

Living and working in Basingstoke and Deane



Basingstoke
and Deane

What's in this guide?

Welcome and first priorities	2	Emergencies	44
Information and help	3	Business development and enterprise agencies	44
Entering and staying in the UK	6	Getting involved	45
Working in the UK	8	Ethnic minority community groups	47
Important paperwork	11	Faith groups	49
Money and banking	16	Ethnic food stores	50
Setting up home	20	Useful numbers in Basingstoke and Deane	51
Driving	24	Other useful numbers (not 24 hours)	51
Schools and learning	26	Your views	52
Travelling in Basingstoke	33		
Health services	36		
Staying safe	41		

Welcome to Basingstoke and Deane

This guide has been produced by Basingstoke and Deane Borough Council in partnership with other organisations which provide local services. We hope this guide helps you find out more about Basingstoke and where you can get practical help and advice about any aspect of living and working here.

Basingstoke is a town in north Hampshire, England. Nearby towns are Winchester, Reading and Southampton. London is within easy reach by rail or road. Basingstoke is part of the borough of Basingstoke and Deane and part of the parliamentary constituency of Basingstoke.

There are libraries and discovery centres in most of the towns with excellent information services and free computer access. The Basingstoke and Deane Borough Council offices are in Basingstoke town centre and there are Citizens Advice Bureaus in both Basingstoke and Tadley.

Disclaimer: We offer all information in good faith but cannot endorse or take responsibility for individual organisations and the quality of their service.

Information and help

Using this guide

This guide will help you when you arrive in Basingstoke and Deane.

You may use all the services we describe – they are often free and confidential. These are services which other newcomers have found useful and important.

Please be aware that although this guide is as accurate as possible, some information may change. You will find many internet addresses in this guide which can provide you with important and up-to-date information, which is often available in a range of languages.

If you do not have internet access at home, the Discovery Centre and local libraries provide a free internet service.

Your local council

In Basingstoke and Deane local government is organised into a two-tier system; a county council and a district council.

County councils cover large areas and provide most public services, including schools, social services and public transportation.

Each county is divided into several districts. Each district council covers a smaller area within Hampshire and provides more local services, including recycling and rubbish collection, local planning, housing, council tax and leisure facilities.

District councils with borough status may be called borough councils hence the name Basingstoke and Deane Borough Council, but the role is exactly the same.

How to contact your local council

Website: **www.basingstoke.gov.uk**

Tel: **01256 844844** (lines are open from 8.30am to 5.30pm Monday to Thursday and 8.30am to 5pm Friday, closed Bank holidays)

BT Text Relay: **1800101256844844**

Text: **07797 877006**

Post: **Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke RG21 4AH**

Visit: **Parklands Building, Civic Offices, London Road, Basingstoke, RG21 4AH**
(reception open 8.30am to 5.30pm Monday to Thursday, 8.30am to 5pm Friday, closed bank holidays)



Community Development Officer – Diversity

Basingstoke and Deane Borough Council is committed to providing services and support to local residents.

As Diversity Officer, Islam's role involves making contact with individuals, groups, organisations and communities from ethnic minorities in the borough providing support and understanding the challenges black and minority ethnic communities face; He also supports the Disability Forum and Access group to respond to the needs of disabled people and offer support to a range of other local community and representative groups.

For more information please contact:

Islam Jalaita, Civic Offices, London Road, Basingstoke RG21 7AH

Tel **01256 845325** Email **Islam.jalaita@basingstoke.gov.uk**

Libraries

Basingstoke Discovery Centre, 19/20 Westminster House, Festival Place, Basingstoke RG21 7LS

Opening times: **Monday to Friday 8.30am to 6.30pm**
and **Saturday 8.30am to 4.30pm**

Tel: **0300 555 1387**

Website: **www3.hants.gov.uk/library-basingstoke**

There is a full range of library services available:

- Books and audiobooks for loan in a variety of formats such as large print and Playaways
- eBooks, eAudiobooks and eMagazines to download
- Magazines for loan
- Free public IT, including internet ready computers, and free Wi-Fi
- Activities for children and families such as rhyme time and board games
- Clubs such as “knit and natter” and colouring
- Events programme including author talks and activities for learners
- Volunteering opportunities such as Summer Reading Challenge and Home Library Service
- Coffee shop
- Rooms for hire

There are also libraries in **South Ham, Chineham, Tadley, Overton and Whitchurch**. Also Kingsclere Community Library. For details of addresses and opening times please see **www3.hants.gov.uk/library-basingstoke**

Citizens Advice

Citizens Advice offer free, independent, confidential and impartial advice to everyone regardless of their circumstances or who they are. They value diversity, promote equality and challenge discrimination.

Free advice is given on many subjects including employment, discrimination, benefits, tax credits, relationships, debt and housing.

There are two offices in the borough (Basingstoke and Tadley):

For telephone advice please call our Advice line number:

Landline **03444 111 306**

Mobile **0300 3300 650**

You can also call into either office:

Citizens Advice Basingstoke

The Basingstoke Advice office is located in Basingstoke Discovery Centre found in the Festival Place shopping centre. (19-20 Westminster House, Basingstoke, RG21 7LS)

Website: **www.basingstokeandtadleycab.org.uk**

Basingstoke opening hours: (Telephone service, drop in and appointments)

Monday, Tuesday and Friday **10am to 3.30pm**

Wednesday **10am to 6.30pm**

Saturday **10am to 12noon**

Thursday **10am to 3.30pm** (Telephone service & pre booked specialist appointments only).

Citizens Advice Tadley

Citizens Advice Tadley, Franklin Avenue, Tadley, Hants, RG26 4ET

Website: **www.basingstokeandtadleycab.org.uk**

Tadley opening hours:

Monday **10am to 3.30pm**

Tuesday **10am to 1pm**

Wednesday **10am to 1pm**

Thursday **10am to 3.30pm**

Friday **10am to 1pm**

Citizens Advice Tadley are open Thursday evening for appointments only

Our Citizens Advice Website:

www.adviceguide.org.uk has information in 14 languages. Translation services may also be provided by arrangement at Citizens Advice.

Each advice office is an independent local charity under the national umbrella of Citizens Advice.

Entering and staying in the UK



Many European Union (EU) nationals have the right to enter and live in the UK. Nationals of Romania or Bulgaria that have recently joined the EU, and non-EU nationals may have restricted rights to enter and live in the UK. You can find out about your rights at: **www.ukba.homeoffice.gov.uk**

Immigration status can be complicated and you may need to talk to an immigration adviser. You can find your nearest adviser by contacting Community Legal Services Direct on **0845 345 4345** or visiting **www.clsdirect.org**

Voting

Who can register to vote?

You can register to vote if you are:

16 years old or over and a British citizen or Irish, qualifying Commonwealth or European Union citizen who is resident in the UK.

If you are 16 or 17, you can only register if you will be 18 within the lifetime of the electoral register. You cannot vote until you are 18.

Below is a full list countries. If you are a citizen of one of these countries, and resident in the UK, you are eligible to register to vote in UK elections. To qualify, Commonwealth citizens must be resident in the UK and either have leave to enter or remain in the UK or not require such leave. The definition of a 'Commonwealth citizen' includes citizens of British Crown Dependencies and British Overseas Territories.

Citizens of the European Union (who are not Commonwealth citizens or Citizens of the Republic of Ireland) can vote in European and local elections in the UK, elections to the Scottish Parliament and Welsh and Northern Ireland Assemblies (if they live in those areas) and some referendums (based on the rules for the particular referendum) but are not able to vote in UK Parliamentary general elections.

European Union countries

Austria	Estonia	Ireland	Netherlands	Spain
Belgium	Finland	Italy	Poland	Sweden
Bulgaria	France	Latvia	Portugal	United Kingdom
Cyprus	Germany	Lithuania	Romania	
Czech Republic	Greece	Luxemburg	Slovakia	
Denmark	Hungary	Malta	Slovenia	

Commonwealth countries

Antigua and Barbuda	Dominica	Malaysia	Rwanda	Swaziland
Australia	Fiji Islands**	Maldives	St Kitts & Nevis	Tonga
The Bahamas	The Gambia	Malta*	St Lucia,	Trinidad & Tobago
Bangladesh	Ghana	Mauritius	St Vincent & The Grenadines	Tuvalu
Barbados	Grenada	Mozambique	Samoa	Uganda
Belize	Guyana	Namibia	Seychelles	United Kingdom
Botswana	India	Nauru	Sierra Leone	United Republic of Tanzania
Brunei Darussalam	Jamaica	New Zealand	Singapore	Vanuatu
Cameroon	Kenya	Nigeria	Solomon Islands	Zambia
Canada	Kiribati	Pakistan	South Africa	Zimbabwe**
Cyprus*	Lesotho	Papua New Guinea	Sri Lanka	
	Malawi			

British Overseas Territories

Anguilla	Falkland Islands	South Georgian and South Islands
Bermuda	Gibraltar	Sovereign base areas on Cyprus
British Antarctic Territory	Montserrat	Turks and Caicos Islands
British Indian Ocean Territory	Pitcairn Island	
British Virgin Islands	St Helena and dependencies (Ascension Island and Tristan da Cunha)	
Cayman Islands		

British Crown Dependencies

Isle of Man

The Channel Islands (including Jersey, Guernsey, Sark, Alderney, Herm and the other inhabited Channel Islands).

**Although also EU member states, citizens of Cyprus and Malta are eligible to be registered to vote in respect of all elections held in the UK.*

***Citizens of Fiji and Zimbabwe retain their voting rights despite the countries having been suspended from the Commonwealth.*

You can register to vote by contacting Electoral Services at Basingstoke and Deane Borough Council on **01256 845355** or by visiting the **Civic Offices in London Road** between **9am and 5pm** Monday to Thursday, **9am to 4.30pm** on Friday.

Working in the UK



National Insurance number

You must be legally entitled to work in the UK and have a valid National Insurance number (NINO) to start work. Most people in the UK pay National Insurance. This money is paid to the government and contributes to the state. If you are employed, your employer will deduct the National Insurance directly from your pay. If you are self-employed it is up to you to pay the National Insurance direct to the Government. You can apply for an NINO by telephoning the NINO Allocation Service **0345 600 0643**, Mon to Fri 8.00am – 6.00pm. Website: **www.gov.uk** for more details.

Looking for a job

Jobcentre Plus can advise you about applying for a job, preparing for an interview and starting your own business.

Jobcentre Plus, Crown Buildings, Winchester Road, Basingstoke, RG21 8ES
Tel: **0345 604 3719**

Website: You can use Universal Jobmatch to look for work, to register and login
www.gov.uk/jobs-jobsearch

Basingstoke Jobcentre Plus is open **9am to 5pm** Monday to Friday
except Wednesday 10am to 5pm.

Labour providers/ employment agencies

Labour providers are often called gangmasters. They supply workers directly to employers. They must be licensed and comply with strict standards. If you feel you are being treated unfairly, you can contact Community Legal Services direct on **0845 345 4345** or seek support from Basingstoke or Tadley Citizens Advice Bureau (please see page five for contact details).

Employment agencies find jobs for agency workers. Companies pay the agency a fee to hire workers for them. Your contract of employment is likely to be with the agency rather than with the company where you work but you are still entitled to your rights and protected by employment laws. There are many employment agencies in Basingstoke, most of which are located in the top of the town centre, near London Road, Wote Street and Winchester Street.

Employment contracts

You should be given an employment contract when you start work. This is an agreement between you and your employer. Your rights and responsibilities, and those of your employer to you, are called the terms of the contract. You are entitled to a written statement of your working hours, rate of pay, holiday and sick leave entitlement, rest breaks and your main job duties and responsibilities. Your employer has eight weeks to issue a contract before being in breach of Employment Law.

National minimum wage

Almost everyone who works in the UK is entitled to be paid the national minimum wage. The hourly rate for the minimum wage depends on your age and whether you're an apprentice. You must be at least:

- school leaving age to get the National Minimum Wage
- 25 to get the National Living Wage - the minimum wage will still apply for workers aged 24 and under

The NMW rates change every October and NLW rates change every April.

These rates are for NLW and NMW from 1 October 2016

- If you're **25 and over**, £7.20 an hour.
- If you're **21 to 24** £6.95 an hour
- If you're **18 to 20**, £5.55 an hour.
- If you're at least school-leaving age, but **under 18**, £4.00 an hour.
- If you're **an apprentice** aged 16 to 18, or 19 and in your first year, £3.40 an hour. Otherwise, the full National Minimum Wage for your age.

You can find out more at www.gov.uk/national-minimum-wage-rates If you think you have been underpaid check at <https://www.livingwage.gov.uk/> you can also call Acas on **0300 123 1100**. They can help you with your employment rights.

Working age limits

Young people under 13 years of age can only work in special circumstances with the permission of Hampshire County Council. Between 13 and 16 years old, they can perform only light work such as delivering newspapers. When they reach 16 there is more choice in the jobs they can do. Young people over 18 years old have the same rights as adults.

Payslips and deductions

You should receive a written payslip on the day you are paid showing your pay before and after deductions. Deductions will be taken for National Insurance contributions and for Income Tax. Most people in the UK pay Income Tax and it is based on the amount you earn. Your employer should deduct the correct amount every time you get your pay and tax code will be found on the pay slip. If you are self-employed, it is up to you to pay the correct amount directly to the government.

If you think there is a problem with the deductions from your wages, you can ring the helpline on **0800 9172368**.

Volunteering

Volunteers give their time for free to help the community. From helping an elderly neighbour with their shopping to providing legal advice for a local charity, volunteers make a vital contribution to all aspects of community life. It also can benefit you by giving you the chance to learn essential skills that will help you access employment, as well as provide a fun opportunity to make friends and find out about the local community.

For more details contact **01256 423850** or email **vc@bvaction.org.uk**

Employee volunteering

Some employers allow their employees to take a limited amount of paid company time (usually 1 – 2 days a year, either as whole days or part days) to contribute to the community. This can be in the form of a team project (several employees working together, for example to decorate a community room) or an individual project, where one person shares their skills to help a charity or community group (for example, designing a webpage or checking a legal document). Basingstoke Employees in the Community Network is a network of companies that work with Basingstoke Voluntary Services to make a difference in the community.

For more details contact **01256 423850** or email **vc@bvaction.org.uk**

Important paperwork



Proof of identity

Your passport is sufficient to prove your identity. Identity cards are not required in the UK at present.

Proof of address

You will sometimes be asked for proof of address, for instance when opening a bank account or applying for a savings account. You can produce a utility bill (electricity, gas or water), a letter from a landlord, or an official letter that is clearly addressed to you. Often a letter from your employer is needed.

Driver's documents

A valid driver's licence, insurance, vehicle registration and MOT test (certificate of roadworthiness) will be needed for most cars and can be asked for by the police.

Other documents you may need are:

- rent agreement
- employment contract
- birth certificate
- marriage certificate
- pay slips

Registration of births, deaths, marriages and civil partnerships

A register office (often more informally called a "registry office") is a British term for a Government office where births, deaths and marriages are officially recorded and where you can legally marry in a civil (non-religious) ceremony.

The Basingstoke Register Office is located at Goldings, London Road, Basingstoke RG21 4AN which is a Georgian building situated within the Basingstoke and Deane Civic Office Complex, opposite the police station.

Births

All births in England, Wales and Northern Ireland must be registered within 42 days of the birth, and are usually registered in the district where the birth took place. If you cannot register the birth in the district where your baby was born, you can attend another office where the registrar will then send your details to the appropriate district office. This is known as a Declaration.

If the birth took place within Hampshire, (for registration purposes Hampshire is a single district, excluding Southampton and Portsmouth) you can book an appointment online or get further information by visiting <https://www.hants.gov.uk/registration/births> or telephone on **0300 555 1392**. Phone lines open Monday to Friday 8am to 8pm, Saturday 9.30am to 4pm.

Registering a birth is free and usually takes no more than 20 minutes. Certificates are available for a fee.

Deaths

In England, Wales and Northern Ireland you should register a person's death within five days. You can go to any register office but if you use the one in the district where the person died you will be given the documents you will need at the time of registration. If you choose to use a register office outside of the district this is known as a declaration and means you will usually wait a few days for the documents you need.

If the death took place within the district of Hampshire (for registration purposes Hampshire is a single district, excluding Southampton and Portsmouth) you can book an appointment online or get further information by visiting <https://www.hants.gov.uk/registration/death> or telephone on **0300 555 1392**. Phone lines open Monday to Friday 8am to 8pm, Saturday 9.30am to 4pm.

Registering a death is free and usually takes no more than 30 minutes. Certificates are available for a fee.

Notice of Marriage

In England, Wales and Northern Ireland you usually need to give your notice of marriage in the district where you live.

If you are subject to immigration control (meaning you are not a British or EEA Citizen) you may need to give you notice at a Designated Register Office (DRO) for foreign nationals. Your notice of marriage/civil partnership may be subject to referral to the Home Office. Please telephone the number below for more information.

You can book an appointment online or get further information by visiting <https://www.hants.gov.uk/registration/marriage> or telephone on **0300 555 1392**. Phone lines open Monday to Friday 8am to 8pm, Saturday 9.30am to 4pm.

A fee is payable for this appointment.

Ceremonies

You can have a civil marriage (non religious) or civil partnership ceremony at the Basingstoke Register Office as well as at a number of other Register Offices and licensed venues throughout the district of Hampshire. The Hampshire Registration Service also offers alternative ceremonies such as renewal of vows, commitment, private citizenship, welcome and naming ceremonies.

Further information is also available at <https://www.hants.gov.uk/registration/marriage>

To book your ceremony telephone **0300 555 1392**. Phone lines open Monday to Friday 8am to 8pm, Saturday 9.30am to 4pm.

Emergencies

If somebody is terminally ill and you need to arrange an urgent marriage or civil partnership, or you need to arrange a funeral to follow religious beliefs please telephone **0300 555 1392**, if calling this number out of hours an emergency contact number will be given for you to call.

Leave a message with details of your emergency and a contact telephone number, and the Hampshire Registration Service will return your call as soon as possible.

Nationality Checking Service

The Nationality Checking Service (NCS) is for people who are applying to become British citizens. Trained staff will check your naturalisation application form to ensure it is correctly completed and that all the required documents and fees are attached before the application is sent to the Home Office.

NCS is offered at Basingstoke and other Register offices in Hampshire. The service allows for important documents such as passports to be retained by the applicant as photocopies are certified by the NCS agents. For further information or to book an appointment please visit **<https://www.hants.gov.uk/registration/nationalitycitizenship/booknationalitycheck>** or telephone **0300 555 1392**. Phone lines open Monday to Friday 8am to 8pm, Saturday 9.30am to 4pm.

A fee is payable for this service.

Please note: NCS agents are not permitted to give immigration advice.

Joint Citizenship and Passport

It is now possible to apply for your British Passport at the same time as applying for British Citizenship when using the NCS. This initiative is in partnership with the Home Office.

There is an additional fee per applicant for using this service and the fee will be taken during your NCS appointment. Applications must be made using the standard British Passport application form available from the Post Office. The key advantages of using the passport checking service are:

- we will check the accuracy of your passport application form
- you will not require a counter signature on the passport application form
- you will not have to attend a passport interview with the UK Passport Office
- your passport application will be processed as soon as you have attended a citizenship ceremony and you will receive your passport at home within 20 working days

You cannot apply for a British passport via Registration Service unless you are applying to become a British Citizen and are using NCS. For further information about passport checking visit **<https://www.hants.gov.uk/registration/nationalitycitizenship/booknationalitycheck#step-3>**

European Passport Return Service (EPRS)

Some EEA and Swiss nationals can apply online, as well as by post, for a document confirming they have a right to permanent residence (PR) in the UK or for a registration certificate as a qualified person (QP). EPRS is also offered at Basingstoke and other Register Offices in Hampshire and is for European Economic Area (EEA) and Swiss nationals who have applied online using the EEA (QP) or EEA (PR) application forms. It allows you to keep your passport whilst your application is processed by the Home Office.

This service is only provided for passport holders; we are unable to submit an application using an ID card. Before attending an appointment you must complete the relevant online application at GOV.UK.

You must attend a register office within 5 working days of submitting your online application. For more information and to find out when and where we offer the service please visit <https://www.hants.gov.uk/registration/europeanpassportreturnservice> or telephone **0300 555 1392**. Phone lines open Monday to Friday 8am to 8pm, Saturday 9.30am to 4pm.

A fee is payable for this service.

Citizenship Ceremonies

If you are successful and the Home Office approves your application for British Citizenship you will need to attend a citizenship ceremony. There is no need to telephone us as the Home Office will inform us at the same time they inform you. You will be written to informing you of the date and location for your ceremony. You must attend a ceremony within 90 days of the Home Office letter.

If you wish to have a private citizenship ceremony these can be arranged within 5 working days. A private citizenship ceremony can be arranged for family groups (i.e. husband, wife and children). There is an additional fee for private ceremonies. To book a private citizenship ceremony please telephone **0300 555 1392**. Phone lines open Monday to Friday 8am to 8pm, Saturday 9.30am to 4pm.

Copy certificates

You can order copy certificates for events that happened in Hampshire such as Birth, Death and Marriage. To purchase copy certificates visit <https://www.hants.gov.uk/registration/copycertificates> or telephone **0300 555 1392**. Phone lines open Monday to Friday 8am to 8pm, Saturday 9.30am to 4pm.

Money and banking

Money

The UK currency is pounds sterling, shown as £. Euros and other currencies are not accepted. You can change money into pounds at Post Offices and banks which are found in the town and some villages.

Post Offices

The main Post Office in Basingstoke is at:

5-7 London Street, Basingstoke RG21 7AB

There are many smaller local Post Offices, and their addresses can be found at

www.postoffice.co.uk

Getting a bank account

A bank account will enable you to pay using a plastic debit card or online, to save money and earn interest on it, or to send money home. Many employers prefer to pay wages directly into a bank account.

To open a bank account you will need proof of your identity and address.

Documents that may be acceptable are passports, driving licences, birth certificates, marriage certificates, tenancy agreements, letters from your landlord or employer and payslips. Further information about banking in the UK is found on

www.banking-guide.org.uk

Sending money home

Some travel agencies provide a cash transfer system for sending money to another country. Post Offices also have banking and cash transfer services.

Understanding and using credit

You can borrow money to pay for goods by using a credit card or obtaining a loan. Interest rates for borrowing money can be quite high and can vary. Compare offers before signing any credit agreement.

Hampshire Credit Union

Hampshire Credit Union is a not-for-profit & ethical community bank exclusive for people living and working in Hampshire.

Hampshire Credit Union (United Savings & Loans) is a community based, not for profit organisation, aiming to help out with all banking products including loans, current accounts and budgeting Jam Jar accounts, designed to help out those struggling with their income and expenditure.

If you require more information about Hampshire Credit Union Ltd visit the website <http://www.hampshirecreditunion.org/>

Pensions

The Pension Service will work out the amount of state pension and pension credit that you are entitled to, provide a face-to-face service in a place that is convenient for you or in the comfort of your own home if your business cannot be dealt with over the telephone, pay your entitlements to you and answer questions over the phone and by post and by email, tell you how you can access other pension-related entitlements and services and work in partnership with other local organisations to deliver pension-related services.

State Pension new claims

Online: www.gov.uk/claim-state-pension-online

Tel: **0800 7317898** Textphone **0800 7317339**

Pension Credit new claims

Tel: **0800 99 1234** Textphone **0800 169 0133**

Pensions paid by direct debit

Tel: **0345 3013011**

Attendance allowance

Tax-free benefit is available for people aged 65 years or over who have a disability and need someone to help look after them. You can download a form at www.gov.uk/attendance-allowance or to request a form telephone the Attendance Allowance Helpline **0345 605 6055**, textphone **0345 604 5312** Monday to Friday, 8am to 6pm.

Carers allowance

If you care for someone at least 35 hours a week and they get a disability benefit then you may be eligible to get carer's allowance. You don't have to be related to, or live with the person you care for.

To claim online go to **www.gov.uk** if you can't apply online you can apply by post download a form at **www.gov.uk** or telephone Carers Allowance Unit
Tel: **0345 6084321**, Textphone: **0345 6045312**. Monday to Thursday, 8.30am to 5pm and Friday, 8.30am to 4.30pm.

Financial advice and assistance

Contact the Basingstoke Citizens Advice or Tadley Citizens Advice for financial advice, opening times and contact **information on page five**.

Financial help and benefits

If you are working and are on low income you may be entitled to financial help called welfare or state benefits. The main benefits for working people are working families tax credits and disabled person's tax credits, child benefit, housing benefit and council tax support. You can find out about tax credits and benefits at **www.gov.uk/browse/benefits**

If you are out of work, you may be able to claim Universal Credit, Jobseeker's Allowance or Income Support. Go to **www.gov.uk** for more information.

The council can advise you about housing benefit and council tax support, email info@basingstoke.gov.uk or phone **01256 810680**.

If you are disabled or too ill to work you may be entitled to financial support. For more information visit **www.gov.uk** or **www.disabilityalliance.org.uk** or visit the Basingstoke or Tadley Citizen Advice on **page five**.

Personal Independence Payment

Personal Independence Payment is tax-free benefit for those between ages of 16 and 64 who have a long term health condition or disability. Paid at different rates depending on how much help and support you need to carry out a range of everyday activities.

The allowance is in two parts – the care component and the mobility component.

To start a claim tel: **0800 917 2222** or textphone **0800 917 7777**.

Visit **www.gov.uk** for more information on PIP and how to claim.

There are provisions for people who do not speak English as their first language.

Universal credit

You may be able to claim universal credit instead of certain income related benefits if you're on a low income or out of work. The amount of universal credit you'll get depends on your circumstances and your income.

You'll have to accept a 'Claimant Commitment' if you want to get universal credit. This is an agreement that you'll complete certain tasks in order to claim universal credit.

What you agree to do will depend on things such as your health, your responsibilities at home and how much help you need to get work or increase your income.

You can claim Universal credit online at **www.gov.uk/apply-universal-credit**

Contact the helpline if: you have any questions, your circumstances change and you're already getting universal credit

Universal credit helpline

Telephone: **0345 600 0723** Textphone: **0345 600 0743**

Setting up home

Housing and homelessness

Many people in the UK rent their homes from private landlords. Homes for private rent are usually advertised in local newspapers such as the Basingstoke Gazette. Sometimes landlords deal with tenants directly and others may deal with you through a lettings agent.

Basingstoke and Deane Borough Council can advise if you are eligible for housing provided by a housing association through the housing register. You can also find information on the council's website **www.basingstoke.gov.uk/housing**

If you rent a property, the landlord or lettings agent should give you a tenancy agreement to sign which sets out the terms of the agreement between you and your landlord. There are different types of tenancy and your tenancy rights may vary. You will usually have to pay money in advance called a deposit and rent. If you have kept to the terms of your tenancy agreement, your deposit should be returned at the end of your tenancy.

If you pay a deposit to a private sector landlord, they must legally place it into a tenancy deposit protection scheme. You should receive a receipt from your landlord which states that a deposit has been paid and the amount you have paid. If you have concerns that your deposit has not been protected, you can contact Residents Services on **01256 844 844** for free advice.

If you have any queries about your housing situation, have nowhere to live or you are about to lose your home, you can visit the council's offices at:

Basingstoke and Deane Borough Council

Civic Offices, London Road, Basingstoke RG21 4AH

Opening hours are Monday to Thursday **8.30am to 5.30pm** and Friday **8.30am to 5pm**. Alternatively Residents Services can answer questions about your housing situation over the phone on **01256 844844**.

You can also visit the Camrose Resource Centre or May Place House.

Camrose Centre

Glebe Hall, Church Square, Basingstoke RG21 7QW

Telephone or text: **07956 613071**

Email: **camrose@bvaction.org.uk**

The Camrose Centre provides a drop-in service on a Tuesday and Thursday from **10am to 2pm** and offers:

- free breakfast and lunch
- advice and information about housing, employment and drug and alcohol issues
- telephone and computer facilities to assist with job applications and training

May Place House

May Place, off London Street, Basingstoke Hampshire RG21 7NX

Telephone: **01256 840110**

May Place House is a 20 bed direct access hostel which can provide support and a place to live for adults aged 18 or over who are without a home.

Dealing with problems

Some housing problems can include landlords not providing tenancy agreements, not returning deposits or not carrying out necessary repairs. If you have any questions about a housing problem you are having, you can contact Residents Services on **01256 844 844** for free advice.

Basingstoke First Point Floating Support is a service that can offer practical assistance with maintaining mortgages and tenancies, attending court appointments and supporting you to remain in your home. For more information you can call **01256 423805**.

Sentinel Housing Association

Sentinel Housing Association, a local housing association, provides a range of affordable housing, from housing for rent to part-buy part-rent and other affordable home ownership options. We also have garages to rent too.

You can speak to Sentinel's First Contact Centre on **01256 338800** to find out if you are eligible or find out more at Sentinel's website **www.sentinelha.org.uk**.

Sovereign

Sovereign owns, manages and maintains homes throughout Hampshire. The majority of its properties are in and around Basingstoke. It offers good quality homes at affordable rents to single people, families and older people in housing need, as well as low-cost home ownership. If you would like any more information you can call Sovereign's Customer Services team on **0800 9884858**, visit **www.sovereign.org.uk** or visit their offices at **Saxon Court, Sarum Hill, Basingstoke, RG21 8SR**.

Council tax support

Council tax support is the local tax which pays for services such as police, fire service and rubbish (trash) collection. The tax is collected by the local council. Whether you own or rent a house, you are usually liable to pay the council tax. You may be eligible to pay a reduced amount if you are on a low income or you live alone.

Council tax and business rates questions

Email: **localtax@basingstoke.gov.uk** or phone **01256 358555**

Housing and council tax benefit questions

Email: **info@basingstoke.gov.uk** or phone **01256 844844**

Benefit fraud questions

Email: **fraudinvestigators@basingstoke.gov.uk** or

Tel: **01256 845844**

or visit the Benefits team at Basingstoke and Deane Borough Council.

Water, gas and electricity

Water will be supplied by a water company. It is safe to drink water out of the cold tap unless there is a sign that says otherwise. If you have a water meter, you will pay for the amount you use. If there is no meter, you will pay a fixed amount called water rates. Contact the company on **0845 270 1508** if you have questions about your bill or if you are having problems paying your water bill. There are several companies who supply gas and electricity and you can choose your supplier; compare their prices at **www.uswitch.com**

If you live in rented accommodation, your tenancy agreement will state whether your landlord will pay your water, electricity or gas bills. If not, you are responsible for paying these and you may be disconnected and/or fined if you do not pay these on time.

You should make a note of the electric and gas meter readings and of the water meter reading, if you have one, when you leave an old home and when you move into a new home. Tell the suppliers the readings and give them your new address.

Telephone

Most homes already have a telephone line (called a land line). If you need a new line, you can contact British Telecom (BT) on **150 440** or contact a cable company.

There are several companies offering mobile phone services and you can usually find mobile phone companies in the main shopping areas. Mobile phone services vary greatly in their prices and what they offer, so compare the terms and the prices before signing an agreement.

In the UK it is illegal to use a hand-held mobile phone while you are driving. If you are caught doing this you will be fined and could face more serious consequences.

Recycling and rubbish collections

The council collects rubbish that cannot be recycled, in bins provided to every home. You should put your rubbish inside the bins and leave them for collection the day your rubbish is to be collected. Rubbish is not to be left outside of the bins provided. To find out when your bins are collected phone **01256 844844** or email **info@basingstoke.gov.uk**

Many items you no longer want can be recycled or disposed of at the **Household Waste Collection Centre, Basingstoke, RG24 8FA**

The council collects recycling from your home. Your recycling should be placed loose into your container and not wrapped in a plastic carrier bag or black sack. This makes it easier to sort. The green recycling bins are for newspapers, paper, card, magazines, plastic bottles, food tins and drinks cans. Find out what is collected by the council on **01256 844844** or email **info@basingstoke.gov.uk**

You can also have items of furniture removed by **The Community Furniture Project**. This is a local charity, promoting the re-use of furniture, household goods, electrical items and toys at low cost to people in Basingstoke, Newbury and the surrounding towns and villages. Contact them on **01256 320700**.

Television licences

You need a television (TV) licence to use any television receiving equipment such as a TV set, set-top box, video or DVD recorder, and computers or mobile phones that you use to watch or record programmes as they are being shown. You can pay for a TV licence online at **www.tvlicensing.co.uk** or most Post Offices or Paypoints in shops or petrol stations. You can be taken to court and fined if you do not have a valid TV licence.

Driving a car



You must be 17 years old or above and be insured to drive. You must not be under the influence of alcohol or drugs.

You must comply with the Highway Code. Libraries have copies of the code or you can buy one from most bookshops. The car you drive must be taxed, insured and have a valid MOT certificate.

Driving licence

To drive a vehicle in the UK you must be at least 17 years old and hold a valid driving licence. You are entitled to drive on a European Community driving licence in the UK as long as that licence is valid. You will need to exchange your European licence for a UK licence within a certain period of time. To find out more visit

www.dvla.gov.uk

If you are over 17 and have no licence, you can apply for a provisional licence and learn to drive. Only when you have passed your driving test will you have a full driving licence.

Owning a car

All vehicles need motor insurance if they are on a public road. Every person who drives in the UK is required to have at least 'third party' insurance. This protects you for any claims made against you. Fully comprehensive insurance will also pay for damage to your own vehicle. Insurance policies will state the name of the person who is insured to drive the vehicle. If other people are likely to drive your vehicle, they must be named on your policy or have their own insurance which covers them to drive other vehicles. It is an offence to drive or allow others to drive without valid insurance.

All vehicles over three years old need to be examined for road worthiness by an authorised examiner and issued with a test certificate (MOT) which is valid for 12 months. It is an offence to fail to have a current MOT for a vehicle over three years old.

Car tax

If you own a car you must register it with the Driver and Vehicle Licencing Agency (DVLA). Your car must have a valid disc. These can be purchased at larger post offices or on-line at **www.dft.gov.uk/dvla** and are valid for either six or 12 months. You will be fined if you fail to tax a vehicle you own and it could be towed away if the tax disc is not shown in the front windscreen. You need to have the insurance certificate and MOT certificate to get your tax disc.

Seatbelt laws

Seatbelts must be worn by the driver and all passengers in a vehicle. Children must be carried in an appropriate child seat according to their age and size. The driver must make sure all passengers wear seat belts. It is an offence to not wear seatbelts in a vehicle.

For information about the seatbelt requirements for children, visit this website:

www.childcarseats.org.uk

Disabled parking

Blue parking badges are issued by Hampshire County Council. They allow parking concessions for cars carrying people who have a permanent disability. They are also issued to those who are applying for a Blue Badge on behalf of a child under the age of three who, because of specific medical conditions, needs to travel with bulky medical equipment, needs to return to the vehicle for treatment or to reach a doctor or hospital quickly or is in a plaster cast due to hip dysplasia.

To find out more visit **www.hants.gov.uk/bluebadge** or call **0300 555 1376**.

Schools and learning

Learning English

English language courses are often called ESOL (English for Speakers of Other Languages) and are offered in Basingstoke at Basingstoke College of Technology.

Basingstoke College of Technology offers full-time and part-time provision for students over 15. There are some restrictions on joining full-time courses, depending on visas.

Basingstoke College of Technology (BCOT)

Worting Road, Basingstoke RG21 8TN

Tel: **01256 354141**

Email: **information@bcot.ac.uk**

Website: **www.bcot.ac.uk**

Family Learning

Family Learning classes aim to support adult learners to develop English and Maths skills and to improve digital inclusion, community cohesion and health & wellbeing. The classes organised at school venues are open to all parents with no or little English. The classes organised at the libraries are open to any adult aged 19 or over. These classes are free for eligible learners. For more information contact:

Rekha Gupta

Hampshire Ethnic Minority and Traveller Achievement Service (EMTAS)

Dame Mary Fagan House, Chineham Court, Lutyens Close,

Basingstoke, RG24 8AG

Tel: **01256 330195**

Email: **rekha.gupta@hants.gov.uk**

Website: **www3.hants.gov.uk/hampshire-learning/hl-providers/hl-family-learning.htm**

Further Education

Queen Mary's College (over 16s)

Queen Mary's College, Cliddesden Road, Basingstoke RG21 3HF

Tel: **01256 417500**

Email: **info@qmc.ac.uk**

Website: **www.qmc.ac.uk**

Basingstoke College of Technology (BCOT)

Worting Road, Basingstoke, RG21 8TN

Tel: **01256 354141**

Email: **information@bcot.ac.uk**

Website: **www.bcot.ac.uk**

Both colleges offer a variety of educational courses.

Schools

Children aged between five and 16 years must attend school. Education at state schools in the UK is free; however parents must pay for school uniforms and sportswear. Parents on low incomes can get help with these costs and with the cost of school meals. You can check your eligibility online for FSM, FSM eligibility affects school funding so it's really important that people apply for FSM - even if they don't take up FSM and prefer to send their child in with a packed lunch. Hampshire County Council operates the comprehensive education system in Basingstoke.

If you have a child of school age, visit your local primary school (ages 5 to 10) or secondary school (ages 11 to 16).

To find out which are your nearest schools, pre-schools (e.g. nurseries, pre-schools, childminders, etc); or Adult and Family Learning courses contact Hampshire Children's Services on **0300 555 1384**.

Visit **www.hants.gov.uk/schools** for information about schools in Basingstoke

Parents need to apply for a place for each child at school. You can apply online for a school place **http://www3.hants.gov.uk/admissions**

School staff will help you to apply by completing an admission form. You will be asked for a copy of your child's passport, their visa if applicable and proof of your address.

Schools like to involve parents and keep them informed about their children's progress. You should contact the school if your child is experiencing any problems.

Supplementary Educations in Basingstoke and Deane

Most schools provide supplementary education as Saturday/Sunday/after school club for children aged 4 to 16 years of age in the borough.

Linguatastic School of Languages

(French, Italian, Spanish, German, Japanese, English and Mandarin)
Established over 30 years ago, Linguatastic offers a wide variety of classes and social events for children (aged from 18 months) and adults. One-to-one tuition can also be arranged, please enquire for further information.

Tel: **01256 811100**

Email: **info@linguatastic.com**

Website: **www.linguatastic.com**

Basingstoke Arabic Language School

A community based Saturday school to teach Basingstoke children the Arabic language.

**Aldworth Science College building,
Western Way, South Ham,
Basingstoke RG22 6HA**

Email: **BMCG@multicultural.org.uk**

Website: **www.multicultural.org.uk**

Basingstoke Gujarati Classes

A community based Saturday school to teach children the Gujarati language.

**Queen Mary's College Cliddesden
Road, Basingstoke RG21 3HF**

Email: **basingstoke.gujaraticlasses@yahoo.com**

Basingstoke Hungarian Language Supplementary School

A community based Saturday school to teach children in Basingstoke and surrounding areas the Hungarian language.

Chute House, Mosaic Centre, Church St, Basingstoke RG21 7QT

Email: **Basingstoke.hungarians@gmail.com**

Basingstoke Supplementary Islamic School

A community based Saturday school to teach the Muslim children (age five to 15) of Basingstoke about Islam.

**Aldworth Science College building,
Western Way, South Ham,
Basingstoke RG22 6HA**

Tel: **07979 246673**

Email: **principal@basingstokeislamicschool.org.uk**

Website: **www.**

basingstokeislamicschool.org.uk/

Fellowship Educational Society Basingstoke Branch

Teaching 2 hours of English and an hour of Maths

**Aldworth Science College Western
Way Basingstoke RG22 6HA**

Saturday **10am to 1pm**

Contact Name: **Gokmen Ozkan**

Tel: **07872 550256**

Support for children in school

Support is available to children in school who do not speak English or are having difficulties adapting to a UK school. The Hampshire Ethnic Minority and Traveller Achievement Service (EMTAS) works with schools to support students who are new to English as a language and new to UK education.

Also the school menus are available in translation here

<http://www3.hants.gov.uk/hc3s/hc3s-primary/primarymenu.htm>

EMTAS assists schools with interpretation and translation and can provide bi-lingual assistants in the classroom to help students understand and make the most of their learning opportunities.

Dame Mary Fagan House, Lutyens Close, Chineham RG24 8AG

Tel: **01256 330195** 2.30 to 4.30pm

Web address: **www.hants.gov.uk/emtas**

EMTAS also offers various speaking phone lines during school term time only, to provide information about educational issues. Details on our website here <http://www3.hants.gov.uk/education/emtas-2/contactemtas/emtasphonenumber.htm> and in section below.

Traveller communities

Hampshire EMTAS works with Traveller communities and with schools to make sure all Gypsy, Roma and Traveller children are able to access education.

EMTAS phonedlines for parents and schools – term time only

Please ring us on our help lines for information, or if you have any questions relating to your child's education or well-being. All our assistants speak good English so, if you can use even a little English, you can call at any of the times listed below.

If you need an interpreter for any other language just ring

EMTAS: 01256 330195 or email: **emtas@hants.gov.uk** (with your contact details and the language you speak) and we will do our best to help you.

<http://www3.hants.gov.uk/education/emtas-2/contactemtas/emtasphonenumber.htm>

Arabic: ask for Zein Ahmed
Thursday 2.30pm–4.30pm
023 9244 1508
EMTAS Base: Havant

Bulgarian: ask for Iliana Kocheva
Friday 2pm–4pm
01256 330195
EMTAS Base: Basingstoke

Chinese Mandarin: Ask for Shelley
Clarke
Tuesday 1pm–3pm
01256 330195
EMTAS Base: Basingstoke

Nepali: ask for Sudhir Lama
Friday 12.30pm–2.30pm
01256 330195
EMTAS Base: Basingstoke

Polish: 1 ask for Katarzyna Tokarska
Wednesday 2pm–4pm
01256 330195
EMTAS Base: Basingstoke

Polish 2: ask for Wioletta Zbrzezna /
Wioletta Pugh
Thursday 2.30pm–4.30pm
023 9244 1430
EMTAS Base: Havant

Portuguese: ask for Catarina Martins
Wednesday 1pm–3pm
01256 330195
EMTAS Base: Basingstoke

Romanian: ask for Ildiko Ordog
Thursday 10:00am–12:00
01256 330195
EMTAS Base: Basingstoke

Spanish: ask for Fiona McKenzie
Wednesday, 2.30pm–4.30pm
023 9244 1531
EMTAS Base: Havant

Turkish: ask for Ozgul Springett or
Kadriye Francis
Wednesday 1pm–3pm
023 9244 1450
EMTAS Base: Havant

Gypsy, Roma and Traveller
EMTAS telephone advice service for
schools and parents/carers to answer
questions relating to Gypsy, Roma
and Traveller pupils and to discuss any
concerns.
Day: Monday 11.30am to 1.30pm
(term time only).
Telephone: 01256 330195

BVA Youth Team (Basingstoke Voluntary Action)

BVA Youth Team (Basingstoke Voluntary Action) aims to improve the life chances of young people in the Basingstoke & Deane area. The BVA Youth Team deliver youth work to young people between the ages of 11 and 19, but up to 25 if they have a disability or learning difficulties, through various activities. These include sexual health awareness, drugs and alcohol awareness, activities, careers advice, 1-2-1 support etc. These are delivered to the young people through detached sessions (youth work on the streets in the community), Health & Wellbeing HUBS located in the 4 Local Childrens Partnership areas and youth led activities which can consist of music, arts, forums, charity fundraisers, residential trips etc.

The BVA Youth Team also aims to increase the number of young people volunteering in local youth volunteering roles. On top of this, workshops are delivered through the Children In Need Project which the BVA Youth Team secured recently, This enables them to deliver Arts Award training and community projects using multimedia visual and performing arts to generate young people's interest in learning and volunteering.

If you are interested in getting involved or would like more information please do not hesitate to get in contact:

BV BVA Youth Team

Tel: **01256 423892**

Email: **ediveswara@bvaction.org.uk**

Basingstoke Young Carers

Basingstoke Young Carers helps to enable young carers between the ages of eight and 19 and their families to access the services they need as well as providing the opportunities to receive respite from their caring role. Basingstoke Young Carers provide projects such as young carers youth clubs, steering groups, residential, trips and events. If you are interested in getting involved or would like more information please do not hesitate to get in contact:

Tel: **0800 8786 500**

Email: **office@basingstokeyoungcarers.co.uk**

Website: **www.basingstokeyoungcarers.co.uk**

Pre-school (Childcare and Early Years Education)

Some eligible children who are aged two, and all children who are aged three and four are entitled to free early years education until they start school.

For further information and guidance contact the Childcare and Family Information Team on **0845 603 5620** or email **childrens.services@hants.gov.uk**

To search for childcare, early years education and family services visit the Family Information Directory **www.fid.hants.gov.uk**

Sure Start children's centres

Children's centres aim to give every child the best possible start in life. They are places where families with children under the age of five can easily access a range of different services to support them, including:

- Information and advice on family support services
- Drop-in sessions for parents, carers and childminders
- Access to early education and childcare for children under five
- Access to child and family health services
- Links with Jobcentre Plus, further education and training opportunities

To find out about services running in this area please contact: **0300 555 1384**

Children's Centre & Family Support Service Hub: Honeycomb, Chiltern Primary School
telephone number for Honeycomb is **01256 331574**

Post-16 education

After the age of 16, education is not compulsory, but this could change. Students can choose to stay in education or enter the workplace. If they stay in school, they will enter a sixth form or they may attend a further education college.

Community Learning Programme

The Basingstoke and District Learning Partnership produces an annual community learning programme commonly referred to as the "Purple Book" offering a variety of learning opportunities, some with recognised national qualifications, which run between October and July. The current programme is broken down into three main areas:

Volunteering and Community Sector based skills - This is the main aspect of the programme. If you're a current or potential volunteer and want to learn new skills, or if you would like to enhance or update your existing knowledge, there's a course to suit you. These courses are subsidised and mainly cost £5 per participant per workshop. Please contact Sarah on **01256 845622** or email community. **Training@basingstoke.gov.uk** for more information.

Community School Autumn Programmes - Community based courses are offered by several of the borough's community schools which contribute to the partnership. For further information, details of future courses, or to sign up please contact the individual school directly using the details in this section.

Family Learning opportunities - Providers in this section deliver learning opportunities aimed at family settings. Please direct enquiries to the providers noted in the booklet.

<http://www.basingstoke.gov.uk/training-for-community-groups>

Travelling in Basingstoke

Airports and ports

London Heathrow and London Gatwick airports and Southampton and Portsmouth seaports are all within approximately one hour drive from Basingstoke.

Buses

Stagecoach operates bus routes throughout the borough and the main bus terminal is located at the Bus Station, Festival Place, Basingstoke.

Tel: **0845 121 0180**

Cars

The borough has convenient road connections to the national road network, including the M3 and M4 motorways and the A33, A303 and A34 trunk roads. All are easily accessed from Basingstoke town centre, which has excellent parking.

For further information about parking please visit the link below:

www.basingstoke.gov.uk/browse/transport-and-streets/parking

Cycles

There is an expanding network of cycle ways covering the borough. Find out the best route with the Basingstoke Cycle Network Map. The map shows existing and proposed cycle routes across the town, including local cycle parking locations.

For a paper copy of the map please contact

Tel: **01256845233**

Email: **Mark.Lambert@basingstoke.gov.uk**

Web: **www.basingstoke.gov.uk/rte.aspx?id=475**

Trains

Basingstoke has its own railway station which offers a fast train service to London as well as connections to many other destinations within the borough including Overton, Whitchurch and Bramley.

National Rail Enquiries

Tel: **08457 484950**

Website: **www.nationalrail.co.uk**

Taxis and private hire vehicles

Basingstoke is well served with licensed taxis and private hire vehicles. All licensed taxis in Basingstoke are purpose built and wheelchair accessible. Taxis can be obtained from ranks, hailed in the street or prebooked. Taxi ranks are located at the railway and bus Stations, Church Street, Castons Yard and Joices Yard. Private hire vehicles must be booked in advance through licensed private hire operators either by telephone, email or walk in bookings. There are several licensed operators located in and around the town centre, some of whom have waiting facilities.

Hampshire concessionary fares scheme

Older residents or those who have specific disabilities can take advantage of free travel on local buses throughout Hampshire and the rest of England.

Concessionary Travel Team - PO Box 696 Fareham PO14 9PD

Tel: **0300 555 1376** Textphone: **0300 555 1390**

Email: **www.hants.gov.uk/concessionary-travel**

Basingstoke and Deane Getting About Guide

Local travel advice and information can be found on Hampshire County Council website at **www.hants.gov.uk/gettingaboutguide**

Basingstoke Community Transport (BCT)

BCT is a not for profit organisation offering a reliable and affordable transport service for the less mobile in the Basingstoke and Deane community using a fleet of specially adapted vehicles capable of carrying 4 to 16 people. All drivers are volunteers having to have first undergone a DBS check and passed the MiDAS driving assessment and vehicle familiarisation training. Group transport to any destination in mainland UK is possible.

Tel: **01256 320501**

Website: **www.bct.me.uk**

Community First

Community First is a not for profit organisation offering a reliable and affordable transport service for the less mobile in the Basingstoke and Deane community using a fleet of specially adapted who have vehicles capable of carrying four to 16 people. All drivers are volunteers undergone a DBS check and passed the MiDAS driving assessment and vehicle familiarisation training. Single person transport to any destination in mainland UK is possible.

Tel: **0300 500 8085** Website: **www.cfirist.org.uk**

Dial-a-Ride in Basingstoke

Dial-a-Ride is a door to door service for anyone who finds it difficult or impossible to use ordinary bus services. You can use this service if you have a mobility or sensory impairment which means that you cannot use or have difficulty or discomfort using bus services. You do not have to be registered disabled or a wheelchair user. For example, you might have difficulty climbing steps onto buses or be unable to walk to the bus stop. The Dial a Ride service in Basingstoke is purely for those who have a mobility problem.

Tel: **01256 462101** Email: **www.cfirfirst.org.uk**

Good Neighbour Groups

There are 13 local independent Good Neighbours Groups serving Basingstoke and Deane, for the most part voluntary car schemes. Volunteers use their own cars to take people with no other means of help, to and from hospital and other medical appointments. Some groups offer a befriending service or a lunch club and others a range of support from shopping to help with small practical tasks or sitting for carers. To find out what is on offer in your local area visit www.goodneighbours.org.uk, 'find a group'.

By far the largest group serving the borough is Basingstoke NeighbourCare, **www.neighbourcare.com**. Contact NeighbourCare on **01256 423855 Monday to Friday between 9am and 4pm** to find out about how they can help with transport needs or to enquire about their befriending service.

ShopMobility Basingstoke

ShopMobility Basingstoke provides facilities for those with mobility challenges and has a wide range of mobility scooters and wheelchairs for all abilities. A friendly and helpful team of staff and volunteers will help you choose exactly the right equipment to suit your needs and abilities and provide you with tuition on using it safely and confidently. Registration is quick and easy and equipment may then be hired for a small fee, either for the day or for extended periods for holidays or weekends away or use at home.

Tel: **01256 476066**

More information on cshop mobility Basingstoke can be found at:

www.shopmobilitybasingstoke.org

Health services

Public healthcare is provided in the UK by the National Health Service (NHS) You may be entitled to free or reduced cost treatment on the NHS.

For advice on how to access the right NHS service for your condition simply phone 111. This is a free to call number for both landline and mobile phones and gives people better access to all non-emergency NHS services 24 hours a day, 365 days of the year. The call handlers will access you and then tell you where the nearest appropriate service is for you, or in emergencies send an ambulance to you. The service is supported by an interpreter.

Finding a doctor

In the UK you and all members of your family living here should register with a local doctor called a general practitioner (GP) at a nearby medical office called a surgery. You must be registered before you can see a doctor. You can find your nearest surgery by looking in the Yellow Pages phone book under doctors for numbers and addresses of local surgeries or you can find a local list by visiting **www.nhs.ukservice-search** or contact NHS Telephone 111.

Registration with a surgery and NHS treatment is free of charge but you may have to pay for medical prescriptions.

If you need to see a doctor at night or at weekends, telephone the surgery. There will be a recorded message telling you how to contact a doctor. If the situation is life threatening, you can contact the emergency number 999 or you can go to the local hospital's accident and emergency department.

The nearest A&E is the Emergency Department at **Basingstoke and North**

Tel: **0300 555 1386**

Email: **www.northhampshire.nhs.uk**

Community Independence Team

Are you an older person beginning to experience difficulties with every day activities? If so, the Basingstoke Community Independence Team (CIT) can help you maintain your independence by providing you and your family with:

- support, advice and guidance on a range of issues such as keeping warm, safe, fit and eating well

- specialist help if you are experiencing difficulties around the home, or with managing everyday activities, or if you are concerned about your health and wellbeing
 - assistance with linking you into appropriate health and community services
- You can contact the team yourself, as can your GP, any of your family, friends, or someone close on your behalf.

They will talk things through and ask you what you want and need, see if they can help and develop an action plan with you. The Occupational Therapist and/or Social Worker will provide specialist advice and support where and when you need it. You may be offered the assistance of a Community Support Worker to help you with some or all of your action plan. To contact the Community Independence Team, please contact the team on **0300 555 1386** or **CIT.North@hants.gov.uk**

Clinical Commissioning Groups

In July 2010 the Government published a White Paper, Equity and Excellence: Liberating the NHS, setting out its long-term vision for the NHS.

“No decision about me, without me” is at the heart of the government’s reforms to the NHS. In order to shift decision-making as close as possible to patients, power and responsibility for commissioning, or the buying of health services will become the job of local groups of clinicians (doctors, nurses and consultants), known as Clinical Commissioning Groups or CCGs. GPs and other clinicians will therefore be responsible for working with the local population to ensure that the services they are paying for meet local needs. Some of the actions Clinical Commissioning Groups will be required by law to include:

- involve the public in the planning and development of services
- consult on their Commissioning Plans
- have two members of the public on their governing body
- act with a view to secure the involvement of patients in decisions about their care
- promote choice
- reduce inequalities between patients with respect to outcomes achieved

The Clinical Commissioning Group (CCG) for this area is called The North Hampshire Clinical Commissioning Group.

The North Hampshire CCG vision

Our vision is to continuously improve the health and wellbeing of the people of North Hampshire using all resources as fairly as possible. We will do this by:

- providing local clinical leadership to the NHS, and working with everybody who can contribute to our aims
- being open and accountable to our patients and communities, ensuring they are at the heart of everything we do
- understanding our population and addressing inequalities so that services are in place to meet needs
- planning services that best meet those needs now and in the future
- aiming to secure the best quality, best value health and social care services we can afford
- using our resources fairly and effectively

We need public support

- to help shape the future thinking for commissioning (the buying of) healthcare for the people of North Hampshire in the future, there will be a number of ways that you will be able to get involved with the CCG

If you would like to get involved please contact us at The North Hampshire CCG

North Hampshire Clinical Commissioning Group

**Central 40, Lime Tree Way, Chineham Business Park, Basingstoke
RG24 8GU**

Tel: **01256 705507**

Email: **nhccg.enquiries@nhs.net**

Adult Services

Adult Social Care

Connect to Support Hampshire is an online information and advice guide and directory of care services for all adults in Hampshire with care and support needs, their families and carers. It includes a directory of community services.

<https://connectsupport.hants.gov.uk>

Hampshire County Council's Adults' Health and Care department can provide information and support for adults with eligible care needs.

Visit **www.hants.gov.uk/adultsocialcare** or call **0300 555 1386**

Healthwatch Hampshire

“Whether it’s improving them today or helping to shape them for tomorrow, Healthwatch is all about local voices being able to influence the delivery and design of local services.” Healthwatch Hampshire is the new independent consumer champion created to gather and represent the views of the public. This ensures changes and improvements in health service providers to be meaningful, impactful and long-term. Some of the things that Healthwatch Hampshire do are:

- Collecting views from the public about Health care services, looking for things they do well in and things that may need improving. Healthwatch Hampshire then return public feedback to the service provider so they can implement suggestions or changes that would cater to the public’s needs.
- Enter and View. This is a statutory power which allows authorised representative to observe how services are being delivered. This is not an inspection, but designed to collect the views of service users, carers and relatives about the delivery of services.
- Bringing awareness of seldom heard groups to further the shaping of health and social care services throughout all members of the community in Hampshire. Healthwatch Hampshire act as a conduit to ensure that the public voice influences, and is directly involved in, the decisions made by health and social care commissioners.
- Creating reports concerning the quality of health and social care service to bring awareness to the public about their health and social care providers.
- Provide information and signposting to people about their local health and care services and how to access them and to find their way around the system. Advice and support is also available for any individual who requires it concerning their needs, requirements and their rights.

Every voice counts when it comes to shaping the future of health and social care. Everything that Healthwatch Hampshire does brings the voice and influence of local people to the development and delivery of their local services.

Contact details

Email: **enquires@healthwatchhampshire.co.uk**

Address: Healthwatch Hampshire, Westgate Chambers, Staple Gardens, Winchester, SO23 8SR

Website: **www.healthwatchhampshire.co.uk**

Download Healthwatch Hampshire app, simply search “Healthwatch Hampshire”.
(Available on Android, iPhone and Windows)

Hampshire Wellbeing Services CIC

Hampshire Wellbeing Services (HWS) benefits ethnic minority and other disadvantaged individuals, carers, families and groups in aspects relating to their health, social care and wellbeing. They:

- develop and deliver training programmes and services creating volunteering and employment opportunities that are culturally appropriate and respect sensitivity
- provide fact sheets, user guides and other health related information in a range of user friendly formats that help the target group to contribute to their own care and wellbeing
- conduct research and gather health, social care and wellbeing evidence to raise awareness of issues and problems that affect ethnic minority and other disadvantaged individuals.

For more information please either:

Contact: **HWS 07855 697 897**

Web: **www.hantswell.org**

Staying safe

Law enforcement in Basingstoke and Deane is provided by the Hampshire Constabulary. The Basingstoke Police Station is located in the town centre.

Basingstoke and Deane borough contains the following police stations:

Basingstoke Police Station, London Road, Basingstoke, RG21 4AD

**Whitchurch Police Station, Dances Lane, Whitchurch, RG28 7EG
(OPERATIONAL STATION NO FRONT COUNTER SERVICE)**

Basingstoke and Deane Borough Council's community safety team works with partners, including the police, to offer help and advice on community safety issues. They are eager to know of any policing issues in your area so that they can work with residents to make sure it is a safe place to live. Contact the Community Safety Team by phone: **01256 844844** or by Email: **community.safety@basingstoke.gov.uk**

Reporting a crime

Dial the emergency number 999 and ask for the police only if a crime is being committed or has just occurred. You can dial **101** to report non-urgent incidents or antisocial behaviour.

In the UK, people are encouraged to report crimes or suspicious behaviour that might be criminal. You can talk to your local police officers, contact the police station or visit **www.crimestoppers-uk.org** or call **0800 555 111**.

Domestic abuse

Domestic abuse occurs where one family member abuses another either verbally, physically, sexually, emotionally or psychologically. If you do not want to go to the police, there are other organisations which can help. Women and children can get help by phoning the **National Domestic Violence Helpline which is open 24 hours on 0808 2000 247**. They can refer you to local services and safe houses known as refuges. If you need an interpreter, they will get one.

You can get help by contacting the Integrated Domestic Abuse Service for Hampshire on **0330 016 5112** or **spoc@theyourtrust.org.uk**. This service provides support, advocacy, help and guidance to female and male victims and survivors of domestic abuse.

Men can get help by phoning MALE Helpline free on **0808 801 0327**.

Victim Support

Victim Support is a charity that supports victims of crime. To access support please ring **08453 899528**.

Basingstoke Rape and Sexual Abuse Crisis Centre

BRASACC provides professional support via the Crisis Support Line to adult (16+) survivors of rape, sexual assault or sexual abuse, regardless of how long ago this took place. Calls are welcome from men and women, and support is also provided to partners and relatives. They provide face-to-face counselling by skilled counsellors who have specific expertise in this area. A monthly support group is offered for those clients who are waiting for counseling to begin. BRASACC is a member of the British Association of Counsellors and Psychotherapists. The organisation also aims to raise public and professional knowledge of these issues within all areas of the community.

The BRASACC office is open Monday to Friday from 9.30am to 5.00pm.

Tel: **01256 423810** (With 24 hour answer phone)

The Crisis/Support line is open Monday to Thursday from 7.00pm to 9.00pm.

Tel: **01256 423890** (With 24 hour answer phone)

Email: **admin@brasacc.com**

Website: **www.brasacc.com**

Hate crime

A hate crime is a criminal offence directed against another person or property because of who they are. If you think you are a victim of an incident or crime because of your ethnic, religious or sexual background, or you see such an incident happening, you can contact the police. If it is an emergency, dial 999; otherwise you can contact **0845 045 4545** and ask to speak to an officer from Safer Neighbourhood team where you live.

Hampshire Fire and Rescue Service

Hampshire Fire and Rescue Service aims to make life safer for everyone living, or visiting the county.

The Basingstoke and Deane area is covered by five fire stations located in

Basingstoke, Whitchurch, Kingsclere, Overton and Tadley.

For advice about fire safety please contact the Service's Community Fire Safety team on **023 8062 6809**, visit your local fire station or go to the Service's website

www.hantsfire.gov.uk/yoursafety

Emergencies

Fire, police and medical emergencies

You do not have to pay to use the emergency services for fire, police, ambulance or a lifeboat (when someone is in trouble at sea).

Dial **999** (the UK emergency number) or **112** (the international distress number) when:

- there is a fire
- someone is drowning or in trouble on the water
- lives are at risk or there is serious injury
- there is violence
- a crime is taking place
- you think a criminal is at the scene or nearby

You will need enough spoken English to tell them the service you need, your name and location, the telephone number you are calling from, the location of the emergency and what is happening. You may be asked to stay on the line while the emergency services are on their way to you.

More information about police services and laws are in a new guide available in English and Polish on the following website: **www.hampshire.police.uk**

Business development and enterprise agencies



Business and enterprise development can often be a challenging subject. For local information and support for businesses in Basingstoke and Deane visit, **www.basingstoke.gov.uk/business** or call on **01256 845359** or email **business@basingstoke.gov.uk**

Other sources of information and support include:

Gov.uk

Gov.uk provide detailed information and support on starting up and growing a business, finance and grants, sales and marketing, tax, payroll and company information to name a few areas they cover for further information please visit

www.gov.uk/business-help

Tel: **0845 600 9 006**

Email: **info@businesslinkssoutheast.co.uk**

Enterprise First

Enterprise First offer a range of free support including independent advice, mentoring, practical workshops on marketing and finance as well as providing clients with an introduction to numerous networking opportunities

11 Wellington Street, Aldershot GU11 1DX

<http://www.enterprisefirst.co.uk/>

Tel: **0800 652 6254**

Email: **info@enterprisefirst.co.uk**

Hampshire Chamber of Commerce

Hampshire Chamber is a business membership support organisation that provides and delivers networking opportunities, representation, business services, business information and advice to help businesses to grow and prosper individually and collectively.

To be part of this network contact:

The Manor House, Lutyens Close, Basingstoke, RG24 8AG

Web: **www.hampshirechamber.co.uk**

Tel: **01256 338633**

Email: **info@hampshirechamber.co.uk**

Getting involved

Arts, sports and leisure

For information on leisure, sports and arts activities available for you and your family in the borough visit the Basingstoke and Deane Borough Council website:

www.basingstoke.gov.uk/leisure or call **01256 844844**

Basingstoke and Deane Local Sports Council

Working with and for local Sport

Tel: **01256 811478** (evenings) or **07796 491667**

Website: **www.basingstokelsc.org.uk/**

Email: **bvlsc@btinternet.com**

Basingstoke Multicultural Forum see page 47

Basingstoke and District Disability Forum

The Basingstoke and District Disability Forum is inclusive of all the needs of disabled people in Basingstoke and Deane (physical, sensory, mental health and learning disabilities). They campaign for the rights and provide a voice for disabled people. The Forum develops activities to promote disability awareness within the Borough.

Tel: **01256 423869**

Email: **info@bddf.org.uk**

Website: **www.bddf.org.uk**

SPECTRUM Centre for Independent Living

SPECTRUM supports Disabled People and other service users to live independently and to speak up for themselves and campaign for their rights. They also support and encourage people to set up their own User Led Organisations or self help groups.

Tel: **023 8033 0982**

Minicom: **023 8020 2649**

Email: **info@SpectrumCIL.co.uk**

Website: **www.SpectrumCIL.co.uk**

Basingstoke and Deane Over 55's Forum

Promoting a better quality of life for the Over 55's in the borough, the Forum was set up to ensure that the views and needs of the borough's older population are represented to the people that provide everyday services. The Forum meets every two months at Carnival Hall, and invites high-profile guest speakers to come and discuss a variety of topics. The Forum also provides a wide social network for the over 55s in Basingstoke organising coach trips every month (except August) to a variety of places.

Tel: **01256 412119**

Website: **www.bdoover55sforum.btck.co.uk/Meetings/**

DatesofOpenForumMeetings

Community centres

For information about local community centres and the activities available in the local community please visit **www.basingstoke.gov.uk/community/comcentres** or call **01256 844844**.

Charities, Voluntary and Community Groups

Basingstoke Voluntary Action (BVA), provides free advice, support and guidance to charities, voluntary and community groups who deliver a service within Basingstoke and Deane. This includes start up assistance for a new group, development of governing documents and policies, help to source funding to deliver services and activities for the benefit of the community, volunteer recruitment, Disclosure and Barring Service (DBS checks), networking opportunities and a collective voice for the charity and voluntary sector.

BVA maintains a directory of activities, services and local voluntary/community organisations and charities in the Borough of Basingstoke and Deane.

Tel: **01256 423816**

Email: **admin@bvaction.org.uk**

Web: **www.bvaction.org.uk**

Destination Basingstoke

Another good source of information is the Destination Basingstoke website **www.destinationbasingstoke.co.uk**

Sport Hampshire and Isle of Wight

This organisation also has an online directory of sports clubs and facilities on its web site: **www.spoorthampshireiow.co.uk** or you can obtain information by calling **01962 845178**. For information about coaching or sports courses, please visit **www.coachinghampshireiow.co.uk**

Ethnic minority community groups in Basingstoke and Deane

Many of these groups provide activities and services culturally specific to the community they represent.

Basingstoke Multicultural Forum

The Forum was established to promote better understanding between different religions and cultures in the borough and to encourage social contact amongst different communities by organising social, religious, cultural and educational activities.

Amongst its aims, the forum also actively engages with culturally diverse organisations and groups and thus provides a channel through which communities can raise issues in order to find practical solutions to their concerns. They establish links with, and offer consultations to, the rest of the voluntary sector alliances and local authority networks where hard-to-reach groups have the opportunity to participate in service identification and provision.

With a growing membership which includes 23 BME organisations and other groups the BMF seeks to provide infrastructure support to enable disadvantaged communities to be thoroughly engaged and informed to be able to play an active positive role in civic society. Operating from Mosaic Centre, Chute House, BMF facilitate a much needed physical space for the communities offering meeting and learning space, hot-desks, community development and a platform for celebrating diversity; working with individuals to reach their full economic and social potential through their core three strands of diversity, learning and development.

BMF believe the work achieved will go a long way to creating a cohesive, engaged, secure and prosperous future for the disadvantaged and thereby for the wider borough as a whole.

BMF exists to widen involvement and participation, welcoming representation from any individuals, groups or organisations that are from, or have an interest in the BME community. If you or your community are interested in promoting the above and can offer some assistance in taking these objectives further, or would just like to find out more about the forum, please contact the Forum.

Chute House Church Street, Basingstoke RG21 7QT

Tel: **01256 322751**

Email: **info@bmforum.org.uk**

Web: **www.bmforum.org.uk**

Basingstoke Malayalee Cultural Association

Email: Basingstokemca@yahoo.co.uk

Basingstoke Hindu Society

Carnival Hall, Council Road,
Basingstoke, RG21 3DH

Tel: 01256464031

Web: www.b-h-s.co.uk

Basingstoke Nepalese Community

The Gurkha Grocery, 9 Winton
Square, Basingstoke RG212 8EW

Web: [www.](http://www.basingstokenepalesecommunity.com)

[basingstokenepalesecommunity.com](http://www.basingstokenepalesecommunity.com)

Basingstoke Sikh Gurdwara

207 Lower Brook Street, Basingstoke
RG21 7RR

Basingstoke Filipino Community

Email:

[Basingstokefilipinocommunity@
gmail.com](mailto:Basingstokefilipinocommunity@gmail.com)

Basingstoke Sikh Society

Email: info@basingstokesikhs.co.uk

Web: www.basingstokesikhs.co.uk

**Basingstoke Crescent Association
(Muslim group)**

Email: info@basingstokecrescent.org

Web: www.basingstokecrescent.org

**Basingstoke Albirr Mosque
(Muslim Community)**

35-37 Sarum Hill, Basingstoke
RG21 8SS

Web: [www.basingstokemosque.org.
uk](http://www.basingstokemosque.org.uk)

Basingstoke Ladies Hamara Club

Carnival Hall, Council Road,
Basingstoke, RG21 3DH

Tel: 01256 464031

Basingstoke Polish Community Association

Email: [basingstokepolishcommunity@
googlemail.com](mailto:basingstokepolishcommunity@googlemail.com)

Bambui UK Development Association (BUKDA)

52 Guernsey Close, Popley,
Basingstoke RG24 9PS

Email: bukdacharity@yahoo.co.uk

Web: www.bukda.org

**Hungarian Community Association
Basingstoke & Surrounding areas**

Email:

Basingstoke.hungarians@gmail.com

**Fellowship Dialogue Society
(Turkish Community)**

Web: www.dialoguesociety.org/

New Testament Church of God (A

local church attended by a mix of people including a number from Africa, the Caribbean, India, Europe and Britain)

Minister: **Bishop Graham Owen**
Popley Fields Community Centre,
Carpenters Down, Basingstoke
RG24 9AE

Tel: 01256 363692

Email: graham.owen@ntcog.org.uk

Web: www.ntcog.org.uk

North Hampshire Caribbean and African Network

The Orchard, White Hart Lane,
Basingstoke RG21 4AF

Email: nhcanbusiness@yahoo.co.uk

Web: www.nhcan.com

Telugu Association of Basingstoke

Email: www.tab-uk.com/

Basingstoke Muslim Welfare Association

Website: www.bmwa.org.uk/
homechair@bmwa.org.uk

Faith groups in Basingstoke and Deane



Basingstoke Albirr Mosque (Muslim Community)

**35-37 Sarum Hill, Basingstoke
RG21 8SS**

Basingstoke Sikh Gurdwara

**207 Lower Brook Street, Basingstoke
RG21 7RR**

Basingstoke Hindu Society

**Carnival Hall, Council Road,
Basingstoke RG21 3DH**

Tel: **01256 464031**

Email: **enquiries@b-h-s.co.uk**

Website: **www.b-h-s.co.uk**

Christian Congregation in the United Kingdom.

Services in English and Portuguese on
Sundays at **3.30pm** and Wednesday at
8pm at Carnival Hall.

Ricardo Teles do Nascimento on
07446135699

Lighthouse Chapel International

Charismatic/Pentecostal Church that
believes in living by the word of God/
Gospel of Jesus Christ our lord - attended
by a mix of people of all backgrounds.
Minister in Charge of Reading Branch

Rev Kofi Agyakwa-Duodu

Email: **Kofikad@aol.com**

Web: **www.daghewardmills.org**
www.lighthousechapelinternational.org

New Testament Church of God

New Testament Church of God (A local
church attended by a mix of people
including a number from Africa, the
Caribbean, India, Europe and Britain)

Minister: **Bishop Graham Owen**

**Popley Fields Community Centre,
Carpenters Down, Basingstoke
RG24 9AE**

Tel: **01256 363692**

Email: **graham.owen@ntcog.org.uk**

Website: **www.ntcog.org.uk**

Roman Catholic (A number of Polish,
African, Caribbean, Asian and European
residents attend this church)

Holy Ghost,

**Sherborne Road, Basingstoke
RG21 5TD**

Tel: **01256 465214**

Basingstoke Muslim Welfare Association

Website: **www.bmwa.org.uk/
homechair@bmwa.org.uk**

Ethnic food stores



Fastfare Convenience Store

**Abbey Road, Basingstoke,
RG24 9ES**

Tel: **01256 323679**

Todays Local Store

**2 Forsythia Walk. Oakridge Village,
Basingstoke RG21 5LG**

Tel: **01256 324411**

Marylka Polish Deli

**4 Feathers Lane, Basingstoke,
RG21 7QQ**

Tel: **01256 869520**

BNC Gurkha Grocery Ltd / HALAL MEAT

**9 Winton Square, Basingstoke,
RG21 8EW**

Tel: **01256 464640**

New Cash and Curry / HALAL MEAT

**Unit 2 Anchor Court, 34 London
Road, Basingstoke, RG21 7NY**

Tel: **01256 466286**

Londis/HALAL

**1A Crown Heights, Alencon Link,
Basingstoke, RG21 7TN**

Tel: **01256 818564**

ASDA Superstore (World Food Aisle)

Brighton Way, Basingstoke, RG22 4DH

Tel: **01256 375100**

Basingstoke cash & carry /

HALAL MEAT

36A Winchester Street, Basingstoke

RG21 7EY

Tel: **01256 328585**

Useful numbers in Basingstoke and Deane

Emergency Phone Numbers:

Police

999 (for emergencies)

101 (for non-emergencies)

Basingstoke Police Station

0845 0454545

Childline **0800 1111**

Mental Health Problems

Parklands Hospital (24 hours telephone support) **01256 817718**

Samaritans (24 hours telephone support) **01256 462333**

Basingstoke Hospital **01256 473202**

Utility Emergencies

Gas Emergencies **0800 111999**

Electricity Emergencies **08457 708090**

Water Board Emergencies

0845 602 1724

Housing Repairs Emergencies

0800 195 5515

Health

Emergency Dental Services

Dental help Line **0845 050 8345**

Pharmacies

Kingsclere Pharmacy **01635 298419**

Hills Pharmacy Abbey Road

01256 322319

Lloyds Chemist: Chineham

01256 356590

Oakridge **01256 464340**

Fox Pharmacy Tadley **01189 813572**

Winklebury Pharmacy **01256 328328**

Tesco Pharmacy **01276 895482**

Other useful Numbers

(not 24 Hours)

Age Concern Hampshire in Basingstoke **01256 423874**

Basingstoke and Tadley Citizens Advice **03444 111 306**

Basingstoke and Deane Borough Council **01256 844844**

Basingstoke Counselling Service **01256 843125**

Basingstoke Neighbourcare **01256 423855**

Basingstoke Pregnancy Crisis Centre **07973 738861**

Victim Support **0845 38 99 528**

Dial-a-Ride **01256 462101**

Hart District Council **01252 622122**

Railway Enquiries **08457 484950**

Relate North & East Hampshire and Borders **01256 324364** (relationship advice)

Royal British Legion **01256 357666**

Stagecoach (Bus Station)

0845 1210190



www.basingstoke.gov.uk | 01256 844844

customer.services@basingstoke.gov.uk

Follow us on Twitter: twitter.com/BasingstokeGov

We hope you have found this guide useful. If you have any comments please contact Basingstoke and Deane Borough Council by emailing **islam.jalaita@basingstoke.gov.uk** or calling **01256 845325**.

If you need this information in a different format, for example large print, CD or braille, please contact the council.

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