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Christmas Services at St. Leonard's Church

Festival of Nine Lessons and Carols

Friday, 16th December, 7.00pm

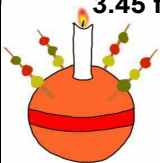
A traditional service of
Carols and Bible
readings, followed by
seasonal refreshments.

A collection will be
taken during the service
towards Church funds



Christingle Service

Friday, 2nd December,
3.45 for 4.00pm



Light snacks
will be
provided for
children

Crib Service

Saturday, 24th December,
(Christmas Eve) 2pm

Come along
dressed as a
character from
the Nativity!



Sunday Services will also be held on 4th December, 9.45am (Morning Prayer), 11th December, 11.15am (Family Communion) and 18th December, 11.15am (Family Service)

PLEASE NOTE: THERE WILL BE NO MIDNIGHT SERVICE ON CHRISTMAS EVE AT CLIDDSDEN THIS YEAR

Tickets are selling fast so hurry up or you will miss the spectacle that is the Cliddesden Village Pantomime!

'JACK AND THE BEANSTALK SAVE PANTO!'

Friday 9th December 8.00pm
Saturday 10th December 2.30pm
Doors open 30 mins before start
(Saturday 8.00pm SOLD OUT)

Featuring a huge cast of characters – human (range of genders and ability), bovine, aquatic and unspecified – who will entertain you with music, singing, jokes and an exciting story of giants, dwarfs sorry, the vertically and not-so vertically challenged, a cheery Dame, hapless villagers, a nasty land-grabbing Baron, magic beans and golden eggs.

Contact:

Jo Capehorn on 07528856157
or email thecapehorns@me.com


Please advise if there are mobility difficulties or if a wheelchair user.

Licensed Premises. CASH payments preferred for our bar and refreshment services. So please bring some real Money with you.

See you at the Village Hall to start the Christmas festivities with fun and laughter!



The Cliddesden Players Present...



Jack & the Beanstalk Save Panto!

Friday 9th & Saturday 10th December
Cliddesden Village Hall

**Saturday 8pm
SOLD OUT**

Evening Shows 8.00pm and Saturday Matinee 2.30pm
Doors open 30 mins before show starts
'Carols round the Tree' Saturday 7.00pm

Tickets:
Adults £10 • Children (2-16) £5

Contact: Jo Capehorn on 07528856157 or email thecapehorns@me.com

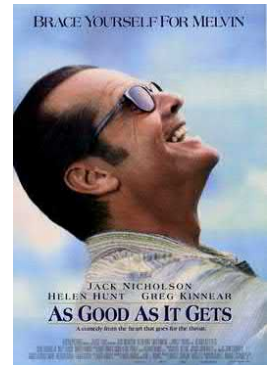
Licensed Premises. CASH payment preferred for bar and refreshment services.

<p>Social and Entertainment Club Cliddesden Millennium Village Hall <i>'You'll be sure of a warm welcome and a great evening'</i></p>	
<p>The bar opens at 7.30pm and we start at 8pm. There is an intermission half way through during which ice creams and the bar are available. Admission is only £2 per person.</p>	

Thursday
1st December
To Rome With Love
2012
112 minutes
Certificate 12



Thursday
5th January
As Good as it Gets
1997
147 minutes
Certificate 18



A “magical realist, romantic comedy” for the Festive Season written, directed by and co-starring Woody Allen in his first acting appearance since 2006.

The film features an ensemble cast: Woody Allen, Alec Baldwin, Roberto Benigni (Life is Beautiful), Penelope Cruz, Judy Davis. The film is set in Rome, and was first shown in Italy.

The story is told in four separate vignettes: 1st a clerk who wakes up to find himself a celebrity; 2nd an architect who takes a trip back to the street he lived on as a student; 3rd a young couple on their honeymoon; and 4th an Italian funeral director whose uncanny singing ability enraptures his soon to be in-law, an American opera director.

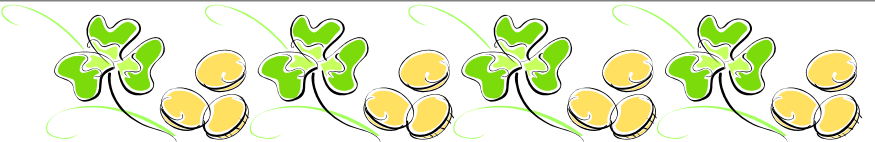
(Paraphrased from Wikipedia.)

Best Wishes and a Happy Christmas to all, Ted Dowson

Romantic comedy-drama directed by James L. Brooks, The film stars Jack Nicholson as a misanthropic, bigoted, and obsessive-compulsive novelist, Helen Hunt as a single mother with a chronically ill son.

Took \$300 million at the box office on a \$50 million budget. 86% audience review score.

Nicholson and Hunt won the Academy Award for Best Actor and Best Actress.

<p>100 Club</p>	
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Hello members

The draw for November was called at the Coffee Morning held at the Village Hall on 14th November 2022.

Here are the lucky winners:

- 1st 190 Marilyn Smith
- 2nd 62 Steve Bowcutt
- 3rd 110 Brenda Thomson

Congratulations to you all.

The next Coffee Morning will be 12th December 10.30 -12.00 – do come along.

Rose Beevers Tel: 475944

100club@cliddesdenhall.org.uk

Village Hall News

cliddesdenhall.org.uk
facebook.com/CliddesdenVillageHall



A brief mention of this year's Cliddesden Christmas Pantomime to be held on Friday 9th and Saturday 10th December – "Jack And The Beanstalk Save Panto!". Always very enjoyable and well attended, and at the time of printing, tickets for the Saturday evening performance have sold out but if you are quick you may still be able to get tickets for Friday evening's performance or the Saturday matinee. Tickets are £10 for adults and £5 for children (2-16) from Jo Capehorn on 07528 856157 or email thecapehorns@me.com. Further details should be elsewhere in this newsletter.

Hopefully by the time this article is published, you may notice that the Hall has 24 Solar PV panels mounted on its roof, along with a less visible battery installed in the building so that we can generate electricity during the day and utilise it into the evening, with any excess being fed back to the power grid. We are forever grateful for the generous legacy left to the Hall by Eddie Rapley which made this possible, and see this as a long-lasting tribute to a very kind man who was so supportive of the Hall, the Parish Council and the Village as a whole.

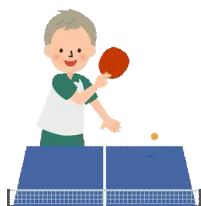
The usual reminder of a few easy ways of helping the Hall financially at no cost to you:

- **Give As You Live** which donates to the Hall whenever you shop on-line at over 4,200 top on-line stores – just sign up for free at giveasyoulive.com/join/cliddesdenhall.
- **Amazon Smiles** which also donates to the Hall whenever you purchase anything though Amazon – sign up for free at smile.amazon.co.uk and select "Cliddesden Village Hall" as your charity.
- **Nectar Donate** which enables you to donate your Nectar points by via their app or on a PC and clicking on Crowdfunder or go straight to crowdfunder.co.uk/p/cliddesdenvillagehall

If you have not done so already, please sign up before you do any more on-line shopping, particularly in the run up to Christmas.

Finally, the Hall's Trustees wish everyone a Merry Christmas and Happy New Year and hope that everyone can keep safe and well in these uncertain times. As always, keep an eye on the Hall's Facebook page at facebook.com/CliddesdenVillageHall.

Greg Mendelsohn
 Village Hall Management Committee
chair@cliddesdenhall.org.uk



Yes, we now have table tennis available at Coffee Mornings at Cliddesden Millennium Village Hall. Please come along to have a natter and make new friends, browse the second-hand book stall, select some pretty stationery from Penny our stallholder, and of course enjoy a good cuppa and a slice of cake!

The 100 club is also drawn here each month.

And, if you fancy, have a turn at table tennis. We have all the equipment you will need.

We meet on the second Monday morning of each month, from 10.30 – 12 noon. Dates for the remaining year are: **Monday 12th December**.

Hope to see you there, all ages are welcome.

Gill (01256 359413)

Basingstoke Gazette Village News

When I took over the writing of the above column from Rachel Beresford-Davies back in June (six months ago now - how did that happen?), it was on the agreement that I would fill in until Christmas and "see how I get on", anticipating that life with a young family gets ever-more chaotic as time rolls on. Whilst I was definitely correct about the family chaos, I will be the first to admit that I am secretly rather enjoying myself and love getting the inside scoop each week (!), as I source information for my pieces. Therefore, I would be happy to continue for the foreseeable future, if you are all willing to have me that is.

It has been a privilege getting to know so many of you through my role, so please don't be shy in coming forward if you would like to talk to me about what is happening and help me shape the columns; my aim is always to be as inclusive as possible and not miss anything out. You can contact me on helenvivash@gmail.com or 07793 008769. I am also active on the Facebook Chat, through which you can drop me a message. Let's keep the good news flowing!

Helen Walker

Cliddesden, Farleigh Wallop & Ellisfield Horticultural Society
The three villages Gardening Club



Chairman: Steve Bowcutt, tel: 324707, email: stephen.bowcutt@btinternet.com
 Secretary: Marilyn Smith, tel: 462584, email: willow.ms@btinternet.com

Horticultural Society News for December 2022 / January 2023

Hello from Claire!

Seasons greetings!

Wishing you a blessed and joyful Christmas, surrounded by those you love.

Thank-you for being a part of our gardening family this last year, we look forward to sharing all things green with you in the next.

What's coming up – full reports on everything in the New Year!

26th January - Cliddesden Millennium Hall, All about bulbs.

New members are always welcome, whether you are a keen gardener, or can't tell your pansies from your petunias.

Subscription is £10 per household per year, please email Steve Bowcutt on stephen.bowcutt@outlook.com.

Happy gardening!

Claire

*"It came without ribbons! It came without tags!
 It came without packages, boxes or bags!"...
 Then the Grinch thought of something he hadn't before!
 "Maybe Christmas," he thought, "doesn't come from a store.
 Maybe Christmas... perhaps... means a little bit more!"
 Dr. Seuss, How the Grinch Stole Christmas!, 1957*



 INSPIRING WOMEN	<p>CLIDDESSEN</p>
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On the 21st our group enjoyed watching the film 'Fishermen's Friends'.

Grand voices and full of nostalgia.

On the 22nd, Tuesday Evening, the Brownies will be testing their culinary skills on a few of our members - who are looking forward to this experience.

Our last meeting of 2022 will be our Christmas get together on the 5th December at 10.30 am, where members will bring a selection of fare to help bring forth the Christmas spirit. Helped along with quizzes and a chat.

Pat

Farleigh Parish Playgroup



Cliddesden Millennium Village Hall

Friday Mornings 11-12 Term Time

2nd, 9th December (Christmas Party and a visit from FC)

0 - 4 year old and their grown-ups

A warm welcome awaits you - we look forward to you joining us

Cost: £2 donation per family



Contact:

Melanie Previous preschool head (07833 528040)
Claire Qualified teacher (07757 498653)

NOTES FROM NOVEMBER PARISH COUNCIL MEETING

Present: Parish Councillors and Clerk; four members of the Public.
Apologies received from County and Ward Councillors.

Local Plan Update and housing numbers Basingstoke & Deane Full Council meeting of 20th October agreed unanimously in favour of local decision making, specifically with regard to housing numbers. (As reported in last month's Newsletter.) The Parish Council fully supports the Borough Council's position (see opposite).

Request for disabled parking bay at Hoopers Mead Notification of the request received from Ward Cllr Onnalee Cubitt; a site notice has been displayed by BDBC and letters sent to neighbouring residents. The Parish Council has received no communication from residents re the parking bay but supports such provision where needed.

The Parish Lengthsman was recently tasked with cleaning the bus shelter inside and out, and strimming and tidying the area around the pond. January's task is to clean road signs around the Parish.

Roadside hedges Request to all owners of roadside hedges to please check their hedges are cut back to be clear of road signs and not impinging on the highway.

'Church Lane' The final road name sign has been installed where missing from the top of Church Lane at the Station Road junction. All new road name signage now complete.

Funding and Precept The Parish Council has received a Community Infrastructure Levy allocation to support Parish project funding. To date projects have included the village entrance signs and new road name signs. Decision taken for 2023/24 Precept to be unchanged from this year at £9,331, circa £37.57 per annum per band D household. (Bearing in mind will be double this for a band H dwelling and half for a band A.)

Warmest wishes for
Christmas & the New Year.

THE NEXT PARISH COUNCIL
MEETING IS ON TUES 3rd JANUARY
in the village hall, all welcome.



BOROUGH HOUSING NUMBERS

The Parish Council has written to express its support for the Borough Council's position that:

'It is in the interest of our residents that a Local Plan be developed that listens to and resolves to take on board the concerns of our communities. We want a housing target in our Borough that is locally determined to meet need that is established by an objective and robust method, not the Standard Method.'

Evidence of residents' support will help the borough's position. Please email development.control@basingstoke.gov.uk

PLANNING REFORM - LEVELLING UP & REGENERATION BILL

The Council Leader and Ward Councillors are encouraging residents to make representations to local MPs to support amendments to the Bill that:

- Abolish mandatory housing targets, so making them advisory
- Abolish the five-year housing supply: replacing this penalty for local authorities with penalties for developers who don't build out their permissions
- Require developers to provide up front payments for infrastructure: making it easier for infrastructure partners to implement their plans
- Maintain the primacy of Local Plans: adopted local policies remain relevant to the place and situation and not replaced by national planning policies
- Reduce the power of the Planning Inspectorate to overturn local decisions – where these decisions are based on adopted local policies.

The Parish Council has written as above to Ranil Jayawardena MP, and also to Basingstoke MP, Dame Maria Miller. Please add your voice.

email@ranil.uk
maria.miller.mp@parliament.uk

Noting the Levelling Up & Regeneration Bill has been pulled from a key vote with 47 MPs supporting the amendment clause:

'Prohibition of Mandatory Targets and Five-Year Land Supply Rule

- '1. Any housebuilding target for local planning authorities in (a) the NPPF; (b) regulations made under any enactment, or (c) a planning policy document – may only be advisory and not mandatory.
- '2. Such targets should not be taken into account in determining planning applications.
- '3. The NPPF must not impose an obligation on LPAs to ensure that sufficient housing development sites are available over five years or another given period.'

'Theresa Villiers and her core supporters, MPs Bob Seely, Greg Smith, Maria Miller, and Iain Duncan Smith, have filed 21 amendments to the Levelling Up Bill in total.'

Ranil is not among MPs supporting the amendments.

PARISH PLANNING APPLICATIONS

22/02909/HSE (Validated 31 Oct) Swallick Cottage Alton Road. Erection of a part single storey and part two storey rear extension.

22/02308/RET (Pending 15 Aug) 5 Langdale Rise. Installation of piers supporting security gates (retrospective).

22/02233/HSE (Pending 09 Aug) 27 Southleigh. Erection of home office / workshop / playroom. New access arrangement and new entrance gates.

22/02184/HSE (Pending 04 Aug) Farleigh Dene. Demolition of existing garage and outbuildings. Construction of new double garage with living accommodation over.

22/01551/PIP (Pending, 08 June) Land South of Woods Lane. Permission in Principle for up to nine dwellings.

22/01550/PIP (Pending, 08 June) Land to Rear of Manor Farm. Permission in Principle for up to nine dwellings.

22/00466/FUL (Pending 21 Feb – new drawings and amended description 21 July) 11 Woods Lane. Development of a pair of semi-detached dwellings and one detached dwelling with access and landscaping.

22/02537/FUL (Withdrawn 04 Nov) Bellaire Grange, 14C Hackwood Lane. [Winslade application.] Extension of residential curtilage and change of use from equestrian to residential (part retrospective).

PARISH TREE APPLICATIONS

T/00451/22/TCA (Validated 20 Oct) Cart Cottage, Church Lane. TG1: 2 x Cherry and 1 x Plum – Prune back to previous pruning points approx 2m regrowth. T2: Cherry (on Pond grounds) Reduce in height by approx 2m to height of TG1 and maintain shape.

T/00233/22/TCA (Pending, 21 June) Yew Tree Cottage, Farleigh Road. 1x Eucalyptus: fell. 1x Norway Maple: reduce by 5m, finished dimension 7m. 1x Field Maple: reduce to old pruning points. 1x Yew: cut back to boundary.

PARISH PLANNING APPEALS

21/02118/FUL (Refused 28th April) Land Adjacent To Millars Cottages, Station Road. Erection of a detached 1.5 storey dwelling. BDBC appeal ref 22/00024 REF Inspectorate ref APP/H1705/W/22/3302809 (start date 24 October).

21/01321/RET (Refused 8 April – DC 6th of April) Faerie Meadow, 14 Hackwood Lane. Change of use to residential garden. BDBC appeal ref 22/00024/REF Inspectorate ref APP/H1705/W/22/3302126 (Start date 14 Sept – lead case).

21/03638/RET (Refused 8 April – DC 6th of April) Faerie Meadows 14 Hackwood Lane. Retention of a domestic outbuilding. BDBC appeal ref 22/00025/REF Inspectorate ref APP/H1705/W/22/3302127 (Start date 14 Sept – linked case).



REPORTING TO POLICE

from PCSO Andy Jones

Theft of cooking oil from pubs is again being reported from across the Area. We have a registration number and are progressing this.

This is also the time of year to expect increasing trespass, criminal damage, hare coursing.

A lot of black market money is involved with wagers on hare coursing. The local participants are generally dispensable, higher on the ladder are serious criminals. The challenge is in obtaining sufficient evidence to convict. This is a national issue but rural communities suffer while people continue to be willing to bet.

Hampshire Constabulary has invested in six off-road motorbikes (held a training week in Wales!). Have bikes, drones, helicopter – aim to get out and about on local farms, and show a presence to deter.

Please report any crime, antisocial behaviour or suspicious incident.

Policing is intelligence-led, officers have wide areas to cover and rely on information from the public to build up a picture of what is happening.

Online This way you can report in your own time without waiting on the phone; also has the facility to upload photographs and other documents. To report any crime, ASB, suspicious incident – search Hampshire Police reporting and this will take you to the link

www.hampshire.police.uk/ro/report

101 For non-emergency reporting, when nothing gained by immediate response.

999 For when a crime or incident is happening now and immediate attendance is required.

SIGN UP TO HAMPSHIRE ALERT to receive regular emails – Police Reports and updates
www.hampshirealert.co.uk

DECEMBER 'BARN MEET' to be held by Hart Rural on Thursday 8th December 5.45pm for 6pm start in Rotherwick Village Hall. Though outside our area, issues are relevant to all interested in rural policing, all are welcome. Talks will include – from the District Commander, Countrywatch, Roads Policing Unit, and Firearms Licensing Department.

HAMPSHIRE COUNTY COUNCILLOR REPORT NOVEMBER



County Deal update Negotiations are poised to take place with central Government on plans for a Pan-Hampshire County Deal, with the aim of investing in Hampshire's economy and bringing decisions and powers closer to people and places in the region. The Pan-Hampshire area covers Hampshire County Council, Southampton & Portsmouth City Councils, the 11 District and Borough Councils within the County Council

administrative area, the Isle of Wight Council and Bournemouth, Christchurch and Poole Council. The combined prospectus can be viewed at:

democracy.hants.gov.uk/documents/s100275/Pan-Hampshire_Deal_Prospectus_02022.pdf

Support for warm winter hubs Communities across Hampshire are being invited to apply to Hampshire County Council for support from the Leader's Community Grants Scheme in order to create a network of warm hubs this winter. Voluntary and community organisations, including Parish Councils, can apply for a grant of up to £5,000 to develop and host Warm Hubs where people can gather. This might be in the form of a regular coffee morning or the provision of a shared activity; creative ideas and concepts that will deliver support, especially to our most vulnerable residents are particularly welcome.

www.hants.gov.uk/community/grants/grants-list/leaders-community-grants

The Adult Services' Local Solutions Grant make additional funding available to community groups to support local people maintain their independence. This includes assistance to organisations offering finance and money management support to those unable to easily access existing services, as well as for groups undertaking projects to help vulnerable people by reducing social isolation and loneliness.

www.hants.gov.uk/community/grants/grants-list/local-solutions-grants/local-solutions-grant

National Census Data can now be viewed on census maps published by the Office for National Statistics

www.ons.gov.uk/census/maps

Hampshire Highways' Carbon Strategy, which aligns with the County Council's ambition to be carbon neutral by 2050, won the Environmental Sustainability Award as well as the Special Merit Award in this year's Highways Industry Awards.

Hants Police & Crime Commissioner (PCC) Donna Jones' annual Precept

Consultation to gather views on whether she should increase the level of council tax in support of policing and continuing investment in Hampshire and Isle of Wight Constabulary. The survey is to 4 December at

www.hampshire-pcc.gov.uk/get-involved/consultations/precept-consultation

The PCC has also published her Annual Report for 2021/22, providing an overview of activities and key successes from when she took post in May 2021. It covers the recruitment of nearly 600 new police officers, extra funding for the region to tackle anti-social behaviour (ASB), domestic abuse and bespoke support for victims of sexual violence.

www.hampshire-pcc.gov.uk/wp-content/uploads/2022/10/Annual-Report-2022.pdf



THE VICTORIA HISTORY OF HAMPSHIRE: CLIDDSDEN, HATCH AND FARLEIGH WALLOP

by Alison Deveson and Sue Lane

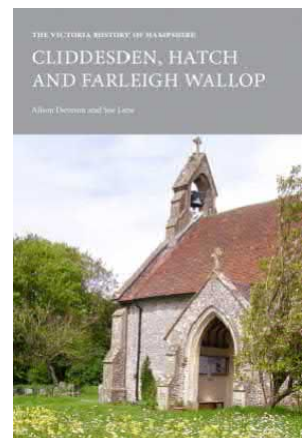
The launch for the Victoria County History (VCH) of Hampshire for Dummer was recently held in the Cliddesden Village Hall.

Looking back, the launch for the Cliddesden VCH was held some three years ago.

Also published to date are the updated 'shorts' on *Mapledurwell, Steventon, & Basingstoke: a Medieval Town c.1000–c.1600*.

Copies of all books are available from:

www.history.ac.uk/research/victoria-county-history/county-histories-progress/hampshire



CONSULTATION ON COUNCIL PLAN 2023-2027 AND BUDGET PROPOSALS FOR 2023/24

BASINGSTOKE & DEANE'S COUNCIL PLAN (which is not the recently much-discussed Local Plan) lays out the context for all Borough Council strategies and funding allocation.

It is the 'overarching document in the policy framework which drives the budget process'. It sets out the actions and responsibilities of the borough, the involvement of partners and services, and timescales and performance measures.

The Council Plan will guide the focus of the borough council's activities once the final version is agreed in February 2023, alongside the budget that will fund it.

The proposals include

- freezing the borough council's part of council tax next year and not increasing parking charges
- focusing on improving services and enhancing facilities
- improving recycling & waste collections
- providing support and advice to deal with the rising cost of living
- continuing partnership work committed to ending rough sleeping
- enriching everyday life in the borough with innovative community culture and arts initiatives and events

- tackling climate change in all we do to meet our carbon neutral targets
- ensuring that communities are sustainable and that our environment is protected and enhanced, supporting the ecological emergency declaration.

Key themes to improve the Plan have been identified as: 'Focusing on regeneration, wellbeing and collaboration.'

To these could be added:

- A focus on ecology and biodiversity throughout the Plan as central to all Council priorities. This linked to wellbeing and the importance of access to nature to promote physical and mental health.
- Also to improve strategies and practices for volunteer groups and biodiversity improvement projects.
- Particularly to prioritise the value of ecology and biodiversity in its own right, and allocate resources accordingly.
- To put ecology and climate change at the top of the list of priorities rather than at the bottom.

Please take a few minutes to give your views on BDBC's priorities within the Plan. Consultation open to 2nd Jan 5pm.

www.basingstoke.gov.uk/councilplan2023



Basingstoke
and Deane

BDBC COST OF LIVING ASSISTANCE FUND

Grants are available to help towards food and energy costs for eligible households in the borough.

One-off grants are available of up to

- £1,000 for those with a household income of £15,000 or less
- £500 for those on a household income of £15,001 - £20,000
- £200 for those on a household income of £20,001 - £25,000.

Residents can apply at

www.basingstoke.gov.uk/costofliving

or call 01256 844844 and speak to the benefits team to arrange a telephone or in-person appointment.

The borough council has awarded many grants, but still has funding available it is keen to allocate. the application process is intended to be straightforward.

CGH & Beggarwood Surgery News

Patient Participation Group Update November 2022

cghppg.co.uk

As some of you may know, the Beggarwood surgery is now run by Operose/CGH. Since this acquisition we have been under some pressure from Operose to merge our activities with the Beggarwood PPG. At first we resisted this move but after careful consideration and after meeting with the Beggarwood PPG team we have decided to accede to their request.

During the meeting with the Beggarwood PPG Chair and the Vice Chair we decided that a joint merger has numerous advantages and just a couple of minor disadvantages for us. To counter this threat that both PPGs might have diluted focus it was agreed

that a small management type quorum be formed consisting of the Chairs and Vice Chairs of both PPGs. This group will meet with the CGH/Operose management team monthly and then report back to the larger and joint PPG membership. A further win for both PPGs is that we will become the largest PPG group under the Operose flag and we mean to make full use of this in our dealings with Operose and if need be, NHS England. Further advantages are the available skills and experiences across the merged groups to help drive Operose forward.

The structure we will run is as follows:

- Monthly meetings with local and central Operose Management.
- Separate monthly PPG meetings with all members of the larger and joint PPG.
- Minutes of above meetings published on the joint PPG Website cghppg.co.uk
- Inserts across all Parish Magazines and online neighbourhood sites reporting on matters relating to all local Operose run surgeries.
- Inserts into the Basingstoke Gazette as above.

In Summary, we believe we will be stronger together but as ever we will be interested in your views.

As part of our remit, we have chosen to concentrate initially on a couple of key areas with the surgeries resulting from Maria Miller's Health in the Community meeting in July. These being, Telephone answering times and Patient Complaints. To this end we seek your help. What are your experiences when trying to contact the surgeries by phone? So that we can monitor this for the next few weeks and press for effective action from within Operose we ask you to fill in a quick and easy survey reporting your experiences. This can be found here on the PPG website as stated above cghppg.co.uk. See below as to how you can help us monitor complaints into the surgery.

Complaints?

We are aware that some people use Social Media to raise concerns and complaints about the surgeries. We understand that this can relieve some frustration but in reality does not really address or help resolve their issue as the sites are not monitored by Operose and therefore they cannot comment or help with the matter. Therefore, if you feel that you have not been dealt with correctly by the surgery or perhaps not had a good experience in dealing with either the surgery or a member of staff, you should make a formal complaint.

Please visit the CGH website to register your dissatisfaction. The address is:

cghpartnership.co.uk/about-us/comments-and-complaints

Operose employs a full time Complaints Manager and so you should get a speedy response and certainly an acknowledgement within 3 working days and a formal reply to your complaint with a resolution within 40 working days. If you are not satisfied with the way they have dealt with your complaint, you can contact the Parliamentary and Health Service Ombudsman to review your case

on 0345 015 4033 or via their website

www.ombudsman.org.uk.

The Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service.

SURGERIES UPDATE

Call Waiting times as the most important issue to address to reduce the overload on the call queues. Operose are trying different ideas for call answering. There will be a number of different options to enable calls to be placed in different queues and handled by different people and procedures. The options will range from medical emergencies to Prescriptions, Referrals, Medical Secretary and Deceased reporting etc. This will mean urgent calls will be dealt with more quickly leaving the rest of the calls for trained receptionists to deal with. The idea is to navigate the calls to reduce queues. To make this work effectively we must respect the trial system and avoid the temptation to press "emergency regardless of the nature of your call. Sickness with the staff is causing some delays in the level of services. Two numbers are used between the surgeries, one for Beggarwood and the other for three CGH surgeries. This new system is being reviewed every day. If it proves to not be effective in reducing wait times then it may well be that the model will have to change.

Flu vaccinations have been given to 8,325 patients. Invitations to attend vaccinations have been sent out by text, and by letter to those without mobile phones. It has been reported that some letters were not franked. The practice will refund this postage.

There have been problems with prescriptions at both Boots Beggarwood and Lloyds at Sainsbury's. There is a known issue with the Boots app and these problems appear to be with the pharmacies and not the surgeries.

Operose have agreed to provide us with some key statistics about the running of their operations across surgeries comprising of staffing levels, call wait times, Dr.iQ registrations and contacts etc. We have agreed a formula with them as to how they are presented and we plan to start publishing them here once it is up and running.

Dr.iQ

Current feedback to us is mixed. What are your experiences using the app? Once again replies via our email address.

Contacting the PPG

At present there are 2 email addresses for contacting us. Either one will work in contacting us.

beggarwood.surgeryppg@btinternet.com

cghb.surgeryppg@btinternet.com

We plan to merge these contact points over the next few months to avoid any possible confusion.

Suggestions for input might be:

- Have you been referred to a different surgery within Operose Group? What was your experience of this?
- The ease of booking an appointment or call back
- The surgery waiting area environment
- Helpful suggestions for improvements within practice
- Feedback on the reception and medical staff

We stress this is for Non-Medical feedback as we are not medically trained and the email address will only be monitored on an irregular basis. If you have an urgent medical problem, please contact the surgery directly or ring 111.

Cliddesden Primary School



We have had an incredibly busy half term at school, welcoming visitors, enjoying class visits and of course our busy sporting calendar. We have so much to look forward to for the remainder of the term and we look forward to sharing more stories with you.

Equality and Rights Advocates workshop



On Wednesday 5th October 2022 some of our Pupil Parliament attended an EARA (Equality and Rights Advocates) workshop. They participated in games and discussions aimed at encouraging thinking about what equality means, promoting inclusivity and what the rights of children are. They also thought about the power of teamwork - Joseph from Year 4 said, 'One person can't do very much but if we all work together we can change a lot.'

The children really enjoyed themselves and came back to school full of ideas on how to continue promoting equality and inclusivity at Cliddesden Primary School.

Magistrates Court visit - Oak Class

Silence in court! On 11th October, Oak class visited Aldershot



Magistrates Court. They had a mock trial, based on a real-life trial of a girl who sent threatening messages. They found the defendant - not guilty.

History Workshop



Year 1 and 2 were very excited to welcome Victoria Phillips from Southampton Sea City Museum.

Victoria brought in costumes and we dressed up as Florence Nightingale and Mary Seacole. We found out that all soldiers were known as 'Tommy Atkins' and that William Howard Russell was a reporter and was the first person to report on the Crimean War. We found out that the British public were very unhappy to hear how the soldiers were being treated. Mary Seacole read these reports and went to Crimea. Florence Nightingale was asked if she would go and help.



We enjoyed 4 activities which included handling the artefacts and couldn't believe how heavy a real cannonball was. It was quite tricky using Victorian nursing instructions



to bandage various wounds and injuries. We created a Florence Nightingale and Mary Seacole timeline and we listened to some injuries from real people from the Crimean war and had to decide if it was Florence or Mary who would have treated their injuries.



Paralympic Gold Medallist, Kylie Grimes



Cliddesden Primary School were very excited to welcome Paralympian, Kylie Grimes to school along with Leon from Sports for Schools.

The children all had an amazing time completing their energetic sponsored circuits with Leon and Kylie who were also supported by our Sports Leaders, Alexander, Sofia, Tyler, Riley and Amberley. Funds raised were split between Sports for Schools charity and will also provide sports equipment for our school.

In assembly, the children were captivated by Kylie's story of how, since she was 3 years old, she had dreamt of being an Olympian. Kylie did not let her accident deter her. Her grit, determination and resilience enabled her to achieve her dream. In the London 2012 Games, the wheelchair rugby team came an incredible 5th place. In the Rio 2016 games, Kylie opted for an individual sport and came 4th overall in the Club Throw. For the Tokyo 2020 games, Kylie returned to the wheelchair rugby team where she finally achieved her goal of a Gold Medal which she brought in to show us. We enjoyed watching a video of the team winning their medal and Kylie told us she is now training for the Paris 2024 games.

Kylie's story was inspirational and she also encouraged the children to work hard and follow their own dreams.

The Norman League – Tag Rugby



Cliddesden took part in the first meeting of The Norman League Tag Rugby. With some new members in the team, it took us time to settle and we lost our first game against Hatch Warren 1-2. We played well and had more possession but made a few mistakes that proved costly. In our second game against Rucstall we played much better and earned a 4-4 draw. This provided confidence and momentum and we were victorious in our last game beating South View 5-2.

There are three more meetings this season against these other schools and hopefully we can continue to improve and play to try and win the league.

Ambulance visits EYFS and KS1

Having just completed their History topic about Florence Nightingale and Mary Seacole, Beech Class could compare how patients were treated during the Crimean War to how they are treated now supported by modern ambulances.

They enjoyed the flashing lights and sirens and had the opportunity to explore the ambulance and ask Mr Montgomerie lots of questions.

To find out more about our school, please visit our website: Cliddesden.hants.sch.uk

Paula Lavender



Photo: Hayden

Basingstoke Gang Show is recognised as the **best-selling** and **longest running 'family variety show'** in our region and showcases an extremely talented cast – **recognise any of the cast living in your area pictured here?**

Awarded **best compilation show** by **NODA National Operatic and Dramatic Association** for our 2020 show. The 11 performances, many over February half term week, will entertain audiences as you laugh out loud, tap your toes and sing along to the songs that you love.

Interested? Book your tickets early for your family and friends to experience this feel-good family show at The Haymarket.

Dates are Thursday 9th to Saturday 18th February 2023, excluding

Sunday 12th. Matinee performances are also on Saturday 11th and 18th February.

Ticket prices: Adults £22.00, Children £15.00. Last night (Saturday 18th) all seats £24.

Early Booking Discount (book by 21st December 2022) to save £2.00 off each ticket by quoting code 'BGS23' for performances on Monday 13th and Tuesday 14th February only.

Group Booking Discount buy 10 or more tickets and get £1 off each ticket if booked by 15th January 2023. One discount only, per booking.

Book tickets here: anvilarts.org/whats-on/event/basingstoke-gang-show

Basingstoke Gang Show returns to The Haymarket for its 28th stunning variety show spectacular, with a production of classic to contemporary performances showcasing the very best of local talent in the Scout & Guide associations; you can expect to be delighted by magnificent music & LOL comedy. With a production of classic to contemporary performances brought alive by over 65 people in this highly entertaining show, the audience can expect to be delighted by magnificent music & LOL comedy.

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VILLAGE NEWSLETTER	Editors: David Brown, Christine Stanbury, Chloe Gifford, Susan Turner Copy date 20th preceding month to: bootofthedailybeast@gmail.com		
CLIDDESSEN CHAT	facebook.com/groups/cliddesdenchat		