



Welcome to East Staffordshire

This booklet has been produced by East Staffordshire Borough Council. We wish to thank our partners for their contributions

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Alternative formats of this publication are available on request. Please contact us to discuss an appropriate format

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First things

Right to Reside in UK

There are no restrictions on Polish nationals entering or living in the UK. However, for access to UK state benefit you must be working and have registered that work (this is a requirement for nearly all Polish nationals who arrived in the UK after 01 May 2004). If you do not work you will not qualify for certain state benefits.

As a worker or employee you must register under the Workers Registration Scheme within one month of taking up employment. You can get an application form and more information by telephoning 08705 210 224 or visiting www.ind.homeoffice.gov.uk or www.workingintheuk.gov.uk.

To register you will need a letter from your employer, two passport photos, your passport or ID card. The current registration fee is £90.

Employment

National Minimum Wage

Nearly all workers aged 16 years are entitled to the National Minimum Wage (NMW).

22 years & over	£5.52 gross
18 – 21 years	£4.60 gross
16/17 years	£3.40 gross

Special conditions apply to those working in agriculture.

If you need help or advice about this contact the NMW helpline 0845 600 678.

Deductions from Wages

Employers will make deductions from wages for income tax, national insurance and accommodation, (if this is provided - there is a daily maximum rate for this). You are entitled to a fully itemised pay slip from your employer and other deductions can only be made if you have agreed in writing beforehand.

National Insurance Number

If you do not have a national insurance number you can apply for one by telephoning 0845 600 0643; afterwards the Department of Work & Pensions (DWP) will write to you to call you for an interview at a local Jobcentre Plus to go through the process of application. You can get more information about this by visiting www.dwp.gov.uk or by contacting the local Jobcentre Plus in Burton upon Trent (Crown House, New Street, Burton upon Trent DE14 3SR).

Jobcentre Plus can also help you when you are looking for work – ring (01283) 505000.

If you are liable to pay national insurance contributions you will be able to obtain healthcare under the UK National Health Care Service.

Key Employment Rights

- National Minimum Wage (see previous page for details)
- Maximum of 48 working hours per week (averaged over 17 weeks) unless you have agreed in writing that you are willing to do more.
- 20 days paid holiday per year if working full time
- Employers are required by law to ensure a good standard of health and safety and adequate training
- Check your contract of employment and other documents you are asked to sign. Do not sign anything you do not understand

You can get advice and information on employment matters (or any other topic e.g. housing, benefits, immigration, consumer rights) from your the local Citizens Advice Bureau. See under Citizens Advice Bureau in this booklet for opening times and how to access the service. Access to Language line is available.

You can also contact the Trades Union Congress (you do not have to be a member of a British trade union) at Migrant Workers Project, Congress House, Great Russell Street, London WC1B 3LS or contact the 'Know Your Rights' Line tel. 0870 600 4882 email ctp@TUC.org.uk.

Benefits

The benefits system provides practical and financial help for those who are unable to support themselves. These people include those who are low wage earners, those seeking work, bringing up children, care for someone, are retired or are ill or disabled.

Polish nationals who are in registered work and those who are exempt from registration (mostly those who arrived and worked in the UK before May 01 2004) may claim any benefits to which they are entitled. However if you become unemployed before first completing 12 months of registered work, you will lose your entitlement to benefit. After 12 months of registered work you are treated as other EU nationals and can claim benefits freely.

Entitlement to some benefits is dependant on National Insurance contributions paid; these are called contributory benefits and they include maternity allowance, incapacity benefit and retirement pension.

Other benefits are non-contributory - Disability Living Allowance, Child Benefit and Carers Allowance among others – and some benefits are means-tested i.e. dependent on a person's level of income. Examples of these benefits

include Council Tax Benefit, Housing Benefit, Jobseekers Allowance and one off grants and loans from the Social Fund given in specific circumstances e.g. fire. These Social Fund payments (which include some benefits paid on bereavement) are mainly given to people who receive another means-tested benefit.

To make a claim for benefit call 0800 055 66 88. Those living in the Uttoxeter area can use the free phone in Uttoxeter library to access a range of Jobcentre Plus services.

Tax Credits

Tax credits are to help people with children (Child Tax Credit) and people working but earning a low wage (Working Tax Credit). They are calculated using claimant and partner's previous year's income and they can be claimed together or separately. For information on Tax Credits call 0845 300 3900. National Insurance numbers will be required for all claimants

Housing Benefit

The following leaflets on help with paying rent and Council Tax and other connected matters are available in Polish. They can be found on the internet at www.benefit-leaflets.org/leaflets.asp and direct from either the Council's Customer Services Centre, or from the Benefits Team who can also provide advice; telephone (01283) 508373.

- *Help with Rent and Council Tax for pensioners*
- *Help with Rent and Council Tax for people of working age*
- *A guide to Housing Benefit and Council Tax Benefit for students*
- *Housing and Council Tax Benefits – information for landlords and agents*
- *Can my Housing and Council Tax Benefit be backdated?*
- *What to do if you think the decision about your Housing and Council Tax Benefit is wrong*
- *A guide to discretionary housing payments*
- *A guide to Housing and Council Tax Benefit overpayments and debt*

Independent advice: You can also contact the Citizen's Advice Bureau, who provide advice about housing and financial problems. Their service is free, independent, impartial and confidential. Email them at advice@eaststaffordshirecab.co.uk, telephone 0844 848 7902, or visit them at the Voluntary Services Centre (next to the Sainsbury's Car Park), Union Street, Burton upon Trent.

Benefits is a complex area do seek detailed advice from an independent agency such as the Citizens Advice Bureau (see contact details on page xxx). You can also get information from the Department of Work & Pensions benefit enquiry line 0800 88 22 00 and download benefit claim forms and information from www.direct.gov.uk.

You can get a full benefit check from the local **Citizens Advice Bureau**.

Below are just some of the services offered by East Staffordshire Borough Council. For more information visit www.eaststaffsbc.gov.uk call in to the Customer Services Centre (see below for details), or telephone the main Town Hall switchboard on 01283 508000.

HOUSEHOLD WASTE AND RECYCLING



RECYCLING CENTRES (RUBBISH TIPS)

At the Household Waste and Recycling Centres in East Staffordshire there are recycling facilities for;

Newspapers, magazines, telephone directories, glass, fridges, freezers, scrap metal, car batteries, engine oil, green organic waste, wood, chipboard and cardboard. Bricks, soil and rubble from small DIY jobs can be recycled by using the designated containers at each household waste recycling centre.

The sites can be found at:

Burton upon Trent - Shobnall Road, DE14 4HU
Summer Opening Hours (BST):
Monday - Friday 0900 - 1800
Saturday and Sunday 0900 - 1700
Winter Opening Hours:
Every Day 0900 - 1630

Uttoxeter - Pennycroft Lane, ST14 7BW
Summer Opening Hours (BST):
Monday, Tuesday and Friday: 0900 - 1800
Wednesday - Thursday: Closed
Saturday and Sunday: 0900 - 1700
Winter Opening Hours (GMT):
Monday - Tuesday: 0900 - 1630
Wednesday - Thursday: Closed
Friday, Saturday and Sunday: 0900 – 1630

RECYCLING:



What can go into the brown bin from the garden?

Leaves and bark & prunings, dead flowers, weeds, hedge clippings and grass mowings, branches (maximum 4" diameter) and real Christmas trees

What can go into the brown bin from the kitchen?

Meat, fish, bones, vegetable and fruit peelings, bread, tea bags egg shells and coffee grounds

We CANNOT accept the following

- Plastic of any type, pet litter or animal waste
- Rubble or large quantities of soil or turf
- Cardboard or paper
- Polystyrene or textiles
-

KERBSIDE COLLECTION OF GLASS, CANS, PLASTIC BOTTLES AND NEWSPAPERS

How the new scheme works?

Please place plastic bottles, glass and cans into your recycling box and leave out for collection on the appropriate day by 6.30am. Also place your newspapers and magazines out in your blue bag and leave out for collection on the same day as your kerbside box by 6.30am. They will be collected by the same crew as the kerbside box.

What can go into the box?

Mixed glass, cans and plastic milk and drink bottles, fabric conditioner, shampoo and squash bottles (please wash and squash).

If your box contains any other materials it will not be emptied, as this will be classed as contaminated.

What can go into the blue bag?

Newspaper, magazines, junk mail, catalogues, white telephone directories and other white papers can be accepted through the blue bag scheme.

When is the box and bag collected?

The box and bag are collected on the same day as your wheeled bin but only on alternate weeks (fortnightly). Please contact the Waste Management Team for a collection calendar.

What happens if my box is lost, stolen or damaged?

Please contact the Environment Team on 0800 269098.

VOTING



Casting your vote:

Your poll card will tell you which polling station to use to cast your vote. It helps if you take your poll card to the polling station, but you do not need it to vote as long as your name is on the register of electors.

If you don't receive a poll card you can call the help line: 01283 508376 to find out why. If you have chosen to vote by post, you cannot vote in person at the polling station even if you receive an official poll card.

LEISURE CENTRES



Meadowside Leisure Centre

**High Street
Burton upon Trent
Staffordshire
DE14 1TL**

A community leisure centre offering a sports hall that can accommodate everything from badminton and five-a-side football to international sporting events and exhibitions. There 2 swimming pools, four squash courts, children's activities a café and 2 bars

The leisure centre offers a balanced range of different activities in line with customer expectations on both a casual pay and play basis and membership basis. The centre offers a broad range of wet and dry side sports coaching courses for adults and juniors in line with customer requirements.

For further information telephone: 01283 508865

Shobnall Leisure Centre

**Shobnall Road
Burton upon Trent
Staffordshire
DE14 2BB**

Shobnall Leisure Complex is a major outdoor sports and leisure facility situated in the north western part of Burton upon Trent. It provides an ideal venue for a range of activities, both energetic and relaxing for young and old alike including a brand new sports hall, an athletics track, 7 outdoor tennis courts, ten football pitches and much more.

For further information telephone: 01283 516180

**Uttoxeter Leisure Centre
Oldfields Road
Uttoxeter
Staffordshire
ST14 7QL**

A neighbourhood community facility which offers an attractive 25m swimming pool, a multi purpose sports hall with 4 badminton courts, a fitness suite & C.V. room, squash court and children's crèche

For further information telephone: 01889 562844

Customer Service Centre Market Place Burton upon Trent

East Staffordshire Borough Council's 'flagship' Customer Service Centre opened its doors in June 2007.

The professional, dedicated team can offer advice and assistance to customers on various services offered by East Staffordshire Borough Council including:

- Housing & Council Tax Benefits – from initial enquiry to submitting a claim, the highly trained advisors can guide you through every step of the process.
- Planning – The team can show you how can plans can be viewed in our state of the art 'Self Help' area.
- Environmental Health – Customer Services Officers can assist you with the reporting of abandoned vehicles, pest control, pollution & noise nuisance.
- Waste Management – If you have a query regarding missed wheelie bin collections, recycling or assisted/bulky waste collections, come in and we will be happy to help.

East Staffordshire Citizens Advice Bureau hold weekly drop in surgeries at the Customer Service Centre between 1000 – 1230 each Friday. They can offer advice and support in matters such as debt, employment and consumer rights, legal matters & immigration (level 1 only) and housing benefits. No appointment is necessary, just call in.

Our excellent new town centre facility is open:

Monday – 0900 – 1700
Tuesday – 0900 – 1700
Wednesday – 0900 – 1700
Thursday 0900 – 1900
Friday – 0900 – 1700
Saturday – 0900 – 1700

We look forward to welcoming and assisting you in the very near future.

OUTREACH

If you find travelling to Burton upon Trent inconvenient, call in to one of the venues below and our Outreach Officer will do all she can to improve your access to council services including help with:

- housing and council tax benefit
- help with council forms
- environmental health issues such as noise, dog fouling, pollution and pest control
- basic planning enquiries
- domestic refuse, recycling and special collections
- open spaces and highways issues
- bus passes



Uttoxeter Library

High Street
Uttoxeter
Every Monday & Friday between 10:00am & 15:00pm



Tutbury Village Hall

Monk Street
Tutbury
Between 10.00am & 12.00pm on the following dates:
Sep 27, Oct 11 & 25, Nov 8 & 22, Dec 6 & 20



Rocester Police Post

High Street
Rocester
Every Wednesday between 10.00am & 2.00pm



Mayfield Memorial Hall

Conygree Lane
Mayfield
Sep. 25th, Oct. 9th and 23rd, Nov. 6th and 20th, Dec. 4th and 18th

Working alongside the Outreach Officer in Tutbury, Rocester and Mayfield is a representative from the Citizens Advice Bureau. Their service is free, confidential and impartial and they can help you with everything from consumer issues and legal advice right through to employment rights and debt.

Social Care and Health Offices in East Staffs

Staffordshire Social Care and Health Directorate (SCH) can provide support and advice on how to access a number of services for people from the age of 18years of age who have an 'assessed need'. This could include someone who has a disability; is an older person or who has a caring role for a family member.

SCH are available to offer immediate initial support via the telephone or in person.

Contact us by using the telephone numbers supplied between the hours of

8.30am to 5.00pm	Monday to Thursday
8.30am to 4.30pm	Friday.

1-3 St Paul's Square, Burton upon Trent, Staffs., DE14 2EQ
Tel: 01283 239888

Anglesey House, Anglesey Road, Burton upon Trent, Staffs. DE14 3PN
Tel: 01283 233460

Uttoxeter ASO, 63 High Street, Uttoxeter, ST14 7JQ
Tel: 01889 256300

Staffordshire Police

Burton upon Trent Police Station,
Horningslow Street,
Burton-upon-Trent DE14 1PA
Tel: **08453 30 20 10** Fax: 01785 234763
Email: burton.npu@staffordshire.pnn.police.uk

NPU Commander – Inspector Stephen Burton – 01785 234760 based at
Burton upon Trent police station.

We want you and your family to feel safe and secure in the County of
Staffordshire.

The police are here to help you. One of the first things you should know is
how to contact us.

Telephone

In an emergency the number is **999 or 911**.

These numbers are for

- life threatening, serious crime with the use of violence, and break-in taking place or about to take place.
- Traffic accidents involving injuries or problems to other road users or when vulnerable people need immediate support.

For non-emergency calls the number is **08453 30 20 10**. This number is for use when the call is not an emergency i.e. when there is a break in and the intruders are no longer there.

Racism and Anti-Social Behaviour

Hate crime is an offence committed against a person or property, which is motivated by the offender's hatred of people because they are seen as being

different. This can be because of their race, religion, sexuality, gender identity, age, or disability. Hate crime can be reported to the police by calling 08453 30 20 10 or by the self reporting form "True Vision" which is available at public libraries, council offices, colleges etc.

Bullying is an action against any person or group who may be seen as different. Schools, colleges and employers should have policies to protect you from discrimination and bullying.

Anti- social behaviour, or people creating trouble, are normally dealt with by the neighbourhood policing team (see list for your local officer) you can contact them or the police community safety officer if you have a problem in the area you live.

There is also local PACT (Partners and Communities together) meeting which involves the police, councils, schools, youth workers etc, where you can come and raise any issues that are affecting where you live. (See local shops for details).

Driving

Driving in the UK may be different to what you are used to. A couple of the obvious things are we drive on the other side of the road and all speed limits are in MPH (miles per hour) **not** kilometres.

If a vehicle bearing foreign plates is stopped by the police it is the responsibility of the keeper to demonstrate that he or she is eligible to use the vehicle in the UK. It is the responsibility for the driver to prove how long the vehicle has been in the country. Car tax rules can vary and you are advised to contact the DVLA at Swansea. Tel: **0870 240 0010**.

Every **person** that drives a vehicle on a road in the UK is required by law to have insurance. A valid MOT certificate is needed for vehicles over 3 years old.

You must not drive under the influence of drink or drugs the current limit is
35 microgrammes per 100 millilitres of breath
80 milligrammes per 100 millilitres of blood
107 milligrammes per 100 millilitres of urine

For further details on driving in the UK it is recommended that you consult The Highway Code which is available from most bookshops and Post Offices.

Other information you may not be aware of in relation to laws in the UK

It is an offence to carry a knife with a blade over 3 inches (7.629cm) in a public place without lawful excuse, the onus is upon you to justify.

Domestic Violence is any incident which is abusive, threatening, physical, psychological, emotional or financial with anyone you had or had been having an intimate relationship with, this can include any family members.

Certain drugs have been specified as being “controlled” import, export, production and supply is unlawful this includes Cannabis, Heroin and Cocaine.

Do not spit or urinate in public.

Do not be drunk and disorderly in a public place.

Do not touch or fondle people without their permission.

This list is not exhaustive it is just a few of the things you may need to know when living in the UK

Staffordshire Police also have several forums/groups, where people are invited to participate in helping to shape their own community, these are normally on a voluntary basis. If you are interested in taking part or would like more details then please contact us on Tel: **01785 235930**.

Health Information

Where do I go if I am seriously unwell?

In a critical or life threatening situation go straight to your nearest hospital Accident and Emergency (A&E) Department or you can telephone **999** to request an ambulance and immediate treatment by a paramedic. **This should only be done in critical or life threatening circumstances.**

What is a critical or life threatening situation?

When it comes to your health or the health of someone in your family, it is often very obvious if the person is seriously ill and needs immediate emergency care. An emergency is a critical or life-threatening situation.

To help you decide what a critical situation is here are some examples:

- An overdose
- Head injury causing lack of consciousness
- Unable to move following a fall
- Unconsciousness
- A suspected stroke
- heavy blood loss
- Suspected broken bones
- Open fracture
- A deep wound such as a stab wound
- A suspected heart attack
- Difficulty in breathing
- Severe burns
- A severe allergic reaction

(NHS Direct, 27th June 2007)

In many cases the quickest way to get help is to go to the nearest Accident & Emergency Department. (A&E) There is an A&E department at Queens Hospital in Burton upon Trent. The hospital is approximately 2 miles from the town centre and is signposted on all main routes within the town. For non-urgent hospital visits, there are regular bus services between the town centre, the railway station and the hospital.

The following bus routes regularly run between Burton upon Trent town centre, the Railway Station and the Hospital. They are routes 13, 14, 14A, 15, 19 and 19A. Further information can be obtained from Arriva Customer Helpline, Telephone 0345 056005

The hospital has a Patient Advice and Liaison Service (PALS) who can offer support, help and advice to patients and visitors. They can arrange an interpreter if needed. If you have to attend the hospital for an appointment

please let us know as soon as possible if you would like us to arrange an interpreter. PALS are available by telephone **01283 511511, extension 5284** between Monday and Friday from 9am to 4pm.

If your illness is **not** critical or life threatening there are ways in which you can get some support and advice and access health services.

How do I register with a Doctor/GP practice?

To find out which GP practices are in your area telephone NHS direct on **0845 4647** or visit www.nhs.uk or see the list attached at the end of this information booklet. Once you have the details you should telephone the surgery or call in if it is nearby, to find out if you are living in their practice area and if so whether they are currently registering new patients. If you request to register you may be asked for proof of identity, proof of address and proof you are likely to be residing in the UK for 6 months or more. If you are in the UK for less than 6 months or cannot prove residential status the GP Practice may decide not to register you immediately. The GP Practice may decide to charge for some treatment although you will be provided with any immediately necessary treatment. Once registered you will receive an NHS Medical Card bearing your NHS number.

Your GP can help with routine treatment and advice including:

- > Repeated prescriptions
- > Immunisations and tests (MMR, TB, blood tests, smears)
- > Long-term conditions (diabetes, epilepsy, blood pressure)
- > Some GPs offer wider services like family planning – to find out more check with your surgery

When can I go to an out-of-hours clinic?

If you require immediate treatment or advice outside normal surgery hours i.e. 6.30pm – 8.00am, Monday – Friday, all day Saturday, Sunday and Bank Holidays, you should call NHS Direct on **0845 4647**, or your GPs out-of-hours telephone number as shown in your surgery's information brochure. You will either be given another number to call or you will be connected directly to the out-of-hours service. This service is for genuine medical problems only (like those stated above), which cannot wait until the surgery re-opens. You will be asked to explain the symptoms and someone will assess your condition. You will either be given advice, possibly receive a home visit, or be given an appointment to attend the local out-of-hours clinic.

Support and Advice from NHS Direct

If you telephone NHS Direct on **0845 4647** a nurse can give advice on all types of health problems and conditions or make an appointment. If you have internet access, visit www.nhsdirect.nhs.uk. You can change the website information into the relevant language for example, Polish. This is a 24 hour, seven days a week, telephone advice and information service, (with access to Language Line).

Pharmacies

Pharmacists can give you routine advice and treatment on many health issues and tell you how to improve your health, without having to make an appointment with your Doctor. Minor ailments like abdomen pains, coughs, colds, allergies, itches and pains, cystitis, sport injuries and even viruses – can all be treated effectively with help and advice from your pharmacist. They can offer advice on general well being, how to quit smoking, lose weight and sexual health. Some pharmacies offer blood pressure tests and check diabetes levels. Pharmacists are experts on medicine. They will give you advice on all medications available in pharmacies that you will pay for as well as those only with a prescription. To find your nearest pharmacy call NHS Direct on **0845 4647**. Some pharmacies are open during the evening up to 10pm or 11pm. (See local newspaper for details).

What about Dentists?

To find out which Dental practices are in your area telephone NHS direct on **0845 4647** or visit www.nhs.uk, where you can find out which practices are currently accepting new patients for NHS dental treatment. Some dentists only provide private treatment or NHS treatment for children under 18 years old.

Look after your eyes



To find out what opticians you have in your area please telephone NHS direct on **0845 4647** or visit www.nhs.uk.

Smoking

There is good news if you want to kick the habit, for free and informal help to stop smoking in your area call **0800 043 4304**. Trained Polish speaking advisors will be available soon to help and support.

Sexual health

For information about sexually transmitted infections (STIs) and to get tested contact your local GUM (Genito-Urinary Medicine) clinic (sexual health centre) at the **Department of Genitourinary Medicine**, Delia Morris Centre, Queens Hospital, Burton-upon-Trent, DE13 0RB.

Clinic Appointments: 01283 593 212. Telephone Advice Line: 01283 511 511 ext 2337. You can also visit www.condomessentialwear.co.uk/get-help for more information.

Finally, remember, to try and eat five portions of fruit and vegetables every day and aim to do a brisk 30 minute walk if you are able five times a week. 'Little and often' is the key.

Fire Safety Focused Information

Home check

You can prevent most fires in the home. Use the home check list below to think about fire safety in your own home. Keep it handy as a reminder of the basics. It may seem like common sense, but it could save your life.

The basics – don't wait until later! If you do spot a problem, put it right now.

Smoke alarms



A smoke alarm has been fitted on every floor

Smoke alarm batteries have been tested in the last week

Smoke alarm batteries have been replaced in the last year

Electrics

There is no more than one plug in each wall socket

If an adaptor is used, appliances running off it use no more than 13 amps in total

Fuses are the correct rating for each appliance

There are no loose or taped-up cables and leads

There are no plugs or sockets with scorch marks

Kitchen essentials

The cooker, toaster and grill pans are clean

Electrical leads or flammable materials, such as tea towels or cloths are away from the cooker and toaster

For more information on all aspects of fire safety, including a full Home Fire Risk Check telephone 01785 898072

Housing

Rented housing in the Borough is provided by private landlords and housing associations. The Council does not own any housing itself.

Renting in the Private Sector – helpful hints

- If you are seeking to rent in the private sector look out for advertisements in the local newspapers (Burton Mail, Uttoxeter Advertiser), in shops, and approach letting agents. Then arrange to view an available property. **There is not a charge for property details or a viewing.**
- Check that the landlord has a Corgi Landlord/Home Owner Gas Safety Record showing that the gas system has been checked by a competent person (a Corgi registered fitter) within the last 12 months?
- If the property has 3 or more storeys and is occupied by 5 or more tenants, check that it has a HMO (House in Multiple Occupation) licence?
- In addition to the rent you will normally be responsible for paying council tax, water, sewage, gas, electricity, telephone or internet service charges, and for a TV licence if you have a television.
- If your income is low you may be entitled to Housing Benefit and Council Tax Benefit. You can check this yourself using the benefits calculator on the Council's website www.eaststaffsbc.gov.uk, or see below for advice.
- It is best to obtain a written tenancy agreement because this will help if there are any disputes in the future or if you need to apply for Housing Benefit. You should always insist on a receipt for the rent you pay. If you pay rent weekly you should receive a rent book to record payments.
- The law requires landlords to use a tenancy deposit protection scheme to safeguard any deposit you pay and to give you evidence showing which scheme they are using.
- Good landlords will provide a list of what is included in the property and its condition at the start of the tenancy. If the landlord does not provide these things it is worth making a record yourself to help if there are disputes about damage when the tenancy ends, and to avoid problems about deposit return.

- ***For information regarding your rights as a tenant contact Steve Payne (01283 508826) / Citizens Advice (0844 848 7902)***
- Landlord Issues: If you are concerned about the way your landlord is acting then the Council can provide free advice. For example concerns or disputes about eviction, ending of a tenancy, deposits, repairs, rent increases or harassment. Telephone the Principal Legal Clerk on (01283) 508315.
- Health and Safety: If you are concerned that the property you rent is unsafe or causing ill health then the Council can provide advice and inspect the property. This is a free service. The Council can also explain about grants towards insulation. Telephone the Private Sector Housing Team on (01283) 508825.

Renting from a Housing Association

13 Housing Associations provide about 6,000 homes in the Borough. All Housing Associations have waiting lists because demand exceeds supply.

Trent & Dove is the largest Housing Association in the Borough, owning 5,000 homes. Orbit is the second largest with 390 homes. To be considered for both Trent & Dove and Orbit homes you will need to register with Trent & Dove for Choice Based Lettings by completing a housing application form. These are available from its offices at Horninglow Street, Burton upon Trent (opposite the Police Station) (Telephone 01283 528528), or Bradley Street, Uttoxeter (Telephone 01889 561870), or from the Orbit offices in Borough Road, Burton upon Trent.

To be considered for homes owned by other Housing Associations you will need to register with each one separately. Details of the other associations are available on the Council's website www.eaststaffsbc.gov.uk; go to the A-Z of Services and select 'H' and then 'Housing – Housing Associations'.

Homelessness

If you are homeless or concerned about becoming homeless, the Council provides a free homelessness advice service which is delivered from the Trent & Dove offices at Horninglow Street, Burton upon Trent (opposite the Police Station). Telephone (01283) 528613. The service aims to help you to avoid becoming homeless, so please make contact as soon as you have reason to be concerned.

Supporting People

Supporting People is a national programme committed to helping vulnerable people have a better quality of life by providing housing-related support services. The programme pays towards services that allow people to live independently in the community. Housing-related support aims to prevent problems that can cause people to become homeless, build up debts and rent arrears, lead to hospitalisation or move into care.

If you think you are entitled to housing related support, you should contact organisations such as health, social services, local housing departments or housing associations who can refer you to appropriate service providers funded by Supporting People.

Free Housing Advice Helpline 0808 800 4444

Or visit www.shelter.org.uk

Finding out about Childcare, Help with Parenting and Activities for Children

The Parent Direct service can provide you with the contact details of childcare that is available close to you and they can help you think about the questions that you need to ask. The main types of childcare are:

Childminders will look after your child along with other children, usually in their own home. A childminder will be suitable for you if you work irregular hours or have children of different ages and want them cared for together.

Day Nurseries provide care for children between the ages of 6 weeks to 5 years and many are open from 7am to 7pm. A day nursery will be suitable for you if you want your child to be around plenty of other children and involved in lots of activities.

Children's Centres provide childcare and other services under one roof. A children's centre will be suitable if you want to meet other parents or want to find out about training and job opportunities.

Out of School clubs can run before or after school and during school holidays. They will be suitable if your working hours make it difficult for you to drop children off at school in the morning or collect them at the end of the working day.

All 3 and 4 year children are entitled to receive free sessions of early years education. Parent Direct can provide further information and put you in touch with local providers.

Parent Direct can also help if you need to find out about specialist support, if your child has special needs for example.

You can contact Parent Direct by:-

Telephone: 0845 650 9876

Email: parentdirect@staffordshire.gov.uk

Web: www.staffordshire.gov.uk

Nb: Registered Child Minder costs should be notified on tax credit claims

School Information

Admissions to Schools

Most children in Staffordshire attend their catchment area school and if you wish to know the catchment area school for your home address please contact the School Admissions Team or use www.staffordshire.gov.uk/wheresMyNearest/

Please note that there is no guarantee of admission to your catchment area school since this will depend on the availability of spaces in your child's year group.

There are various types of school in Staffordshire. These include

- First School - age range 4 - 9
- Infant School - age range 4-7
- Junior School - age range 7 - 11
- Primary School - age range 4 - 11
- Middle School - age range 9 -13
- High School age range 11-16 or 11 – 18 if there is a 6th Form

There are secular schools, those run by the state or faith schools where there is church involvement. Many faith schools will have a religious element in their title- e.g. St Mary's Catholic Primary, St Edwards CE Middle.

1. Firstly approach your preferred school to enquire about the availability of places.
2. If the school concerned is able to admit your child then they will advise you what to do next.
3. If your preferred school is unable to admit your child then you may wish to make a formal application. Please contact the School Admissions Team if you require an application form in order to make a formal application where your preferred school has indicated that they cannot admit your child.
4. Once your application has been received the School Admissions Team will advise you of the nearest school to your home address that has a space available will provide you with a right of appeal for your preferred school.

The following web page will enable you to get a list of schools in your area or view the examination results and inspection reports for schools that you may be interested in.

www.staffordshire.gov.uk/education/

The School Admissions Team is available to answer any queries you may have about the school admissions process and you can contact us by email at admissions@staffordshire.gov.uk or telephone us on **01785 278593**

Ethnic Minority Achievement Unit, Burton Education Centre, Grange St Burton upon Trent DE14 2ER Telephone **01283 239089**.

The Ethnic Minority Achievement Unit, Staffordshire County Council works with schools to support newly arrived pupils and pupils from ethnic minority backgrounds.

Staffordshire Youth Services – East Staffs District
The Grange Youth Centre
Grange Street
Burton upon Trent
Telephone 01283 239075 or 239071

For details on Youth Club sessions and Youth Services

TV LICENCE INFORMATION

www.tvlicensing.co.uk

Do I need a licence

You need a TV Licence to use any television receiving equipment such as a TV set, set top boxes, video or DVD recorders, computers or mobile phones to watch or record TV programmes as they are being shown on TV. This includes broadcasts from countries outside the United Kingdom.

How much does it cost

A colour TV Licence costs £135.50 (September 2007) and a black & white licence costs £45.50, which can be paid monthly by direct debit

How do I get one

The quickest and easiest way to pay for your TV Licence is online at www.tvlicensing.co.uk or telephone 0870 241 6468

USEFUL NUMBERS

Arriva Customer Helpline, Telephone 0345 056005

Citizens Advice Bureau, Voluntary Services Centre, Union Street Car Park, Burton-upon-Trent, Staffordshire. DE14 1AA Telephone No.0844 848 7902

East Staffordshire Children's Centre, Waterloo Street, Burton-upon-Trent, Staffordshire

Salvation Army, Mosley Street, Burton-upon-Trent, Staffordshire. Telephone No. 01283 517116

YMCA, Borough Road, Burton-upon-Trent, Staffordshire. Telephone No.01283 538802

Burton College, Lichfield Street, Burton-upon-Trent, Staffordshire. Telephone No. 01283 494400 – www.burton-college.ac.uk (ESOL courses available)

Burton Library, Riverside, Burton-upon-Trent, Staffordshire. DE14 1AH Telephone No.01283 239556 – burton.library@staffordshire.gov.uk (Free internet access available)

Mobility Link – For the Burton service – Tel:01283 512705
For the Uttoxeter service – Tel:01283 544320

Queen's Hospital, Belvedere Road, Burton-upon-Trent, Staffordshire. DE13 0RB Telephone No.01283 566333 – www.burtonhospital.com

Severn Trent Water, 2297 Coventry Road, Birmingham. B26 3PU Telephone No.0121 722 4000 – www.stwater.co.uk

South Staffordshire Health Authority, Mellor House, Corporate Street, Stafford. ST16 3SR Telephone No. 01785 252233– www.staffshealth.co.uk

South Staffordshire Water Plc, Green Lane, Walsall, West Midlands. WS2 7PD Telephone No.01922 638282

Staffordshire Fire and Rescue Service, Headquarters Pirehill, Stone, Staffordshire. ST15 0BS Telephone No.01785 285099 – www.staffordshirefire.gov.uk

Staffordshire Police, Trent Valley Division, Horninglow Street, Burton-upon-Trent, Staffordshire. DE14 1PA Telephone No.01283 565011 – www.staffordshire.police.uk

Trent & Dove Housing: Head Office, Horninglow Street, Burton-upon-Trent, Staffordshire. DE14 1BL Telephone No.01283 528528 – www.trentanddove.org

Uttoxeter Library, High Street, Uttoxeter, Staffs. ST14 7JQ Telephone No.01889 256371

Community Action and Support East Staffordshire (CASES), Voluntary Services Centre, Union Street Car Park, Burton upon Trent. DE14 1AA Telephone No.01283 543 414 – www.cases-vol.org.uk
Email: staff@cases-vol.org.uk

Disabled Workers Co-operative – www.disabledworkers.org.uk
Email: Disabledworkorg@aol.com

MIND – Burton, “Drop in Centre”, 79a High Street, Burton-upon-Trent, Staffordshire. DE14 1RD 24hr Helpline Telephone No.01283 531 231/01283 566696

Relate, Voluntary Services Centre, Union Street Car Park, Burton-upon-Trent. DE14 1AA Telephone No.01283 561699

Shopmobility, Unit 35 The Octagon Shopping Centre, Park Street, Burton-upon-Trent. DE14 3TN Telephone No.01283 515 191

HELPLINES

Child Death Helpline	0800 282 986
Samaritans	0345 909090
National Society for Prevention of Cruelty to Children (NSPCC)	0808 800 5000
Women’s Aid Domestic Violence Helpline	0808 2000 247
Alcoholics Anonymous	0845 769 7555
Floodline	
Gas Emergency free phone	0800 111 999 (24h)
British Gas – Card Meters	0845 330 2010
British Gas – Account Enquiries	0845 609 1122
Burton Fire Station	01785 898503
Police	08453 302010
Queen’s Hospital	01283 566333
East Staffordshire Borough Council	01283 508000
Transco – gas leaks, enquiries	0870 608 1524
TV Licensing	0870 600 6446
Post Office	0845 722 3344
Child Benefit	0845 3021444
CSA – Children Support Agency	08457 131000

DOCTORS SURGERIES

The Surgery	School House Lane	Abbots Bromley		WS15 3BT	01283 840228
All Saints Surgery	28 All Saints Road	Burton-on-Trent		DE14 3LS	01283 510768
Alrewas Surgery	Exchange Road	Alrewas	Burton-on-Trent	DE13 7AS	01283 790316
Balance Street Practice	Balance Street	Uttoxeter		ST14 8JG	01889 562145
Barton Health Centre	Short Lane	Barton under Needwood	Burton-on-Trent	DE13 8LB	0844 4770918
Bridge Surgery	St Peters Street	Stapenhill	Burton-on-Trent	DE15 9AW	01283 563451
Carlton Street Surgery	Carlton Street	Burton-on-Trent		DE13 0TE	01283 511387
Dove River Practice	Gibb Lane	Sudbury	Derbys	DE6 5HY	01283 585215
Branch Surgery:					
Tutbury Health Centre	Monk Street	Tutbury	Burton-on-Trent	DE13 9NA	01283 812455
Gordon Street Surgery	72 Gordon Street	Burton-on-Trent		DE14 2JA	01283 563175
King Street Surgery	King Street	Burton-on-Trent		DE14 3BX	01283 741177
The Newcroft Surgery	Mill Street	Rocester		ST14 5JX	01889 590208
Northgate Surgery	Church Street	Uttoxeter		ST14 8AG	01889 562010
Peel Croft Surgery	Lichfield Street	Burton-on-Trent		DE14 3RH	01283 568405
Stapenhill Medical Centre	Fyfield Road	Stapenhill	Burton-on-Trent	DE15 9QD	01283 565200
Branch Surgery:					
Main Street	Rosliston				01283 761527
Trent Meadows Med Ctre	Main Street	Branston	Burton upon Trent		01283 845555
Branch Surgery:					
Stretton Med Ctre	Ladywell Close	Stretton	Burton-on-Trent	DE13 0FS	01283 537450
The Tutbury Practice	Monk Street	Tutbury	Burton-on-Trent	DE13 9NA	01283 812210
Wetmore Surgery	Wetmore Road	Burton-on-Trent		DE14 1SL	01283 564848
Winshill Medical Centre	Melbourne Avenue	Winshill	Burton upon Trent	DE15 OEP	01283 741920
Yoxall Health Centre	Savey Lane	Yoxall	Burton-on-Trent	DE13 8PD	01543 472202