

Living and working in Basingstoke and Deane



Basingstoke
and Deane

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Welcome to Basingstoke and Deane

This guide has been produced by Basingstoke and Deane Borough Council in partnership with other organisations that provide local services. We hope it 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). It is part of the borough of Basingstoke and Deane and part of the parliamentary constituency of Basingstoke.

There are libraries and a discovery centre with excellent information services and free computer access. The Basingstoke and Deane Borough Council civic offices are in Basingstoke town centre and there are Citizens Advice Bureau offices 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 that 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 that 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 (appointment only): **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)



Islam Jalaita - Diversity and Inclusion

Islam's role involves making contact with individuals, groups, and organisations from diverse communities in the borough, providing support and understanding in relation to the challenges different communities face. He also support a range of community groups and representatives forums such as Basingstoke Multicultural, Disability, Over 55s, Interfaith, LGBT Forums and Basingstoke Access 4 All Working Group to respond to accessible requirements and the needs of diverse communities.

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: **www.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 including Summer Reading Challenge and Home Library Service
- Snacks, Hot and Cold beverages are available to purchase throughout the day
- 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

www.hants.gov.uk/library/libraryfinder

Citizens Advice

Citizens Advice offer free, independent, confidential and impartial advice to everyone, regardless of their circumstances or who they are. It values diversity, promotes equality and challenges 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:

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 and 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 is open Thursday evening for appointments only

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: <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

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.

If you are a citizen of one of the countries listed below, 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 a leave status. 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 and Nevis	Tonga
The Bahamas	The Gambia	Malta*	St Lucia,	Trinidad and Tobago
Bangladesh	Ghana	Mauritius	St Vincent and 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 are working with a labour providers and 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 as a worker and protected by employment laws. There are many employment agencies in Basingstoke, most of which are located in the top of the town centre, in the London Road, Wote Street and Winchester Street areas.

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 April 2018

- | | | |
|---------------|-------|-------|
| • 25 and over | £7.50 | £7.83 |
| • 21 to 24 | £7.05 | £7.38 |
| • 18 to 20 | £5.60 | £5.90 |
| • Under 18 | £4.05 | £4.20 |
| • Apprentice* | £3.50 | £3.70 |

You can find out more at www.gov.uk/national-minimum-wage-rates If you think you have been underpaid check at 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 payslip. 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 older neighbour with their shopping to providing legal advice for a local charity, volunteers make a vital contribution to all aspects of community life. Being a volunteer gives 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**
www.volunteernorthhants.org

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 Action to make a difference in the community.

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

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
- payslips

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

www.hants.gov.uk/registration/births or telephone on **0300 555 1392**.

Phone lines open Monday to Friday 8.30am to 5pm.

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

www.hants.gov.uk/registration/death or telephone on **0300 555 1392**.

Phone lines open Monday to Friday 8.30am to 5pm

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 **www.hants.gov.uk/registration/marriage** or telephone on **0300 555 1392**. Phone lines open Monday to Friday 8.30am to 5pm. 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 **www.hants.gov.uk/registration/marriage**

To book your ceremony telephone **0300 555 1392**. Phone lines open Monday to Friday 8.30am to 5pm.

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 belief 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

www.hants.gov.uk/registration/nationalitycitizenship/booknationalitycheck

or telephone **0300 555 1392**. Phone lines open Monday to Friday 8.30am to 5pm.

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 **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 five working days of submitting your online application. For more information and to find out when and where we offer the service please visit

www.hants.gov.uk/registration/europeanpassportreturnservice

or telephone **0300 555 1392**. Phone lines open Monday to Friday 8.30am to 5pm.

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 five 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 8.30am to 5pm.

Nationality Document Return Service

The Nationality Document Return Service (NDRS) is for people who have already applied online via Gov.uk to become British citizens.

An NDRS Agent will send certified copies of your supporting documentation, including passports and/or travel documents, to the Home Office on your behalf.

This service allows you to retain their original documents whilst the Home Office considers your application for citizenship. You will need an appointment.

Copy certificates

You can order copy certificates for events that happened in Hampshire such as Birth, Death and Marriage. To purchase copy certificates visit **www.hants.gov.uk/registration/copycertificates** or telephone **0300 555 1392**. Phone lines open Monday to Friday 8.30am to 5pm.

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.

Wessex Community Bank

Wessex Community Bank is a not-for-profit and ethical community bank exclusive for people living and working in Hampshire & Isle of Wight.

Wessex Community Bank is a community based, not-for profit organisation, aiming to help out with all banking products including loans, current accounts and budgeting accounts, designed to help out those struggling with their income and expenditure.

If you require more information about Wessex Community Bank visit the website **www.wessexcommunitybank.org/**

Pensions

The Pension Service will work out the amount of state pension and pension credit that you are entitled to. It provides 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. It pays your entitlements to you and answers questions over the phone and by post and by email. It tells 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 benefits@basingstoke.gov.uk or phone **01256 844844**.

In addition, as part of the implementation of Universal Credit we have been working with local banks and have designed a leaflet for our customers use. A link can be found on our website at www.basingstoke.gov.uk/universal-credit (www.basingstoke.gov.uk/content/page/55314/A%20guide%20to%20basic%20bank%20accounts%20leaflet.pdf)

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: **0800 328 9344** Textphone: **0800 328 1344**

Monday to Friday, 8am to 6pm

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 Housing 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 Housing 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 Resource 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** Friday from **9.30am to 12.30pm** 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 Housing 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**.

Vivid Housing Association

Vivid 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 Vivid's First Contact Centre on **01256 338800** to find out if you are eligible or find out more at Vivid's website **www.vividhomes.co.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. If 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 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 that 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.

Tax your vehicle

Tax your car, motorcycle or other vehicle using a reference number from:

- a recent reminder (V11) or 'last chance' warning letter from DVLA
- your vehicle log book (V5C) - it must be in your name
- the green 'new keeper's details' slip (V5C/2) from a log book if you've just bought it

Please visit: **www.gov.uk/vehicle-tax**

You can pay by debit or credit card, or Direct Debit.on-line at **www.dft.gov.uk/dvla** and you need to have the insurance certificate and MOT certificate to get your tax.

You must tax your vehicle even if you don't have to pay anything, for example if you're exempt because you're disabled.

You'll need to meet all the legal obligations for drivers before you can drive, for further information please visit the link below:

www.gov.uk/legal-obligations-drivers-riders

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 a criminal 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.

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 English language skills

English language skills classes aim to support adult learners to develop English and maths skills and to improve digital inclusion, community cohesion and health and wellbeing. The classes organised at school venues are open to all parents with no or little English. 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: **<https://ebsprospectadmissions.hcc.tribalhosted.co.uk/>**

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 5 and 16 years must attend school. Children must now be in some form of education until they are 18. This includes apprenticeships and schemes where they work some of the week in a paid job and also attend college part time. 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 Free School Meal, 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. All state-funded schools in England, including academies and free schools, will have a legal duty to offer free meals for all children in Reception to Year 2, under the Universal Infant Free School Meals policy.

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).

The school menus are available in translation here

www3.hants.gov.uk/hc3s/hc3s-primary/primarymenu.htm

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 **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 education 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 471474**
Email: **info@linguatastic.com**
Website: **www.linguatastic.com**

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 Russian School

A community-based Saturday school to teach children the Russian language.
Queen Mary's College Cliddesden Road, Basingstoke RG21 3HF
Email: **russkayashkolabasingstoke@gmail.com**

Basingstoke Hungarian Community School

Wessex Christian Fellowship Church,
Wessex Close, Basingstoke, RG21 3NP
Email: **uk.bhcs@gmail.com**

Basingstoke Supplementary Islamic School

A community based Saturday school to teach Muslim children (age five to 15) in 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

Affordable supplementary education to primary and secondary school pupils, to improving pupils' literacy and numeracy levels at an early age.

Cross Street, Basingstoke RG21 7DD

Email: **basingstoke@**

fellowshipeducation.org.uk

Achievers Academy

The tutoring is targeted to raise the academic levels of children in the school years. The subjects offered are English, maths, verbal reasoning and non-verbal reasoning. Specialise in training the year 3 , year 4 and year 5 students towards the 11+ Grammar School and Independent school entrance exams preparation as per requirements of CEM style and GL assessments. Every Saturday during term time at the **Vyne School, Basingstoke**
Email: **contact@achieversacademy.co.uk**

KUK Kannada Kali language classes for children

A community-based Sunday school to teach children the Kannada language. The objective of Kannada Kali programme is to teach Kannada language to children between ages four and 12 from the community. Regular Sunday classes conducted at **Chute House, Church Street, Basingstoke RG21 7QT**
Email: **kannadakali@kannadigaruu.com**

Basingstoke Telugu language, maths and ICT Classes

A community-based Fridays 6pm to 8pm school to teach children the Telugu language, maths and ICT. **Chute House, Church Street, Basingstoke RG21 7QT**
Email: **arun2020@yahoo.com**
Website: **ww.tab-Uk.com**

Tamil school

Community-based Saturday classes to teach Tamil language at **Cranbourne School**
Call: **07958412269**

Kala The Arts

South Asian Arts and Heritage **The Orchard, White Hart Lane Basingstoke RG21 4AF**
Email: **Admin@kalathearts.co.uk**
Tel: **07725838419**
Website: **www.kalathearts.co.uk**

Support for children in school

Schools can access support from EMTAS for families who do not speak English as a first language. EMTAS staff work in schools to provide training, support for parents and in-class bilingual support for children and young people as they settle into their new UK school.

There is a lot of information for parents, some in translation, on the EMTAS website.

EMTAS has useful advice on the parents section of their website about Bringing up your Child Bilingually and Behaviour Management Guides.

www3.hants.gov.uk/education/emas/forparents.htm

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

Tel: **01256 330195** 8.30-4.30pm

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

EMTAS also offers phone lines in various languages during school term time only, to provide information about educational issues. Details on our website here:

www.hants.gov.uk/emasphonelines

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 phonelines for parents and schools – term time only

Please ring **EMTAS** on our helplines for information, or if you have any questions relating to your child's education or well-being. All **EMTAS** 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: **emas@hants.gov.uk** (with your contact details and the language you speak) and we will do our best to help you.

www.hants.gov.uk/emasphonelines

Arabic: ask for Zein Ahmed
Thursday 12.30pm–2.30pm
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: ask for Katarzyna Tokarska or
Magdalena Raeburn
Monday 2pm–4pm
01256 330195
EMTAS Base: Basingstoke

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

Romanian: ask for Ildiko Ordog
Thursday 10am–12noon
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.
Monday 11.30am to 1.30pm
(term time only).
Telephone: 01256 330195

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

Children, Young People and Families Team (Basingstoke and Deane Borough Council)

Building and encouraging effective support for children, young people and families in the borough is at the heart of the team's priorities. We aim to co-ordinate support activities by building capacity to develop sustainable, effective and efficient provision across Basingstoke and Deane. The team provides information, advice and guidance to support these provisions as well as offering opportunities for learning through training or networking. We can assist with signposting you to the right provision to meet your family's needs such as providing details of your local youth club, family support group, nurseries, pre-schools and more. We have a social media presence which provides a wide source of information relating to what is happening locally in your area as well as borough-wide. Find us by visiting: [www.facebook.com/](https://www.facebook.com/basingstokechildrenyoungpeopleandfamilies)

basingstokechildrenyoungpeopleandfamilies or via twitter **@cypfteam**

Tel: **01256 845622** Email: cypfteam@basingstoke.gov.uk

Basingstoke Young Carers

Basingstoke Young Carers helps to enable young carers between the ages of 18 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 contact:

Tel: **0800 8786 500**

Email: office@basingstokeyoungcarers.co.uk

Website: www.basingstokeyoungcarers.com

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 **03005551384** or email childrens.services@hants.gov.uk

To search for childcare, early years education and family services visit the Family Information Directory <https://fish.hants.gov.uk>

Family Support Service

A Hampshire County Council service offering a range of support for children aged 0 – 19 years (or up to 25 for young adults with learning difficulties and/or disabilities) and their families, including activities and programmes to support parenting. Call **01256 776189** for further information.

www.hants.gov.uk/socialcareandhealth/childrenandfamilies/familysupportservice

Training Courses

Basingstoke Voluntary Action can provide training on the following subjects, to register your interest please contact: **training@bvaction.org.uk** or phone **01256 423816**.

- Policies and procedures
- Simple Accounting for Small Charities
- Applying for a grant
- Shorter sessions regarding attracting, keeping and supporting your volunteers, tailored to particular queries
- One hour session on DBS checks – when and why they are needed, and when they can't be asked for, as well as information about the online update service, which allows volunteers to register their DBS status so that organisations can check at any time.
- Social Enterprise

For information on courses or for an application form please visit:

www.bvaction.org.uk/sections/training-courses

Or please contact:

Basingstoke Voluntary Action (BVA), The Orchard, White Hart Lane, Basingstoke RG21 4AF

Telephone **01256 423816** or email **training@bvaction.org.uk**

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.

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 cycleways 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

01256 845772

peter.smith@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

08457 484950

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 pre-booked. 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 certain 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**

www.hants.gov.uk/concessionary-travel

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** **www.cfirfirst.org.uk**

Getting About Guide

Travel advice and information can be found on Hampshire County Council

www.hants.gov.uk/transport/trafficandtravel/publictransport/timetables

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 vehicles capable of carrying four to 16 people. All drivers are volunteers who have 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.

0300 500 8085 **www.cfirfirst.org.uk**

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 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**

Good Neighbour Groups

There are several 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 Shop 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 assess 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 and dentist

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.uk/service-search** or contact NHS by calling 111.

Registration with a surgery and NHS treatment is free of charge but you may have to pay for medical prescriptions. You will need evidence of your address to be able to register.

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 call 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 Hampshire Hospital

01256 473 202

www.hampshirehospitals.nhs.uk/

To find a dentist please visit the link below:

www.nhs.uk/Service-Search/Dentists/LocationSearch/3

Midwives, Health Visitors and School Nurses

Midwives: If you are pregnant you will need to visit your GP to inform them, and they will then pass your care to a specialist in pregnancy and birth. This is likely to be a midwife, but in some cases you may also need to see a consultant.

Health Visitors: If you are due to have a baby soon, and once your baby arrives all families will have appointments with the health visitor. The health visitor is a specialist in care for children under five years old and their families. They will be able to answer some of your health and wellbeing questions and signpost you to other services for support. They also hold regular child health clinics:

www.southernhealth.nhs.uk/services/childrens-services/health-visiting/about/child-health-clinics/

School Nurse: If you have a child over five years old the school nurse is available to offer support and guidance to either yourself or your child on many issues relating to health and wellbeing.

Immunisations

When you arrive in the UK, or any new family members arrive, it is worth contacting your GP or practice nurse to review the immunisations you have had and those you may need.

<https://www.nhs.uk/Conditions/vaccinations/>

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:

- 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. We will do this by ensuring:

- people are supported to self-manage and self-care
- people can access high quality primary care (eg GPs, practice nurses)
- health and social care is integrated and delivered closer to home
- we commission (buy) the Right Care, in the Right Place, and at the Right Time.

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 are a number of ways that you can get involved with the CCG, either call us using the number below or take a look at our website: **www.northhampshireccg.nhs.uk**

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**

Adults' Health and Care

Adult Social Care

Hampshire County Council's Adults' Health and Care department encourages you to stay well and live independently. We encourage you to do as much as you can for yourself to remain healthy and independent with support from your family, friends and community networks.

When you are vulnerable and in need of direct support, we ensure you have access to social care services that are affordable for the council. 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.

www.connecttosupporthampshire.org.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 seldomheard 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)

Staying safe

Police

Law enforcement in Basingstoke and Deane is provided by Hampshire Constabulary. The Basingstoke Police Station is located in **Police Investigation Centre, Viables Business Park, Jays Close, Basingstoke RG22 4BS** Opening hours – Monday to Saturday 8am to 8pm and Sun 9am to 5pm. Bank Holidays 10am to 6pm
www.hampshire.police.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**.

BDBC Community Safety Patrol officers (CSPOs)

The Community Safety Patrol service exists to improve the wellbeing of local residents by helping to make people feel safer. The focus of the service is to reduce anti-social behaviour affecting people and places.

Anti-social behaviour is a broad term used to describe the day-to-day incidents that make many people's lives a misery – from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours. In many cases, the behaviour is targeted against the most vulnerable in society and even what is perceived as 'low level' anti-social behaviour, when targeted and persistent, can have devastating effects on a victim's life.

Community Safety Patrol Officers aim to reduce antisocial behaviour (ASB) affecting people and places by:

- Enforcing a robust approach to ASB
- Deterring ASB through high visibility patrols
- Reassuring communities and victims
- Promoting measures to reduce risks of ASB
- Working with partner organisations to tackle issues
- Gathering evidence for remedial action

The council will not ignore antisocial behaviour and it will use its range of powers to take the most appropriate action to address it.

To contact the Community Safety Patrol team, call **01256 844844** or email **csपो@basingstoke.gov.uk**. To report antisocial behaviour, call **101** or **999** in an emergency. To report environmental issues, such as litter, fly-tipping or dog fouling, call **01256 844844** or visit **www.basingstoke.gov.uk/report**

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@theyoutrust.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 5pm.

Tel: **01256 423810** (With 24-hour answerphone)

The Crisis/Support line is open Monday to Thursday from 7pm to 9pm.

Tel: **01256 423890** (With 24-hour answerphone)

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

Website: **<http://www.brasacc.org.uk/>**

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, disability, sexual or any other background, or you see such an incident happening, you can contact the police. If it is an emergency, dial **999**; otherwise you can contact **101** and ask to speak to an officer from the local Neighbourhood Policing 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, for further information please visit

www.gov.uk/business-help

0845 600 9 006

info@businesslinkssoutheast.co.uk

Enterprise First

Enterprise First offers 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

www.enterprisefirst.co.uk/

0800 652 6254

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

www.hampshirechamber.co.uk

01256 338633

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

07796 491667

www.basingstokelsc.org.uk/

basvsc@outlook.com

Basingstoke Multicultural Forum see page 47

Basingstoke and District Disability Forum

Basingstoke and District Disability Forum (BDDF) is a charity which aims to be the main, membership-based organisation for anyone affected by any type of disability within the local community. This includes disabled people and their carers, as well as fellow charities and local businesses. BDDF promotes inclusion and opportunities for anyone with a disability, by providing information and bringing people together. Their activities include a monthly newsletter, signposting service and informal get togethers (Basingstoke Disability ConneXions), along with members' events and fundraising. For more information, please contact them as below.

Telephone: **01256 423869**; email: **info@bddf.org.uk**; web: **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.

01256 412119

www.bdover55sforum.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/communitycentres** 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.

01256 423816

admin@bvaction.org.uk

www.bvaction.org.uk

Destination Basingstoke

Another good source of information is the Destination Basingstoke website

www.destinationbasingstoke.co.uk

Energise ME

This organisation has an online directory of sports clubs and facilities on its website:

www.energiseme.org or you can obtain information by calling

01962 676 165 or email **info@energiseme.org**

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:

Chute House Church Street, Basingstoke RG21 7QT

01256 322751

info@bmforum.org.uk

www.bmforum.org.uk

Basingstoke Russian community
Email: russiancommunitybasingstoke@gmail.com

Basingstoke Malayalee Cultural Association
Email: Basingstokemca@yahoo.co.uk

Basingstoke Nepalese community
The Gurkha Grocery, 9 Winton Square, Basingstoke RG212 8EW
Web: www.basingstokenepalesecommunity.com

Basingstoke Filipino community
Email: Basingstokefilipinocommunity@gmail.com

Basingstoke Ladies Hamara Club
Carnival Hall, Council Road, Basingstoke, RG21 3DH
Tel: **01256 464031**

Basingstoke Hungarian community
Email: uk.bhcs@gmail.com

Basingstoke Polish Community Association
Email: basingstokepolishcommunity@googlemail.com

Bambui UK Development Association (BUKDA)
52 Guernsey Close, Popley, Basingstoke RG24 9PS
Email: bukdacharity@yahoo.co.uk
Web: www.bukda.org

Hampshire Indo British Society
Email: hampshireindobritishsociety@gmail.com

Hungarian Community Association Basingstoke and Surrounding areas
Email: Basingstoke.hungarians@gmail.com

Fellowship Dialogue Society (Turkish Community)
Web: www.dialoguesociety.org/

Telugu Association of Basingstoke
Email: www.tab-uk.com/

Faith groups in Basingstoke and Deane



One Church Basingstoke

This is an ecumenical body that encourages Christian unity, facilitates prayer and fellowship and supports Christian ministries in the town. It provides a hub for information about individual churches, plus details of major events that are being held in the town. It is led by Christians from different denominations who are committed to work together to see the kingdom of God come in Basingstoke.

For details about churches and Christian ministries in the town you can visit the website at

www.onechurchbasingstoke.org

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

Basingstoke Sikh Society

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

Website: **www.basingstokesikhs.co.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**

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)

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 helpline **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

The Safe
(pregnancy crisis and support)
07973 738861

Victim Support **0845 38 99 528**

Dial-a-Ride **01256 462101**

Hart District Council **01252 622122**

Railway Enquiries **08457 484950**

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

Royal British Legion **01256 357666**

Stagecoach (Bus Station)
0845 1210190



www.basingstoke.gov.uk | 01256 845325

islam.jalaita@basingstoke.gov.uk

  @BasingstokeGov

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

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