



Gosport Borough Council
A Housing Services Production

At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Summer 2018 Edition

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**Welcome
to the
bumper
Summer
issue...**

**Residents
Approved**



GOSPORT
Borough Council

PRIVACY NOTICE GOSPORT BOROUGH COUNCIL – HOUSING SERVICE

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 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, such as 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/

USEFUL CONTACTS

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

- If you are a council tenant and need to speak to your Neighbourhood Housing Officer or a member of the Tenancy Management team (including rent enquiries) please call 023 9254 5665.
- If you live in sheltered accommodation or need to speak to someone about your lifeline pendant please call 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.



REPAIRS

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



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

VOTER ID TRIAL

Gosport Borough Council was one of five authorities to test the use of voter ID for the May 2018 elections, as part of a trial by the Government. The overwhelming majority of voters brought the right ID to the polls. With a total of 20,612 people voting, 44 people could not vote because they did not bring the correct ID.

Michael Lawther, the Council's Returning Officer, said *'We ran a very extensive publicity campaign to tell people they need to bring ID, and what types were acceptable. I would like to thank voters for their co-operation and for helping us with this exercise.'*

To be able to vote, residents needed to show one form of photo ID, such as a passport or driving licence or they could show two forms on non-photo ID, like a council tax bill and a bank statement.

The turnout was 33.29%, compared to 31.98% at the last Borough Election in 2016.

The Electoral Commission and The Cabinet Office will evaluate the impact of asking for ID before a decision is taken on whether or not to roll it out nationally.

YOUR NEIGHBOURHOOD

WELCOME TO THE NEIGHBOURHOOD MANAGEMENT TEAM

NEIGHBOURHOOD MANAGERS

Denise Hudson – 023 9254 5439 – denise.hudson@gosport.gov.uk

Roz Weaver – 023 9254 5356 – roz.weaver@gosport.gov.uk

NEIGHBOURHOOD HOUSING OFFICERS

If you have any questions about your tenancy or rent account, your Neighbourhood Housing Officer will be able to help you. We have had some new Neighbourhood Housing Officers start within the team and some of the Neighbourhood Housing Officers have recently changed areas.

Please see below the neighbourhood areas and relevant Neighbourhood Housing Officer.

AREA 1

Elson (Blackthorn Drive, Dunkeld Road, Exmouth Road, Goodwood Road, Ham Lane, Hamble Road, Naish Drive, Pannell Road, Richard Grove, Sedgeley Grove, Stanley Close, Woodlands House) **Privett** (Ann's Hill Road, Cheriton Road, Dieppe Gardens, Droxford Close, Hamble Road, Normandy Gardens, Salerno Drive, Selborne Gardens, Warnford Close, Wilmott Close, Wilmott Lane)

Paul Wilson-Suffield – 023 9254 5294 – paul.wilson-suffield@gosport.gov.uk

AREA 2

Anglesey (Archer House) **Peel Common** (Birchmore Close, Brading Avenue, Brookers Lane, Carisbrooke Road, Chale Close, Glebe Drive, High Drive, Hoylake Close, Long Drive, Merstone Road, Niton Close, Rowner Lane, Stradbrook, Sunningdale Close, The Fairway, The Links, Totland Road) **Town** (Astra Walk, Nelson House, Nyria Way, Ramillies House, Renown House, Resolution House, Revenge House, Rodney House, Shamrock Close, Slocum House, Willis Road)

Sarah Parsons – 023 9254 5540 – sarah.parsons@gosport.gov.uk

AREA 3

Leesland (Forton Road, Fortune House, Greenway Road, Marine Cottages, Mill Lane, Mill Pond Road, St Johns Square, Warders Court, Windsor Road) **Town** (Dolman Road, Dolphin Crescent, Hilton Road, Hornet Close, Mariners Way, Old Road, Tamworth Court)

Carol Leader – 023 9254 5359 – carol.leader@gosport.gov.uk

AREA 4

Holbrook and Rowner (Alliance Close, Almondside, Aspen Grove, Austerberry Way, Charnwood, Fleet Close, Forest Way, Gilbert Close, Kielder Grove, Landon Road, Lawn Close, Lombardy Close, Orange Grove, Pinewood, Savernake Close, Sycamore Close, Tichborne Way, The Chine, The Coppice, The Firs, The Glen, The Hoe, The Limes, The Nook, The Thicket, Turner Avenue, Vineside, Yewside)

James Sibley – 023 9254 5522 – james.sibley@gosport.gov.uk

YOUR NEIGHBOURHOOD

WELCOME TO THE NEIGHBOURHOOD MANAGEMENT TEAM

AREA 5

Bridgemary North (Boyd Road, Bridgemary Grove, Bridgemary Road, Conifer Grove, Dayshes Close, Fraser Road, Gregson Close, Harwood Close, Harwood Road, James Close, Kent Road, Laphorn Close, The Mead, Mountbatten Close, Nesbitt Close, Northway, Osborn Crescent)

Town (Endeavour Close, Portland House, The Mews, Trinity Close, York House)

Syed Haque – 023 9254 5273 – syed.haque@gosport.gov.uk

AREA 6

Forton (The Crossways (evens), Dukes Road, Durley Road, Giles Close, Hewitt Close, Kealy Road, Keith Close, Parklands Close, Rogers Close, San Diego Road, St Vincent Road, Varos Close, Wheeler Close)

Rosie Swannack – 023 9254 5293 – rosie.swannack@gosport.gov.uk

AREA 7

Christchurch (Avenue Road, Gloucester House, Holly Street, Ivy House, Queens Road, St Andrews Road) **Lee-on-the-Solent** (Elmore Avenue, Elmore Close, Elmore Road, Hove Court, Maple Road, Queens Close, Skipper, Way) **Town** (Burnhams Walk, Chester Court, Farriers Walk, Ferrol Road, Park Terrace, Seahorse Walk, White Lion Walk)

Laura Wise – 023 9254 5637 – laura.wise@gosport.gov.uk

AREA 8

Bridgemary South (Agnew Road, Bridgemary Avenue, Cameron Close, Fareham Road, Fisher Road, Gregson Avenue, Harris Road, Horton Road, Keyes Close, Keyes Road, Layton Road, Montgomery Road, Nobes Avenue, Portal Road, Southway, Tedder Road, The Spinney, Wavell Road)

Peter Gartshore – 023 9254 5203 – peter.gartshore@gosport.gov.uk

AREA 9

Bridgemary South (Acorn Close, Beachamp Avenue, Braemar Road, Brewers Lane, Bridge House, Copse Lane, Gorselands Way, Green Crescent, Nobes Close, Rowner Close)

Helen Wort – 023 9254 5275 – helen.wort@gosport.gov.uk

AREA 10

Anglesey (Arminers Close, Ash Close, Boldens Road, Bricketts Terrace, Kennet Close, Mabey Close) **Bridgemary South** (26-45 Cunningham Drive, Fareham Road) **Brockhurst** (Alma Street, Brougham Street, Camden Street, Claudia Court, Durham Street, Linnet Court, Nightingale Close, Russell Street, St Ann's Crescent) **Forton** (Avery Lane, Behrendt House, Graham Road, St Lukes Road) **Leesland** (Chilworth Grove, The Crossways (odds), Leesland Road) **Rowner & Holbrook** (Bracklesham Road, Charden Road, Tudor Close, Withies Road) **Town** (Alec Rose House, Watergate, Winchfield House)

Jenner Moore – 023 9254 5369 – jenner.moore@gosport.gov.uk

HOUSING OPTIONS SERVICE MAKE CHANGES FOLLOWING THE INTRODUCTION OF THE HOMELESSNESS REDUCTION ACT

The Homelessness Reduction Act received Royal Assent in April 2017 and came into force in April 2018. It is one of the biggest changes to the rights of homeless people in England since the last major change in 2002. It effectively bolts two new duties onto the original statutory rehousing duty.



The main principle of the act is to drive a further shift towards prevention of homelessness and identify ways to empower customers to prevent and relieve their homelessness.

We now have two additional steps:

Prevention Duty

Gosport Borough Council (GBC) must take reasonable steps to prevent someone who is eligible (A person will not be eligible for assistance if they are a person from abroad who is ineligible for housing assistance, in particular 'a person who is subject to immigration control' is not eligible for housing assistance) that is threatened with homelessness within 56 days. These reasonable steps can either help the customer remain in their current home or helped to find suitable alternative accommodation. Homeless prevention is about helping those at risk of homelessness to avoid their situation turning into a crisis.

Relief Duty

Homelessness relief is action taken by GBC to help resolve homelessness. The relief duty requires GBC to take reasonable steps to help homeless applicants to secure suitable accommodation for a minimum of six months, again to those that are eligible on the basis of immigration. The relief duty means that many more people will get the help and assistance they need to resolve a homeless crisis if prevention work has not been successful or if they seek help when they are already homeless.

It places new duties on Local Authorities to properly assess the cause of homelessness

including the circumstances and needs of all the household members. It places a new duty on Local Authorities to develop and agree with applicants a personalised plan of the steps that will be taken to prevent or relieve homelessness.

The new Act allows more time to carry out these steps, 56 days instead of the previous 28 days.

The main changes introduced by the Act:

- Thorough assessment and a personalised response.
- Renewed emphasis on prevention of homelessness.
- It aims to help those who are homeless and eligible.
- It requires applicants to cooperate with the Housing Authority.
- It doesn't require the Housing Authority to offer accommodation in all cases.
- It aims to encourage joint working to tackle homelessness.

Our Housing Options Service provides information, assistance and advice to help customers resolve their housing situation. They will either try to keep you in your current home or help you to find alternative accommodation.

They can also help with:

- Care Leavers • Rent Deposits • Domestic Violence • Homelessness • Housing Waiting List • Housing Options • Landlord and Tenant Law • Money Advice • Notices
- Relationship breakdown • Those leaving the Armed Forces • Those leaving prison

Support is available 9am to 5pm, Monday to Friday either by:

- By face to face with a Housing Advisor at our Triage service based at the Town Hall.
- By email housingadviceteam@gosport.gov.uk
- By telephone on 023 9254 5476.

Should you require emergency accommodation outside of normal working hours please telephone 0800 028 0835.

PEST CONTROL

Some pest problems can be a risk to your health. As a householder, it is important that you recognise problems and know what to do if your home is affected.

Gosport Borough Council offers a pest control service for rodent and certain insect infestations.

The most common household pests that the Council are able to assist with include:

- Mice and rats – you may see signs of gnawing, tracks or droppings.
- Wasps – often build their nests in the eaves or loft spaces of buildings or in the garden shed or bushes.
- Fleas – these parasites feed on the blood of people and pets. They are very small and you may only notice them by the small itchy bites usually below the knee.

How much does it cost?

- Fleas, bed bugs and unknown infestations - £30.00 to visit and provide a quote for treatment where possible.
- Other public health insects (including wasps) - £70.00.
- Rodents - £60.00.

If you are in receipt of one or more of the following benefits the treatment is free of charge:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Pension Credit
- Universal Credit

To book a treatment, please contact Environmental Health on 023 9254 5609.



DID YOU KNOW THAT YOU COULD BORROW GARDEN TOOLS?

All Gosport Borough Council tenants may apply to borrow tools and equipment to maintain and improve their gardens. There are no restrictions on the number of times that items may be borrowed, depending on availability. However a maximum of three items can be loaned at any one time.

Tools are loaned for a period of one week, and delivered and collected on a Thursday.

The following tools can be borrowed:

- Dutch hoe • Electric mower • Electric strimmer
- Electric cold pressure washer • Extension lead • Garden fork • Garden spade • Garden rake • Garden shears • Long handled shears • Wheelbarrow

When you first borrow garden tools, safety equipment will be issued and guidance given on how to use them. When returning garden equipment please make sure that it is clean and undamaged. Our Neighbourhood Services Officers monitor the loaning of all equipment and will arrange to collect all items on the agreed date. Items not returned on the agreed date will be classed as overdue and may result in refusal to lend any further equipment.

Please contact the Business Support Team on 023 9254 5665 if you would like to borrow any garden tools.



In partnership with six other organisations, Gosport Borough Council arranges two training events each year in Southampton for Gosport Borough Council tenants and leaseholders. The organisations include Fareham Borough Council, Poole Housing Partnership, New Forest District Council, Radian and Winchester City Council.

Each training event lasts a day and covers a range of subjects.

On Saturday 28th April, eight tenants and leaseholders travelled to the Novotel Hotel where they took part in a workshop. The workshops included:

- Dealing with complaints.
- Housing Policy and Legislation.
- Getting the most from Resident Involvement.
- Retrain your brain: An introduction to cognitive behavioural approaches.

The workshops were enjoyed by all.

One of our residents who came along said *'Learning is easy; remembering is even more helpful, made enjoyable by a clever tutor. Looking forward to more interesting subjects in the near future.'*

The next South Coast Training conference will be held on Saturday 20th October 2018.

For more information about South Coast Training please contact Sam Downing on 023 9254 5696.



Support for you



BIG
LOTTERY
FUND

NATIONAL
LOTTERY FUNDED



European Union
European
Social Fund

A programme to inspire and prepare you to make positive changes



Taking part in
Bridge2Work
will not affect
your benefits



www.wheatsheaftrust.org

Reg. Charity No: 1082889

A Bridge2Work Coach will get to know you as an individual to understand your needs and will work closely with you throughout the programme.

Together we will develop and agree a Progress Plan which will set out your goals

Bridge2Work will provide flexible support to accommodate your needs. The aim is to create a bridge to the labour market by supporting you in overcoming difficult situations and lead you closer to employment.

Paid work placements

Tailored placements of up to 6 months (16 to 25 hours) with understanding employers to suit what you need and give you the opportunity to prove to them and to yourself what you are capable of.

Ongoing support is provided by your Bridge2Work Coach enabling you to stay and succeed in work.

If this sounds like the kind of help you need:

Get in touch now

**Email info@wheatsheaftrust.org or
call your local centre:**

Gosport - 023 9252 8084

Havant - 023 9249 8950

Isle of Wight - 07496 160080

Portsmouth -

Southampton - 023 8022 3345



**Wheatsheaf
Trust**



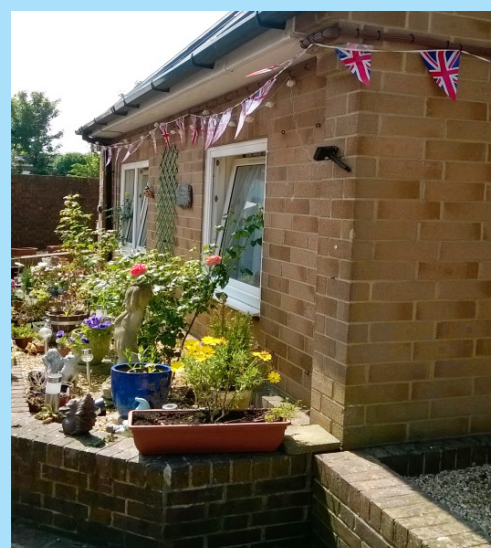
www.wheatsheaftrust.org

Reg. Charity No: 1082889

SHELTERED HOUSING UPDATE

RESIDENTS OF FORTUNE HOUSE HAVE A RIGHT ROYAL TEA PARTY

Residents and friends had “A Right Royal Tea Party” on Saturday 19th May, as they celebrated Harry and Megan’s big day. The gardens and communal lounge areas were festooned with over 160 metres of bunting, party streamers and Union Jack flags. Residents dressed in red, white and blue to watch the unfolding events on television. They then tucked into a buffet, royal cake and traditional homemade trifles made especially for the royal occasion. It all went down a treat!



ANNUAL 55+ INFO FEST & WINTER WARMTH EVENT

This popular event is organised by Gosport Borough Council and Gosport Older Persons Forum and is supported by a wide range of local organisations and groups.

This year the event is being held on Friday 19th October, and will take place over two sessions, 10am until 2pm and again at 5pm until 8pm at Thorngate Hall, Bury Road.

Come along and speak to a range of organisations and groups to find out about services available in our local area to support

older people and what social activities are available for them.

The event is **FREE** to attend and free refreshments will be available during the 10am to 2pm session.

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

55+ INFO FEST
WINTER WARMTH EVENT

SHELTERED HOUSING UPDATE



GOSPORT COMMUNITY ALARM SERVICE

We are able to provide a 'lifeline' alarm service to older people in the community which provides peace of mind for our customers and those that care for them.

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

How does it work?

We connect the alarm base unit to your telephone line.

If the pendant is pressed there is instant two-way speech contact with our specialist call centre, Chichester Careline.

Our call centre will contact the emergency services, next of kin or our staff if required.

How much does it cost?

There are two options. All prices include 24 hour monitoring, rental and maintenance and include VAT. The service is provided to you 52 weeks of the year, with payments made over a 48 week period.

Option 1 - £3.25 Inc. VAT per week.

- 24 hour alarm monitoring.

Option 2 £9.84 - Inc. VAT per week.

- 24 hour alarm monitoring.
- 24 hour emergency response from our staff if required.

Please be advised that if you choose Option 2 that you will need to arrange to have a key safe fitted (if you don't already have one). This will enable the GBC staff to retrieve a key and enter your home in the event of an emergency.

For more information contact the Community Alarm Service on 023 9252 9308 or 023 9254 5453 or email communityalarms@gosport.gov.uk.

CONNECT TO SUPPORT

Connect to Support is an online information and advice guide for adults living in Hampshire who have care and support needs. The website has been specially developed for Hampshire residents to enable them to find out about local groups and activities as well as giving information about formal care provision.

Get online by clicking on www.connecttosupporthampshire.org.uk/home



REPAIRS ROUND UP

We reviewed our budgets in April to consolidate how our major works are allocated to our contractors. This allowed both the Property Services and Repairs contractor to implement improved ways to deliver our Response Repairs service.

Since April 2018 we have installed:

- 4 kitchens at void stage.
- 6 bathrooms for tenants and 6 bathrooms at void stage.
- Rewiring in 2 properties at void stage.
- 17 new central heating systems consisting of 1 full install, 11 boiler replacements and 5 radiator replacements.
- 5 front or rear entrance doors.
- 4 level access showers and 2 over bath showers under our disabled adaptation programme.



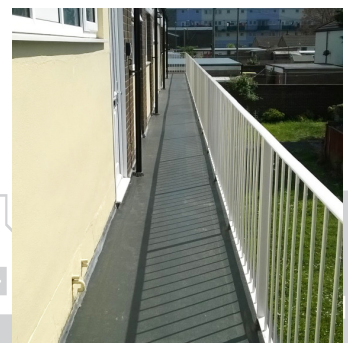
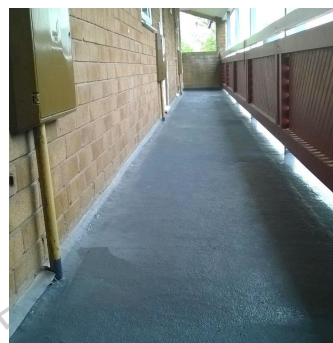
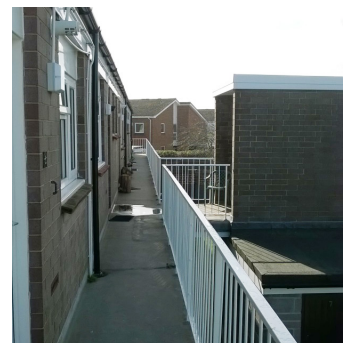
New bathrooms and kitchens

We are planning on completing some major improvements this year. These include, completing the flat roof replacements on roofs at Chester Court. We have replaced 6 of the roofs with 3 left to complete. The same liquid product and insulation will be used on these remaining roofs.



With the successful completion of the repointing at Ramillies House, we will be making preparations to start work on the next block in Spring 2019. We will consult with tenants and leaseholders on this work nearer the time.

We are also looking to start a major upgrade on our open walkways. In particular these are concrete walkways that access the upper floor flats. Locations include Archer House, Chester Court, Slocum House, St Johns Square, Nyria Way, to name a few. These walkways are exposed to the elements so have suffered over many years with damp penetration, concrete spalling and reinforcement damage.



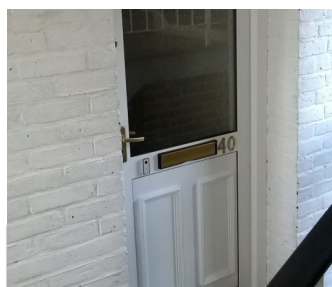
Open walkways

REPAIRS ROUND UP

We have carried out a number of investigations to confirm their condition which has allowed us to establish how we can improve their structural stability, visual appearance and weather resistance.

We have been conducting trials on suitable products throughout the Borough and will be in the position to select the most suitable supplier for tendering in preparation to complete work on some walkways during the year. Once we have finalised the programme, we will consult with our tenants and leaseholders.

External and communal decoration is almost completed within the Borough. This means that we have been able to make some changes to how we specify which works are completed by our decorating contractor. This greater flexibility has allowed us to improve the scope of works that we carry out and in most cases we will not just be decorating. For example, there are a number of screens requiring replacement at Northway and Southway, this work is going to be completed along with fascia, guttering, flat roofing as well as any internal works such as fire door decoration or replacement.



Screens and doors at Norway and Southway

There will still be some communal and external decoration being carried in areas that are yet to be completed along with the large amount of fencing dotted around the Holbrook estate.

We are also looking to carry out improvement work on our garage sites. This will now be included in the decoration programme which will include any repairs such as concrete repair, fascia and gutter replacement and if necessary roofing and garage doors.

The first garage area that we are looking to start work on is located at Dolphin Crescent.



Garages at Dolphin Crescent

Whilst at Dolphin Crescent we will also be carrying out works to the railings that run along the creek which have been programmed in for a face lift.



Railings will be given a facelift



KEEP YOUR KITCHEN FIRE SAFE

Did you know that the majority of fires occur in the kitchen, and around 89% of fires have happened whilst the occupants were in a different room!

Your kitchen electrical appliances

Here are some tips to make sure they are safe in your home

- Your fridge and freezer are designed to be left on all the time.
- Washing machines, tumble driers and dishwashers are only designed to be left on while in use. Although some may have a timer session, having the appliance on whilst you are unable to monitor it creates a risk.
- Worktop appliances like your toaster and kettle should never be positioned near combustible material such as curtains, kitchen roll or near an overhanging cupboard.
- Always follow the manufacturer's instructions.

Do you cook with a chip pan?

If you can, avoid using a chip pan, but if you can't live without it follow these simple rules to ensure you stay safe.

- Never leave a chip pan unattended.
- Use a thermostat-controlled deep fat fryer which will make sure the fat doesn't get too hot.
- If you use an open chip pan, only fill it one third full of oil or fat.
- Test the temperature of the oil with a small piece of bread or potato. If it crisps quickly the oil is hot enough.
- If the oil starts to smoke, don't put the food in. Turn off the heat and leave the pan to cool.

What if the chip pan catches fire?

- Turn the power off to the chip pan, but only if it is safe to do so.
- Leave the room and close the door behind you.
- Get out, stay out, call 999.
- If you disturb the pan of oil even after the fire is out, it can reignite so allow the Fire Service to remove the pan.
- Never use water to extinguish the fire as this will create a fireball.

If your clothes catch fire, stop, drop and roll

- **STOP** what you are doing.
- **DROP** to the ground.
- **ROLL** to smother the flames.

Prevent it!

You can help prevent these accidents from happening by following a few simple rules.

- Never leave cooking unattended.
- Switch off the oven or hob when you have finished cooking and remove pans from the heat.
- Keep electrical leads, tea towels and clothing away from the oven and hob.
- Remember to clean your grill, hob and oven regularly. A build-up of grease and fat can catch fire whilst cooking.

WHAT TO DO IF A FIRE STARTS

If a fire starts in your flat:

- Leave your property, closing all doors behind you.
- Use the stairs, never the lift.
- Wait somewhere safe outside.
- Call 999.

If a fire starts somewhere else in the building:

- Stay inside your home – you are protected for up to 60 minutes.
- Close all windows and doors and wait for the fire service to arrive.
- You are completely safe in your home and should only leave if told by the fire service or if your flat becomes affected by the fire.

Do not:

- Smoke in communal areas and lifts.
- Prop open doors in your flat or communal areas.
- Obstruct communal areas with rubbish or personal belongings.
- Block emergency access routes to your building.
- Keep gas bottles or similar in your flat or in the block.

Always:

- Carry out a weekly check on your hardwired smoke alarm.
- Allow us access to carry out routine gas and electricity maintenance.

BE SAFE WITH OUR BBQ TIPS

Barbecues produce a highly poisonous substance called carbon monoxide which has no smell or taste. Breathing it in can make you unwell, and if you are exposed to high levels it can be fatal.

Please don't use portable gas or charcoal barbecues on your balcony and **NEVER** indoors, as they pose a fire risk and a carbon monoxide hazard which can put you and your neighbours at serious risk.

If you are out with a barbecue over the summer, please follow these safety tips:

- Never take a lit barbecue into a tent, caravan or cabin.
- Never use a barbecue inside to keep you warm, or leave it unattended, as it will continue to give off fumes for some time.
- Make sure the coals are cool before you move the barbecue. Once cool, dispose of the ashes safely – never place them in dustbins.
- Take care when cooking fatty foods as the dripping fat can cause the barbecue to flare up.
- If you use a gas barbecue outside, visit www.gassaferegister.co.uk/bbq for guidelines on how to safely use a gas barbecue.

Designated areas like Stokes Bay are ideal for barbecues, so why not make a day of it, play some ball games or fly a kite.

GOSPORT WARD BOUNDARIES

Here's your new-look council, following the local elections on 3 May. For contact details search councillors at www.gosport.gov.uk or call 023 9258 4242.

GOSPORT BOROUGH COUNCIL

Susan BALLARD	Elson
Piers BATEMAN	Lee East
Linda BATTY	Bridgemary South
John BEAVIS MBE	Lee West
Sean BLACKMAN	Privett
Graham BURGESS	Lee East
Christopher CARTER	Lee West
Kevin CASEY	Alverstoke
Peter CHEGWYN	Leesland
June CULLY	Town
Richard EARLE	Elson
Keith FARR	Town
Clive FOSTER-REED	Forton
Diane FURLONG (Mayor)	Hardway
Stephen HAMMOND	Bridgemary North
David HERRIDGE	Leesland
Austin HICKS	Brockhurst
Lynne HOOK	Peel Common
Mark HOOK (Leader)	Alverstoke
Zoe HUGGINS	Privett
Jamie HUTCHINSON	Hardway
Robert HYLANDS	Brockhurst
Tony JESSOP	Grange
Murray JOHNSTON	Rowner and Holbrook
Kathleen JONES	Bridgemary South
Dawn KELLY	Christchurch
Margaret MORGAN	Grange
Marcus MURPHY	Rowner and Holbrook
Martin PEPPER	Bridgemary North
Stephen PHILPOTT	Peel Common
Angela PRICKETT	Forton
Philip RAFFAELLI	Anglesey
Alan SCARD	Anglesey
Julie WESTERBY	Christchurch

HAMPSHIRE COUNTY COUNCIL

Graham BURGESS	Gosport Lee
Christopher CARTER	Gosport Leesland and Town
Peter CHEGWYN	Gosport Hardway
Peter EDGAR	Gosport, Leesland and Town
Stephen PHILPOTT	Gosport Bridgemary

MEMBER OF PARLIAMENT

Caroline DINENAGE MP	Gosport
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STREETSCENE



HORTICULTURAL SERVICES BY SODEXO HAVE BEEN MAINTAINING THE LANDSCAPE IN GOSPORT SINCE 2011

The landscape maintenance contract includes grass cutting, maintaining shrub beds, hedges and flower beds alongside roads, on housing estates and in parks and gardens. They are also responsible for the maintenance of play areas, sports pitches, allotment sites and

Ann's Hill Cemetery. For enquiries please contact Streetscene on Freephone 08000 198 598 or email streetscene@gosport.gov.uk.



TREE MAINTENANCE

Gosport Borough Council undertakes the maintenance of trees situated on Council owned land such as Housing and Leisure (parks and open spaces) throughout the Borough.

The Council ensures that trees are retained for the benefit and enjoyment of residents and visitors alike whilst enhancing the landscape.

Maintenance is undertaken to reduce any risks to people or their property and to reduce nuisance to others where practical and appropriate.

If you have a query regarding trees within Council housing estates and communal gardens or parks and open spaces please contact Streetscene on 08000 198 598 or streetscene@gosport.gov.uk.





For trees located in individual Council housing gardens please contact the Neighbourhood Management Team on 023 9254 5665.

Trees that are located within a grass verge or tree pit next to the highway are managed and maintained by Hampshire County Council, you can contact them on 0300 555 1388 or www.hants.gov.uk.

Waste and recycling collection dates 2018

July 2018					August 2018					September 2018					October 2018				
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
2	3	4	5	6			1	2	3	3	4	5	6	7	1	2	3	4	5
9	10	11	12	13	6	7	8	9	10	10	11	12	13	14	8	9	10	11	12
16	17	18	19	20	13	14	15	16	17	17	18	19	20	21	15	16	17	18	19
23	24	25	26	27	20	21	22	23	24	24	25	26	27	28	22	23	24	25	26
30	31				27	28	29	30	31						29	30	31		

 Dates in grey, non-recycling (black bin) week

 Dates in green - recycling (green bin) week

Waste and recycling to be OUT FOR COLLECTION BY 7.00 AM. Roads may not be collected in the same order every week so collection time cannot be guaranteed. Therefore your bin/sack needs to be out by 7.00 am when the collections start.

What can be recycled...



✓
Mixed paper



✓
Mixed plastic bottles without lids



✓
Mixed food, drink & aerosol cans



✓
Mixed card

What cannot be recycled...



✗
Other plastics



✗
Shredded paper



✗
Gift paper



✗
Juice & milk cartons

NO EXCESS WASTE will be collected.

Please ensure recycling is clean, dry and loose.

No carrier bags in the recycling bin please. Glass bottles/jars, clothes, shoes and household textiles must not be included, these can be recycled at your local recycling bank.

For more information or advice, please contact Streetscene:
T: 08000 198598

E: streetscene@gosport.gov.uk
www.gosport.gov.uk/streetscene



MONEY UPDATE

AN UPDATE ON UNIVERSAL CREDIT



You may have heard about Universal Credit, but what is it and what does it mean?

Universal Credit is a payment to help with your living costs, and replaces the following benefits:

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

Universal Credit is being introduced in stages across the UK and ceased to be available in the Gosport area on 1st January 2018.

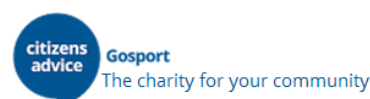
The 'new' Universal Credit is expected to be reintroduced in our area from around November 2018. If you need extra help paying your rent before then, you can make a claim for Housing Benefit.

To make a new claim, simply go to the Advice & Benefit pages on the Council's website at www.gosport.gov.uk.

We will of course issue further updates later in the year about the re-introduction of Universal Credit.

If you are already getting Universal Credit it is likely you will remain on Universal Credit, so you are not affected by this change. If you have any questions regarding your Universal Credit award, please continue to contact them directly.

You can find out more about this by visiting www.gov.uk/universal-credit.



CITIZENS ADVICE – GOSPORT MONEY ADVICE MATTERS PROJECT (MAM)

Did you know that Gosport Borough Council fund a specific project within Citizens Advice Gosport to help people who may be experiencing difficulties with debt, housing, benefits or managing their money?

In the last six months alone, the MAM caseworker, Sue, has achieved positive financial outcomes for clients in excess of £272,600 and has also prevented many families from losing their homes.

Thomas * was referred to Citizens Advice Gosport's Money Advice Matters service by Gosport Borough Council as Thomas and Gosport Borough Council staff were concerned he may be made homeless.

Thomas rents a property from a social landlord and has recently been served with court papers, as the landlord had applied to court to gain possession of the property. Thomas did not know what steps he might be able to take in order to avoid possession and eviction.

The Money Advice Matters caseworker completed a benefits check and revealed Thomas was eligible for (but did not have a current claim) for Housing Benefit. He was subsequently advised to start a claim for Housing Benefit and the Council, with Thomas's permission, were informed of his circumstances, the time element and the risk of homelessness.

Sue went through the possession paperwork to ensure it was all in order and to check the landlord has complied with the pre-court

MONEY UPDATE

protocol. On examination of the landlord's paperwork it became evident that the landlord had not complied with the pre-court protocol for possession cases.

Sue assisted Thomas in challenging the possession proceedings on the grounds of inaccurate paperwork, failure to apply the pre-court protocol and general mis-management of the client's situation. Thomas is now also able to evidence he is taking positive steps to secure his tenancy and manage it better in future by having a current housing benefit claim, making payments against arrears of rent and engaging with agencies who are able to provide him with ongoing support.

If you are in a situation where you think your home is at risk it is always worth engaging with agencies who may be able to assist, to give you the best chance of keeping your home and getting back on track.

*Name changed to protect client's identity

If you need advice on anything related to debt, benefits or housing please call into the CAB office at Martin Snape House, 96 Pavilion Way, Gosport where they have a drop-in service Monday to Friday. The opening times are:

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

They also provide a telephone advice service on 03444 111306.

Alternatively, please speak to the Housing or Benefit Team at the Town Hall where they will be able to refer you directly for an appointment. Sue is available at the Town Hall on Wednesday afternoons 1pm-5pm (by appointment only) and Thursday 10am – 1pm. Thursday mornings are a drop in session, so please come along.

All of the advisors manning the drop-in sessions are volunteers. Do you have a few hours a week to spare? Would you like to offer support and guidance to other members of the community? If you are interested in joining the friendly and supportive team then please telephone Stephen on 023 9252 0112 or send him an email asm@gosport.cabnet.org.uk

CARERS ALLOWANCE/CREDIT

You may be entitled to these benefits if you are caring for someone with substantial care needs.

Carer's Allowance: money to help you look after someone who needs to be cared for.

Carer's Credit: A National Insurance credit that helps build your entitlement to the basic State Pension and additional State Pension.

To find up-to-date information on both the above benefits contact the Carer's Allowance Unit, Monday to Thursday - 8.30am-5pm, Friday - 8.30am to 4.30pm on 0345 608 4321.

ATTENDANCE ALLOWANCE

Helps pay for your personal care if you're older or disabled.

To find out more information please call 0345 605 6055.

THE PENSIONS ADVISORY SERVICE

Free and impartial information, help and advice on pensions.

To find out more please call 0300 123 1047.

MONEY UPDATE

HOUSING BENEFIT – NEW CLAIMS



Housing Benefit provides help with paying your rent. The amount of help which you may be entitled to will depend on your income, savings and family circumstances.

Local Council Tax Support (LCTS) provides help paying your Council Tax.

Universal Credit (UC) is not currently available in the Gosport area. We expect UC to be reintroduced in our area from November 2018. This means that new, single jobseekers in Gosport can currently make a claim for Housing Benefit.

To make a claim for Housing Benefit and/or LCTS, you will need to complete an on-line application form. For more information please visit www.gosport.gov.uk and follow the link to Advice and Benefits.

If you do not have access to the internet at home to enable you to complete the on-line form:

- You can use a friend or relatives PC and internet connection.
- You can use a PC at your local library.
- You can ask your Support Worker to assist you.
- You can ask your Housing Provider to assist you.
- The form is mobile and tablet friendly.

However if you experience any difficulty, there is access to a PC in the Benefit Section Reception area at the Town Hall, where an Advisor is available to help you.

Please note that your claim can only be paid once all of the information that is requested has been received. Any delay in submitting the necessary information may hold up the assessment process.

Should you need any assistance with your claim, please contact the Benefit Section on 023 9254 5325.

What information will I need to support my claim?

At the end of the online claim form, once this has been submitted, there will be a list of documents you need to provide to support your claim. Where any additional information is required, the Benefit Section will contact you to tell you about this by telephone, text, email or by letter.

When completing the form, you will need to know the following information:

- National Insurance Number for yourself (and any partner).
- Income details for you (and any partner) – including any benefits, earnings, Tax Credits etc.
- Bank details for you (and any partner) – including account numbers, sort codes and balances of all accounts held.
- How much rent you are charged.
- Your Landlords name and address.
- Non-dependant details (if applicable) – including details of their income.

Please tell the Benefit Sections straightaway if you will have difficulty in supplying any of the information.

MONEY UPDATE

Report a change in your circumstances

All changes must now be reported by completing the on-line 'change of circumstance' form. You can also attach (upload) any documents to evidence your change.

So tell us Online and On Time!

Please visit www.gosport.gov.uk and follow the link to Advice and Benefits to access the form.

If you are already claiming you must tell the Benefit Section if your circumstances change. Here are some examples of changes that may affect the amount of benefit that you are entitled to:

- You start or leave a job.
- Your children leave school or home.
- Anyone moves into or out of your home (including lodgers and sub-tenants).
- Your income or the income of anyone living with you, changes (including benefits and Tax Credits).
- Your capital, savings or investments change.
- You move home.

If you are unsure about what you need to tell us, or need any further information regarding Housing Benefit or Local Council Tax Support, please contact the Benefits Section on 023 9254 5325 or email benefits@gosport.gov.uk.

THE PENSIONS SERVICE

The Pension Service is part of the Department for Work and Pensions. It provides information about pensions and pensioner benefits. You can also find out about Winter Fuel Payment and the Cold Weather Payment.

For more information visit www.gov.uk/contact-pension-service.

DO YOU KNOW SOMEONE WHO IS CLAIMING BENEFIT THAT THEY MAY NOT BE ENTITLED TO?

If the answer to the above question is yes, please call **023 9254 5545** giving full details so that allegations can be investigated.

Alternatively, fill out the online 'Housing Benefit – Reporting a Fraud' form by clicking on www.gosport.gov.uk/sections/your-council/council-services/housing-benefit/benefit-fraud/reporting-fraud-form/

Any information provided will be treated in the strictest confidence.

SAVE WITH SOUTHERN WATER

If you receive pension credits, Southern Water could save you 25% on your water bill. Simply give them a call and they will sign you up straight away for a discounted rate under their Essentials Scheme. All you need to do is quote ES when you call. Contact Southern Water on 0800 027 0363 or email payless@southernwater.co.uk.

Their offices are open Monday to Friday, 8am to 7pm, Saturday 9am to 1pm.

For more information visit www.southernwater.co.uk/payless.



MONEY UPDATE



WHAT IS A SMART METER?

Smart energy meters are being rolled out nationwide, but what are they and should you get one?

A smart meter is the next generation of electricity and gas meters. They measure your energy use as well as a handy in-home display. The meter automatically sends regular meter readings to your energy supplier.

Is it compulsory to have a smart meter?

No, energy suppliers must contact all their customers by the end of 2020 to offer them a smart meter, but you can say no if you don't want one.

Will I have to change how I pay for my energy?

No, you will still pay in the normal way and receive regular energy bills. In fact, smart meters give additional payment options for people on a prepay meter, like online or via an app.

I've heard it is difficult to switch with a smart meter, is this true?

Previous problems are being resolved with the introduction of a second version smart meter which can switch suppliers without any issues. In time, the first version meters will have their technology upgraded remotely, so ask for a second version if you can.

How will a smart meter save me money?

Smart meters mean accurate bills, so you only pay for what you've used, rather than overpaying, as you sometimes do with estimates. Plus you don't have to remember to take meter readings or wait for a meter reader.

Remember switching energy suppliers can help save money on your energy bills, whether that's switching to a new supplier or just a new tariff.

Before signing up for a smart meter please contact our Property Services Team to request permission on property.services@gosport.gov.uk or 023 9254 5681. **It is also essential that the Property Services Team is given as much notice prior to the installation of a smart meter.**

For more information on smart meters visit www.smartenergygb.org or contact your energy supplier.

HELP WITH CHILDCARE COSTS

If you are a working parent (depending on income) you may be able to claim Child Tax Credit to help with childcare costs if you are responsible for children either:

- 16 years or under
- under 20 and in approved education or training.

For more information or to apply visit www.gov.uk/child-tax-credit.

Approved Education

Education must be full-time (more than 12 hours per week supervised study or course-related work experience) and includes:

- A levels or similar.
- Scottish Highers.
- NVQs and other vocational qualification up to level 3.

MONEY UPDATE

- Home education (if started before your child turned 16).
- Traineeships in England.

Courses are not approved if paid for by an employer or 'advanced' e.g. a university degree or BTEC Higher National Certificate.

Approved Training

Approved training should be unpaid and can include:

- Foundation Apprenticeships.
- Employability Fund programmes.
- United Youth Pilot, Training for Success, Pathways to Success.

Courses that are part of a job contract are not approved.



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 mandates 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.
- In person – pay at the Town Hall cashiers desk by cash, cheque, debit or credit card between 9am and 4.45pm.
- 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.
- 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 Neighbourhood Management Team on 023 9254 5665 or by email on housingofficers@gosport.gov.uk.

WHAT'S ON ?



GOSPORT SUMMER PASSPORT 2018

Gosport Summer Passport 2018 will be taking place from Tuesday 24th July to Thursday 9th August 12-4pm. The scheme is aimed at secondary school aged young people living or attending school in Gosport (born between 1st September 2001 and 31st August 2006). Activities take place at a variety of locations around the Borough, with a different location each day across the first three weeks of the Summer holidays:

Tuesday 24th July at Walpole Park

Wednesday 25th July at Grove Road Park

Thursday 26th July at Privett Park

Tuesday 31st July at Gosport Leisure Centre

Wednesday 1st August at the skate park in Lee on Solent

Thursday 2nd August at Fort Brockhurst

Tuesday 7th August at BMX track in Grange Road

Wednesday 8th August at Bridgemary Park

Thursday 9th August at Leesland Park

Lots of activities will be on offer, the first day launches the programme with a festival theme with activities including:

- Festival Hair Glitter
- Silent Disco
- Henna Tattoos
- Dream Catchers
- Ball Run
- Dash n Grab
- Free BBQ

Old favourites feature again this year including quad bikes, animal encounters and fishing, with Zip Wire featuring for the first time!

On Wednesday 1st August, the programme will visit Lee-on-the-Solent seafront for a 'beach party' themed day, with volleyball, limbo, mocktails and sailing provided by Lee on Solent Sailing Club.

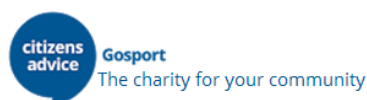
Leaflets with full details about the scheme are available from local secondary schools and also available to download from www.safergosport.co.uk/summer-passport.

Online pre-registration will be available between Monday 18th June and Friday 20th July, after this date registration will be available from the registration tent at each of the locations on the day. **FREE** transport is also being provided by First Bus, participants will have to show their ID card which they receive when they register. Again, full details are available on the website.



WHAT'S ON ?

CITIZENS ADVICE BUREAU



Citizens Advice Bureau is looking for a trustee with appropriate skills and experience to join their board and take over from the current Chair whose six years 'terms of office' expires towards the end of 2018.

Citizens Advice Bureau is governed and managed locally, with the benefit of being part of a large and influential national organisation. They provide information and advice services to the people of Gosport. CAB Gosport are a member of Citizens Advice which is a network of around 300 independent local charities across England and Wales. All together they form the Citizens Advice service.

A Chief Officer leads a small team of paid staff but most importantly a large number of highly trained and committed volunteers who provide advice to local people. The charity has recently carried out a review of how they can best meet the needs of local residents and has commenced implementing the changes required to ensure future success at a time when demand for their services is growing fast.

The Chair will lead their enthusiastic and committed team of volunteer trustees in developing the strategy for this independent charity, supporting the Chief Officer and ensuring they meet the needs of the local residents.

To find out more about the role and how to apply please contact the Company Secretary, Ame Rutter on secretary@gosport.cabnet.org.uk or telephone 023 9260 4605.

GOSPORT DISCOVERY CENTRE

Gosport Discovery Centre is set to offer visitors even more services and improved facilities, following remodelling work by Hampshire County Council that began on Monday 4th June 2018. The library will be closed for six weeks, reopening in time for the school summer holidays.

The new look Discovery Centre will provide a range of facilities for local people including bookable meeting rooms for community groups, a 'Changing Place' toilet facility (for people whose needs are not met by standard accessible toilets), as well as additional toilets, improved facilities for health clinics, plus improvements to the reception area, café and general library environment.

Customers are welcome to use other nearby libraries, and the e-books and r-resources will be available on the library website. Renewals and reservations will still be available through self-service on www.hants.gov.uk/librariesandarchives/libraries and through Hampshire County Council's telephone contact centre on 0300 555 1387.

Customers needing to register Births, Deaths or give Notice of Marriage/Civil Partnership can make an appointment at any one of the 15 offices within Hampshire, the nearest office to Gosport is Fareham.



HEALTH AND WELLBEING



Loads of people have already made a Change4Life – and more are joining in every day.

What is Change4Life?

These days, 'modern life' can mean that we're a lot less active. With so many opportunities to watch TV or play computer games, and with so much convenience and fast food available, we don't move about as much, or eat as well as we used to.

Change4Life for your kids

Nine out of ten of our kids could grow up with dangerous amounts of fat in their bodies. This can cause life-threatening diseases like cancer, type 2 diabetes and heart disease.

Change4Life for you

By the time we reach middle age, the majority of us could do with losing at least a bit of weight. Being overweight isn't just about the way we look. It can lead to more aches and pains, problems sleeping and a loss of energy and confidence. It also increases our chances of getting heart disease, type 2 diabetes and some cancers.

But it doesn't have to be this way. Middle age comes to everyone – 'middle aged spread' doesn't have to.

Why not visit www.nhs.uk/change4life or if you want to speak to the Change4Life team, call 0300 123 4567.



ONE IN FOUR OF US WILL HAVE PROBLEMS WITH OUR MENTAL HEALTH AT SOME TIME IN OUR LIVES.

There is nothing weak with admitting that you need some help. Find out more about the health and support that is available.

Whatever you need to know about coping with stress, anxiety or depression or just the normal emotional ups and downs of life, the NHS Choices Moodzone is here to help.

It offers practical advice, interactive tools, videos and audio guides to help you feel mentally and emotionally better.

Visit www.nhs.uk/moodzone for more information.

THE CELEBRATE GOSPORT GUIDE

Featuring an extensive listing of events throughout the Summer, we are pleased to once again to bring you the much anticipated Celebrate Gosport Guide 2018. Use it to plan your Summer holiday in Gosport for all the family and your visitors – there really is something for everyone to enjoy!

There are activities on the water, a variety of music events, historical talks and family fun events.

A copy of the 'Celebrate Gosport' Guide can be viewed on www.gosport.gov.uk alternatively if you would like a paper version please email summerevents@gosport.gov.uk or call 023 9254 5425.

Have a good summer!



HEALTH AND WELLBEING



HEALTHWATCH HAMPSHIRE

healthwatch
Hampshire



Gosport
The charity for your community



Citizens Advice Gosport is providing advice and feedback on Gosport residents' experiences of local NHS funded services as part of their work under Healthwatch Hampshire. The aim of Healthwatch Hampshire, like all local Healthwatch, is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality and is the consumer champion for Health and Social Care services.

Healthwatch Hampshire listens to the public and patients so they can represent their views at meetings, committees and on boards. Residents are able to give confidential feedback via the 'Speak Out' contact form

on www.healthwatchhampshire.org.uk (an app is also available). The public can access information, advice and support by either visiting Citizens Advice Gosport or by calling their Adviceline on 03444 111 306. They are also able to access the service via webchat or email on www.citizensadvice.org.uk.

There are resources available on the Healthwatch Hampshire website including a 'step-by-step' guide to NHS complaints and factsheets on accessing medical records and financial compensation.

An advocacy service is available in Hampshire for those who are vulnerable or have complex cases in regards to an NHS funded care complaint. This service is free, confidential, impartial and independent. To be referred to an advocate, residents can contact Citizens Advice Gosport directly.

The service identifies issues and trends, prepare research reports and make recommendations to commissioners and providers of services. Healthwatch is also able to send 'enter and view' teams into any publicly funded health or social care service that provides support for local people, to report on findings and make recommendations accordingly.

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: June 2018

Gosport Borough Council, Town Hall,
High Street, Gosport, Hampshire
PO12 1EB
Tel: (023) 9258 4242

Do you live in social rented housing? Why not **swap** homes?



HomeSwapper is the **largest** national mutual exchange service for social housing tenants wanting to swap homes both **locally** and **nationally**.

- 9/10 get matched within 24 hours
- See all your matches in an instant
- Search for swaps locally or nationally
- 100+ matches per member on average
- Thousands of homes added every week
- Build your own multi-swaps with our unique tools



www.homeswapper.co.uk