

Information in Other Formats

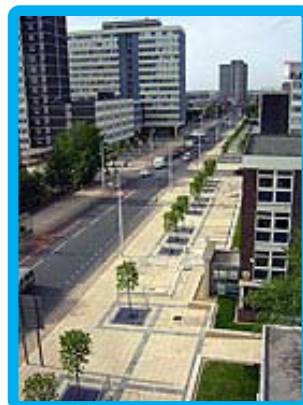
If you, or someone you know, would like this information in another language or format (such as Braille, audio cassette) please contact:

如果您，或您認識的親友，需要把這些資料翻譯成其他語文或編制成其他形式的版本（如凸字、錄音帶），請聯絡：	(Chinese)
Ja vēlaties saņemt šo informāciju kādā citā valodā vai formātā (teiksim, neredzīgo rakstā vai audioierakstā) vai pazīstat kādu, kas to vēlas, lūdzu, sazinieties:	(Latvian)
Osoby pragnące uzyskać niniejszą informację w innym języku lub formie (tj. zapisem Braille'a, na kasecie audio) uprasza się o kontakt z:	(Polish)
Se você, ou alguém seu conhecido, deseja obter esta informação em outro idioma ou formato (tal como Braille, cassete de áudio), por favor contacte:	(Portuguese)
Если данная информация потребуется вам или кому-либо еще на другом языке или в другом виде (например, на языке Брайля или аудиокассете), пожалуйста, обращайтесь:	(Russian)

0845 140 0845

or

Sefton Council
Southport Town Hall
Lord Street
Southport
PR8 1DA



Welcome to Bootle



Local information
for local people:
What you need to know and
where you need to go.

Sefton Council 
www.sefton.gov.uk

February 2009

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Adult Education

Want to learn a second language?
Want to find out a bout other educational courses in the area?
Then contact:
Southport College
Morington Road
Southport
PR9 0TT
Tel: 01704 5392704
www.southport-college.ac.uk

OR

Adult & Community Learning Service
53 Cambridge Road
Seaforth
Liverpool
L21 1EZ
Tel: 0151 285 5104

Safety Information

Free Security Check

The police offer free security checks on your property and in some cases can upgrade your security free of charge. Telephone **0151 777 3458** for more information.

Free Smoke Detectors

Merseyside Fire and Rescue provide free advice on fire prevention telephone: 0800 7315958

Useful Items

If you are moving to Sefton either from abroad or from another part of the UK listed below are some useful items for you to remember to bring with you.....

- Birth Certificate
- Passport
- Medical Card (including blood group)
- Details of any current medical treatment
- Driving licence
- Children's school reports
- National Identity card
- Vehicle registration, test & insurance documents for foreign registered motor vehicles
- Copies of marriage certificates
- Copies of school /un iversity matriculation /graduation certificates
- Details of next of kin

It is also advisable to bring around £1,000 in English money

Introduction

This booklet has been produced to help people who are moving to Southport.

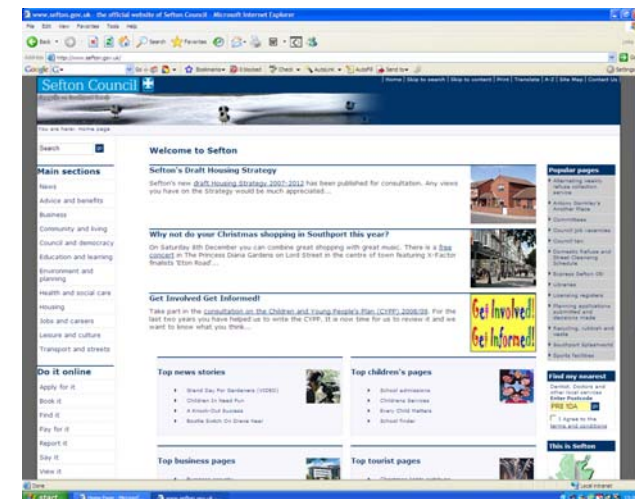
A lot of the information can be found by visiting relevant organisations websites. Free internet access is available at your local library or at any of Sefton One-Stop Shops.

Sefton Council have also developed a 'Find my Nearest' area on their website. It provides details of organisations that are near to where you live including, details of doctors (local doctors are known as General Practitioners -GP's), dentists, Pharmacists, Places to visit, as well as faith, tourist and leisure information.

Simply go to : www.sefton.gov.uk - put your postcode in and click GO

You will then be able to search through to find what you are looking for, near to where you live.

Sefton Council website is accessible for people that have a visual impairment or may need the information in another language.



In Case of Emergency

An emergency is when one of the emergency services is needed **immediately** i.e. a crime is in progress, or somebody, and/or their property, is in immediate danger, someone is seriously injured or badly hurt or there is a fire or visible smoke.

In an Emergency ALWAYS call 999

When you telephone 999, you will be asked which service you require : **Ambulance, Fire or Police**

Ambulance Service

Ask for the Ambulance Service when someone is injured/ badly hurt or seriously ill and requires urgent medical assistance.

Telephone 999 and ask for Ambulance

Fire Service

Ask for the Fire Service if there is a fire or visible smoke

Telephone 999 and ask for Fire Services

Police Service

Ask for the Police if a crime is in progress or there is immediate risk to someone or their property

Telephone 999 and ask for Police

If you are a victim of a crime contact the police as soon as possible by:

Telephoning 0151 709 6010 (Merseyside Police)

OR

by going into your nearest Police Station

To give information about a crime anonymously call CRIMESTOPPERS free on : **0800 555 111**

8. Jobcentre Plus is a government agency that helps people into work. Contact Jobseekers Direct 0845 60 60 234, or visit www.jobcentreplus.gov.uk

9. Your rights at work contact : www.direct.gov.uk

10. To check whether you can use your academic and vocational qualifications achieved in your country in the UK, contact the National Academic Recognition Information Centre www.naric.org.uk.

9. All families with children are entitled to claim Child benefit. If you are on a low income you could be entitled Working Tax Credits and / or Child Tax Credits Telephone : 0845 300 3909.

10. You could be entitles to help with paying your rent, to find out call **0151 934 4328**

11. Free part-time nursery education is available for all pre-school 3 and 4 year old children, for more information visit www.childcarelink.gov.uk

12. The school year runs from September to August. Children start school in the school year of their 5th birthday. If you have a child of school age contact Sefton School Admissions **0151 934 3253** or **0151 934 3254**

13. Gangmaster Licencing Authority (GLA) - regulates those who supply labour or use workers to provide services in agriculture, forestry, horticulture, shellfish gathering and food processing and packaging. Telephone: **0845 602 5020** or **website** <http://www.gla.gov.uk/>

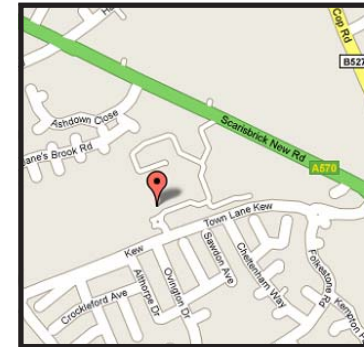
All the information in this pack can be found in more detail at www.direct.gov.uk

Things you need to know about living and working in UK

1. To drive a motor vehicle in the UK you must
 - Be at least 17 years old
 - Have a valid driving licence or permit
 - Have a current tax disc and Test Certificate for your car
 - Have a valid insurance policy
2. If you are involved in an accident you **MUST STOP**. If there is damage or anyone is injured you **MUST** give:
 - Your name and address
 - The name and address of the owner (if not the driver)
 - The car registration number
3. It is an offence to drive a motor vehicle when the level of alcohol in your breath, blood or urine exceeds the legal limit.
4. All bars and clubs are subject to licensing laws and each landlord can decide on the hours of opening. If a landlord asks you to leave his/her premises you must do so.
5. To watch television you must have a current TV licence. To purchase a licence please go to your local Post Office.
6. Once you commence employment in this country or are actively seeking work you must obtain a **National Insurance Number**. Telephone **01704 306241** and make an appointment.
7. The right to work legally in the UK is generally dependent on your nationality. To find out more, contact www.bia.homeoffice.gov.uk, www.asylumaid.org.uk, or call Nationality Enquiry Bureau on 0870 606 7766. To find out if you need to apply for a **Workers Registration Certificate** telephone **08705 210224**.

Hospitals

Accident and Emergency (A&E or Casualty) Departments are for serious or life threatening illnesses or injuries that needs urgent medical attention.



If you can not make your own way to the Accident and Emergency Department at the hospital telephone 999 and ask for Ambulance Service.

To find the nearest hospital depending on whether you are an adult or a child then visit :

http://www.seftonpct.nhs.uk/your_health_services/other_local_health_services.asp

There are lots of different ways of accessing advice and treatment from the NHS if you feel unwell. Use the 'Choose Well' page in 'Your Guide to local health services' to help you choose the right service for your condition.

Visit:

http://www.seftonpct.nhs.uk/Library/Publications/corporate_publication/yourguide08.pdf



Dental Health

If you require emergency dental health treatment out of normal working hours telephone : **01704 548863**

Visit : www.nhsdirect.nhs.uk

Or alternatively contact PALS for details of local Dentists:
0800 218 2333

Key Contact Details

For general information from the Local Authority about

Housing - contact: 0845 140 0845

Childcare - contact: 0800 0197 219

Schools - contact: 0151 282 1403

Sefton Council

Sefton Plus Contact Centre : 0845 140 0845

website: www.sefton.gov.uk

One-Stop Shop, 324-342 Stanley Road, Bootle, L20 6ET

Citizens Advice Bureau

The Citizens Advice service helps people to resolve their legal, money and other problems by providing free independent and confidential advice



Bootle Citizens Advice Bureau, Goddard Hall, 297 Knowsley Road, Bootle, Merseyside L20 5DF

Tel: 0151 922 1114

http://www.adviceguide.org.uk/index/your_rights/immigration/help_with_immigration_problems.htm

NHS Direct

Telephone number: 0845 4647

www.nhsdirect.nhs.uk

NHS Sefton

Telephone: 0151 920 5056

www.sefton.nhs.uk

Government website for citizens

www.direct.gov.uk

Thing to do in your spare time

There are lots of things to do and place to visit within Southport and other areas.

Internet Access

Free Internet access is available in all Sefton libraries. For further details contact Sefton Plus or Find my Nearest: www.sefton.gov.uk

Swimming & Sport

Sefton Leisure Services offer a wide variety of sporting activities to encourage residents to stay fit and healthy. Through Active Sefton they provide a range of leisure activities for children during school holidays.

For information about things to do and places to go in your area visit :

www.activesefton.gov.uk

or

'Find my Nearest at : www.sefton.gov.uk

Sefton Plus : **0845 140 0845**

Places of Worship

For information about Places of Worship visit :
Sefton Council 'Find my Nearest' at www.sefton.gov.uk

Alternatively Sefton Council for Voluntary Services will be able to give you information about place of worship in your area:

Tel: 0151 920 0726

www.seftoncvsvol.org.uk

Health Services

NHS Direct - Advice Line

Not feeling well? Unsure where the nearest GP or pharmacy is?

Have a general health query?

NHS Direct can help, **telephone: 0845 46 47**

This is a 24 hour telephone service that can help you with any health questions you may have. Interpreter service available - please ask.

Health Services in Sefton

To find a GP Practice, Dental Practice, Pharmacy, Optician and a range of other services visit:

http://www.seftonpct.nhs.uk/your_health_services/default.asp

For a Directory of local services across Sefton visit

http://www.seftonpct.nhs.uk/Library/Publications/corporate_publication/yourguide08.pdf

PALS (Patient Advice Liaison Service)

Need information about Health services? Have any concerns about treatment you have received?

Then contact PALS, **telephone: 0800 218 2333**

Screening Services

For details of local services contact: Cheshire and Merseyside Health Protection Unit : Tel: 0151 290 8360

Sexual Health

If you need help or advice regarding contraception, sexually transmitted infections or sexual health, including testing for HIV contact : 0151 922 5876

Sefton Local Involvement Network (LINK)

LINK is a network of local people, organisations and groups that volunteer to help improve health and adult social care services within Sefton. Telephone: 0151 920 0726 ext 2038

<http://www.seftoncvcs.org.uk/>

Sefton Council General Advice

Community Safety

For advice about Community Safety visit Sefton Council website

Housing Advice

For advice on housing issues, including: rights and responsibilities; harassment and illegal eviction; homelessness; renting out property, taking in lodgers and or sub-letting; or housing conditions/standards

Public Health & Housing Team

If you are concerned that your home is not fit to live in or that there are any safety implications.

Pollution Team

If you have any concerns about pollution from either noise, dust or smoke.

Cleansing Team

If you have an enquires about having your refuse (bin / rubbish) collected

Pest Control

If you think you may have rats, mice or insects in your home

Welfare Rights

For help and support on welfare benefits

Telephone: 0151 934 3660 or visit the website

HATE CRIME

If you are a victim of HATE CRIME there are a number of reporting centres throughout the borough. For more information visit www.sefton.gov.uk or contact **Sefton Plus on 0845 147 0845**

Contact Sefton Council

Sefton Plus on 0845 140 0845

Or visit the Website www.sefton.gov.uk

Other Advice Services

Need Advice about your employment?

For any advice on your employment position contact Merseyside Employment Law. To obtain advice or make an appointment telephone: **0151 709 4125**

Samaritans

This is a confidential listening service for those in distress or emotional despair who may or may not be suicidal. The Samaritans **01704 538038 (24 hours a day)**

Victim Support

This organisation can offer support and advice to victims of crime
Telephone: 01704 885277
Out of hours telephone: 0845 303 0900
They will put you in touch with your local organisation

Trading Standards

For help with consumer related issues Telephone **08454 040506**
www.consumerdirect.gov.uk

General Housing Advice

Bootle Housing Advice, Ground Floor, Merton House, Stanley Road, Bootle, L20 3UU
Tel: 0151 934 3541

Legal Advice

If you need legal advice to help with your personal circumstances you should look for a law firm who can act on you behalf. Citizens Advice Bureau may be able to direct you to a law firm who can help or call Community Legal Services telephone: **0845 6081122**

Family Services

There are a number of support services to help people with a family:

Early Years & Children's information Services

0845 140 0845

<http://www.sefton.gov.uk/Default.aspx?page=3713>

Parenting 2000

This organisation offers information, advice and activities for parents, carers and their families.
<http://www.parenting2000.org.uk/>

Children's Centre

Throughout Sefton there are a number of Children's Centres making life better for children (under 5s), parents and communities by bringing together early education, childcare and health and family support.
<http://www.sefton.gov.uk/Default.aspx?page=6128>

SWACA (Sefton Women's & Children's Aid)

This organisation offers support services to women and children victims of domestic violence who have or are currently experiencing violence and/or abuse from a partner (including those who do not or have not lived together), ex-partners, family members or anyone else with whom they have had a personal relationship.
0151 922 8606

Adult Social Care

Sefton Adult Health & Social Care Directorate provide a range of support services to support vulnerable adults and their carers.
www.sefton.gov.uk/Default.aspx?page=1791

To find out more about all the above services contact Sefton Plus
on : 0845 147 0845
or contact Sefton Council 'Find my Nearest' at : www.sefton.gov.uk