

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 is 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 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.

The services we describe are often free and confidential and have been found to be useful and important by other newcomers.

Please be aware that although this guide is as accurate as possible, some information may change. To find important and up-to-date information often in a range of languages, please use the website addresses in each section.

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**

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**



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 supports a range of community groups and representatives from forums such as Basingstoke Multicultural, Disability, Over 55s, Interfaith, LGBTQ+ 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, Wednesday, Thursday, Friday and Saturday 9.30am-5.00pm

Tuesdays 9.30am – 1.30pm

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 **Chineham, Tadley, Overton and Whitchurch and Kingsclere**. For 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: **0800 144 8848 or 0344 4111 306**

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**

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

Saturday **10am to 12noon**

Citizens Advice Tadley

Citizens Advice Tadley & District, Franklin Ave, Tadley, Hants, RG26 4ET

Tel: 0118 9817567 (admin) 03444 111 306 (advice line)

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 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



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** or visit the link below :

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

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.

**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.*

European Union countries

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

**correct as of February 2021*

Commonwealth countries

Antigua and Barbuda	Cyprus*	Malaysia	Rwanda	Swaziland
Australia	Dominica	Maldives	St Kitts and Nevis	Tonga
The Bahamas	The Gambia	Malta*	Saint 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	
	Lesotho	Papua New Guinea	Sri Lanka	
	Malawi			

British Overseas Territories

Anguilla	Falkland Islands	South Georgia 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).

You can register to vote by contacting Electoral Services at Basingstoke and Deane Borough Council on **01256 845355**.

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 healthcare, benefits and pensions. 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 directly to the government.

You can apply for an NINO by telephoning the NINO Allocation Service **0345 600 0643**, Monday to Friday, 8am to 6pm. Please visit the 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: **0800 169 0190** and text phone: **0800 169 0314**

Website: You can use Find a Job 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 provider and are being treated unfairly, you can contact Community Legal Services direct on **0845 345 4345** or seek support from Basingstoke or Tadley Citizens Advice (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 law. There are many employment agencies in Basingstoke, most of which are located at 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 and NLW rates change every April. These rates are from April 2021.

- 23 and over £8.91
- 21 to 22 £8.36
- 18 to 20 £6.56
- Under 18 £4.62
- Apprentice £4.30

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 only perform 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 your tax code can be found on your 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**

Website: **www.volunteernorthhants.org**

Employee volunteering

Some employers allow their employees to take a limited amount of paid company time (usually one to two 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**

Website: **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, road tax vehicle registration and MOT test (certificate of roadworthiness) will be needed for most cars and the police can ask to see them.

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 Borough Council grounds.

Births

All births in England, Wales, Scotland and Northern Ireland must be registered within 42 days, 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 are open Monday to Friday between 8.30am and 5pm.

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

Deaths

In England, Wales, Scotland 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 are open Monday to Friday between 8.30am and 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, Scotland 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 Citizen) you may need to give 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 are open Monday to Friday between 8.30am and 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 are open Monday to Friday between 8.30am and 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 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.

EU Settlement Scheme

For the latest information about the EU Settlement Scheme and to sign up for email updates please visit <https://www.gov.uk/settled-status-eu-citizens-families>

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 Hampshire County Council as the Home Office will inform them 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 are open Monday to Friday between 8.30am and 5pm.

Copy certificates

You can order copy certificates for events that have happened in Hampshire such as birth, death and marriages. To purchase copy certificates visit www.hants.gov.uk/registration/copycertificates or telephone **0300 555 1392**. Phone lines are open Monday to Friday between 8.30am and 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:

WH Smith, The Malls, Basingstoke.

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 can be found at **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. You should compare offers before signing any credit agreement.

Wessex Community Bank

Wessex Community Bank is a not-for-profit and ethical community bank 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 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, 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

Website: 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 **0800 731 0122**, textphone **0800 731 0317**

Monday to Friday, 8am to 6pm.

Carer's 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 Carer's Allowance Unit
Tel: **0800 731 0297**, Textphone: **0800 731 0317**. Monday to Friday, 8.00am to 6pm

Financial advice and assistance

Contact Basingstoke Citizens Advice or Tadley Citizens Advice for financial advice. Opening times and contact **information can be found 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, the council has 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**

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 a tax-free benefit for those between the ages of 16 and 64 who have a long-term health condition or disability. This is 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, please call: **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 or if 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 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**. Visit (by pre-booked appointment only):

Parklands Building, Civic Offices, London Road, Basingstoke, RG21 4AH

(reception open **9.00am to 12.00pm** Monday to Friday, closed bank holidays)

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** and 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

Local housing association, Vivid, provides a range of affordable housing, from housing for rent and extra care housing, to part-buy part-rent and other affordable home ownership options. They also have garages to rent too. If you'd like more information, please get in touch on **0800 652 0898**, or visit **www.vividhomes.co.uk**

Sovereign Housing Association

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 is the local tax which pays for services such as police, fire service and rubbish 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 844844**

Housing and council tax benefit questions:

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

Benefit fraud questions:

Email: **fraudinvestigators@basingstoke.gov.uk** or phone **01256 845844**

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. You can compare prices at **www.uswitch.com**

If you live in rented accommodation, your tenancy agreement will state whether your landlord will pay your water, electricity and 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, gas and water meter readings 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 landline). If you need a new line, you can contact British Telecom (BT) on **150 440** or contact a different provider.

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 handheld 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 your black bins provided to every home. You should put your rubbish inside the bins and leave them for collection on 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 please check online at **www.basingstoke.gov.uk/bincollections** or call **01256 844844**.

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 by checking **www.basingstoke.gov.uk/recycling** or call **01256 844844**.

If you have re-usable furniture and white goods to donate The Community Furniture Project will be happy to collect them from your home. For more information please call **01256 320700**.

If you have other items you no longer want these can be recycled or disposed of at the Household Waste Recycling Centre, Basingstoke, RG24 8FA. You need to book an appointment to use the HWRC and you can do that by going to: **www.hants.gov.uk/wasteandrecycling/recyclingcentres/book-appointment**.

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 hold a valid driving licence. You must not be under the influence of alcohol or drugs.

You must comply with the Highway Code when driving any vehicle. 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. It is an offence to smoke in a vehicle with any passengers who are under 18 years old.

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. However 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 receive 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.

By law, all vehicles over three years old need to be examined annually/yearly for road worthiness by an authorised examiner and issued with a test certificate (MOT). It is an offence to fail to have a current MOT for a vehicle over three years old.

Tax your vehicle

Your car, motorcycle or other vehicle must be taxed using 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 online 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 **www.gov.uk/legal-obligations-drivers-riders**

Seat belt laws

Seat belts 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 seat belts in a vehicle.

For information about the seat belt requirements for children, visit **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:

Email: **Hampshire.Futures@hants.gov.uk** or call **01962 846193**

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. 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 meals. FSM eligibility affects school funding so it's really important that people apply - even if they 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 five to 10) or secondary school (ages 11 to 16).

The school menus are available in translation by visiting **www3.hants.gov.uk/hc3s/hc3s-primary/primarymenu.htm**

If you have a child of school age, visit your local primary school (ages five 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 at **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 academic levels of children in the school years. The subjects offered are English, maths, verbal reasoning and non-verbal reasoning. The academy specialises in training year 3, year 4 and year 5 students towards the 11+ Grammar School and Independent school entrance exams and preparation as per requirements of CEM style and GL assessments.

Sessions take place every Saturday during term time at

**The Vyne School, Basingstoke,
RG21 5PB**

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 the Kannada Kali programme is to teach Kannada language to children between four and 12 from the community.

Regular Sunday classes take place at

**Chute House, Church Street,
Basingstoke, RG21 7QT**

Email: kannadakali@kannadigaruuk.com

Basingstoke Telugu language, maths and ICT classes

Community-based sessions that take place on Fridays between 6pm and 8pm to teach children the Telugu language, maths and ICT.

**Chute House, Church Street,
Basingstoke, RG21 7QT**

Email: arun2020@yahoo.com

Website: www.tab-Uk.com

Tamil Language School

Community-based Saturday classes to teach children the Tamil language and culture at Cranbourne School.

Tel: **07767745686**

Email: r.muralidhara@gmail.com

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 the Ethnic Minority and Traveller Achievement Service 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.

More information for parents, some translated, is available on the EMTAS website.

EMTAS has useful advice on the parents section of the website including 'Bringing up your Child Bilingually' and 'Behaviour Management' guides.

www.hants.gov.uk/educationandlearning/emtas/english-additional-language

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

Tel: **0370 7794 222** between 8.30am and 4.30pm

Website: **www.hants.gov.uk/emtas**

EMTAS also offers phone lines in various languages during school term time only, to provide information about educational issues. For more information visit

<https://www.hants.gov.uk/educationandlearning/emtas/supportinglanguages/emtas-phone-lines>

Please ring EMTAS on the helpline for information or if you have any questions relating to your child's education or wellbeing. All EMTAS assistants speak good English so, if you can speak a little English, you can call at any of the times listed below.

If you need an interpreter for any other language please ring

Tel: **0370 7794 222**

Email: **emtas@hants.gov.uk** (with your contact details

and the language you speak) and they will do their best to help you. For more information visit **<https://www.hants.gov.uk/educationandlearning/emtas/supportinglanguages/emtas-phone-lines>**

Arabic: ask for Zein Ahmed
Monday 12.30pm to 2.30pm
03707 794222
EMTAS Base: Havant

Bulgarian: ask for Iliana Kocheva
Friday 2pm to 4pm
03707 794222
EMTAS Base: Basingstoke

Chinese Mandarin: ask for
Shelley Clarke
Tuesday 1pm to 3pm
03707 794222
EMTAS Base: Basingstoke

Hindi and Marathi:
ask for Meera Narasimhan
Tuesday 2pm to 3pm
03707 794222

Malayalam, Tamil and Telegu:
ask for Anantha Bharathan Kurup
Tuesday 2pm to 4pm
03707 794222

Nepali: ask for Sudhir Lama
Friday 12.30pm to 2.30pm
03707 794222
EMTAS Base: Basingstoke

Polish: ask for Katarzyna Tokarska or
Magdalena Raeburn
Wednesdays 2pm to 4pm
03707 794222
EMTAS Base: Basingstoke

Portuguese: ask for Catarina Martins
Friday 1pm to 3pm
03707 794222
EMTAS Base: Basingstoke

Romanian: ask for Ildiko Ordog
Thursday 10am to 12noon
03707 794222
EMTAS Base: Basingstoke

Spanish: ask for Fiona McKenzie
Wednesday 2.30pm to 4.30pm
03707 794222
EMTAS Base: Havant

Turkish: ask for Ozgul Springett
Wednesday 1pm to 3pm
03707 794222
EMTAS Base: Havant

Gypsy, Roma and Travellers:
EMTAS telephone advice service for
schools and parents/carers to answer
questions relating to Gypsy, Roma
and Traveller pupils and to discuss any
concerns.
To speak with one of our dedicated
Traveller team:
Thursday 12:00pm to 3:00pm
(term time only)
03707 794222
Ask for the Traveller phone line

Hungarian ask for Ildiko Ordog
Thursday 10:00am to 12:00
03707 794222
EMTAS Base: Basingstoke

Basingstoke Young Carers

Basingstoke Young Carers helps to enable young carers 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.

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 **0300 555 1384** or email **childrens.services@hants.gov.uk**

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

Family Support Service

This is a Hampshire County Council service which offers 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 or visit **www.hants.gov.uk/socialcareandhealth/childrenandfamilies/familysupportservice**

Training courses

Basingstoke Voluntary Action can provide training on the following subjects:

- policies and procedures
- simple accounting for small charities
- applying for a grant
- shorter sessions on 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 more information on courses or for an application form please visit:

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

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

Telephone: **01256 423816**

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 a one-hour drive from Basingstoke.

Buses

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

Tel: **0845 121 0180**

Road

The borough has convenient connections to main road networks, 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

www.basingstoke.gov.uk/parking

Cycling

There is an expanding network of cycleways covering the borough. A map identifying schools, leisure centres and other points of interest such as cycle parking facilities is available digitally at **<https://basingstoke.activemap.co.uk/>**

Trains

Basingstoke has its own railway station which offers a fast train service to London Waterloo 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 has 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.

Address: Concessionary Travel Team - PO Box 696 Fareham PO14 9PD

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

Website: **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 are unable to walk to the bus stop. The Dial-a-Ride service in Basingstoke is for those who have a mobility problem.

Tel: **01256 462101**

Website: **www.cfirst.org.uk**

Getting About Guide

Travel advice and information can be found on Hampshire County Council's website:

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.

Tel: **0300 500 8085**

Website: **www.cfirst.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 four to 16 people. All drivers are volunteers who have 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, mostly 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 offer a range of support from shopping to helping with small practical tasks or sitting for carers. To find out what is on offer in your local area visit

www.goodneighbours.org.uk

By far the largest group serving the borough is Basingstoke NeighbourCare.

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.

Website: **www.neighbourcare.com**

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**

Website: **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, call 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 numbers and addresses by visiting www.nhs.uk/service-search or contact the 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, call 999 or you can go to the local hospital's Accident and Emergency department.

The nearest A&E is

Basingstoke and North Hampshire Hospital, Aldermaston Road, Basingstoke, RG24 9NA

Tel: **01256 473 202**

Website: www.hampshirehospitals.nhs.uk/

To find a dentist, please visit

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. For more information, visit 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. For more information visit 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 have 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 take are:

- involving the public in the planning and development of services
- consulting on their Commissioning Plans
- having two members of the public on their governing body
- acting with a view to securing the involvement of patients in decisions about their care
- promote choice
- reducing inequalities between patients with respect to outcomes achieved.

The Clinical Commissioning Group (CCG) for this area is called the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group.

The Hampshire, Southampton and Isle of Wight CCG vision

The vision is to continuously improve the health and wellbeing of the people of North Hampshire.

- 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
- commission (buy) the right care, in the right place, and at the right time.

They need public support to help shape the future thinking for commissioning (the buying of) healthcare for the people of North Hampshire in the future.

**Hampshire, Southampton and Isle of Wight CCG, The Castle, Ground Floor
Castle Avenue, Winchester, Hampshire SO23 8UJ**

Tel: **02380 627444**

Facebook: **Hampshire, Southampton and Isle of Wight CCG**

Twitter: **@HIOW_ICCS**

Quit smoking with Hampshire support

For free and confidential advice, please call **01252 335120**, or **0845 602 6024663** or email **quit4life@nhs.net** and they will get back to you as soon as possible.

Adults' health and care

Adult social care

Hampshire County Council's Adults' Health and Care department encourages you to stay well and live independently. They 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, they 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.

Website: **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**

You can also download the new app which gives you 24/7 access to information to help you stay independent and well. It works offline so you can even find information and services when you do not have access to the internet. Just search for Connect to Support Hampshire in Google Play Store or Apple iTunes.

Solent NHS Trust Sexual Health Service

Solent NHS Trust Sexual Health Service provides Sexual and Reproductive Health (SRH) and Genito-Urinary Medicine (GUM) services across Hampshire. They have a clinic based at Crown Heights, in the centre of Basingstoke town.

Specialist services include:

- Sexually Transmitted Infection (STI) testing and treatment
- Contraception (including injection, implant and coils)
- Emergency contraception
- Pregnancy testing
- Unplanned pregnancy services (BPAS)
- HIV testing, treatment and care
- Under 25's Chlamydia testing and treatment
- Psychosexual counselling (by GP referral only)
- Vasectomy services
- 1 to 1 support

Online services on their website www.letstalkaboutit.nhs.uk include:

- Booking of appointments
- STI self-sampling test for anyone aged 18 years and over
- Chlamydia self-sampling test for anyone aged 15 to 24 years
- Condoms by post
- Online help via the 'Need Help?' button.

COVID-19 (Coronavirus): Sexual Health Services continue to provide care throughout the pandemic. For the most up to date information on how Sexual Health services are running, please visit **www.letstalkaboutit.nhs.uk**.

The service is available via a single point of access number, contactable 8am to 8pm 7 days a week on **0300 300 2016**.

Healthwatch Hampshire

Whether it's improving health and social care services today or helping to shape them for tomorrow, Local Healthwatch is all about local voices being able to influence the delivery and design of local health and social care services. Not just for people who use them now, but anyone who might need to in the future.

Healthwatch was created under the Health & Social Care Act in 2012 to gather and represent the views of the public. It exists in two distinct forms – local Healthwatch and, at national level, Healthwatch England. The aim of Healthwatch Hampshire is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch Hampshire also:

- represents the views and experiences of people who use services, carers and the public on the Health and Wellbeing Boards set up by local authorities
- provides information and signposting to people about local health and care services, how to access them and how to find their way round the system
- reports concerns about the quality of health and social care services to Healthwatch England, which can then recommend that the Care Quality Commission take action.

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 Healthwatch Hampshire:

Tel: **01962 440262**

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

Staying safe



Police

Law enforcement in Basingstoke and Deane is provided by Hampshire Constabulary. Basingstoke police station is located at **Viables Business Park, Jays Close, Basingstoke, RG22 4BS**. Opening hours are Monday to Saturday, 8am to 8pm and Sunday 9am to 5pm. On bank holidays, the centre is open between 10am and 6pm.

Website: 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 report non-urgent incidents, antisocial behavior, crimes or suspicious abehaviour that might be criminal at www.hampshire.police.uk or dial **101**. You can talk to your local police officers, contact the police station or visit www.crimestoppers-uk.org or call **0800 555 111**.

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 antisocial behaviour affecting people and places.

Antisocial behaviour is a 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 **cspo@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 emailing **spoc@theyoustrust.org.uk**

The YOU Trust offers advice and practical measures to enable people to remain in their own homes, where it is safe to do so, through the provision of additional safety measures being installed. The YOU Trust also delivers the Dragonfly Project, which offers workshops to train people to respond to disclosures of domestic violence and abuse within their communities. In Basingstoke, referrals to either Project can be made direct to the YOU Trust on **0800 916 9878** or **spoc@theyoustrust.org.uk**.

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

Website: **www.theyoustrust.org.uk**

Victim Support

Victim Support is a national charity that delivers the Hampshire and Isle of Wight Victim Care Service, funded by the Police and Crime Commissioner.

The Victim Care Service provides support for victims and witnesses of crime to cope with, and recover from, the harmful effects of the crime they have experienced. The Victim Care Service is open to all victims, no matter what the type of crime, regardless of whether the crime has been reported to the police or not, and no matter how recently or how long ago the crime took place. Support is also available to witnesses or indirect victims of crime.

The service has specialist teams who deal with the most vulnerable victims, for example those who have experienced domestic or sexual abuse and children from the age of four upwards.

The service is free, confidential and independent.

Victim Support's 24/7 number (free): **0808 168 9111**

Victim Support's 24/7 Live Chat: **www.victimsupport.org.uk**

Local number open 8am-8pm Monday to Saturday (free): **0808 178 1641**

Email: **hub.hiow@victimsupport.org.uk**

Website: **www.hampshireiowvictimcare.co.uk**

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 counselling 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.

Hate Crime Working Group

The Hate Crime Working Group was formed to encourage and support a wide range of organisations across the borough of Basingstoke and Deane to work together to tackle hate crime to create a safer environment for everyone.

Areas of priorities:

- to raise awareness of hate crime and hate incidents
- to increase confidence amongst victims to report hate crimes or hate incidents
- to increase reporting of Hate Crime
- to work with young people to educate and challenge attitudes and prejudices

Member's organisations are:

- Citizens Advice Basingstoke
- Basingstoke Police
- Basingstoke and Deane Borough Council
- Victim Support
- Local community groups representatives

If you are interested in becoming a member of the local Hate Crime Working Group, please contact **01256 845325** or email **Islam.Jalaita@basingstoke.gov.uk**

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

Website: **www.gov.uk/business-help**

Tel: **0845 600 9 006**

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

IncuHive

IncuHive brings together business mentoring, investment, training and networking events all under one roof, conveniently located in the Top of the Town.

In addition to 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. For further info please contact:

Tel: **01256 630 645**

Email: **hello@incuhive.co.uk**

Address: **8 Church Street, Basingstoke, RG21 7QE**

Hampshire Chamber of Commerce

Hampshire Chamber of Commerce 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

Website: **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 at

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

Basingstoke and Deane Local Sports Council

Working with and for local sport

Tel: **07796 491667**

Website: www.basingstokelsc.org.uk/

Email: basvsc@outlook.com

Basingstoke and District Disability Forum

Basingstoke and District Disability Forum (BDDF) is your local adult disability charity. BDDF offers support for anyone affected by disability within our local community, including people with a disability and their carers, our fellow charities and local businesses. BDDF promotes inclusion and opportunities for anyone living with a disability, chronic pain or impairment. Our aim is to healthily promote both visible and non-visible disability and those who live with it. By increasing awareness, providing information and bringing people together. BDDF is a free to join, membership-based organisation. Members receive access to all services including free activities such as mobility improving yoga and guided walks, a monthly newsletter, a befriending and signposting service, members' events and fundraising.

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, 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-55s Forum

Promoting a better quality of life for the over-55s 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.bdover55sforum.btck.co.uk/Meetings/DatesofOpenForumMeetings**

Basingstoke and Deane Borough Council, together with the Over 55s Forum, have produced a Directory of information which can be viewed and downloaded from **www.basingstoke.gov.uk/content/doclib/3207.pdf**

Community centres

For information about local community centres and the activities available in the local community, 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, helping 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**

Website: **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 emailing 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

Chute House, Church Street, Basingstoke RG21 7QT

Tel: **01256 322751**

Email: admin@bmforum.org.uk

Website: www.bmforum.org.uk

Cultural Diversity Consortium

Email: culturaldiversityconsortium@outlook.com

Basingstoke Unites Against Racism

Website: www.basingstokeunitesagainstracism.com

Email: BSk4blm@outlook.com

Facebook and Instagram: [@4buar](#)

Basingstoke Tamil Community

Email: basingstoketamilcommunity@gmail.com

Basingstoke Caribbean and Friends

Email: bcsandfriends@gmail.com

Basingstoke Malayalee Cultural Association

Email: Basingstokemca@yahoo.co.uk

Basingstoke Russian community

Email: russiancommunitybasingstoke@gmail.com

Basingstoke Nepalese community

The Gurkha Grocery, 9 Winton Square, Basingstoke, RG21 8EW

Website: 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**

Website: **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)

Website: **www.dialoguesociety.org/**

Telugu Association of Basingstoke

Email: **www.tab-uk.com/**

Basingstoke Kannada Community

Email: **admin@kannadigarUK**

Faith groups in Basingstoke and Deane

Inter Faith Basingstoke

Inter Faith Basingstoke (formerly Basingstoke Faith Leaders Forum) is an informal network of people from diverse faith communities and is open to individuals from different faith groups and those who agree with and are supportive of their aims. The Forum is primarily made up of individuals who:

- have a leadership role within a faith community.
- are people of faith who express their faith in and through a community.

Inter Faith Basingstoke seeks to promote mutual respect and understanding between all faiths and works together to identify and support the needs of all faith groups in Basingstoke. 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:

basingstokefaithleaders@gmail.com

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, 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

Wednesdays at **8pm**.

Tel: **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.

The Minister in Charge of Reading branch is **Rev Kofi Agyakwa-Duodu**

Email: **Kofikad@aol.com**

Website: **www.dagewardmills.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**

Church of England (over 25 different nationalities already involved)

**St Mary's, Eastrop, Basingstoke,
RG21 7PZ**

Email: info@stmarys-basingstoke.org.uk

Website: Stmarys-basingstoke.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**

Today's 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**

Gurkha Grocery Ltd

**9 Winton Square, Basingstoke,
RG21 8EW** Tel: **01256 464640**

Londis/HALAL

**1A Crown Heights, Alencon Link,
Basingstoke, RG21 7TN**
Tel: **01256 818564**

Surya's International Food Store

**4 Church Street, Basingstoke,
RG21 7QE** Tel: **01256 817728**

Delikatesy Smaczek/ Polish & East European Delicatessen

**2 The Malls Shopping Centre,
Basingstoke, RG21 7HY**
Tel: **01256 328332**

A&S Sloniatio LTD. Polish & East European Delicatessen

**35 Church Street, Basingstoke,
RG21 7QQ**

ASDA Superstore (World Food Aisle)

Brighton Way, Basingstoke, RG22 4DH
Tel: **01256 375100**

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 Supply 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 **0808 168 9111** for 24/7

or **0808 178 1641** which is open 8am-

8pm Monday to Saturday

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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