



Gosport Borough Council
A Housing Services Production

At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Autumn 2018 Edition

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Welcome to the Autumn issue...

Residents
Approved



GOSPORT
Borough Council

PRIVACY NOTICE 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 the Gosport Borough Council – Housing Services collects and uses personal information. It applies to information we collect about:

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

Why do we collect your information?

Gosport Borough Council - Housing Services uses personal information to:

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

How we use your information?

Gosport Borough Council uses personal information to:

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

How do we keep your personal information secure?

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

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

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

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 about your tenancy or rent (including sheltered housing rent queries) 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' (office hours Monday to Friday 8am-5pm) by telephoning 0800 028 0835.
- Texting non urgent repairs to 07786 204386.
- Emailing non urgent repairs to gosport.repairs@kier.co.uk



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



NATIONAL FRAUD INITIATIVE

Gosport Borough Council is required by law to protect the public funds we administer, therefore we may use information you have provided for the prevention and detection of fraud. We may also share your information provided to us with other bodies responsible for auditing and administering public funds for these purposes.

The Cabinet Office currently requires us to participate in its anti-fraud initiative. For more details, visit www.gosport.gov.uk and search site for Fair Processing Notices.

PARKING ISSUES SOLVED

Following visits to the Anchorage over the past few months and talking with residents about their views on the parking in the immediate area, Gosport Borough Council began looking at options to help alleviate some of the parking issues that had been occurring.

It was agreed that marking out parking bays within the three car parks that serve the Anchorage would help encourage people to park more responsibly.

This work has now been completed and the fresh lick of paint in the car parks has gone a long way in improving not only parking issues but also the overall visual appearance.



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.

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

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, Pettycot Crescent, Prideaux Brune Avenue, Stoners Close, Tukes Avenue, Vian Close, Wych Lane), 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 (Acorn Close, Agnew Road, Beauchamp Avenue, Braemar Road, Brewers Lane, Bridge House, Bridgemary Avenue, Cameron Close, Copse Lane, Fisher Road, Gorselands Way, Gregson Avenue, Green Crescent, Harris Road, Horton Road, Keyes Close, Keyes Road, Layton Road, Montgomery Road, Nobes Avenue, Nobes Close, Portal Road, Rowner Close, Southway, Tedder Road, The Spinney, Wavell Road)

Jenner Moore – 023 9254 5369 – jenner.moore@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, Behrendt Close, 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)

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

BONFIRES AND SMOKE

Currently there are no bye-laws which restrict or ban bonfires. However, we can investigate complaints about smoke from bonfires.

Under the Environmental Protection Act 1990, we can take action against anyone whose bonfire causes a statutory smoke nuisance to their neighbours. A statutory nuisance is much more than just being able to smell or see smoke, it has to have an unreasonable effect on a person's enjoyment of their home.

If a bonfire causes a statutory smoke nuisance, we will issue an abatement notice telling the person causing the nuisance to stop, or to prevent it from happening again. If they do not keep to the conditions in that notice, they could be fined up to £5,000 or £20,000 if it is a business.

Under the Clean Air Act 1993, it is an offence for any business to have a bonfire which causes dark smoke, regardless of whether anybody else is affected. The fines could be up to £20,000 for each offence.

Do's and Don'ts

First of all you should consider whether it is necessary to burn your waste.

You can recycle many items, including garden waste, by using our kerbside recycling scheme and the Hampshire Waste and Recycling Centre for household waste.

If you do decide to have a bonfire, please follow the simple rules below:

- Do not burn damp grass cuttings and hedge clippings etc. as this creates thick smoke.
- Do not burn oily rags, rubber, plastics, damp garden waste or other materials which would create heavy smoke or toxic fumes.
- Do not light a bonfire when your neighbours have washing out to dry, or have their windows open.
- Do not light bonfires within the hour before dusk or leave them burning overnight. Choose the time of day and weather conditions that will cause the least inconvenience to neighbours.
- Do not leave your fire smouldering for a long time. Hose it down until it is cold before you leave it.
- Do tell your nearest neighbours before you light a bonfire, so they can be prepared for any minor inconvenience that may arise.
- Do burn material quickly in small amounts so the minimum amount of smoke is created. An incinerator makes this much easier.
- Do choose your bonfire site carefully. It should be well away from trees, fences and windows.
- Do not have a bonfire on a very windy day as it can easily get out of control. Have a hosepipe and buckets of water handy just in case.
- When the ashes are cold you can rake them into the soil as a useful fertiliser.

For further information please call our Environmental Health team on 023 9254 5609.



GARDEN OASIS AT IVY HOUSE

Residents living at 1-7 Ivy House have all clubbed together to create a beautiful space to sit.

One of the residents Colleen moved into Ivy House in the spring of 2017; generally all of the residents were friendly but went about their days doing their own thing.

The communal garden looked really tired with an ugly wall as a focal point. Colleen wanted to improve the view from her kitchen window; her Son-in-Law suggested fixing a bamboo fence to the wall. With the thought of a new fence improving her view, the seed was planted and Colleen decided that she wanted to create a garden for all to enjoy.

Colleen got together with her neighbours Lyn, Ted and Alex who were all happy to contribute towards the bamboo fencing; Colleen's Son and Son-in-Law put the fencing up, soon hanging baskets followed.

The Council cleared away the weeds and provided compost, membrane and wood bark which Colleen and Lyn laid. Once the ground was all prepared Colleen, Lyn, Ted and Alex got together with the rest of the residents Michael, John and Barbara to plan for the next stage, planting!

The residents have all chipped in towards planting flowers and new shrubs; an edging fence has been put in and a set of garden chairs and parasol has been purchased.

Following the introduction of the new flowers the garden now boasts an array of butterflies and bees.

It's a real team effort and residents take turn with watering the garden, the garden is now a lovely area to sit with a cup of tea or glass of wine in the early evening.

Colleen said 'I look back and can't believe what we have done in five weeks, its good we have a small community network now'



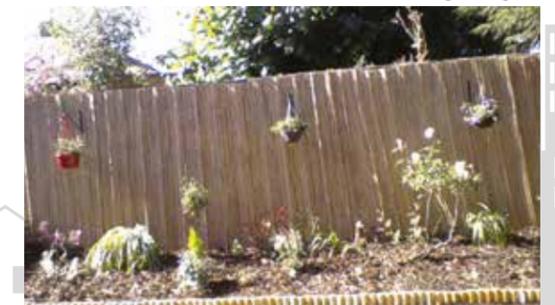
Before work



Before work



After work



After work

OVERWHELMING SUCCESS FOR GOSPORT SUMMER PASSPORT

Gosport Summer Passport was an overwhelming success this year with 714 registering this year – an increase of 36% from 2017!

The festival themed launch day at Walpole Park attracted a record 288 participants, which is a whopping 38% increase from last year.

Participants enjoyed a whole host of activities with the most popular this year being ice-skating, water sports, making dream catchers and cooking.

For the first time, 14 year olds could have a go at driving, with sessions fully booked on the day held at Fort Brockhurst.

As well as fun, young people also had specialist advice available to help with issues such as healthy relationships, mental health and drug awareness with 36% of those completing the evaluation reporting they had improved their knowledge around keeping themselves and others safe.

Feedback from parents include:

“Thank you all so much for doing this! Such amazing and varied activities! This was my daughter’s first year and she has come home with tales of kayaking and mocktails on the beach, owls and Mexican food making, sparkled with glitter tattoos and beautiful henna art, and taken part in fabulous craft sessions where she made a tie dye top, bunting and a dream catcher. What a Summer! She will be back next year!”

“Thanks to everyone involved. My son has had an amazing time doing lots of different activities. The highlight was the driving lesson... looking forward to next year already... bravo guys”

“My daughter had the best time ever. Thank you. The first of many years of passporting.”

Feedback for participants include:

“I loved kayaking, henna tattoos and I loved making new friends and encouraging new people to join, as it helps keep them safe and have a good time.”

“Being able to socialise with others whilst doing fun activities such as creating our dream catchers.”



COULD YOU HELP IN A CRISIS?

If there's an emergency in your area, it helps if you and your neighbours have a plan.

Residents in the centre of Gosport have already drawn up a community emergency action plan, which will help them work with emergency services in a crisis. It was launched at Waterside Community Church, the first location to be set up as a community-run place of safety for nearby residents.

By building on local relationships and networks, using local knowledge and preparing for risks, your community will be better able to cope during and after an emergency.

If you would like to discuss setting up a plan for your area, or would like more information, email Mandy Bright on engagemanager@gva.org.uk or call 023 9260 4690.

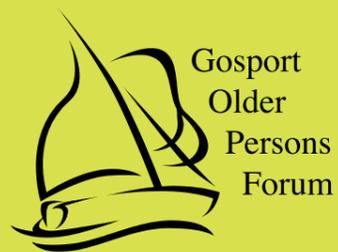


OCTOBER IS OLDER PERSONS MONTH

Did you know that the month of October marks several special days all dedicated to celebrating older people? The national days include the United Nations International Day of Older Persons, UK Older People's Day and Silver Sunday.

Gosport Older Persons Forum and the Council are encouraging older people to get 'out and about' – to have fun, be connected to the community, or perhaps try something different. There is so much going on in our local community which is often free or low cost. You can find out more by contacting your local community centre, church hall, local library as well as Gosport Voluntary Action or the Tourist Information Centre.

We will also be bringing you the annual 'Joint 55+ Info Fest and Winter Warmth Event' on **Friday 19th October** at Thorngate Halls.



If you want to find out more about the work of the Gosport Older Persons Forum then come and meet them at their AGM on Friday 5th October from 9.45am at the Town Hall. They can also be contacted via email to gospportopforum@hotmail.com and love to hear from new members and supporters.

ACTIVITIES AIMED AT OLDER PEOPLE

Brendoncare Clubs are friendship and wellbeing clubs dedicated to providing older people with opportunities for social interaction and to meet new friends in a welcoming and supportive environment.

The clubs are run by a team of dedicated volunteers, supported by a small team of locality managers.

There is a wealth of activities available to suit all interests.

All activities are held at Club Hampshire, The Anchorage, Willis Road, Gosport.

Activities include:

- Cinema Club
- Friday Dance Club
- Games Group
- Laugh and Limber
- New Age Kurling Club
- Pilates Group
- Ping Pong Group
- Saturday Social Club
- Tai Chi
- Yoga

For more information please call **01962 857099**.



55+ INFO FEST

WINTER WARMTH EVENT

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** at Thorngate Hall, Bury Road.

This **FREE** large scale event will take place over two sessions, 10am until 2pm and again at 5pm until 8pm. It brings together a wide range of organisations to provide information, advice and guidance on a range of issues affecting older people and their families or carers.

Visitors will have lots of fun watching or joining in with activities such as tai chi, Zumba Gold and shortmat bowls. In addition, visitors can have a relaxing cup of tea and a chat with others. Due to the popularity of this event we will be extending the opening times this year into the early evening.

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

For more information please call Mandy Baggaley on 023 9254 5695 or Christine Threlfall on 023 9254 5425.



Eat, Drink & Be Merry at the over 55's Christmas Meal

Wednesday 19th December 2018

Come and join in on the annual Christmas dinner celebrations being held at the Masonic Hall, Clarence Road, Gosport.

Tickets include a traditional Christmas meal or vegetarian option, pudding and mince pies.

There will be entertainment after the meal.

Tickets cost £8 and can be bought from your scheme OPSO or from Gary Elshaw at the Town Hall.

For any enquiries please call 023 9254 5453



FIREWORK SAFETY

Having fireworks at home can be great fun, as long as they are used safely. Figures show that more children than adults are hurt by fireworks. Over the past few years more than 350 pre-school children were treated in hospital for firework injuries.

FIREWORK CODE

Young people should watch and enjoy fireworks at a safe distance and follow the safety rules for using sparklers. Only adults should deal with firework displays and the lighting of fireworks. They should also take care of the safe disposal of fireworks once they have been used.

- Plan your firework display to make it safe and enjoyable.
- Keep fireworks in a closed box and use them one at a time.
- Read and follow the instructions on each firework.
- Light the firework at arms' length with a taper and stand well back.
- Keep naked flames, including cigarettes away from fireworks.
- Never return to a firework once it has been lit.
- Don't put fireworks in pockets and never throw them.

- Direct any rocket fireworks well away from spectators.
- Never use paraffin or petrol on a bonfire.
- Make sure that the fire is out and surroundings are made safe before leaving.

DID YOU KNOW?

- It is against the law to carry fireworks in public if you are under 18.
- Fireworks must not be sold to anyone who is under 18.
- It is an offence to let fireworks off during night hours (11pm-7am), except on Bonfire Night (midnight), Diwali, New Year and Chinese New Year (1am).
- It is an offence under the Explosives Act 175 to tamper or modify fireworks.
- Did you know that sparklers can reach temperatures more than 15 times hotter than boiling water?

THINK OF YOUR NEIGHBOURS

Let your neighbours know if you are planning a fireworks party, they may have pets which should be kept indoors. In addition it would be kind to let elderly neighbours and families with young children know there may be some loud bangs.

Remember...fireworks can be fun, but have consideration for others!

DISPOSAL OF FIREWORKS

Never put fireworks, even those which are fully spent, on the bonfire.

Never dispose of them by burying.

Put fully spent fireworks (but not misfired or partly spent fireworks) in refuse receptacles.

Soak misfired or partly spent fireworks in a container of water in an area where they cannot be tampered with (preferably away from the display site) and contact the manufacturer or supplier for advice on disposal.

SEAFRONT PERMITS

If you regularly park at the Seafront or Alver Valley, an annual Seafront parking permit could save you cash and time.

A Seafront permit costs £75, which works out at £1.44 per week. Without one, you would pay 90p per hour.

Permits are valid at these long-stay car parks:

- Pebble Beach
- No 2 Battery West
- No 2 Battery East (weekends and outside of school terms)
- Elmore Car Park (Elmore Angling Club)
- Alverbank East
- Alverbank West
- Gilkicker
- Beach Road
- Hardway Slipway
- Alver Valley East
- Alver Valley West

To purchase a permit please visit www.gosport.gov.uk/seafrotpermits When you click on the option to purchase a Seafront Permit, you will be directed to our Car Parking partner – MiPermit to complete your purchase. If you do not have internet access, you can buy a Seafront Permit over the telephone by calling the MiPermit helpline on 0345 520 7007.

Please note that when you purchase a permit, you will not have a physical permit to display as it is a virtual permit.

What is a virtual permit?

A virtual permit is purchased online and replaces a paper permit. Meaning no permit is required to be displayed within the vehicle as our Enforcement Officers can check your details on their handheld machines. The virtual permit provides much greater protection against fraud and should eliminate misuse. As there is no physical permit, your permit cannot be lost or stolen.

Does my vehicle registration need to be accurate when using the system?

Yes. It is very important to make sure that when using the MiPermit system, that you register your vehicle accurately. This includes using a zero when appropriate rather than the letter 'O' and vice-versa. Any errors made when logging your vehicle registration mark with us could result in a Parking Charge Notice being issued as our Enforcement Officers may not be able to validate your virtual permit.

What happens if I change my vehicle?

If you change your vehicle you must login to your account and update the vehicle registration linked to your permit; the change will be activated immediately. Alternatively you can call the MiPermit helpline on **0345 520 7007**.

Long Stay Car Park Permit

If you are a regular user of our Long Stay Car Parks, then a Long Stay Car Park Permit could save you money compared to the average daily cost of £5.30. Long Stay Permits are priced as follows:

- 1 month - £45
- 3 months - £135
- 6 months - £260
- 1 year - £460

If you would like to purchase a permit please visit the cashier's desk at the Town Hall.

If you encounter any problems purchasing a Seafront Permit, please call MiPermit on **0345 520 7007**.

For more information regarding permits please contact Streetscene on either **08000 198 598** or streetscene@gosport.gov.uk



What you can and can't recycle

Yes please

No thanks



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

HOME RECYCLING FOR PAPER

We've removed collection banks for paper and cardboard from our recycling sites.

The cost of providing them had gone up, and the income received had dropped.

Instead, please use your green-topped wheelie bin. If it's full, our crews will collect a reasonable amount of dry, folded-down cardboard left alongside it (but not other waste).

Cllr Graham Burgess, Community Board Chairman, said: "It's no longer a good use of public money to provide the banks. The more people recycle at home, the more our official recycling rate goes up, which helps us meet our targets for being a greener borough."



DON'T DUMP IT, DONATE IT

Before phoning us to get rid of your unwanted furniture, why not give a charity a call?

- If it's upholstered, check it has a fire label attached.
- Make sure it's in saleable condition with no rips, tears, missing pieces or large scratches.
- Veneered furniture needs to be intact, with no wood showing through.
- Items not fit for sale or that do not meet health and safety standards may be declined.

Local charities include
Jacob's Well Care Centre (023 9258 3050),
British Heart Foundation (01329 655136)
and Sue Ryder (03330 031 883).



MONEY UPDATE



UNIVERSAL CREDIT IS COMING!

Universal Credit (UC) is a new benefit from the Department for Work and Pensions which helps working aged people with their living and housing costs.

The new Universal Credit is expected to be introduced into our area from November 2018.

WHICH BENEFITS ARE BEING REPLACED BY UC?

If you are working age you will no longer be able to make a new claim for:

- Child Tax Credits
- Housing Benefits (Some exceptions apply)
- Income-based Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Income Support
- Working Tax Credit

These are known as 'legacy benefits'. If you are working age and are already receiving one of these benefits you will continue to do so until your circumstances change and that benefits stops.

From November 2018, a new claim for any of the benefits listed above will most likely trigger a new claim for Universal Credit, but only where the claim has two children or less. If you need to make a claim and have more than two children, you will continue to claim the benefits listed above.

UNIVERSAL CREDIT WILL NOT REPLACE:

- Attendance Allowance
- Carer's Allowance
- Child Benefit
- Contributory Employment and Support Allowance
- Contributory Jobseekers Allowance
- Disability Living Allowance
- Industrial Injuries Benefit
- Pension Credit
- Personal Independence Payment
- Statutory Sick Pay
- State Retirement Pension

Universal Credit operates to provide people with a minimum monthly income for day-to-day living. Your assessment may include a basic allowance for single people, couples and dependent children (depending on circumstances).

If you (and/or your partner) are working then only some of the money you earn is taken into account. If you have children of limited capability to work then you will be allowed a 'work allowance' enabling some of your earnings to be disregarded.

There is also an allowance for childcare if you encounter childcare costs when working, for up to two children. These flexibilities are intended to 'make work pay' (i.e. make people better off in work than on benefit).

As mentioned above, if you are currently claiming one of the 'Working Age' legacy benefits, you do not need to claim Universal Credit at this time. If you have a change of circumstances, you may be required to claim Universal Credit. Your local job centre can advise you if this applies; otherwise you will be advised by DWP of when you are required to make a claim to Universal Credit.

WHICH 'CHANGE OF CIRCUMSTANCES' TRIGGER A MOVE TO UC?

If you have a change of circumstance that would normally have resulted in you making a claim for a legacy benefit then you might be told to claim UC instead and your legacy benefits will be stopped.

Depending on your circumstances, you may be better or worse off claiming UC. Seek advice from your Neighbourhood Housing Officer or the Benefit Section before making a claim so that we can help you to understand the financial implications of claiming UC.

Some examples of change in circumstances that might result in a claim for UC are:

- A change in employment status.
- A change in family circumstances.
- A partner leaving or joining the household.
- Starting or stopping being a carer.
- Starting or stopping a claim based on disability.
- Renewing or making small changes to tax credits.
- Moving home and taking up a new tenancy.
- Attending jury service.
- Being remanded in custody.
- Ceasing full-time education, if you are in receipt of Income Support.
- Moving from contribution –based benefits to income-based benefits.



PLEASE SEE BELOW SOME FREQUENTLY ASKED QUESTIONS.

My Housing Benefit is paid directly to my landlord. Is Universal Credit the same?

Your claim for UC will include help with your rent – called a 'housing cost element'. The whole of your UC award will be paid directly to you.

It will be your responsibility to budget and pay your rent from your UC and any other income you may have. You will have to manage your benefit to make sure you pay your rent on time, or you may face the threat of losing your home.

If you feel that you will struggle to make your rent payments yourself, let your Neighbourhood Housing Officer know as they may be able to request the 'housing cost element' of your UC to be paid directly.

I'm not sure I will cope with UC being paid monthly – is there an alternative?

UC will usually be paid monthly and in arrears. You can get budgeting advice and support from your Neighbourhood Housing Officer. It is best to start thinking now about how you would manage if the benefits UC is replacing were paid to you on a monthly basis. In some exceptional circumstance, it may be paid more frequently.

Does UC cover my Council Tax too?

No, you must claim Local Council Tax Support separately. You can make a claim online by visiting www.gosport.gov.uk and follow the link to Advice and Benefits.

Will the Benefit Cap and Bedroom Tax still exist under UC?

Yes, if you are affected by either of these issues please contact the Benefit Sections on **023 9254 5325** or email benefits@gosport.gov.uk for advice.

I get Personal Independence Payments/ Disability Living Allowance. What happens to these when I claim UC?

You will still claim these separately.

I've heard that single people who are 'Pension Credit Age' won't have to claim UC – is this true?

You are right that single people who are Pension Credit Age will not need to claim UC – they should claim Pension Credit, Housing Benefit and Council Tax Support instead. To check your pension credit age please visit www.gov.uk/state-pension-age.

I've been told I have to have a bank account for my UC payments – is this true?

At the moment UC can be paid into bank accounts, some building society accounts and credit union accounts. It can also be paid into a Post Office account, however, you may be encouraged to open a bank account or credit union account as the Government would prefer you to have your UC payment paid into these types of account. There could be advantages to you to do this like paying for bills by direct debit.

To see what sort of bank account best suits you visit www.moneyadvice.org.uk.

How will I claim UC?

UC is claimed online at www.gov.uk.

Before completing your claim, you will need to sign up to GOV.UK Verify. This is a new service that will verify your identity online so that you can access government services. Please see article on page 19 for more details.

If you don't have access to the internet at home:

- 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.

If you experience any difficulty, there is access to a PC located in the Benefit Section reception area at the Town Hall, where an adviser is available to help you.

To make a claim you will need 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.
- Your email address.
- Your landline/mobile number.
- Non dependant details (if applicable) – including details of their income.



NEED MORE INFORMATION?

For further advice, please visit www.gosport.gov.uk or take a look at the Universal Credit pages on www.gov.uk. Alternatively please contact the Benefit Section on **023 9254 5325**.

NON-DEPENDANT DEDUCTION

Your housing benefit can be reduced if an adult friend or family member lives with you.

It is assumed that most adults living with you should contribute towards the rent. The reduction applies whether that person is contributing to the rent or not.

Your housing benefit is reduced by a set amount. This is based on the non-dependant's weekly income before tax, also known as gross income.

Non-dependant deductions start from the date the adult moves in or turns 18, but there are exemptions.

It is your responsibility to tell the council if a non-dependant lives with you.

You will have to repay any housing benefit overpayments if you don't tell the council about non-dependants, you could also be prosecuted.

HOW MUCH IS NON-DEPENDANT DEDUCTION?

Non-dependant's weekly income before tax	Amount deducted from housing benefit each week
Less than £139	£15.25
From £139 and less than £204	£35.00
From £204 and less than £265	£48.05
From £265 and less than £354	£78.65
From £354 and less than £439	£89.55
From £439	£98.30

Your housing benefit is reduced by £15.25 each week if the non-dependant is:

- Aged 25 and over and is on income-based JSA
- Aged 25 or over and on income-related ESA for the assessment phase of their claim
- Any age and on income-related ESA after their work capability assessment has been carried out.

Who counts as a non-dependant?

A non-dependant can be a parent, child, relative or friend who lives in your home.

They must be aged 18 or over.

Examples include a grown-up child who has returned to live with you after studying or if they've split up from their partner.

Adults who don't count as non-dependants include:

- Your partner
- A joint tenant
- A lodger
- Temporary guest whose home is elsewhere

No deduction is made from your housing benefit for a non-dependant if you or your partner receive:

- The care component of disability living allowance (DLA).
- Attendance allowance.
- The daily living component of personal independence payment (PIP).
- Armed Forces Independence payment.

There are also no deductions if you or your partner are registered blind or have regained your sight in the past 28 weeks.

STUDENTS

A non-dependant deduction does not apply to a full-time student during term time or during holidays if they're not working.

A non-dependant deduction does apply if a student works for 16 hours or more a week during the summer holidays. You may need to ask them to contribute towards your housing costs.

GOV.UK VERIFY

GOV.UK is a secure way to prove who you are online.

It makes it safe, quick and easy to access government services such as filing your tax or checking your information on your driving licence.

When you use GOV.UK verify it means that you don't need to prove your identity in person or wait for something to arrive in the post.

It normally takes between 5 and 15 minutes to verify your identity the first time that you use GOV.UK Verify. After that, it should only take you a couple of minutes to sign in.

When you use GOV.UK Verify to access a government service, you choose from a list of companies that the Government has approved to verify your identity.

These certified companies (also known as partner companies) are:

- Barclays
- CitizenSafe
- Digidentity
- Experian
- Post Office
- Royal Mail
- SecureIdentity

Information that you will need to provide

The company that you choose to verify your identity will ask you for some personal details. They will check those details against records held by mobile phone providers, credit agencies, HM Passport Office or the Driver and Vehicle Licensing Agency (DVLA).

The company can then confirm your identity to the government service you are using.

Using GOV.UK is safe because:

- Information isn't stored in one place.
- There is no unnecessary sharing of information.
- The certified company you choose doesn't know which service you are using.
- The Government department doesn't know which certified company you've chosen.
- All the certified companies have to meet government and international standards for security and data protection.

You can use GOV.UK Verify to:

- Apply for Universal Credit.
- Report a medical condition that affects your driving.
- Check your Income Tax for the current year.
- Sign in and file your Self-Assessment tax return.
- Help friends or family with their tax.
- Sign in to your personal tax account.
- Check your State Pension.
- Get your State Pension.

For more information, please visit www.gov.uk/government/publications/introducing-govuk-verify/introducing-govuk-verify#government-services





HOW TO PAY YOUR HOUSING CHARGES

Rent is due in advance either weekly, fortnightly, four 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 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 cash desk by cash, cheque, debit or credit card between 9am and 4.45pm.
- Online – **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**

ARE YOU AGED 16-25 YEARS?



The Princes Trust Team programme is a free 12 week programme that could change your life.

It offers work experience, challenging projects in the community and an adventurous five-day team building residential trip. The programme is free of charge and does not affect any benefits.

Seven out of 10 young people are helped by the Prince's Trust move onto work, training or education.

The programme is designed to increase confidence and offer career support, the programme is a unique opportunity that offers a real challenge with a difference. Participants will work towards a nationally recognised qualification, get help with job-hunting and writing CVs, take on community projects, experience an exciting action-packed residential week and take part in two weeks work experience in an area that interests the participant.

As well as gaining invaluable life skills, those taking part will work towards the Prince's Trust Certificate in Employment, Teamwork and Community Skills. This is offered at Entry 3, Level 1 and Level 2.

The Prince's Trust Programme is for 16-25 year olds who are unemployed, and lacking in qualifications or confidence.

For more information please visit **www.highbury.ac.uk/princes-trust**

GOSPORT JOB CENTRE PLUS UPDATE

Gosport Job Centre Plus is available to offer support and information to help people to get into paid work.

- There is free Wi-Fi and computer access
- Support with job applications
- Job search advice
- Local Job information

They are also able to provide information on training and courses and signpost to CV advice and interview techniques. For more information please contact Gosport Jobcentre Plus Employment Advisor on **0800 169 0190**.

FIND AN APPRENTICESHIP

Apprenticeships combine practical training in a job with studying. As an apprentice you will:

- Work alongside experienced staff.
- Gain job-specific skills.
- Earn a wage and get holiday pay.
- Get time for study related to your role (usually one day per week).
- Apprenticeships take between one to five years to complete depending on their level.

There are different levels of apprenticeship which have different educational levels. Some apprenticeships may also give you an additional qualification, such as a diploma.

Who can apply?

You can apply for an apprenticeship while you are still at school. To start one, you will need to be:

- 16 year or over by the end of the school summer holidays
- Living in England
- Not in full-time education

For more information please contact the Apprenticeship helpline on **nationalhelpdesk@apprenticeships.gov.uk** or **0800 015 0400**.

TRAINING OPPORTUNITIES AT THE GOSPORT DISCOVERY CENTRE

The following courses are available at Gosport Discovery Centre:

EMERGENCY FIRST AID

Tuesday 2nd October to Tuesday 23rd October

10am – 12.30 pm

This course will give the learner skills to be able to respond to everyday first aid emergencies in the home and community in a calm and confident way.

SIMPLE BUSINESS WEBSITE

Wednesday 14th November 2018

10am – 4.30pm

This workshop is designed for anyone who needs to create a simple website in a cost-effective way, and manage it themselves.

COMPUTING, INTERNET AND EMAIL FOR BEGINNERS (GOSPORT DISCOVERY CENTRE)

Thursday 4th October – 1st November 10am-12.30pm

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

COMPUTING, INTERNET AND EMAIL FOR BEGINNERS (NIMROD CENTRE, ROWNER)

Tuesday 13th November – 18th December 9.30am – 11.30am

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

INTRODUCTION TO EXCEL FOR WORK (NIMROD CENTRE, ROWNER)

Thursday 15th -29th November 9.30am-12.30am

A short course to introduce you to the basic use of spreadsheets to help in your search for employment.

To book a place please contact the Nimrod Centre on **023 9250 3433** or pop in to reserve a place.

Please note that these courses are aimed at those customers who are in receipt of JSA, ESA or UC (proof is required).

For more information please contact Jo Bourne on joanne.bourne@hants.gov.uk

UKULELE FOR WELLBEING

Mon 17th Sept– 15th Oct 10.00 – 12.00

FREE - Learn how to read and strum a few simple chords to play several songs

CONFIDENCE BUILDING FOR ALL

Thurs 20th Sept – 11th Oct 9.15 – 11.45

FREE - Build your confidence and self esteem in a warm and friendly atmosphere

TAI CHI FOR WELLBEING: AN INTRODUCTION TO YANG STYLE

Fri 21st Sept – 2nd Nov 13.45 – 14.45

FREE - To introduce Participants to Yang Style Tai Chi Form

INTRODUCTION TO GUITAR

Tues 25th Sept 18.00 – 21.00

£15 - Learn how to read and strum a few simple chords to play a popular song

COPING WITH CHRISTMAS

Mon 5th and 12th Nov 9.30 – 12.00

FREE - Aimed at those who struggle with the pressure of the Christmas period

CROCHET FOR BEGINNERS

Thurs 8th Nov 18.00 – 21.00

£15 - A basic introduction to the traditional skill of crochet

SUPER SIMPLE WEBSITES (GOSPORT DISCOVERY CENTRE)

Wednesday 14th November 10am – 4pm

This course is designed for anyone who needs to create a simple website in a cost effective way, and manage it themselves.

To book a place please contact the Discovery Centre on **023 9252 3463** or pop in to reserve a place.



FREE COURSES



Choices @ The Clocktower

Community Courses in Partnership with Hampshire Futures



Autumn Term 2018

- Back to Basics English
- Back to Basics Maths
- Computer Skills for Job Search
- CV writing and Job applications
- Interview Skills
- Creative Writing
- Criminology
- Forensics
- Health Care
- Mindfulness
- Starting your own business
- ...and many more!



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

The Out There project is coming home... as it becomes...



Choices @ The Clocktower!



f i t in
www.gva.org.uk

Preparation for Volunteering

Course Starting
Monday 24th September 2018

1:30 pm - 3.45 pm

Every Monday until 12th November

8 x 2 Hour sessions each Monday (with break)

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

Following a brief informal interview, all successful candidates will be invited to a Taster Session prior to the course starting when any questions will be answered and places can be finalised.



This **free** course is open to people aged 16 or over, regardless of mental or physical ability, who wish to gain confidence generally and hopefully go on to volunteer.

Topics include self-esteem, assertiveness, communication and more. Preference for places will be given to people with mental health and/or support needs.

To find out more contact 02392 583836 or govolunteer@gva.org.uk



'One You' is here to help you make small changes that fit your life, so you feel better and healthier, every day.

MODERN LIFE MAKES IT HARD TO BE HEALTHY

Without knowing it, by the time we reach our 40s and 50s many of us will have dramatically increased our chances of becoming ill in later life. Whether we are eating the wrong things, drinking more than we should, continuing to smoke despite everything we know, or just not being active enough. All of these things can add up to an unhealthy you.

But, it is not always easy to make a change in our busy lives – tempting treats in easy reach, bigger portions for everything we eat and technology that allows us to shop, stay in touch and be entertained without ever having to leave the sofa. Modern life is ganging up on us.

THE GOOD NEWS IS THAT WE CAN FIGHT BACK.

Make simple changes with 'One You'. Your health is important. But being healthier isn't just about 'doing the right thing' – it's about making changes to fit your life and make you feel good. 'One You' helps you find that balance, so that you feel better, every day.

MAKE A CHANGE NOW

Take the free 'One You' health quiz by visiting www.nhs.uk/oneyou/how-are-you-quiz to see how you score and start the fight back to a healthier you.

DOMESTIC ABUSE ADVICE

If you are experiencing domestic abuse or know someone who is, there are many services available to help.

Gosport Borough Council along with representatives from partner agencies including Hampshire Constabulary and Southern Domestic Abuse Service will be raising awareness of domestic abuse in conjunction with the annual White Ribbon Day event.

Members of the public are welcome to come along to the Gosport Ferry Pontoon on Friday 23rd November between 9am and 11am where the Gosport Community Safety Partnership will be offering information, advice and free hot drinks to all!

Any contributions received from donations for white enamel badges and wristbands to show your support for the campaign will be donated to Southern Domestic Abuse Service – the local domestic abuse provider for Gosport in partnership with Hampshire County Council. Southern Domestic Abuse Service's priority is to provide comprehensive and responsive services to meet the needs of women, children, young people and men experiencing domestic abuse, more information can be found at www.southerndas.org.

Domestic abuse involves controlling, coercive or threatening behaviour, and can be physical, sexual, financial, emotional or psychological.

For more information, or if you are experiencing domestic abuse, go to www.southerndas.org or call **01329 285375**.



YOUR LOCAL HEALTH DIRECTORY



Not sure where to find local services or groups which could support you or help you manage and improve your health and wellbeing?



Visit the Health Connections website (address below) to find out the services and groups available in the area. You can even add the services you need to a basket and print it all out!

<https://healthconnectionsandg.org>



WHAT'S ON?



CYCLE SAFE EVENTS

Representatives from Gosport Community Safety Partnership including the Community Safety Team and Police will be offering free cycle coding to residents and selling discounted D locks at two dates across the Borough. Details are as follows:

- 24th November – Christmas Light Switch On, Town Centre
- 12th January – Gosport Leisure Centre, Forest Way

Please keep an eye on the Cycle Safe page of our Safer Gosport website www.safergosport.co.uk/cycle-crime/ and the Safer Gosport Facebook page for further details.



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: September 2018

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Tel: (023) 9258 4242

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www.homeswapper.co.uk