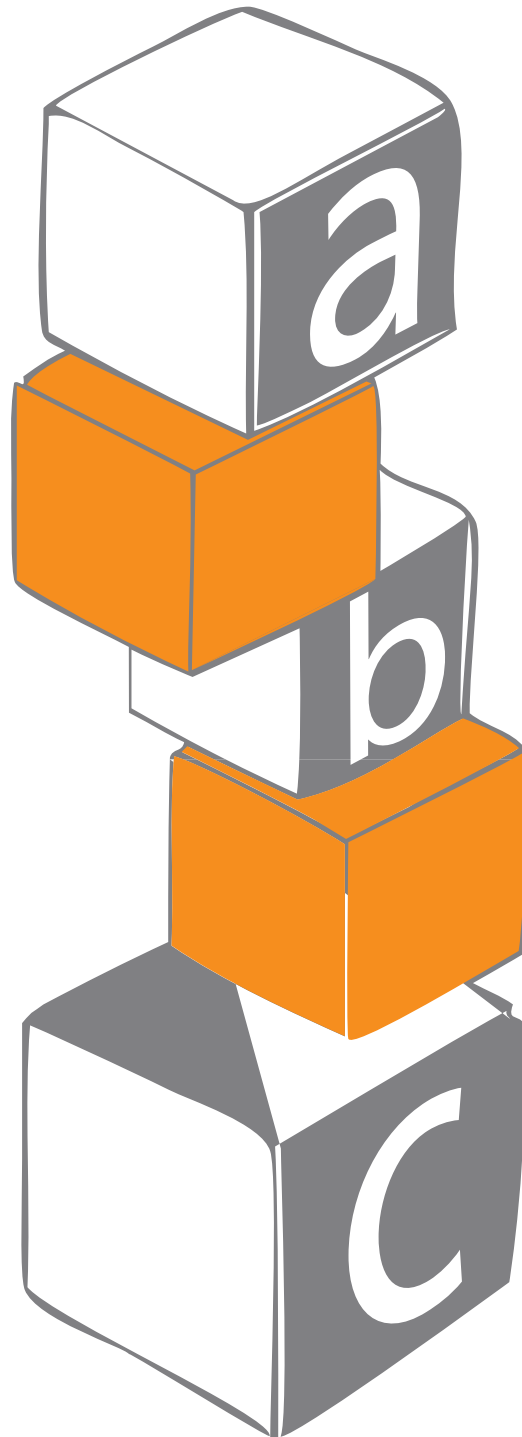


# integrating new migrants communicating important information

part one:  
a generic  
information  
resource



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All over the UK, organisations are developing information packs and websites to help people from overseas settle into their areas and better understand British society. These resources are almost as diverse as their readership, as you will see. They may be called different things, such as information resources or welcome packs. In this guide we use 'information resource' to include all of these.

In 2006, Fens Rural Pathfinder (a Defra-funded initiative in the East of England, led by Cambridgeshire and Norfolk County Councils) commissioned MENTER (the Black and Minority Ethnic Network for the Eastern Region) and Loretta Hurley Development Consultant to develop a shared welcome information resource. The idea is to make it easier to produce good quality, cost-effective and sustainable information. One of the main outcomes of the project is this guide.

This document is designed to help you get the most out of developing a information resource.

**part one** provides a generic information resource that can be used as the basis for an information resource in your area.


**part two** provides:

- an analysis of existing information resources
- a list of factors that support a successful information resource
- a decision-making self-assessment tool
- an outline plan and critical path for producing a resource.

**part three** provides tools and guidance for involving community stakeholders.

**part four** provides a generic framework to help you monitor and evaluate information resource.

We encourage learning from others. We therefore recommend that you read and use the chapters in conjunction with each other. If you do not access the relevant guidance the resource you intend to develop may not be developed, implemented or evaluated fully effectively, or you may encounter additional and avoidable difficulties during and after developing the resource.

We use this symbol  to alert you when you should consult other sections or chapters before proceeding. If you are viewing the guide online, by clicking on the symbol you will be taken to the section you wish to view.

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### what this guide is about

There are a lot of packs and websites and they can be difficult to find. We found that people who had produced resources had moved on and there was little available knowledge of how resources had been produced. We also found little evidence that resources had been evaluated. These factors make us wary of calling this a good practice guide.

However, before you embark on developing your own information, you might find it useful to see what other people have produced and what we found when we surveyed some of the resources that were available to us.

This illustrated guide gives examples of information produced in the UK, with a special focus on the East of England. We set out the results of our mapping survey, and suggest some key success factors for developing information. We also provide tools, frameworks and a generic information resource you can use.

### who the guide is for




You might find this guide useful if you are:

- a local authority member or officer investigating the potential for developing information for your area
- a community group member wanting to produce information for people coming to live in your area
- working for an organisation that is thinking about developing, updating or upgrading information in your area
- an MP, MSP or MEP wanting to find out what information is available in the UK.

This generic part is provided as a framework for organisations to use to construct information resources for their geographical areas.

The generic resource is not intended to be exhaustive; organisations may wish to add or highlight subjects that are particularly relevant to people in their areas. This is one reason why we recommend that you develop and test local information resources with organisational and community stakeholders (see the accompanying part three).

In addition, laws in England, Wales, Northern Ireland and Scotland may differ in some respects, so you should check what information pertains in your area and its accuracy.

To get the best out of it, this document should be read in conjunction with  part two,  part three and  part four.

### welcome to [local area]!

This [resource] can help you when you arrive in [local area]. It is a guide to the services that other people new to [the area] have found useful. We have done our best to make sure the information this [resource] contains is accurate. Please let us know if it is not or if you would like to see other subjects included in future editions [reference to the feedback section page]. This [resource] does not recommend any individual organisation.

[The local area] is located in [region]. You can see on the map [insert local area map] that the main towns and cities are [insert list]. There are many villages as well. [Region] is part of [insert country]. Together with England, Wales, Scotland and Northern Ireland [delete as appropriate], these countries make up the United Kingdom (UK).

### further information

The local authority will usually have good e-maps of the area which you can use without charge. Contact the local authority or check out their website.

The local authorities will also hold information on all the library services and one stop shop-type services in their area.

### 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.direct.gov.uk/en/RightsAndResponsibilities/Citizensandgovernment/DG\\_10015894](http://www.direct.gov.uk/en/RightsAndResponsibilities/Citizensandgovernment/DG_10015894)

Immigration status and how it affects your rights can be complicated and you may need to talk to an independent immigration adviser; you can find your nearest immigration adviser by phoning CLS Direct or visiting [www.clsdirect.org.uk](http://www.clsdirect.org.uk)

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### *further information*

[www.direct.gov.uk/RightsAndResponsibilities](http://www.direct.gov.uk/RightsAndResponsibilities)

CLS Direct is a national service comprising a directory of advice providers in each area, and a website. The directory is available online or over the telephone. CLS Direct also provides telephone advice in several areas of law.

[www.clsdirect.org.uk](http://www.clsdirect.org.uk)

Information is also available from the Border and Immigration Agency (BIA) at [www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk)

### *working*

#### *rights to work in the UK*

Please see the Rights Guide on page [x]. You should always check your rights. Please see the section on sources of advice.

Young people under 13 years of age can only work in special circumstances with the permission of the local authority. Between 13 and 16 they can perform only light work such as having a newspaper delivery 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 work rights as adults.

### *further information*

You can find out the employment rights of young people, including hours of employment and pay, online at

[www.direct.gov.uk/en/YoungPeople/Workandcareers/Yourrightsandresponsibilitiesatwork/DG\\_066272](http://www.direct.gov.uk/en/YoungPeople/Workandcareers/Yourrightsandresponsibilitiesatwork/DG_066272)

### *getting a job*

You must be legally entitled to work in the UK and have, or have applied for, a valid National Insurance Number (NINO). You can apply for a NINO at some Jobcentres. You can make an appointment directly or through the NINO Contact Centre on 0845 6000 645.

### *worker registration*

Many workers from overseas must register before they can work in the UK

[www.workingintheuk.gov.uk](http://www.workingintheuk.gov.uk)

### *labour providers*

Labour providers are sometimes called gangmasters. They supply workers directly to employers. Labour providers must be licensed and are subject to strict standards.

If you think you are being treated unfairly by a labour provider you can contact the Gangmasters' Licensing Authority (GLA), or you can find your nearest employment adviser by contacting CLS Direct.

### *further information*

[www.defra.gov.uk/farm/working/gangmasters](http://www.defra.gov.uk/farm/working/gangmasters)

[www.labourproviders.org.uk](http://www.labourproviders.org.uk)

[www.gla.gov.uk](http://www.gla.gov.uk). The GLA produces a pocket sized leaflet called 'Workers' Rights' which sets out the responsibilities of labour providers and of workers.

### *employment agencies*

Employment agencies find jobs for agency workers. Companies pay the agency a fee to hire workers for them. Your contract of employment (see below) is likely to be with the agency rather than with the company where you work. You should still have an employment contract. You are entitled to holiday pay, rest breaks, the National Minimum Wage, and no unlawful deductions from wages. You are covered by Health and Safety and anti-discrimination legislation. You may be able to get sick pay and maternity pay.

If the agency does not find work for you, you can join other employment agencies.

If you think the agency is treating you unfairly, contact the Employment Agency Standards Helpline on 0845 955 5105 (0930–1630 Monday to Friday), or see an employment adviser. There is

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more information about agency workers' rights at [www.direct.gov.uk/en/Diol1/EmploymentInteractiveTools/DG\\_10028510](http://www.direct.gov.uk/en/Diol1/EmploymentInteractiveTools/DG_10028510)

*further information*

[www.direct.gov.uk/en/Employment/Employees/EmploymentContractsandConditions](http://www.direct.gov.uk/en/Employment/Employees/EmploymentContractsandConditions)

*Jobcentres*

Jobcentre Plus is an organisation that can help you to look for a job. They have details of job vacancies and can advise on looking for work, applying for jobs, preparing for job interviews, safe job searching, and starting your own business. They can also tell you how to claim State benefits [Insert details of local Jobcentres].

*further information*

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

*applying for a job*

Employers will state how they want people to apply for jobs. Usually this will be either by sending in your work history, known as your Curriculum Vitae (CV) or *Résumé*, or by completing an application form.

The next stage is usually a job interview at the workplace. You will be interviewed by at least one or two people. You should expect to be asked to provide proof of your right to work in the UK.

How you present yourself at the job application and interview stages is important, and may be different from the way things are done in your home country. You can get advice on interview skills and how to write a CV from [insert details of local job-search or job skills support organisation and/or jobcentre], or by visiting [www.direct.gov.uk/en/Over50s/Working/LookingForWork/index.htm](http://www.direct.gov.uk/en/Over50s/Working/LookingForWork/index.htm) or [www.jobcentreplus.gov.uk/JCP/Customers/outofworkhelplookingforwork/index.html](http://www.jobcentreplus.gov.uk/JCP/Customers/outofworkhelplookingforwork/index.html) where you can find information about looking for work and search for jobs online.

*further information*

[www.rose.nhs.uk](http://www.rose.nhs.uk) has information for healthcare professionals.

[www.direct.gov.uk/en/Over50s/Working/LookingForWork/index.htm](http://www.direct.gov.uk/en/Over50s/Working/LookingForWork/index.htm) has general information on looking for work and an online job-search facility.

The Jobcentre Plus website carries practical tips on completing application forms etc.

[www.jobcentreplus.gov.uk/JCP/Customers/outofworkhelplookingforwork/index.html](http://www.jobcentreplus.gov.uk/JCP/Customers/outofworkhelplookingforwork/index.html)

*employment contracts*

When you start work you should be given an employment contract. An employment contract is an agreement between you and your employer. Your rights and responsibilities, and those of your employer, are called the terms of the contract. The contract does not have to be in writing, but you are entitled to a written statement of the main terms.

Employment contracts may contain terms with which you are not familiar. Various technical terms are explained online; visit [www.worksmart.org.uk/jargonbuster](http://www.worksmart.org.uk/jargonbuster)

*further information*

[www.direct.gov.uk/employment](http://www.direct.gov.uk/employment)

[www.adviceguide.org.uk/index/life/employment.htm](http://www.adviceguide.org.uk/index/life/employment.htm)

[www.worksmart.org.uk](http://www.worksmart.org.uk)

*national insurance*

Most people in the UK pay National Insurance (NI). This money is paid to the Government and contributes to State pensions, welfare benefits and the National Health Service.

National Insurance Number (NINO). You will need to have, or have applied for, a NINO to start work. You can get a NINO from some Jobcentres. You can make an appointment at the Jobcentre directly or by contacting the NINO Contact Centre on

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0845 6000 645.

If you are employed, your employer will deduct the NI directly from your pay. If you are self-employed it is up to you to pay NI direct to the UK Government department.

*further information*

[www.dwp.gov.uk](http://www.dwp.gov.uk)

*income tax*

Most people in the UK pay income tax. This is based on how much you earn. If you are employed, your employer will deduct the tax due from your pay every time you get your pay. So that the right amount is deducted, you will need to be given a tax code.

If you are self-employed it is up to you to pay income tax direct to the UK Government department (HM Revenue and Customs). If you are employed and your employer is not deducting tax or NI from your pay, please seek advice from [insert details of where to get advice].

*further information*

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

*national minimum wage*

Almost everyone who works in the UK is entitled to be paid the National Minimum Wage (NMW). The amount of the NMW is set by the UK Government. Minimum wage rates vary according to the age of the worker. Your employer may pay you more than the NMW.

If your employer does not pay you the National Minimum Wage, you can call the National Minimum Wage Helpline on 0845 6000 678. The information you give them will be confidential. They can help you to claim the NMW as well as any pay your employer owes you.

*further information*

[www.adviceguide.org.uk/index/life/employment.htm](http://www.adviceguide.org.uk/index/life/employment.htm)

[www.direct.gov.uk/employment](http://www.direct.gov.uk/employment)

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

[www.berr.gov.uk/employment/pay/national-minimum-wage/index.html](http://www.berr.gov.uk/employment/pay/national-minimum-wage/index.html)

*pay slips*

You should receive an individual written payslip from your employer on the day you are paid. This must show your pay before and after deductions (known as gross pay and take-home pay).

*deductions from wages*

Some employers may take some of your pay to cover travel or living expenses. They will need your written permission to do this. Deductions should be set out on your payslip. If you think there is a problem with deductions from your wages, you should see an employment adviser. You can also ring the National Minimum Wage Helpline (0845 6000 678).

*working times and holidays*

If you are employed, your working hours should be set out in your employment contract. Normally these are no more than 48 hours a week on average unless you agree to more.

There is a minimum right to four weeks' paid holiday; your employer may give you more paid holiday than this. You start building up holiday entitlement as soon as you start work. Your employer can control when you take your holiday, so you should tell your employer in advance when you would like to take your holiday. You get your normal pay when you are on holiday. When you finish a job, you are paid for any holiday you have not taken. During the day you may be paid for rest breaks; this should be set out in your contract.

There are [x] public holidays in [country]. They take place in [insert months].

*further information*

[www.dti.gov.uk/employment/bank-public-holidays/index.html](http://www.dti.gov.uk/employment/bank-public-holidays/index.html)



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### sick pay

Your contract of employment should state how much you will be paid if you are off work because you are ill. This is known as sick pay. The minimum amount you are entitled to is Statutory Sick Pay (SSP) if you are away from work for four consecutive days or more. Your employer may pay you more than this.

#### further information

[www.worksmart.org.uk](http://www.worksmart.org.uk)

[www.gla.gov.uk/](http://www.gla.gov.uk/)

### health and safety at work

You and your employer are responsible for keeping you safe at work. There are UK laws to promote health and safety in different kinds of workplaces and jobs. You may be required to undertake specific training, and to wear suitable clothing for the job or the workplace. You may be held liable if you do not follow the health and safety laws, which may be different to the ones in your home country.

#### further information

[www.hse.gov.uk](http://www.hse.gov.uk)

### harassment or discrimination at work

All employees are considered equal regardless of their gender, age, sexual orientation, race or ethnic background, disability, religion or belief. Making derogatory remarks or behaving inappropriately towards someone on the basis of any of these differences may be viewed as harassment and you can be prosecuted and given strong penalties by the courts.

If you feel that you are being harassed racially, sexually or in some other way, or that you have been discriminated against unfairly, you should get advice.

The local Racial Equality Council can give you advice about harassment and discrimination on the basis of race [insert contact details for the local REC or racial incident support project/open out

scheme].

You can find out more about unfair treatment at work at [www.direct.gov.uk/en/Employment/Employees/DiscriminationAtWork/DG\\_10026557](http://www.direct.gov.uk/en/Employment/Employees/DiscriminationAtWork/DG_10026557). You may need to talk to an employment adviser (see below).

#### further information

[www.direct.gov.uk/en/Employment/Employees/DiscriminationAtWork/DG\\_10026557](http://www.direct.gov.uk/en/Employment/Employees/DiscriminationAtWork/DG_10026557)

Useful information on equality and discrimination can be found on the Equality and Human Rights Commission website at [www.equalityhumanrights.com](http://www.equalityhumanrights.com).

### support for workers: trade unions

Trade unions are associations of workers which exist to support workers and protect their rights. Trade unions usually serve certain types of trade or industry. Every employee in the UK has the right to join a trade union.

If your employer already has one or more unions serving the workforce, you can find out about joining by talking to the trade union officer (known as a shop steward). Otherwise you can find out what trade union covers your type of employment and how to contact them at [www.tuc.org.uk](http://www.tuc.org.uk)

#### further information

[www.tuc.org.uk](http://www.tuc.org.uk)

### where to get employment advice

You can find out your nearest provider of employment advice through Community Legal Services Direct (CLS Direct) by calling 0845 345 4345 or visiting [www.clsdirect.org.uk](http://www.clsdirect.org.uk). The advice provider will be able to tell you whether they can give you free advice.

If you are a member of a trade union, they may be able to give you advice. See page [x] for information about trade unions.

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WorkSmart is a website providing information on all aspects of employment rights and also explains employment law jargon; visit [www.worksmart.org.uk](http://www.worksmart.org.uk)

The Trades Union Congress (TUC) website holds Know Your Rights leaflets in several languages; visit [www.tuc.org.uk/tuc/rights\\_main.cfm](http://www.tuc.org.uk/tuc/rights_main.cfm)

*further information*  
[www.clsdirect.org.uk](http://www.clsdirect.org.uk)

The Department for Business Enterprise and Regulatory Reform publishes employment rights leaflets for Polish and Lithuanian workers, called 'Working in the UK – Know your rights and how to get help and advice'; see [www.dti.gov.uk](http://www.dti.gov.uk)  
[www.worksmart.org.uk](http://www.worksmart.org.uk)

*promotion and changing jobs*  
In order to progress in your job or to change jobs, you may need careers advice or further training. You can find advice on promotion and careers at [www.worksmart.org.uk/career](http://www.worksmart.org.uk/career) and [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk). For information on learning and work you can call Learn Direct free on 0800 100 900; there are advisers who can speak various languages.

*further information*  
[www.worksmart.org.uk](http://www.worksmart.org.uk)  
[www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

*starting your own business*  
You may want to start your own business. This is known as being self-employed. It is a good idea to get advice before you start your business. You may be able to get financial or other help to start up. Business Link gives practical advice for businesses including information on starting up and grants, and online tools to help you; visit [www.businesslink.gov.uk](http://www.businesslink.gov.uk) [Insert details of business and enterprise agencies].

Starting a business may affect your immigration status so you should talk to an independent

immigration adviser before you do so. You can find your nearest immigration advice provider through CLS Direct.

*further information*  
[www.businesslink.gov.uk](http://www.businesslink.gov.uk)

*volunteering*  
You may want to give some of your time free to a good cause. This is known as volunteering. Activities you can do as a volunteer include helping older people, youth work, helping to improve the environment, mentoring, and working with animals. If you have children, there are many ways in which you can help at their schools.

Being a volunteer can help to improve your language skills and to get work experience and references. Sometimes volunteering can lead to getting paid work. The UK has many local opportunities for volunteering. [Insert details of local volunteer centres].

*further information*  
[www.do-it.org.uk](http://www.do-it.org.uk) is for members of the public.  
[www.volunteering.org.uk](http://www.volunteering.org.uk) is for organisations.

*somewhere to live*  
*renting a home*  
Many people in the UK rent their homes from private landlords. Homes to rent are advertised in local newspapers. Sometimes landlords deal directly with tenants; others will deal with you through estate agents or a housing agency, also known as a lettings agency. You can get a list of housing providers from your local council [insert details of the local authority housing advice centre]; they will also be able to tell you if you are eligible for housing run by the council or a housing authority (known as social housing).

You will usually have to pay money to the landlord (known as a deposit or bond) as well as some rent in advance. This deposit should be returned to you at the end of the tenancy.

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Your landlord or the agency should give you a tenancy agreement to sign. The tenancy agreement sets out the terms of the agreement between you and the landlord and your responsibilities. There are different types of tenancy and you will have different rights according to the type of tenancy. There may also be a list of items in the house; this is known as an inventory. You should keep a copy of the tenancy and proof of rent payments you make.

If you experience problems such as noisy neighbours, anti-social behaviour, or dogs roaming and fouling the area, you can report these anonymously to the local council who will take appropriate action.

You may wish to buy household contents insurance to insure your possessions against theft or damage.

#### *further information*

[www.direct.gov.uk/en/HomeAndCommunity](http://www.direct.gov.uk/en/HomeAndCommunity) contains information about renting

#### *where to get housing advice*

Common problems with housing include landlords not providing tenancy agreements, landlords not returning deposits, too many people living in one house (known as overcrowding), and landlords not carrying out repairs to the house. If you have problems with your landlord or the tenancy agreement, the local council provides free advice for tenants [insert details of local housing advice centre]. The [housing advice centre] can also advise you if you have nowhere to live or you are about to lose your home.

You may need to talk to a specialist housing adviser if you have problems with your landlord or tenancy. You can find the nearest adviser by phoning CLS Direct or visiting their website. You can also contact Shelter, a national provider of housing advice, by ringing 0808 800 4444 (8am – midnight, seven days a week), or visit [www.shelter.org.uk](http://www.shelter.org.uk)

#### *further information*

[www.shelter.org.uk](http://www.shelter.org.uk) is a national charity and provides specialist housing advice.

The website has housing advice for EU nationals including A8 and A2 nationals. You can select the GB country whose housing law you want to know about. They also provide a helpline.

#### *council tax*

Council tax is a local tax which pays for services such as the police, fire service, and rubbish (waste or 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 and you should check this. The council will send you a bill for the tax. You may be eligible to pay a reduced amount if you are on a low income or you live alone; ask the council about this. You can pay the council tax in instalments.

#### *further information*

[www.direct.gov.uk/en/MoneyTaxAndBenefits/index.htm](http://www.direct.gov.uk/en/MoneyTaxAndBenefits/index.htm)

#### *water, gas and electricity*

In the UK, mains water is supplied to all homes except homes that move such as caravans and boats. Heating and cooking is usually powered by either gas or electricity.

Water will be supplied by the local water company [insert details]. Water out of the cold tap is safe to drink 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.

There are several companies who supply gas and electricity and you can choose your supplier; you can compare their prices at [www.uswitch.com](http://www.uswitch.com). To find out which company supplies gas to your home, telephone Transco on 0870 608 1524. To find out which company supplies your electricity, telephone Energywatch on 0845 906 0708 or visit [www.energywatch.org.uk](http://www.energywatch.org.uk). Energywatch can also

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give you advice on changing your supplier.

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

You can pay for the water and energy you use every quarter or every month. There is information on the bill about how to pay.

When you move into a new home or leave an old one, you should make a note of the electricity and gas meter readings, and of the water meter reading if you have a water meter. You should contact the suppliers and tell them you are moving house or that you have moved house. Give them the meter readings and your new address and they will send you final bills on the old accounts.

The UK Government encourages people to save water and energy. You can find out about greener living, how to save energy, and reduce your energy bills, at [www.direct.gov.uk/en/Environmentandgreenerliving/Greenerlivingaquickguide/index.htm](http://www.direct.gov.uk/en/Environmentandgreenerliving/Greenerlivingaquickguide/index.htm) and [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

#### *further information*

[www.gas-guide.org.uk](http://www.gas-guide.org.uk)

[www.electricity-guide.org.uk](http://www.electricity-guide.org.uk)

[www.water-guide.org.uk](http://www.water-guide.org.uk)

[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

#### *telephone*

Most homes already have a telephone line (called a landline). If you need a new line, telephone British Telecom (BT) on 150 442, or contact a cable company. When you move house you should inform the telephone supplier.

Not all people choose to have a landline. You may decide that you only want a mobile phone. There

are several commercial companies offering mobile phone packages. Some of these are 'pay as you go'; this means that you have to buy a card to put money (also known as credit) on your phone. Others have a monthly fee plus additional costs for calls that are not included in the fee. Prices differ between companies, and according to the number and time that you call. Check and compare prices before you sign a contract with a mobile phone company. Contracts are usually for a fixed period such as 12 months.

In the UK it is illegal to use a hand-held mobile phone while you are driving; if you are caught doing this you could be fined and receive points on your driving licence; points on your licence could lead to you paying more for car insurance.

Emergency calls (see the section on emergencies) are free.

#### *waste disposal and recycling*

The UK Government encourages recycling. This area has several recycling centres. You can recycle clothes, cardboard, plastic, tetrapak cartons, glass, tins, and paper. The council also collects green and food waste to be turned into compost [insert details of green collection and how to find local recycling centres].

You should put the waste you cannot recycle into the bin (trash can) or sack provided by the council. You should put the bin or sack outside your house on the evening before, or on the day on which, it is due to be collected. Rubbish should not be left out at any other time. Rubbish is collected every [two] week[s] on a [insert day].

#### *further information*

[www.recycling-guide.org.uk](http://www.recycling-guide.org.uk) contains details of recycling centres.

#### *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

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computers or mobile phones that you use to watch or record programmes as they are being shown on TV.

You can do this online at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk). You can also pay at a Paypoint at a shop or petrol station where this symbol is displayed:

You can be taken to court and fined if you do not have a licence.

*further information*

[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

**living in your community**

Surveys have given some interesting information about what makes people feel good or bad about the area they live in. Everyone should try to be a good neighbour. You can start to do this by introducing yourself to the people who live next to you, and avoid making too much noise. One of the most common causes of complaint about neighbours is about leaving rubbish outside the house (see the section on waste disposal).

From the UK Citizenship Surveys, which are held every year, it is clear that people felt strongly that it should be the responsibility of all people living in the UK to:

- obey and respect the law
- raise children properly
- treat others with fairness and respect
- behave responsibly
- help and protect the family
- respect and preserve the environment
- behave morally and ethically
- treat all races equally
- work to provide for oneself
- help others
- vote in elections.

There are some unwritten rules of behaviour which may be important to people living in the UK,

even though not all British people obey them all the time. Failing to maintain your garden, blocking someone else's driveway with your car, failing to apologise when you bump into someone, not saying please and thank you, and pushing when there is a queue, are generally not appreciated.

The police have a role in ensuring that people behave in an acceptable way in public places. Behaving in a way that causes distress or alarm to another person is unacceptable. Some examples of unacceptable behaviour are:

- people may find it intimidating to be stared, whistled or shouted at, or followed
- do not urinate or spit in public
- do not make insulting or sexual comments
- do respect others' personal space.

It is against the law to:

- use offensive, threatening or abusive words or behaviour
- assault anyone or touch people in a sexual way without their permission
- drop litter
- vandalise property, for example by drawing graffiti on walls
- engage in begging.

*further information*

The Border and Immigration Agency (BIA) has published a book called 'Life in the UK: A Journey to Citizenship', 2nd edition 2007. You can purchase this book from the Office of Public Sector Information bookstore at [www.tsoshop.co.uk/bookstore.asp?trackid=001261&FO=1240167](http://www.tsoshop.co.uk/bookstore.asp?trackid=001261&FO=1240167)

**money**

The UK currency is pounds sterling, symbolized by £. Euros and other currencies are not accepted. You can change money into pounds without charge at Post Offices.

### getting a bank account

Banking in the UK is conducted by banks and some building societies. 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. Identity cards from other countries may not be accepted. Documents that may be acceptable include passports, driving licences, birth certificates, marriage certificates, tenancy agreements, letters from landlords or employers, and payslips.

If you are refused a bank account you can complain. You can get advice on how to do this at [www.banking-guide.org.uk](http://www.banking-guide.org.uk)

If you do not have a bank account, you may be able to open an account with a credit union. Credit unions are community banks or financial cooperatives [insert details of local credit union].

### further information

[www.banking-guide.org.uk](http://www.banking-guide.org.uk)

To find the nearest credit union, contact the Association of British Credit Unions (ABCUL), [www.abcul.coop](http://www.abcul.coop)

### sending money home

Some travel agencies provide a cash transfer system for sending money to another country. Post offices are located in towns and some villages; they also have banking and cash transfer services; see [www.postoffice.co.uk](http://www.postoffice.co.uk)

### further information

[www.postoffice.co.uk](http://www.postoffice.co.uk)

### using credit

You may wish to borrow money to pay for goods. There are several types of credit such as loans and credit cards. You should be given a credit agreement to read and sign. Interest rates vary and

can be quite high so you should compare them before signing the agreement. Borrowing from lenders who come to your home can be expensive and even risky. You can get advice on credit and debt from [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or [www.banking-guide.co.uk](http://www.banking-guide.co.uk)

### further information

[www.adviceguide.org.uk](http://www.adviceguide.org.uk) is the Citizens' Advice information pages.

[www.banking-guide.org.uk](http://www.banking-guide.org.uk)

### financial help if you are working

If you are working and on a 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. These top up your income. Other benefits you may be entitled to while you are working are Child Benefit, Housing Benefit and Council Tax Benefit. You can find out about tax credits and benefits at [www.direct.gov.uk/en/MoneyTaxAndBenefits](http://www.direct.gov.uk/en/MoneyTaxAndBenefits)

You can find out about Housing Benefit and Council Tax Benefit at the local council.

### further information

The Department for Work and Pensions produces a leaflet 'Coming from abroad and getting your benefits' available in 10 languages, [www.jobcentreplus.gov.uk/JCP/Customers/Leaflets\\_and\\_Guides/011720.xml.html](http://www.jobcentreplus.gov.uk/JCP/Customers/Leaflets_and_Guides/011720.xml.html)

### financial help if you are not working

If you are out of work, you may be able to claim Jobseeker's Allowance or Income Support. You can find out about these at the local Jobcentre [insert details or page number]. You can also find out about State benefits at [www.direct.gov.uk/en/MoneyTaxAndBenefits](http://www.direct.gov.uk/en/MoneyTaxAndBenefits)

If you are too ill to work you may be able to claim Incapacity Benefit. If you become disabled you may be able to claim Disability Living Allowance. You can find out about disability benefits and how

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to claim them at [www.disabilityalliance.org.uk](http://www.disabilityalliance.org.uk)

#### *further information*

[www.direct.gov.uk/en/MoneyTaxAndBenefits](http://www.direct.gov.uk/en/MoneyTaxAndBenefits)

[www.disabilityalliance.org.uk](http://www.disabilityalliance.org.uk) is a national charity aimed at alleviating the poverty and improving the living standards of disabled people. The website has detailed information for organisations and disabled people. The helpline is for organisational members.

#### *problems with money, credit and buying goods and services*

If you have problems claiming benefits, or if you do not have enough money to live on, you can find a benefits adviser through CLS Direct.

If you have a problem with debt, you can find a debt adviser through CLS Direct or contact National Debtline.

If you have a problem with credit or buying goods, you can get advice on consumer rights from Consumer Direct (08454 04 05 06, [www.consumerdirect.org.uk](http://www.consumerdirect.org.uk)) or [insert local Trading Standards details].

#### *further information*

[www.consumerdirect.org.uk](http://www.consumerdirect.org.uk)

#### *pensions*

You may be thinking about saving for your retirement. A State pension depends on you having paid enough National Insurance contributions; it may not be enough for your needs when you reach retirement age. Many people save for their retirement independently of their State pension through a pension scheme. Some employers operate pension schemes. There are private pension schemes operated by financial companies. There are also stakeholder pensions which are run by the Government.

Pensions can be complicated and you should get advice from an independent financial adviser. Most towns will have companies showing the

independent financial adviser sign.

You can find out more about pensions at [www.direct.gov.uk/en/MoneyTaxAndBenefits/PensionsAndRetirement/index.htm](http://www.direct.gov.uk/en/MoneyTaxAndBenefits/PensionsAndRetirement/index.htm). Information on stakeholder pensions can be found from the Pension Service at [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk). You can get advice on occupational and personal pensions from the Pensions Advisory Service at [www.opas.org.uk](http://www.opas.org.uk)

#### *further information*

[www.direct.gov.uk/en/MoneyTaxAndBenefits/PensionsAndRetirement/index.htm](http://www.direct.gov.uk/en/MoneyTaxAndBenefits/PensionsAndRetirement/index.htm)

[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk) carries information about stakeholder pensions.

The Pensions Advisory Service gives free and confidential advice on occupational and personal pensions. Contact them by ringing 0845 601 2923; the website is [www.opas.org.uk](http://www.opas.org.uk)

#### *learning*

##### *learning English*

Improving your English language skills will help you settle in to the UK. There is evidence to suggest that those migrants who are fluent in English earn significantly more than those who are not. Having good English language skills will also help you feel more confident at work and in the community; it will also help your and your family's health and wellbeing as well as your career prospects. Eventually it can lead to a career as an interpreter and translator.

There are English language courses locally. Sometimes these courses are called ESOL, which means English for Speakers of Other Languages. Some courses emphasise English language for the workplace. These courses are called ESOL for work and may be offered by your employer or other providers. English language training is also useful for people taking the citizenship exam.

Courses vary according to length, level, and cost.

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You can find out about English language courses at the local library [or insert local contact point].

#### *further information*

More information on the correlation between earnings and fluency in English can be found in ‘Guidance for Local Authorities on Translation of Publications’, which is available from the Department for Communities and Local Government website [www.communities.gov.uk](http://www.communities.gov.uk)

#### *pre-school*

If you have children who are under five years of age, there is childcare advice and information about family services. This includes information about education and childcare for children under five. [Insert details of local children’s centre, and Office of Children and Young People’s Services (OCYPS)]. OCYPS supports children and their families by promoting child protection, supporting disabled children, helping parents get information on special educational needs.

#### *further information*

[www.childcarelink.gov.uk](http://www.childcarelink.gov.uk)

[www.opportunity-links.org.uk](http://www.opportunity-links.org.uk) for information on jobs, training and childcare.

#### *schools*

Children aged between five and 16 years must attend school. Pupils follow the National Curriculum which is divided into five stages [insert table]. Pupils do a test at the end of each Key Stage; these tests are considered to be very important.

If you have a child of school age, visit your local primary school (ages 5–10) or secondary school (ages 11–16). School staff will help you to apply by completing an admission form. You will be asked for a copy of: the passport containing the child’s details, their visa if applicable, and proof of your address.

Education at State schools in the UK is free; however, parents have to pay for school uniforms

and sports wear. Parents on low incomes can get help with these costs and with the cost of school meals. Some schools collect used uniforms which can be re-used by others.

When your child starts school, it is a good idea to ask the school about open evenings, consultations, and how the school works with parents. Most schools have a written home-school agreement that it is recommended you sign. A home-school agreement describes the way in which the school will communicate, and how teachers will work in partnership with parents to help a child learn. For example, this means that parents will attend open evenings and that the teacher will make sure that the parent fully understands the progress that their child is making.

You will also find that there are many opportunities for you to get involved in the school, for example as a parent helper in the classroom, or by joining the parent teacher association (PTA).

Parents of children with learning difficulties are supported through [insert service details].

For safety reasons, schools expect young children to be accompanied to school, and they keep front doors locked during the day. Parents are expected to take an active role in their child’s education, so there will be contact between you and the school about your child’s progress, safety and conduct.

The majority of bilingual students enjoy their time at school, but some may experience difficulties. It is important that you contact the school immediately if your child experiences things like bullying, racism or name-calling. Schools have policies and procedures for dealing with these difficulties. For advice and support on bullying or racism, contact [insert details of local equalities and diversity service].

You can get advice on the curriculum, how to get involved in the school, bullying, discipline, school



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choice, and exclusion from school at [www.parentscentre.gov.uk](http://www.parentscentre.gov.uk)

You may need to talk to an education advice provider if your child cannot get a school place, is excluded from school, or is treated unfairly at school. You can find your nearest education advice provider through CLS Direct.

*further information*

[www.parentscentre.gov.uk](http://www.parentscentre.gov.uk)

Cambridgeshire County Council's website has a good section explaining the English school system, at [www.cambridgeshire.gov.uk/education](http://www.cambridgeshire.gov.uk/education) click on English Education System. The information is available in different languages.

Information about home-school arrangements is available from [www.standards.dfes.gov.uk/parentalinvolvement/hsa/](http://www.standards.dfes.gov.uk/parentalinvolvement/hsa/)

*post-16 education*

After the age of 16 years, education is not compulsory in [country]. However, one in three young people now go on to higher education at college or university. Students can choose to continue their education or enter the workplace. If they stay on at school they will enter what is known as the sixth form, or they may attend a further education college. Families on low incomes who have a child staying on in education after the age of 16 can claim support.

*adult education*

A variety of study courses for adults (18 years or over) take place in local schools, community organisations, colleges and universities. Some courses may be free or you may have to pay for them. Sometimes you can get financial support while you study; the course provider can tell you more about this. There are courses on basic skills such as reading, writing and arithmetic, work-related courses, and other subjects up to postgraduate level. The local library will have

details of what courses are available, or visit the Learn Direct website, which holds details of thousands of courses across the UK – [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

[Insert details of local learning centres and the main local colleges/universities].

*further information*

[www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

**families**

**families in the UK**

Rights to bring your family to the UK. You may have the right to bring your family to the UK. Rights can be complicated and you may need to see an independent immigration adviser. You can find an immigration adviser through CLS Direct.

If you are a student, visit the Council for International Education (UKCOSA) website for information; your college or university may also provide information – [www.ukcosa.org.uk](http://www.ukcosa.org.uk)

*further information*

[www.ukcosa.org.uk](http://www.ukcosa.org.uk)

Rights to have children in the UK. If you wish to start a family in the UK you may. There is no upper limit to the number of children you are allowed to have. The average number of children per family in the UK is two.

*if you are pregnant*

If you think you might be pregnant, you can buy a pregnancy testing kit at a pharmacy or supermarket.

If you are pregnant, you should make an appointment to see a doctor (see the section on doctors). You will be offered scans, tests and healthy living advice during your pregnancy. In the UK women usually have their babies in hospital, although home births can be arranged. It is common for the father to attend the birth, but only if the mother wishes him to be there.

If you thinking about terminating the pregnancy

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(abortion is legal in the UK), you can discuss this confidentially with your doctor.

When your baby is born, you must register your baby with the Registrar of Births, Marriages and Deaths (the Registry Office) within six weeks of the birth. The address of your local Registry Office is [insert details].

Women who are expecting a baby have a legal right to time off work for antenatal care, and at least 26 weeks' maternity leave. Some women may also be entitled to maternity pay, but this depends on how long they have been working for their employer. Fathers who have worked for their employer for at least 26 weeks are entitled to two weeks' paid paternity leave when the child is born. It is important to tell your employer well in advance.

#### *further information*

The Family Planning Association (FPA) gives advice on contraception and sexual health. Their helpline is 0845 310 1334; website [www.fpa.org.uk](http://www.fpa.org.uk)

The National Childbirth Trust gives information and support on pregnancy, childbirth and early parenthood; their website is [www.nctpregnancyandbabycare.com](http://www.nctpregnancyandbabycare.com)

For advice on maternity leave, maternity pay, paternity leave, and financial help associated with having a baby, visit [www.direct.gov.uk/en/Parents/Moneyandworkentitlements/index.htm](http://www.direct.gov.uk/en/Parents/Moneyandworkentitlements/index.htm)

#### *children's rights*

A person is considered a child if they are under 16 years of age. A young person is usually considered to be someone who is between 16 and 24 years of age. Children and young people have rights in the UK. You can find out about children's rights and responsibilities at [www.direct.gov.uk/en/Parents/ParentsRights/DG\\_4003313](http://www.direct.gov.uk/en/Parents/ParentsRights/DG_4003313)

For young people's rights to work, please see the

section on working in the UK.

#### *further information*

[www.direct.gov.uk/en/Parents/ParentsRights/DG\\_4003313](http://www.direct.gov.uk/en/Parents/ParentsRights/DG_4003313)

#### *looking after children*

Most parents want to do their best for their children, but sometimes family life can be difficult. Advice for parents can be found at [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk) or by phoning free on 0808 800 2222.

Young babies and children up to five years of age are seen regularly by a health visitor at home or at a clinic. You can ask the health visitor for advice about caring for your child.

You can find out about parental responsibilities at [www.direct.gov.uk/en/Parents](http://www.direct.gov.uk/en/Parents)

Children under 16 should not be left at home alone. It is an offence to leave a child alone if doing so puts the child at risk. The National Society for the Prevention of Cruelty to Children recommends that children under the age of 13 are rarely mature enough to leave at home unsupervised; children under the age of 16 should not be on their own overnight; babies, toddlers and very young children should never be left on their own. If you decide to leave a child alone, you should:

- 1 leave a contact phone number and make sure you are able to answer it immediately
- 2 make sure the child knows how to make a phone call
- 3 if you are using a mobile phone, ensure there is sufficient credit and battery power
- 4 explain to the child how to stay safe, for example not opening the door to strangers
- 5 make sure potentially dangerous objects are out of reach
- 6 leave clear instructions about what to do in an emergency

- 7 tell the child what time you will return, and do not be late
- 8 give them some basic rules about what they can and cannot do while you are away
- 9 teach them basic first aid
- 10 make sure they are happy to be left alone – if they are not, you should get a childminder.

If you need a childminder, you should use a registered childminder or a day-care centre such as a nursery. Centres and childminders should be registered with Ofsted; you can find out if they are registered at [www.ofsted.gov.uk](http://www.ofsted.gov.uk). Your local council will have a list of registered childminders, nurseries and day-care centres.

You will need to pay for childcare but you might be able to get help with this. Find out more at [www.direct.gov.uk/en/Parents/Childcare](http://www.direct.gov.uk/en/Parents/Childcare)

If you are worried about the safety of a child, you can get advice online at [www.direct.gov.uk/en/Parents/Yourchildshealthandsafety/index.htm](http://www.direct.gov.uk/en/Parents/Yourchildshealthandsafety/index.htm), by telephoning Parentline, or contact [insert details of local child protection agency].

If you drive a car and you have a baby or a young child, you should fit a car seat suitable for your child's height and weight. The seat should meet the safety standards. Try before you buy and ask the retailer to show you how to fit the seat and fasten the safety straps correctly. You can find more advice on child car seats at the government website [www.thinkroadsafety.gov.uk](http://www.thinkroadsafety.gov.uk)

By law, no child can sit in the front seat without a suitable car seat, or seat belt (if their height is over 135 cm). No child under three years of age can travel in a car without the correct car seat.

#### *further information*

The Children's Legal Centre provides information and advice on children's legal issues including being home alone and age restrictions, see

[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

[www.direct.gov.uk](http://www.direct.gov.uk) holds information on parental rights and responsibilities and other family issues.

[www.ofsted.gov.uk](http://www.ofsted.gov.uk) carries information about registration of childminders.

[www.direct.gov.uk/en/Parents/Childcare](http://www.direct.gov.uk/en/Parents/Childcare) holds information about availability of and paying for childcare.

[www.direct.gov.uk/en/Parents/Yourchildshealthandsafety/index.htm](http://www.direct.gov.uk/en/Parents/Yourchildshealthandsafety/index.htm) for information for people concerned about children's wellbeing and safety.

#### *help for families*

You may be entitled to financial support from the Government, such as Child Benefit and/or Tax Credits. You can claim these even if you are working.

Family Centres or Sure Start Centres provide help and support for families, including a range of activities. [Insert details of local family centres].

Parentline Plus gives information and advice on issues such as bullying, sex education, and using drugs, and enables parents to communicate with other parents experiencing similar problems.

#### *further information*

[www.dwp.gov.uk](http://www.dwp.gov.uk) is the website of the Department for Work and Pensions.

[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

[www.parentinguk.org](http://www.parentinguk.org) is the website for people working with parents.

#### *mind, body, spirit places of worship*

People enjoy freedom of worship in the UK. You can find the nearest contact point for your religion or belief in the phone book or at the library, or by searching online.

#### *health*

Public healthcare is provided in the UK by the

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National Health Service (NHS). You may be entitled to free or reduced cost treatment on the NHS. Alternatively there are private healthcare providers.

Health advice and information are provided by **NHS Direct** (telephone 0845 4647 or visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)). Ask for an interpreter if you need one.

**Pharmacists** (who work in pharmacies, also known as chemists) may also be able to advise you about common health problems and medication; you can find your local pharmacy in the phone book. If a doctor gives you a prescription for medicines, you will need to take the prescription to a pharmacist. You may have to pay to get the medicine, but some people are exempt from charges and you should ask about this when you present the prescription. You may be able to get medicines at a pharmacy without a prescription (known as over the counter medicines), where you will need to pay for them.

Most people in the UK register with a local **doctor** called a general practitioner (GP) for general health needs. GPs work in offices known as surgeries. GPs can advise you on your physical and mental health.

To register with a doctor, visit your nearest doctors' surgery; you can find your nearest surgery at [insert details of local NHS website], in the Yellow Pages phone book, or at the library. The surgery will tell you if they have vacancies. They will give you a form to complete and then you will be able to make an appointment to see the doctor. You will be expected to keep the appointment unless you tell the surgery you cannot attend. The appointment is free and confidential. The doctor will diagnose your health problem and may refer you to other health services. Ask for an interpreter if you need one.

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 it is an emergency, you can telephone the emergency number 999 and ask for an ambulance (a vehicle with medical personnel on board). You could also go to Accident and Emergency at the local **hospital** [insert details of local hospitals]. Ask for an interpreter if you need one.

You can find a list of dentists who accept NHS patients at [www.nhs.uk](http://www.nhs.uk). If you need to see a dentist at night or at weekends, telephone your dentist's surgery and listen to the recorded message, or telephone NHS Direct on 0845 4647. Cost of dental treatment varies so ask the dentist what your treatment will cost.

**Opticians** can test your eyesight and prescribe spectacles or contact lenses. You will have to pay for the eye test and spectacles or lenses, although you may be eligible for treatment at a reduced cost; ask the optician about this. You can find an optician in the Yellow Pages phone book, or at [www.yell.co.uk](http://www.yell.co.uk)

You can get free and confidential advice on **sexual health and contraception** from your GP or from [insert details of local centre]. Contraception (also known as family planning) is legal in the UK and is free on the NHS (ask your GP). If you have been **raped or sexually assaulted**, you can get free advice and support from [insert details of rape crisis or other specialist support centre].

**Drugs, drinking and smoking.** It is not legal in the UK to drink and to buy alcohol when you are under 18 years of age. It is legal to smoke tobacco in private or in open spaces; it is not legal to smoke in a public place or workplace unless it is as good as in the open air. It is illegal to sell tobacco products to anyone under 16 years old. Some drugs are legal in the UK, but it is a crime to possess or sell some drugs.

You must not drive if you have been drinking

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alcohol or taking drugs, including some prescribed medicines.

You must not attempt to drive or sit in the driving seat of a car after you have been drinking alcohol or using illegal drugs, even if the car is not moving. Only a very small amount of alcohol is legally permitted for drivers (in the UK the legal limit is 80 milligrammes of alcohol in 100 millilitres of blood). If you have been drinking alcohol there is no sure way to tell if you are under the legal limit to drive. It depends on several factors, such as your weight, gender, age, and the amount and type of alcohol you have consumed. The only safe option is not to drink alcohol if you plan to drive. Never offer a drink to someone else who is driving.

In Britain the penalties are very serious for driving or attempting to drive a vehicle whilst being over the legal limit for blood-alcohol levels. If you are found guilty by a court you will be banned from driving for at least 12 months. You could also:

- go to prison for six months
- be fined up to £5,000
- lose your job or car
- have to pay much higher car insurance costs.

Visit the Department of Transport road safety website for more information; [www.thinkroadsafety.gov.uk](http://www.thinkroadsafety.gov.uk) (in English only).

You can get advice from your GP on reducing or stopping your use of alcohol, nicotine or drugs. You can get help with drinking problems from Drinksense at [www.drinksense.org](http://www.drinksense.org). You can get help to stop smoking from pharmacists (see above) or from [gosmokefree.nhs.uk](http://gosmokefree.nhs.uk). You can get help with drug problems from [insert details of local drug advice centre] or at [www.talktofrank.com](http://www.talktofrank.com).

**A healthy lifestyle** involves having a balanced diet, controlling your weight, keeping fit, and having a healthy work environment. [Insert details

of local healthy living initiatives].

Newsagents and supermarkets sell a range of magazines on health, fitness, and wellbeing. The library may stock copies you can read there.

### **Sport, recreation and culture**

Taking part in sports, cultural or outdoor activities can help you to meet people, relax, and understand the history, culture and natural environment of the area. Towns often have sports and arts facilities such as leisure centres, swimming pools, museums, concert venues and art galleries, which might be free or cheap to use, and there are many local clubs for sports and other activities. You can find out about these in newspapers, at the library, or on the council's website [insert details of website and What's On or events guide] or at [www.direct.gov.uk/LeisureAndRecreation](http://www.direct.gov.uk/LeisureAndRecreation)

Fishing requires a licence, and permission from the lake or river owner (in Scotland this permission must be in writing). There are many bylaws regarding fishing. For example, anglers must return to the water all salmon caught in England and Wales before 16 June each year, and they cannot use crayfish as bait. For full details visit [www.environment-agency.gov.uk/subjects/fish](http://www.environment-agency.gov.uk/subjects/fish). Hunting or fighting animals or birds is illegal.

If you are walking or cycling in the countryside you can use public footpaths, which are marked with signs. You can also check them on local maps at the library. You can walk freely on common land and on mapped areas of moorland, heath, and mountain without the need to stick to paths. When using the countryside you should follow the Countryside Code; this explains how you can respect and enjoy the countryside. You can find out more about open access, the Countryside Code, and the activities and walks available in your area at [www.countrysideaccess.gov.uk](http://www.countrysideaccess.gov.uk)

For **reading, music, and films** at home, you can

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borrow books, audio CDs and DVDs/videos from libraries (see the section on local services). Some charity shops sell books, CDs and DVDs/videos cheaply, and the money supports good causes. Some libraries and shops stock items in different languages. Larger towns have shops that sell books, CDs and DVDs, or you can buy them online. If you do not have a debit or credit card, some online sellers allow you to pay by postal order (you can buy these at post offices).

#### *further information*

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.drinksense.org](http://www.drinksense.org)

[www.givingupsmoking.co.uk](http://www.givingupsmoking.co.uk)

[www.healthyliving.gov.uk](http://www.healthyliving.gov.uk)

Scotland's Healthy Living website contains useful generic information at [www.healthyliving.gov.uk](http://www.healthyliving.gov.uk)

There are area-specific healthy living websites if you use a search engine to search for 'healthy living'.

You can find out about fishing licences and permission from the Environment Agency at [www.environment-agency.gov.uk/subjects/fish/246986/1749840/?lang=\\_e](http://www.environment-agency.gov.uk/subjects/fish/246986/1749840/?lang=_e)

Information about hunting with dogs can be found on the Defra website at [www.defra.gov.uk/rural/hunting/default.htm](http://www.defra.gov.uk/rural/hunting/default.htm)

[www.countrysideaccess.gov.uk](http://www.countrysideaccess.gov.uk) is for members of the public.

[www.openaccess.gov.uk](http://www.openaccess.gov.uk) is for landowners and managers.

#### *disabled people*

In the UK, people who are chronically ill, or who have a mental or physical impairment or disability, should be treated fairly and with respect. By law,

disabled people have rights in employment, education, access to goods, facilities and services, and buying or renting property. There is also a range of support available, such as financial help, a Blue Badge to entitle you to use disabled parking spaces, and a large number of charities and groups. To find out more about rights and support, visit

[www.direct.gov.uk/en/DisabledPeople/index.htm](http://www.direct.gov.uk/en/DisabledPeople/index.htm)

#### *further information*

The UK Government website holds information on disability rights and support at

[www.direct.gov.uk/en/DisabledPeople/index.htm](http://www.direct.gov.uk/en/DisabledPeople/index.htm)

There is also a link from this page to the former Disability Rights Commission website which still holds much useful information.

#### *food and shopping*

You will find shops selling food and other goods in all the area's towns and villages. Some towns have regular markets where you can buy locally produced goods which are also sometimes cheaper than those in shops. There are also large shops called supermarkets. Specialist shops (sometimes called delicatessens) or specialist areas in supermarkets sell foods from around the world [insert details of community shops].

Vegetarian and vegan food is fairly common in supermarkets and health food shops, and is usually labelled as such. Food labels will also show details such as salt, fat and protein content, and the presence of potential allergens such as nuts, milk, and gluten. All food in shops will be labelled with the date by which the food should be consumed; this is to help prevent food poisoning and therefore it is not a good idea to buy food that is out of date.

Most UK residents buy meat and dairy products from shops, and do not hunt or keep animals for food. There are laws regarding the treatment of animals and livestock, and some species are protected. The local council can advise you on

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what animals you can keep at home.

Used goods are sold by members of the public at local sales sometimes called jumble sales or car boot sales. Most towns have charity shops which also sell used goods. Details of where to find shops and supermarkets are in the Yellow Pages phone book.

There are laws regulating how goods are sold and for the protection of buyers. You can find out about these at the local Trading Standards office [insert details] or at Consumer Direct – [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

#### *further information*

There are lists of protected plant, bird and animal species on the Natural England website – [www.english-nature.org.uk](http://www.english-nature.org.uk)

Consumer Direct carries information on typical consumer problems, what to do if things go wrong, and information about the latest consumer scams – [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk). They also provide a helpline.

#### *voting*

Citizens of the UK, the Commonwealth and the Irish Republic (if resident in 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 the electoral registration office at your local council. There is more information about your rights to vote at [www.direct.gov.uk/en/RightsAndResponsibilities](http://www.direct.gov.uk/en/RightsAndResponsibilities)

Elected members can be local councillors, or Members of Parliament (MPs), Members of the Scottish Parliament (MSPs), or Members of the European Parliament (MEPs).

#### *further information*

[www.direct.gov.uk/en/RightsAndResponsibilities](http://www.direct.gov.uk/en/RightsAndResponsibilities)

#### *contacting elected members*

All elected members have a duty to serve and represent their constituents. You can get the contact details of all your representatives and their political parties from the local library. Many Assembly Members (Members of the Scottish Parliament, Members of Parliament, and Members of the European Parliament – MSPs, MPs, and MEPs) hold regular local sessions where constituents can talk to them (also called surgeries).

#### *further information*

You can find out the name of your local Councillor, MP, MSP or MEP and contact them through the website [www.writetothem.com](http://www.writetothem.com)

#### *emergencies and staying safe*

##### *Fire, police and medical emergencies*

You do not have to pay to use the emergency services for **fire, police, ambulance** (a vehicle with medical personnel on board) or a **lifeboat** (when someone is in trouble at sea). The police are there to help you.

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

- there is a fire
- someone is drowning or they are in difficulty 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.

The emergency telephone operator will ask:

- 1 which emergency service you need
- 2 your name and location
- 3 the telephone number you are calling from
- 4 the location of the emergency
- 5 details of what is happening.

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You will need enough spoken English to choose the service and give your name and location. You may be asked to stay on the line while the emergency services are on their way to you.

For less urgent **police** matters, telephone 0845 456 4564, which is open 24 hours a day. The telephone operator can arrange for an interpreter if you need one. You can also visit your local police station [insert details].

#### **preventing crime**

In the UK people are encouraged to report crimes or suspicious behaviour that might be criminal; you can phone free on 0800 555111 or visit [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

Carrying weapons such as knives and guns is illegal.

#### **further information**

[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

#### **domestic abuse**

Domestic abuse occurs where one family member abuses another either verbally, physically, sexually, emotionally or psychologically.

Women and children can get help by phoning the National Domestic Violence Helpline which is open 24 hours on 0808 2000 247. They will be able to refer you to local services and safe houses (known as refuges). They will get an interpreter on the phone, if you need one.

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

Children can get help by phoning the NSPCC free on 0808 800 5000 or Childline free on 0800 1111. Both services are open 24 hours.

If you think a crime has been or is being committed, you can report it to the police by telephoning 999.

#### **further information**

[www.womensaid.org.uk](http://www.womensaid.org.uk) carries details of where

men, women and children can get help with domestic abuse.

#### **racial incidents and other hate crimes**

The UK takes racially motivated and other hate crimes seriously.

If you think you might be a victim of an incident or crime because of your ethnic, religious or sexual background, or you see such an incident happening, you can report it and get help by contacting [insert details of local schemes such as racial incidents reporting schemes and schemes enabling people to report to third parties].

#### **arrest**

If you are arrested or charged with a crime the police will tell you the reason for your arrest. You have the right to free legal advice from a solicitor at the police station, and the right to send a message to a friend or family member. If you have difficulty speaking or reading English, an interpreter should be provided.

#### **'stop and search' powers**

The power to stop and search people can help the police to detect crime and make your community safer. 'Stop and search' is when a police officer stops and searches you, your clothes, your vehicle, or anything you are carrying. You can ask for the name of the officer who has stopped you, the police station where s/he is based, and the reason for the search.

#### **further information**

A leaflet entitled 'Stop and Search – Know Your Rights' is available from [www.apa.police.uk](http://www.apa.police.uk)

#### **making a complaint about the police**

You can make a complaint about the police in person at any police station enquiry office [insert addresses]. All complaints will be recorded and taken seriously. You can also make a complaint by contacting the Independent Police Complaints Commission. You can do this by telephoning 08453 002 002 (local rate) or through the website



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[www.ipcc.gov.uk](http://www.ipcc.gov.uk), or by email to [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk)

#### **safety in lakes and rivers and at sea**

If you see someone in difficulty in open water call the emergency number 999.

#### **preventing fires**

The Fire Service gives free advice on fire prevention and free fitting of smoke alarms. Contact the Fire Service at [insert details]. If a fire breaks out, phone 999 (see above).

#### **further information**

[www.firekills.gov.uk](http://www.firekills.gov.uk)

#### **gas emergencies**

If you smell gas, phone free on 0800 807060.

#### **water emergencies**

[Company name] is the water provider in the area. Phone free on [insert number] to report a leak or problems with the quality of the water.

#### **electricity emergencies**

If the power fails or there is an electrical problem, phone free on 0800 783 8838.

#### **missing persons**

If someone you know has gone missing, you should report it to the police (see above), who can investigate and try to find the missing person. This service is free of charge. Missing People is the national charity that supports people who are missing someone; they are also a contact point for people who have run away. You can phone a 24 hour free and confidential helpline on 0500 700 700, or visit [www.missingpeople.org.uk](http://www.missingpeople.org.uk)

#### **further information**

[www.missingpeople.org.uk](http://www.missingpeople.org.uk)

#### **what to do if someone dies**

If you are with someone when they die and there is no doctor present, you should call your doctor or ring 999 and ask for the ambulance. A doctor will be able to issue a death certificate, which you will

need later.

When someone dies, there are certain organisations that need to be informed, and some forms that must be completed. The death should be registered at the local Registry Office. Contact a funeral director (they are listed in telephone directories) so that arrangements for the funeral can be made. If the person was receiving State benefits or tax credits, the offices that were making the payments will need to be informed. You can find further details of what to do after a death, including what to do about burial abroad, at

[www.direct.gov.uk/en/RightsAndResponsibilities/Death/WhatToDoAfterADeath](http://www.direct.gov.uk/en/RightsAndResponsibilities/Death/WhatToDoAfterADeath)

#### **further information**

[www.direct.gov.uk/en/RightsAndResponsibilities/Death/WhatToDoAfterADeath](http://www.direct.gov.uk/en/RightsAndResponsibilities/Death/WhatToDoAfterADeath)

#### **transport cars and motorcycles**

People in Britain drive on the left. Every individual must have a licence and insurance to drive legally in the UK. A vehicle registration document and MOT certificate (certificate of roadworthiness) are also required. Some people from overseas can use the licences they were given in their home countries. You will need to have insurance that covers you for driving in the UK. You can find out more about driving legally at [www.dvla.gov.uk](http://www.dvla.gov.uk) and [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring). Drivers in the UK observe rules of the road called the Highway Code; you can find this at [www.highwaycode.gov.uk](http://www.highwaycode.gov.uk) or in the library.

If you have an accident, you must stop and give your name and address and the name of your insurance company to all the other drivers involved or anyone acting on their behalf. You must call the police if someone is injured. If you admit the accident was your fault, the insurance company may refuse to pay; it may be advisable to wait for the insurance company to decide for itself who

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was responsible for the accident.

*further information*

[www.dvla.gov.uk](http://www.dvla.gov.uk)

[www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)

[www.highwaycode.gov.uk](http://www.highwaycode.gov.uk)

[www.cambs.police.uk/information/leaflets/posters/newcomers](http://www.cambs.police.uk/information/leaflets/posters/newcomers) has a section on driving in the UK

*trains and buses*

There are **train stations** in [insert locations and map]. You can buy rail tickets at stations or online at [www.nationalrail.co.uk](http://www.nationalrail.co.uk). You might be eligible for a railcard which would entitle you to cheaper tickets. Tickets are usually bought before you get on the train. You will need to keep your ticket for the duration of your journey.

It is not legal to smoke in trains or buses, or on a rail station platform as this is seen as an enclosed public space.

You can find out about local **bus services** at [insert details]. You can buy tickets from the bus driver. You will need to keep your ticket for the duration of your journey. If you travel frequently by bus, it might be cheaper to pay for several journeys at once.

There are **coach** services from bus stations in the area to cities and airports across the UK. You can find out about coaches at [www.nationalexpress.com](http://www.nationalexpress.com)

Users of public transport are expected not to cause damage or behave in a way that offends other passengers.

*further information*

[www.nationalrail.co.uk](http://www.nationalrail.co.uk) or telephone 08457 48 49 50.

[www.nationalexpress.com](http://www.nationalexpress.com)

*community transport*

If you do not have your own transport or you have

difficulty getting around, one of the community transport schemes might be able to help [insert details].

*further information*

There are area-specific community transport services; you can find them by searching online for 'community transport'.

*cycling and walking*

There are bicycle shops in the main towns, and advertisements for bicycles in newspapers. You can sometimes buy cheap bicycles at local sales. To help you stay safe, wear a helmet and reflective strips. Many towns have paths for cyclists; these are marked with signs. You can find out where there are cycle paths at [www.sustrans.org.uk](http://www.sustrans.org.uk). The Highway Code applies to cyclists; find it at the library or at [www.highwaycode.gov.uk](http://www.highwaycode.gov.uk)

Pedestrians use pavements to walk safely along roads; if there is no pavement you should walk at the side of the road and towards oncoming traffic. You can cross roads safely at marked crossings; crossings with traffic lights will show a lighted red person for 'stop' and a green person when you can cross. At night and during the winter months it is advisable to wear light-coloured or reflective clothes. You can find out more about road safety at [www.thinkroadsafety.gov.uk](http://www.thinkroadsafety.gov.uk)

*further information*

[www.sustrans.org.uk](http://www.sustrans.org.uk)

[www.thinkroadsafety.gov.uk](http://www.thinkroadsafety.gov.uk)

*local services*

*your local council*

A good place to go for free information about local services is the local authority. In [country], local government is at different levels. In our area the most local level is [ ], then [ ], then [ ]. Each local authority has different responsibilities, but it is the [ ] that you will need to contact for most things.

[Local authority] is where you go for help with things like council tax, housing, leisure and

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transport, local events, and rubbish collection. An interpreter can be provided to help you talk to staff if you ask. [Insert local authority contact details].

#### **your local library**

The local library has a range of useful information, free computer access, and items you can borrow such as books, CDs and DVDs.

Staff at the library can help you with using the computers, and give information about local study courses. There are newspapers, directories, internet and email. An interpreter can be provided to help you talk to staff, if you ask. [Insert library details].

#### **further information**

Currently, 'Which?' is promoting a free PC Easy User Guide that includes Windows Vista. Ring 0800 380380.

#### **support organisations**

Community organisations provide information and assistance with everyday problems. They are also places where you can meet other people. [Insert details of migrant support organisation].

#### **community shops and cafés**

There are several shops and cafés run by migrants [insert details]. These sell food and drink from overseas [and also have free internet access]. They are also places where you can meet other people.

#### **community centres**

There are several community centres serving neighbourhoods [and ethnic groups]. These centres provide a range of activities which are either free or at reduced cost. [Insert centre details].

#### **community media**

The following newspapers and radio stations [and TV channels] are produced in different languages [insert details].

There are local newspapers in English which are free of charge [insert details] and the local radio

station is [insert details].

#### **sources of advice**

Migrant Gateway's portal is the single route to information, advice and guidance for people moving to live or work in Europe. It is for migrants and people working with them. Although it is being developed in the East of England, much of the information applies elsewhere. It is under development and information is being added all the time, initially in six languages. It is supported by a help line for migrants and an advice line for employers and practitioners. Visit [www.migrantgateway.eu](http://www.migrantgateway.eu)

You can get free, confidential and independent advice at the Citizens' Advice Bureau [insert details], or at [insert other local advice centres]. You may need to make an appointment to see someone, and there might be a waiting list. At [www.adviceguide.org.uk](http://www.adviceguide.org.uk) there is information in English and other languages, and [www.multikulti.org.uk](http://www.multikulti.org.uk) is a multilingual advice site.

Community Legal Service Direct (CLS Direct) is a national service which provides advice on debt, State benefits and tax credits, housing, employment, and education problems. They give free advice if you are eligible for legal aid (they will tell if you are eligible); ask for an interpreter if you need one. You can also use this service to find local advisers. Ring them on 0845 345 4 345 (9am–6.30pm, Monday to Friday), or visit [www.clsdirect.org.uk](http://www.clsdirect.org.uk) where there are free leaflets in several languages.

National Debtline is a national service providing free, confidential and independent advice on debt problems. Ring them on 0808 800 4000 (9am–9pm, Monday to Friday, 9am–1pm, Saturday), or visit [www.nationaldebtline.org.uk](http://www.nationaldebtline.org.uk).

Shelter is a national provider of housing advice. Ring them on 0808 800 4444 (8am–midnight, seven days a week), or visit [www.shelter.org.uk](http://www.shelter.org.uk). The website has advice for EU nationals, and A8

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and A2 nationals.

The UK Government website carries information on a wide range of subjects and you can fill in forms and make some applications online through this site; visit [www.direct.gov.uk](http://www.direct.gov.uk)

[Insert details of local websites or other sources of information and advice for migrants.]

#### *further information*

[Advice centres are usually voluntary and community sector organisations which may be under-resourced. If you are thinking about including the details of local advice centres, you should contact them to check the services they offer, if they have the possibility of using interpreters if needed and whether there are any concerns about dealing with migrants' enquiries generated by the welcome information resource.]

#### *interpreters*

Because many problems are sensitive and involve using technical terms, it is a good idea to use a qualified interpreter if you need help communicating with professionals. You will usually need to pay for the interpreter unless the organisation you have approached has arrangements for using interpreters. [Insert details of local interpreting services]. These organisations can also advise you if you would like to become an interpreter.

#### *further information*

[Language Line is a global interpreting and translation provider based in the UK. They offer face-to-face and telephone interpreting; usage can be pay as you go or on a contractual basis. The service is available 24 hours a day, seven days a week. Your organisation may already have an account with them.  
[www.languageline.co.uk](http://www.languageline.co.uk)]

[You will also find advice on translation and interpreting in 'Guidance for Local Authorities on Translation of Publications', available from the

Department for Communities and Local Government website [www.communities.gov.uk](http://www.communities.gov.uk) ]

#### **tell us what you think about this information**

This information was produced by [insert organisational name] in [insert date].

We would welcome your views on the content, format, accuracy and usefulness of the information. This will help us to improve future versions. You can tell us your views anonymously through our website [insert web link]. You can also email us at [insert email address] or visit your local centre [insert details of access points].

 For guidance on monitoring and evaluating information resources, please see part four.

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INVESTOR IN PEOPLE

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