



Gosport Borough Council
A Housing Services Production

At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Summer 2017 Edition

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Welcome to the Summer issue...

Residents
Approved



GOSPORT
Borough Council

USEFUL CONTACTS



It is important that we connect you to the correct department or person when you contact us.

- If you are a council tenant and need to speak to your housing officer or a member of the **tenancy management team** please call **023 9254 5665**.
- If you need to speak to someone about your **rent account** please call **023 9254 5207**.
- If you live in **sheltered accommodation** or need to speak to someone about your **lifeline pendant** please call **023 9254 5453**.
- If you are **not a council tenant** and want to speak to someone because you are threatened with **homelessness** or need help to find accommodation please call **023 9254 5476**.
- If you are **not a council tenant** and are living in **temporary accommodation** allocated by the council please call **023 9254 5586**.
- If you are on the **Housing Waiting list** or have a query about the **Choice Based Lettings** scheme please call **023 9254 5682**.



YOUR NEIGHBOURHOOD

Your Housing Officer

Anglesey (Ash Close and Baronsmere), Bridgemary South, Christchurch and White Lion Walk estate (Town)

Rachel Seymour – 023 9254 5275

rachel.seymour@gosport.gov.uk

Brockhurst, Forton and Leesland

Roz Weaver – 023 9254 5356

roz.weaver@gosport.gov.uk

Lee on the Solent and Town (not White Lion Walk estate)

Carol Leader – 023 9254 5359

carol.leader@gosport.gov.uk

Privett and Rowner & Holbrook

James Sibley – 023 9254 5522

james.sibley@gosport.gov.uk

Bridgemary North, Elson and Peel Common

Syed Haque – 023 9254 5273

syed.haque@gosport.gov.uk

Anglesey (Clayhall area) and Bridgemary South

Helen Wort – 023 9254 5275

helen.wort@gosport.gov.uk

USEFUL CONTACTS

Repairs



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

- Telephoning Freephone number 0800 028 0835.
- Reporting emergency repairs (including boilers) 'out of office' hours by telephoning 0800 028 0835.
- Texting non urgent repairs on 07786 204386.
- Emailing non urgent repairs to gosport.repairs@kier.co.uk.
- Clicking on the Kier repairs app. This can be downloaded via Apple, Android or Blackberry app stores; once you have downloaded the app register with passcode 1789.

Grounds maintenance issues



You can report any grounds maintenance issues such as grass cutting and street cleansing to Streetscene by:

- Telephoning free phone 08000 198 598.
- Emailing streetscene@gosport.gov.uk.



If you come across any issues with debris in the road, pedestrian crossings, pot holes, street lamps and traffic lights please contact Hampshire County Council Highways department by:

- Logging onto www.hants.gov.uk/highways.



Gosport Police Station

Gosport Police Station is now sited at The Town Hall.

Opening Times

Tuesday –

10am-2pm & 3pm-6pm

Saturday –

10am-2pm & 3pm-6pm

For non-emergencies call 101.

In an emergency please call 999.

Taking Housing Forward

Change Programme

Taking Housing Forward

I am delighted to introduce myself as the Head of Housing Service for Gosport and to provide you with an update on where things stand with the Housing Service review.

From 3rd April 2017 I formally became your Head of Housing with overall responsibility for the Housing Services. Whilst my role is technically a shared management role with Portsmouth City Council, I will actually be based at Gosport full time and will lead the ongoing implementation of the Housing Service review.

I have the support of Steve Groves, Asset Manager, who will be providing strategic oversight and support for the repairs and maintenance services and Elaine Bastable, Housing Options Manager, who will be providing strategic oversight and support for the Housing Options Services. Steve and Elaine are also part of the shared management arrangement with Portsmouth City Council. Whilst Steve and Elaine will not be based in Gosport full time, they will be on hand to provide assistance, as and when needed. They will support their Operational Managers all of whom are employed by GBC and based at GBC full time. Operational Managers will have day to day responsibility for the delivery of the two service areas and will form part of my management team.

I am passionate about Housing Services and have loved being a part of the Gosport Housing team. The last year hasn't been easy for the team as we worked through the review and I would like to thank them for their grit and determination to work with us as the review was undertaken.

I am keen to draw a line under the review and work with my management team to embed the new structure and realise the potential we have seen for improved customer service.

I look forward to meeting you and working with you to deliver excellent customer services.

Julie Smith
Head of Housing



Housing Service Review Update

In the last edition of 'At Your Service' (Spring 2017) we ran a feature which outlined how the Housing Services are currently delivered and the changes which we are making to the service. We also talked about the initial focus on the implementation of the new structure.

I am pleased to say that the vast majority of the new roles are appointed and the remaining vacancies in the service are going through normal recruitment processes.

As the new structure has been forming, we have shifted our focus to embedding the new structure. This will lead to more detailed communication with you to inform you of the changes and let you know who you need to contact for the services that we provide to you.

Our communication plan to you as our customers includes direct correspondence, further articles in 'At Your Service' and engagement through the Customer Opinion Panel. I do think that we will be able to start to send detailed communications to you during Summer 2017.

Until then your main points of contact remain the same, please see the useful contacts on Page 2.

Changes to the Benefits Section

New Opening Hours

The Benefits Section's counter and telephone service is now open to the public on Mondays, from 9am to 5pm, along with Tuesday, Thursday and Friday 9am to 5pm. It will remain closed on Wednesdays; however the self-serve area and drop-box facility are open five days a week.

Reporting Change of Circumstances Tell us on-line and on time!

On 3rd April the Benefit Section introduced a new service for customers which enables a change in circumstances to be reported on-line by completing a new digital on-line form.

The new form captures very detailed information about the change being reported and caters for all types of changes. In addition, it has a tool that allows you to attach (or 'upload') any images of the relevant evidence to support your change, at the same time. This can be done by using a digital camera, smart phone, tablet or scanner.

The new 'Change of Circumstance' form can be accessed by visiting the Councils' website at www.gosport.gov.uk/benefits.

If you do not have a PC or internet connection at home:

- you can access the form via a mobile phone or tablet;
- you can access the claim form using a friend's or relatives PC and internet connection;
- you can gain access to a PC at your local library;
- you can ask your Support Worker to assist you;
- you can seek assistance from your Housing Provider;
- you can have access to a PC within the Benefit Section Reception area at the Town Hall, where a Benefit Advisor can assist you through this new process.

Once the form is completed, it is submitted online and you will be advised to 'attach' any evidence to support the change you are telling us about. There is a list of the various types of evidence that are acceptable to support your change. Once submitted, you will be sent an email confirming receipt of the form (if an email address is provided).

Each claim is of course unique and if for any reason we require original documents to process the change, we will contact you either by telephone, text, email or letter.

The Benefits Team will be on hand to assist should you choose to use our 'self-serve' area.



Energy Update

Solar PV Panels

The first of the Solar PV projects have been to install Solar PV panels on three of Gosport's Sheltered blocks; Fortune House, Gloucester House and Woodlands House, to help reduce the communal electricity cost of the buildings.

Fortune House has seen the first installation of 35kW Solar PV panel. The Solar PV installation will reduce energy costs for Gosport Borough Council by reducing the amount of electricity that Fortune House uses. The Solar PV installation is expected to reduce the electricity bill by approximately £900 per year.

Works were completed at the end of May 2017 at Woodlands House; this is a 50kW system. Woodlands House Solar PV installation is expected to save Gosport Borough Council over £1,000 per year by reducing the electricity used by the grid.

Gloucester House will have a 50kW PV system installed in September. It is expected that Gloucester House will see a saving of over £1,000 per year on its electricity bill.

As well as saving on electricity costs, all three sites will see their carbon omissions reduce.

The works are being carried out by Space Renewable Energy Ltd who are based in Farlington, Portsmouth.

Electricity prices are expected to rise 7% year on year over the next 15 years, Gosport will therefore see further savings in the years to come.

Date for your Diary



The 'Joint 55+ Info Fest and Winter Warmth Event' takes place again this year

on Friday 20th October, 10am – 3pm at Thorngate Hall. This event is **FREE** to attend with **FREE** refreshments.

For more information about the event, please ring Donna Simpson on 023 9254 5421 or Sam Downing on 023 9254 5686.



Solar panels at Fortune House



Solar panels at Fortune House

Energy Update

Local Energy Advice Programme (LEAP)

As part of the continuing partnership with Portsmouth City Council, Gosport Borough Council has launched LEAP, a new **FREE** energy service for residents. LEAP involves a home visit to offer free energy advice and help to make your home warmer.

In addition to advice, we can install free energy efficiency measures into your home such as LED lightbulbs, radiator panels and draft-proofing.

You can benefit for this service by booking for a **FREE** home visit by either calling the LEAP team on Freephone 0800 060 7567 or applying online at www.applyforleap.org.uk.

We have already helped over 50 Gosport residents save energy in their home. Here is how LEAP has already helped two of our Gosport residents.

Mr and Mrs B, Gosport, were visited in April by a LEAP Home Energy Advisor, who helped them to switch to a cheaper energy tariff and installed some easy measures during the visit, Mrs B said *“Damien was really friendly and helpful and the scheme has made a significant difference to our living situation. Switching energy supplier has reduced our energy bills and by installing some ‘easy measures’ our home is warmer, meaning that it is more comfortable for my husband, who often suffers from blood clots.”*

Mr W, Gosport, was visited in April by a LEAP Home Energy Advisor. Mr W said *“Damien was very professional and helpful. The lighting installed has been very beneficial to my mother as the brighter LED energy saving bulbs have made it much easier for her to read. Damien’s advice on the Warm Home Discount scheme was also very useful; I have now applied for my mother to go on the waiting list for next year and this extra income will make a significant difference when paying for her bills. Overall, the experience was very positive and Project Leap is a worthwhile and effective scheme for those who require extra assistance.”*

For more information on the LEAP scheme please visit www.applyforleap.org.uk or call the LEAP team on 0800 060 7567.



 **LEAP**
LOCAL ENERGY ADVICE PROGRAMME



Public Space Protection Order (PSPO) for the control of dogs

Gosport Borough Council has made changes to its rules regarding dogs in public places, following a consultation with residents and interested organisations.

On 8th March 2017, Gosport Borough Council resolved to make a Public Spaces Protection Order (PSPO) for the control of dogs in its area pursuant to Section 59 of The Anti-Social Behaviour, Crime and Policing Act 2014.

The information below provides an explanation of these changes.

The rules imposed through the PSPO are:

- The maximum number of dogs one person can walk in a public place is now four.
- People walking a dog will have to put it on a lead if a council officer asks them to.
- People walking a dog will have to carry something enabling them to pick up its mess.

Dogs with the exception of guide dogs are banned from enclosed play areas with fixed equipment. They are still allowed on sports pitches, unless an organised event is taking place.

Dogs must remain on a lead in cemeteries, allotments and car parks.

Owners or walkers must clean up after their dogs.

Dogs with the exception of guide dogs aren't allowed on certain parts of Alver Valley or on bowling greens.

From May to September dogs are banned from these sections of the beach:

- At Lee-on-the-Solent, between Pirates Cove play area and the eastern end of the prom.
- At Stokes Bay, between the sailing club slipway and the GAFIRS slipway.

Officers can issue a £100 fine, reduced to £50 if paid within a week. Failure to pay could result in court action and a maximum £1,000 fine.

Full details of the PSPO can be read by logging onto www.gosport.gov.uk or by visiting StreetScene at the Town Hall between 9am and 5pm.

REPAIRS ROUND UP FOR 2016/17

What a year!

Over this year (from the beginning of April 2016 to the end of March 2017), we have completed some major works and milestones. We have:

- installed 112 new kitchens
- installed 145 new bathrooms
- rewired 49 properties
- installed new central heating to 201 properties (consisting of 57 full installs, 95 boiler replacements and 49 radiator replacements)
- installed 71 composite doors
- carried out 86 disabled adaptations (consisting of 52 level access showers, 27 over bath showers, 1 major work item and 6 stair lifts)

Disabled Aids

We are making real progress towards reducing waiting times for much needed adaptations requested by our residents. We have drastically reduced the waiting times from 19 months in April 2016 down to around 10-12 weeks! A big well done to all the team involved in driving down this waiting time.



Bathroom before and after



Kitchen before and after

Replacement roofs

Even though the Hove Court project took most of our budget and resources during this year, we were able to complete a roof at Chester Court. This leaves a further five roofs left to be replaced in this location. The plan for the coming year also includes Archer House which was delayed from last year.

As well as the planned roofing works, we did also have to complete a replacement pitched roof. This was due to extensive repairs and damp issues.



One of the roofs at Chester Court nearing completion

REPAIRS ROUND UP FOR 2016/17



Recently completed 'Proteus' system roofs during 2016/17

Sheltered Scheme Upgrade

A great deal of planning has gone into what works are required at Gloucester House. After the last few weeks of tendering we established that our current Decoration Contractor, Novus were successful in their bid to carry out the upgrade.

At the time of writing we are making arrangements to demolish the walls within the lounge area!



Recent roof replacement



Kitchen wall about to be demolished!

Upgrade to Hove Court

Most of the articles over the last year gave updates on progress on this major project. We are pleased to advise that apart from some minor finishing work, we have completed the project to a very high standard.

All residents not only benefitted from a 'new look' refurbished block but they will enjoy reduced heating bills and lower repair issues as a result of the extensive work carried out. Well done to all involved in dealing with the project.



Completed works at Hove Court - view from the High Street



Before and after rear view of Hove Court

REPAIRS ROUND UP FOR 2016/17

Novus Works

Some good news...

The blocks located around the Depot Site at Wilmott Lane, have been externally decorated, shed doors replaced and will receive some security measures to the communal areas.

Continuing with decoration, Wilmott Close has been recently redecorated by our decoration contractor Novus. As part of the work we also completed the removal of all failing concrete canopies with a lightweight glass reinforced plastic (GRP) version.

Trial of Wash Down

Further innovation this year included a solution to washing down our rendered properties. With many years of exposure to our British weather, these properties became prone to algae growth at low level. If not removed, the algae will grow rapidly and can affect the visual appearance. We have previously tried a number of options bearing in mind the lightweight nature of the cladding material and the fear it would damage the surface.

For this latest trial, we thought we would go with the larger Turner Avenue block as this was looking a little tired and in need of refreshing.

As you can see from the photos, the results were very pleasing and as a result will now be adding this as a measure when we complete our decoration programmes.



The front of Turner Avenue now completely clean



Wilmott Close recently completed following decoration



Wilmott Lane blocks receiving the finishing touches following external decoration



Going to extraordinary lengths to clean the render!



Wilmott Lane sheds being given an upgrade!

MONEY UPDATE £

Housing Benefit and Child Tax Credit

Changes to the Housing Benefit rules introduced on 6th April 2017 mean that the child addition, which forms part of the Housing Benefit calculation, is restricted to two children.

This change applies to all new claims for Housing Benefit (HB) with entitlement starting on or after 6th April 2017, or to existing claims where a child becomes part of a household on or after this date and that child is not included in the Child Tax Credit assessment.

If your children were born before 6th April 2017, you can still receive a child addition for more than two children within your benefit claim calculation; however you must show the benefit section a Child Tax Credit award notice dated after 6th April 2017, which specifies all children included in the Child Tax Credit assessment.

If one or more of your children were born on or after 6th April 2017, the child additions will be restricted to two, unless one of the exceptions applies to you. For more details on how your Child Tax Credit may be affected or to see the list of exceptions, please visit the Tax Credit website, www.gov.uk/child-tax-credit.

Utility Bills

In these difficult economic times sometimes it can be difficult paying utility bills.

Southern Water has four schemes that may help.

Water Sure Tariff – You may be entitled to a reduction in your bill if you have a water meter and use a large amount of water. To qualify you must meet the following conditions:

- Child Tax Credit
- Housing Benefit
- Income-based Jobseekers Allowance
- Income Support
- Pension Credit
- Working Tax Credit
- Universal Credit
- Income related Employment and Support Allowance (ESA)

And either:

- You or someone in your household is responsible for three or more children under 19 in full time education who live with you, or
- You, your child or the person receiving the benefit or tax credit have a specified medical condition requiring the use of more water than normal. A list of conditions can be found www.southernwater.co.uk/watersure-tariff.

Water Direct – If you are claiming Income Support, Income Based Job Seeker's Allowance, Employment Support Allowance or Pension Credit, Jobcentre Plus may consider paying us directly out of your benefits. If you have at least £50 arrears, Jobcentre Plus will take a fixed amount from your benefits to cover what you owe in arrears and your current charges.

New Start – You can make a new start in paying off your water bill arrears. To qualify for this scheme you must owe at least £500 of arrears in addition to the current annual charge, and/or not paid anything for the last two years.

Essentials Tariff – This tariff is designed to help customers who are struggling to pay their water services charges. It provides a discount of at least 20% on future bills. If you receive both water supply and wastewater services from Southern Water you will qualify for the Essentials tariff if:

- your annual water services charges represent at least 3% of the total income for your household after deducting tax and housing costs, or
- you and anyone living with you are in receipt of pension credit.

In order to be considered for any, or a combination of these schemes you will need to telephone 0800 027 0363 or email payless@southernwater.co.uk.

£ MONEY UPDATE

Electricity and Gas Suppliers

It is important to let your energy supplier know as soon as possible if you think that you will be unable to pay your bill.

They will always take your circumstances into account, when you contact your energy supplier please tell them if:

- your circumstances have changed.
- you need more time to pay.
- you are elderly, or have a disability or long term illness.
- you receive benefits.

Your utility provider may be able to help, but only if they know if there is a problem. They will consider how much you can pay towards your arrears and have a number of solutions they can offer and ways which they can help.

Here are some of the ways that they may be able to help:

- Give you the opportunity to talk to them about your situation.
- Make budgeting easier by switching to a 'pay as you go' energy plan.
- Arrange for you to pay your bills by instalments.

- Agree a more suitable payment method or tariff.
- Give you advice on how to reduce your energy consumption and save money.
- If you receive certain benefits, you may be entitled to help under the Fuel Direct scheme (www.gov.uk/bills-benefits).

Small changes can save you money

Making changes to the amount of energy you use can help to reduce your energy costs by:

- Turning your thermostat down by 1 degree can save you roughly £50 a year.
- Take a shower and you will be heating 40% less water than if you take a bath.
- Don't boil more water than you need when you are making tea or cooking on your hob.
- Descale your washing machine and dishwasher once a year if you live in a hard water area. It only takes 1mm of limescale to cut the efficiency by 10%.
- Use a steamer over a pan to cook several types of vegetables on one ring of your hob.
- Leaving electric items on standby mode (still switched on at the wall) can use up to 6% more energy. Cutting that out can save you between £45 and £80 a year.

Save money on your energy bills with Gosport Borough Councils' new Energy Switching Service

Gosport Borough Council has recently launched a new energy switching service which is available within Gosport and all of the UK.

Many of our Gosport residents struggle with high energy bills and with recent price rises of up to 17%, these bills look set to become more expensive.

By launching this switching website we are reaching out to our residents by offering an easy-to-use service, which allows residents to switch without the hassle of calling energy companies or changing direct debits.

Switching your energy supplier is one of the easiest ways of reducing your household expenses. You can switch your energy no matter which way you pay and if you haven't switched your tariff or supplier recently, you could currently be overpaying by hundreds of pounds a year!

So far, the switching website has saved Gosport residents on average £285 a year per household.

To see how much you could save, go to www.gosport.ukpower.co.uk or for those without internet access call 0800 860 6838 for free and speak to a trained advisor who can help you through the process.

Important Notice

Gas Safety Check Appliance Servicing



GOSPORT
Borough Council

As your landlord, Gosport Borough Council (GBC) is required by Law to carry out annual safety checks on its gas fittings within your home.

As a tenant, it is your responsibility to provide access to your home to carry out these checks.

Failure to allow 'reasonable access' to carry out the annual gas safety check is potentially putting your own and neighbouring households at risk, and is a breach of your tenancy conditions.

If you do not allow access within the prescribed timescale, we can, with the Council's legal powers gain entry to the property to carry out the necessary gas safety checks.

Please remember that these checks are for the safety of you and your family.

If you have any difficulties meeting a scheduled gas safety check appointment, please contact Kier on 0800 028 0835.

Also remember the following:

- You must never attempt any DIY with gas fittings, pipework, flues or appliances.
- You must never block up ventilation which is installed to maintain adequate airflow to gas appliances.
- The area around the flue terminal must be kept clear at all times.
- You must never use gas appliances you suspect may be unsafe or not working correctly.

GAS EMERGENCY

If you smell gas then call National Gas Emergency Service free on 0800 111 999 or Kier immediately on 0800 028 0835, also:

- Open doors and windows.
- Turn off gas at meter (unless the meter is in a cellar or basement).
- Don't use electric switches or naked flames.

BECAUSE THERE'S ONLY
ONE YOU

There is only one you

Our busy lives often mean that our own health is at the bottom of our list of priorities. We must all remember that it's important to take time to look after ourselves. Not only will you feel the benefits, but so will your family.

'One You' can help you to look at your own lifestyle and make simple changes. By using the online 'How Are You' quiz, you can find out which areas you should look to change and get encouragement and tools to help you.

For more information and to take the quiz, visit www.nhs.uk/oneyou or search 'One You' online.

What's On?



Cooking fun at Fortune House

Community Cookery at Fortune House

Lucky residents living in sheltered accommodation have been receiving weekly FareShare food deliveries via local charity Jacob's Well. FareShare (www.fareshare.com) take tonnes of food which would normally go to waste and distribute to charities across the country.

The residents of Fortune House have been looking forward to seeing 'what's in the crates' every week. The food is delivered to residents or used to create dishes for all to enjoy as part of a fun, educational and social activity. This project is supported by the Older Persons Support Officers and residents share ideas and recipes.

Pearl Comrie, Older Persons Support Officer, said *"our deliveries so far have mainly included vegetables, meat, bread and some fruit. We have been able to prepare lovely communal lunches for the residents. One of the residents commented that having lunch together was lovely as usually they are eating alone in their flats."*

Many residents living within the Council's sheltered accommodation are on low, fixed incomes, and greatly appreciate a helping hand with food from the FareShare delivery. For us here at Fortune House, the food donated offers an opportunity for socialising and bringing people together, the benefits of which are positive for individual health and wellbeing."

The cookery course was held over a course of six weeks finished in May. There are plans to run another course at one of the other sheltered schemes later on this year. For more information, please contact Gary Elshaw on 023 9254 5453.

What's On?

National recognition for Gosport Borough Council

Gosport Borough Council (GBC) was recently featured in national housing publication 'Inside Housing'.

Inside Housing puts the spotlight on everyday heroes of the Housing Profession.

One of our Older Persons Services Officers, Sheilagh Shaw gave some of her personal reflections about her role as an Older Persons Support Officer with Gosport Borough Council, please see interview below.



Sheilagh Shaw

What does your job involve?

I manage a sheltered housing scheme for Gosport Borough Council and I am responsible for promoting the health and well-being of the tenants.

How did you get into housing?

I started off as a part-time mobile housing officer in Fareham.

What's the most challenging thing about working with older people?

Dealing with memory loss can be challenging and it is also frustrating for the person who is experiencing the memory problems. Forgetfulness can sometimes put tenants at risk so it is part of my role to assist them to be safe in their home. I also liaise with their families and appropriate organisations.

What's the best thing about your job?

Talking to and supporting tenants to ensure they are safe and able to remain as independent as possible.

What would you change about the sector if you could?

I would like more money to be invested in supporting older people. I would also like proactive rather than reactive intervention to avoid emergency situations and unnecessary admissions to hospital.

What does a good day look like?

A good day is when the sun is shining as it

has a positive effect on people's mood and I see smiles on faces. I can go home safe in the knowledge that, just for that day, all is well.

How about a bad one?

A bad day is rare, but for me it is when we lose one of the residents. It can have a huge effect on the other tenants at the scheme and I have to put my emotions aside in order to support them.

What's the first thing you'd do if you become Prime Minister?

The first thing I would do as Prime Minister would be to celebrate older people by creating another Bank Holiday when we all have to do something positive for older people in the community.

What is your dream job?

To have a large property with beautiful grounds which would offer short-stay retreats for older people, four-legged friends would be welcome!

What would your superpower be and why?

My superpower would be to rid the world of cancer as it is a very cruel disease.

It's great to have one of our team mentioned in a national publication and shines a welcome spotlight on GBC and the Housing Service.

What's On?

Gosport Summer Passport

The Gosport Summer Passport Scheme is a hugely popular event which provides 11-16* year olds with a range of **FREE**, positive activities to enjoy in their local community.

Activities include a range of inflatables, sports, crafts and one-off experiences including driving lessons, quad biking, swimming and falconry. To celebrate the scheme reaching its tenth year, the programme will culminate with a silent disco, free BBQ and other festival inspired activities!

Activities run from 12pm to 4pm and young people can register on site on the day, but to make things easier, pre-registration is available online! Firstbus will also be offering free bus travel for young people attending the scheme by showing their Gosport Summer Passport ID card.

For more information visit www.safergosport.co.uk.

*young people must be born between 1st September 2000 and 31st August 2005 to be eligible.

The scheme will run on:



- Tuesday 1st August** at Walpole Park
- Wednesday 2nd August** at Gosport BMX track
- Thursday 3rd August** at Lee-on-the-Solent seafront near the skate park
- Tuesday 8th August** at Gosport Leisure Centre
- Wednesday 9th August** at Bridgemary Park
- Thursday 10th August** at Forton Recreation Ground
- Tuesday 15th August** at Fort Brockhurst
- Wednesday 16th August** at Leesland Park
- Thursday 17th August** at Privett Park



What's On?



Gosport Discovery Centre

Did you know that there are a wealth of activities and events that are available at the Gosport Discovery Centre?

Regular events aimed at adults

Needlework Club –

every Tuesday, 1-3pm

Scrabble Club –

every Friday, 2-4pm

Knit & Knatter –

Second Thursday of the month 2-4pm

Crochet Club –

Fourth Thursday of the month 2-4pm

Art Club –

Fridays, fortnightly, 10am to 1pm

Craft Club –

Fridays, fortnightly, 10am to 1pm

Computer Club –

Every Friday, 2-4pm (advance booking is essential due to limited places)

Travel Club –

Wednesdays, fortnightly, 4.15-5.15pm

Regular events for children and young people – **FREE** and no need to book, just come along

Story Time for Under Fives –

Every Wednesday and Saturday 11.15-11.45am

Rhymetime (0-2 years) –

Every Tuesday 10.15-10.45am & Thursday 2.15-2.45pm

NCT Tiny Explorers –

Every Thursday 11am-12noon

Child Health Advice Clinics and Infant Feeding Support –

Every Wednesday 12-2.30pm

Also the following are available:

- Advice clinics
- Reading groups
- Language clubs
- Community learning
- Events for Children and families

For more information contact 023 9254 3463 or visit www.hants.gov.uk/shop.

Where can I get advice?

The Citizens Advice office in Gosport can provide advice that covers most subjects from debt, benefits, housing, employment, law, immigration and discrimination. All advice provided is completely free and confidential.

Drop-in service

Monday	9.30am – 3pm
Tuesday	9.30am – 3pm
Wednesday	5pm – 7pm
Thursday	9.30am – 3pm
Friday	9.30am – 3pm

The Telephone AdviceLine will be available on the following days/times 03444 111 306 (calls to this service cost the same as calling 01 or 02 numbers).

The times during which calls can be taken are:

Monday	9am – 5pm
Tuesday	9am – 5pm
Wednesday	9am – 6.30pm
Thursday	9am – 5pm
Friday	9am – 5pm
Saturday	10am – 12noon

Following initial contact via either drop-in or AdviceLine, an assessor will identify the most appropriate way of helping you.

For further information about how to access service or for special needs, please telephone the administration line on 023 9252 0112 or email admin@gosportcab.org.net.

The CAB is located off Clarence Road/Ordnance Road behind Morrison's supermarket at Martin Snape House, 96 Pavilion Way, St George Barracks, Gosport, PO12 1GE.

The waste & recycling wonder

Open Day

Have you ever wondered what happens to your waste? Join us at one of our 2017 Wonder Days and find out!

Veolia invites visitors from across the county to come along and discover what happens at our waste management facilities. Behind the scenes tours and activities offer an insight into the entire integrated network of our recycling and recovery operations and the importance of disposing of your waste properly.

PLACES MUST BE PRE-BOOKED, PLEASE EMAIL OR TELEPHONE AS DETAILED BELOW.



<p>Date: 22nd May 2017 Location: Alton Material Recycling Facility</p> <p>To book your place please email: uk.hampshire.hwrcs@veolia.com or call 0203 5675340</p> <p><i>See how recycling collected from across the county is sorted and processed to be made into new products.</i></p>	<p>Date: 12th June 2017 Location: Portsmouth Energy Recovery Facility and Material Recycling Facility</p> <p>To book your place please email: portsmoutherf.vesuk@veolia.com or call 0203 5676182</p> <p><i>Find out how we generate green electricity from waste and how recycling is sorted and processed to be made into new products.</i></p>	<p>Date: 9th August 2017 Location: Marchwood Energy Recovery Facility</p> <p>To book your place please email: marchwooderf.vesuk@veolia.com or call 0203 5676242</p> <p><i>Find out how we generate green electricity from waste.</i></p>	<p>Date: 16th September 2017 Location: Chineham Energy Recovery Facility</p> <p>To book your place please email: chinehamerf.vesuk@veolia.com or call 0203 5673855</p> <p><i>Find out how we generate green electricity from waste.</i></p>	<p>Date: 29th September 2017 Location: Little Bushy Warren Composting Facility</p> <p>To book your place please email: uk.hampshire.hwrcs@veolia.com or call 01256 381895</p> <p><i>From waste to rich organic compost, discover what happens to your garden waste.</i></p>
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Earn High Street Vouchers

Walk. Bike. Play. Run.



Do you live in Gosport or Havant?
Are you between 40-65 years of age?

Lee on Solent Saturday Club

Launching 6th May 2017

For fun, friendship and a warm welcome



Come along and join us for games and quizzes in Lee on Solent Library. We also enjoy talks and occasional outings.

Why not come along? Usual weekly subscription is £2.50 includes cake and refreshments. **First Week Free**

An opportunity to meet friends old and new.

When: Every Saturday, 10am-12noon

Where: Lee on Solent Library. 16 High St, Lee-on-the-Solent PO13 9BZ

Please contact: Lora Stares on 01962 857099

For more information:

Telephone: 01962 852133

Email: clubs@brendoncare.org.uk

www.brendoncare.org.uk Registered charity no: 1091384

Saturday Social Club

Launching 6th May 2017

For fun, friendship and a warm welcome



Come along and join us for a variety of games including kurling, skittles, board games and card games.

Why not come along? Usual weekly subscription is £2.50 includes cake and refreshments. **First Week Free**

An opportunity to meet friends old and new.

When: Every Saturday, 1pm-3pm

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

Please contact: Lora Stares on 01962 857099

For more information:

Telephone: 01962 852133

Email: clubs@brendoncare.org.uk

www.brendoncare.org.uk Registered charity no: 1091384

'OUT THERE'

Project

**ENROL
NOW!**

**EVERYONE
WELCOME!**

***FREE ADULT**

EDUCATION DAYTIME

COURSES

**Would you like to gain new skills?
Take up a new hobby or interest?
Meet new people and make new friends?**

The Out There Project offers a wide range of short, day time taster courses for all adult learners. Courses are held in a variety of community venues in the Gosport area including the Nimrod Community Centre, Thorngate Halls, Court Barn Conservative Club - Lee on the Solent and St Vincent Sixth Form College.

Update your Skills

Computers for Beginners/
Internet and Email
Intro to Word
Intro to iPad
Intro to Spreadsheets
Intro to Bookkeeping
Confidence Building
De-stress/Mindfulness
Workshop

Intro to Counselling
Intro to Psychology
Intro to Child Psychology
Intro to Criminology
Intro to Makaton*
Back to Basics English
Back to Basics Maths
Intro to Social Work
Intro to Health and Social Care

Intro to First Aid
Intro to Childcare
Intro to the Classroom
Environment
How to Save Money
(Hints and Tips)
CV Writing/Preparing for
Interviews

Hobbies and Interests

Guitar for Beginners/Improvers
Buying and Selling on Ebay
Learn how to Sew*
Learn how to Patchwork*
Crochet for Beginners*
Spanish for Beginners*
Flower Arranging for Beginners*
Intro to Drawing*

Intro to Watercolours*
Intro to Acrylics*
Arts and Crafts for Beginners*
Intro to Cake Decorating*
Intro to Cake Toppers*
Intro to Creative Cupcakes*
Digital Cameras for Beginners*
Intro to Photo Bookmaking*

Intro to Picasa*
Craft Print Making –
Lino Cutting*
DIY for Beginners*
Upcycling Furniture*
Intro to Massage and
Aromatherapy*
Intro to Gel Nails*

**Tuition for all the 10 hour taster courses is FREE, a small charge applies to some courses to cover the cost of resources which are provided at each session.*

For further information please telephone 023 9252 5704, email outthere@stvincent.ac.uk or call into the Out There Project office at the Nimrod Community Centre, 17 Falcon Meadows Way, Gosport, PO13 8AA