

# Inclusion Cornwall

## **Welcome to Cornwall** Information for People Travelling to Cornwall

Witamy w Kornwalii  
Informacja dla Osób Podróż do Kornwalii

Sveiki atvykę į Cornwall  
Informacija Žmonės Kelionė į Cornwall

Bine ati venit la Cornwall  
Informații pentru persoanele Călătorind Cornwall



This is a map of Cornwall, with the major roads and larger towns.



| Please use Google Translate for your language needs.

Proszę używać Google Translate do swoich potrzeb językowych.

Prašome naudoti "Google" vertėjas, skirtas Jūsų kalbos poreikius.

| Vă rugăm să folosiți Google Translate pentru nevoile dvs. de limbă.

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## Welcome

Welcome to Cornwall, and welcome to this book, which is intended to help you learn more about living here.

Cornish men and women have a long history of travelling to other countries around the world to find work. The contributions they made to their new communities, and the benefits they helped to create, were one of the reasons why the United Nations has recognised parts of Cornwall as a World Heritage Site. As a Cornishman, that gives me great pride. We welcome you and the benefits you bring to us. We also invite you to join in our communities in all their many aspects, and to share with us the life that can be enjoyed here.

The information in this book has been put together for you by a wide variety of people – from Local Authorities, Colleges and Schools, the Health Service, the Trade Unions, the Police, the Churches, Voluntary and Community Groups, and many others. They form the Cornwall Refugee Group. This partnership promotes the well-being of all the people of Cornwall. Our purpose is to ensure you have the same equal, easy access as everyone else to the services that provide that well-being. This book tells you how you can access those services, explains what your rights are, and also explains where the law affects you.

Each chapter has contact details for useful organisations at its end, with websites and phone numbers. Where an organisation is mentioned in the text with an underline there is contact information for that organisation at the bottom of the chapter. It also says whether the organisations have interpreters available if you need them – a ✓ means immediate interpretation is available and a 🕒 symbol means interpreters can be arranged for future meetings.

This whole pack is also available online at <http://www.inclusioncornwall.co.uk>

David Sillifant  
Inclusion Cornwall

# 1. Local Information

## The Political System

The United Kingdom (UK) is a democracy. This means that the Government is elected by its citizens. The Queen is Head of State, but has extremely limited powers. There are three major political parties – the Conservatives (or ‘Tories’), Labour and Liberal Democrats (or ‘Lib Dems’). The people who are elected to Parliament are called Members of Parliament (MPs). Each MP represents a different area, known as a ‘constituency’, and will look after the interests of everyone living there. If you have any serious problems you can contact your local MP. The election of the Government (known as a ‘General Election’) is held at intervals of not more than five years. UK citizens aged 18 and over can vote. All 6 MPs elected for Cornwall in the 2015 general election were Conservatives. The leader of the party that wins the General Election becomes ‘Prime Minister’. The Conservative Party forms the current Government. The UK is part of the European Union (EU) and members (MEPs) are elected to the European Parliament.

Cornwall is a county of England, and Cornwall Council is responsible for many services for the whole of Cornwall. These include education, social services, transport, libraries, housing, standards of health in food and environment, collecting local property tax (see council tax, page 40), maintaining parks, cleaning streets and collecting rubbish. The Council is known as a Local Authority (LA) or Local Government.

You can speak to someone from the Council on the phone or face-to-face at your local One Stop Shop. These are in most towns, and will be able to get interpreters on the phone to talk to with you.

Health care in Cornwall is provided by the National Health Service (NHS), see page 28.

## Travel in Cornwall

Public transport in Cornwall includes buses, trains, planes and ferries. If you don’t speak English it can be hard to use public transport.

### Trains

The main railway line through Cornwall starts at Penzance, stopping at major towns to London and the rest of the UK. Most trains go through Plymouth and Exeter in Devon. There are 5 branch lines that run from stations on the main line to the coast. You can find out about trains from the National Rail Enquiries service.

### Buses and Coaches

Bus routes cover most of Cornwall, and are run by many different companies. The main routes between towns usually have frequent services, but some of the remote villages only have a few buses that go to them each day, or even only one each way. You can find out about buses from Traveline. Free timetables are available from bus stations, libraries or tourist information centres. To catch a bus, wait at the correct bus stop, and put out your hand to tell the driver to stop. Ask the driver for a ticket for where you want to go, but try to have the right money. If you don’t speak English, write down the name of the town or place. A ‘return’ ticket will allow you to travel back to where you started from. A Cornwall Access Pass is a small pocket in which you can put information about your journey. You can use it to tell the driver where you want to go.

National Express runs coaches between major towns in the UK. This is often cheaper than going by train. There are coach stops in most major towns, including Truro, Redruth, St Austell, Penzance and Plymouth. Their website has all the details, or visit your local bus station.

### Ferries

There are several small ferry services within Cornwall, crossing rivers or harbour mouths. There is a car and passenger ferry service from Plymouth to France and Spain, and a ferry from Penzance to the Isles of Scilly between March and November. You can find out about these locally. The Council's Transport Department produces a guide and a map covering all the public transport in Cornwall, which you can order from them. You can also get a copy from libraries, bus stations and tourist information points.

## Planes

You can fly from Newquay Airport to London and several other UK cities. Also cities in Ireland and the rest of Europe, and the Isles of Scilly. To find out about these, contact Newquay Airport.

## Taxis

Taxis are generally more expensive than buses or trains, unless several people share a journey. They often wait in taxi ranks outside stations, or in main towns. Alternatively you can ring a local taxi company and book a taxi. Taxis are not allowed to drive around looking for customers, and must be licensed, showing a small licence plate on the back. Details of taxi companies can be found in the phone book, or on advertising boards. Although taxis are strictly regulated by Cornwall Council, Private Hire Vehicles also exist. Their fares are not controlled, but they can't operate like taxis and can only be booked in advance.

## Cars

To buy new or second hand cars look in the local paper, or at car dealers. Make sure that you are insured and that the car has tax and an MOT before you drive. See the police information on page 5 about driving in the UK. In the UK, Motorways link different areas of the country; for example the M5 between Exeter and Birmingham and the M25 around London. Roads which link major towns are called A roads; for example the A30 from Penzance to London. There are no motorways in Cornwall, but the biggest road is the A30. You can buy road maps at most petrol stations as well as book shops, or use the internet to plan a route.

## Parking

In most car parks (shown by a large blue sign with a white P on it), there will be machines where you can buy a ticket. In some car parks you buy a ticket for the amount of time you expect to park your car for (Pay and Display car parks), and in others you are given a ticket, and pay when you leave for the amount of time you were there. If you don't pay, you may have to go to court. In many car parks in Cornwall you can also pay via your mobile phone. On streets where there are single yellow lines marked on the road, there are restrictions on parking. These should be explained on a small yellow sign near by. If there are 2 yellow lines (double yellow lines) then you should not park there at all. Some roads have marked parking spaces reserved for people who live there. If you are parked illegally, you will get a parking ticket. This is a fine, which you should pay as soon as you can. The amount you must pay often goes up after 14 days. You may have a clamp put on a wheel of your car. You will have to pay a fine to have this taken off.

## Cycling and Walking

Many people cycle in Cornwall, for pleasure and to go to work or shopping. Some roads have special cycle lanes which help keep cyclists safe from cars. There are also cycle routes in the countryside. The South West Coast Path goes round the whole coast of Cornwall, through some very beautiful places, and if you enjoy walking in your free time, it is worth finding. See Chapter 9 (page 36) for more information.

## Police Information about Driving

- Traffic in the UK drives on the left-hand side of the road.
- You must be at least 17 years old to drive a car or a motorcycle in the UK (and older for larger vehicles).
- If you ride a motorbike you need to wear a crash helmet.
- The driver and all passengers must wear a seatbelt in a vehicle, where they are fitted.
- Children must use a child seat which is correct for their height and weight until they are 12 years old, or they reach 135cm tall (about 4ft 5), whichever is sooner.
- You have to be at least 16 to drive a moped, and must wear a crash helmet.

- To drive a vehicle in the UK you must hold a valid driving licence. If you have a valid European Community driving licence, you can drive in the UK. You can exchange your licence for a British one at any time, via the DVLA if you wish.
- You must have an insurance policy from a UK company before you can drive here. This must be at least “third party” insurance. Insurance protects you financially if you are involved in an accident. If you do not have insurance for the vehicle you are driving, you can be fined and banned from driving. If you let an uninsured person drive your vehicle, you can both be fined. The Police will seize any vehicle where the driver does not have the right insurance.
- To drive any vehicle on UK roads, you must tax it. This is done electronically, via the DVLA’s website.
- If your vehicle is over 3 years old it needs to be examined by an authorised vehicle examiner and given a certificate to say it is safe to drive. This is called an MOT certificate, and is valid for 12 months.
- Police can stop any vehicle being driven on the road and look at the driver’s licence, insurance, and MOT, and they will check whether the vehicle is taxed. If you do not have them with you, you must take them to a police station within 7 days.
- All information on driving in the UK can be found in the “Highway Code”. You can read it online or find a paper copy in bookshops or libraries.
- Do not drink or take drugs, and drive. It is against the law to drive when you have drunk more than the legal limit of alcohol. You can be arrested if you do. The police will take a breath, blood or urine sample to test you. You could be fined, put in prison and banned from driving if you are over the limit. You can also be arrested for driving when you have taken drugs. The only safe guide is not to drink any alcohol and drive.
- It is illegal to use a hand held mobile phone while driving. Hands-free phones are allowed, but it is safer not to use any phone while driving.
- It is against the law to drive a car on tyres with tread less than 1.6 mm.
- Speed limits are set for all roads in the UK and these are signposted at the side of the road. The maximum speed limit for cars and motorcycles on dual carriageways and motorways is 70 miles per hour. You can be fined or banned from driving if you break the speed limit.

## Belief and Religion

The UK has strong historical Christian traditions, and there are followers of many diverse religious beliefs here today. You can find out about places of worship in your area through a public library or Yellow Pages telephone directory.

The Cornwall Faith Forum brings together people from the following Communities: Baha’i, Buddhist, Christian, Hindu, Humanist, Jewish, Muslim, Pagan. The Forum promotes understanding and dialogue between faith communities and other beliefs. The United Nations Association in Cornwall organises a multi-faith celebration every other year. They also befriend people from outside the UK who may need support. Cultural Threads aims to celebrate diverse cultures in Cornwall, also offering support and information to people from other backgrounds.

There are around 855 Muslims in Cornwall and 3 on the Isles of Scilly, most either in the catering business or working in hospitals. The Muslim community in Cornwall is growing and is now more established as it now has a Cornwall Islamic Community Centre based in Carnon Downs, Truro.

You can find Halal meat in the frozen sections of some supermarkets, eg Tescos in Truro where they have chicken and burgers. M. Chapman and sons butchers in Perranporth stock Halal chicken, and can order in Halal lamb.

There are contact details for several different Christian traditions, as well as for other faiths listed at the end of the chapter. There are Anglican churches (Church of England), in every town and many villages. Many towns and villages also have a Methodist Church and a few also have Baptist churches. There are Catholic Churches in most of the major towns. There is a Greek Orthodox Church in Falmouth. The Salvation Army have several corps in Cornwall, and run a variety of community services. There are many other types of Church across

Cornwall as well. Several churches run evenings when Migrant Workers can meet local people.

Several university sites in Cornwall have Christian Unions, where Christian students can meet together.

There is no fixed base for Hindu worship in Cornwall. Please contact the Hindu representative for details of local contacts. The Network of Sikh Organisations can give details of local Sikh contacts. There are Jewish and Buddhist contacts in Cornwall, and several members of the Baha'i faith – see the Cornwall Faith Forum for details. The Church of Jesus Christ of Latter-day Saints and the Jehovah's Witnesses also have churches locally.

Acts 435 is a Christian website that allows people to give money directly to others. Managed through a network of churches and local charities, their goal is to get 100% of donations quickly to those in need.

Cornwall Council	0300 1234 100	<a href="http://www.cornwall.gov.uk">http://www.cornwall.gov.uk</a>	✓
Council's One Stop Shops		<a href="http://www.cornwall.gov.uk/council-and-democracy/contacting-the-council/one-stop-shops/">http://www.cornwall.gov.uk/council-and-democracy/contacting-the-council/one-stop-shops/</a>	✓
<b>Local MPs</b>			
<b>Steve Double</b> St Austell & Newquay	07977 121529	<a href="mailto:office@stevedouble.org.uk">office@stevedouble.org.uk</a>	
<b>George Eustice</b> Camborne and Redruth	0207 219 7032	<a href="mailto:george.eustice.mp@parliament.uk">george.eustice.mp@parliament.uk</a>	
<b>Scott Mann</b> North Cornwall	01208 74337	<a href="mailto:scott@scottmann.org.uk">scott@scottmann.org.uk</a>	
<b>Sheryll Murray</b> East Cornwall	01579 344428	<a href="mailto:sheryll.murray.mp@parliament.uk">sheryll.murray.mp@parliament.uk</a>	
<b>Sarah Newton</b> Truro and Falmouth	01872 274760	<a href="mailto:Sarah.Newton.MP@parliament.uk">Sarah.Newton.MP@parliament.uk</a>	
<b>Derek Thomas</b> St Ives	020 7219 4435	<a href="mailto:derek.thomas.mp@parliament.uk">derek.thomas.mp@parliament.uk</a>	
<b>Travel information</b>			
National Rail Enquiries	08457 48 49 50	<a href="http://www.nationalrail.co.uk">http://www.nationalrail.co.uk</a>	
Traveline	0871 200 2233	<a href="http://www.traveline.info">http://www.traveline.info</a>	
National Express	08717 81 81 81	<a href="http://www.nationalexpress.com">http://www.nationalexpress.com</a>	
Transport Department, Cornwall Council	0300 1234 222	<a href="https://www.cornwall.gov.uk/transport-and-streets/">https://www.cornwall.gov.uk/transport-and-streets/</a>	✓
Newquay Airport	01637 860 600	<a href="http://www.newquaycornwallairport.com/">http://www.newquaycornwallairport.com/</a>	
Exeter Airport	01392 367 433	<a href="http://www.exeter-airport.co.uk/">http://www.exeter-airport.co.uk/</a>	
DVLA		<a href="https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency">https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency</a>	
Simply Scilly	01720 424 031	<a href="https://www.visitislesofscilly.com/">https://www.visitislesofscilly.com/</a>	
Highway Code		<a href="https://www.gov.uk/guidance/the-highway-code">https://www.gov.uk/guidance/the-highway-code</a>	



<b>Religious Faiths</b>			
Cornwall Faith Forum		<a href="http://dorkemmyn.org.uk/">http://dorkemmyn.org.uk/</a>	
Cornwall Islamic Community Centre (CICC)	01872 870345	<a href="http://www.cornwallasian-islamiccommunitycentre.co.uk/">http://www.cornwallasian-islamiccommunitycentre.co.uk/</a>	
CICC contact for information about Halal meat: Mostofa Abdul Rahman	07828 149647		
M. Chapman and sons butchers	01872 573216	45 St Pirans Rd, Perranporth TR6 0BJ	
United Nations Association	01726 74581	<a href="http://www.una.org.uk/members/branches/una-mid-cornwall">http://www.una.org.uk/members/branches/una-mid-cornwall</a>	
UK Interfaith Network	020 7730 0410	<a href="http://www.interfaith.org.uk/">http://www.interfaith.org.uk/</a>	
Cultural Threads		<a href="http://culturalthreads.co.uk/">http://culturalthreads.co.uk/</a>	
<b>Christian traditions</b>			
Churches Together in Cornwall	01872 272608	<a href="http://www.churchestogetherincornwall.org.uk/">http://www.churchestogetherincornwall.org.uk/</a>	
Church of England via Reverend Andrew Yates	01872 274 351	<a href="mailto:andrew.yates@truro.anglican.org">andrew.yates@truro.anglican.org</a> <a href="http://www.trurodiocese.org.uk/">http://www.trurodiocese.org.uk/</a>	
Catholic Church Truro	01872 272291	<a href="mailto:truro@prcdtr.org.uk">truro@prcdtr.org.uk</a>	
Greek Orthodox – Archdiocese of Thyateira and Great Britain – Ecumenical Patriarchate, Father Nikitas	01326 372 900	<a href="mailto:frnikitas@hotmail.com">frnikitas@hotmail.com</a> <a href="http://www.orthodoxincornwall.org.uk/">http://www.orthodoxincornwall.org.uk/</a>	🕒
Methodist Church – District Office, Alison Gill	<b>01872 261327</b>	<a href="http://www.cornwallmethodists.org.uk">http://www.cornwallmethodists.org.uk</a>	
Truro Baptist Church	01872 241984	<a href="http://www.trurobaptist.co.uk/">http://www.trurobaptist.co.uk/</a>	
Salvation Army Corps Officer	01872 225734	<a href="http://www.salvationarmy.org.uk/">http://www.salvationarmy.org.uk/</a>	
UCCF – Universities and Colleges Christian Fellowship		<a href="https://www.uccf.org.uk/">https://www.uccf.org.uk/</a>	
Christian website 'Acts 435'		<a href="http://acts435.org.uk/">http://acts435.org.uk/</a>	
<b>Other faiths or religions</b>			
Jewish – Harvey Kurzfield	01209 719 672	<a href="http://kehillatkernow.com/">http://kehillatkernow.com/</a>	
Network of Sikh Organisations	0208 540 4148	<a href="http://www.nsouk.co.uk">http://www.nsouk.co.uk</a>	🕒
Cornish Hindu Representative Dhirashanta Das		<a href="mailto:Dhirasanta@aol.com">Dhirasanta@aol.com</a>	
Jehovah's Witnesses – P Morris	01872 272 692		
Pagans – Cassandra Latham	01736 810 809	<a href="mailto:buccagrין@eldritch7.freemove.co.uk">buccagrין@eldritch7.freemove.co.uk</a>	

## 2. Special Services for our Travellers

### Learning English and Language Support

#### English lessons

While you are living in this country, it is a good chance to learn or improve your English. Whether you speak no English, or already speak good English, there are many places that run classes. [Link into Learning](#) and further education colleges run English classes. There is usually a small cost for classes, but you may be able to get help to pay this if you are on benefits or have a low income. Speak to the college or course tutor about this. You may need to pay extra to take exams.

You can take other courses to help with work-based skills, or to prepare you for UK citizenship.

Your employer may arrange English classes for you, at one of the centres or at your place of work. They may allow you to take a couple of hours off a week to go to classes.

If you need to tell someone you do not speak English you should say “I do not speak English” If you don’t speak good English, you might find it useful to get a friend to write on a piece of paper for you “I do not speak English. I am Syrian.”

#### Interpreters

If you need an interpreter to do official business, eg talking to the police, or someone at the local council, or asking about jobs at Jobcentre Plus, then the organisation you are talking to may find an interpreter. Some organisations, like the Police, have an interpreting service that they can telephone. You can then have a 3-way phone conversation with the official person and an interpreter. One of the companies used for this is [Language Line](#). If a business or organisation uses them to talk to you, they will pay. You can set up an account yourself, to pay for a telephone interpreter.

Other organisations can arrange for an interpreter to be present if you need one. They may need a few days to find someone who speaks your language. If they don’t know who to contact, [Jobline Staffing](#) have an interpreting and translation service. They only speak English at the office, but can find interpreters in 60 different languages, if needed. Jobline also recruits interpreters and translators if you are able to speak good English.

[Bridging Languages](#) provides an interpretation and translation service for all organisations in Cornwall. All of Bridging Languages’ interpreters are qualified in interpretation and mental health, as well as DBS checked (see page 17). Discounts available for voluntary and community sector. If you are interested in training to become an interpreter, or want to book an interpreter please get in touch.

Students and Refugees Together [START] was set up in 2001 to support refugees living in Plymouth. START uses students on placement with the agency as part of its workforce.

Services provided include:

- One to one case working support for refugees granted leave to remain. This covers all areas of integration including accessing housing, health and benefits. Specific projects support people arriving through the Afghan Locally Engaged Relocation Scheme and Syrian families coming to the UK through the Vulnerable Persons Relocation Scheme
- Community based activities open to both refugees and those waiting for an asylum decision: The Cultural Kitchen, Women’s creative group, Allotment project and START walking
- Job club supports refugees with training and employment

If you are unhappy about any Council service, including the Refugee Support service START provides, you can make a complaint.

You will need to say “I would like to make a complaint” and tell them the name of the service. If you need an interpreter say “I need an Arabic interpreter”.

You can contact the Council in any of these ways.

Web page: [www.cornwall.gov.uk](http://www.cornwall.gov.uk) e-mail: [comments@cornwall.gov.uk](mailto:comments@cornwall.gov.uk)

Telephone: 0300 1234 100

Write to us at Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY

At our one stop shops or main offices during working hours

Truro One Stop Shop, Carrick House, Pydar Street, Truro, TR1 1EB

If we can settle your complaint quickly and informally, we will. If your complaint is covered by a separate procedure, we'll tell you what you need to do. If we can't settle your complaint informally, or you want to make a formal complaint, we will investigate your complaint.

### Volunteer Translators List

Several organisations in Cornwall have information about volunteers who can translate or interpret. Not all have formal qualifications, but these people are able to work for free.

### Interprecheck

If you have any documents translated, Interprecheck can check them for you before you pay, to avoid mistakes.

## Other Support for our Migrant Workers and Travellers

### Diversity Network for Cornwall

The Diversity Network for Cornwall and The Isles of Scilly is a registered charity and works as an umbrella organisation for Equality and Diversity groups in Cornwall and the Isles of Scilly. On Tuesday and Friday evenings between 5.00pm and 7.00pm they hold a drop-in advice at the Carnon Building in Wilson Way, Pool, TR15 3RS covering domestic and welfare issues for Migrant Workers.

### British Red Cross

Providing support in times of crisis, similar to the Red Crescent, working particularly with refugees across the UK.

- **The welcome project:** helping new arrivals settle in. Every dispersed asylum seeker is met by trained volunteers, who can speak the appropriate language, often from the refugee and asylum seeking communities.
- **The family reunion project:** working with Plymouth University law clinic to provide qualified legal advice to help refugees access their family reunion rights.
- **International family tracing project:** using the vast network of Red Cross and Red Crescent societies, seeking out and reuniting families separated by war and natural disaster.
- **Vulnerable migrant women's project:** ensuring that the differing needs of women and men arriving as migrants are not ignored.
- In addition to the refugee support service we provide a range of **Independent Living** and **Mobility Aids** services to support people with significant medical needs or identified vulnerability.

### Asylum Help UK

Providing free, independent advice and guidance to asylum seekers, with specialist help for un-attached children seeking asylum.

### Plymouth Hope

A successful football team with players from the UK, refugees and migrants, also running sporting and social activities with asylum seekers and refugees. Founded by David Feindouno, who came to Plymouth as an asylum seeker in 2007.

### Devon and Cornwall Refugee Support (DCRS)

Information, advice and guidance for asylum seekers at their drop-in centre. They also have a food-parcel programme for destitute Asylum Seekers and Refugees, a clothing store and access to computers. They run English conversation classes and organise occasional trips.

### Safe Living and Working Conditions

Migrant Workers living or working in Cornwall can contact Environmental Health if they are worried about their living or working conditions. Officers will investigate the problem, and many have been helped in the past. See page 21 for more details

### Amber Initiatives

Amber Initiatives' mission is to bring about change to improve the lives of people facing severe and multiple disadvantage. By this we mean people who are experiencing a combination of severe social harms such as poverty, discrimination, social exclusion, racism, and abuse.

### International Organization for Migration

An independent organisation that can help people who don't have the legal right to stay in the UK, or asylum seekers, and who wish to return to their home country.

### Food Banks and Children's Clothing Banks

There are at least 18 Food Banks in Cornwall, which collect donated food, usually tins and packets, and get it to people who need it. If you can't afford to feed your family, then you can ask for a food bank voucher, which you can swap for the food you need for three days. You can get food bank vouchers from care professionals – GP, social worker, midwife, health visitor, children's centre, or a voluntary organisation – Citizens Advice Bureau, local church, etc.

There is a Children's Clothing Bank set up in Cornwall, to collect donated children's clothes (ages 0-16), and give them to families who need them. There are collection events in Truro, Camborne once a month, and others will be set up as people need them. See their website for details. Clothes can be donated at points across West Cornwall.

Healthy Start Vouchers are available for women who are pregnant, and families with children under 4 years old. They are to help buy milk, formula milk, fruit or vegetables, or swap for vitamins. Pregnant women and children over one and under four years old can get one £3.10 voucher per week. Children under one year old can get two £3.10 vouchers (£6.20) per week. Your midwife or health visitor will be able to tell you where you can swap your coupon for vitamins in your area.

<b>Colleges</b>			
Cornwall College	0845 22 32 567	<a href="http://www.cornwall.ac.uk">www.cornwall.ac.uk</a>	🕒
Falmouth Marine School	0845 22 32 567	<a href="https://www.falmouthmarineschool.ac.uk">https://www.falmouthmarineschool.ac.uk</a>	
Duchy College	0845 60 50 455	<a href="https://www.duchy.ac.uk">https://www.duchy.ac.uk</a>	
Truro & Penwith College	01872 267 000	<a href="http://www.trurocollege.ac.uk">www.trurocollege.ac.uk</a>	🕒
<b>Link Into Learning</b>	0300 1231 117	<a href="http://www.cornwall.gov.uk/linkintolearning">http://www.cornwall.gov.uk/linkintolearning</a>	
<b>Adult Education</b>		<a href="http://www.cornwall.gov.uk/education-and-learning/adult-and-community-education/">http://www.cornwall.gov.uk/education-and-learning/adult-and-community-education/</a>	
<b>Language</b>			
Bridging Languages	07743 995 693	<a href="http://www.bamementalhealthcornwall.co.uk/">http://www.bamementalhealthcornwall.co.uk/</a>	
Jobline Staffing	0800 0856 484	<a href="http://www.joblinestaffing.co.uk">http://www.joblinestaffing.co.uk</a>	🕒
Language Line	0800 169 2879	<a href="http://www.languageline.co.uk">http://www.languageline.co.uk</a>	
Interprecheck	01209 218 291		
<b>Support organisations</b>			
Diversity Network for		<a href="http://www.dnfc.org.uk/">http://www.dnfc.org.uk/</a>	

Cornwall			
British Red Cross	01872 272 878	<a href="http://www.redcross.org.uk/">http://www.redcross.org.uk/</a>	
Asylum Help UK	0808 8000 630	<a href="http://asylumhelpuk.org/">http://asylumhelpuk.org/</a>	✓
Plymouth Hope	01752 604 172	<a href="http://www.plymouthhope.com/">http://www.plymouthhope.com/</a>	
Devon and Cornwall Refugee Support	01752 265 952	<a href="http://dcrsc1.cfsites.org/">http://dcrsc1.cfsites.org/</a>	
Amber Initiatives	078 7373 8828	<a href="http://www.amber-initiatives.co.uk/">http://www.amber-initiatives.co.uk/</a>	✓
International Organization for Migration, Bristol	020 7811 6000	<a href="http://iomuk.org/">http://iomuk.org/</a>	✓
Food Banks		<a href="https://www.foodandcornwall.org.uk/whats-out-there/foodbanks-in-cornwall/">https://www.foodandcornwall.org.uk/whats-out-there/foodbanks-in-cornwall/</a>	
Children's Clothing Bank		<a href="https://cornwallchildrensclothesbank.wordpress.com/">https://cornwallchildrensclothesbank.wordpress.com/</a>	
Healthy Start Vouchers	0845 607 6823	<a href="http://www.healthystart.nhs.uk/">www.healthystart.nhs.uk/</a>	
Money information		<a href="https://www.moneyadvice.service.org.uk">https://www.moneyadvice.service.org.uk</a>	

### 3. Emergency Services

You can dial 999 or 112 in this country to call the emergency services. They have an immediate translation service. 999 and 112 are free to call, but for emergencies only. If you call them you will be asked which service you need: Police, Fire, Ambulance or Coastguard. You will be asked your name (which you don't have to give), where you are calling from, and what the emergency is. If you know the postcode where you are calling from, it will mean help can get to you faster.

In an Emergency (for example: fire, flood, explosion or any weather-related or security incident) obey the instructions of anyone identifiable as a member of the emergency services or any other government authority.

#### **What to do in an emergency**

If you need the police, an ambulance, the fire service or the coast guard and it is an emergency.

#### **Telephone 999**

Say "I need the Fire service / Ambulance / Police/ Coast Guard"

All these services are free.

If you need an interpreter say "I need an Arabic interpreter" and they will provide one.

They will ask you for your address so have this ready.

#### **If it is not an emergency you can use these numbers:**

Police – 101 ring this number if you are a victim of a crime but it is not an emergency

Health – 111 for health advice available every day at all times. Or contact your GP during their opening hours

### Dialling 999

#### Police

The role of the police is to prevent and detect crime, protect life and property and work with communities and other agencies to reduce crime. Police are not part of the army, they are independent from the Government, and they do not routinely carry guns. All police in Cornwall can call an interpreter if they need one to speak to you. If you want to speak to the police but it is not an emergency, call 101, for instance if your car has been damaged during the night.

#### Fire

You should call 999 or 112 and ask for the Fire Brigade if there is a fire. They help people to prevent fires as well, giving fire safety information. This is the basic fire safety information.

- You should make sure that there is a smoke alarm where you live, and that it works.
- Make sure that you know how to get out of your home if there is a fire. Keep any keys for doors or windows in safe places where you can get at them if you need to use them.
- Put out cigarettes and candles properly.
- Switch off electrical appliances if you are not using them.

The Fire and Rescue Service can do a fire safety check on the place where you live.

They can also check the place where you work, if you are worried about fire safety there.

#### Ambulance

You should call for an ambulance immediately for life-threatening emergencies, for example:

- If someone has chest pain;
- If someone collapses or has a fit;
- If someone has a stroke;
- If someone has trouble breathing;
- If someone is bleeding and you can't stop them;
- If someone is seriously injured.

You should also call an ambulance if someone is ill or injured and needs urgent care. When you call 999, the person you speak to may decide that an ambulance isn't the best way to

help, and will tell you what else to do. When an ambulance comes, the paramedics may decide to take the person to hospital, or give treatment themselves.

## Coastguard

You should call 999 or 112 and ask for the Coastguard for incidents on or near the coast, in the sea, or on boats. They can rescue people who have fallen down cliffs or are cut off by the tide.

## ICE

If you carry a mobile phone, make sure you store an emergency contact under ICE in the phone book. ICE stands for In Case of Emergency, and can be used by ambulance staff to find out information about you if you are injured and can't speak to them. If you can, try to make sure that the person you choose can speak English.

## Victims of Crime

### Support Available

If you are a victim of any crime or incident, tell the Police:

- Call 101, the police non-emergency number
- Go to the website at <https://www.police.uk/contact/101/>
- Or call in at your local Police station.

Each neighbourhood has a dedicated Police Officer and Police Community Support Officer who are there to help support and protect you.

Do not take the law into your own hands – you may end up getting yourself into trouble or hurt.

Crimestoppers is an independent charity working to identify, prevent, solve and reduce crime. You can call them anonymously, for free, if you want to pass on information about a crime. They will use the information to help the police with their investigations. To report a crime against yourself you should still call the police.

Victim Support give free help to people who are victims of crime. Everyone who reports a crime to the police is offered this help. It can be a person to listen to you, practical help, or support if the case goes to court. If you don't want to tell the police about a crime against you, you can still get support from Victim Support. They also run Anti-Bullying Cornwall for children and young people who are bullied.

## Racial and Homophobic Crime

If you are attacked or abused, or your property is damaged because of your race, religion, sexual orientation or disability, this is a hate crime. The Police want you to report these incidents. This behaviour is not acceptable and the Police will do their best to find and punish people who commit these crimes. There is a special team of officers in the 'Diverse Community Team' who are there to help and assist you. There is a special website to report this sort of crime at [www.report-it.org.uk](http://www.report-it.org.uk).

Council for Racial Equality in Cornwall (CREC) can deal with racism matters.

The Intercom Trust and FFLAG (Families and Friends of Lesbians and Gays) can help with issues around homophobia.

## Laws in the UK

There are other laws, relating to driving, on page 5.

### General

- It is illegal to have sex before you are 16, or with someone who is under 16. It is also illegal to have sex with someone who doesn't want to have sex with you. This is a serious offence called rape, and you could go to prison for a long time if you rape someone.
- It is illegal to be drunk and disorderly, or to drink alcohol in a pub before you are 18.
- It is illegal to take or sell drugs, such as heroin, cocaine and others.
- It is illegal to try and bribe a Police officer.

## Weapons

- You cannot carry weapons in a public place, not even for your own protection. This includes guns, knives, CS gas or other items that can be used as weapons.

## Domestic Violence and Abuse

If you are being abused threatened, or physically or sexually assaulted by a partner, a former partner, or a family member, that is Domestic Violence. Threats, harassment, physical attacks, financial control or emotional abuse all count as Domestic Violence.

Anyone can experience domestic violence - it can happen to all kinds of relationships and for any reason. No one deserves to be assaulted, abused, or humiliated, least of all by a partner or family member. It is your abuser's behaviour that needs to change. There is **no** excuse. Never be afraid to ask for help and in an emergency always call the police by dialling 999.

## Other Organisations

### Probation Service

The probation service works with offenders - people who have been charged with crimes. They help people who have come out of prison to become part of the community again, and work with offenders to help them not to commit any more crimes.

<b>Emergency Services</b>			
Emergency	999 or 112		✓
Crimestoppers	0800 555 111	<a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a>	✓
Police non-emergency line	101	<a href="http://www.devon-cornwall.police.uk">www.devon-cornwall.police.uk</a>	✓
Police anti-terrorism hotline	0800 789 321		
Fire and Rescue Service enquiries	0300 1234 232	<a href="http://www.cornwall.gov.uk/fire">www.cornwall.gov.uk/fire</a>	✓
Fire and Rescue Service fire safety advice	0800 3581 999		
South West Ambulance Service		<a href="http://www.swast.nhs.uk">www.swast.nhs.uk</a>	✓
Maritime and Coastguard Agency		<a href="https://www.gov.uk/government/organisations/maritime-and-coastguard-agency">https://www.gov.uk/government/organisations/maritime-and-coastguard-agency</a>	✓
<b>Victims of crime</b>			
Victim Support	101	<a href="http://www.victimcaredevonandcornwall.org.uk/">http://www.victimcaredevonandcornwall.org.uk/</a>	🕒
Equality and Human Rights Commission	0808 800 0082	<a href="http://www.equalityhumanrights.com">http://www.equalityhumanrights.com</a>	✓
The Council for Racial Equality in Cornwall		<a href="http://www.cornwallracialequalitycouncil.org.uk/">http://www.cornwallracialequalitycouncil.org.uk/</a>	✓
Intercom Trust	01392 678 744	<a href="http://www.intercomtrust.org.uk">www.intercomtrust.org.uk</a>	✓
FFLAG (Families and Friends of Lesbians and Gays)		<a href="http://www.fflag.org.uk">www.fflag.org.uk</a> <a href="mailto:info@fflag.org.uk">info@fflag.org.uk</a>	✓
<b>Domestic Violence and Abuse</b>			
National Domestic Violence Helpline	0808 2000 247 24 hour free helpline	<a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>	✓



Cornwall Women's Refuge Trust	01872 225 629 24 hour helpline	<a href="http://www.cwrt.org.uk/">http://www.cwrt.org.uk/</a>	
National Rape Crisis helpline	0808 802 9999 24 hour helpline	<a href="http://rapecrisis.org.uk/">http://rapecrisis.org.uk/</a>	
Esteem for male victims of domestic abuse	01872 321 546	<a href="http://www.esteemmen.co.uk/">http://www.esteemmen.co.uk/</a>	
<b>Other organisations</b>			
Devon and Cornwall Probation Area	01872 326250	<a href="http://www.dcpa.co.uk">http://www.dcpa.co.uk</a>	🕒
Voluntary Return Service	0300 004 0202	<a href="https://www.gov.uk/return-home-voluntarily/who-can-get-help">https://www.gov.uk/return-home-voluntarily/who-can-get-help</a>	

## 4. Working in Cornwall

### Permission to Work in the UK

To work in the UK you must have a full EU/EEA passport or National Identity card of one of the Member States of the EU/EEA or Switzerland.

There are some exceptions to this – look at the [Border and Immigration Agency](#) website for more details.

If you come from certain other countries in the world, you may need a visa to come to this country. There may be conditions about whether you can work or not. Go to the [www.gov.uk](http://www.gov.uk) website for more information.

There are many schemes through which people can come to the UK from other countries – as students, on a gap year, as au-pairs, for Highly Skilled workers, for seasonal agricultural workers and lots of others.

### Help to Find Work

If you are looking for a job in Cornwall, many organisations list their job vacancies in the local papers. Job vacancies are also listed on the internet.

A [Jobcentre](#) can help with finding a job. How you contact Jobcentre Plus depends on the help you need, eg finding a job, changing an appointment, checking an existing claim or making a new claim for benefit. In Cornwall you can find Jobcentre Plus offices in Bodmin, Bude, Helston, Launceston, Liskeard, Newquay, Penryn, Penzance, Redruth, St Austell and Truro. Opening hours vary. See page 22 for your nearest Jobcentre Plus office or visit their website.

There are agencies that specialise in finding work for people from European or other countries, including [EURES](#), the European Employment Service. EURES is a partnership between all the employment services in the EEA to support free movement of workers. The EURES system circulates job vacancies and gives access to up-to-date information in each EEA Member State via a computer network. EEA internationals looking for employment may register their CV's on the website. Registered employers then use the service to search for suitable applicants who they are then able to contact directly.

### Disclosure and Barring Service (DBS)

If you want to work with children, or vulnerable adults (old or disabled people), your new employer may say you need to have a DBS check. It helps protect the people you will be working with, and make sure that dangerous people can't harm them. The DBS checks to make sure you are who you say you are, and see if you have committed any crimes in the past. If your records are in another country, or in another language, this may take longer than for someone who has always lived in this country.

There are 3 types of check. The employer or organisation running the check should provide the applicant with more information about the level of check required. DBS check applicants must be 16 or over. The time it takes to process a DBS check depends on:

- the level of check
- if the details given for the check are correct
- what police forces need to be involved in the check

Generally, it can take around 8 weeks to get a DBS check.

### Becoming Self-Employed

If you want to start your own business, you should check first that you are allowed to by your work permit or visa. Once you have clearance to develop your business idea. There are organisations that can help you develop your ideas, build your confidence and skills and you can learn how to run your own business

You can get information about how to set up your tax and National Insurance.

## Your Rights at Work

### Contract of Employment

The terms and conditions of employment need to be agreed between you and your employer. You should make sure you fully understand what is written in the contract before you sign it. It should include details of how, and how often, you will be paid, and the conditions of your employment, including disciplinary procedures. Just because you don't have a written contract or a signed contract does not mean that a contract does not exist. Your employer could pay your wages straight into your bank account, or give them to you as a cheque or cash. You can find out more about your employment rights from Government's web-site, on <https://www.gov.uk/pay-and-work-rights>

### Taxation and National Insurance Contributions

Income Tax and National Insurance contributions are taken directly from your pay as soon as you earn more than the lower earnings limit. Anyone who is physically present in Britain for six months or more in any tax year is regarded as resident for tax purposes. You should receive a pay slip from your employer which shows details of all the deductions that have been made. Everyone needs a National Insurance Number before they can start work or claim any benefits. Your employer should help you to get a National Insurance Number or call 0345 600 0643 (and for the hard of hearing, or those with speech difficulties 0345 600 0643).

If you have avoided paying tax in the UK as a self employed person, please call the fraud helpline. You will need to start paying tax to make National Insurance contributions.

### Working Conditions

Most workers have a basic 37 or 40 hour working week with a minimum of 4 weeks annual holiday entitlement. Your employer should give you rest breaks and put limits on your working hours. (Some jobs are not covered by these specific rules, but in general you must be given rest breaks)

- You must have at least a 20 minute break if your shift is longer than 6 hours.
- You must have 11 consecutive hours not at work during a 24 hour period.
- You should not have to work more than 48 hours in a week, on average.
- You should get at least 1 day off in a week, or 2 consecutive days off in every 2 weeks.
- You should have 5.6 weeks paid holiday leave. If you work part time, this will be less, in proportion to the hours you work. This may include days off for the 8 UK Public Holidays (called Bank Holidays) such as Christmas Day. If you work on bank holidays you should get time off on another day. Check with your Union or ACAS to make sure you are getting the holiday you are entitled to.
- Your employer must be sensitive to your religious beliefs. If you need time off work for festivals or prayers, or need to wear certain clothes (eg Hajib, turban) they should respect that unless there is a real business reason why not. There is more information about this at [www.acas.org.uk/media/pdf/f/l/religion\\_1.pdf](http://www.acas.org.uk/media/pdf/f/l/religion_1.pdf).

Some people are employed on a contract basis (also called piece work) – they are paid for the amount of work they do, not employed for a certain number of hours per week. The rules are different for this kind of work. You can find out more on the government's website at <https://www.gov.uk/maximum-weekly-working-hours>

### National Living Wage

From April 2016, all workers aged 25 and over are legally entitled to be paid at least £7.20 per hour. To check who is eligible <https://www.gov.uk/employment-status/overview>

### Your Employer Should Not:

- Keep your passport. They can take a copy of it for their records, but they must give it back to you.
- Take more than £37.45 per week (or £5.35 per day) of your pay for accommodation they provide for you, if they are paying you below the minimum wage. If your employer pays your utility bills (water, gas, electricity) this is included. (This is the figure from October 2015. It should go up a little each year)

- Take money from your pay so that your hourly rate falls lower than the National Minimum Wage.

There is not a limit on what your employer can take from your wages to pay for transport, or food or anything else. But they must make sure that what you are left with is still more than the National Minimum Wage. Be careful that you are not being exploited.

Whether you work for an agency or not, ACAS can help resolve disputes with your employer.

## Health and Safety at Work

Your employer has a duty to make sure that you are safe at work. They must make sure you have the right safety clothing, and are properly protected. They must also ensure that your place of work is not a fire risk. There must be signs to tell you where to go if there is a fire, and there should be fire extinguishers near by. You should be given proper instruction on how to use any equipment. The [Health and Safety Executive \(HSE\)](#) have information leaflets in lots of different languages on their website.

If you think your employer is breaking the law on health and safety, you should contact the relevant authority to check it:

- Manufacturing, processing or agriculture – [HSE](#)
- Shops, offices, catering or hotels – [Cornwall Council's Environmental Health Department](#)

## Children (for more information about children and education see chapter 6, page 23)

### Childcare

Children are protected under English law and it is your responsibility to ensure that your children are safe and well cared for. Never leave young children alone. If you need to leave your children, perhaps while you are at work, choosing good quality childcare is very important. Every child aged 3 or 4 is entitled to 12 ½ hours free early education, for 38 weeks of the year. Some children aged 2 are also entitled to free childcare, if their parents are receiving benefits, or have special needs. You can find out all about childcare from the [Care and Support in Cornwall information website](#).

### Children at Work

It is generally illegal in this country for anyone to work before they are 13 years old. Children aged 10 to 13 can do occasional light agricultural work, if supervised by a parent. Young people aged 13 to 16 can do "light" work, but not during school hours. There are strict limits on the hours young people can work, and the type of work they can do. Their employer has to get a permit from the Local Authority, which must be signed by the employer and the child's parent or guardian. There is not a minimum wage set for people younger than 16. For people aged 16 – 18, the minimum wage is £3.87 per hour.

## Trades Unions and Professional Organisations

British [Trades Unions](#) have a good record in representing workers and campaigning on their behalf. There are many different unions covering all occupations and industries. The Trades Union Congress ([TUC](#)) represents all the Trades Unions, and they can give advice on which union to join. Workers join unions so they can speak with one voice and can get support if they have a problem at work. It may be too late to join after you run into trouble. Unions can help provide learning and skills training at work. This can include English courses. Contact [TUC unionlearn](#), Cornwall. Unions charge a weekly subscription by direct debit. The amount varies and there can be discounts for new entrants or the low paid.

### Different Unions

[Unite the Union](#) – for people in all areas of work. This is the largest union (formed by a merger between Amicus and TGWU).

[GMB](#) – for people who work in manufacturing, food and drink, tourism and public services.

[UCATT](#) – for people who do construction work.

[USDAW](#) – for people who work in food manufacture, shops and distribution work.

[Unison](#) – for people who work in the public sector.

### Membership of Professional Organisations

If you are a skilled worker, or belonged to a profession in your home country, you may be able to join a professional organisation in this country. There are many of these, and you should

ask either your own country's organisation, or enquire through your employer about which organisations might be appropriate.

## Voluntary Work

If you want to do some voluntary work in your local community, [Volunteer Cornwall](#) can help.

<b>Permission to work in the UK</b>			
Border and Immigration Agency	0870 606 7766	<a href="https://www.gov.uk/government/organisations/uk-visas-and-immigration">https://www.gov.uk/government/organisations/uk-visas-and-immigration</a>	
HM Revenue and Customs	0845 010 9000	<a href="http://www.hmrc.gov.uk">www.hmrc.gov.uk</a>	✓
Government information for asylum seekers and refugees		<a href="https://www.gov.uk/browse/visas-immigration/asylum">https://www.gov.uk/browse/visas-immigration/asylum</a>	
<b>Finding work</b>			
Jobcentre Plus	0845 604 3719	See page 20 and <a href="https://www.gov.uk/contact-jobcentre-plus">https://www.gov.uk/contact-jobcentre-plus</a>	
EURES		<a href="https://ec.europa.eu/eures/public/homepage">https://ec.europa.eu/eures/public/homepage</a>	By e-mail
Disclosure and Barring Service (DBS)		<a href="https://www.gov.uk/disclosure-barring-service-check/overview">https://www.gov.uk/disclosure-barring-service-check/overview</a>	
<b>Becoming self employed</b>			
Newly Self Employed tax helpline	0845 915 4515	<a href="https://www.gov.uk/topic/business-tax/self-employed">https://www.gov.uk/topic/business-tax/self-employed</a>	✓
<b>Information about rights and work</b>			
Department of Work and Pensions		<a href="http://www.dwp.gov.uk">www.dwp.gov.uk</a>	
National Minimum Wage information	0845 600 0678	<a href="https://www.gov.uk/national-minimum-wage-rates">https://www.gov.uk/national-minimum-wage-rates</a>	✓
Agricultural Wages information		<a href="https://www.gov.uk/agricultural-workers-rights">https://www.gov.uk/agricultural-workers-rights</a>	
agency workers' rights information		<a href="https://www.gov.uk/agency-workers-your-rights">https://www.gov.uk/agency-workers-your-rights</a>	✓
ACAS work rates helpline	0300 123 1100	<a href="https://www.gov.uk/pay-and-work-rights">https://www.gov.uk/pay-and-work-rights</a>	
Trades Union Congress "Know your rights"		<a href="http://www.worksmart.org.uk">http://www.worksmart.org.uk</a>	
Health and Safety Executive Information line	0300 003 1747	<a href="http://www.hse.gov.uk/index.htm">http://www.hse.gov.uk/index.htm</a> <a href="http://www.hse.gov.uk/languages/index.htm">www.hse.gov.uk/languages/index.htm</a> for different languages	✓
Care and Support in Cornwall information service	0800 587 8191	<a href="http://www.supportincornwall.org.uk/">http://www.supportincornwall.org.uk/</a>	

Child Employment Officer	01872 323014	<a href="http://www.cornwall.gov.uk/education-and-learning/schools-and-colleges/education-welfare/employment-of-school-age-children/">http://www.cornwall.gov.uk/education-and-learning/schools-and-colleges/education-welfare/employment-of-school-age-children/</a>	
Cornwall Council Environmental Health Dept	0300 1234 212	<a href="http://www.cornwall.gov.uk/environment-and-planning/environmental-health/">http://www.cornwall.gov.uk/environment-and-planning/environmental-health/</a>	✓
ACAS	08457 47 47 47	<a href="http://www.acas.org.uk">http://www.acas.org.uk</a>	✓
Money information		<a href="https://www.moneyadviceservice.org.uk/">https://www.moneyadviceservice.org.uk/</a>	
<b>Trades Unions</b>			
South West TUC	0117 947 0521	<a href="https://www.tuc.org.uk/south-west">https://www.tuc.org.uk/south-west</a>	🕒
TUC unionlearn		<a href="https://www.unionlearn.org.uk/">https://www.unionlearn.org.uk/</a>	🕒
Unite the Union	020 7611 2500.	<a href="http://www.unitetheunion.org/">http://www.unitetheunion.org/</a>	🕒
GMB	01209 213950	<a href="http://www.gmb.org.uk/">http://www.gmb.org.uk/</a>	🕒
UCATT	02920 498 664	<a href="https://www.ucatt.org.uk/">https://www.ucatt.org.uk/</a>	🕒
USDAW	0845 60 60 640	<a href="http://www.usdaw.org.uk/">http://www.usdaw.org.uk/</a>	🕒
Unison	0800 0 857 857	<a href="http://www.unison.org.uk">http://www.unison.org.uk,</a>	🕒
<b>Volunteering</b>			
Volunteer Cornwall (VC)	01872 266 988	<a href="http://www.volunteercornwall.org.uk/">http://www.volunteercornwall.org.uk/</a>	
Penwith Volunteer Bureau	01736 330 988	<a href="http://www.pcdt.org/index.php/volunteering">http://www.pcdt.org/index.php/volunteering</a>	
Cornwall Rural Community Charity	01872 273952	<a href="http://www.cornwallrcc.org.uk">www.cornwallrcc.org.uk</a> <a href="mailto:info@cornwallrcc.co.uk">info@cornwallrcc.co.uk</a>	

## 5. Benefits and Legal Advice

### Benefits

If you have just entered Great Britain, the benefits you can get will depend on one or more of the following:

- National Insurance contributions
- Whether you are living or usually live in Great Britain
- Why you have come or returned to Great Britain
- Whether your entry to Great Britain is subject to limitations.

If you have not lived and worked in the UK, you will not normally have paid National Insurance contributions here, and so will not be entitled to contributory benefits. However there may be circumstances where you may be able to get some benefits.

There are specific schemes set up to help refugees – see chapter 2 (page 9) for more information.

### Free Advice

You can get free advice about your rights, and many other subjects from the Citizens Advice Cornwall. They have offices in most towns in Cornwall, which are only open at certain times on certain days. They have a helpful website at <http://www.citizensadvice.org.uk>. See also CRCC on page 11 (chapter 2)

## 6. Children and Education

### Children's Safety and Well-being.

A person is considered a child if they are under 16 years of age. A young person is usually considered to be someone who is between 16 and 24 years of age. Children and young people have rights in the UK.

Although growing up can be difficult, most children and young people receive the love and care they need to develop into healthy, happy young adults. But some children are hurt, neglected and abused by adults or other children. Younger children may not be aware that what is happening to them is abuse.

Abuse can mean different things to different children, and can happen once or many times.

**Physical abuse is** when children are hurt or injured by parents or other people. Hitting, kicking, beating with objects, throwing and shaking are all physical abuse, and can cause pain, cuts, bruising, broken bones and sometimes even death.

**Sexual abuse is** when children are forced or persuaded into sexual acts or situations by others. Children might be encouraged to look at pornography, be harassed by sexual suggestions or comments, be touched sexually or forced to have sex.

**Emotional abuse is** when children are not given love, approval or acceptance. They may be constantly criticised, blamed, sworn and shouted at, told that other people are better than they are and rejected by those they look to for affection.

**Neglect is** when parents or others looking after children do not provide them with proper food, warmth, shelter, clothing, care and protection.

Children's welfare is everyone's responsibility. Parents, school teachers, neighbours, etc have a duty to pass on concerns about a child appropriately.

#### If you are worried about a child's safety

Anyone feeling uncomfortable about a situation concerning a child can call the National Society for the Prevention of Cruelty to Children (NSPCC)'s Child Protection Helpline for free, confidential advice. If you need to talk in a language other than English, they recommend asking a trusted friend to speak as your interpreter. If you cannot find an interpreter, the NSPCC can usually provide one for you. Ask for one at the beginning of your call.

Phone Cornwall Council's Education, Health and Social Care department if you have serious concerns. They can use a telephone interpreter if you need one.

#### Childline – Helpline for Children in Trouble or Danger

A free national telephone helpline for children and young people in trouble or danger. It provides excellent support, but is often busy and it can be difficult to get an answer. It offers confidential counselling for any child under 18 with any problem – 24 hours a day, every day of the year.

#### Guidance for parents

Children shouldn't be left alone at home. It is not against the law to leave a child unattended at any age but it is against the law to leave children in circumstances which put them in any kind of danger. So, for example, leaving a young child alone for several hours could place them in physical danger and emotional harm through loneliness and fear.

The National Society for the Prevention of Cruelty to Children recommends that:

- children under the age of 13 are rarely mature enough to leave at home unsupervised;
- children under the age of 16 should not be on their own overnight;
- babies, toddlers and very young children should never be left on their own.



If you decide to leave a child alone, you should:

- make sure the child knows how to make a phone call
- leave a contact phone number and make sure you are able to answer it straight away
- if either of you are using a mobile phone, make sure there is enough credit and battery power
- explain to the child how to stay safe, for example not opening the door to strangers
- make sure potentially dangerous objects are out of reach
- leave clear instructions about what to do in an emergency
- tell the child what time you will return, and do not be late
- give them some basic rules about what they can and cannot do while you are away
- teach them basic first aid
- make sure they are happy to be left alone – if they are not, you should get a childminder. See childcare section on page 19.

For information on childcare while you are at work, see page 19 in the Work chapter.  
For information about children and working, see the Work chapter, page 19.

If you can't afford to feed your family, or can't afford to buy appropriate clothes for your children, you can go to a Food Bank, or Children's Clothing Bank. Pregnant women, and people with new babies can also Healthy Start vouchers to buy milk. See page 11.

## School Education

If your child is aged between 5 and 16, the law requires that he or she must attend school. State education is free. For information about children under school age, see chapter 4, under Childcare, on page 19. State schools are divided up into primary (ages 5-11) and secondary (11-18). In some places, primary is divided into infants (5-7) and juniors (7-11). There are different types of school, and some are Church of England or Roman Catholic. There is a primary school in many villages, and a secondary school in most towns. A list of these schools is available and further information for parents in some other languages is available from the Cornwall Council [School Admissions team](#).

The school year starts in September, and has 3 terms – one from September to Christmas (in December), one from Christmas to Easter (in March or April) and one from Easter to July. There is a 6 week break in the summer, and 2 weeks each at Christmas and Easter. There is also a week off in the middle of each term, and 5 days off for teacher training. Each school will be able to tell you these. It is possible to start at a school mid-term.

### How can I Find a School?

At the ages of 5 and 11 primary and secondary school places are decided centrally through the [School Admissions Team](#). At the [Care and Support information service](#) there are advisors, who can support families who have recently arrived and speak English as an Additional Language.

If your child is any other age, You should still go through the [School Admissions Team](#), who will tell you which schools have spaces available in the right year-group for your child. Pupils who are new to English may receive extra support in learning English from their school. The school will make an assessment of their needs and may recommend further help.

When a child is registered with a local school, the parents have a legal responsibility for ensuring their child attends school every day, on time. [Care and Support in Cornwall](#) monitor all pupils' attendance closely, and will investigate if a pupil is regularly missing school. If you or your child is experiencing problems that prevent regular school attendance it is vital to contact the school as soon as possible. They will be happy to help with any issues that might be interfering with your child's education. Alternatively the school's Education Welfare Officer will be happy to offer support.

What happens if my child has a disability or needs special attention?

There is help available for children with 'special needs' such as a physical disability, a learning difficulty, or psychological problems. Wherever possible, your child will be given extra help in a main stream school.

### Who can give additional support to my family?

The Diversity in Education Service is a specific part of Education, Health and Social Care that supports minority ethnic children, including those who speak English as an Additional Language. This service can be asked for help with issues that relate to children in schools, nurseries or colleges. The service has access to telephone interpreters and will help if you are experiencing any difficulties getting support for your children.

### Family Learning

If you would like to learn English with your children or find out ways in which you can help your children with their schoolwork, there are free courses available. Just phone the Family Learning Office. There is more information about learning English on page 9.

If you would like support with your children, see if there is a Children's Centre in your area. They provide courses to help parents – healthy eating, breastfeeding support, IT classes, and usually crèche and toddler play groups as well. See page 33 for more information on where the Centres are.

## Adult Education, Training and Employment

### Young People age 16 - 19

Between the ages of 16 and 19 you may be entitled to free education, and free ESOL (English for Speakers of Other Languages) classes. After the age of 19 there might be some fees payable if you wish to continue studying. You may be eligible for work-based learning as well.

You can find out about ESOL classes at your local college, through Link into Learning, your local library, or local council.

If you want to go to university, your local college may be able to help you apply if you are a student there.

You can go to LearnDirect for online training courses in a variety of subjects, and lists of apprenticeships.

### Careers South West

Careers South West offer independent, impartial help for young people aged 13-19, as well as students and adults. They provide information, advice and guidance about careers, education, training and jobs, and other issues facing young people. You can meet a Personal Adviser at your school, college, youth club or community group.

### Further Education

After the age of 16 you can apply for further or higher education. You may be offered a place if you meet the entry requirements, but you will usually have to pay fees. There is usually a small cost for English classes, but you may be able to get help to pay this (see chapter 2). You can attend courses in different places – for example, adult education colleges, further education colleges or universities.

DMT also give work-based training, basic skills training and training to help you into work. .

There is a full list of colleges and Adult Education Providers in Cornwall in chapter 2 (page9)

## See chapter 2 for information about English lessons.

### Qualifications

You may find that people in this country do not understand qualifications you gained in your own country. You can contact the National Academic Recognition Information Centre (NARIC), who will compare your qualifications to British ones, and can tell you what they are equivalent to. You will need to send evidence of your qualifications with a translation in English. Responses to general enquiries and an advisory service are free. However, if you would like an individual assessment of your qualifications (which results in a letter of comparability), there is a small charge.

## Libraries

There are 49 libraries and micro libraries in Cornwall, and there are mobile libraries that drive round the more remote areas. In the local libraries you can borrow books, read newspapers, hire music and DVDs, make enquiries, seek employment and accommodation information, use a computer to access the internet, e-mail home and take part in on-line learning. Books in other languages are available on request.

Libraries welcome all new members, and staff are trained to help you use the library and find out about your new community. They are **free** to use and anyone can join. Proof of identity and address is preferred but a membership card can be sent to your place of employment.

It is **free** to join the library and borrow books and learning resources, including language cassettes and CDs. There are hire charges for DVDs, music CDs and audio books (audio books are free for readers with a visual impairment).

Items have a set loan period and will incur charges if not returned or renewed within that date. Items can be renewed by person, telephone or on the library website.

Computer use is **free** for the first half hour, with extra free time for people on a range of benefits.

<b>Children's safety and wellbeing</b>			
NSPCC Child protection helpline	0808 800 5000	<a href="http://www.nspcc.org.uk">http://www.nspcc.org.uk</a>	
Cornwall Social Care	0300 1231 101 or 01208 251 300 evenings and weekends	<a href="http://www.cornwall.gov.uk/health-and-social-care/childrens-social-care/">http://www.cornwall.gov.uk/health-and-social-care/childrens-social-care/</a>	✓
Childline: (freephone)	0800 11 11	<a href="http://www.childline.org.uk">http://www.childline.org.uk</a>	
<b>School Education – Cornwall</b>			
Cornwall Council, Education, Health and Social Care Department	0300 1234 101	<a href="http://www.cornwall.gov.uk/">http://www.cornwall.gov.uk/</a> <a href="http://www.cornwall.gov.uk/schools">http://www.cornwall.gov.uk/schools</a>	
Care and Support in Cornwall information service	00800 587 8191	<a href="http://www.supportincornwall.org.uk/">http://www.supportincornwall.org.uk/</a>	✓
School Admissions team	0300 1231 101	<a href="http://www.cornwall.gov.uk/education-and-learning/schools-and-colleges/school-admissions/">http://www.cornwall.gov.uk/education-and-learning/schools-and-colleges/school-admissions/</a>	✓
Diversity in Education Service	01872 327529	<a href="http://www.cornwall.gov.uk/education-and-learning/equality-and-diversity-in-education/">http://www.cornwall.gov.uk/education-and-learning/equality-and-diversity-in-education/</a>	✓
Children's Centres	0300 1234 101	<a href="http://www.cornwall.gov.uk/health-and-social-care/children-and-family-care/childrens-centres/">http://www.cornwall.gov.uk/health-and-social-care/children-and-family-care/childrens-centres/</a> see chapter 7 for full details	
Family Learning Office	01872 327 520	<a href="http://www.cornwall.gov.uk/familylearning">http://www.cornwall.gov.uk/familylearning</a>	
<b>School Education – Isles of Scilly</b>			
Council of the Isles of Scilly Children's Services	01720 424000	<a href="http://www.scilly.gov.uk/childrens-services">http://www.scilly.gov.uk/childrens-services</a>	✓
<b>Adult Education, Training and Employment</b>		For more information about this see chapter	
Careers South West	0800 9755 111	<a href="https://www.cswgroup.co.uk">https://www.cswgroup.co.uk</a>	

DMT	0845 680 6868	<a href="http://www.dmtbs.co.uk/">http://www.dmtbs.co.uk/</a>	
Learn Direct	0800 100 900	<a href="http://www.learndirect.com/">http://www.learndirect.com/</a>	✓
<b>Link Into Learning</b>	0300 1231 117	<a href="http://www.cornwall.gov.uk/linkintolearning">http://www.cornwall.gov.uk/linkintolearning</a>	
National Academic Recognition Information Centre	01242 258621	<a href="http://www.naric.org.uk">www.naric.org.uk</a> <a href="mailto:info.support@naric.org.uk">info.support@naric.org.uk</a>	✓
<b>Libraries</b>	0300 1234 111	<a href="http://www.cornwall.gov.uk/library">http://www.cornwall.gov.uk/library</a>	✓

## 7. Health

### Doctors and Hospitals

#### Doctors

When you arrive in a new area you should register with a local GP (doctor) as soon as you can. This is free. Your GP will be able to give you advice and prescribe medicine for you, as well as telling you about other free services you can get, eg

- Midwife services for pregnant women
- Health visitor services for new mums and babies
- Help for people with drug and alcohol addiction
- Help to stop smoking
- Help for people with mental health problems
- Injections and tests (such as vaccinations and blood tests)
- Refer you to a specialist or hospital if you need it

You need to change doctors if you move to a new area. If you move a lot, or don't have a fixed address, you can visit Health for Homeless and see a doctor or nurse there. Remember to tell your doctor if you are taking any self-care medicine. A list of local GPs is available on [www.nhs.uk](http://www.nhs.uk).

#### Pharmacies

If you are prescribed medicine, you will need to visit a pharmacist or chemist to collect your medicine. They can give free advice without an appointment. You will also be able to buy some drugs or treatment for minor illnesses, such as colds, without a prescription.

### **NHS information – your health and where to get care**

Call 111 or visit [www.nhs.uk](http://www.nhs.uk)

This is a confidential health helpline staffed by nurses who can give you advice about health problems. The website has a lot of information about different health problems, and advice about what you should do. Both can tell you how to find hospitals, doctors and pharmacists near where you live. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Also call this number to be put through to out-of-hours care.

#### Emergency Health Problems

For minor injuries you can go to a Minor Injury Unit, at a local hospital, although these are not always open 24 hours. See page 32.

For emergencies you can go to an Accident and Emergency Unit (or Casualty Unit) at the big hospitals. These are always open. See page 32

If someone is too ill, or too badly hurt, to get to hospital safely by themselves, you can call for an ambulance. Dial 999 or 112, free, and ask for an ambulance. You will need to explain what is wrong, and the number you are calling from. The Ambulance Service use Language Line. See page 13 for more information about the Ambulance Service.

#### Hospitals – Visiting and Staying

You may need to go to hospital if a GP (doctor) has asked for you to see a specialist, or for an operation, or to visit a friend or family member. If you need to go to hospital to have a baby, your midwife will tell you about it.

Peninsula Community Health runs community hospitals in 14 towns in Cornwall. These have out-patient clinics, Minor Injuries Units, and have some wards for patients.

Royal Cornwall Hospitals Trust runs three major hospitals in Cornwall, in Truro, Penzance and Hayle. These handle surgery, and serious illnesses, as well as clinics, and other illnesses. The Royal Cornwall Hospital in Truro has a maternity wing, for mothers having babies.

Cornwall Partnership NHS Foundation Trust runs services for children and young people, people with learning disabilities, people with mental ill health, people with dementia, and other community services.

### Patient Advice and Liaison Service - PALS

PALS is a confidential help and advice service for patients, their families and friends.

PALS Advisors can:

- Listen to your concerns, suggestions or queries,
- Provide information on NHS Services,
- Advise and support patients, their families and carers,
- Help sort out problems with you or on your behalf,
- Help you to make a complaint

Find your nearest PALS team via [www.nhs.uk](http://www.nhs.uk) or by calling 111.

### Health for Homeless

Health clinics for people with no home, or no fixed address. You can make an appointment to see a nurse or doctor for free. Regular clinics are held at these places:

- St Petrocs, City Road, Truro
- New Connections, Bassett Road, Camborne
- Breadline Centre, Bread Street, Penzance

### Mental health

If you have mental health problems, your GP is there to help. They will help you themselves, or tell you what other support is available. Cornwall Partnership NHS Foundation Trust (CFT) is the principle provider of mental health, children's and learning disability services to people living in Cornwall and the Isles of Scilly.

If you would rather not visit your GP, you can go straight to Cornwall Partnership NHS Trust.

Pentreath Industries offer supported work to people who have mental health problems. They have Community Development Workers (CDW's), who will work with and support Black and Minority Ethnic communities and individuals to access mental health services and promote emotional wellbeing.

### The Samaritans

Provides confidential emotional support over the phone to anybody who is suicidal or despairing.

### Interpreters

If you need an interpreter, your hospital, GP, dentist or optician must arrange one for you, and pay for it. It is important to have an interpreter for medical matters, so that medical staff can understand you, and give you the right treatment. It is also important that you know what is happening to you. It is best if family members are not used to interpret in health matters, as you may not wish to discuss sensitive issues in front of a relative.

The PALS service can also provide information leaflets in other languages.

### Social Care

#### Department of Education Health and Social Care - Adult social care

Adult social care is an important part of the Council. They play an essential role in providing support to people in the community who have social or special needs and assist them to obtain local services.

For anyone with disabilities, and older people who may be in need, they can give support to live independently, including practical help and equipment (walking frames, etc) and help with personal care (getting up, washing, etc). For people who care for older or disabled people they can give practical help, support and breaks away from the person they look after. For information about disabled parking badges, contact the Council's transport section, or see their website.

## Dentists

It is important to visit a dentist regularly to make sure your teeth and gums are healthy. Some local dentists accept NHS patients. This means that you will only have to pay a small amount for your dental treatment. If you cannot register as an NHS patient, you can see a private dentist. This often costs more.

If you need emergency dental care, you should contact your dentist if you have one. If you do not, or have special needs, [www.nhs.uk](http://www.nhs.uk) can help.

## Drug and Alcohol Misuse

[National Drugs Helpline](#) gives free information and advice for drug users and their families and friends.

If you are concerned about drug and alcohol use, for yourself or someone you know, ring [Addaction Cornwall](#) for confidential help and advice. They also run clinics in several towns across Cornwall, including needle exchanges, and a specialist service for young people, called YZUP.

## Sexual Health, Pregnancy and Contraception

[SHAC](#) (Sexual Health And Contraception) Cornwall and the Isles of Scilly can give advice and information about clinics. You can visit the clinic for contraception, pregnancy tests and for a referral to the Unplanned Pregnancy services. The service also covers sexually transmitted infections.

The [Sexual Health Information Line](#) provides free and confidential counselling and advice about HIV, AIDS, sexual health, local services, clinics and support services. The Family Planning Association (FPA) also provides contraceptive advice, and information about dealing with unplanned pregnancy.

[Kernow Positive Support](#) is a local charity which supports people living with HIV.

## Sex Advice for Young People

[Brook Advisory Centres](#) offer free, confidential advice about sex and contraception to people under the age of 25. You don't have to be having sex, nor wait until you are 16, if you want Brook's help. You can visit the service in Bude, Redruth (main office), Hayle, Launceston, Newquay, St Ives, Torpoint and Truro and a helpline is available, or you can find contraception advice on the NHS website.

For young people, there is advice on sexual health, relationships, mental health, your body, your future, and how to get health services, via the [SAVVY](#) website. They also have a full list of all [C-Card](#) condom distribution points.

## Sexual Health

- Find out about different sorts of contraception and use some that suits you. Talk to Brook, or your local sexual health clinic to find out about what you can use.
- Take condoms with you if you're going out with someone, or going on holiday. It shows respect for the person you're having sex with. You can get free condoms from the [GU clinic](#) and via the [C-Card](#) scheme.
- You can always choose to say no if someone wants to have sex with you.
- Stay in control. If you drink alcohol or take drugs, make sure you can still make good decisions. Don't do something you'll regret, or let people take advantage of you.

## Having a Baby

For advice on all aspects of pregnancy, visit your GP. For advice about unplanned pregnancy contact the [Contraception Service](#) or the [Family Planning Association](#). You can get free pregnancy tests from them too.

If you are pregnant, ask for an appointment with the midwife at your GP surgery, or visit [www.nhs.uk](http://www.nhs.uk) or dial 111 to find out about midwife services for your local area. Antenatal (before birth) and post-natal (after birth) care is free in the UK, and it is very important that you and your baby receive regular check-ups both before and after the birth.

## Children's Centres

Children's Centres are part of the government programme to deliver the best start in life for every child. They bring together early education, childcare, health and family support. There are schemes in various parts of Cornwall, and they can all be contacted via the central website: Bodmin; Bude and Launceston; Callington and Delaware; Camborne; Clays (St Dennis); Hayle and St Ives; Helston, Lizard and St Elvans; Liskeard and Looe; Newquay, St Columb Major and St Columb Minor; Perranporth; Redruth and Teyluva; Saltash and Torpoint; St Austell, Pondhu and St Blazey; Treloweth; Truro and Roseland; Wadebridge and Camelford; West Penwith.

You can get vouchers for Food Banks at Children's Centres, if you are struggling to feed your family. See page 11 for more information.

## Healthy Living

Basic healthy living advice

- Eat plenty of fruit and vegetables every day
- Eat meat, fish or pulses, and dairy produce every day
- Avoid too much salty, fatty and sugary food
- Keep your weight to a healthy level
- Stop smoking
- Don't drink too much alcohol or caffeine
- Drink plenty of water every day
- Exercise regularly

To find out more about living healthily and to get information on local projects which help you to get exercise and eat healthily, call the Health Promotion Service.

The Stop Smoking Service provides free help and support for anyone who wants to stop smoking. There are advisors across Cornwall and the Isles of Scilly.

Many people use "alternative medicines" or homeopathic remedies to treat themselves when they are ill, or prevent themselves becoming ill. Some of these treatments can be very effective, but others haven't got any medical evidence to back up what they claim they can do for you. Be careful what you're taking. If you see a doctor, or other medical professional, you should tell them about any alternative medicines you are taking, because that may affect any other medicine they can give you.

Ambulance	999 or 112		✓
NHS Also call this	111	<a href="http://www.nhs.uk">www.nhs.uk</a>	✓
24 hour NHS Dental Helpline	01872 354 375	<a href="http://www.peninsulacommunityhealth.co.uk/our-services/community-dental-service.htm">http://www.peninsulacommunityhealth.co.uk/our-services/community-dental-service.htm</a>	
<b>NHS Trusts in Cornwall</b>			
Peninsula Community Health	01726 627800	<a href="http://www.peninsulacommunityhealth.co.uk/">http://www.peninsulacommunityhealth.co.uk/</a>	
Royal Cornwall Hospitals Trust	01872 250 000	<a href="http://www.rcht.nhs.uk">www.rcht.nhs.uk</a>	✓
Cornwall Partnership NHS Foundation Trust	01208 834600	<a href="http://www.cornwallfoundationtrust.nhs.uk/">http://www.cornwallfoundationtrust.nhs.uk/</a>	✓
Choice Helpline	01209 888 225		
<b>PALS (Patient Advice and Liaison Service)</b>	0845 170 8000		
Cornwall Partnership NHS Foundation Trust PALS	01726 291 109		
Royal Cornwall Hospitals	01872 252 793		



NHS Trust PALS			
Peninsula Community Health PALS	0300 330 1444		
<b>Accident and Emergency Departments</b>			
Royal Cornwall Hospital, Truro	01872 250 000	<a href="http://www.rcht.nhs.uk/">http://www.rcht.nhs.uk/</a>	✓
Derriford Hospital, Plymouth	01752 202082	<a href="http://www.plymouthhospitals.nhs.uk">http://www.plymouthhospitals.nhs.uk</a>	✓
North Devon District Hospital, Barnstaple	01271 322 577	<a href="http://www.northdevonhealth.nhs.uk">http://www.northdevonhealth.nhs.uk</a>	✓
West Cornwall Hospital, Penzance	01736 874000	<a href="http://www.rcht.nhs.uk">http://www.rcht.nhs.uk</a>	✓
St Mary's Hospital, Isles of Scilly	01720 422 392	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/st-marys.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/st-marys.htm</a>	✓
<b>Minor Injury Units</b>			
Falmouth Hospital	01326 430000	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/falmouth-community-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/falmouth-community-hospital.htm</a>	✓
Bodmin Hospital	01208 251 300	<a href="http://www.peninsulacommunityhealth.co.uk">http://www.peninsulacommunityhealth.co.uk</a>	✓
Fowey Community Hospital (MIU closed at time of printing)	01726 832241	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/fowey-community-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/fowey-community-hospital.htm</a>	✓
Helston Hospital	01326 430200	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/helston-community-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/helston-community-hospital.htm</a>	✓
Launceston Hospital	01566 761000	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/launceston-general-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/launceston-general-hospital.htm</a>	✓
Liskeard Community Hospital	01579 373 500	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/liskeard-community-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/liskeard-community-hospital.htm</a>	✓
Newquay Hospital	01637 834800	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/newquay-community-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/newquay-community-hospital.htm</a>	✓
Camborne Redruth Hospital	01209 318000	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/camborne-redruth-community-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/camborne-redruth-community-hospital.htm</a>	✓
St Barnabas Hospital, Saltash	01752 679000	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/st-barnabas-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/st-barnabas-hospital.htm</a>	✓
St Austell Community Hospital	01726 873 000	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/st-austell-community-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/st-austell-community-hospital.htm</a>	✓
Stennack Surgery, St Ives	01736 793333	<a href="http://www.thestennacksurgery.co.uk">http://www.thestennacksurgery.co.uk</a>	✓
Stratton Hospital, Bude	01288 320100	<a href="http://www.peninsulacommunityhealth.co.uk/our-hospitals/stratton-hospital.htm">http://www.peninsulacommunityhealth.co.uk/our-hospitals/stratton-hospital.htm</a>	✓
<b>Cornwall Health for Homeless</b>	01872 242294	<a href="http://www.peninsulacommunityhealth.co.uk/our-services/Cornwall-health-for-">http://www.peninsulacommunityhealth.co.uk/our-services/Cornwall-health-for-</a>	✓

		homeless.htm	
<b>Mental Health</b>			
Community mental health teams	01208 251 300	<a href="http://www.cornwallfoundationtrust.nhs.uk/cft/OurServices/CommunityServices/CommunityMentalHealthTeams.asp">http://www.cornwallfoundationtrust.nhs.uk/cft/OurServices/CommunityServices/CommunityMentalHealthTeams.asp</a>	✓
Pentreath	01726 862727	<a href="http://pentreath.co.uk/">http://pentreath.co.uk/</a>	
Samaritans	116 123 (free)	<a href="http://www.samaritans.org/">http://www.samaritans.org/</a>	✓
<b>Adult social care</b>			✓
Central Number	0300 1234 131	<a href="http://www.cornwall.gov.uk/adultsocialcare">www.cornwall.gov.uk/adultsocialcare</a>	
Out-of-hours helpline	01208 251 300		✓
Blue Badge disabled parking permit	0300 1234 121	<a href="http://www.cornwall.gov.uk/bluebadge">http://www.cornwall.gov.uk/bluebadge</a>	
Isles of Scilly Adult Social Care	01720 424000	<a href="http://www.scilly.gov.uk/social-care-health/adult-social-care">http://www.scilly.gov.uk/social-care-health/adult-social-care</a>	✓
Isles of Scilly Adult Social Care out of hours service	01720 422699		
<b>Drug and Alcohol misuse</b>			
National Drug helpline "FRANK"	0300 123 6600	<a href="http://www.talktofrank.com">http://www.talktofrank.com</a>	✓
Addaction Cornwall	01872 263 001	<a href="http://www.addaction.org.uk/">http://www.addaction.org.uk/</a>	✓
Addaction young people's services - YZUP	01872 300816	<a href="http://www.youngaddaction.org.uk/?doing_wp_cron=1455201119.2807788848876953125000">http://www.youngaddaction.org.uk/?doing_wp_cron=1455201119.2807788848876953125000</a>	
<b>Sexual Health, pregnancy and contraception</b>			
SAVVY Kernow		<a href="https://www.savvykernow.org.uk/">https://www.savvykernow.org.uk/</a>	
SHAC Cornwall		<a href="http://www.cornwallshac.org.uk/">http://www.cornwallshac.org.uk/</a>	
Contraception information		<a href="http://www.nhs.uk/conditions/contraception-guide/pages/contraception-clinic-services.aspx">http://www.nhs.uk/conditions/contraception-guide/pages/contraception-clinic-services.aspx</a>	🕒
Family Planning Association		<a href="http://www.fpa.org.uk">www.fpa.org.uk</a>	
Brook Sexual Health advice line	0800 0185 023 freephone	<a href="https://www.brook.org.uk/">https://www.brook.org.uk/</a>	
Brook Redruth office	01209 710 088		
Sexual Health Information Line	0300 123 7123	<a href="http://www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx">http://www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx</a>	✓
C-Cards		<a href="http://www.cornwallshac.org.uk/contraception/condoms/c-card-scheme/">http://www.cornwallshac.org.uk/contraception/condoms/c-card-scheme/</a>	
Genito Urinary Services	01872 255 044	<a href="http://www.cornwallshac.org.uk/where-to-get-help/sexual-health-service-g-u-clinic-times/">http://www.cornwallshac.org.uk/where-to-get-help/sexual-health-service-g-u-clinic-times/</a>	✓
Kernow Positive Support	01208 264866	<a href="http://www.kernowps.co.uk/">http://www.kernowps.co.uk/</a>	
<b>Other Health organisations</b>			
Health Promotion Service	01209 313 419	<a href="http://www.healthpromcornwall.org">http://www.healthpromcornwall.org</a>	
Cornwall and Isles of Scilly Stop Smoking Service	01209 215 666	<a href="https://www.healthpromcornwall.org/projects/stop-smoking-service/">https://www.healthpromcornwall.org/projects/stop-smoking-service/</a>	
<b>Children's Centres</b>			
	0870 000 2288	<a href="http://www.cornwall.gov.uk/health-and-social-care/children-and-family-care/childrens-centres/">http://www.cornwall.gov.uk/health-and-social-care/children-and-family-care/childrens-centres/</a>	

## 8. Housing and Community

If you are working in Cornwall for an agency, you may already have somewhere to live provided by that agency. If you are a refugee, you may have your housing provided as well. There are rules to make sure that the property is a good enough standard so as not to affect your health or safety. They say how many people should live in certain types of property, to prevent overcrowding and fire hazards. If you want to know whether your home meets these standards, or think it is not safe, contact the Environmental Health Section (see page 21). They will give you free advice. Your landlord does not need to know you have contacted them. There are also rules which say how much money an employer may deduct from your wages to pay for housing, if they are providing it for you. Chapter 4, Working in Cornwall, will tell you more about this, on page 18.

### Housing Advice

For free advice on housing, you can contact Housing Options for the area you want to live in. Shelter and the Citizens Advice Cornwall can also give free advice. You should have some type of agreement between you and the person who owns the house you live in. This might be called a contract. They may give you a rent book to keep a list of when you have paid them rent.

### Finding a place to live

If you have to find your own place to live, you will probably need to look for privately rented housing. It is unlikely that you would get any support from the Cornwall Council to find a place to live. Housing in Cornwall can be very expensive, both to buy and to rent, and there is a lack of reasonably priced rented property.

You should look in the local papers for houses to rent, and register with letting agencies. Be careful whether you rent a “furnished” or “unfurnished” house. Unfurnished will be cheaper, but you will have to find any furniture you need. Some houses are rented on short tenancies, which means that they are “holiday cottages” in the summer and the owner rents them for 6 months over the winter when the tourist season is quieter.

You may also be able to rent a caravan or chalet on a holiday park. These are often seasonal, and you may need to leave when the tourists arrive in summer. Some holiday parks close for a month or two in winter.

**Environmental Health Department.** This can tell you whether accommodation meets minimum standards. Check with them before signing for new accommodation, or if you’re not sure. They have rules about how many people should live in what size of house, and about the physical condition of the building or caravan, to make sure it is safe for you. If you are living on a caravan site, you need to make sure it is licensed with Cornwall Council. The Environmental Health Department will be able to tell you.

If you need support to live independently, such as maintaining your tenancy and bills, contact Supporting People (chapter 7 – page 28)

### Rubbish and recycling

Wherever you live in Cornwall, you can put your rubbish outside your house for the council to collect, once a week. Speak to your landlord or neighbours, or visit <http://www.cornwall.gov.uk> to find out which day this is, and what you should do. Cornwall is encouraging people to throw away less rubbish, with the slogan ‘Reduce, Reuse, Recycle’. Reduce the amount of rubbish you make. Reuse things, rather than throwing them away. Recycle things like glass, paper, tin cans, garden waste, cardboard, clothes and plastic bottles. Wherever you live in Cornwall, there will be a recycling collection at the kerbside. Lots of supermarkets and other places have big recycling bins you can use, and there are recycling depots. You can usually get containers to put your recycling in at your local one-stop-shop.

### Buying and selling

If you have a problem with someone who sold you something which is broken when you unwrap it, or doesn’t work, you have rights. Sometimes this can be getting your money back, or a replacement product. It doesn’t matter what you bought - second hand cars, washing

machine repairs, TVs, food that's made you ill, or anything else. Talk to Citizens Advice about what you can do.

Housing Options	0300 1234 161	<a href="https://www.cornwall.gov.uk/housing/housing-options/">https://www.cornwall.gov.uk/housing/housing-options/</a>	✓
Shelter	0808 800 4444 free	<a href="http://www.shelter.org.uk">http://www.shelter.org.uk</a>	✓
Citizens Advice Cornwall		<a href="http://www.citizensadvice.org.uk">http://www.citizensadvice.org.uk</a>	
Consumer Direct	08454 04 05 06	<a href="http://www.consumerdirect.gov.uk">www.consumerdirect.gov.uk</a>	

## 9. Culture and Leisure

### 10 Things You Never Knew about Cornwall:

- 1 In August, many people come to Cornwall for their holidays. The traffic can be very heavy, and the prices can go up! We are lucky enough to live here the rest of the year, so make sure you get to enjoy it.
- 2 Cornwall is part of England, but sometimes people would like it to be separate. You may hear people refer to the rest of England as if it is a foreign country.
- 3 Cornish pasties and clotted cream are two local specialities. Make sure you taste the real thing at least once.
- 4 Cornwall had its own language many years ago, and people are reviving it. Cornish is sometimes written on sign posts, with the English version as well. English is spoken as the first language. “Cornwall” in Cornish is “Kernow”.
- 5 In the UK people like animals – you can be prosecuted for cruelty to animals. See the [RSPCA \(Royal Society for the Prevention of Cruelty to Animals\)](#) for more information.
- 6 The weather here is better than most of England. We have more sun, and it’s warmer. However, because we are surrounded by the sea, we have a lot of rain, wind and mist as well. Sorry about that!
- 7 The Isles of Scilly are a collection of small islands off the tip of Cornwall. They have warmer weather than the rest of Cornwall, and are very beautiful. You can get there by ferry or plane– see chapter 11.
- 8 Every June the [Royal Cornwall Show](#) is held near Wadebridge. This is a big agricultural show, and there are displays of animals, marching bands, sheep shearing, flowers and show jumping, and stands selling everything from ice cream to tractors. It’s worth visiting if you can get there.
- 9 There are many cultural festivals in Cornwall – these are often many years old, and are an important part of local culture. For example Helston has Flora Day, Padstow has ‘Obby ‘Oss on May Day, and various other towns have their own celebrations through the year. Contact [Visit Cornwall](#) for more information.
- 10 Cornwall used to be a great mining area, supplying the world with tin and other metals. Now the old stone mine workings are spread across parts of the countryside, and there are still mine shafts in some places. You can visit several different mines, and mine buildings in different parts of Cornwall, to see what it was like to work underground – find out more on the [Visit Cornwall](#) site.

### Leisure Activities

The [National Trust](#) owns 19 properties in Cornwall, ranging from old manor houses and mine engines to Stone Age monuments. They own large areas of the coast and other parts of the countryside. They aim to protect and preserve buildings and landscape for people to enjoy. You can visit buildings they own and walk on their land. See their website or pick up a leaflet from any tourist attraction for more details, including any costs.

The [Eden Project](#) is the home of the biggest plant conservatories in the world and is one of the most visited attractions in the UK. Eden, based in a former quarry near St Austell, aims to reconnect people to their environment, locally and globally.

### Sports

There are several leisure centres and swimming pools in Cornwall, and a large number of sports clubs. Details for these are listed on the Council’s Leisure website unless their website is given here.

- Bodmin Dragon Leisure Centre
- Bude Sea pool
- Budehaven Leisure Centre
- Bude Splash Leisure Pool
- Camelford Leisure Centre
- Carn Brea Leisure Centre, in Pool (Redruth)
- Fowey Sports Hub - <http://www.foweyssportshub.co.uk/>
- Hayle outdoor pool
- Helston Sports Centre
- Lux Park Leisure Centre, in Liskeard
- Newquay Sports Centre

- Newquay Heron Tennis Centre
- Newquay Water World
- Normandy Pool, Isles of Scilly- <http://www.scilly.gov.uk/learning-leisure/active-scilly/normandy-pool>
- Par sport and recreation ground
- Penzance Jubilee outdoor pool
- Penzance Leisure Centre
- Phoenix Leisure Centre, in Launceston
- Polkyth Leisure Centre, in St Austell
- Princess Pavilion, Falmouth
- Saltash Leisure Centre
- Ships and Castles Leisure Centre, in Falmouth
- St Ives Leisure Centre
- St Just Sports Centre - <http://www.stjustsportscentre.co.uk/>
- Torpoint and Rame Community Sports Centre
- Truro Leisure Centre
- Wadebridge Leisure Centre

You can contact Cornwall Council or Cornwall Sports Partnership for more details, or look in the phone book. South West Lakes Trust manage several lakes across Cornwall as watersports centres.

Truro has a football club which plays in the National League, and the Cornish Pirates play Rugby Union.

For children aged 8-13 the Cornwall Sports Partnership run various evening multi sport activities across Cornwall. Most events are free or very low cost. Contact their office for details. They also run coaching courses, to teach people how to teach these sports.

### Cinema and Theatre

There are cinemas in many towns across Cornwall – check the local paper for which films they are showing, or visit their websites. There are also theatres in several towns in Cornwall. The largest is the Hall for Cornwall in Truro. They have drama, music and dance shows, and you can book tickets online or by phoning or visiting the box office. They also have community singing groups and a youth theatre. See their website for more information.

### The Sea and Surfing

Cornwall has several of the best surfing beaches in the UK, mostly on the North Coast. Many people enjoy our coastline, and there are a few basic safety rules to remember. Contact the RNI (Royal National Lifeboat Institution) for more information about water safety, or if you see someone in difficulty in the water, shout for a lifeguard, or phone 999 or 112 and ask for the Coastguard.

They use the word **FLAGS** to help people remember how to keep safe on the beach -

**F**ind the red and yellow flags and swim between them

**L**ook at the safety signs

**A**sk a lifeguard for advice

**G**et a friend to swim with you

**S**tick your hand in the air and shout for help if in difficulty

Many beaches have flags flying as follows:

- Red and yellow – areas patrolled by lifeguards. Swim or use a body board only between the flags
- Black and white – area for the use of water craft, including surfers. Do not swim between these flags
- Red – danger. Do not go in the water
- Orange windsock – dangerous winds. Do not take an inflatable toy or mattress into the water.

Make sure you are aware of what the tide is doing if you are on the beach. On some beaches the tide can come in very quickly. You can buy a book of tide times for the whole year in bookshops for about £1.

## The Internet and World Wide Web

If you want to use the internet, to surf the Web, watch Digital TV, or e-mail people, and don't have a computer or mobile phone to connect to the internet yourself, you can go to your local library or internet café. They have computers that you can use for free, or a small charge.

Many colleges also have computers for their students to use. Some places, like cafes, have free WiFi for customers, so you can take your laptop there and go online. You will probably need to buy something from the business though!

If you have a computer of your own you can use a modem to dial up, or arrange for Broadband through a phone line. Some places in Cornwall have wireless hotspots, so you can go online.

## Smoking Ban

England has a law which says you can't smoke in any enclosed public place. This means you can't smoke in pubs, cafés, offices, factories, work vehicles used by more than one person, shops and railway stations. If you want to smoke, you have to go outside. You can be fined if you smoke where you shouldn't.

You can still smoke at home, in smoking rooms in hotels or care homes, or outside. You can smoke in your own car (or other vehicle) if there are not children in the vehicle with you. This includes anyone under 18, unless the person under 18 is the smoker, driving their own car. It doesn't include e-cigarettes.

Visit Cornwall	01872 261735	<a href="https://www.visitcornwall.com/">https://www.visitcornwall.com/</a>	🕒
Kowethas an Yeth Kernewek		<a href="http://www.cornish-language.org/">http://www.cornish-language.org/</a>	
RSPCA		<a href="http://www.rspca.org.uk">http://www.rspca.org.uk</a>	
Council of the Isles of Scilly	01720 422 003	<a href="http://www.scilly.gov.uk">http://www.scilly.gov.uk</a>	✓
Royal Cornwall Agricultural Association		<a href="http://www.royalcornwallshow.org/">http://www.royalcornwallshow.org/</a>	
National Trust	0344 800 1895	<a href="http://www.nationaltrust.org.uk">http://www.nationaltrust.org.uk</a>	🕒
Eden Project	01726 811 911	<a href="http://www.edenproject.com">http://www.edenproject.com</a>	
Cornwall Sports Partnership	01872 323344	<a href="http://www.cornwallsportspartnership.co.uk">http://www.cornwallsportspartnership.co.uk</a>	🕒
List of all public swimming pools in Cornwall		<a href="https://www.cornwall.gov.uk/leisure-and-culture/leisure-centres-pools-and-facilities/">https://www.cornwall.gov.uk/leisure-and-culture/leisure-centres-pools-and-facilities/</a>	
South West Lakes Trust		<a href="http://www.swlakestrust.org.uk/">http://www.swlakestrust.org.uk/</a>	
Truro City FC		<a href="http://www.trurocityfc.net/">http://www.trurocityfc.net/</a>	
Cornish Pirates		<a href="http://www.cornish-pirates.com/">http://www.cornish-pirates.com/</a>	
Hall for Cornwall	01872 262466	<a href="http://www.hallforcornwall.co.uk">http://www.hallforcornwall.co.uk</a>	
RNLI	0845 122 6999	<a href="http://www.rnli.org.uk">http://www.rnli.org.uk</a>	

## 10. Money, Banks and Bills

### Money in the UK

The UK has its own currency - pounds and pence. One pound (£1) is made up of 100 pence (p). Coins are issued for £2, £1, 50p, 20p, 10p, 5p, 2p and 1p. There are notes for £5, £10, £20 and £50.

### Banks

You will need proof of your identity to open a bank account in the UK. This can include a valid passport, a UK driving licence or a benefits book. You will also need proof of your address which can include a gas, electricity, water, phone or Council Tax bill, or local council rent card or your tenancy agreement. Please be aware that different banks accept different identification. You can find more information about choosing a bank account and other money matters at the [Money Advice Service](#).

### Kernow Credit Union

A Credit Union is a locally run organisation where people can save money. A Credit Union can help you save money and manage it properly, even if you cannot get a bank account. They can also transfer money. Usually you will need to produce two pieces of evidence to open an account at a credit union – proof of address, and a formal document with your signature on. You can start saving with as little as £1. They may only be able to help you if you are going to be staying in the local area for over a year. Kernow Credit Union has service points across Cornwall – details on their website.

### Sending Money Home

If you want to send money to your family outside the UK, or if you want them to send you money, you can do this safely using the [Money Gram](#) system operated by main [Post Offices](#). Money Gram will transfer money instantly to Post Offices or banks in most countries around the world. You can also transfer money from a bank account here to a bank account in another country. There is a charge for these services. Do not send money in the post.

### Bills

There are a number of different services you need to pay for if you have your own accommodation in the UK. If you rent accommodation, find out from the landlord if any bills (gas, electricity, water, council tax and phone) are included in the rent. There are many suppliers of gas, electricity and telephone services. We have included details for one company for each below, but there may be others which are cheaper. There are several price-comparison websites which can help you choose the cheapest supplier for your gas, electricity, telephone, insurance, and other services. You will probably need to have details of the amount you use before they can help you find a cheaper supplier. You will see advertisements for these all over the TV, and in magazines, and on the internet.

### Water

You must also pay for water in the UK. In most areas you pay a set water bill every year. This does not change no matter how much water you use. The water is always provided by the same company – [South West Water](#). You can ask to have a water meter fitted so that you only pay for the water that you use. This can be more expensive if there are a lot of people living in a property.

### Gas and Electricity

Houses in the UK are usually connected to gas or electricity supplies (or both) to provide power and heat. When you move into a new property, you should contact the gas and electricity suppliers to put the bills under your name. Make sure you give them the meter reading for when you arrived, so you are not billed for what was used before you arrived. Gas and electricity is billed according to how much you use. Most houses have gas and electricity meters which the utility companies can check to see how much you have used. In some rented accommodation you need to buy a key which you insert into the meter each time you need to top up the gas or electricity. You can buy this key and top it up at your local post office or village shop. Some houses do not have mains gas, and get their gas from a bottle. Ask for information about how to deal with this, if your home uses bottled gas.



## Council Tax

Council Tax applies to all homes in the UK. This is a tax set by your local authority on all residential property. If you are on welfare benefits or a low income, you may be entitled to a Council Tax Reduction, which will reduce the amount of Council Tax that you have to pay. There are rules about who should pay the tax. If you are living in accommodation provided by your agent or employer, and you are not staying permanently in the UK, it is unlikely that you will have to pay the tax yourself. Cornwall Council will be able to tell you whether you have to pay or not.

## Phone

Most houses in the UK have a phone line. If you do not have a line, you can contact a phone company to have one installed. You will usually have to pay for this. If you already have a phone line, you can be connected for free. BT runs the physical phone lines, but you can have your phone service provided by many different companies. Check with a price comparison site to find a good deal.

Mobile phones can be useful, but it is good to consider the costs carefully to get the best deal. Phoning other countries is always more expensive than numbers in the UK, and phoning mobiles is usually more expensive than phoning ordinary phones. Consider whether you need a contract that locks you to paying a certain amount per month, and includes a certain amount of text messages, phone call minutes, and data, or use a pay-as-you go service, which will be more flexible, but could cost more per phone call. Make sure you can keep your mobile charged, even if you aren't using it, so you can get at the numbers in the memory. There are public telephone boxes in many towns, where you can put money or a card in to pay for phone calls. This is usually cheaper than a mobile phone. You can also make emergency calls for free from phone boxes.

See page 38 for information about the internet.

## Television Licence

If you have a television in your house, you must also have a television licence. You can get a TV licence application form from your local post office. A TV licence costs £145.50 a year (current Jan 2016). See page 38 for information about Digital TV.

## Paying your bills

There are usually a number of different options available to pay your bills. Talk to the utility provider and look at the back of your utility bills to see which is the best option for you.

Money information		<a href="https://www.moneyadvice.service.org.uk/en/articles/how-to-choose-the-right-bank-account">https://www.moneyadvice.service.org.uk/en/articles/how-to-choose-the-right-bank-account</a>	
Kernow Credit Union	01209 314449	<a href="http://www.kernowcreditunion.co.uk/">http://www.kernowcreditunion.co.uk/</a>	
MoneyGram		<a href="http://www.moneygram.co.uk/">http://www.moneygram.co.uk/</a>	
Post Office		<a href="http://www.postoffice.co.uk/">http://www.postoffice.co.uk/</a>	
<b>Utility providers</b>			
South West Water	0344 346 1010	<a href="http://www.southwestwater.co.uk">http://www.southwestwater.co.uk</a>	
EDF Energy (electricity)	0800 056 6341	<a href="http://www.edfenergy.com">http://www.edfenergy.com</a>	🕒
Western Power Distribution (electricity)	0800 6783 105	<a href="http://www.westernpower.co.uk">http://www.westernpower.co.uk</a>	
British Gas	0800 048 0202	<a href="http://www.britishgas.co.uk/">http://www.britishgas.co.uk/</a>	
British Gas emergency line	0800 111 999	To report a gas leak	
Cornwall	0300 1234	<a href="http://www.cornwall.gov.uk/counciltax">http://www.cornwall.gov.uk/counciltax</a>	

Council – Council Tax	171		
BT (phones)	0800 443 311	<a href="http://www.bt.com">http://www.bt.com</a>	
TV Licenses		<a href="http://www.tvlicensing.co.uk">http://www.tvlicensing.co.uk</a>	✓

The Isles of Scilly are over 20 miles off the coast of Cornwall. There are hundreds of small islands, but people live on only the 5 largest islands. The main one is St Mary's, and the others are Tresco, St Martin's, Bryher and St Agnes. 2,100 people live on the islands, mostly on St Mary's, where the main harbour and airport are.

The islands are part of Britain, and run by a unitary authority. This means that the Council of the Isles of Scilly is responsible for all local government functions within the area, and also provide other services that most other councils would not. For example, it provides the water and runs the airport. The Isles of Scilly use the same currency as mainland Britain and all common laws of the UK are upheld on Scilly.

You can find out more at [www.scilly.gov.uk](http://www.scilly.gov.uk) or [www.visitislesofscilly.com](http://www.visitislesofscilly.com)

Their weather is slightly milder than the mainland and there is seldom frost or snow on the islands during the winter, though it is often very windy.

There is more information about the Isles of Scilly in the sections on Education, Hospitals, Social Care, and Leisure.

### Travel to and on the Isles of Scilly

You can travel to the islands by plane, helicopter or ship. Helicopters fly from Penzance and planes from Lands End, Newquay and Exeter (between March and October). There is a passenger ferry from Penzance to St Mary's from March to November. Travel between the islands is by smaller ferry boats which run regularly in Spring and Summer, though less often in Winter. You can hire a private boat if you need to.

You do not need a car on Scilly as the islands are so small. Most people cycle or walk, and although there are no taxi services on Scilly, there are private hire vehicles. This means that the Council of the Isles of Scilly has not licensed these vehicles, and is not responsible for inspecting them. You can hire a bicycle on the islands.