



*Basingstoke
and Deane*



Living and Working in Basingstoke and Deane



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Welcome to Basingstoke and Deane

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

Basingstoke is a town in northeast Hampshire, England. Nearby towns are Winchester, Reading and Southampton. London is within easy reach by rail or road. Basingstoke is part of the borough of Basingstoke and Deane and part of the parliamentary constituency of Basingstoke. You will see on the map the main towns and villages in the area.

There are libraries in most of the towns with excellent information services and free computer access. The Basingstoke and Deane Borough Council offices are in Basingstoke, and there are Citizens Advice Bureaux in Basingstoke and Tadley.





Information and help

Using this guide

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

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

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

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

We are grateful to EU Welcome for providing the Polish translation to this guide.

EU Welcome provides translation help and runs events for Polish people and others from European A8 communities. Contact them on **07786 392886** or email them on euwelcome@yahoo.co.uk for information. Visit their website on <http://www.euwelcome.org/>

Your local council

One of the best places for free information about local services is the council. In England, local government is organised at different levels. In this area the most local is the parish or town council, then the borough council, and then the county council. Although each council has different responsibilities, you will need to contact the borough council for help with things like housing, council tax, leisure, food safety and environmental health, sports and recreation facilities and rubbish collection and recycling.

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

8.30am to 5.30pm Monday to Thursday
8.30am to 4.30pm on Fridays (switchboard 5pm)
Closed bank holidays

Telephone: **01256 844844**
Minicom/textphone: **01256 845400**


There is an out-of-hours service on the same telephone number for emergencies

Text: **07797 877006**

Fax: **01256 845200**

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





The borough has recently produced a new guide to services – ‘An A to Z guide to council and other public services.’ The guide includes information about its own services and those provided by other organisations such as health services, police, housing providers and voluntary or charity groups in the area.

Libraries

Libraries in Basingstoke and Deane are part of Hampshire Library Service. The local library will provide a free internet service, and a range of useful advice and information. Library staff will help you with computer use, and advice about learning qualifications and local courses. You can also use newspapers and local directories. Larger libraries such as Basingstoke also stock books in other languages, and you can order books in a range of languages in all libraries.

Basingstoke Library
19-20 Westminster House
Festival Place
Basingstoke
Hampshire RG21 7LS

Opening hours:

9.30am to 7.00pm - Monday, Tuesday, Wednesday and Friday

9.30am to 5.30pm - Thursday

9.30am to 4.00pm - Saturday

11.00am to 5.00pm - Sunday

There are also libraries in **South Ham, Chineham, Tadley, Kingsclere, Overton** and **Whitchurch**. For details of addresses and opening times please see www3.hants.gov.uk/library.htm or call **0845 603 5631**

Hampshire Information Points

Hampshire County Council has an information centre in Basingstoke to help you find answers to your enquiries about services provided at county level, such as education, social services, libraries, arts and leisure.

Basingstoke Information Centre
19-20 Westminster House
Festival Place
Basingstoke
Hampshire RG21 7LS

Tel: **0845 603 5638** - General Enquiries
(via Hantsdirect, Contact Centre)

Opening hours:

9.30am to 5.30pm - Monday to Friday

9.30am to 2.00pm - Saturday

Email: **info@hants.gov.uk**

For details of other centres, please visit

www.hants.gov.uk/info

The Information Centre will provide information about Hampshire County Council and its services in any language, in large print, Braille or on audio tape.





Citizens Advice Bureau (CAB)

Each CAB is an independent charity under the national umbrella of Citizens Advice. Their website offers a number of useful information documents translated into several languages www.adviceguide.org.uk. CAB gives free independent impartial and confidential advice and help to everyone on their rights and responsibilities, including immigration, housing, debt, benefits and employment.

There are two offices in the borough:

Basingstoke CAB

The Basingstoke CAB office is located in The Basingstoke Library in the main shopping centre (Festival Place).

Website: www.basingstokecab.co.uk

Opening hours:

10.00am to 3.30pm – Monday, Tuesday and Friday

10.00am to 6.30pm - Wednesday

Telephone Service & Pre booked specialist appointments only **10.00am to 3.30pm** - Thursday

10.00am to 12.00noon - Saturday (drop in only)

Telephone service, drop in and appointments

01256 322814

Tadley CAB

Franklin Avenue

Tadley

Hants RG26 4ET

The Tadley CAB is open to the public without appointments on Monday, Tuesday and Friday from **10.00am to 1.00pm**

Appointments can be booked throughout the week on **0118 981 7660**

Entering and staying in the UK

Many European Union (EU) nationals have the right to enter and live in the UK. Nationals of the A8 and A2 countries that have recently joined the EU, and non-EU nationals may have restricted rights to enter and live in the UK. You can find out about your rights at: www.directgov.uk/en/RightsAndResponsibilities/Citizensandgovernment/DG_10015894.

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 4 345** or visiting www.clsdirect.org.

Voting


Citizens of the UK, the Commonwealth and the Irish Republic (if resident of the UK) can vote in all public elections. Citizens of EU states who are resident in the UK can vote in all elections except national parliamentary elections, also called general elections. You can register to vote by contacting Electoral Services at Basingstoke and Deane Borough Council on **01256 845298** or by visiting the Civic Offices in London Road between **9.00am** and **5.00pm** Monday to Thursday, **9.00am** to **4.30pm** on Friday.

Working in the UK

Worker registration

You will normally have to register under the Worker Registration Scheme of the UK Border Agency if you wish to work for an employer in the UK for more than one month and are a citizen of: Poland, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Slovakia or Slovenia, Romania.





If you do not apply to register within one month of starting your job, your employment could be unlawful. You will need to complete a worker registration application form which can be downloaded from the following website and with guidance notes in different languages: www.ukba.homeoffice.gov.uk or www.bia.homeoffice.gov.uk/workingintheuk/wrs/ Phone **0117 344 1471** to have the form sent to you.

National Insurance number

You must be legally entitled to work in the UK and have a valid National Insurance number (NINO) to start work. Most people in the UK pay National Insurance. This money is paid to the Government and contributes to the state. If you are employed, your employer will deduct the national insurance directly from your pay. If you are self-employed it is up to you to pay the national insurance direct to the Government.

You can apply for a NINO at the local Jobcentre. Your nearest centre is at **Crown Buildings, Winchester Road, Basingstoke RG21 8ES** or phone **01256726400**. You can make an appointment directly, or through the NINO Contact Centre on **0845 600 0643**

See www.dwp.gov.uk for more details.

Looking for a job

Jobcentre Plus has details of job vacancies and can advise you about applying for a job, preparing for an interview and starting your own business. They can also tell you how to claim State benefits.

**Crown Buildings
Winchester Road
Basingstoke
RG21 8ES**

Telephone: **01256 726400**

Basingstoke Jobcentre Plus is open **9am to 5pm**
Monday - Friday, with the exception of Wednesday
10am to 5pm. www.jobcentreplus.gov.uk

Reach Out is a free, community based support service funded by Department for Work and Pensions through the European Social Fund 2007-2013. They provide personalised support and development opportunities to eligible adults living in North Hampshire who are looking to improve their skills and work towards finding and keeping a job.

If you have any questions or want to talk to us about 'Reach Out' in more detail, please call:


Hannah Phillips on **07714 064774** or
Lynne Grimshaw on **07834 743380**

[Labour providers/ employment agencies](#)

Labour providers are often called gangmasters. They supply workers directly to employers. They must be licensed and comply with strict standards. If you feel you are being treated unfairly, you can contact Community Legal Services direct on **0845 345 4 345** or seek support from Basingstoke or Tadley Citizens Advice Bureau (please see above for contact details).

Employment agencies find jobs for agency workers. Companies pay the agency a fee to hire workers for them. Your contract of employment is likely to be with the agency rather than with the company where you work but you are still entitled to your rights and





protected by employment laws. There are many employment agencies in Basingstoke most of which can be located in the top town centre, near London Road, Wote Street and Winchester Street.

Employment contracts

You should be given an employment contract when you start work. This is an agreement between you and your employer. Your rights and responsibilities, and those of your employer to you, are called the terms of the contract. You are entitled to a written statement of your working hours, rate of pay, holiday and sick leave entitlement, rest breaks and your main job duties and responsibilities. Your employer has 8 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. This rate will vary according to the age of the worker and your employer may pay you more than the minimum rate.

There are three levels of minimum wage, and the rates from **1 October 2009** are:

- **£5.80** per hour for workers aged 22 years and older
- A development rate of **£4.83** per hour for workers aged 18-21 inclusive
- **£3.57** per hour for all workers under the age of 18, who are no longer of compulsory school age

www.hmrc.gov.uk/nmw/

If your employer does not pay you the National Minimum Wage, you can call the helpline on **0845 6000 678** or get information in Polish from **www.direct.gov.uk/nmw-polish**.

Working age limits

Young people under 13 years of age can only work in special circumstances with the permission of Hampshire County Council. Between 13 and 16 years old, they can perform only light work such as delivering a newspaper round. When they reach 16 there is more choice in the jobs they can do. Young people over 18 years of age 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 will issue you a tax code found on the pay slip. If you are self-employed, it is up to you to pay the correct amount directly to the Government.

If you think there is a problem with the deductions from your wages, you can ring the Helpline on **0845 6000 678**.

Volunteering

Volunteering is a great way to meet people and learn new skills. See entry on page 35 for further information.

Contact the Volunteer Centre Coordinator, Sarah Robinson, on **01256 423850** or email **sarah.robinson@voluntaryservices.com**



Important paperwork

Proof of identity

Your passport is sufficient to prove 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 starting a bank account or applying for a savings account. You can produce a utility bill (electricity, gas or water), a letter from a landlord, or an official letter that is clearly addressed to you. Often a letter from your employer is needed.

Driver's documents

A valid driver's licence, insurance, vehicle registration and MOT test (certificate of roadworthiness) will be needed for most cars and can be asked for by the police. See page 23 for more information.

Other documents you may need

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

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 cities, towns and some villages.

Post Offices

The main Post Office in Basingstoke is at:

**5-7 London Street
Basingstoke
Hampshire
RG21 7AB**

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

www.postoffice.co.uk

Getting a bank account

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

To open a bank account you will need proof of your identity and address. Documents that may be acceptable are passports, driving licences, birth certificates, marriage certificates, tenancy agreements, letters from your landlord or employer and payslips. Further information about banking in the UK is found on **www.banking-guide.org.uk**





Sending money home

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

Understanding and using credit

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

Hampshire Credit Union

Hampshire Credit Union is an ethnical community-based bank. It specialises in smaller loans averaging £500, but can lend up to £5,000 over three years. The repayments for a £500 loan are around £300 less with the credit union compared with the doorstep lenders (data from www.lenderscompared.org.uk).

People can save money in a variety of ways using Hampshire Credit Union services.

If you require more information about Hampshire Credit Union Ltd visit the website www.hampshirecreditunion.co.uk, or call on **01256 869589**

Financial advice and assistance

Contact the Basingstoke CAB or Tadley CAB for financial advice. Opening times and contact information detailed above.

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 benefit. You can find out about tax credits and benefits at

www.direct.gov.uk/en/MoneyTaxandBenefits

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

If you are disabled or too ill to work you may be entitled to financial support. For more information visit www.disabilityalliance.org.uk or visit the Basingstoke or Tadley CAB (contact details above).

If you are out of work, you may be able to claim jobseeker's allowance or income support. The Basingstoke Jobcentre Plus is located at Jobcentre Plus, **Crown Buildings, Winchester Road, Basingstoke, Hampshire RG21 8ES**, or phone **01256 726400**.





Setting up home

Housing

Many people in the UK rent their homes from private landlords. Homes to rent are advertised in local newspapers such as the Basingstoke Gazette. Sometimes landlords deal with tenants directly; others will deal with you through estate agents or a housing agency.

You can get a list of housing providers from Basingstoke and Deane Borough Council. They can also advise if you are eligible for housing provided by a housing association. You can visit the council's offices in the Parklands building in London Road, Basingstoke, and speak to the housing team. Opening hours are Monday to Thursday **8.30am to 5.00pm** and Friday **8.30am to 4.30pm**. The team can answer your questions about housing matters in person or over the phone on **01256 845393**. You can also find information on the council's web site **www.basingstoke.gov.uk/housing**

If you rent a property, the landlord or agency should give you a tenancy agreement to sign which sets out the terms of the agreement between you and the landlord. There are different types of tenancy and you will have different rights according to each type.

You will usually have to pay money in advance called a deposit and some rent money in advance. The deposit should be returned to you at the end of the tenancy as long as you have met the terms of the tenancy agreement.

Dealing with problems

Common problems with housing can include landlords not providing tenancy agreements, not returning deposits or not carrying out necessary repairs. Contact the council's housing team on **01256 845393** for free advice or visit the council's Parklands building (see above).

You Trust is a support service offering practical assistance with maintaining mortgages and tenancy, attending court appointments and supporting you to keep your property and home. For more information visit **www.lifyouwant.org.uk** or call on **01256 423805**.

Homelessness

If you have nowhere to live or you are about to lose your home, contact the housing team on **01256 845393** for free advice or visit the council's Parklands building from **8.30am to 5.00pm** Monday to Thursday, **8.30am to 4.30pm** on Fridays.

Alternatively visit the Camrose Resource Centre (Homeless Information Resource Centre). The Camrose Centre offers a drop-in service on Tuesdays and Thursdays from **10.00am to 2.00pm** (appointments only between **2.30pm and 4.30pm**) offering:

- advice and information
- support
- laundry, bathing facilities, clothing etc
- free breakfast and lunch
- medical facilities (on Thursdays)
- ear acupuncture

**3 Vyne Road
Basingstoke
Hants RG21 5NL**

Tel: **01256 352160** (office) or email:
basingstoke@trinitywinchester.org.uk





May Place House, situated off London Street, Basingstoke RG21 7NX, is a 20 bed hostel which provides support and a place to live for adults (18+) who are without a home. Tel: **01256 840110**

Council tax

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

Council tax and business rates questions

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

Housing and council tax benefit questions

email: info@basingstoke.gov.uk or phone **01256 810680**

Benefit fraud questions

email: fraudinvestigators@basingstoke.gov.uk or phone **01256 845365**

or visit the benefits team at Basingstoke and Deane Borough Council

Water, gas and electricity

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

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

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

Telephone

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


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

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

Recycling and waste disposal

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





Many items you no longer want can be recycled or disposed of at Basingstoke household waste collection centre, Basingstoke, Hampshire RG24 8FA. The council collects recycling from your home. Your recycling should be placed loose into your container and not wrapped in a plastic carrier bag or black sack. This makes it easier to sort.

The green recycling bins are for newspapers, paper, card, magazines, plastic bottles, food tins and drinks cans. Find out what is collected by the council on **01256 844844** or email **info@basingstoke.gov.uk**.

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

Television licences

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

Driving

Driving a car

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

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

Driving licence


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

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

Owning a car

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





All vehicles over 3 years old need to be examined for road worthiness by an authorised examiner and issued with a test certificate (MOT) which is valid for 12 months. It is an offence to fail to have a current MOT for a vehicle over 3 years old.

Tax on your car

If you own a car you must register it with the Driver and Vehicle Agency (DVLA). Your car must have a current tax disc. These can be purchased at larger post offices or on-line at www.dft.gov.uk/dvla and are valid for either 6 or 12 months. You will be fined if you fail to tax a vehicle you own and it could be towed away if the tax disc is not shown in the front windscreen. You need to have the insurance certificate and MOT certificate to get your tax disc.

Seatbelt laws

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

For information about the seatbelt requirements for children, visit this website: www.childcarseats.org.uk

Schools and learning

Learning English

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

Local Colleges

Basingstoke College of Technology (BCOT)

Worting Road

Basingstoke RG21 8TN

Telephone: **01256 354141** or
email: **information@bcot.ac.uk**
www.bcot.ac.uk

Queen Mary's College (over 16s)

Queen Mary's College

Cliddesden Road

Basingstoke RG21 3HF

Telephone: **01256 417500** or
email: **info@qmc.ac.uk**
www.qmc.ac.uk

Both colleges offer a variety of educational courses.

Schools

Children aged between 5 and 16 years must attend school. Education at state schools in the UK is free; however parents must pay for school uniforms and sportswear. Parents on low incomes can get help with these costs and with the cost of school meals. Hampshire County Council operates the comprehensive education system in Basingstoke. If you have a child of school age, visit your local primary school (ages 5 to 10) or secondary school (ages 11 to 16).





To find out which are your nearest schools, contact the Children's Services County Office, (telephone **01962 846452**). For information about early education and childcare phone **0845 602 1125** and for the adult and family learning service phone **01962 845470**, or visit **www.hants.gov.uk/schools** for information on the schools in Basingstoke.

Parents need to apply for a place for each child at school. 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.

Support for children in school

Support is available to children in school who do not speak English or are having difficulties adapting to a UK school. The Hampshire Ethnic Minority and Traveller Achievement Service (EMTAS) works with schools to support students who are new to English as a language and new to UK education. EMTAS assists schools with interpretation and translation and can provide bi-lingual assistants in the classroom to help students understand and make the most of their learning opportunities.

Contact: **Aldworth Science College, Western Way, Basingstoke RG22 6HA**

Telephone: **01256 330195**.

Web address: **www3.hants.gov.uk/education/ema.htm**

Polish speaking families

EMTAS also offers a Polish speaking phone line during school term time only to provide information about educational issues. The Polish phone line is offered on Thursdays from **2.30 to 4.30pm** on **023 9244 1523**.

Traveller Communities

The Hampshire Ethnic Minority and Traveller Achievement Service has been set up to meet the education needs of all traveller children who are travelling in or through Hampshire. The service objectives are to help ensure travellers' children access the full National Curriculum.

Please contact the Aldworth Science College, details as above.

Parents with children with learning disabilities

Parents of children with learning difficulties can also get information and support from the **EMLD (Ethnic Minority Learning Disability) Project located at 133 Stoke Road, Gosport, PO12 1SD**. EMLD can offer information about services and benefits that are available to children and their families, support from interpreters and translators and advocacy services. Please contact EMLD on **07515 084083** for further information.





Pre-school

If you have children who are under five years of age, there is childcare advice and information about education for children under five. You can get more information on www.childcarelink.gov.uk or www.surestart.gov.uk

Sure Start Children's Centres provide a range of support and services for children under five years old and their families. Basingstoke will have Sure Start centres available to all communities by March 2010-; however they are not all currently in place. At present the centres are:

Honeycomb Children's Centre

Chiltern Way, Basingstoke, RG22 5BB

Tel: **01256 331574**,

email honeycomb.cc@hants.gov.uk

Open **8.00am to 6.00pm** Monday-Friday and
fortnightly **9.00am to 1.00pm** Saturdays

Octopus Children's Centre

**Oakridge Hall for All, Forsythia Walk, Basingstoke
RG21 5RG**

Tel: **01256 818514**, fax **01256 461075**, email
octopus.cc@hants.gov.uk

Open **8.30am to 4.30pm**, Monday to Friday

Pebbles Children's Centre

Shakespeare Road, Popley, Basingstoke RG24 9BP

Tel: **01256 357028**, email pebbles.cc@hants.gov.uk

Open **8.00am to 6.00pm**, Monday to Friday

Westside Children's Centre

Paddock Road, South Ham, Basingstoke RG22 6QB

Tel: **01256 818136**, email westside.cc@hants.gov.uk

Open **9.00am to 4.30pm**, Monday to Friday

Buttercups Children's Centre
Manor Field Infants School, Haydn Road,
Brighton Hill, Basingstoke RG22 4DH

Tel: **01256 812615**,

email **christine.marsh@hants.gov.uk**

Open **9.00am to 5.00pm**, Monday to Friday

For more information about services available to children, or to find out the locality of the next children's centres contact the Hampshire Children's Information Service.

Tel: **0845 603 5620**, email **childcare@hants.gov.uk**

Opening Hours: **8.00am to 8.00pm**, Monday to Friday; **9.30am to 4.00pm**, Saturday

Post-16 education

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





Travelling in Basingstoke

Cars

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

Trains

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

National Rail Enquiries – Website is at www.nationalrail.co.uk or call 08457 484950

Buses

Stagecoach operates bus routes throughout the Borough and the main bus terminal is located at the Bus Station, Festival Place, Basingstoke. Tel: **0845 121 0180**

Cycles

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

See **www.basingstoke.gov.uk/go/cycleroutes**
For a paper copy of the map please contact **peter.smith@basingstoke.gov.uk** on **01256 845772**

Airports and ports

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

Health services

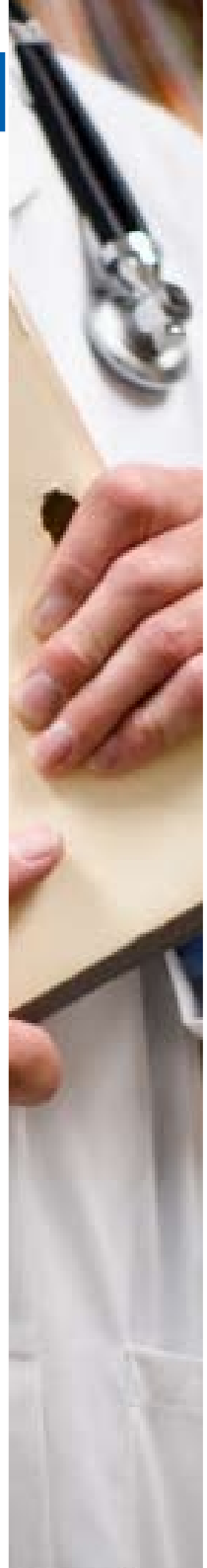
Public healthcare is provided in the UK by the National Health Service (NHS). You may be entitled to free or reduced cost treatment on the NHS.

Health advice and information are provided by NHS Direct. Telephone **0845 4647** and ask for an interpreter or visit **www.nhsdirect.nhs.uk** to find information provided in other languages.

Finding a doctor

In the UK you and all members of your family living here should register with a local doctor called a general practitioner (GP) at a nearby medical office called a surgery. You must be registered before you can see a doctor. You can find your nearest surgery by looking in the Yellow Pages phone book under doctors for numbers and addresses of local surgeries or you can find a local list by visiting **www.nhsdirect.nhs.uk** and searching under Basingstoke. Registration with a surgery and NHS treatment is free of charge but you may have to pay for medical prescriptions.

If you need to see a doctor at night or at weekends, telephone the surgery. There will be a recorded message telling you how to contact a doctor. If the situation is serious, you can contact the emergency number **999** or you can go to the local hospital's accident and emergency (A&E). The nearest A&E is at **Basingstoke and North Hampshire NHS Foundation Trust (Hospital), Aldermaston Road, Basingstoke, Hampshire, RG24 9NA**, phone **01256 473202**, **www.northhampshire.nhs.uk**





ICAS

ICAS is a free service which is open to anyone who wishes to make a complaint about aspects of his or her NHS care and treatment, whether from a GP, dentist, hospital or primary care trust, mental health/learning disability trust or ambulance service.

If you would like to know more about this type of support or would like to speak to an advocate about our service then please telephone **01256 463758** or look the website at **www.seap.org.uk**.

Drug and Alcohol

Phoenix Futures is a leading provider of services for people with drug and alcohol problems. It offers services within community, prison and residential settings in England and Scotland, and can support service users at every stage of their recovery. As one of the most diverse substance misuse organisations in the UK, the organisation takes pride in its ability to support changed lives from the street through to resettlement. Contact **Phoenix Futures, Chapel House, Kingsclere Road, Basingstoke RG21 6UG**.

Tel: **01256 358753/07772 610905**,
fax: **01256 335946**, aftercare: **07772 599953**

Staying safe

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

Basingstoke and Deane district contains the following police stations:

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

Old Basing Office, Belle Vue Road, Basing,

Whitchurch Police Station, Dances Lane, Whitchurch, RG28 7EG

Tadley Police Station, Mulfords Hill, Tadley, RG26 6HZ

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

Reporting a crime

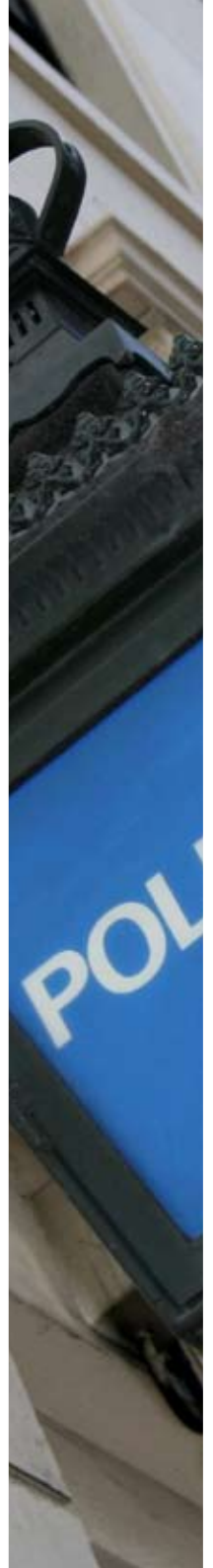
Dial the emergency number **999** and ask for the police only if a crime is being committed or has just occurred.

You can dial **101** to report non-urgent incidents such as vandalism, broken street lighting, abandoned vehicles and anti-social behaviour.

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

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 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.





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

Victim Support is a charity that supports victims of crime. To access support please ring **01256 823860**

Hate crime

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

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: <http://www.hampshire.police.uk/Internet/advice/A+guide+to+living+and+working+in+Hampshire+and+the+Isle+of+Wight.htm>

Volunteering

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

For information about volunteer opportunities locally visit www.do-it.org.uk. Alternatively visit the **Basingstoke and Deane Volunteer Centre, The Orchard, White Hart Lane, Basingstoke RG21 4AF**, or phone **01256 423850** or **423800**.





Business development and enterprise agencies

Business development and enterprise development can often be a challenge. For information and support on starting a business in the UK call Basingstoke and Deane Borough Council on **01256 844833** or visit **www.basingstoke.gov.uk**.

Other sources of information and support include:

Business Link in the South East

**5th Floor
Hollywood House
Church Street East
Woking
Surrey GU21 6HJ**

Tel: **0845 600 9 006** or
email **info@businesslinksoutheast.co.uk**

Enterprise First

**11 Wellington Street
Aldershot
Hampshire
GU11 1DX**

0845 4587535
Email: **info@enterprisefirst.co.uk**

Enterprise Solutions provides specialist support and advice for enterprise and business development tailored to people from ethnic minority communities. They will help develop the skills, knowledge and capabilities required to support small business start-up, grow existing businesses and social enterprise.

Enterprise Solutions

Grove House

Lutyens Close

Basingstoke RG24 8AG

Tel: **01256 338451** or email **info@entsols.org**

North Hampshire Chamber of Commerce and Industry is independent, not-for-profit and politically impartial. It comprises businesses and organisations from all areas of commerce and industry. It is owned and managed by business for business. It offers business services, runs networking events and lobbies government on business issues. It is big enough to speak on your behalf at local, regional and national level, and small enough to retain the local knowledge and information to help your business. It is part of a regional, national and global network. It is the leading business support organisation in north Hampshire and is the most powerful business club in your area. To be part of this network contact **Business Support Centre, Deanes Building, London Road, Basingstoke, RG21 7YP** or call **01256 352275** **www.nhcci.co.uk**

Womens Wisdom Enterprise offers specific business support for women.

Suite 1

Blendworth Farmhouse

Blendworth

Nr Horndean

PO8 0AG

Telephone: **0800 781 8597** or **02392 412 956** or

email: **enquiries@womenswisdom.co.uk**

www.womenswisdom.co.uk





Getting involved

Arts, sports and leisure

For information on leisure, sports and arts activities available for you and your family in Basingstoke borough visit the Basingstoke and Deane Borough Council website www.basingstoke.gov.uk/leisure or call **01256 844844**

For information about sport, contact:

[Basingstoke and Deane Local Sports Council](#)

**3 Dragonfly Drive
Lychpit
Basingstoke
Hants, RG24 8RU**

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

Website: www.basingstokelsc.org.uk/
email basingstokelsc@btinternet.com

[Sport Hampshire & Isle of Wight](#) also publishes a directory of sports clubs, activities and coaching courses on its web site www.sporthamshireiow.co.uk or you can obtain information by calling **01962 845178**.

Community centres

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

Community groups and charities

Basingstoke Voluntary Services also has a directory of activities, services, and local community organisations and charities in the borough of Basingstoke and Deane.

Telephone: **01256 423800**

Website: **www.voluntaryservices.com**

Email: **bvs@voluntaryservices.com**

Basingstoke Voluntary Services also helps set up and establish community groups. They also help community groups to access finances to deliver community services and activities.

Contact BVS on **01256 423816** or email **BVS@voluntaryservice.com**

Volunteering

Volunteering some time to help others can be a great way of meeting new people, getting to know the local community as well as adding to your own skills and knowledge. Contact details listed above.

Young people getting involved

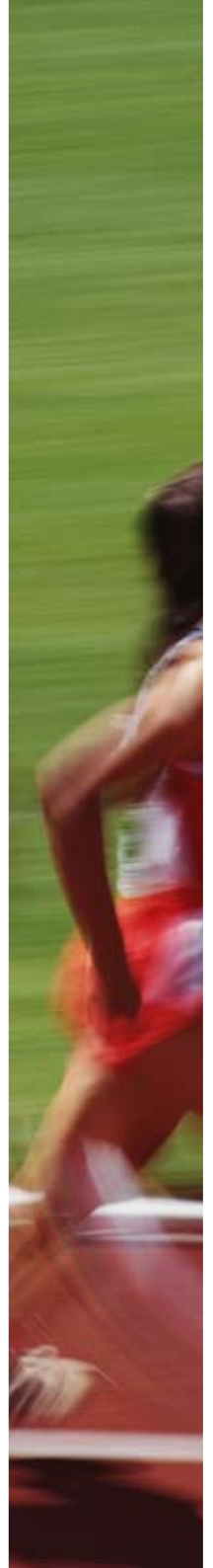
involved - supports 16 to 25 year olds to volunteer, get involved in their community and develop youth-led community projects.

Contact involved on **01256 423821** or email **vteam@voluntaryservices.com**

Destination Basingstoke

Another good source of information is the Destination Basingstoke website

www.destinationbasingstoke.co.uk





Services for people from Black and Minority Ethnic (BME) communities

Basingstoke and Deane Borough Council aims to provide a community development approach in providing services and support to local residents from Black and Minority Ethnic Communities.

The council has appointed a **Community Development Officer (Black & Minority Ethnic Groups)** whose role involves:

- Making contact with individuals, groups and organisations, and communities from the ethnic minorities having an interest in the Borough of Basingstoke and Deane
- Understanding the challenges people from BME communities face, then work together to seek suitable solutions to overcome them, enabling their full and active participation in local affairs
- Supporting and advising established groups and developing initiatives to meet the diverse needs of local communities
- Developing and sustaining the partnerships over time for the benefit of all in the Basingstoke and Deane area
- Support and advise Basingstoke Multicultural Forum.

For more information please contact:

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

Tel: **01256 845325**, mobile **07876 137916** or email: **islam.jalaita@basingstoke.gov.uk**

Ethnic minority community groups in Basingstoke and Deane

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

Basingstoke Malayalee Cultural Association

tel: **07894541212/07825169330** or email:

Basingstokemca@yahoo.co.uk

North Hampshire Caribbean African Network

The Orchard

White Hart Lane

Basingstoke

Hampshire RG21 4AF

<http://nhcan.com/index.htm>

Basingstoke Hindu Society

Carnival Hall

Council Road

Basingstoke

RG21 3DH

01256464031

www.b-h-s.co.uk

Basingstoke Nepalese Community

The Gurkha Grocery

9 Winton Square

Basingstoke

RG212 8EW

078 533 565 38

email: igr78@hotmail.com

www.basingstokenepalesecommunity.com





Basingstoke Sikh Gurdwara

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

Basingstoke Sikh Society

email: info@basingstokesikhs.co.uk
www.basingstokesikhs.co.uk

Basingstoke Albirr Mosque (Muslim Community)

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

Telephone: **01256 324859** or
email: imam@basingstokemosque.org.uk
www.basingstokemosque.org.uk

Fellowship Dialogue Society (Turkish Community)

email: info@fellowshipdialogue.net
www.fellowshipdialogue.net

Basingstoke Multicultural Group for
Women & Children

**The Orchard
White Hart Lane
Basingstoke
Hampshire RG21 4AF**
email: BMCG@multicultural.org.uk
www.multicultural.org.uk

New Testament Church of God (A number of African and Caribbean residents attend this church)

Minister: **Mr. Graham Owen**
Popley Fields Community Centre
Carpenters Down
Basingstoke
RG24 9AE
Telephone: **01256 363692** or
email: **info@ntcog.co.uk**
www.ntcog.co.uk

Basingstoke Hamara Club

Carnival Hall
Council Road
Basingstoke
RG21 3DH
Telephone: **01256464031**

Basingstoke Polish Community Association

The Orchard
White Hart Lane
Basingstoke
Hampshire RG21 4AF
Email: **basingstokepolishcommunity@googlemail.com**

Bambui UK Development Association (BUKDA)

52 Guernsey Close
Popley
Basingstoke
RG24 9PS
Email: **bukdacharity@yahoo.co.uk**
www.bukda.org





Basingstoke Crescent Association (Muslim group)

PO BOX 6825

RG24 4PD

Email: info@basingstokecrescent.org

www.basingstokecrescent.org

Basingstoke Malayee Cultural Association

Still waiting for contact details

Basingstoke Multicultural Forum

This Basingstoke based group was established to promote better understanding between different religions and cultures in the borough and to encourage social contact amongst different communities by organising social, religious, cultural and educational activities. It also aims to establish links with and offer consultations to the rest of the voluntary sector alliances and local authority networks, and thus provide a main channel through which culturally diverse communities can raise their issues.

The group believes in an inclusive membership and feels it vital that anyone with a connection to BME or having an interest in its future, be they white or black, should be welcomed as a member

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

Basingstoke Multicultural Forum Administrator

**The Orchard, White Hart Lane, Basingstoke,
Hampshire RG21 4AF**

Telephone: **01256 845325** or

email: multicultural.forum@voluntaryservices.com

Faith groups in Basingstoke and Deane

Roman Catholic (A number of Polish residents attend this church)

Holy Ghost

Minister: Fr. Vincent Harvey

Sherborne Road

Basingstoke

Hampshire

RG21 5TD

Telephone: **01256 465214** or
email: **vharvey@gotadsl.co.uk**

[New Testament Church of God](#)

See entry above

[Basingstoke Albirr Mosque \(Muslim Community\)](#)

See entry above

[Basingstoke Sikh Gurdwara](#)

See entry above

[Basingstoke Hindu Society](#)

Carnival Hall

Council Road

Basingstoke

RG21 3DH

Telephone: **01256 464031**
www.b-h-s.co.uk/



The Youth of Peace - Basingstoke Interfaith Youth Group

The Youth of Peace (formerly the Basingstoke Interfaith Youth Group) is an initiative that gives young people between the ages of 11 and 19 the chance to meet people from different cultures and religions, to form friendships, and learn about the community they live in. Young people are encouraged to get involved in community projects that raise awareness about social issues and promote harmony, and well being on their neighbourhoods. If you 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 Youth of Peace please contact:

Islam Jalaita, Community Development Officer (BME)
Telephone: **01256 845325** or **07876137916** or email
islam.jalaita@basingstoke.gov.uk

Ethnic food stores

Delissimo Italian Deli - Basingstoke

23 Church Street

Basingstoke

Hampshire

RG21 7QQ

Telephone: **01256 817887**

Tuppence a Bite - African and Caribbean Food

1 New Street

Basingstoke

RG21 7DE

Telephone: **01256 466008**

Living and Working in Basingstoke and Deane

Fastfare Convenience Store

**Abbey Road,
Basingstoke,
RG24 9DY**

Telephone: **01256 323679**

Today's Local Store

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

Telephone: **01256 324411**

Marylka Polish Deli

**4 Feathers Lane
Basingstoke
RG21 7QQ**

Telephone: **01256 869520**

BNC Gurkha Grocery Ltd / HALAL MEAT

**9 Winton Square
Basingstoke
RG21 8EW**

Telephone: **01256 464640**

New Cash and Curry / HALAL MEAT

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

ASDA Superstore (World Food Aisle)

**Brighton Way
Basingstoke
RG22 4DH**

Telephone: **01256 375100**

Living and Working in Basingstoke and Deane



Your views

Please tell us if the information in this guide has been useful and accurate as this will help us improve future versions. You can email us at bvs@voluntaryservices.com or ring us on **01256 423800** with your comments.

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