



Gosport Borough Council
A Housing Services Production

At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Spring 2018 Edition

in this issue

Your Neighbourhood
page 2

Welcome to the
Neighbourhood
Management Team
page 4&5

Sheltered Housing
page 8&9

Repairs Round-Up
page 10&11

Money Update
page 13

What's On
page 18

Welcome to the Spring issue...



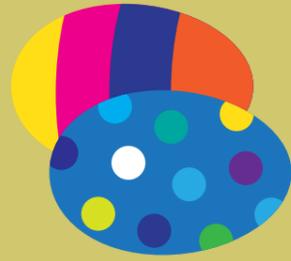
Residents
Approved



GOSPORT
Borough Council

EASTER CLOSURE

The Town Hall will close to the public at 5pm on **Thursday 29th March 2018** and will re-open on **Tuesday, 3rd April 2018** at 9am. If you need to contact Gosport Borough Council in the event of an emergency during the holiday period please contact Kier on **0800 028 0835** who operate our 'Out of Hours' service for Gosport Borough Council.



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 Neighbourhood 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**.



DON'T LET THEM GET AWAY WITH IT



Register your valuables to help reduce property crime and improve the chances of getting them back in the event of loss or theft.

If you have lost a digital device (i.e. a mobile phone, tablet, computer, camera, GPS equipment, portable games console etc.) or anything with a serial number, including bicycles. All you need to do is register details of the item on 'Immobilise', which is a property register via www.immobilise.com. This site is free for members of the public to use and is a database that can be accessed by the Police and other approved organisations.

All digital devices recovered to Police Stations are then checked on this database and the rightful owners contacted accordingly.

GOSPORT POLICE STATION

Gosport Police Station is now 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



COMMUNITY CLEAN UP IN GOSPORT

To help residents living on the White Lion Walk Estate to spring clean their homes and improve the general look of the area, Housing Services and StreetScene organised a community clean-up event.

Following comments raised by residents about the environment where they live, members of the Neighbourhood Management Team and StreetScene visited the area to identify how they can assist in improving the look of the area. In particular, littering, dumping of shopping trolleys, fly tipping, unsightly shrub beds and communal repairs were identified.

The event took place on **Tuesday 13th February** where the team battled their way through the most awful weather. There was a designated area set aside for residents living in the area to bring along any bulk items that they wish to dispose of for **FREE**. Our Repairs Contractor Kier removed all the bulk waste, taking six lorry loads of waste to their waste transfer station based in Wilmott Lane and a scrap metal merchant took two lorry loads of scrap metal away. Morrisons collected 23 trolleys from the area and two trolleys were taken back to Aldi's supermarket.

StreetScene were on hand to help improve the look of the area by tidying up some of the shrub beds and litter picking in the area along with members of the Neighbourhood Management Team. At a later date they will be revamping a shrub area along White Lion Walk.

Staff from Novus will be sprucing up the children's' play area by painting the railings and some of the play equipment when the weather is better.

The event was also supported by Morrison's' Supermarket who provided 'goody bags' for all the children and adults who came on the day to support with the clean-up as well collecting all their rogue trolleys.

The event was a great success uniting the local community and organisations working in the community for one day with everyone working towards a common goal. It was agreed that it has had a beneficial effect on the quality of lives of all those who use the area.

A big thank you for all the support from Kier, Novus and Morrison's as well as the team who were on site on the day.



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



A few members of the Neighbourhood Management Team

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) **Steve Penfold** – 023 9254 5242 – steve.penfold@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) **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) **Peter Gartshore** – 023 9254 5637 – peter.gartshore@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) **Rachel Seymour** – 023 9254 5203 – rachel.seymour@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) **Paul Wilson-Suffield** – 023 9254 5294 – paul.wilson-suffield@gosport.gov.uk

LIVE IN GOSPORT?

BRING TO VOTE ON 3 MAY



TO VOTE IN THE GOSPORT BOROUGH ELECTIONS ON 3 MAY YOU'LL NEED ONE OF THESE:

- UK or EU passport (UK, Commonwealth, EEA)
- photocard driving licence, full or provisional (UK, crown dependency or EU)
- Northern Ireland electoral identity card
- biometric immigration document
- European Economic Area identity card
- Disclosure and Barring Service certificate showing your registered address
- MoD photographic ID card
- MoD Defence Privilege Card
- photo bus/travel pass from any Hampshire council

OR TWO OF THESE

(one must show your registered address):

- driving licence without photo
- birth certificate
- adoption certificate
- marriage or civil partnership certificate
- bank or building society debit/credit card

Issued within 12 months of voting day:

- financial statement, such as a bank or mortgage statement
- council tax demand letter or statement
- utility bill
- P2, P6, P9, P45 or P60
- statement of benefits or entitlement to benefits

NO ID? THEN YOU'LL NEED TO APPLY FOR AN ELECTORAL IDENTITY LETTER

Go online or contact us for details.



GOSPORT
Borough Council

FOR MORE INFORMATION

- search voter ID at www.gosport.gov.uk
- call 023 9254 5227
- email electoral.registration@gosport.gov.uk
- visit the Town Hall in the High Street, Gosport

YOUR NEIGHBOURHOOD

YOUR CHANCE TO BLOOM

It'll soon be time to get your gardening gloves on and get ready for the 2018 Gosport and Lee-on-the-Solent in Bloom competition.

When Summer's here, we'll once more be on the lookout for beautiful pockets of greenery that brighten up the Borough.

Whatever the size of your garden or growing space, you could be up for a trophy. If you have got green fingers, there's bound to be a category for you.

The categories are:

- Back garden
- Front garden
- Hanging basket/floral container
- Balcony
- Allotment
- Business
- Retirement/sheltered housing
- Volunteer, community, neighbourhood group

The judges will be looking for healthy, well maintained plants that provide year-round interest in a weed-free, attractive setting that gives wildlife a home and has a minimal impact on natural resources.

To enter:

- Go to www.gosport.gov.uk/gosportinbloom and fill in the entry form.
- Pick up an entry form from Reception at the Town Hall.
- Post your name, address, phone number and email address to: In Bloom, Gosport Borough Council, Town Hall, High Street, Gosport, PO12 1EB, telling us clearly which category or categories you want to enter.

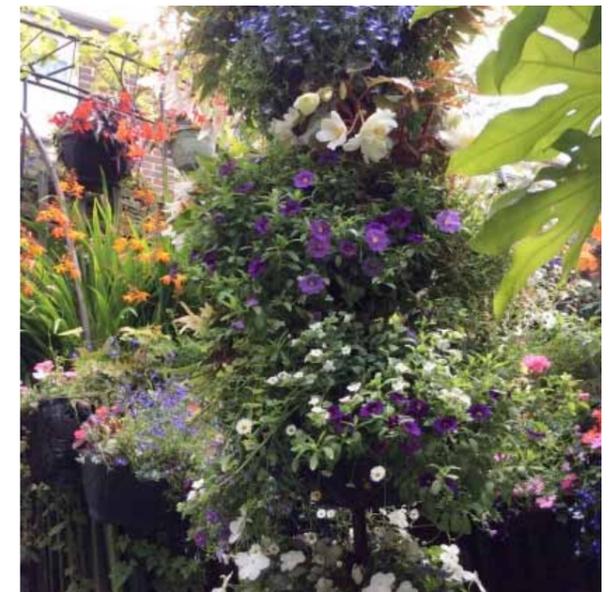
The closing dates are 25th May for allotments and 8th June for all other entries.

Judging starts 4th June for allotments and 8th June for other entries.

The public awards ceremony will be held at Thorngate Halls on 4th October 2018.



Kerry Littleales, Best Back Garden – Gold winner 2017



Isabell Bourke, Best Hanging Basket – Gold Winner 2017



With grateful thanks to the sponsors of the competition, A&S Motors, Sodexo, Hambrooks, Huhtamaki and Urbaser.

SHELTERED HOUSING UPDATE

AN INDEPENDENT ORGANISATION GIVING ALL OLDER RESIDENTS OF GOSPORT AN OPPORTUNITY TO HAVE THEIR VOICES HEARD

Don't miss Gosport Older Persons Forum 2018 Spring Open Meeting 'In the know - the 60+ in Gosport Directory'

A chance to hear from the people behind the directory and hear how they provide their services.

From 10am to 12pm, on Friday 20th April, Holy Trinity Church, Trinity Green Gosport. PO12 1HL

(Doors open 9.30am when free tea and coffee will be served).

Now in its sixth year, the '60+ in Gosport' directory has recently been revised and updated. Everyone needs to be aware of this valuable source of information and know how to access it. This event is an opportunity to find out more, to hear from some of the people behind the entries and to ask them questions. The programme is in the process of being finalised but there will be speakers from a range of the services included in the directory.

There will also be opportunities to ask questions, or these can be sent in advance to Gosport Older Persons Forum, PO Box 1, Gosport Voluntary Action, Martin Snape House, 96, Pavilion Way, Gosport, PO12 1FG.
e-mail:
gosportopforum@hotmail.co.uk

The event is FREE - all are welcome



'FRIENDS OF FORTUNE' RAISE £900 FOR AIR AMBULANCE CHARITY



On 20th December 2017, 'Friends of Fortune' held their sixth Charity Christmas Dinner. The Christmas meal, raffle and seasonal entertainment was enjoyed by a total of 91 local older people. The proceeds from the event raised £525 in support of Hampshire and Isle of Wight Air Ambulance.

During 2017, Fortune House residents also held a number of raffles and events in support of the Air Ambulance which has also raised an additional £375. The Hampshire and Isle of Wight Air Ambulance were presented with the £900 donation at a coffee morning on Wednesday 21st February.

'Friends of Fortune' would like to thank all who supported with special thanks to the residents of Fortune House, The Masonic Lodge who provided the venue, Katie's who catered the event, local businesses who donated raffle prizes and all who worked together to make it an enjoyable event.

'Friends of Fortune' will be handing over the future organisation of the Christmas lunch this year. Details will follow nearer the time for future events.



Gary Elshaw Senior Older Persons Support Officer with residents Zelda Cox and Keith Saville presenting the cheque to Michael Bonathan from Hampshire and IOW Air Ambulance

SHELTERED HOUSING UPDATE

Silver Circuits

STARTS 17TH JANUARY



For fun, friendship and a warm welcome!



Come along and enjoy circuit based activities - a variety of gentle exercises planned to benefit the whole body and core strength.

When: Wednesdays, 5pm-6pm

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

Cost: £4, including refreshments

Volunteers needed to help organise the club

For more information:

Telephone: 01962 852133

Email: clubs@brendoncare.org.uk

www.brendoncare.org.uk

Registered charity no: 1091384



REPAIRS ROUND UP FOR 2017/18



Freshly re-pointed area of Ramillies House

SINCE APRIL 2017 WE HAVE:

- installed 90 kitchens
- installed 97 new bathrooms
- rewired 27 properties
- installed new central heating to 158 properties (consisting of 35 full installations, 101 boiler replacements and 22 radiator replacements)
- installed 60 composite doors
- carried out 40 disabled adaptations (consisting of 30 level access showers and 9 over bath showers and 1 major adaptation)



Brickwork at Ramillies House

EXTERNAL IMPROVEMENTS

We have nearly completed the external refurbishment on one of the blocks of flats at The Anchorage. The work included fully repointing the walls, removing the fragile plastic cladding, installing insulation and replacing with new cladding, as well as wall tie replacement and crack repairs.

Work was delayed by the weather however all the work will be completed before the Summer.



Brickwork at Ramillies House

REPAIRS ROUND UP FOR 2017/18

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, Android or Blackberry app stores; once you have downloaded the app, register with passcode 1789.

GROUND 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

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.

WASTE COLLECTION PRICES

The council can arrange for clearance of large household items for a small charge, as well as free quotations for the clearance of larger quantities of household waste.

Bulk Waste Collection prices:

- 1 item £25.00
- 2 items £40.00
- 3, 4 or 5 items £60.00
- 5 items or more by arrangement

A reduced charge of 50% of the above costs may apply to residents receiving Pension Credit, Income Support, Jobseekers Allowance, Disability or Attendance Allowance. For clarification of benefits and allowances that qualify for a reduction, please contact Streetscene.

Proof of benefit entitlement will have to be made available when making your payment to Streetscene.

GARDEN WASTE

The Garden Recycling scheme provides an affordable and convenient way for residents to recycle their garden waste. The Garden Recycling Scheme is subscription based and provides subscribers with a 240 litre wheeled bin that is collected on a fortnightly basis. The garden waste collected at the kerbside is sent for composting. Please contact Urbaser direct on 023 9399 0038 to subscribe to the scheme which costs £60 per year.

The following items can be purchased from Streetscene:

- Wheeled bins at a cost of £28.00.
- A roll of 10 black sacks at a cost of £1.70.
- Dog waste bags (60 per pack) at a cost of £2.60.

For more information or to purchase items, please contact Streetscene on either **08000 198 598** or streetscene@gosport.gov.uk

DESCRIPTION OF MATERIALS COLLECTED AS 1 OR 2 ITEMS

- Fridge-freezer
- Cooker
- Washing machine
- Armchair
- Wardrobe
- Sideboard
- Telephone
- Tumble drier
- Microwave
- Single/double bed (inclusive of mattress)



DESCRIPTION OF MATERIALS COLLECTED AS 3, 4 OR 5 ITEMS

- Combination of the items listed above
- Three piece suite (one sofa and two armchairs)
- Dining table and chairs
- Other additional items

For items not listed above or for six or more in number, an estimate can be provided by contacting Streetscene on **08000 198 598** or streetscene@gosport.gov.uk



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 Monday - Friday. 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.
- **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

HELP WITH CHILDCARE COSTS

DID YOU KNOW?

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

- 16 years or under – you can claim up to 31st August (after their 16th birthday).
- under 20 years and in approved education.

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

DO YOU CARE FOR SOMEONE WITH A DISABILITY?

If you are a full-time carer for a family member or a friend, you may be entitled to Carer's Allowance; a weekly benefit payment of £62.10. It is available for people who cannot work full-time because they are a carer.

You do not have to live with the person you care for. You won't be paid extra if you care for more than one person.

The person you care for must already get one of the benefits below:

- Personal Independence Payment – daily living component.
- Disability Living Allowance – the middle or highest care rate.
- Attendance Allowance.
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit.
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension.
- Armed Forces Independence Payment.

You might be able to get Carer's Allowance if all of the following apply:

- You're 16 years or over.
- You spend at least 35 hours a week caring for someone.
- You've been in England, Scotland or Wales for at least two of the last three years.
- You normally live in England, Scotland or Wales, or you live abroad as a member of the armed forces.
- You are not in full-time education.
- You are not studying for 21 hours a week or more.
- You earn no more than £116 a week after tax and some expenses.
- You are not subject to immigration control.

Carer's Allowance can affect the other benefits that you and the person you care for receive. You will have to pay tax on it if your income is over the personal allowance.

You can claim Carers Allowance online at www.gov.uk/carers-allowance or tel 0845 608 4321.



SAVING MONEY WITH SOUTHERN WATER

In these difficult economic times sometimes it can be hard paying your water bill. Southern Water have four help schemes:

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

You or someone in your household are receiving one of the following benefits or tax credits shown below:

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

And either:

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

GOV.UK PERSONAL INDEPENDENCE PAYMENT

If you have trouble getting around or you need help with personal care due to a long term ill health or disability, you could be entitled to receive Personal Independence Payment (PIP). This payment replaces Disability Living Allowance (DLA) for people aged between 16 to 64 years.

PIP is not means-tested, so it doesn't matter how much you earn or what income or savings you have.

WHO QUALIFIES FOR PIP?

To claim PIP you must be aged between 16 and 64 years and need help for at least three months and be likely to need it for a further nine months.

THERE ARE TWO COMPONENTS TO PIP:

- Daily living
- Mobility

DAILY LIVING COMPONENT

The amount of benefits you receive will depend on how much help you need for everyday life, for example washing, getting dressed, preparing food, eating healthily, communicating and managing your money.

MOBILITY COMPONENT

This is if you need help going out or moving around. You will be assessed on your physical ability to stand and move around without severe discomfort in the form of pain, fatigue or breathlessness.

For more information visit www.gov.uk/PIP

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

NewStart – NewStart can help you pay off your water bill debt.

You may qualify for NewStart if you:

- currently owe Southern Water money and
- haven't made a payment for a while.

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

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

In order to be considered for any, or a combination of these schemes please contact Southern Water on either **0800 027 0363** or email payless@southernwater.co.uk



THINKING OF BORROWING MONEY?

The number of people borrowing money is at its highest rate for ten years.

Unfortunately this means more people are struggling with debt, so before you sign up for a loan, credit card, store card or add to an existing card, think hard about whether you really need to borrow money. With economic uncertainty and rising bills, it is better to pay back money that you already owe rather than borrowing more.

People can end up in debt for all kinds of different reasons; perhaps they have lost their job, working hours cut, and relationship breakdown or need cash to pay a bill. If you are on a low income, access to credit may be hard, and even if you are only borrowing a small amount, you can be charged an extortionate interest rate. This will put a strain not just on your finances but on your health and stress levels too.

If you really do need to borrow money follow the tips below:

- Shop around to see what is on offer.
- Check the total amount that you will need to pay.
- Never borrow money on the spur of the moment.
- Be wary of interest-free deals, they are only interest free for short periods of time before high interest is added.

Be aware...

- Always check that annual percentage rate (APR – this tells you how expensive the loan will be). All lenders have to tell you what their APR is.
- Consider a credit union – they offer low cost loans regardless of your credit score.
- Think carefully about borrowing money from a doorstep lender – their interest rates are very high.
- Never borrow money from a loan shark, they may use violence or intimidation to collect their debts and you will end up paying back a lot more than you borrowed.



WHAT IS A LOAN SHARK?

Loan sharks are illegal lenders who often target families on low incomes. They may seem friendly at first but borrowing from them is never a good idea.

WHY ARE LOAN SHARKS BAD?

Loan sharks will start out appearing friendly and if you keep up your repayments, they might stay that way.

The reality is, even if you do, any money you borrow will come at a very high price. There are many risks attached to borrowing from a loan shark:

- You pay far more in interest than you would through any legal borrowing. **One woman who borrowed £500 ended up repaying £88,000.** You might be harassed or threatened if you get behind with your repayments; there have been reports of people being intimidated or attacked.
- You might be pressured into borrowing more money to repay one loan with another, and end up in a spiral of debt that you can never repay.



HOW TO SPOT A LOAN SHARK

A loan shark might:

- Offer little or no paperwork, such as a credit agreement or record of payments.
- Refuse to give information, such as the interest rate on how much you owe.
- Take items as security, such as passports, bank cards or driving licences.
- Increase the debt or add additional charges at any time.
- Refuse to allow you to settle your debt.
- Get nasty, they may resort to intimidation, threats or violence.

HOW TO CHECK THAT A LENDER IS LEGITIMATE

The Financial Conduct Authority (FCA) keeps details of all authorised lenders.

If a lender isn't listed as having a current authorisation to lend money, don't borrow money from them and don't let them come into your home. Check the FCA Financial Services Register on www.register.fca.org.uk

LOAN SHARKS AND THE LAW

Although some loan sharks resort to intimidation and even violence, they are not beyond the law. Any lender whether authorised or not, who harasses you is breaking the law.

Some loan sharks will threaten you by saying you will be prosecuted and even sent to prison if you don't pay up.

This can't happen, an unauthorised lender such as a loan shark has no legal right to recover the debt.

In fact, they have no legal right to make you pay the loan back at all, because the loan is illegal.

For free and impartial money advice visit the Money Advice Service at www.moneyadvice.org.uk

WHAT'S ON

SAFER GOSPORT COMMUNITY DAY

This popular annual event will be returning to Gosport town centre on **Saturday 21st April, 11am-2pm** in Lawrence Square and the High Street. Emergency service vehicles will be on display along with a visit from Children's TV show 'PAW Patrol'.

Organisations planning to attend include Hampshire Fire and Rescue Service, Hampshire and Isle of Wight Air Ambulance, GAFIRS, HM Coastguard and medical transport charity SERV Wessex.

There will be plenty of free advice on offer from local organisations including Victim Support and Neighbourhood Watch, with quizzes and competitions from local youth service providers Y Services and Motiv8.

Hampshire Constabulary and Police Cadets will be offering free cycle security coding and discounted bike locks, and the Community First Responders will be demonstrating CPR.

The event is run by Gosport Community Safety Partnership, which includes Gosport Borough Council, Police, Fire Service, NHS representatives and other agencies.

Representatives from these organisations will be available to answer any questions you may have regarding community safety or other local issues.

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



WHAT'S ON

Becoming a volunteer can help you to learn new skills and find paid work. If you are struggling to find a job, have you considered volunteering?

MAKE A DIFFERENCE IN GOSPORT AND BECOME A VOLUNTEER

It is a great way to learn new skills, give your confidence and your CV a real boost, plus it won't affect your benefits! With over 170 local volunteering opportunities available from mentoring a young person, driving a minibus or helping to run local events – there is something for everybody!

HOW DOES THE SERVICE WORK?

'Go Volunteer' is Gosport Voluntary Action's (GVA) volunteering service. They can help you find a role that suits your skills, interests and the time you would like to give. For more information visit www.gva.org.uk



COPING ON YOUR OWN

If you are adjusting to life on your own after a bereavement or separation, life probably feels like it has been turned upside down.

Unfortunately, there is no instant fix but time does heal and eventually your grief will become more bearable as you adapt to living alone.

There are practical things you can do to get through a time of bereavement or loss:

- Talk to friends, family, a health professional or counsellor to help with your healing process.
- Allow yourself to feel sad; it's a healthy part of the grieving process.
- Keep your routine to help you get back to normality.
- Try to get as much sleep as you can, eat healthily and avoid too much alcohol.
- When you feel more like yourself, try and get out of the house regularly to keep busy.

For more information or advice on dealing with loss visit www.nhs.uk/livewell/emotionalhealth



A NEW, EASY TO USE ONLINE TOOL HAS BEEN LAUNCHED IN HAMPSHIRE TO HELP ANYONE STRUGGLING TO SHIFT THE POUNDS.

PWeR has been developed by experts at Southampton University and Hampshire County Council is now making this available, **free** of charge to adults in Hampshire with a Body Mass Index (BMI) of over 25.

During trials, PWeR helped a number of people to lose weight. It enables you to become your own personal health coach, providing new tools to use each week. It supports you to work out which of these tools fit with your lifestyle and helps you to build healthy eating and physical activity into your routine. This means that you not only lose weight but maintain a healthy weight going forward.

Anyone over the age of 18 years can access PWeR for 12 months once they have registered for the programme. This is easy and quick to do by visiting the PWeR website <https://powerhants.lifeguidehealth.org>

In addition to PWeR, Hampshire County Council offers a 12 week free Weight Watchers programme to any adult with a BMI of over 30.

Work out your BMI using NHS Choices BMI checker by clicking on www.nhs.uk

WHAT'S ON

BRENDONCARE CLUBS IN GOSPORT

At Brendoncare clubs, you'll discover you're much more than a member – you're a friend!

Brendoncare Club is a registered charity dedicated to providing older people with opportunities for social interaction through its friendships and activity clubs. Currently their 90+ clubs in Hampshire and Dorset offer fun and friendship to 1,700 members in a welcoming and warm environment.

At their Club Hampshire Centre located on Willis Road, they have a variety of clubs running throughout the week and on the weekends, including yoga, pilates, kurling and more...there is something for everyone. It's the opportunity to enjoy a couple of hours with other people and to make new friends.

Brendoncare's Head of Club Services, Samantha Agnew, says *'We know from experience that people live happier and more fulfilled lives if they are able to enjoy the companionship of like-minded people and mix with friends.'*



Enquiries are welcome from anyone wishing to find out more about the clubs.

For more information, visit their website www.brendoncare.org.uk or call Karen on 07467 955865.



Victim Support is an independent charity for people affected by crime and traumatic events. Their specialist teams provide individual, independent, emotional and practical help to enable people to cope and recover from the effects of crime. Victim Support services are free and available to everyone, whether or not the crime has been reported to the Police and regardless of when it happened.

Last year they offered support to just under one million people and with over 40 years' experience as the leading independent victim's charity, they know the impact that crime has on people's lives and what it takes to help them feel safer and find the strength to move forward following a crime.

Victim Support is built on volunteers; without them they couldn't continue to do all the positive work that they do for victims and witnesses of crime. Their volunteers generously give their time to help people move beyond crime, supporting them to feel stronger and ready to move forward with their lives. They always need new volunteers to joint their teams, if you are interested in volunteering please check their website for vacancies at www.victimsupport.org.uk

For anyone who needs support following a crime, please contact 023 8024 0616.

WHAT'S ON

AT SEAFIELD COMMUNITY HOUSE

61 OLD ROAD, GOSPORT PO12 1RD



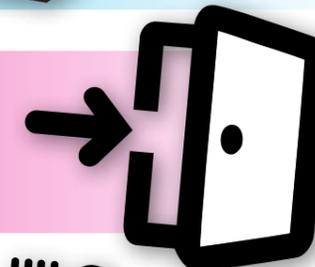
SUNDAY CLUB

Children aged 4-12
Games - Crafts - Bible Stories
10-30am to 11-30am
'Parents welcome with younger children'
details: 023 9252 2834



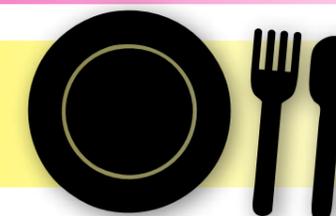
DROP IN...

FREE
Coffee and Cake Every Thursday 10.00am till Noon
Plus Computer help!



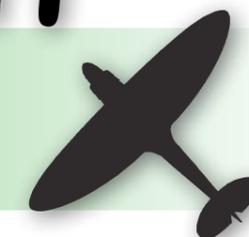
OVER 60's LUNCH CLUB

Alternate Wednesdays 12.30pm to 1.30pm
details: 023 9255 4412



CHILDREN'S MODEL CLUB

Mondays 6.15pm to 7.45pm
'build a Spitfire'
details: 07881 904656



HOMEWORK CLUB

(in term time) every Tuesday
4.15pm to 5.30pm
for all school age children
No cost. Parental consent required
Computer help!



FOR MORE INFORMATION

regarding use or hire of the Community House or to book the House at £5 per hour (free to registered Charities) phone: 023 9252 3554



WHAT'S ON

'OUT THERE' PROJECT

St Vincent College serves the community through a wide range of vocational and non-vocational courses aimed at adults living in the Gosport and Fareham area. However, adult learning doesn't just mean in the evenings. Adult learners are welcomed into full-time, daytime classes by students and teachers alike, while 'Access to University' courses act as a bridge for adults seeking a route into Higher Education.

Free Courses for the 'Out There' Project
St Vincent College have a great range of free short courses for adults starting at their centres across Gosport.

If you would like to gain a new skill, take up a hobby and meet new friends, look no further.

The 'Out There' Project introductory courses include:

- Maths • English • Criminology • Sewing
- Drawing • Camera • Guitars and many more...

For more information or to enrol on a course please telephone **023 9254 5704** or email **outthere@stvincent.ac.uk**



WHAT'S ON



LIBRARY EVENTS AT GOSPORT DISCOVERY CENTRE

RHYMETIME AT GOSPORT DISCOVERY CENTRE

Every Tuesday 10.15am to 10.45am
Hand clapping, toe tapping fun for babies, toddlers and pre-schoolers and their parent/guardian. A great way for you and your child to discover rhymes and make new friends. It's fun, free and friendly! No need to book, just come along. Please note that children must be accompanied by a parent/carer during the event.

- Cost FREE!
- Contact Gosport Discovery Centre
- Phone 023 9252 3463

PHONICS CLUB AT GOSPORT DISCOVERY CENTRE

Wednesdays term time 4.15pm to 4.45pm
A fun, interactive session for children and their parent/carer. A chance to gain confidence with and practise phonics. For children aged 4 to 7 years who need help with phonics. Places must be booked in advance. Please see a member of staff on the first floor.

- Cost FREE! but must be booked in advance
- Contact Gosport Discovery Centre
- Phone 023 9252 3463

STORYTIME FOR UNDER 5S AT GOSPORT DISCOVERY CENTRE

Every Wednesday 11.15am to 11.45am
A chance to hear wonderful stories and meet new friends. Free, no need to book, just come along! Please note that children must be accompanied by a parent / carer during the event.

- Cost FREE! but must be booked in advance
- Contact Gosport Discovery Centre
- Phone 023 9252 3463

COMPUTER CLUB AT GOSPORT DISCOVERY CENTRE

Every Friday 2pm to 4pm except Bank Holidays
This club is ideal for those that require some assistance but don't necessarily need to attend a full course. It is also suitable for those who have attended a beginner's computing course and want a session to practise their newly learnt skills. Free, but booking is essential. For further details on what can be covered at this club please ask upon booking. This club is not suitable for complete beginners.

- Cost FREE! but must be booked in advance
- Contact Gosport Discovery Centre
- Phone 023 9252 3463

BOOKS AND BANTER AT GOSPORT DISCOVERY CENTRE

Third Tuesday of the month 10.30am to 12 noon.
Come and join this friendly group for those who like to choose their own books but have difficulty getting to the Discovery Centre. Tea and transport provided. For more information contact Debbie or Janey on 02392 523463 as booking in advance is essential.

- Cost FREE! but must be booked in advance
- Contact Gosport Discovery Centre

DEMENTIA ADVICE DROP IN SESSION



Fourth Friday of the month at Gosport Discovery Centre 10am to 12 noon
A dementia advisor will be on hand to offer advice and support to friends and carers of people living with dementia. FREE! Drop in for a chat.

- Contact Gosport Discovery Centre
- Phone 023 9252 3463

FREEPOST

I am interested in the courses ticked overleaf, please can you send me further information:

Name:

Address:

Postcode: Tel No:

Venue(s): Where did you hear about us?

Any other courses you may be interested in?

Please complete your details and return in an envelope to:
Out There Project, St Vincent College, FREEPOST, Mill Lane, Gosport, PO12 4BR





First Aid



Computers



Bookkeeping



Watercolours



iPad



Criminology



Everyone Welcome Enrol Now

Please note: All information correct at time of publication but may be subject to change.

FREE ADULT TRAINING COURSES

GOSPORT AND FAREHAM 'OUT THERE' Project

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

Everyone Welcome!
COURSE TIMETABLE INSIDE

Telephone **023 9252 5704**

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.

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