be made available at your place of work or at their Training Centre based in Fareham, should you need extra guidance and support. An on-line tool will provide the necessary resources – worksheets, presentations and 'how to' guides to help you work your way through the areas that challenge you the most.

Qualification Available:

- Functional Skills Maths Level 1 and 2
- Functional Skills English Level 1 and 2

For those looking to progress into Health Care roles:

- Flying Start resource workbook
- Gain underpinning knowledge in Health and Social Care
- Employment Rights & Responsibilities
- Health & Safety
- Duty of Care
- Understanding Safeguarding and Prevent
- Communication within Health Care

Eligibility

- Must not be undertaking other government funded training programmes
- Do not have a Maths or English qualification at Grade C, 4 or above
- Eligible to live and work in England
- Aged 19 or over at date of registration
- A citizen of a country within the European Economic Area (EEA).
- Non-EEA citizen may be eligible if they have permission granted by the UK government to live in the UK, which is not for educational purposes, and have been ordinarily resident in the UK for at least the previous three years.

For more information:

Contact info@fareport.co.uk or call **01329 825805**



GOSPORT TOURIST INFORMATION CENTRE

The Gosport Tourist Information Centre is there to help you. They have tourist information for Gosport and surrounding places such as Southampton, Portsmouth and Fareham.

Find accommodation in a hotel or bed and breakfast; get a local guidebook or ask about the best tourist attractions to visit around Gosport.



Gosport has the Royal Naval Submarine and Explosions! attraction and there are many more nearby including Portchester Castle, Blue Reef Aquarium, Portsmouth Cathedral and Royal Naval Museum in Portsmouth.

The Tourist Information Centre is located at the Bus Station Complex, South Street in Gosport. You can telephone the friendly staff on **023 9252 2944** or visit <https://www.visitsoutheastengland.com/useful-info/tourist-information-centres/gosport-tourist-information-centre>

SIGNPOSTING SERVICE AVAILABLE IN GOSPORT

Free, confidential and friendly service

Do you or someone you care for need support? A Signposting Service volunteer will listen and discuss the support you may need.

Including:-

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

Services are available at:

- Brune Medical Centre - Fridays
- Forton Medical Centre - Tuesdays
- Northcott House - 1st Thursday of the month
- Waterside Medical Centre - alternate Wed/Thu
- Telephone Consultations also available

Simply ask on site or call Angela on **02392 604683** for further information.



WHAT IS CONNECT TO SUPPORT HAMPSHIRE?



Do you need some support to stay independent, well and connected to your community?

Connect to Support Hampshire is a website that connects people to support and places within communities to help them remain independent. It has recently been developed further and in addition to a directory of services, has a wealth of information and advice on a wide range of areas.

For more information visit www.connecttosupporthampshire.org.uk

GOSPORT WALKING FOR HEALTH



Walks Programme

Getting active can be difficult. With Ramblers Walking for Health, you can take part in a free short walk nearby to help you get active and stay active at a pace that works for you. It is a great way to stretch your legs, explore what is on your doorstep, and make new friends.

For over 14 years, Ramblers Walking for Health has helped thousands of people discover the many benefits of regular group walks. From reducing stress, to losing weight, to sharing laughs, Ramblers Walking for Health has something for everyone.

Why walk?

Walking is truly accessible – almost everyone can do it anywhere and at any time. It won't cost you anything, and you don't need any fancy equipment to hit the pavement.

Gosport Walking for Health is a working partnership between Gosport Voluntary Action and Community First Fareham with funding from Hampshire County Council.

The scheme offers:

- A variety of walks available each month.
- Walks graded for different abilities.
- Walks covering various distances.
- Walks taking place on different days and times.
- The chance to meet and socialise with friends.

If you still need convincing, here are a few positive things that walking can do for your health:

- Help your heart and lungs work better.
- Lower your blood pressure.
- Keep your weight down.
- Lighten the mood.
- Keep your joints, muscles and bones strong.
- Increase 'good' cholesterol.

For more information, please contact gospportw4h@gva.org.uk or telephone **023 9258 3836** and ask for AJ.

YOUR CHANCE TO BLOOM

Gosport and Lee-on-the-Solent In Bloom competition is your chance to have your gardening creativity recognised. Registration is now open.

When summer is here, we will once again be on the lookout for beautiful pockets of greenery that brightens up the Borough.

Whatever the size of your garden or growing space, you could be up for an award, there is bound to be a category for you.

Categories are:

- Back garden (small and large)
- Front garden
- Hanging basket/floral container
- Allotment
- Business, including pubs
- Retirement/sheltered housing
- Community/neighbourhood group and street

Judges will generally be looking for healthy, well-maintained plants that provide interest, in a weed-free, attractive setting that has a minimal impact on natural resources that enhances the area for the local community.

How to enter

Either visit www.gosport.gov.uk or pick up an entry form from reception at the Town Hall.

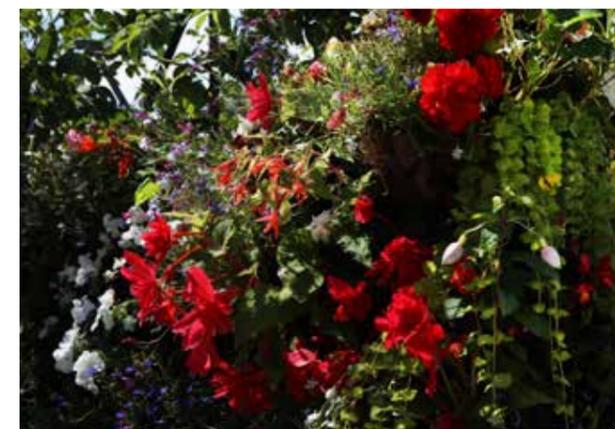
Post your name, address, phone number and email address to In Bloom, Gosport Borough Council, Town Hall, High Street, Gosport, PO12 1EB, telling us clearly which category or categories you want to enter.

The closing date for entries is **24th May**.

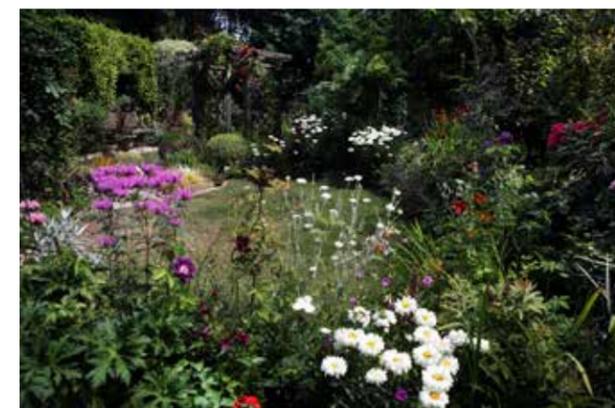
Judging will take place between 8th and 19th July and between 22nd July and 2nd August.

Awards will be presented at the Thorngate Halls on **26th September 2019**.

The event is sponsored by A&S Motors, Sodexo, Hambrooks and Urbaser



Best Hanging Basket, Gold and Overall Category Winner 2018 – Isabell Bourke



Best Back Garden, Gold and Overall Category Winner 2018 – Mr and Mrs Arnold

SPRING OPEN MEETING

In the know - "People Meeting People" Speakers from some of the Gosport social groups
From 10am to 12 noon on Friday 12th April at Holy Trinity Church, Trinity Green Gosport, PO12 1HL
(Doors open 9.30am when free tea and coffee will be served)

We also want to hear from you:

- Where can older people meet others in Gosport?
- What might stop them going to these places?
- What social activities are not available that you think would be popular?
- Help us to put together a list for local residents by telling us of the places you know where new people would be made very welcome.



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

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

**FREE
COURSES
AVAILABLE**



School of Adult & Higher Education



New Courses for Spring Term 2019

In response to the many requests we receive for new subjects, we are delighted to be able to add to the many courses we already offer

- Back to Basics English and Maths
- Computer Skills for Job Search
- Creative Writing
- Criminology
- CV writing and Job applications
- Interview Skills
- Film Studies
- Forensics
- Garden Design
- Local Community History
- Mindfulness
- Starting your own business

...and many more!

**Gain new skills!
Take up a new hobby!
Meet new people!**

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.

Published: February 2019

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

Tel: (023) 9258 4242