



# Living and working in the borough

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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.

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

## 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.

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 a computer / internet access at home, the Discovery Centre and local libraries provide a free 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 transport.

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 the same.

**How to contact the council (<https://www.basingstoke.gov.uk/contactus>)**

Our Civic Offices are located in Basingstoke town centre.

## Our Inclusion and Diversity Officer

The role of our Diversity and Inclusion Officer involves:

- contacting individuals, groups, and organisations from diverse communities in the borough
- providing support and understanding in relation to the challenges different communities face
- supporting 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 you can contact our Inclusion and Diversity Officer by emailing

[community.development@basingstoke.gov.uk](mailto:community.development@basingstoke.gov.uk)

(<mailto:community.development@basingstoke.gov.uk>), or phoning 01256 845325.

## Your local libraries

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

[For further information and opening times visit the Discovery centre webpage](#)

(<https://www.hants.gov.uk/librariesandarchives/library/libraryfinder/basingstoke-discovery-centre>)

There are also libraries in Chineham, Tadley and Overton and Whitchurch. [Find addresses and opening times by visiting the Hampshire County Council library webpage \(https://www.hants.gov.uk/librariesandarchives/library/libraryfinder\)](https://www.hants.gov.uk/librariesandarchives/library/libraryfinder)

## Library cards for Refugees

There is a membership card category 'Emergency Refugee Membership Card'

With this membership you can:

- Borrow up to 60 items
- Make up to 30 free reservations
- Loan for up to 56 days and up to five renewals (exception is for an eBook or an eAudiobook which have standard loan policies of two weeks for each item and a maximum of five loans per format).
- Have reservations placed either by the customer or staff, which will trigger no fee when placing the request
- Access our Go-Online terminals in branch

New customers who are eligible for this membership can join in branch only - staff will be aware and can help.

## 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.

They provide drop-in sessions in various community locations throughout the week. Please check their websites for up-to-date information about where and when these take place.

There are two Citizens Advice charities in the borough:

### Citizens Advice Basingstoke

Website: [cabasingstoke.org.uk](http://cabasingstoke.org.uk)

[\(https://www.cabasingstoke.org.uk/\)](https://www.cabasingstoke.org.uk/) Telephone advice line: 0808 278 7829

### Citizens Advice Tadley

Citizens Advice Tadley & District, Franklin Avenue, Tadley, RG26 4ET

Website: [catadley.org.uk](http://catadley.org.uk)

[\(https://www.catadley.org/\)](https://www.catadley.org/) Telephone advice line: 0808 278 7987

## Entering and staying in the UK

Immigration status can be complicated, and you may need to talk to an immigration adviser. [Find information at Civil Legal Advice \(GOV.UK\) \(https://www.gov.uk/civil-legal-advice\)](https://www.gov.uk/civil-legal-advice) or by calling 0345

[Find out more about UK visas and immigration \(GOV.UK\)](#)

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

## Registering 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
- You need to show photo ID to vote at polling stations in England. [Find out what are acceptable forms of voter ID \(https://www.electoralcommission.org.uk/voting-and-elections/voter-id/accepted-forms-photo-id\)](#)
- 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.

### [European Union countries \(#\)](#)

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

### [Commonwealth countries \(#\)](#)

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

*\* 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*

### [British Overseas Territories \(#\)](#)

Akrotiri, Anguilla, Bermuda, British Antarctic Territory, British Indian Ocean Territory, British Virgin Islands, Cayman Islands, Dhekelia, Falkland Islands, Gibraltar, Montserrat, Pitcairn Island, St

Helena and dependencies (Ascension Island and Tristan da Cunha), South Georgia and South Islands, Sovereign base areas on Cyprus, Turks and Caicos Islands

### [British Crown Dependencies \(#\)](#)

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

If you meet the criteria above, you can [Register to vote online \(GOV.UK\)](#) (<https://www.gov.uk/register-to-vote>) If you cannot register online and would like to register by phone or receive a paper registration form please call 01256 845467.

## 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.

[Apply for a National Insurance number online \(GOV.UK\)](#) (<https://www.gov.uk/apply-national-insurance-number>), if you require help with your application, telephone the NINo application helpline on 0800 141 2079.

## 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

Telephone: 0800 169 0190

Text phone: 0800 169 0314

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

Search and apply for a jobs at [Find a job \(GOV.UK\)](#) (<https://www.gov.uk/find-a-job>).

**Labour providers** sometimes known as gangmasters 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 0345 345 4345 or seek support from Basingstoke or Tadley Citizens Advice (details provided on the Information and Help page).

**Employment agencies** find jobs for agency workers. 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. 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. [Find out more about national minimum wage rates \(GOV.UK\)](https://www.gov.uk/national-minimum-wage-rates) (<https://www.gov.uk/national-minimum-wage-rates>).

If you think you have been underpaid, check by using the [National Minimum Wage and Living Wage calculator for workers - GOV.UK](https://www.gov.uk/am-i-getting-minimum-wage) (<https://www.gov.uk/am-i-getting-minimum-wage>) or call Acas on 0300 123 1100 who can help you with your employment rights.

## Your employment rights

Your rights as a worker are protected by UK law. If you want advice on employment law and good practice you can contact the Acas helpline on 0300 123 1100 or [find more information on the Acas website](https://www.acas.org.uk/advice) (<https://www.acas.org.uk/advice>).

## Working age limits

Young people under 13 years of age can only work in special circumstances with the permission of Hampshire County Council. [Find information about child employment: Minimum ages children can work \(GOV.UK\)](https://www.gov.uk/child-employment) (<https://www.gov.uk/child-employment>).

## 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, call the Acas helpline on 0300 123 1100 for advice.

## 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.

[Find out more about volunteering through Volunteer North Hampshire](#)

(<https://volunteernorthhants.org/>). Or contact the Volunteer Hub by emailing [vc@bvaction.org.uk](mailto:vc@bvaction.org.uk) (<mailto:vc@bvaction.org.uk>) or calling 01256 423816.

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.

## Proof of identity and address

You can use your passport to prove your identity. Identity cards are not required in the UK.

You may be asked for proof of address, for instance when opening a bank account or applying for a savings account. You can use 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.

Other documents you may need are:

- rent agreement
- employment contract
- birth certificate
- marriage certificate
- payslips

## 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.

## 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.

[Find out more information about Basingstoke Registry Office](#)

(<https://www.registryoffice.uk/basingstoke-registry-office/>)

### [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 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 [Register a birth \(Hampshire County Council\)](https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/births) (<https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/births>) or calling 0300 555 1392. Phone lines are open Monday to Friday.

### [Deaths \(#\)](#)

In England, Wales, Scotland and Northern Ireland you should register a person's death within five days.

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 [Register a death \(Hampshire County Council\)](https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/deaths) (<https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/deaths>) or calling 0300 555 1392. Phone lines are open Monday to Friday.

### [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.

For further information or to book an appointment visit the webpage [Marriage and civil partnerships \(Hampshire County Council\)](https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/get-married) (<https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/get-married>) or call 0300 555 1392. Phone lines are open Monday to Friday.

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.

Find further information about [Marriage and civil partnerships \(Hampshire County Council\)](https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/get-married) (<https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/get-married>)

To book your ceremony telephone 0300 555 1392. Phone lines are open Monday to Friday.

### [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.

# EU Settlement Scheme

[Find the latest information about the EU Settlement Scheme \(GOV.UK\) \(https://www.gov.uk/settled-status-eu-citizens-families\)](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 an additional fee for private ceremonies.

To book a private citizenship ceremony please telephone 0300 555 1392. Phone lines are open Monday to Friday.

## Copy certificates

You can order copy certificates for events that have happened in Hampshire such as births, deaths and marriages by visiting [Order a copy certificate \(Hampshire County Council\) \(https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/copycertificates\)](https://www.hants.gov.uk/birthsdeathsandceremonies/registrationservices/copycertificates) or calling 0300 555 1392. Phone lines are open Monday to Friday.

## Banking

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.

[Find a Post Office branch \(https://www.postoffice.co.uk/branch-finder\)](https://www.postoffice.co.uk/branch-finder)

### 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.

[Further information about getting a bank account \(Citizens Advice\) \(https://www.citizensadvice.org.uk/debt-and-money/banking/getting-a-bank-account/\)](https://www.citizensadvice.org.uk/debt-and-money/banking/getting-a-bank-account/)

### 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

A not-for-profit and ethical community bank for people living and working in Hampshire and Isle of Wight.

[Find more information about Wessex Community Bank \(https://wessexcb.org/\)](https://wessexcb.org/)

# Pensions

The Pension Service will work out the amount of state pension and pension credit that you are entitled to.

## State Pension new claims

[Apply for your state pension online \(GOV.UK\)](https://www.gov.uk/get-state-pension) (<https://www.gov.uk/get-state-pension>) or call 0800 731 7898 (Textphone: 0800 731 7339)

## Pension Credit new claims

[Find information and apply for Pension Credit \(GOV.UK\)](https://www.gov.uk/pension-credit) (<https://www.gov.uk/pension-credit>) or call 0800 99 1234 (Textphone: 0800 169 0133)

# Benefits

## Attendance allowance

A tax-free benefit available for people aged 65 years or over who have a disability and need someone to help look after them. [Find more information and apply online for Attendance Allowance \(GOV.UK\)](https://www.gov.uk/attendance-allowance) (<https://www.gov.uk/attendance-allowance>) or call the Attendance Allowance Helpline 0800 731 0122 (textphone 0800 731 0317). Phone lines open Monday to Friday.

## 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.

[Find more information and apply online for Carers Allowance \(GOV.UK\)](https://www.gov.uk/carers-allowance) (<https://www.gov.uk/carers-allowance>) or call the Carer's Allowance Unit to request a form 0800 7310297 (textphone 0800 731 0317). Phone lines open Monday to Friday.

## Financial help and benefits

If you are working and are on low income or you are out of work you may be entitled to financial help called welfare or state benefits such as Universal credit or Jobseekers Allowance

[Find out about tax credits and benefits \(GOV.UK\)](https://www.gov.uk/browse/benefits) (<https://www.gov.uk/browse/benefits>)

## 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.

[Find information about Universal Credit \(GOV.UK\)](https://www.gov.uk/universal-credit/how-to-claim) (<https://www.gov.uk/universal-credit/how-to-claim>) or call the Universal Credit helpline on 0800 328 9344 (textphone 0800 328 1344). If you're already getting Universal Credit and your circumstances change you should call the helpline.

## Housing benefit and council tax support

We can advise you about housing benefit and council tax support, visit our webpage [Housing benefit or Council Tax support](https://www.basingstoke.gov.uk/benefitadvice) (<https://www.basingstoke.gov.uk/benefitadvice>) or if you have an enquiry [send a message to the Benefits Team](https://www.basingstoke.gov.uk/benefits-enquiry) (<https://www.basingstoke.gov.uk/benefits-enquiry>).

## Disability benefits

If you are disabled or too ill to work you may be entitled to financial support. [Find more information about benefits and financial support if you're disabled or have a health condition \(GOV.UK\)](https://www.gov.uk/browse/benefits/disability) (<https://www.gov.uk/browse/benefits/disability>).

## Personal Independence Payment (PIP)

A tax-free benefit for those between the ages of 16 and 64 who have a long-term health condition or disability. [Find more information on PIP and how to claim online - Personal Independence Payment \(GOV.UK\)](https://www.gov.uk/PIP) (<https://www.gov.uk/PIP>) or call 0800 917 2222 (Textphone 0800 917 7777). There is assistance for people who do not speak English as their first language.

## Housing and homelessness

Many people in the UK rent their homes from private landlords. [Our finding private rented accommodation](https://www.basingstoke.gov.uk/find-private-rent-acc) (<https://www.basingstoke.gov.uk/find-private-rent-acc>) webpage provides information to assist with this.

- 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.
- If you pay a deposit to a private sector landlord, they must legally place it into a [tenancy deposit protection scheme](https://www.gov.uk/tenancy-deposit-protection) (<https://www.gov.uk/tenancy-deposit-protection>). You should receive a receipt from your landlord which states that a deposit has been paid and the amount you have paid.

You may be eligible for housing provided by a housing association through the housing register. [Find out about the housing register and how to apply.](https://www.basingstoke.gov.uk/housingallocations) (<https://www.basingstoke.gov.uk/housingallocations>)

If you have any queries about your housing situation, have nowhere to live or you are about to lose your home, you can email [hpos@basingstoke.gov.uk](mailto:hpos@basingstoke.gov.uk) (<mailto:hpos@basingstoke.gov.uk>), call 01256 844844, or [find more information on our housing webpages](https://www.basingstoke.gov.uk/housing) (<https://www.basingstoke.gov.uk/housing>)

You can also contact the Camrose Resource Centre or May Place House for assistance.

### [Camrose Resource Centre \(#\)](#)

[Find out about The Camrose Resource Centre](https://thecamrosecentre.org/) (<https://thecamrosecentre.org/>)

**Located at:** Glebe Hall, Church Square, Basingstoke, RG21 7QW

**Email:** [info@thecamrosecentre.org](mailto:info@thecamrosecentre.org) (<mailto:info@thecamrosecentre.org>)

**Phone:** 01256 320877

### [May Place \(#\)](#)

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.

**Located at:** May Place House, May Place, off London Street, Basingstoke, RG21 7NX

**Phone:** 01256 840110

## Housing Associations

### VIVID Housing Association

Provides a range of affordable housing, such as housing for rent. If you'd like more information, call Vivid on 0800 652 0898 or visit [vividhomes.co.uk](https://www.vividhomes.co.uk) (<https://www.vividhomes.co.uk/>).

### Sovereign Network Group

Owns, manages and maintains a large number of properties in and around Basingstoke. If you would like any more information you can call Sovereign's Customer Services team on 0300 5000 926 or visit [sng.org.uk](https://www.sng.org.uk) (<https://www.sng.org.uk/>).

## Council tax support

Council tax is the local tax which pays for services such as the police, fire service and rubbish collection. [Find further information about Council tax](https://www.basingstoke.gov.uk/counciltax) (<https://www.basingstoke.gov.uk/counciltax>).

### Council tax and business rates questions

Email: [localtax@basingstoke.gov.uk](mailto:localtax@basingstoke.gov.uk) (<mailto:localtax@basingstoke.gov.uk>) or phone 01256 844844

### Housing and council tax benefit questions

Email: [customer.service@basingstoke.gov.uk](mailto:customer.service@basingstoke.gov.uk) (<mailto:customer.service@basingstoke.gov.uk>) or phone 01256 844844

### Benefit fraud

Email: [fraud@basingstoke.gov.uk](mailto:fraud@basingstoke.gov.uk) (<mailto:fraudinvestigators@basingstoke.gov.uk>) or phone the Freephone hotline 0800 525 927

## Water, gas and electricity

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 on time.

If you have questions about your bill or are having problems paying your water bill you will need to contact the water provider. [Find your water provider](https://www.water.org.uk/customers/find-your-supplier) (<https://www.water.org.uk/customers/find-your-supplier>).

Different companies supply gas and electricity, and you can choose your supplier. [Compare prices and suppliers at Uswitch.com](https://www.uswitch.com/) (<https://www.uswitch.com/>).

## Recycling and rubbish collections

We offer kerbside waste and recycling collections for most household items. The collections are for general waste (black/grey bin), food waste (green caddy), recycling (green bin) and glass (green

box or red bin).

[Find out when your bins are collected \(https://www.basingstoke.gov.uk/bincollections\)](https://www.basingstoke.gov.uk/bincollections) and [find out what you can put in your bins \(https://www.basingstoke.gov.uk/bin-collections\)](https://www.basingstoke.gov.uk/bin-collections)

If you have re-usable furniture and white goods to donate [The Community Furniture Project \(https://www.n-c-r-c.org/community-furniture-project-basingstoke/\)](https://www.n-c-r-c.org/community-furniture-project-basingstoke/) will be happy to collect them from your home. For more information please call 01256 320700.

You can also recycle or dispose of many household items, garden waste and building materials at the [Household Waste Recycling Centre \(https://www.basingstoke.gov.uk/hwrc\)](https://www.basingstoke.gov.uk/hwrc) (the tip).

## Telephone

There are several companies offering mobile phone services, and you can usually find mobile phone companies in the main shopping areas.

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.

## 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 \(https://www.tvlicensing.co.uk/\)](https://www.tvlicensing.co.uk/), at 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 to drive a car. 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.

You'll need to meet all the legal obligations for drivers before you can drive. [Find out about all legal obligations of drivers and riders \(GOV.UK\) \(https://www.gov.uk/legal-obligations-drivers-riders\)](https://www.gov.uk/legal-obligations-drivers-riders)

### [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 providing that licence is valid. However, you will need to exchange your European licence for a UK licence within a certain period. [Find out more from the Driver and Vehicle Licensing Agency \(GOV.UK\) \(https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency\)](https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency)

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 \(#\)](#)

[Find the laws behind owning a car in the UK \(https://www.gov.uk/buy-a-vehicle\)](https://www.gov.uk/buy-a-vehicle)

### [Tax your vehicle \(#\)](#)

Your car, motorcycle or other vehicle must be taxed 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

[Find more information or pay for your Vehicle Tax \(GOV.UK\) \(https://www.gov.uk/vehicle-tax\)](https://www.gov.uk/vehicle-tax) You can pay by debit or credit card, or direct debit and you need to have the insurance certificate and MOT certificate to get your tax.

### [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. [Find more information about the seat belt requirements for children \(https://www.childcarseats.org.uk/\)](https://www.childcarseats.org.uk/)

### [Disabled parking \(#\)](#)

[Find out about Blue Parking Badge \(https://www.hants.gov.uk/transport/parking/bluebadge\)](https://www.hants.gov.uk/transport/parking/bluebadge) and if you are eligible.

## Transport in and around Basingstoke

The information in this section provides details about travel links along with various options for travel in and around the borough.

### [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 \(https://www.stagecoachbus.com/\)](https://www.stagecoachbus.com/) operates bus routes throughout the borough and the main bus station is located at Festival Place, Basingstoke. Visit their website for up to date timetables and routes.

## [Roads \(#\)](#)

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.

## [Cycling \(#\)](#)

There is an expanding network of cycleways covering the borough. [View an interactive map of Basingstoke \(https://basingstoke.activemap.co.uk/\)](https://basingstoke.activemap.co.uk/) that highlights cycle routes and parking along with other points of interest.

## [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.

[Find information about train timetables from National Rail \(https://www.nationalrail.co.uk/\)](https://www.nationalrail.co.uk/)

## [Taxi and private hire vehicles \(#\)](#)

Basingstoke has licensed taxis and private hire vehicles. All licensed taxis in Basingstoke are purpose-built and wheelchair accessible. [For more information visit Licensed Private Hire Operators \(https://www.basingstoke.gov.uk/licensed-private-hire-operators\)](https://www.basingstoke.gov.uk/licensed-private-hire-operators)

## [Hampshire concessionary fare 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. [Find out about concessionary bus passes \(https://www.hants.gov.uk/transport/publictransport/buspasses\)](https://www.hants.gov.uk/transport/publictransport/buspasses)

## [Other community transport \(#\)](#)

[Community First \(https://www.cfirst.org.uk/\)](https://www.cfirst.org.uk/) is a not-for-profit organisation offering a reliable and affordable transport service for the less mobile in the Basingstoke and Deane community.

**Connect transport (formerly known as Dial-a-Ride)** is a service for anyone who finds it difficult or impossible to use ordinary bus services. For further information call the booking line 01256 574401, email [BasingstokeTransport@cfirst.org.uk](mailto:BasingstokeTransport@cfirst.org.uk) (<mailto:BasingstokeTransport@cfirst.org.uk>) or visit the [Connect transport website](https://helpandsupport.cfirst.org.uk/services/view/1002) (<https://helpandsupport.cfirst.org.uk/services/view/1002>).

**Basingstoke Community Transport (BCT)** is a not-for-profit organisation offering a reliable and affordable transport service for the less mobile in the Basingstoke and Deane community. For further information call 01256 320501 or visit the [Basingstoke Community Transport \(BCT\) website](https://bct.me.uk/) (<https://bct.me.uk/>)

### Good neighbours groups

- There are several local independent good neighbours groups serving the borough offering voluntary car schemes. Visit the [Good Neighbours website](https://goodneighbours.org.uk/groups-map/) (<https://goodneighbours.org.uk/groups-map/>) to find out what is on offer in your local area.
- The largest group serving the borough is Basingstoke NeighbourCare. For further information call NeighbourCare on 01256 423855 or visit the [NeighbourCare website](https://www.neighbourcare.com/) (<https://www.neighbourcare.com/>).

**ShopMobility Basingstoke** provides facilities for those with mobility challenges and has a wide range of mobility scooters and wheelchairs for all abilities. Visit the [ShopMobility Basingstoke website](https://www.shopmobilityuk.org/centres/view/basingstoke/) (<https://www.shopmobilityuk.org/centres/view/basingstoke/>) or call 01256 476066 for more information.

[Search for timetables and travel guides for your area \(Hampshire County Council\)](https://www.hants.gov.uk/transport/publictransport/timetables)  
(<https://www.hants.gov.uk/transport/publictransport/timetables>)

## Schools and learning

The information in this section provides details about schools and learning and the types of support available.

[Learning English \(#\)](#)

### English for Speakers of Other Languages (ESOL)

Hampshire EMTAS runs free ESOL classes for adults (19 plus) who are in the early stages of learning English. [For more information contact Hampshire EMTAS](https://www.hants.gov.uk/educationandlearning/emtas) (<https://www.hants.gov.uk/educationandlearning/emtas>) For queries call 03707 794222 or email [emtas@hants.gov.uk](mailto:emtas@hants.gov.uk) (<mailto:emtas@hants.gov.uk>)

### Speaking English

[Visit the English Café at Hope Community Church](https://www.hopebasingstoke.org/english-cafe) (<https://www.hopebasingstoke.org/english-cafe>) This is not a lesson but a chance to speak English in an informal setting over a cup of tea.

[Pre-school \(childcare and early years education\) \(#\)](#)

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.

[Find information about Early Years education and childcare providers](#)

(<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/childcare/providers>). The Services for Young Children team can be contacted by phoning 0300 555 1384 or emailing [childrens.services@hants.gov.uk](mailto:childrens.services@hants.gov.uk) (<mailto: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>).

## [Schools \(#\)](#)

Useful links about schools, admissions and childcare:

- [Find schools in Basingstoke \(Hampshire County Council\)](#) (<https://www.hants.gov.uk/educationandlearning>)
- [Overview of the types of school \(GOV.UK\)](#) (<https://www.gov.uk/types-of-school>)
- [School admissions and starting age \(GOV.UK\)](#) (<https://www.gov.uk/schools-admissions/school-starting-age>) - Parents need to apply for a place for each child at school.
- [Childcare and Early Years Education \(Hampshire CTSH\)](#) (<https://www.connecttosupporthampshire.org.uk/family-information-and-services-hub-fish/childcare-and-early-years-education/>)

## [Supplementary education \(#\)](#)

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

### **Linguatastic School of Languages**

(French, Italian, Spanish, German, Japanese, English and Mandarin) - Enquire for further information.

Phone: 01256 471474

Email: [info@linguatastic.com](mailto:info@linguatastic.com)

(<mailto:info@linguatastic.com>) Website: [linguatastic.com](https://www.linguatastic.com/) (<https://www.linguatastic.com/>)

### **Basingstoke Hungarian Community School**

Wessex Christian Fellowship Church, Wessex Close, Basingstoke, RG21 3NP

Email: [uk.bhcs@gmail.com](mailto:uk.bhcs@gmail.com) (<mailto:uk.bhcs@gmail.com>)

### **Basingstoke Supplementary Islamic School**

A Saturday School delivering quality Islamic Education to children (ages 5 to 13 years old)

Phone: 07979 246673

Email: [principal@basingstokeislamicschool.org.uk](mailto:principal@basingstokeislamicschool.org.uk)

(<mailto:principal@basingstokeislamicsschool.org.uk>) Website: [bsis.org.uk](http://www.bsis.org.uk)  
(<https://www.bsis.org.uk/>)

### **Fellowship Educational Society Basingstoke branch**

Working to enable and empower young people through their education.

Phone: 01256 541054

Email: [info@fellowshipeducation.org.uk](mailto:info@fellowshipeducation.org.uk) (<mailto:info@fellowshipeducation.org.uk>)

Website: [fellowshipeducation.org.uk/basingstoke-head-office/](http://www.fellowshipeducation.org.uk/basingstoke-head-office/)  
(<https://www.fellowshipeducation.org.uk/basingstoke-head-office/>)

### **South Asian Arts and Heritage - Kala The Arts (KTA)**

Basingstoke is the home of Kala The Arts - a diversity led professional Arts in education and Heritage charity.

Phone: 07725 838419

Email: [admin@kalathearts.co.uk](mailto:admin@kalathearts.co.uk)

(<mailto:admin@kalathearts.co.uk>) Website: [kalathearts.co.uk](http://www.kalathearts.co.uk) (<https://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. Some information, translated for parents can be found on the [EMTAS website](https://www.hants.gov.uk/educationandlearning/emtas) (<https://www.hants.gov.uk/educationandlearning/emtas>)

### **Early years admission and attendance**

[Find details about preparing your child for school and key things to know about schools in the UK](https://www.hants.gov.uk/educationandlearning/emtas/year-r-early-years/earlyyearsguide)  
(<https://www.hants.gov.uk/educationandlearning/emtas/year-r-early-years/earlyyearsguide>)

### **Supporting languages**

[Find useful advice on bringing up your child bilingually.](https://www.hants.gov.uk/educationandlearning/emtas/supportinglanguages)  
(<https://www.hants.gov.uk/educationandlearning/emtas/supportinglanguages>)

[Further information for parents and carers using english as an additional language](https://www.hants.gov.uk/educationandlearning/emtas/forparents/english-additional-language)  
(<https://www.hants.gov.uk/educationandlearning/emtas/forparents/english-additional-language>)

Phone lines in various languages are offered by ETMAS during school term time only, to provide information about educational issues. [Find information about language phone lines](https://www.hants.gov.uk/educationandlearning/emtas/supportinglanguages/emtas-phone-lines)  
(<https://www.hants.gov.uk/educationandlearning/emtas/supportinglanguages/emtas-phone-lines>)

If you need an interpreter for any other language please call 0370 7794 222 or email [emtas@hants.gov.uk](mailto:emtas@hants.gov.uk) (<mailto: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.gov.uk/government/groups/civil-service-language-network#what-we-offer)  
(<https://www.gov.uk/government/groups/civil-service-language-network#what-we-offer>) [Civil Service Languages Network - GOV.UK](https://www.gov.uk/government/groups/civil-service-language-network#what-we-offer) (<https://www.gov.uk/government/groups/civil-service-language-network#what-we-offer>)

### **Contact details for EMTAS**

Dame Mary Fagan House, Chineham, RG24 8AG

Phone: 03707 794222

### [Further education \(over 16s\) \(#\)](#)

Both colleges offer a variety of educational courses.

#### **Queen Mary's College**

Cliddesden Road, Basingstoke, RG21 3HF

Phone: 01256 417500

Email: [info@gmc.ac.uk](mailto:info@gmc.ac.uk)

[.mailto:info@gmc.ac.uk](mailto:info@gmc.ac.uk)) Website: [gmc.ac.uk \(https://www.gmc.ac.uk/\)](https://www.gmc.ac.uk)

#### **Basingstoke College of Technology (BCOT)**

Worting Road, Basingstoke, RG21 8TN

Phone: 01256 354141

Email: [information@bcot.ac.uk](mailto:information@bcot.ac.uk)

[.mailto:information@bcot.ac.uk](mailto:information@bcot.ac.uk)) Website: [bcot.ac.uk \(https://www.bcot.ac.uk/\)](https://www.bcot.ac.uk/)

### [Basingstoke Young Carers \(#\)](#)

Basingstoke Young Carers helps enable young carers and their families to access the services they need and provides the opportunities to receive respite from their caring role.

Phone: 01256 423824

Email: [office@bdtc.org.uk \(mailto:office@bdyc.org.uk\)](mailto:office@bdtc.org.uk)

[.mailto:information@bcot.ac.uk](mailto:information@bcot.ac.uk)) Website: [basingstokeyoungcarers.org.uk \(https://www.basingstokeyoungcarers.org.uk/\)](https://www.basingstokeyoungcarers.org.uk)

### [Family Support Service \(#\)](#)

This Hampshire County Council service offers a range of support for children aged 0 to 19 years.

[For further information visit Hampshire's Family Information and Services Hub \(https://fish.hants.gov.uk/kb5/hampshire/directory/home.page\)](https://fish.hants.gov.uk/kb5/hampshire/directory/home.page)

## **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.

## **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. [Find your nearest GP surgery \(https://www.nhs.uk/service-search/find-a-gp\)](https://www.nhs.uk/service-search/find-a-gp) or contact the NHS by calling 111.

The nearest Accident and Emergency (A&E) is Basingstoke and North Hampshire Hospital, Aldermaston Road, Basingstoke, RG24 9NA

Phone: 01256 473202

Website: [hampshirehospitals.nhs.uk/ \(https://www.hampshirehospitals.nhs.uk/\)](https://www.hampshirehospitals.nhs.uk/)

To find a dentist, visit [Find a dentist - NHS \(https://www.nhs.uk/service-search/find-a-dentist\)](https://www.nhs.uk/service-search/find-a-dentist)

## 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 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. For more information, visit [Basingstoke child health services \(Hampshire Hospitals\) \(https://www.hampshirehospitals.nhs.uk/our-services/az-departments-and-specialties/child-health-services-paediatrics-1/bnhh-child-health-services\)](https://www.hampshirehospitals.nhs.uk/our-services/az-departments-and-specialties/child-health-services-paediatrics-1/bnhh-child-health-services)

**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 and vaccinations

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 vaccinations you may need. [Find more information about vaccinations \(https://www.nhs.uk/vaccinations/\)](https://www.nhs.uk/vaccinations/)

## Other health information

The information in this section provides other details about health service support.

### [Clinical Commissioning Groups \(#\)](#)

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 (CCGs).

GPs and other clinicians are 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 is to continuously improve the health and wellbeing of the people of North Hampshire, so that:

- people are supported to self-manage and self-care
- people can access high-quality primary care (such as GPs and practice nurses)
- health and social care is integrated and delivered closer to home
- the right care is commissioned (bought)

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

Phone: 02380 627444

Facebook: Hampshire, Southampton and Isle of Wight CCG

X: @HIOW\_ICS

### [Quit smoking with Hampshire support \(#\)](#)

Smokefree Hampshire offer free and confidential advice to stop smoking.

Find out more by:

- visiting the website [Smokefree Hampshire \(https://smokefreehampshire.co.uk/\)](https://smokefreehampshire.co.uk/)
- texting QUIT to 80011
- emailing [hello@smokefreehampshire.co.uk \(mailto:hello@smokefreehampshire.org.uk\)](mailto:hello@smokefreehampshire.org.uk)
- calling [0800 772 3649 \(/tel:08007723649\)](tel:08007723649)

### [Adult health and care \(#\)](#)

Hampshire County Council's Adult Health and Care department encourages you to do as much as you can for yourself to remain healthy and independent with support from your family, friends and community networks.

Website: [connecttosupporthampshire.org.uk](https://www.connecttosupporthampshire.org.uk) (<https://www.connecttosupporthampshire.org.uk/>)

[Find further information and support about Adult Social Care \(Hampshire County Council\)](https://www.hants.gov.uk/socialcareandhealth/adultsocialcare), (<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare>) or call 0300 555 1386

### [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

You can contact the service by calling 0300 300 2016, lines are open 8.15am to 3pm Monday to Friday or you can [find more information on the Sexual Health lets talk about it website](https://www.letstalkaboutit.nhs.uk/) (<https://www.letstalkaboutit.nhs.uk/>).

### [Healthwatch Hampshire \(#\)](#)

Whether it's improving health and social care services today or helping to shape them for tomorrow, 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. [Find more information at Healthwatch Hampshire](https://www.healthwatchhampshire.co.uk/) (<https://www.healthwatchhampshire.co.uk/>)

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

## Healthwatch Hampshire

Tel: 01962 440262

Email: [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk) (<mailto:enquiries@healthwatchhampshire.co.uk>)

## Staying safe

Fire, police and medical emergencies:

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

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).

## Police

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

Website: [hampshire.police.uk](https://www.hampshire.police.uk/) (<https://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 behaviour, crimes or suspicious behaviour that might be criminal with [Hampshire Police](https://www.hampshire.police.uk/) (<https://www.hampshire.police.uk/>) or dial **101**. You can also visit the [Crimestoppers](https://www.crimestoppers-uk.org/) (<https://www.crimestoppers-uk.org/>) website 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 anti social behaviour affecting people and places.

To contact the community safety patrol team, call **01256 844844** or email [cspo@basingstoke.gov.uk](mailto:cspo@basingstoke.gov.uk) (<mailto: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, [Report it on our website](https://www.basingstoke.gov.uk/report) (<https://www.basingstoke.gov.uk/report>) or call 01256 844844

## 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**.
- You can get help from the Domestic Abuse Service for Hampshire on **0330 016 5112**
- [The YOU Trust \(https://theyoustrust.org.uk/\)](https://theyoustrust.org.uk/) 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. In Basingstoke, referrals can be made direct to the YOU Trust on **0800 916 9878** or [ParagonHants@theyoustrust.org.uk \(mailto:ParagonHants@theyoustrust.org.uk\)](mailto:ParagonHants@theyoustrust.org.uk)
- Men can get help by phoning the Men's Advice Line free on **0808 801 0327**

## 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 service has specialist teams who deal with the most vulnerable victims, such as 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: [victimsupport.org.uk \(https://www.victimsupport.org.uk/\)](https://www.victimsupport.org.uk/)
- Local number open 8am to 8pm Monday to Saturday (free): **0808 178 1641**
- Email: [hub.hiow@victimsupport.org.uk \(mailto:hub.hiow@victimsupport.org.uk\)](mailto:hub.hiow@victimsupport.org.uk)
- Website: [hampshireiowvictimcare.co.uk \(https://www.hampshireiowvictimcare.co.uk/\)](https://www.hampshireiowvictimcare.co.uk)

## START

A confidential, specialist counselling and support service for anyone who has experienced sexual abuse and/or sexual assault, resulting in sexual trauma. The services are offered to everyone, regardless of age, gender, sexuality, ethnicity, cultural or religious background. For advice or support call **01962 868 688**

If you have any other queries or would like to join the Friends of START, please call **01962 807037** or visit the [START website \(https://start-org.uk/\)](https://start-org.uk/)

## Hate crime

A hate crime is a criminal offence directed against another person or their 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.

Member 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 our Inclusion and Diversity Officer by calling 01256 845325 or email

[community.development@basingstoke.gov.uk](mailto:community.development@basingstoke.gov.uk)  
(<mailto:community.development@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 borough is covered by five fire stations located in **Basingstoke, Whitchurch, Kingsclere, Overton** and **Tadley**.

[Find advice about fire safety \(Hampshire & Isle of Wight Fire & Rescue Service\)](https://www.hantsfire.gov.uk/)  
(<https://www.hantsfire.gov.uk/>). You can contact the service's community fire safety team on **023 8062 6809**, or visit your local fire station.

## Business development and enterprise agencies

[Find local information and support for businesses in the borough](https://www.basingstoke.gov.uk/business)  
(<https://www.basingstoke.gov.uk/business>) or email [business@basingstoke.gov.uk](mailto:business@basingstoke.gov.uk)  
(<mailto:business@basingstoke.gov.uk>)

Other sources of information and support include:

**GOV.UK** provides detailed information and support on starting up and growing a business, finance and grants, sales and marketing, tax, payroll and company information.

Website: [gov.uk/get-business-support](https://www.gov.uk/get-business-support) (<https://www.gov.uk/get-business-support>)

Phone: 0800 998 1098

Email: [enquiries@businesssupportservice.co.uk](mailto:enquiries@businesssupportservice.co.uk) (<mailto:enquiries@businesssupportservice.co.uk>)

**IncuHive** brings together business mentoring, investment, training and networking events all under one roof. 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.

Phone: 0800 689 3564

Email: [hello@incuhive.co.uk](mailto:hello@incuhive.co.uk) (<mailto:hello@incuhive.co.uk>)

**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.

Grove House, Lutyens Close, Basingstoke, RG24 8AG

Website: [hampshirechamber.co.uk](http://www.hampshirechamber.co.uk)

(<http://www.hampshirechamber.co.uk/>) Phone: 01256 338633

Email: [info@hampshirechamber.co.uk](mailto:info@hampshirechamber.co.uk) (<mailto:info@hampshirechamber.co.uk>)

The information in this section provides other details about getting involved in your local community.

### [Arts, sports and leisure \(#\)](#)

For information activities available for you and your family in the borough visit our [Leisure, parks, sport and culture page](https://www.basingstoke.gov.uk/leisure) (<https://www.basingstoke.gov.uk/leisure>)

**Basingstoke and Deane Local Sports Council** working with and for local sport

Phone: 07796 491667

Website: [basingstokelsc.org.uk/](https://www.basingstokelsc.org.uk/) (<https://www.basingstokelsc.org.uk/>)

**Basingstoke and District Disability Forum (BDDF)** is your local adult disability charity. BDDF offers support to anyone affected by disability within our local community, including people with disabilities and their carers, fellow charities and local businesses.

Phone: 01256 423869

Email: [info@bddf.org.uk](mailto:info@bddf.org.uk)

(<mailto:info@bddf.org.uk>) Website: [bddf.org.uk](https://www.bddf.org.uk/) (<https://www.bddf.org.uk/>)

**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.

Phone: 023 8033 0982

Minicom: 023 8020 2649

Email: [info@Spectrumcil.co.uk](mailto:info@Spectrumcil.co.uk) (<mailto:info@Spectrumcil.co.uk>)

Website: [Spectrumcil.co.uk](https://www.spectrumcil.co.uk/) (<https://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.

Phone: 01256 412119

Website: [theover55.co.uk/ \(https://www.theover55.co.uk/\)](https://www.theover55.co.uk/)

Together with the Over 55s Forum, we have produced the [Basingstoke and Deane Over 55s Directory of information \(https://www.basingstoke.gov.uk/over55s-directory\)](https://www.basingstoke.gov.uk/over55s-directory)

### [Charities, Voluntary and Community Groups \(#\)](#)

**Basingstoke Voluntary Action (BVA)** maintains a directory of activities, services and local voluntary/community organisations and charities in the borough.

Phone: 01256 423816

Email: [contact@bvaction.org.uk](mailto:contact@bvaction.org.uk)

[\(mailto:contact@bvaction.org.uk\)](mailto:contact@bvaction.org.uk) Website: [bvaction.org.uk \(http://www.bvaction.org.uk/\)](http://www.bvaction.org.uk)

**Destination Basingstoke** a not-for-profit organisation that deliver, promote and support local events in the borough.

Website: [destinationbasingstoke.co.uk \(https://www.destinationbasingstoke.co.uk/\)](https://www.destinationbasingstoke.co.uk)

**AccessAble** provides access information for over 500 venues in the area, useful for anyone with access needs.

Website: [accessable.co.uk/organisations/basingstoke-and-deane](https://www.accessable.co.uk/organisations/basingstoke-and-deane)

[\(https://www.accessable.co.uk/organisations/basingstoke-and-deane\)](https://www.accessable.co.uk/organisations/basingstoke-and-deane)

**Energise ME** has an online directory of sports clubs and facilities

Website: [energiseme.org](https://www.energiseme.org)

[\(https://www.energiseme.org/\)](https://www.energiseme.org) Email: [info@energiseme.org \(mailto:info@energiseme.org\)](mailto:info@energiseme.org)

### [Ethnic minority community groups in the borough \(#\)](#)

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

Phone: 01256 322751

Email: [admin@bmforum.org.uk](mailto:admin@bmforum.org.uk)

[\(mailto:admin@bmforum.org.uk\)](mailto:admin@bmforum.org.uk) Website: [bmforum.org.uk \(http://www.bmforum.org.uk/\)](http://www.bmforum.org.uk)

#### **Basingstoke Unites Against Racism**

Website: [basingstokeunitesagainstracism.wordpress.com](https://basingstokeunitesagainstracism.wordpress.com)

[\(https://basingstokeunitesagainstracism.wordpress.com/\)](https://basingstokeunitesagainstracism.wordpress.com/) Email: [Bsk4blm@outlook.com](mailto:Bsk4blm@outlook.com)

[\(mailto:Bsk4blm@outlook.com\)](mailto:Bsk4blm@outlook.com) Facebook and Instagram: @4buar

#### **Basingstoke Tamil Community**

Email: [basingstoketamilcommunity@gmail.com \(mailto:basingstoketamilcommunity@gmail.com\)](mailto:basingstoketamilcommunity@gmail.com)

**Basingstoke Caribbean and Friends**

Email: [bcsandfriends@gmail.com](mailto:bcsandfriends@gmail.com) (<mailto:bcsandfriends@gmail.com>)

**Basingstoke Malayalee Cultural Association**

Email: [Basingstokemca@yahoo.co.uk](mailto:Basingstokemca@yahoo.co.uk) (<mailto:Basingstokemca@yahoo.co.uk>)

**Basingstoke Russian community**

Email: [russiancommunitybasingstoke@gmail.com](mailto:russiancommunitybasingstoke@gmail.com)  
(<mailto:russiancommunitybasingstoke@gmail.com>)

**Basingstoke Filipino community**

Email: [Basingstokefilipinocommunity@gmail.com](mailto:Basingstokefilipinocommunity@gmail.com)  
(<mailto:Basingstokefilipinocommunity@gmail.com>)

**Basingstoke Hungarian community**

Email: [uk.bhcs@gmail.com](mailto:uk.bhcs@gmail.com) (<mailto:uk.bhcs@gmail.com>)

**Basingstoke Polish Community Association**

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

**Bambui UK Development Association (BUKDA)**

Email: [admin@bukda.org](mailto:admin@bukda.org) (<mailto:admin@bukda.org>)  
Website: [www.bukda.org/](http://www.bukda.org/) (<http://www.bukda.org/>)

**Hampshire Indo British Society**

Email: [hampshireindobritishsociety@gmail.com](mailto:hampshireindobritishsociety@gmail.com) (<mailto:hampshireindobritishsociety@gmail.com>)

**Hungarian Community Association**

Email: [Basingstoke.hungarians@gmail.com](mailto:Basingstoke.hungarians@gmail.com) (<mailto:Basingstoke.hungarians@gmail.com>)

**Fellowship Dialogue Society** (Turkish Community)

Website: [www.dialoguesociety.org/](http://www.dialoguesociety.org/) (<http://www.dialoguesociety.org/>)

**Telugu Association of Basingstoke**

Email: [info@tabuk.org](mailto:info@tabuk.org)  
(<mailto:info@tabuk.org>) Website: [www.tab-uk.org](https://www.tab-uk.org/) (<https://www.tab-uk.org/>)

**Basingstoke Kannada Community**

Email: [admin@kannadigaruUK](mailto:admin@kannadigaruUK) (<mailto:admin@kannadigaruUK>)

**[Faith groups in the borough \(#\)](#)****Inter Faith Basingstoke** (formerly Basingstoke Faith Leaders Forum)

An informal network of people from diverse faith communities, 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

They seek to promote mutual respect and understanding between all faiths and work 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 email [basingsstokefaithleaders@gmail.com](mailto:basingsstokefaithleaders@gmail.com) (<mailto:basingsstokefaithleaders@gmail.com>).

**Similar faith groups** with aligning motives and goals include:

### **OneChurch Basingstoke**

Website: [onechurchbasingstoke.org](http://www.onechurchbasingstoke.org/) (<http://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

Phone: 01256 464031

Website: [carnivalhall.org/basingstoke-hindu-society](https://carnivalhall.org/basingstoke-hindu-society/) (<https://carnivalhall.org/basingstoke-hindu-society/>)

### **Christian Congregation in the United Kingdom**

Website: [christiancongregation.org.uk/locations/basingstoke](https://christiancongregation.org.uk/locations/basingstoke/) (<https://christiancongregation.org.uk/locations/basingstoke/>)

### **Hope Community Church**

The Sarum Hill Centre, Sarum Hill, Basingstoke, RG21 8SR

Website: [hopebasingstoke.org](https://www.hopebasingstoke.org/) (<https://www.hopebasingstoke.org/>)

### **New Testament Church of God**

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

Phone: 01256 363692

Email: [contact@ntcog.org.uk](mailto:contact@ntcog.org.uk)

(<mailto:contact@ntcog.org.uk>) Website: [ntcog.org.uk](http://www.ntcog.org.uk/) (<http://www.ntcog.org.uk/>)

### **Roman Catholic**

Holy Ghost, Sherborne Road, Basingstoke, RG21 5TD

Phone: 01256 465214

Website: [Holy Ghost Catholic Church - Basingstoke](https://catholicdirectory.org/Catholic-Information.asp?ID=9779) (<https://catholicdirectory.org/Catholic-Information.asp?ID=9779>)

### **Church of England**

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

Phone: 01256 464249

Email: [info@stmarys-basingstoke.org.uk](mailto:info@stmarys-basingstoke.org.uk) (<mailto:info@stmarys-basingstoke.org.uk>)

Website: [stmarys-basingstoke.org.uk](https://stmarys-basingstoke.org.uk/) (<https://stmarys-basingstoke.org.uk/>)

### **Basingstoke Sikh Society**

Email: [info@basingstokesikhs.co.uk](mailto:info@basingstokesikhs.co.uk)

(<mailto:info@basingstokesikhs.co.uk>) Website: [basingstokesikhs.co.uk](http://www.basingstokesikhs.co.uk/)

(<http://www.basingstokesikhs.co.uk/>)

### [Ethnic food stores \(#\)](#)

#### **A&S Market Romanian and European Delicatessen**

34 London Street, Basingstoke RG21 7NY

#### **ASDA Superstore (World Food Aisle)**

Brighton Way, Basingstoke, RG22 4DH

#### **Delikatesy Smaczek Polish Delicatessen**

2 The Malls Shopping Centre, Basingstoke, RG21 7HY

#### **Fastfare Convenience Store**

Abbey Road, Basingstoke, RG24 9ES Tel: 01256 323679

#### **Gurkha Grocery Ltd**

9 Winton Square, Basingstoke, RG21 8EW

#### **Londis/HALAL**

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

#### **Aneta Polish shop**

4 Feathers Lane, Basingstoke, RG21 7AS

#### **Kitchen Chef**

Chineham Shopping Centre, Basingstoke, RG24 8BQ

## **Useful contacts**

**Emergency services** - 999 (if life is at risk) / 101 (for non-emergencies)

**Childline** - 0800 1111

### **Mental health problems**

- [Find help in a crisis: Hampshire and Isle of Wight NHS Foundation Trust](https://hiowhealthcare.nhs.uk/help-crisis) (<https://hiowhealthcare.nhs.uk/help-crisis>)
- **Samaritans** (24 hours telephone support) - 116 123

- **North Hampshire Hospital** (accident and emergency department) 01256 473202

## Utility emergencies

- Gas emergencies - 0800 111 999
- Electricity emergencies - Call 105
- Water Supply emergencies
  - **Thames Water** (covering the Tadley area) 0800 316 9800
  - **South East Water** (covering Basingstoke town area) 0333 000 0365
  - **Southern Water** (covering Kingsclere, Overton, Whitchurch and Woodhay) 0330 303 036
- Vivid Housing repairs emergencies - 0800 195 5515

## Health

**Emergency dental advice** - Call 111

**Pharmacies** - [Find a pharmacy - NHS \(https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/\)](https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/)

## Other useful numbers

- Age Concern Hampshire in Basingstoke - 01256 423874
- Citizens Advice - 0808 2 787829 (Basingstoke) / 0808 2 787987 (Tadley)
- 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 to 8pm Monday to Saturday
- Dial-a-Ride - 01256 462101
- Hart District Council - 01252 622122
- Railway Enquiries - 03457 48 49 50
- Relate 0300 100 1234 (relationship advice)
- Royal British Legion - 01256 465800
- Stagecoach (Bus Station) - 0345 241 8000