

# Welcome to Calderdale

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This booklet is for people coming to work and live in Calderdale. It is a guide to the services that people new to Calderdale may find useful and is mainly aimed at people from the A8 Accession states of the European Union, which includes Czech Republic, Hungary, Slovakia, Slovenia, Latvia, Estonia, Lithuania and Poland.

This booklet gives details of your rights and responsibilities whilst you live and work here. It is a basic guide; further information can be obtained from the contact details provided throughout this booklet. We have done our best to make sure the information is accurate.

### Calderdale

The Metropolitan Borough of Calderdale is situated in the county of West Yorkshire, England, through which the upper part of the River Calder flows, and from which it takes its name. The largest town is Halifax.

### Contacting Elected Members

The Council is made up of 51 elected councillors or 'members' who decide its aims, objectives and policies. They are elected to represent a particular area or ward in Calderdale. 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. Calderdale is divided into 17 wards (look at the map to see which ward you are in); each ward has three councillors who serve for four years. Elections take place in each ward three years out of every four, when one council seat in each ward is open for election.

### Currency

The unit of currency in the UK is the pound sterling (£). There are 100 pence (p) in a £1.00. Euros and other currencies are not accepted. You can change money into pounds without charge at Post Offices.

### Getting a bank account

Banks and some building societies conduct banking in the UK. A bank account will enable you to pay for goods and services using a plastic debit card, 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, and tenancy agreements, letters from landlords or employers, and payslips. If you are refused a bank account you can complain, advice on how to do this can be found at:

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

Certain major banks now have polish speaking call centre's, ask at your bank or building society for this or other facilities.

### 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 Department for Work and Pensions (DWP) produces a leaflet Coming from abroad and getting your benefits available in 11 languages. Contact the DWP on 0845 601 9941 or your local Citizens Advice Bureaux on 01422 842848

### Telephone Calls.

Most homes already have a telephone line ( called a landline).If you have a telephone line in your home but no connection you will need to contact a telephone company and register with them to use it. You will find details of telephone companies on the Internet. You can access the Internet at a local library. There is no charge for using the Internet at the library but you may have to wait for an available computer.

You can also use a public payphone to make your call, calls cost a minimum of 20p for calls within the UK and £1.00 for international calls (prices may change, but are correct at the time of print). Some payphones accept phone cards, you can buy these from a newsagent or a post office. Note that telephone number's beginning with 087 and 09 are expensive to call. 0800 numbers are free.

### Mobile Phones

Mobile phones are very popular in the UK, there are two options to choose from when buying a mobile phone

**Pay -as-you-go** - You will make a one off payment for a phone, you will then need to purchase or top up talk time when required. You will not receive a monthly bill.

**Contract**- Contracts are usually for minimum of 12 months or longer. Your phone will usually be free or you may have to pay a small fee. A monthly charge will have to be paid. Be careful not to go over your monthly allowance of minutes or text messages as there may be an extra charge. You cannot usually cancel a contract once purchased, check with you supplier before committing yourself to them. 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 company.

Remember it is illegal and against the law to use a mobile phone whilst driving. You could be fined, lose your license or be imprisoned.

### Business hours in the UK

The usual opening times for shops, businesses, post offices and banks are:

**Monday to** 9.00am to 5.30pm

**Friday**

**Saturday**

Most retail shops will open 9.00am to 5.30pm. Only some banks and post offices are open on this day but will usually close at midday. These are mainly in large town or city centres.

**Sunday**

Banks and post offices are closed. Some retail shops in large town centres and city centres will be open, usually between 10.00am and 4.00pm

Closing and opening times can vary, check with the individual shop or business. Out of town retail parks are usually open for longer hours

### Public and Bank Holidays

There are 8 public holidays also known as bank holidays, on these days some businesses, shops and banks are closed. Public transport often runs a reduced service. Some dates of these holidays may change from year to year, but they will usually occur at the following times of year:

New Year	1st January
Good Friday	March/April
Easter Monday	March/April
May Day	First Monday in May
Whitsun	Last Monday in May
Summer	Last Monday in August
Christmas Day	25th December
Boxing Day	26th December

### Daylight Saving Time in the UK

On the last Sunday in March you need set your clocks forwards by one hour.

On the last Sunday in October you need to change them back by one hour.

### Smoking

In the UK smoking is forbidden in all enclosed public places such as pubs, restaurants, nightclubs, shops, offices, factories, cinemas and on public transport. You are allowed to smoke outside, at home or in designated smoking areas. If you are unsure about whether you can smoke, ask someone or look for a sign similar to the one shown. If you are caught smoking in a banned area you will be fined 50.00



### Alcohol

You must be 18 or over to purchase and consume alcohol. Various licensed places are permitted to ask for proof of age before selling you alcohol. In some public places it is illegal to drink alcohol, if you are caught, it will be confiscated from you.

It is important to note, that premises, which are licensed to sell alcohol, such as pubs, bars and restaurants, may restrict access to children under 16. Remember drinking and driving is dangerous and illegal.

### Queues

Wait in a queue (or line) for buses, at shop checkouts and other public places. People can get offended if you do not and you may be considered to be bad mannered.

### Appointments

It is important that you turn up and arrive on time for appointments and meetings. If you know you are unable to attend or will be late, you are advised to contact the person and let them know in advance.

### Living in your community

Calderdale is made up of many distinct and diverse communities. Some are large and visible; others are smaller and hidden to various degrees and some reflect historic patterns of migration to the district.

It is important that everyone in Calderdale takes care of their surroundings and gets on well with their neighbours and other people in the area.

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 are generally not appreciated.

### Tips on Being a Good neighbour:

#### Looking after your home.

It is important to look after your home and keep your house clean and in good repair.

#### Make sure your home is not overcrowded:

There should be no more than 2 people for each room in your home. So if your house has 3 rooms (excluding the kitchen and bathroom), no more than 6 people should live there. (One adult is the same as 2

children under 10). If you overcrowd your house, it causes problems with safety and with neighbours. Also, overcrowding probably breaks the agreement you have with your landlord and this could result in eviction.

### Contain your rubbish:

Keep the garden or area outside your house or flat clean and tidy. Make sure that any rubbish waiting to be collected is contained properly.

### Everyday Rubbish

- Put your rubbish in the black bin liners provided and place the bin bag in a rubbish bin.
- For all recycling information please contact the council on the number below.

The council collects household rubbish once a week. You can contact Calderdale Customer First to find out which day they collect rubbish in your area on 0845 245 7000. There are no rubbish collections on public holidays.

### Bigger Items

(sofas, mattresses, lots of bags, carpets)

If you own your own car you can take all the rubbish you can fit in to the Council tip. Fridges can be taken free of charge to the tip yourself (Household waste only NO TRADE WASTE). There are Council tips located at- Brighouse, Sowerby Bridge, Halifax, Todmorden and Elland. Most are open 7 days a week, please ring 0845 245 7000 for more details or to arrange a bulky waste collection. This is a free service (except fridges and freezers which has a £15.00 charge for disposing safely)

### Building Waste

E.g. rubble, old, kitchens and bathrooms

The tradesmen doing the work should remove the building waste themselves, or you should hire a skip from a fully licensed waste contractor (see Yellow Pages). Take care to leave the skip where it causes least disruption to other people and vehicles.



### Litter on the Street

Use litterbins for sweet wrappers, cans and fast food rubbish and tell your children to do so too. Do not leave food on the streets it encourages rats and mice

Anyone seen dumping rubbish or not getting rid of rubbish properly could be prosecuted. Dumping is an arrestable offence. If you see anyone dumping rubbish please contact Environmental health on 01422 392373 or Street Wardens on 01422 323811

### Consider your neighbours rights:

It is not against the law to gather on the street in large numbers. But, be aware that people may be frightened when they see large groups of people gathered together. Older people and younger people usually have different lifestyles please try to consider your neighbours rights to peace and enjoyment of their property. Children need to play but, if you have children please encourage them not to play ball games where it is likely to cause disruption to neighbours.

### Keep noise to a reasonable level:

Excessive noise can be a nuisance to your neighbour.

### Keeping Pets:

If you keep pets you need to consider your neighbours; particularly if you have a dog. Always ensure that if your dog is in the garden it cant get out and cause any nuisance to your neighbours. Don't leave your dog locked up or chained up all day, it is likely to bark and cause a lot of annoyance to neighbours. Please remember that in some types of property it is against your conditions of tenancy to keep a dog or a cat.

### Accommodation

For permanent accommodation, you can rent a room, flat, bedsit or a house. Rented accommodation is available either furnished or unfurnished. Rent is usually paid on a monthly basis.

When looking for accommodation you can contact an estate agent or letting agent for help, or you can look in your local newspaper. You can find contact details for agents in the local Yellow Pages [www.yell.com](http://www.yell.com) available at your local library.

### What is a Registered Social Landlord (RSL?)

A Registered Social Landlord (RSL) is usually a Housing Association or sometimes a Housing Co-operative. RSL's build, improve and manage houses, mainly for rent. A management board made up of tenants and volunteers who support the aims of the association runs them. Some Registered Social Landlords have houses all over the country and some others only in a particular area.

The local Council can recommend people for tenancies of a RSL. It is then up to the RSL to decide whether or not to offer the person a property. You can also apply direct to the RSL. Some provide sheltered housing, houses with different levels of support and some have properties that are accessible to those with disabilities.

Most landlords require a returnable bond or deposit, usually equivalent to a months rent, and one months rent in advance. Some landlords also require references, so be prepared for this. Before renting a property from a private landlord, make sure you get a tenancy agreement and read it carefully before committing to it. You should also make sure that the condition of the property and any items of furniture are recorded in an inventory.

## Home Security

Reduce the risk of burglary happening to you by taking some simple precautions.

- Remember to remove keys from locked windows and keep them out of sight;
- High priced items such as jewellery, car keys and credit cards should be kept out of sight do not tempt the thief;
- Never leave a garage or garden shed unlocked;
- Spare keys should never be left in a convenient hiding place such as under a doormat or in a flowerpot -a thief will look there first.
- Consider looking at your house through the burglars eyes; are there places where they could break in unseen?

If you would like some advice on home security contact your local crime prevention team on 01422 318066

## Calderdale Council Housing Advice Service

The Homelessness and Housing Advice Service based at the Housing Advice Centre (see page 13 for contact details) offers free and confidential advice to anyone who has housing problems, or who is homeless or threatened with homelessness.

There is an experienced team of officers who can advise on a range of housing issues including:

- rent and mortgage arrears;
- benefits;
- rights of landlords and tenants;
- local housing options;
- possession proceedings;
- relationship breakdown;
- domestic violence;
- applications for social housing (Pennine Housing 2000 and other housing associations).

Contact Address:

Calderdale Housing Advice Centre  
10/12 Crossley Street  
Halifax  
HX1 1UG  
01422 392460

## Useful contacts

Gas Emergency Service	0801 11 999
Electrical Emergencies	0803 75 675
Corgi*	0809 15 0485
Calderdale Customer First	0845 245 7000
Environmental Health	01422 392373

\* CORGI is the national watchdog for gas safety in the United Kingdom

## Television (TV) Licence Information

You need a television (TV) licence to use any television receiving equipment such as a TV set, set-top box, video or DVD recorder, computers or mobile phones that you use to watch or record programmes as they are being shown on TV. Currently a colour TV licence costs £139.50 and a black and white licence costs £47.00 (2008 prices). Please note prices will rise slightly each year. You can do this online at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk). You can also pay at a Pay point 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.



Your licence does not automatically move with you when you move house, you will need to update your details with the TV licensing Authority

0872 41 6468

TV Licensing, Bristol BS98 1TL

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

### What is Council Tax?

Council Tax is a local tax, which is used to help pay for the services the Council provides such as education, fire brigade, police, social services and refuse collection.

### Who is Liable For Council Tax?

Most properties are subject to Council Tax. There is one bill per property, whether it is a house, flat, maisonette, mobile home and whether it is owned or rented. These rules mean that the owner-occupier(s) or resident tenant(s) including Council tenant(s) usually has to pay the tax.

### Joint and several liabilities

People who are joint owners or joint tenants are jointly and severally (i.e. individually) liable for the one council tax bill for the property. The amount you pay depends on the current rates set by the local council, the value of the property and your personal circumstances, for example if you are living alone you may be entitled to 25% off your bill and if you are a full time student you may not have to pay Council tax.

### Claiming Housing Benefit and Council Tax Benefits (HB and CTB)

In the majority of cases if you are a national of an A8 state (Czech Republic, Hungary, Slovakia, Slovenia Latvia, Estonia, Lithuania and Poland) you can only claim income related benefits whilst working. If you stop working you may lose the right to claim income related benefits.

Any entitlement to HB/CTB whilst working would depend on the level of income received and individual family circumstances.

After 12 months continuous registered work you acquire the same rights as other EEC nationals to out of work benefits.

Further information on Social Security benefits in general within the European economic area is available in leaflet SA2 produced by the Department for Work and Pensions, downloadable from [www.dwp.gov.uk/international/sa29/index](http://www.dwp.gov.uk/international/sa29/index).

This is only very general advice  
For more information you can contact

Calderdale Benefits Assessment Unit  
0845 245 800

### Child Benefit

Child benefit is a payment to people who are bringing up a child or young person under 16years

0845 302 1444

<http://www.hmrc.gov.uk>

### Other Benefits

For information about working tax credits or family credits, you should go to your local Jobcentre Plus Office. Or contact your local Citizens Advice Bureaux

### 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. The local water company will supply water; in Calderdale this is Yorkshire Water. 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 0876 08 1524.

To find out which company supplies your electricity, telephone Energy watch on 0845 906 0708 or visit [www.energywatch.org.uk](http://www.energywatch.org.uk). Energy watch can also 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.

Education in the UK is compulsory for all children aged between 4-16. This includes children from Central and Eastern Europe. All community schools provide free education.

There are many different types of schools in Calderdale including community, foundation and private. All community schools offer a wide-ranging education and cater for children of all abilities.

As parents/carers you can approach your local school directly and ask for a place. You need to provide proof of date of birth of your child, such as a Birth Certificate or Passport. Catholic schools will also require a Baptismal Certificate.

Each school will have its own policies on uniform, homework and behaviour and these are usually given to the child and the parent at the initial meeting in the form of a school prospectus.

### Pre-School Education- children aged 0-5

Most children go to nursery at the age of 3 and then Reception Class at 4 years old. This enables the child to be ready for statutory schooling. You can find out more information about early years provision in Calderdale from your local library or Calderdale Family Information Service. Their telephone number is 01422 253053. They will also be able to give you information about the local SureStart programmes around Calderdale and their services for children under 4 years old. They offer support for families, creche and playgroup provision, parenting classes, day trips, information and advice, holiday play schemes, home safety equipment and more.

### Primary Schools- children aged 5-11

There are 87 maintained primary schools in Calderdale. Children reach statutory school age the term after their fifth birthday. A list of primary schools is available from the admissions team, contact details below.

### Secondary Schools- children aged 11-16

In the September following their eleventh birthday, all children transfer to



secondary schools, regardless of their previous learning or achievements. They must stay at school until the end of Year 11, which is the academic year in which they turn 16. They have the opportunity to take GCSEs, which are national examinations, in a number of subjects before they leave.

A list of primary and secondary schools is available from the admissions team;

The Admissions Team  
Children and Young Peoples Services  
Northgate House  
Halifax  
HX1 1UN  
01422 392594.

[cyps.admissions@calderdale.gov.uk](mailto:cyps.admissions@calderdale.gov.uk)

If you experience difficulties accessing primary or secondary schools or the school is full you can contact the schools admission team.

### Difficulties at School

Most schools are aware of and sensitive to the difficulties and problems which children face when they arrive in a new country and will do their best to make sure your child feels welcome and included. Many schools have support and workshops or group tuition.

All schools have an Anti-bullying Policy. If you are concerned about your child's behaviour or progress or you feel your child needs extra support, you should contact your child's Head Teacher.

### Attendance

It is your responsibility to make sure that your child goes to school regularly (normally five days a week) and on time. If your child regularly misses school without good reason, then you could be prosecuted and fined. It is important, therefore, that you contact the school if you are having difficulties with your child attending. For school holidays, please contact your school or the Behaviour and Attendance unit on 01422 394141

## School Curriculum

The National Curriculum includes the subjects, which schools have a legal obligation to teach.

## Special Educational Needs

Schools have a responsibility to identify and assess special educational needs and provide for them. Talk to your schools Head Teacher for more information.

## Education at home

If you prefer to educate your child at home, the law allows this. However, the law states you must make sure your child gets efficient full-time education suitable to her or his age, ability and aptitude. You must register your child as being educated other than at school by completing a form available from the Education Welfare Service Manager who can be contacted on 01422 392534

## School Meals and Clothing

All schools in the district provide school meals, which you may wish your child to have; there is usually a charge for this. Each school has its own procedure for collecting the money, for example, daily or weekly. Children may take a packed lunch from home if they wish, and this is normal for many children in the UK. Schools encourage parents to equip children with a sufficient and healthy lunch.

Children are required to wear a school uniform which parents may purchase locally or sometimes at school.

In some circumstances families may be entitled to free school meals and/or help with school uniform. You will need to discuss your entitlement to benefits and free school meals at the Benefits Assessment Unit 0845 245 8000.

## Travel to school

Pupils over the age of 8 can claim free transport if they live at least 3 miles from the nearest school with places. For pupils under 8, the distance is 2 miles. You can get an application form for a free pass from your school or contact 01422 392551. If you qualify, your child will be provided with a pass to travel free on the bus for one journey to and from school each day. If you do not qualify, you may appeal.

## Adult Education

(English Courses and Lifelong learning for Adults)

Improving your English language skills will help you settle in to the UK. 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. You can find out about English language courses at the local library.

## English Courses

Learn Direct is an organisation that can provide free advice on English Language learning in your area. There may be a charge for courses that are available. Call the Helpline on 0800 100 900

## Library Services

Calderdale Libraries aim to give everyone in the community access to books, information and media leisure, self development, formal education and scholarship. The service is committed to providing community information and access to Council services. Free internet access is available. They also stock a wide variety of newspapers including Polish. For information on the location of your local library and opening hours contact

Calderdale Central Library  
Northgate  
Halifax  
HX1 1UN  
01422 392630

### The National Health Service

The National Health Service provides health care in the UK and is funded by you and your families tax contributions. You are entitled to access NHS care without charge, if you are here as a resident.

All medical care is confidential and none of the people who work for the NHS, including doctors, nurses and interpreters will pass on any information about you to any other person or organisation without your permission.

### How do I get help with my health?

If you are ill or worried about your health or the health of anyone in your family, you should go to see your local doctor, called a General Practitioner (GP). The GPs clinic is called a Surgery or a Health Centre.

You should register with a GP as soon as possible so that you can get medical care if you need it. To register with a doctor, visit your nearest doctors surgery; you can find your nearest surgery 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; you will need to give your name, date of birth, address and telephone number if you have one.

### How do I make an appointment?

Before you visit your doctor or one of the nurses at the surgery you will usually need to make an appointment in person or by telephone. You can ask to see a male or female doctor or nurse, although this may not always be possible.

You may have to wait for a few days for a non-urgent appointment. If you think you need to see the doctor urgently tell the receptionist when you make the appointment, and you will be seen that day if appropriate. If the doctor thinks you are too ill to come to the surgery, he/she may visit you at home. Appointments with the doctor will be for five or ten minutes. You need to make a separate appointment for each member of the family that wishes to see the doctor.

Please make sure that you arrive on time for your appointment and if you are unable to attend your appointment please make sure you cancel it.

### What if I do not speak English?

If you need an interpreter you must tell the receptionist when you make the appointment. Tell the staff which language you speak and they will book an interpreter for you or get an interpreter on the phone ( this service is usually free). It is important that you and the doctor understand each other so that he/she can make an accurate diagnosis of your problem.

### Who else works with my GP?

**Nurses** are very highly trained in the UK. They take care of many health needs including vaccinations, contraception advice, and chronic illnesses such as diabetes and can give general health advice. They also may be nurse practitioners and have specialist skills to assess your needs.

**Midwives** look after pregnant women and their newborn babies. Care before the birth of the baby is called ante-natal and after the birth post-natal.

**Health Visitors** are nurses who specialise in the care of children and their families and in helping people to stay healthy. They may come to visit you at your home.

**District Nurses** are nurses working in the community who carry out nursing care for patients mostly in their own homes (who are housebound).

**Health care assistants** work alongside qualified healthcare staff providing basic nursing care.

You can get free and confidential advice on sexual health and contraception from your GP. Contraception (also known as family planning) is legal in the UK and is free on the NHS (ask your GP).

If you are pregnant, you should make an appointment to see a doctor. 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. 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. In Calderdale, registration is by appointment only. Please telephone 01422 353993 to book an appointment

A health visitor sees young babies and children up to five years of age regularly 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 need a childminder, you should use a registered childminder or a day-care centre such as a nursery. The local council has 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) or contact the Family Information Service on 01422 253053

### What if I need to see a specialist doctor?

Your GP will provide most of your health care and will decide if you need to see a specialist doctor (a consultant), or if you need to go to hospital. Everyone in the UK has to wait to see these specialist doctors. The hospital will write to you with the details of your appointment. You must contact the hospital if you need and interpreter to be present at your appointment. Hospital appointments may sometimes be in hospitals some distance from where you live.

## Who else can help me?

### Medicines

If your doctor wants you to take medicines he/she will write you a prescription. Take the prescription to a pharmacy or chemist shop. You will have to pay for each medicine on your prescription unless you are exempt from charges (ask your pharmacist if you are exempt).

The pharmacist can give advice on the treatment of minor health problems; you can go to a pharmacist without going to a doctor. Some medicines can be bought from the pharmacist without a prescription, including some painkillers and cough medicines.

### Dental Care

If you have a problem with your teeth you should see a dentist; to receive NHS dental treatment you need to register with a dentist. If you have trouble registering with a dentist you can contact the Patient Advice and Liaison Service (PALS) on 0800 183 0912. For urgent dental care contact NHS Direct Tel 0845 46 47. Children receive free NHS dental care; NHS charges apply to adults unless exempt e.g. low income, pregnant women.

### Eyesight

If you need your eyes testing or need new glasses (spectacles) make an appointment to see an optician. They have shops in most town centres. 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.

### When your GP surgery is closed

GP surgeries are generally open from about 08:30am to 18:30pm, Monday to Friday. At all other times, at night, on Saturday or Sunday and on public holidays medical assistance is available for health problems. To get help you can ring a local out-of hours Doctor, details will be provided from your GP or you can telephone NHS direct on 0845 46 47 for health advice or for medical support when your surgery is closed. If you do not speak English, NHS Direct and the out-of-hours service can provide an interpreter. All you need to do is say in English the language you would

prefer to use at the beginning of your call. If you do not speak any English ask a friend or relative or support worker to make the call for you and wait until an interpreter is on the line before you describe your problem. You will be asked for some details such as your name and address this information is important and is not shared with anyone else.

### What to do in an Emergency

In an emergency, if you or someone with you becomes seriously ill and cannot wait until the GP surgery is open, you can telephone 999 (free of charge) for an ambulance, or go to the Accident and Emergency Department of your local hospital. However, this service is only for emergencies. Do not use the Accident and Emergency Department for minor medical problems. You will need to produce your Passport/Identity card or European Health Insurance card (EHIC) to access Emergency treatment.

Further information about local health care services is available from the local NHS Primary Care Trust.

Calderdale Primary Care Trust  
4th Floor  
F mill  
Dean Clough  
HX3 5AX  
0801 830 912  
[www.calderdale-pct.nhs.uk](http://www.calderdale-pct.nhs.uk)



### Working rights

You must be legally entitled to work in the UK and have, or have applied for, a valid National Insurance Number. 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.

If you are a national of these countries (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovak Republic, Slovenia), you will need to register with the Home Office Worker Registration Team as soon as you start a new job, and within one month at the very latest.

Application forms are available by contacting the distribution unit on 0117 344 1471 (this number is only for application forms, not for enquiries about the scheme).or from the Home Office Worker Registration Scheme by downloading them from their website, UK Border Agency.

Once you have legally worked in the UK for 12 months without a break, you will have full rights of free movement and can apply for a residence permit.

Work Permits Customer Contact Centre

Uk Border Agency

PO Box 3458

Sheffield

S3 8WA

0114 207 4074

[www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)

Information about the Workers Registration scheme is also available from the website in Czech, Estonian, Hungarian, Latvian, Lithuanian, Polish, Slovak and Slovenian.

Workers Registration scheme application forms should be sent to:

Work Permits (UK) WRS  
PO BOX 492  
DURHAM  
DH91WU

It is recommended that you use registered post and that you keep a record of all documentation you send including a record of payment (e.g. postal order or cheque stubs).

If this is your first application, you must send with your application:

- A copy of a letter from your current UK employer which confirms the start date of your employment;
- Two passport-sized photographs;
- Your passport or ID card; and
- Payment of £90.00 (please check as prices may change slightly each year)

### Employment contracts

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

### National insurance

Every worker in the UK has a national insurance number both you and your employer have to pay what are called National Insurance contributions. This money is paid to the Government and contributes to state pensions, welfare benefits and the National Health Service. You will need to have, or have applied for, a National Insurance Number to start work.

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.

To get a national insurance number you need to make an appointment at the nearest Job Centre for an interview. You will need to take proof of your identity (such as a passport) as well as evidence that you are working. For these applications you should telephone 0845 600 0643.

Some employers may offer you a job without paying National Insurance or tax (known as cash in hand). This is against the law. If they are breaking this law, it is very likely they will break other employment laws as well, especially those that protect workers. It is very hard for you to enforce any of your legal rights if you are not working legally. You should avoid this type of job

### 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 starting your first job in the UK you will probably start to pay emergency tax until you have been given a tax code. You may also be given a temporary National Insurance number until the proper number is issued.

Note that your employer does not need to keep your passport or identity documents, and has no right to hold them. They may make copies of them for their records.

### National minimum wage

Almost everyone who works in the UK is entitled to be paid the National Minimum Wage (NMW). The UK Government sets the amount of the NMW. Minimum wage rates vary according to the age of the worker. Your employer may pay you more than the NMW. Some people are paid by the amount of work that they do, rather than how long they work. You still get some minimum wage protection if your employer does not pay you the National Minimum Wage, you can call the National Minimum Wage Helpline on 0845 600 0678.

### 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.

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 or contact Citizen's Advice Bureau. You can also ring the National Minimum Wage Helpline.

### Working time rights

These cover rest breaks, holidays and holiday pay, night work and how many hours you can work each week. There are leaflets that cover these rights available from the Trade Union Congress Know Your Rights line on 0870 600 4882

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

### Rest breaks

You have the right to a rest break of 20 minutes where your working day is longer than six hours. If you are under 18, however, you are entitled to a 30-minute break after working four and a half hours

### Night work

Regular night workers should not work more than eight hours in each 24-hour period. The Working Time Regulations allow for night work to be averaged over a 17-week period in the same way as weekly hours of work. Night workers are also entitled to a free health assessment

### Working week

You have the right not to work more than 48 hours a week on average. This limit is averaged over a 17-week period. You can sign away this right, but cannot be pressured to opt out, and can opt back in again at any time though you may have to wait for up to three months to gain protection

## Agriculture

If you are working in the agricultural sector, the Agricultural Wages Board will cover you. This sets the rates of pay (which may be higher than the National Minimum Wage), as well as hours, holidays and overtime rates. For more information phone the DEFRA agricultural wages help line on 0845 000 0134

## Protection from discrimination

You have the right not to be treated less favourable than other workers by your agency or the hiring company on the grounds of sex, race, disability, age, pregnancy, sexual orientation and religion or belief.

## Union membership

You are allowed to join a union. You do not have to tell your employer if you are a member. You cannot be discriminated against for being a union member.

## 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 from an employment advisor or your union if you are a union member. Or contact your local Citizens Advice Bureau on 01422 842848

## Recruitment agencies and Employment agencies

Recruitment agencies or employment agencies are a common way of finding work in the UK, they often specialise in different types of jobs. Companies pay the agency a fee to hire workers for them. Your contract of employment is likely to be with the agency rather than with the company where you work.

Look under Employment Agencies or Personnel Consultants in the Yellow Pages to find addresses and telephone numbers. Contact details for agencies can also be obtained from REC Recruitment and Employment

Confederation, a body representing recruitment agencies in the UK. It is against the law for an agency to charge you a fee for finding you work, although they can charge fees for other services.

REC-Recruitment Employment Confederation  
15 Welbeck Street  
LONDON  
W1G 9XT  
027 002 100  
info@rec.uk.com  
www.rec.uk.com

An employment agency cannot charge you a fee simply for finding you work or putting you on their books.

An employment agency cannot insist that you buy other products or services such as CV writing, training or personal protective equipment as a condition of using the work-finding services of the agency

An agency cannot withhold your pay simply because they have not received their payment from the company or organisation where you worked, or because you cannot produce a signed time sheet. Where the hiring company refuses to sign a time sheet, it is the agencies responsibility to establish the hours that you actually worked. You should be paid for these.

If you work for an agency that is treating you badly and you think it might be breaking the law you can report it to the government office that regulates agencies. Telephone on 0845 955 5105

Local and national newspapers are a good source of vacancies in the United Kingdom

### 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 if you have been registered with the Worker Registration Scheme for a minimum of 1 year with not more than a 30 day break from work.

Jobcentre Plus  
Horton Street  
Halifax  
HX1 1QE  
01422 424600

### Additional rights for employees

If you have the legal status of an employee then you gain the extra rights, but you may have to work for a qualifying period. This means the rights do not start on your first day of your job, but only after you have had the same employer for a period of time.

### Enforcing your rights

Taking a case to an employment tribunal. Employment Tribunals are a special kind of court that deals with employment issues. They are more informal than courts of law. Sometimes lawyers are involved, but in more straightforward cases people will use a union officer, someone from an advice agency or present their own cases

While some people have represented themselves successfully, we would not advise this. You should contact your union, or if you are not a union member then you should take advice on how to proceed

It is important to understand that most complaints must be made within three calendar months of the event happening. This is extended to six months for redundancy issues

### Citizens Advice Bureau (CAB)

Most towns will have a CAB. The Citizens Advice Bureau Service offers free, confidential, impartial and independent advice. CAB help solve nearly six million new problems every year, which are central to peoples lives, including debt and consumer, issues, benefits, housing, legal matters, employment, and immigration. Advisers can help fill out forms, write letters, and negotiate with creditors and represents clients at court or tribunal.

You can find your nearest CAB from [www.naccab.org.uk](http://www.naccab.org.uk) or a telephone directory or ring Calderdale Customer First on 0845 245 6000

### Advisory, conciliation and arbitration

ACAS is a public body that promotes good workplace relations. Their national helpline answers employment questions and provides general advice on rights for employees and employers.  
Telephone 08457 47 47 47 (9am to 4.30pm)

### Employment Tribunal Service Enquiry Line

Information about making a claim or tribunal procedures.  
Telephone 08457 957 75

### 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 work place. 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.

The Health and Safety Executive (HSE) is a government organisation that works to protect the health, safety and welfare of workers by enforcing health and safety law and offering advice and support.

If you are an employee (full or part time, temporary or permanent), the following information explains what your rights are, what you should expect from your employer, and what responsibilities you have and where you go for help. It also applies to you if you are a young person doing work experience, an apprentice, charity worker, mobile worker or home worker.

If you are a temporary, casual or agency worker, the employment business / agency, gangmaster, contractor or hirer you are working for has a legal duty to ensure you receive the rights set out here.

### You have the right:

- To work in places where all the risks to your health and safety are properly controlled;
- To stop working and leave the area if you think you are in danger;
- To inform your employer about health and safety issues or concerns;



- To contact HSE or your local authority if you still have health and safety concerns and not get in to trouble;
- To join a trade union and be a safety representative;
- To get a rest break of at least 2 minutes if you work more than six hours at a stretch and to an annual period of paid leave.

### You must:

Take care of your own health and safety and that of people who may be affected by what you do (or do not do);

Co-operate with others on health and safety, and not interfere with, or misuse, anything provided for your health, safety or welfare.

### Your employer must tell you:

- About risks to your health and safety from current or proposed working practices;
- About things or changes that may harm or affect your health and safety;
- How to do your job safely;
- What is done to protect your health and safety;
- How to get first-aid treatment;
- What to do in an emergency.

### Your employer must provide, free of charge:

- Training to do your job safely;
- Protection for you at work when necessary (such as clothing, shoes or boots, eye and ear protection, gloves, masks etc);
- Health checks if there is a danger of ill health because of your work. Regular health checks if you work nights and a check before you start.

Note: if you are genuinely self-employed you are responsible for providing your own first-aid arrangements, training, protective equipment and health checks, and for organising your working time

Your employer must provide you with the following information:

- Health and safety law What you should know. This should give the contact details of people who can help;
- Their health and safety policy statement;

- An up-to-date Employers Liability (Compulsory Insurance) certificate visible in your place of work.

What to do you if you are concerned about your health and safety:

Contact the Incident Contact Centre on

0845 300 9923

Phone Health and Safety Executive Info line on

0870 154 550 for advice or to complain, or

The TUCs Know Your Rights line on

0870 600 4882

If you have lost your job because of a health and safety matter you may be able to complain to an Employment Tribunal. Ask your trade union or local Citizens Advice Bureau for advice.

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:

- Which emergency service you need
- Your name and location
- The telephone number you are calling from
- The location of the emergency
- Details of what is happening

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.

### West Yorkshire Police

The Police are not part of the military

You will notice that most police officers in this country do not carry guns.

There is only one type of police service in this country but there are specialist departments.

Do not be afraid to approach the police service for help. The services of the police are free. As a visitor you are entitled to the same standard of service as everyone else.

You will see people with similar uniforms; these are Police Community

Support Officers. They are employed by the police and have a variety of roles and responsibilities. They have police radios and you can ask them for help.

### Personnel Safety Advice

- You do not need to carry your passport or personal identification with you when you go out;
- Plan ahead; make sure you know where you are going to and how to get there;
- Try to avoid being out alone. If you can, take someone with you;
- Try to avoid taking short cuts in isolated areas or across wasteland;
- At night, avoid badly lit areas, stay to main roads and pavements, and don't cut across parks and open spaces alone;
- Walk confidently and with purpose, even if you are attacked, don't fight back. It is better to lose property than to risk getting hurt;
- Do not accept lifts from strangers;
- Taxis can stop and pick you up at the roadside;
- Private hire cars have to be booked in advance.

### Public Nuisance and Community Safety

- It is an offence to beg for money or food in streets or public places;
- It is an offence to leave or drop litter in any public open place;
- It is an offence to allow your dog to foul the pavement. You must pick up your animal's droppings using gloves or a scoop and a plastic bag, and dispose of them safely;
- It is an offence to be drunk and disorderly in any public place;
- You must be at least 16 years old before you can legally have sexual intercourse with another person;
- You must not engage in any sexual behaviour or activity in public, either alone or with another person, male or female;
- It is an offence to threaten violence or use violence against another person;
- Men and women have equal rights. Being in a relationship or being married does not give you the right to harm the other person, either physically or emotionally;

Racial harassment is a crime. If you are a victim of any type of crime or harassment and you think it happened because of who you are or the

country you are from, or because of your sexuality, you must report it to the police who will help you;

You must not harass or commit a crime against another person because of who they are or where they come from or because of their sexuality.

### Reporting Hate Crime Incidents

There is a range of actions, which can be taken to support victims when they have experienced hate crime incidents, whether this is in the home, school or at work. Victims and witnesses are encouraged in reporting any incidents that are perceived to be racist, homophobic, disability or faith motivated. Any incident, which is reported, will enable the Police and other agencies to build up a pattern of where the attacks are occurring and who is committing them, in order to develop an effective response.

A hate incident is defined as any incident, which is perceived to be racist, homophobic or motivated by disability or faith.

Hate Crime can take a variety of different forms but they all have one thing in common, they are all based on hatred and prejudice and they aim to hurt or humiliate their victim. The most common forms of harassment can be grouped into three categories:

**Verbal abuse** where threatening, abusive, or insulting words or behaviour are used within the sight or hearing of a person, with the intention of harassing, alarming or distressing. This can include nuisance telephone calls or the distribution of racially intended inflammatory material.

**Physical Abuse** this is defined as a common assault and occurs where the perpetrator uses a degree of force, whether intentional or careless, to the body of another person, without lawful excuse.

**Damage to Property:** this covers a wide range of behaviour, including graffiti, damage to motor vehicle, punctured tyres, damage to the house, rubbish being thrown in to the garden continually etc.

### What to do if you're the victim in Calderdale:

Report the incident as soon as possible to either the Police, the Hate Crime Co-ordinator or a Reporting Centre.

Note the time, date and location of the incident, a summary of what happened and a description of the perpetrator, if possible.

- If you or anyone is injured try to get photographs and contact your doctor or visit the nearest hospital.
- If there are any witnesses, ask them for their name and address.

If you've suffered a hate incident, call now for support, advice and information:

Police	01422 377289
Hate Crime Co-ordinator	01422 392869

### Misuse of Controlled Drugs

Controlled drugs are classified for the purpose of investigation or prosecution as Class A, B or C drugs. Classification is important in determining the sentencing powers of the courts.

**Class A** This class includes the most notorious and dangerous drugs such as heroin and morphine, cocaine, crack cocaine, ecstasy and LSD.

**Class B** This class includes amphetamine.

**Class C** This class includes some commonly-abused prescriptive drugs, and has recently been altered to include cannabis and cannabis resin.

There are a number of offences a person can commit in relation to any of the above, such as Possession of, Production of, Supplying, and Possession with Intent to Supply.

Other offences include supplying of articles for administering or preparing controlled drugs, Opium misuse, being the owner or occupying premises and permitting the misuse of drugs.

Offences committed in relation to Controlled Drugs are a serious offence and are Arrestable. The penalties vary according to the offence committed and in relation to which Class of drug.

The maximum penalties are:  
Class A life imprisonment

Class B 14 years imprisonment

Class C 5 years imprisonment

Possession and trafficking of cannabis are still criminal offences. Although a Class C drug, possession of cannabis remains an arrestable offence, punishable by up to 2 years imprisonment.

There are laws that give police powers to stop and search a person and enter and search premises and vehicles for controlled drugs.

### Weapons

It is an offence for a person (without lawful authority or good reason) to have with them in any public place any offensive weapon.

This is an arrestable offence punishable by up to four years imprisonment. An offensive weapon means any article made or adapted for use for causing injury or intended for causing injury.

### Knives and Blades

It is an offence for a person to have a bladed or sharply pointed article in a public place (without lawful authority or good reason).

This applies to any sharply pointed article or article having a blade. Folding pocketknives are excluded unless cutting edge of the blade is longer than three inches or 7.62 cm.

### Guns and Firearms.

It is illegal to carry any weapons or firearms in this country without the proper permits.

### 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 200 247. 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 80500 or Childline free on 0800 1111. Both services are open 24 hours.

### 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

### Visitors Permits

Visitors in the UK from Europe must bring with them a European firearms Pass before applying to the Chief Constable of Police for a Visitors Permit to cover them for lawful possession of firearms and ammunition whilst in the UK. Visitors permits will not be issued to anyone without a European Firearms pass.

Whilst in the UK, the visitor MUST by law, have a sponsor (this is usually a UK firearms Certificate holder) who will store the firearms and ammunition on their behalf. There are laws that give the police powers to stop and search a person and enter and search a premise and vehicles for weapons and firearms.

### Right to Vote and Stand for Election

The Treaty on European Union gives every citizen of the Union the right to vote and stand as a candidate in Municipal and European elections in the country where he or she lives, under the same conditions as nationals of that country.

To vote you need to be included on the Electoral Register, which involves filling in a claim form. You can telephone 01422 393059 or 393060 and ask for one to be sent to you.



### EU Members Driving in the UK

People in Britain drive on the left.

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.

### Driving Licenses

Drivers in the UK from EU members states must be at least 17 years old and have:

A full driving licence or a full driving permit from your own country.

There are leaflets available from the Post Office providing more information about driving licences, relevant ages and entitlement to drive.

Leaflet D10 explains about minimum ages for driving light, medium and heavy goods vehicles;

Leaflet INF38 explains about driving in the UK as a visitor or new resident.

Drivers of smaller vehicles (motorbikes and cars) can register with the Driver Registration scheme where EU visitors and new residents can take advantage of the Fixed Penalty System for motoring offences. This means that in most cases, you can pay a fixed fine to avoid going to court and paying a much higher fine.

For more information about this scheme, contact the DVLA on 0870 240 009.

If you become normally resident in the UK and meet the fitness requirements of British drivers, and provided you are not disqualified, you may exchange your licence for a UK part 111(3) licence.

### Motor Insurance, MOT Certificates, and Car Tax

To drive your car in the UK you must have motor insurance. You should check with your insurance company that you have the right level of cover for your vehicle whilst in the UK.

If you bring a car with you from your own country to drive in the UK, it must be roadworthy and not have any dangerous parts. You can be prosecuted for driving a vehicle in a dangerous condition.

If you buy a car that is registered in the UK, you must register the vehicle with the Driver and Vehicle Licensing Authority (DVLA), Swansea, providing your name and address in the UK.

You must then obtain a Vehicle Excise Licence or car tax for the vehicle, and make sure Motor Insurance covers the vehicle. If the vehicle is registered in the UK, and it is more than 3 years old, the vehicle **MUST** have an MOT (Ministry of Transport) certificate. Vehicles used as taxis or minibuses must have MOT certificates after just 1 year.

A MOT certificate is issued for a period of 12 months. The vehicle must then be re-examined at an approved station (garage) in order to obtain a new MOT certificate.

MOT tests can only be carried out, usually at garages or MOT Testing Stations, by authorised examiners. A garage or MOT Testing Station must be able to show you their authorisation certificate.

If you have brought a vehicle from your own country to the UK and you become normally resident in the UK, you must register your vehicle with DVLA providing your name and address. You must also pay excise duty (car tax) for the vehicle.

All the above registration forms and guidance notes for vehicles and licences (except insurance) can be obtained from the Post Office.

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.

### Producing your Documents

As a visitor to the UK, it is an offence if you drive a vehicle without a driving licence (or permit) and motor insurance.

If you are driving your vehicle on the road and are required to stop by a police officer in uniform, you **MUST** do so. It is an offence if you do not stop. The Police officer may ask you to produce your driving documents.

It is an offence if you cannot produce these documents, however, you may be able to produce all documents at a police station within the following 7 days to avoid prosecution.

The DVLA will be able to advise you in more detail about your rights and obligations whilst driving in the UK Telephone 0870 240 009

### Drinking Alcohol and 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 a court finds you guilty you will be banned from driving for at least 12months. 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.

### Child Car Seats

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)

The law says that all children up to 135cm tall (around 4'5"), or the age of 12, whichever comes first, in the front or rear seats in cars, vans and other goods vehicles must travel in the correct child restraint for their weight.

### Bus Information.

FirstGroup is one of several bus companies in Calderdale. First in Calderdale and Huddersfield provide routes in Halifax, Todmorden and

Huddersfield serving Leeds, Bradford, Burnley, Rochdale, Manchester and Oldham.

The network is made up of high frequency routes which are known as The Overground, these routes are colour coded for simplicity and provide services at a frequency of every 2 minutes or better during Monday to Saturday daytime with less frequent services running into the evening and Sundays.

First Calderdale and Huddersfield offer a range of tickets to suit all from single journey tickets for the occasional journey to FirstDay, FirstWeek, FirstMonth and FirstYear tickets for the more seasoned traveller.

Telephone 0845 026 00 99

For more information on buses that run in Calderdale, please call Community Transport Calderdale on 01422 346103

### Access Bus

This is a 'dial-a-ride' service for disabled people using specially adapted buses. To use it, you first need to register. Contact the Access Bus controllers between 7.3a.m. and 4.0p.m. Monday - Friday. Telephone 01274 304297.

### Train Information

National Rail Enquiries: You can check train times, prices and buy rail tickets at stations online at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Or by telephoning:

National Rail Enquiries 0845 74 845

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 enclosed public space.

### Bus and Rail Passes

There is a bus and rail pass for blind and partially sighted people which gives cheaper travel throughout West Yorkshire. You should ask the Social Services Officer who registered you to provide you with the application form and, if you need help, to fill it out. For further information, contact

the Rehabilitation Officer for People with a Visual Impairment on 01422 393310 or 393313.

There are also passes available for other disabled people and for people with learning disabilities. For further information contact your local Social Services Office. Cheaper rail travel and free bus travel is also available for people ages over 60 years.

For general information on passes and permits for travel in West Yorkshire contact

MetroLine. 0113 245 7676

Minicom 0113 242 8888

West Yorkshire Passenger Transport Authority

Contact MetroLine for advice and information on bus and train services throughout West Yorkshire. MetroLine is open from 08.00am to 08.00pm every day except Christmas Day, Boxing Day and New Year's Day.

WYPTA

Wellington House,  
40/5 Wellington Street,  
Leeds,  
LS1 2DE  
0113 251 7272

### Tourist Information

Calderdale's Information Centres are open throughout the year to offer friendly help and advice to visitors and residents on what Calderdale and the rest of the country have to offer.

### Services include:

- leisure, events and attractions, information on U.K. holidays;
- accommodation information and booking service nationwide;
- books, maps, guides, gifts and souvenirs public transport information;
- exhibitions;
- theatre and event bookings.

The range of services available may vary from one Information Centre to another.

Contact 01422 843831

Calderdale has many people from different faiths including Bahai, Buddhist, Christian, Hindu, Jewish, Muslim, Sikh and many others. The largest faith community is Christianity and the second largest is Muslim followed by Hindu, Buddhist, Sikh and Jewish.

Calderdale is a special place, it recognises the diversity of the faiths in which people from all cultures and backgrounds live together peacefully. This will continue to happen as long as people are tolerant and continue to treat each other with respect.

### 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, at the library, or by checking the Directory of Faiths for Calderdale, which is available at the Central Library, Northgate, Halifax. As an example details of some of the catholic churches in Calderdale are given below:

Serbian Orthodox Church of St John the Baptist,  
18 Fern Street, Halifax HX3 6NP  
01422 352301

St. Josephs Roman Catholic Church, Martin Street, Brighouse HD6 1DA  
01484 712679

St Joseph's Roman Catholic Church, Wellington Road, Todmorden,  
Lancashire OL14 5HL  
01706 813676

St. Thomas's Church, The Vicarage, 12, Becketts Close, Heptonstall,  
Hebden Bridge HX7 7LJ  
01422 842138

Sacred Heart St Patricks Roman Catholic Church, Bolton Brow, Sowerby  
Bridge HX6 2AL  
01422 832085

St Marys Roman Catholic Church, Gibbet Street, Halifax HX1 5DH  
01422 352141

St Patricks Roman Catholic Church, Victoria Road, Elland  
01422 373734

Ukranian Catholic Church, Queens Road, Halifax HX1 0LN  
01422 352904

Most of the advice centres contained in this booklet will give free and independent advice on a wide range of issues. However, some centres can only help with certain matters. These details, including the drop-in opening time, may change at short notice if your journey is difficult or you need to confirm the centres service please ring beforehand. Home visits are sometimes offered. Appointments may be arranged outside of the opening hours.

**Age Concern Calderdale** - district wide general advice for those over 50 years old

5/6 Park Road, Halifax, HX1 2TS  
01422 252040

**Brunswick Centre** – provides sexual health services

Hall Street, Halifax, HX1 5AY  
01422 341764

**Calderdale Women's centre** – support women and children in Calderdale

23 Silver Street, Halifax HX1 1JN  
01422 386505

**Citizens Advice Bureau**

Borough wide mental health, welfare benefits, debt, non- asylum general immigration advice

37 Harrison Road, Halifax HX1 2AF  
01422 842848

**Crisis Pregnancy Care** – counselling and advice

St. James St, Halifax, West Yorkshire HX1 5SU  
01422 357589

**Ovenden Initiative** – information and advice on local services in North Halifax

77 Nursery Lane, Ovenden HX3 3SW  
01422 380815



**Park Community Initiative** – information and advice on local services in Central Halifax  
Hanson Lane Enterprise Centre, Hanson Lane, Halifax, HX1 5PG  
01422 365948

**Calderdale Social Services**  
Head Office, Park Road , Halifax  
01422 363561

**Calderdale Disabled Advice Resource**  
Harrison House, Harrison Road, Halifax HX1 2AF  
01422 346040

**Calderdale Parents Carers Council** – advice and support for parents who care for children with disabilities.  
Hanson Lane Enterprise Centre, Hanson Lane, Halifax HX1 5PG  
01422 343090

**Connexions West Yorkshire** – advice for young people  
16, Alexandra St, Halifax, West Yorkshire HX1 1BS  
01422 342106

**Halifax Opportunities Trust** – includes Learndirect, Childcare partnership and Employment solutions.  
Hanson Lane Enterprise Centre, Hanson Lane, Halifax HX1 5PG  
01422 347392

**Healthy Living Partnership** – community health improvement  
St John's Health Centre, Lightowler Road, Halifax, HX1 5NB  
01422 307355

**Home-Start Calderdale** – support and practical help for parents with young children  
Unit 12, Calderdale Business Park, Club Lane, Ovenden, HX3 7BT  
01422 340819

**Nashayman Housing** – housing association and community training  
2, Balmoral Place, Halifax, HX1 2BG  
01422 395300

**Outlook Calderdale** – Counselling and advice

11, Wards End, Halifax, HX1 1BX

01422 510000

**Pennine Housing 2000** – Housing association to help rent or buy properties in Calderdale

Bull Green House, Bull Green, Halifax, HX1 2EB

01422 284500

**Queens Road Neighbourhood Centre** – centre for individuals, youth and community groups and services for young women

Queen's Road, Halifax, HX1 4NE

01422 369403

**Raven Street Youth Centre** – working with young men

Raven Street, Halifax, HX1 4NB

01422 251115

**Samaritans** – emotional support service.

8, Hopwood Lane, Halifax,

HX1 5HW 01422 349349

**St Augustine's Centre** – wide range of support services, runs various projects for asylum seekers, refugees and EU migrants.

Hanson Lane, Halifax, HX1 5PG

01422 352492

**The Himmat Project** – offers opportunities for young people

Lord Raglan Inn, Hanson Lane, Halifax,

HX1 5NX 01422 348045

**Voluntary Action Calderdale** – training for voluntary and community groups.

Resource Centre, Hall Street, Halifax, HX1 5AY

01422 348777

Other advice centres around Calderdale can be found in yellow pages or Call the council Customer First contact centre on 0

845 245 6000

## Internet Access

Calderdale Libraries have over 175 computers offering free public access to the Internet, these are spread across all service points. Call 01422 392630.

If you do not speak English and you are calling Calderdale Council's Customer First service, 0845 245 6000, tell them what language you speak, and they will access a telephone interpreting service (there is no extra charge for this service). There may be a short wait for this service while the operator puts you through, please do not hang up.

This directory has been produced by the Park Community Initiative. We would like to thank the various agencies who have provided support and information: Calderdale MBC, Bradford Metropolitan Council, West Yorkshire Police, Primary Care Trust, Pennine Housing.

Prices and figures used in this booklet are correct at time of print (2008), but may change each year, please check.

Please ask permission to reproduce.

This is a 1<sup>st</sup> edition, any feedback is welcome. Please contact

Park Community Initiative  
Hanson Lane Enterprise Centre  
Hanson Lane  
Halifax  
HX1 5PG  
01422 365948  
[Pci-office@calderdale.gov.uk](mailto:Pci-office@calderdale.gov.uk)

This booklet is currently available in;  
English  
Czech  
Polish

And on the Calderdale Council's website – [www.calderdale.gov.uk](http://www.calderdale.gov.uk)

