

Social Justice and Regeneration Committee

SJR(2)-11-06(p.1) Annex 9

A welcome to Wales pack

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TEN IMPORTANT THINGS YOU NEED TO KNOW

Worker Registration Scheme - If you are a national of the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, or Slovenia, you are required to register with the Workers Registration Scheme within 1 month of starting work.

You can do so by submitting a completed WRS Application Form (attached). If you change jobs you will have to complete and register again, but do not have to pay for a second time. It is important you register and follow this guidance as you may be treated as working illegally if you do not. (See point 4.2).

If you are a national of another country not listed above. You may have a work permit issued to you. There are no obstacles to bringing your family to the UK, if you are from a country within the European Community

If you do not have a National Insurance number you must apply for one as soon as you start work. To receive a number, contact your nearest Job Centre. (See point 4.4).

If you are homeless, contact the Local Authority Housing Needs Section. However, if you have nowhere to sleep and it is outside office hours contact the local authority emergency out of service hours. (see point 2.4)

To access the National Health Service, you should register with a local doctor (GP – general practitioner) in the area where you live. It is best to do this as soon as you arrive and before you need one (see point 1.2).

If you want to open a bank account, you must provide the following information:

Proof of identity (passport, national identity card or national driving licence)

Proof of UK address (tenancy agreement or letter of confirmation from your employer)

Proof of employment is also often required

As well as free access to books, public libraries also provide free access to the Internet and E-mails (see point 8.8).

To drive a car you can use your national driving licence. When you become a resident of the UK, after some time, you must apply for an UK driving licence. You must also have a valid insurance certificate and a valid MOT certificate and must be able to produce these documents to the police, if required.

Remember to wear a seatbelt and to drive on the left-hand side of the road (see points 5.2 to 5.12).

It is an offence to harass another person because of their nationality, ethnic origin or colour, be violent towards your partner, or have sex with a minor (child under 16 years old) or with a member of your family. It is also illegal to force a woman to have sex with you if she says no. You must be over 16 to purchase cigarettes and over 18 to purchase alcohol, and possession, or the intention to supply, or supplying certain drugs is illegal. (See sections 3.7, 3.8, 3.9, 3.10, 3.11, 3.12, 3.14, 3.15 and , 7.5)

If your children are in the UK and they are of school age, they must go to school. You should register them with a school in the area where you live. In the UK children start school around the age of 5 (see points 6.3 and 7.2).

In an emergency dial 999 and ask for the Police, Fire Service or an ambulance (see points 3.1).

INTRODUCTION

Welcome to Wales.

We want you to enjoy living and working In Wales whether you are here for a short time or intending to stay permanently. To help you understand what living in Wales is about, and how to access support services, make a contribution to civic society we have produced this information in pack.

It is a basic guide and is available on our Internet at XXXXX

It is designed to be helpful and provide you with a flavour of Welsh society, its services and culture. Of course, the information over time will change and we will do our best to update it, and we would advice strongly that you use this pack together with the information on the Internet.

The information is for your guidance only, if you are unsure you should always take advice. In particular, the law on your remaining legally in the UK is always changing, and you should always check what the lay say in your situation.

1. HEALTH

1.1 General

Your entitlement to free National Health Service (NHS) treatment depends on the length and purpose of your residence in the UK, not your nationality. There may be charges for some NHS services (e.g. dental treatment, medical certificates, prescription medicine, opticians etc). For further information see: <http://www.wales.nhs.uk/directory.cfm>

In Wales, the nation is divided into 22 local areas called County Councils or Local Authorities and within each county council area there is a local Health board. To properly access this website, you will need to know which County or Local Authority area you are living in. Click on the screen to access information about the area in which you live (please note this is different from a city or town)

The website contains information about the following:

GP surgeries

Pharmacies

Dentists

Opticians

Hospitals

Generally you can receive free NHS hospital treatment if you have:

- been living legally in the UK for at least 12 months
- come to the UK to take up permanent residence
- come to the UK to work either as an employee or self-employed

The website also provides a link to your Local Authority or County Council.

1.2 GP Surgeries Medical Services

These are doctors providing medical assistance to local people who are registered with them. Some doctors are oversubscribed and may not be able to register you with them, but there are others in the locality that will. The website provides their details. <http://www.wales.nhs.uk/directory.cfm>

It is recommended that you register with a local doctor (GP – general practitioner) in the area where you live. The GP can then make a decision regarding whether you will qualify for free treatment. Even if accepted by a GP as a patient you will still have to pay prescription charges to the pharmacist when they dispense any medicines that your GP has prescribed.

1.3 Hospital services

A hospital usually provides specialist consultant's services, operations and medical care for those who

are referred to the hospital by their doctors, and those who have an accident requiring treatment. Emergency treatment is also available to those who have not registered with a GP.

Treatment in hospitals emergency units is provided on the notion that those most in needs are seen first, as a result waiting times can be considerable. Please only use this service in real emergencies.

In addition, hospitals in Wales have strict policies towards those who do not treat hospital staff with respect and courtesy. Being abusive or violent will lead to medical treatment being withdrawn.

In an emergency you should call (999 and request an ambulance that will take you to a hospital. For minor accidents you should go to the local accident and emergency department at your local hospital. Details of Hospitals can be found on <http://www.wales.nhs.uk/directory.cfm>

1.3 Pharmacists/Chemists

A pharmacist is someone who dispenses medicine against a prescription issued by your GP (Doctor). Pharmacist can also offer advice for minor ailments such as minor cuts and bruises. Even if you qualify for free NHS care you may still have to pay a fixed charge for any medication you need at the pharmacy. To find your local pharmacist <http://www.wales.nhs.uk/directory.cfm>. This website also ahs details of late opening Pharmacies.

1.4 Dentists

This is where you will obtain assistance for the care of your teeth. Please note that some dentists only offer care on a private patient basis and offer care for those who have Denplan plan (Insurance scheme). You may need to call more than one Dentist to secure Free NHS care (though you should note that even with Free NHS Care there may be times you will have to make a contribution towards the cost of treatment, please ask before you are treated. Details of Dentists in Wales is at <http://www.wales.nhs.uk/directory.cfm>

1.5 Opticians

This is where you can obtain care of your eyes, including glasses or spectacles. Many opticians operate bot private care and NHS Free service. However, even though there are free services, particular for children, there may be time you will be asked to pay for services. Details of opticians are available from the website at <http://www.wales.nhs.uk/directory.cfm>.

1.6 Mental health

To take care of your mental health you can visit a doctor for help and advice. However there are a number of organisations in Wales that provide additional support and guidance. If you need support

because of Alcoholism, Depression, suffer from Autism or Alzheimer's or other related conditions check out the website (this is not exclusive)

http://www.mentalhealth.org.uk/profilesites.cfm?areacode=mh_sites_wales&pagecode=LIWA

The National Institute of Clinical Excellence (NICE) is the independent organisation responsible for providing national guidance on the promotion of good health and the prevention and treatment of ill health. On 1 April 2005 NICE joined with the Health Development Agency to become the new National Institute for Health and Clinical Excellence

Nice have produced information for the public the hyperlink below takes you to public guidance for the listed topics. <http://www.nice.org.uk/>

Use the hyperlinks to access Nice Patient Public Information on the listed topics.

Depression.

<http://www.nice.org.uk/page.aspx?o=98419>

Anxiety

<http://www.nice.org.uk/page.aspx?o=235415>

Self Harm

<http://www.nice.org.uk/page.aspx?o=213683>

Eating Disorders

<http://www.nice.org.uk/page.aspx?o=101244>

Understanding Schizophrenia

<http://www.nice.org.uk/page.aspx?o=42770>

Understanding Violence

<http://www.nice.org.uk/pdf/page.aspx?o=244711>

Understanding Post Traumatic Stress Disorder

<http://www.nice.org.uk/page.aspx?o=248152>

Understanding Depression In Children

<http://www.nice.org.uk/page.aspx?o=273095>

1.6 Sexual health

If you need information or advice on sexual matters you can call national

helplines:

(0800 567123 National Sexual health Helpline, 24 hours, 7 days a week.

(0844 46 47 (NHS Wales 24, Health advice and Information) 24 hours a day, for all ages.

Website <http://www.nhsdirect.wales.nhs.uk/nhsdirect.aspx?id=292>

1.6 Family Planning

fpa (Family Planning Association) is a sexual health charity working to improve the sexual health of all people throughout the UK.

Working with the public and professionals they ensure high quality information and services are available to everyone who needs them.

The website can be accessed at <http://www.fpa.org.uk>

This site includes information on:

Advice if you think you may be pregnant or you had unprotected sex last night.

Everything you wanted to know about the pill but were afraid to ask - a comprehensive guide to all methods of contraception.

From abortion to emergency contraception.

1.7 Other Important contacts

Cancer - Marie Curie cancer care Aberystwyth 01970 626242

National Meningitis Trust 08457 538118

Incest Helpline Swansea 01792 648805

British Diabetic Association Cardiff 02920 668276

British Dyslexia Association 0118 966 8271

British Heart Foundation(Wales) Cardiff 02920 382368

British Epilepsy Association 0800 309030

National Aids Helpline 0800 567123

National Drugs Helpline 0800 776600

Asthma Campaign 0207 226 2260

Breast Cancer Care 0500 245345

Disability Wales Cardiff 02920 887325

1.8 Working for the National Health Service Wales

As the largest employer in Wales with 81,000 employees and 133 hospitals and clinics the health service can offer a range of over 200 career opportunities.

For an opportunity check <http://www.wales.nhs.uk/sites3/page.cfm?orgid=462&pid=4622>

This website list over 200 career opportunities with NHS Wales. Everything from pharmacists, paramedics, gynaecologists, clinical engineers, radiographers, midwives administrative and clerical, porters, managers, etc. It also provides a description of the job, education and age requirements and training and qualifications if they are appropriate. The website also links to current vacancies (job opportunities) that are available.

2. HOUSING

2.1 Finding housing

People in Wales access housing in a number of different ways.

Provided by your employer – There are few companies offering ‘tied’ accommodation. Where it is usually offered includes public houses (pubs) & those who maintain large parks, farms or other agricultural land holdings. We do not recommend or support the housing of Migrant workers in tied accommodation especially where we have evidence of exploitation of migrant workers.

Rented from a landlord – We want to see the development of a healthy, vibrant, well managed private rented sector with homes in good condition. A flourishing private rented sector should enhance choice and labour mobility.

Rented accommodation is easily accessible. However there are rules regarding housing conditions that landlords (the person renting) has to abide by.

Health and Safety –

Minimum standards -

Overcrowding -

Complaints –

<http://www.housing.wales.gov.uk/index.asp?task=content&a=a31>

Bed and breakfast accommodation – usually provided through a local Authority / County Council, or where you individually find bed and breakfast property. Usually, the landlord will provide the accommodation and breakfast, and you will have to find you own lunch and evening meal.

Health and Safety –

Minimum standards -

Overcrowding -

Complaints –

To find out more about B&B check the

<http://www.walesconference.com/tourist-board.htm>

Hostel – usually provided by a hostel owner or an agency. For example, the YMCA Wales is part of the worldwide YMCA movement, operating across the globe. As part of that movement we are also affiliated to the European Alliance of YMCA’s (EAY) and the World Alliance of YMCA’s (WAY). We

are also part of an informal grouping known as the "4 Nation"; England, Ireland, Wales and Wales. More information can be found on

<http://www.ymcawales.co.uk/default.asp>

2.2 Houses in Multiple Occupation

If three or more unrelated persons share private accommodation then legally a

Property will be considered to be a House in Multiple Occupation (HMO). All

HMOs need to be licensed by the relevant local authority. It is a landlord's duty

to do this. This is to ensure proper health and safety standards. If you are

considering renting an HMO property you should ask the landlord to see the

licence certificate and make sure it is up to date. It is in your interest not to

accept shared accommodation without the licence.

2.3 Housing Associations

Housing associations are organisations that provide homes, through rent or through purchase (with Low Cost Home Ownership schemes), for people who cannot afford to purchase a property on the open market. They are located throughout Wales and cater for a wide range of housing needs. Housing associations are not-for-profit organisations and are managed by boards of unpaid volunteers. Housing associations allocate housing through a point system.

To find out about a housing association in your area check

<http://www.welshhousing.org.uk/housingassociations/memberlinks.html>

Also check the Frequently Asked Questions page on

<http://www.welshhousing.org.uk/housingassociations/faqs.html#q1>

Complain about a housing association?

Firstly you should contact the housing association and ask for a copy of its complaint procedure and follow this step by step.

If the procedure has been completed and you are still unsatisfied, you can contact the National Assembly for Wales, Cathays Park, Cardiff. Tel 029 2082 5111 and explain your complaint and why you are not satisfied. The Assembly can only consider investigating complaints when a tenant has exhausted the landlord's complaints procedure. The Assembly will decide whether a complaint has been properly dealt with. The Housing Act 2005 has created the new Social Housing Ombudsman for Wales – a service for anyone who has a complaint about a social landlord.

2.4 Council housing and homelessness

In addition please check the Wales Wide Web Unitary Authority for details on each local authority and their functions.

<http://www.grossi.co.uk/wales/ua1.htm>

<http://www.housinginwales.co.uk/links.htm>

2.5 Working in Housing

The opportunities to working in Housing are wide and varied. From tenant liaison, homelessness and housing manager, to regeneration and renewal. The following website's provide a taste of what is available.

The jobs involve supporting vulnerable people in housing accommodation helping others to find somewhere to live, to managing properties or maintaining them. Most jobs are advertised in local and national newspapers, in specialist housing magazines and at job centres.

<http://www.welshhousing.org.uk/jobs/index.htm>

<http://www.insidehousing.co.uk/>

<http://www.housingsupport.co.uk/Wales/wales.htm>

<http://www.faststream.co.uk/section.aspx?divid=5>

<http://www.allhousingjobs.co.uk/>

<http://www.charityjob.co.uk/seekers/>

3. HELP AND ADVICE

3.1 Emergency Services

The emergency services are:

Police

Fire and Rescue

Ambulance

Coastguard

When to use 999

Crime in progress

Violence being used

Offender recently disturbed

Injury road accident/road blocked

Your call will be dealt with by a trained operator who will ask you which of the services you require. In the UK these services are generally free of charge.

3.2 Police, Anti-social behaviour / Crimestoppers in Wales

You may need to contact the police because:

you have been the victim of a crime, or

you have been involved in a road accident, or

you just need some information.

If it is not an emergency do not call 999. Instead, contact your local Police Station. Most towns have one.

In Wales there are currently 4 police forces these can be found at

<http://www.online.police.uk/english/link.asp?url=www.police.uk>

Dyfed-Powys Police.

Police Headquarters, PO Box 99, Carmarthen, SA31 2PF

Telephone 0845 330 2000

OR you can fax them on

01267 234262 – 24 hour

01267 222185 – non urgent

OR e-mail

ContactCentre@Dyfed-Powys.pnn.police.uk
(General Contacts)

<http://www.dyfed-powys.police.uk/>

South Wales Police

South Wales Police Headquarters, Cowbridge Road, Bridgend. CF31 3SU
Tel: 01656 655 555

Eastern Area: 029 2022 2111

Central Area: 01656 655 555

Western area: 01792 456 999

Helpline for the deaf:

Mini com 01656 656980

For the information centre check

<http://www.south-wales.police.uk/fe/master.asp?n1=2>

South Wales Police Divisional areas

K Division

South Wales Police Headquarters, Cowbridge Road, Bridgend CF31 3SU
Tel: 01656 655 555

A Division - Merthyr Tydfil, Divisional HQ, Merthyr Police Station, Swan Street
Merthyr Tydfil CF47 8ES, Tel: 01685 722 541

B Division - Rhondda, Cynon, Taff, Divisional HQ, Pontypridd Police Station, Berw Road, Pontypridd
CF37 2TR . Tel: 01443 485 351

C Division– Cardiff, Area Headquarters, Cardiff Central Police Station , King Edward VII Ave, Cathays
Park, Cardiff CF10 3NN . Tel: 029 2022 2111

E Division - Vale of Glamorgan, Divisional HQ, Barry Police Station, Gladstone Road, Barry CF63
1TD. Tel: 01446 734 451

F Division – Bridgend, Divisional HQ, Bridgend Police Station, Brackla Street,, Bridgend CF31 1BZ.
Tel: 01656 655 555

G Division- Neath & Port Talbot, Divisional HQ, Neath Police Station, Gnoll Park Road, Neath SA11
3BW. Tel: 01639 635 321

H Division – Swansea, Area Headquarters, New Swansea Central Police Station, Grove Road, Swansea
SA1 5EA. Tel: 01792 456 999 [Map](#)

Gwent Police

Gwent Police Headquarters , Croesyceiliog, Cwmbran, NP44 2XJ

Telephone 01633 838111

If you are hearing impaired and have a Minicom device, you can contact Gwent Police on the following
number: 01633 877574

<http://www.gwent.police.uk/>

Gwent Police Divisional Areas

Division A, Cardiff Road, , Newport., NP9 2EH

Tel: 01633 244999

Division B, Market Street,, Pontypool, NP4 6YN

Tel: 01495 764711

Division C, Blackwood Road, Pontlanfraith, Blackwood., NP2 2XA

Tel: 01495 223673

North Wales Police

North Wales Police Headquarters , Glan-y-Don, Colwyn Bay , Conwy , LL29 8AW

Tel: 0845 6071002

Minicom: 01492 511265

Central Divisional Headquarters , St Asaph Business Park , St Asaph , LL17 OHQ

Tel: 0845 6071002

Minicom: 01492 511265

Western Divisional Headquarters, Maesincla, Caernarfon , Gwynedd , LL55 1BU

Tel: 0845 6071002

Minicom: 01492 511265

Eastern Divisional Headquarters, Bodhyfryd, Wrexham , LL11 2BX

Tel: 0845 6071002

Minicom: 01492 511265

<http://www.north-wales.police.uk/nwp/public/en/contact/>

Anti-social behaviour

If you feel you have been harassed in any way, or are suffering from nuisance neighbours, or any other type of behaviour that spoils your quality of life, you can contact a special 24-hour anti-social behaviour helpline on:

(Crimestoppers Wales / Cymru (a registered charity):

(0800 555111

: <http://www.crimestoppers-uk.org/Wales/>

Calls can be made confidentially.

3.3 Working for the Police in Wales

The Police are always looking for people from all sections of the community to who are interested in embarking on a career with the Police either as uniformed Police officers or as civilian Police staff. If you interested you should in the first place visit the website www.policecouldyou.co.uk.

The kind of job available will depend on what is available at any one time, however, most forces do have recruitment periods during which applications are invited from those members of the public interested in working for the police.

Working for the police is not only limited to being a Uniformed vPolice Constable (PC), important as that is. There are other support roles that are just as important such as being a member of the Police Civilian staff, who provide back ground support. There are

Police Community Support officers, uniformed staff that have powers conferred on them by the Chief Constable to have immediate impact in local areas.

Special Constables that support the regular force. These are volunteers who receive special training and are required to work a minimum of 4 hours a week.

Community Safety Accredited officers who provide additional support. Usually these are people who are already in work and are given limited powers to aid the regular police.

Volunteers, these are people who give up their own time to help in assl aspect of the work of the police, freeing up time for the uniformed officers to spend more time on the frontline.

This website should answer all your questions and direct you to the relevant recruitment process. All Police forces suggest that you first attempt the self selecting questionnaire designed to help you find out whether you are eligible to join the police service. This is available on the www.policecouldyou.co.uk website. In addition some of the local forces also advertise their vacancies on their websites, if you wish to contact individual local forces you can also do so at the following.

Dyfed-Powys Police.

Whether you make an application to the regular force, join as a recruit to the High Potential Development scheme (HPD) or as a volunteer with the Specials, or a member of our support staff team we can help.

National Police recruitment website <http://www.policecouldyou.co.uk/>

South Wales Police Force

If you have any questions that are not answered from our web pages please telephone the Recruitment and Promotion Assessment Unit on 01656 869 225

Gwent Police

If you require advice on the application process, please contact Positive Action Officer on 01495 745413, or check the Gwent police website at <http://www.gwent.police.uk/>

North Wales Police Force

North Wales police can be contacted on the following website

<http://www.north-wales.police.uk/nwp/public/en/recruitment/>

3.4 Fire Service In Wales

Fire and Rescue Services play the key role in fire and rescue capability. The services have moved on from what was primarily a fire-fighting service to being proactive organisations dedicated to the prevention of fires, deaths and injuries from fires and emergencies such as road crashes, chemical incidents and floodings. These twin aims of prevention and intervention have focused on co-ordinating fire safety education and working with local partners, such as Community Safety Partnerships, thereby contributing significantly to the community safety agenda in Wales.

The Fire Service in Wales provides a fire service 24 hours a day, everyday of the year. Their role is to provide preventative measures that will reduce the risk of fire occurring in the home and work environment and respond to emergency situations that threaten life from fire, road traffic collisions, and many other emergencies.

This service is generally free, including the provision of advice to the public on reducing the risk from fire occurring. Information leaflets are available in different languages. For further information, contact your local fire station.

North Wales Fire Service HQ- Community Fire Safety Department, Fire Service Headquarters, Coast Road, Rhyl, Clwyd LL18 3PL

Telephone : 01745 352 734

Fax : 01745 332 353

Email Addresses : fire.safety.hq@nwales-fireservice.org.uk
[Fs.hq.dsfs@nwales-fireservice.org.uk](mailto:F.s.hq.dsfs@nwales-fireservice.org.uk)

Cfs.hq.mgr@nwales-fireservice.org.uk

Website : www.nwales-fireservice.org.uk

South Wales Fire Service - Community Fire Safety Education Department, Fire Safety Headquarters,
Adam Street, Cardiff, CF24 2FL

Telephone : 01443 23200, or 0114 232 504

Fax : 01443 232 502

Email Addresses : education@southwales-fire.gov.uk;

Website : www.southwales-fire.gov.uk

Mid and West Fire Service- Service Headquarters, Lime Grove Avenue, Carmarthen, SA31 1SP

Telephone 0870 6060699

Fax 01267 220562

E-mail mail@mawwfire.gov.uk

Website ; http://www.mawwfire.gov.uk/home_eng/index.asp

Working for the Fire Service.

The role of a modern day fire-fighter is very broad based, requiring a range of skills which will challenge you in more ways than you may imagine. Having the confidence to work with schools to educate young people in fire prevention, fit smoke alarms in people's houses and talk to diverse communities, is as important as your ability to deal effectively with an emergency situation.

Fire-fighters need to be people who not only reflect our communities but also want to put something back into those communities. Each of the three services in Wales has responsibility for recruitment of staff. There are various career opportunities available within the Service, these can be full time or part time positions in Operational or Support departments.

The types of posts available are:

Wholetime Fire-fighters

Retained Firefighters

Control Room Personnel

Administrative Staff

To find out what is available check the following

http://www.mawwfire.gov.uk/recruit_eng/index.asp

<http://www.nwales-fireservice.org.uk/page.asp?page=68>

http://www.southwales-fire.gov.uk/Home_page/home_frame.htm

In the event of a fire –

Immediately leave the vicinity

Do NOT collect belongings (or return to)

Do NOT re-enter burning buildings

Call 999

If you believe there is someone missing or still in the building tell a fire marshal or members of the fire service.

3.5 Ambulance Service in Wales

The need to call 999 means an emergency is happening and because of the trauma of that situation, it is not always easy to think clearly about how to make such an important call.

To help make it easier, here is a simple checklist to help you ensure you deliver all the information necessary to get help quickly.

once you have dialled 999 an operator will ask you which service you require, try to answer as clearly as possible

you will then be asked the location and name and numbers of persons involved - try to speak slowly and clearly to ensure the correct information is imparted

you will then be asked for a telephone number in case the service need to contact you

you may then be asked to describe the incident and any injuries

what ever happens next DO NOT HANG UP until you are told to do so there may still be more information that is needed

the ambulance controller will assist you with first aid advice until the ambulance arrives

if you can, keep a look out for the ambulance and if it's dark, please leave a light on

3.5 Working for the Ambulance Service

With around 2300 employees the Welsh Ambulance Services NHS Trust is the third largest Ambulance Service in the UK. The Trust provides pre-hospital care, ambulance and related services to the people of Wales and the many visitors, across a land area of 20,640 square kilometres and over 34,000 kilometres of road.

There are many career opportunities including;

Emergency Medical Services– Entrance as Trainee, moving on to Qualified Technician, Registered Paramedic, Training and Operational Management posts.

Routine Patient Care Services- Entrance as PTS Grade I, moving onto Grade II and Grade III. Staff often progress to the Emergency Services.

Control and Communications - Control Staff may be recruited with little or no previous Control experience as full training is provide.

Management and Support – Opportunities in Finance, Personnel, Fleet Management, Health and Safety, Risk Management, Information and Communications Technology, and General Administration.

To check out the latest vacancies see <http://www.wales.nhs.uk/sites3/page.cfm?orgid=136&pid=915>

3.6 Citizens Advice Bureau

There are many useful sources of information. Most towns will have a Citizens

Advice Bureau (CAB). The Citizens Advice service has been helping people to resolve their money, legal and other problems since 1939. It is regularly providing advice from nearly 3,400 locations. Advice is provided on benefits, consumer, housing, employment and legal (including immigration and migration)

Advice is provided in bureaux, by phone and email, at outreach sessions in places like GP surgeries and courts – even in people’s homes, it is free, impartial, independent, confidential and provided by trained volunteers.

CAB advice is available to everyone regardless of race, gender, disability, sexual orientation, age or nationality. People can also access CAB information online at www.adviceguide.org.uk, including frequently asked questions (FAQs) in English, Welsh, Bengali, Chinese, Gujarati, Punjabi and Urdu and factsheets to download. If you wish to volunteer call 08451 264 264. or information and advice online see www.adviceguide.org.uk

3.7 Racial Harassment

The Welsh Assembly Government is committed to tackling racism and creating an inclusive society in Wales. If you are the victim of racial harassment you are strongly advised to report the matter to the police. Harassment can include verbal abuse, attacks on property and physical assault. Most forms of racial harassment are criminal offences. For more information contact:

Commission for Racial Equality Council Wales, 3rd Floor, Capital Tower, Greyfriars Road, Cardiff.
CF10 3AG
tel 02920 729 200
fax 02920 729 220

<http://www.cre.gov.uk/wales>

CRE Wales (North Wales office), Bangor Road, Penmaenmawr, Conwy, LL34 6LS

Tel: 01492 621 380
Fax: 01492 621 382

<http://www.cre.gov.uk/wales>

NORTH WALES RACE EQUALITY NETWORK, Bangor Road, Penmaenmawr, Conwy, LL34 6LF
Tel: 01492 622 233
Fax: 01492 539 801
Email: nwren@tiscali.co.uk
Website: www.nwren.org.uk

CARDIFF RACE EQUALITY FIRST, The Friary Centre, The Friary, CARDIFF, WALES, CF10 3FA
Tel: 029 2022 4097
Fax: 029 2022 9339
Email: info@raceequalityfirst.org

CARMARTHENSHIRE ASSOCIATION OF VOLUNTARY SERVICES, 3 St Peter's Street,
CARMARTHEN, Carmarthenshire, SA31 1LN

Phone: 01267 236367

Fax: 01267 239933

Email: rachel@cavs.org.uk

SWANSEA BAY REC, 3rd Floor, Grove House, Grove Place, SWANSEA, WALES, SA1 5DF

Tel: 01792 457 035

Fax: 01792 459 374

Email: director@sbrec.org.uk

Website: www.sbrec.org.uk

VALLEYS REC, Venture House, Navigation Park, Abercynon, RHONDA CYNON TAF, Wales, CF45
4SN

Tel: 01443 742 704

Fax: 01443 742 704

Email: valrec@valrec.freeserve.co.uk

3.8 Rape and Sexual Assault

If you are the victim of a Rape or assault, whether by a stranger or someone you know, you are strongly encouraged to report this to the police. The Police in Wales have specialist officers who are trained to deal with rape and sexual assault and be supportive to the victims.

In addition there are numerous support groups and help-lines that can provide additional support for victims of rape and sexual assault. For further information contact

National Domestic Abuse Helpline - 0800-027-1234

CHILDLINE

Local children and young people have spoken to our counsellors about a wide range of problems, with the most common being bullying, sexual and physical abuse, and breakdowns in family relationships. If you are a child or young person needing help please call our free 24-hour helpline on 0800 1111.

If you are deaf or find using a regular phone difficult, try our Textphone service which provides confidential support and advice via a textphone. You can call on 0800 400 222 and it's open from 9.30am to 9.30pm on weekdays and 9.30am to 8pm at weekends.

CHILDLINE SWANSEA - 9th Floor, Alexandra House, Alexandra Road , Swansea , SA1 5ED

Tel: 0870 336 2935

Fax: 0870 336 2936

CHILDLINE RHYL - Royal Alexandra Hospital, Marine Drive , Rhyl , LL18 3AS

Tel: 0870 336 2930

Fax: 0870 336 2931

South Wales Rape Crisis/Cardiff

Aims to support survivors of rape and sexual abuse and their families and friends by providing a listening service, by acting as a point of information and a referral agency. (Very limited hours - try Rape Crisis Federation)

Telephone : 029 20373 181 (Mon and Thurs: 7pm - 10pm)

The Womens Safety Unit

Concentrates on abuse which has happened in the context of a relationship. Has full-time police officer as part of team and is a unique project - Cardiff only.

Telephone : 029 2022 2022

North West Wales Rape Crisis & Sexual Abuse Line

The Rape & Sexual Abuse Support Centre (NWW) offers helpline, counselling and practical support to anyone over the age of 14 who has been affected by sexual violence, whether recently or in the past. This organisation provides a service for women and young girls who have been raped, sexually assaulted in any way whether this was recently, or in the past. They offer a confidential telephone help-line, face to face counselling, practical information about legal, medical and police procedures, and can also accompany women to police, courts, clinics etc, information and advice to third party callers who are themselves supporting someone around sexual abuse, either in their work or in their personal lives.

Address : RASA Support Centre(NWW) P.O. BOX 87, Caernarfon LL55 9AA

Telephone : 01286 669266.

Email : rasa@btconnect.com

New Pathways Rape and Sexual Abuse Support Service

Willow House, 57-58, Lower Thomas Street, Merthyr Tydfil, CF47 0DA

Tel (Office) 01685 37910, Fax 01685 384640

Website: www.newpathways.co.uk

Email: enquiries@newpathways.co.uk

Sexual Assault Referral centre number and alternative Helpline number is 01685 350099 or email at sarc@newpathways.co.uk

New Pathways is a service which offers counselling and support to men, women, children and young people who are affected by the trauma caused by Rape and Sexual Abuse. We offer these services to children and young people who have been affected by any type of trauma such as bullying or the loss of

a parent, providing a tailor made therapeutic programme to meet their individual needs.

New Pathways is based in Merthyr Tydfil but have outreach posts in Cardiff, Newport Swansea Central and Clydach Hospital as well as projects running in both HMP Cardiff and Usk. They accept referrals from both voluntary and statutory agencies from all over Wales. Alternatively, people can contact the office direct and make a Self Referral.

Eye to Eye Youth Counselling Service/Beddau, Rhondda Cynon Taff

Offers face to face counselling for young people 11-25 on any issue, including for those suffering any form of abuse.

Telephone : 01443 204 551 (Mon-Thurs: 9am-3.30pm, Fri: 9am-2pm)

Website ; http://www.rhondda-cynon-taff.gov.uk/stellent/groups/Public/documents/hcst/view_content_en.hcst?dDocName=008920

Rape Crisis Federation

If you are a woman who has been affected by rape, you can contact the local Rape Crisis Centre for help and support. As well as listening to you, they offer advice, information and counselling for anyone who has been raped or sexually abused, their families, friends and partners. The Rape Crisis web site has information on counselling, support and the healing process, police reporting, court procedures and the law, child abuse and myths and facts about rape.

Address : Unit 7 Provident Works, Newdigate Street, Nottingham NG7 4FD

Telephone : 0115 900 3560 (Mon to Fri: 9am-5pm, answerphone at all other times)

Email : info@rapecrisis.co.uk

Web : www.rapecrisis.co.uk

Victim Support

Help for the victims of crime. Groups to be found throughout Wales.

Telephone : 0845 30 30 900 (Mon-Fri: 9am-9pm, Sat-Sun: 9am-7pm)

Web : natiasso03.uuhost.uk.uu.net

Crime Stoppers

To report a crime. Confidential.

Telephone : 0800 5551 11 (Usually open: 8am-10pm)

Web : www.crimestoppers-uk.org

The BBC is not responsible for the content of external websites

Flintshire Volunteer Bureau

The Manse, Tyddyn Street, Mold . CH7 1DX

Telephone: 01352 755990

Email: volunteers@flvc.org.uk

Location: Caernarfon centre or local outreach location - Volunteer Support Worker for Rape and Sexual Abuse Support Centre -Be available to provide befriending support service to clients. Be available to accompany clients to provide support at police stations, courts, solicitors appointments and clinics etc.

3.9 Incest.

It is illegal to have a sexual relation with another member of your family. The penalties are strict and there is no excuse. For those who have been victims of such sexual abuse the following helplines can assist young survivors of abuse.

Swansea Incest and Sexual Abuse Helpline

Address Women's Centre, 25 Mansel Street, Swansea

Telephone 01792 648805. Hours Monday: Closed Tuesday: Closed Wednesday: Closed Thursday: 7.30pm - 10pm Friday: Closed

Support For Men Women

Information Helpline for adult survivors (men and women) of childhood sexual abuse, their friends, relatives, partners and professionals. Offers information, counselling, listening and support. Drop-in support and information service for young women aged 14 - 25, call 01792 417517 Mon - Weds 9.30am - 3.30pm.

NSPCC.

P.O. Box 18222, London. EC2A 3RU

help-line: 0800 800 500

phone: 0207 825 2500

e-mail: helpline@nspcc.org.uk

24 hour child protection free help-line. Counselling, information and advice to anyone concerned about a child at risk of abuse.

3.10 Smoking

In Britain there are laws relating to smoking, alcohol and sex, which differ from many European countries. The section below provides only a general guide.

You must be 16 years and over to purchase cigarettes and other tobacco products. Vendors have the

right to ask for proof of age before they will sell cigarettes. Many areas (in particular public buildings) are no smoking, and recent changes will introduce no smoking in many bars, clubs and restaurants. There is no smoking on buses on trains, and you could be asked to leave (or removed from the bus or train) if you to persist.

You must be 18 years and over to purchase alcoholic drinks. In some areas bylaws forbid the drinking of alcohol outdoors – these areas will have signs indicating this. In Wales there are some places where there is no alcohol sold on certain days. Again, being drunk in a public place can be a criminal offence if a police officer believes that there maybe a breach of the peach as a result.

You must be 16 years and over to have a sexual relationship with another person who also must be at least 16 years old. This applies to both heterosexual and gay relationships.

It is illegal to have sex with someone who is under 16 even if they consented or you believed that they were over 16. This is known as statutory rape and does carry a custodial sentence (imprisonment).

For more information and support contact

Give up smoking ; Wales has now introduced a smoking ban in all public places. There will be a on the spot fine for those who smoke in areas designated as no smoking. However if you wish to give up smoking the contact the following:

NHS Smokers Helpline Wales(Welsh/English bilingual service) - 0800 169 0 169
Counsellors: 7am - 11pm, Mon - Fri
Information: 8am - 11pm, daily

All Wales Referral number - 0800 085 2219
Call this number to be transferred to a stop smoking advisor in your area

NHS Pregnancy Smoking Helpline - 0800 169 9 169
Open 12 noon to 9pm daily. Answer phone out of hours, Call-back service offered

Quitline 9am-9pm daily 0800 00 22 00

Arabic 1pm-9pm Sat 0800 169 1300

Bengali Quitline 1pm-9pm Mon 0800 00 22 44

Gujarati Quitline 1pm-9pm Tues 0800 00 22 55

Hindi Quitline 1pm-9pm Wed 0800 00 22 66

Punjabi Qutline 1pm-9pm Thur 0800 00 22 77

Urdu Qutline 1pm-9pm Sun 0800 00 22 88

Turkish & Kurdish Qutline 1pm-9pm Thurs & Sun 0800 00 22 99

3.11 Alcohol

Alcoholic's anonymous

Alcohol abuse is widely regards as a social and medical condition for which there is confidential support available. To see a list of Alcoholic anonymous meetings please access <http://www.aa-uk.org.uk/lists/Alcoholics-Anonymous-Wales.pdf>

Please note. This information on this website is provided to help you find a meeting of Alcoholics Anonymous and must not be used for any other purpose. Members of the public are asked to respect the anonymity of the meetings.

3.12 Sexually Transmitted diseases

<http://www.cmo.wales.gov.uk/content/work/sexualhealth/>

The Strategic framework for promoting sexual health in Wales lauched in 2000, aims to improve the sexual health of the population by ensuring that people have access to sexual health information, advice and services.

Key objectives within the Strategy were: to reduce rates of unintended teenage pregnancy; reduce the incidence of sexually transmitted infections; create an environment supportive to improving sexual health; ensure that all young people receive effective education about sex and relationships education (SRE); and ensure that all people have access to sexual health services.

Sexual Health Wales Helpline 0800 567 123

This helpline provides information and advice on a range of aspects relating to sexual health including: contraception; condoms; emergency contraception; sexually transmitted infections; pregnancy testing and where to find your nearest sexual health service.

3.13 Sexual Offences/Public Nuisance

It is an offence to:

Sell sexual services (or for another person to live off these earnings). Unlike some countries there are no legal or authorised places where sex can be bought or sold.

Have sex in public toilets ("cottaging"). It is criminal offence to engage in a sexual act in a public toilet of any description.

Urinate in a public place other than a toilet.

3.14 Controlled Drugs

Possession or the supply or the intention to supply certain types of drugs is illegal. These include cannabis, amphetamine, heroin, ecstasy, cocaine, crack cocaine and a number of others.

Some drugs, although available on prescription from a doctor, are illegal to possess if not prescribed to you. If found in possession of any of these drugs you can be fined or imprisoned or both.

For more information contact the Drugs helpline

3.15 Weapons

Generally you are not permitted to carry knives and guns. Only small folding pocket-knives with a blade of less than 7.62 cm long can be carried in a public place and you may not carry a weapon for personal protection.

4. EMPLOYMENT

4.1 Working in the UK

British citizens and many other nationals of the European Economic Area (EEA) do not need permission to work in the UK. EEA is better known as those countries that are full members of the European union.

Citizens of all other countries need to have permission to enter and work in the UK.

Students can work up to 15 hours a week providing the work is ancillary to their main purpose that is to study.

However, In all circumstances we advise that before you travel to the UK you should check if there are any restriction on you being able to work.

However, if you are from one of the New Member States (normally known and the Accession countries) :

Poland

Lithuania

Estonia

Latvia

Slovenia

Slovakia

Hungary

The Czech Republic

You must register with the Home Office Worker Registration Scheme (see below).

Nationals from countries outside the EEA can also come and work in Wales, but you must meet the criteria for a Work Permit or one of the schemes available to people wanting to come to the UK. The stamp in your passport will identify whether you are allowed to work in the UK.

You should note there are unscrupulous agents who will not provide you with accurate information on your entitlement to work in the UK. They are only interested in charging you a fee and may make promises that they cannot keep. You should always get independent advice from the British Consulate/Embassy High Commission.

Detailed information can be found on:

The Immigration and Nationality Directorate website: www.workingintheuk.gov.uk or phone 0870 606 7766 (automated system), or www.ind.homeoffice.gov.uk

4.2 Worker Registration Scheme

If you are from a New Member State, you must register within one month of starting work, by submitting a completed WRS Application Form available from www.workingintheuk.gov.uk or ordered from the Home Office on

08705 210224.

You will also need:

A copy of a letter from your employer confirming you are working

2 passport photos

Your passport/ID card

A payment of £70 (from Oct 2005)

If you do not apply within one month of starting work your employment will become illegal.

On registration you will receive:

A registration card

A registration certificate

Your passport or ID card

If you change your job, you need to register again. But you have to only send another WRS Application Form. You do not have to pay £70 again.

Once you have been working legally in the UK for a year (you can change jobs, but you must not be out of work for more than a total of 30 days in 12 months) you will no longer need to register on the Worker Registration Scheme. And you can apply for a residence permit. Use an EEC1 form, available on the site:

www.ind.homeoffice.gov.uk

4.3 Tax

If you are an employee, your employer will deduct Income Tax from your wages throughout the year and send it to the Inland Revenue. This is known as Pay As You Earn (PAYE).

4.4 National Insurance

If employed and aged 16 to 65 for men, or 16 to 60 for women, you must pay National Insurance contributions (NICs). Some benefits, depend on the contributions you have paid.

If you do not already have a NI number you must apply for one as soon as you start work. To receive a number contact your nearest Job Centre to make an appointment for an 'evidence of identity' interview.

You will need to take proof of identity (e.g. passport) and evidence that you are working.

You must give your employer a note of your National Insurance Number. This is a number unique to you. It is used as a reference number for the whole social security system and to record your NI contributions.

4.5 Employment Opportunities

Employment opportunities can be found through local newspapers, private employment agencies or by visiting a government operated Jobcentre Plus office. Most large towns have a Jobcentre where friendly staff will help and advise you. To find a Job Centre in your town go to

www.jobcentreplus.gov.uk or http://www.jobs1.co.uk/directory/recruitment_local_wales.html?time=1145360847

Careers Wales

If you would like some more information or advice then talk to your Careers Adviser. You can contact them through your school, college or at your local careers centre or careers shop.

Our careers centres and careers shops are open all year round, even in the school and college holidays. You can drop in for careers advice and information or to look at our vacancy boards for jobs and training. Go to your careers company's local pages for the phone number and address of your local Careers Centre.

For more information you can also call our freephone helpline:

Learndirect: 0800 100 900

Careers centres can provide information and advice about the skills and qualification requirements for jobs, availability of learning opportunities, funding for training, etc. It is a government-funded service available free of charge to anyone wishing help to plan their future employment, training or learning. Or you can access the website at

<http://www.careerswales.com/>

4.6 Employment Rights

Employment law can be complicated. Your rights at work depend on whether you are an employee or a worker. This is an important difference, but there is no easy test to decide into which category you fall. For advice on a specific problem it is strongly recommend you obtain professional advice.

Qualification for benefits such as statutory sick pay and statutory maternity pay are dependent on many factors including status, length of residence, period of employment, payment of National Insurance contributions etc. For more information on government benefits contact:

www.dwp.gov.uk

(Click on benefits and service A-Z, then follow the link for Social Security

Agreements with other countries to download information on the social security insurance benefits and healthcare agreements with the appropriate EEA country.)

www.worksmart.org.uk provides information on how to obtain a copy of 'Working in the UK – Know Your Rights' (This is available in Lithuanian, Hungarian,

Czech, Polish and Portuguese)

Alternatively contact ACAS – a public body which promotes good workplace relations: www.acas.org.uk or 08457 474747

ACAS's offices are at 3 Purbeck House, Lambourne Crescent, Llanishen, Cardiff, CF14 5GJ. 029 2076 2636. You may visit these offices, BUT please call and make an appointment

Certain employment rights apply to both employees and workers. These include:

National Minimum Wage

Most workers including agency workers must be paid a minimum wage. The National minimum Wage commission sets the minimum wage level and this is currently set from 1 October 2005 :

Main (adult) rate for workers aged 22 and over is £5.05 per hour (an increase from £4.85 an hour)

Development rate for workers aged 18-21 inclusive is £4.25 per hour 2005 (an increase from £4.10 an hour)

Special rate for 16 and 17 year olds (above compulsory school leaving age) is £3.00 per hour (from 1 October 2004)

Workers are entitled to be paid at least the level of the statutory National Minimum Wage (NMW) for every hour they work for an employer.

The development rate can also apply to workers aged 22 and above during their first 6 months in a new

job with a new employer and who are receiving accredited training.

From October 2006

The adult rate of the minimum wage will rise from £5.05 to £5.35 an hour

The youth rate for workers aged 18-21 will be increased from £4.25 to £4.45

The rate for workers aged 16-17 years will increase from £3.00 to £3.30.

www.dti.gov.uk/er/nmw/index.htm

Unlawful Deductions Made From Wages

An employer can only make deductions if they are:

Required by law (e.g. PAYE or NI deductions)

Authorised by the worker's contract

Consented to by the worker in writing before the deduction is made

This applies to employees and some workers.

We are aware that some unscrupulous employers are making deductions for accommodation and for transport. These charges are higher than one would normally pay if they were to make their own arrangements. Many migrant workers are asked to sign contracts including clauses allowing employers or agents to make these deductions. Usually with the workers not fully understanding the implications of these deductions or where the contracts are in a different language.

Working Time Regulations

These apply to employees and most workers. Generally these state:

The average weekly working time is limited to 48 hours (you can choose to work longer providing you sign a release form)

Night workers average daily working time is limited to 8 hours

Health assessments must be offered to night workers

Minimum daily (11 hours) and weekly (1 day) rest periods

Rest breaks at work (20 minutes for every 6 hours)

Paid annual leave (4 weeks)

Health and Safety Protection

If an agency organises employment for you, they must not place you in a job for which you are not appropriately qualified. The company where you are placed must ensure the workplace is a safe working environment and provide appropriate training. Employers have a duty to ensure that their staff are fully appraised of the health and safety regulations and must provide this in a language the work can understand.

Statutory Sick Pay (SSP)

Employees absent from work through illness for more than 4 days and who earn more than the NI threshold may qualify for SSP. It is paid by their employer. Agency workers paying NI contributions may be entitled to SSP if they were on assignment at the time of illness.

Statutory Maternity Pay (SMP)

Pregnant employees/workers with 26 weeks continuous employment by the 15th week before a childbirth have the right to SMP. If you do not qualify for SMP you may be able to claim maternity allowance from your local benefits agency depending on your NI contributions.

Part time Workers

Generally part time workers must be treated no less favourably than full time workers in their terms and conditions.

Equal Pay

Employers must give men and women equal treatment in the terms and conditions of their employment contract if they are employed on:

'like work' - work that is the same or broadly similar

work rated as equivalent under a job evaluation study, or

work found to be of equal value.

A woman is employed on 'like work' with a man if her work is of the same or a broadly similar nature. It is for the employer to show that there is a genuine reason for any difference in this 'like work', which is not based on the sex of an individual.

Individuals may complain to an employment tribunal under the Equal Pay Act 1970 up to six months after leaving the employment to which their claim relates. Normally, they may claim arrears of remuneration (which includes sick pay, holiday pay, bonuses, overtime etc as well as 'pay') for a period of up to six years (five years in Wales) before the date of their tribunal application.

Further information: ([opens a new window](#))

www.eoc.org.uk

<http://www.acas.org.uk/index.aspx?articleid=870#10>

<http://www.wtuc.org.uk/building/index.html>

5. TRANSPORT

5.1 Public Transport

For a wide range of information contact: Traveline Cymru 0870 608 2 608 or <http://www.traveline-cymru.org.uk/>

This site provides :

Travel Alerts - information on disruptions, service changes etc

Timetables for any bus/ coach service in Wales

A journey planner - offering all possible bus, coach and rail options

Useful links to operators, local authorities and more

Information on available tickets

Information on travelling with a bike on public transport

Information about us, and our new services: [Traveline.txt](#) and [Modus](#)

A brand new "bus stop locator" on the Traveline.txt page so that you can find your bus stop code and receive your bus times by text message.

It also provides details of public transport to more popular destinations including the Big Pit, Brecon Beacons, Castell Coch, Snowdonia to name a few.

Contacts:

Airports

Cardiff International Airport; UK and international flights

Airport Information desk Cardiff International Airport, Vale of Glamorgan, CF62 3BD

Tel: +44 (0) 1446 711111

<http://info.cwlfly.com/en/>

E-mail: infodesk@cwl.aero

Rail

There are train stations in all main cities and towns

<http://www.traveline-cymru.org.uk/>

Arriva Trains Wales

Website www.arrivatrainswales.co.uk

St Mary's House, 47 Penarth Road, Cardiff, CF10 5DJ

Phone Number 0845 6061 660

Fax 029 2064 5349

Email Address customer.relations@arrivatrainswales.co.uk

Web Address www.arrivatrainswales.co.uk

Local Buses

Call 0870 6082608.

Website: www.traveline-cymru.org.uk

5.2 Driving: Age restriction and licences

All drivers must meet minimum age requirements:

Minimum age of 17 for motorcycles

Minimum age of 18 medium sized vehicles

Minimum age of 21 large lorries and buses

To drive a car you can use your national driving licence (if you are from an EC country). But when you become a resident in the UK, you will have to change your driving licence to a British one as follows:

EC/EEA Ordinary Licence Holders:

(An ordinary licence entitles you to drive cars, motorcycles and small vehicles)

If you hold a valid Community ordinary licence generally you can drive in this country for 3 years after becoming resident.

To continue driving after 3 years you must obtain a British driving licence.

EC/EEA Vocational Licence Holders:

(A vocational licence entitles you to drive minibuses, buses or medium/large vehicles)

If you hold a valid Community Vocational licence generally you can drive for 5 years after becoming resident.

To continue driving after 5 years you must obtain a British driving licence.

Holders of community vocational licences must register with the Driver and Vehicle Licensing Agency (DVLA). Holders of ordinary licences may register if they wish.

DVLA Information Leaflet D100 provides further information on the UK driving licences and Leaflet

INF 38 covers driving in the UK as a visitor or new resident. Both these leaflets are available from the Post Office or:

www.dvla.gov.uk

Non EC/EEC Licences

Generally you can drive in this country for 12 months after becoming resident but you should check this at:

www.dvla.gov.uk

5.3 Insurance

If you injure someone or cause damage to someone's property while driving you must, by law, compensate the other person. To ensure you will be able to do this you must by law have motor insurance. The minimum type of insurance necessary is Third Party Only. Most people add Fire & Theft cover which costs a little more. Many people prefer Comprehensive policies which also covers damage to your own car and injury to yourself. It is an offence to use a motor vehicle on a public road without valid motor insurance.

www.rac.co.uk

www.theaa.com

5.4 MOT

Cars over 3 years must undergo an annual Ministry of Transport (MOT) test. This ensures cars over three years old is checked to see they comply with key roadworthiness and environmental requirements.

The main feature of the new system is that you can check the MOT status of any vehicle that you own, or are considering buying. You will be able to do this either by visiting [www.motinfo.gov.uk] or calling our MOT Status Line on 0870 330 0444*. If you are buying a second hand vehicle, and want to check its MOT status you will need the registration mark of the vehicle and either the test number from the new style MOT test certificate or the document reference number from the V5C registration certificate.

It is an offence to use a vehicle on a public road without a valid MOT test certificate. You can get these in-approved garages in your local areas that display the blue, three triangle MOT sign. There is a fee for the MOT itself as well as any repairs that may need to be completed if the car fails the test.

You must be able to produce to the Police if required:

Your driving licence

A valid Insurance certificate

A valid MOT certificate

5.5 Road Tax

A vehicle licence (known as a tax disc) shows you have paid the necessary vehicle excise duty for your vehicle. You must display this disc on the left-hand side of the vehicle's windscreen. You can buy a vehicle licence for 6 or 12 months. Information leaflets are available from the Post Office or on:

www.dvla.gov.uk

5.6 Rules of the Road

All drivers should read the Highway Code. It helps prevent accidents by ensuring we all use the same rules when driving. It contains rules such as:

Drive on the left-hand side of the road

Pass on the right

At roundabouts give priority to traffic approaching from the right

At junctions obey the give way and stop signs. You may see a red

‘STOP’ sign or a triangular ‘GIVE WAY’ sign and/or ‘GIVE WAY’ markings (dotted white lines and a white triangle on the carriageway). These mean you must give way to traffic on the other road. Many of the rules are legal requirements and if you disobey them you are committing an offence. You may be fined, given penalty points on your licence or be disqualified from driving.

You can buy the Highway Code from bookshops or:

www.highwaycode.gov.uk

5.7 Speedlimits – generally (but signs will indicate)

Built up areas no more than 30 mph (48kph)

Single carriageway no more than 60 mph (96 kph) for cars

Dual carriageway/Motorways no more than 70 mph (112 kph) for cars

If you are caught exceeding these limits (by the police or a roadside camera), you will face a fine and points on your licence or you could face a driving ban. Driving without a valid license, or whilst banned can lead to a prison sentence.

5.8 Using Mobile Phones while Driving

It is an offence to use a mobile phone while driving. Offenders will be fined and receive penalty points on their licence.

5.9 Seatbelts

The driver and all passengers must wear Seatbelts. You can be fined for failing to wear a seatbelt. The driver must ensure that passengers under the age of 14 wear the appropriate restraint.

5.10 Motorcycles

The rider and passenger of a motorcycle, scooter or moped must wear protective helmets.

5.11 Drinking and Driving

Alcohol (and many other drugs) can seriously affect your judgement and ability to drive. It is strongly recommended that you do not drive a vehicle after drinking alcohol or taking these drugs.

If you are found to be driving while over the alcohol limit you will be arrested and kept in a police station overnight to appear in court the next day. Convicted drivers are disqualified from driving for a minimum of 12 months and run the risk of a £5000 fine and 6 months in prison.

5.12 Accidents

If you are involved in an accident you must STOP. If anyone is injured or damage is caused to something other than your vehicle you must give your name, address and insurance details to anyone who has a reasonable reason to ask for them. There is no requirement to inform the police in the case of a minor accident but if in any doubt or if the accident is serious please telephone the police (using 999 in an emergency).

6. TRAINING AND EDUCATION

6.1 Lifelong Learning

The Welsh Assembly Government encourages Lifelong Learning and the development of vocational and academic skills and knowledge. The Learning Country is the strategy that sets out our programme of support, development and change for education and training in Wales.

Its principles ensure that:

education and training services are tailored to the distinctive needs and circumstances of Wales.

academic, technical and vocational disciplines are treated equally.

6.2 Inclusion and Pupil Support

Inclusive education is an on-going process concerned with breaking down barriers to learning and increasing the participation of children and young people in their local schools. This concerns the general approaches needed to involve and engage all pupils as well as individual attention needed for pupils who have a need for additional support.

All children and young people should have access to an appropriate education that affords them the opportunity to achieve their personal potential, and the Welsh Assembly Government is committed to promoting inclusive education alongside schools, LEAs and other organisations. Useful guidance and information is available from the Welsh Assembly Government on inclusion issues.

6.3 Advice for Parents

Designed specifically for parents, parentsnet provides wide-ranging information about child education in Wales. Finding the right schools for your child, knowing how to support their learning, understanding the National Curriculum and knowing your rights are all key factors in ensuring that your child has a valuable and enjoyable education.

The parentsnet website is an information resource for parents on child education in Wales at pre-school, primary school, secondary school and post school. Parentsnet includes information and support on issues including choosing a school, types of school, curriculum and assessment, special educational needs (SEN), bullying, truancy and your rights and responsibilities.

www.learning.wales.gov.uk/parents

6.4 Early Years Education

In Wales, compulsory education begins in the term after a child's fifth birthday. The expression 'early years' is used to describe the period before compulsory primary education, when children are between the ages of 3 and 5 years. Early years education in Wales is provided through what are called the 'maintained' and 'non-maintained' sectors. In the maintained sector, children can attend nursery schools and nursery and reception classes in infant or primary schools. The non-maintained sector, where there are voluntary, private and independent playgroups and nurseries, provides education and care for the under-fives.

In the majority of local authorities across Wales, almost all of the early years provision is in school-based settings. In almost all local authorities there is also provision in the non-maintained sector, which is funded through the Early Years Development and Childcare Partnerships. Children normally attend early years settings part-time from three to four years of age and full-time between the ages of four and five years. Currently, almost all four year olds have access to a full-time place in schools and seventy-five percent of all three year olds also attend schools part-time. For more information about what is available in your area, please contact your local authority.

6.5 Choosing a School

Every child in Wales has the right to a place in a school while they are between the ages of 5 and 16. As a parent, you have the right to say which school you would prefer your child to attend, regardless of the school's location. But your right to express a preference does not guarantee your child a place at the school if it is oversubscribed. If your child is not offered a place at your preferred school, you have the right to appeal to an independent panel. Remember, you must first apply for a place at a school. Even if your child is at a nursery linked to a primary school, or a primary school linked to a secondary school, you will still need to make an application to move them on to the next stage. You must not assume your child will automatically get a place at the school of your choice. For more information visit the parentsnet website. www.learning.wales.gov.uk/parents

6.6 The Curriculum

Throughout your child's school life, he or she will follow the National Curriculum. The National Curriculum is designed to provide a firm foundation in language, mathematics and science, and to provide children between the ages of 5 and 16 with the opportunity to achieve their best within a broad and balanced curriculum.

Your child will follow the National Curriculum through four Key Stages of his or her compulsory school life, two in primary school and two in secondary school. These are:

Key Stage 1 (from 5 to 7 years of age)

Key Stage 2 (from 7 to 11 years of age)

Key Stage 3 (from 11 to 14 years of age)

Key Stage 4 (which takes pupils to the age of 16)

For more information visit the parentsnet website. www.learning.wales.gov.uk/parents

6.7 Learning in the Community

There are many hundreds of part-time adult education courses available in community centres and similar locations close to where you live. Fees for these courses are kept low through subsidies. If you are unemployed a lone parent or a disabled person, you may be exempt from the fee or qualify for a fee reduction. You may also be eligible for help with transport, childcare and learning materials. Check with your local council for details. If your course leads to a work related qualification, you might be able to get a Career Development Loan.

6.8 Promoting Bilingual Learning

The Welsh Assembly Government's bilingual learning strategy responds to the Iaith Pawb action plan and Welsh language scheme. The Welsh Assembly Government aims to ensure the learning network can deliver high quality learning opportunities for people to learn Welsh and to enable people to develop their ability to use Welsh in the workplace.

Welsh for Adults is one of the biggest learning programmes for adults in Wales and is offered by 31 providers across the country. The provision is planned by eight local Welsh for Adults Consortia, which are based in the old counties of Wales.

There are two main types of provision:

intensive (more than twice a week), offered by HE institutions, and

non-intensive (once a week), offered by FE institutions and LEAs.

Some providers offer residential courses as a form of intensive learning. Other providers offer online Welsh courses. If you would like information about Welsh language courses, please call the Welsh for Adults Information Line on 0871 230 0017.

6.9 Guide to Funding

We are very anxious that people who want to learn should not be excluded by lack of funds. Learning opens up valuable opportunities and can be hugely fulfilling for you as a person

You might have family responsibilities or other financial commitments that you'll still have to meet while you're learning - particularly if you're a full-time learner. You may face registration, tuition and exam fees, plus the cost of books, equipment, or other learning materials, as well as transport, childcare and general living expenses. The good news is that there are many sources of help available to meet these demands on your finances. One or more of them may well apply to you.

6.10 Individual Learning Accounts

Learning does not just mean studying for qualifications or to improve job opportunities. It can cover a whole range of mind expanding and physical opportunities. Learning can develop new, update old or build on current skills. The Individual Learning Account Wales (ILA Wales) will help YOU achieve your learning objectives. By taking out an ILA Wales, you can choose when, how and what you learn. The scheme is very simple and depending upon the cost of the course and your personal circumstances, we could give you between £100-£200. It's not a loan so the money you receive doesn't have to be paid back!

You can use your ILA Wales with a wide range of learning providers. For information on ILA Wales registered providers who will be able to meet your needs please contact learndirect on freephone 0800 100 900.

6.11 Career Development Loans

These are loans of between £300 and £8,000 which you can borrow to support any course of learning that will help you in your career. The Government pays the interest while you're learning and you don't start repaying until you finish. It will cover up to 80% of your course fees or 100% if you've been out of work for 3 months or more, plus the cost of books and other learning materials. The loans come from three high street banks taking part in the scheme and anyone can qualify if they're aged over 18, particularly if they don't qualify for funding through their local authority. For more information call the CDL Information Line on 0800 585 505.

6.12 Passport to Study Grant

This is a grant of up to £300 a year which comes from some local councils to help you with the cost of learning if your parents are out of work or are receiving benefit due to low income or disability. It's intended to help you buy things like books or equipment or pay for transport. The money is paid out in three equal parts during the year. You can apply if you're aged 16 – 19 and want to continue in full-time education, either at school or college. You can also qualify if you're 16 and have to live away from home for some reason and are receiving income support. Ask your Local Council Education department for more information. They may also be able to supply information on other grants or bursaries available to 16 – 19 year olds.

6.13 Education Maintenance Allowance

An EMA is an incentive allowance paid to eligible young people who stay on at school or college after school leaving age, attend regularly and achieve learning goals. It is recognised that some young people from low income households need extra support and encouragement to continue in education after school leaving age, in order to make the best of their learning and development opportunities. For more information contact your school or local college or visit the Studentfinance website. The information helpline: 0845 602 8845

The Student Finance Wales site provides online services and information for those in Wales interested in the financial help available to students in higher education.

www.studentfinancewales.co.uk

6.14 Student Finance Wales

Graduates earn, on average, substantially more than people with A levels who did not go to university. Projected over a working lifetime, the difference is something like £120,000 at today's valuation. Higher education is likely to be the best investment you ever make. With Student Finance Wales, you can study first, and pay back when you are earning. Full-time students are eligible for a loan to cover tuition fees. You pay back 9% of your earnings above £15,000 a year, so someone earning the average starting salary of a graduate level job of £18,000 would repay £5.19 per week. You can apply for a loan, which is based on your personal circumstances, to help with your living costs. Students from lower income households could be eligible for a non repayable Assembly Learning Grant of up to £2,700. Many colleges / universities offer non-repayable bursaries - see what is available as you might benefit.

The Student Finance Wales site provides online services and information for those in Wales interested in the financial help available to students in higher education.

www.studentfinancewales.co.uk

6.15 Basic Skills

People need a broad range of skills in order to contribute to a modern economy and take their place in the technological society of the twenty-first century. The development of people's proficiency in basic and key skills is now a central plank of government policy in Wales and in other parts of the United Kingdom. In Wales, basic and key skills fall within the Welsh Assembly Government's aim to ensure that everyone possesses a wide range of essential skills.

Basic Skills Agency

For England and Wales. Find out where your nearest course is.

0800 700 987
www.basic-skills-wales.co.uk

Wales Digital College
Basic Skills courses through digital TV & internet
www.learn.cd

Dyslexia Associations (DA) Wales
Gwent 01633 267 268
NE Wales 01691 772 028
Gwynedd 01286 673 122
West Wales 07702 665 799

City & Guilds (Wales)
offers several basic skills qualifications
029 2074 8600
www.city-and-guilds.co.uk

6.16 Extending Entitlement

Extending Entitlement is the Welsh Assembly Government's flagship policy for youth support services in Wales. It includes all services, support and opportunities for young people between the ages of 11 and 25.

There are a number of things we believe that every young person in Wales deserves in order to be able to take advantage of the opportunities and choices that they will be presented with. These things are referred to as entitlements, because they are what the government believes young people should or, are entitled to, receive.

We believe these entitlements are important to:

help young people make the best choices

gain personal development and enjoyment

lead fulfilling lives.

There are ten entitlements. They are outlined here. As a young person in Wales, you are entitled to:

Your rights; Being heard - your voice, your choice; Feel good; Education and employment; Taking part/getting involved; Being individual; Easy access; Health and wellbeing; Access to information and guidance; Safety & Security

6.17 Information and Advice for Young People

Clic is the National Information and Advice Service for young people in Wales 11 to 25 and is funded by the Welsh Assembly Government. You can get information on Education, Employment, Environment, Travel, Your Rights, Money, Family and Relationships, Health and Housing as well as how to get local information.

www.cliconline.co.uk

6.18 The Youth Service

Youth work involves a broad range of activities, concerned with education in its widest sense. Youth work is concerned with the education and development, both social and personal, of young people aged between eleven and 25 years, particularly those aged 13 to 19 years. To find out what is happening in your area, contact your local authority.

6.19 Young People's Partnerships

The Young People's Partnership (YPP) is the mechanism for delivering youth support services to young people in Wales. The term refers to the partnership led by the local authority, which plans, co-ordinates and oversees all youth support services in an area in line with the statutory framework of the Learning and Skills Act 2000. To contact your local YPP contact your local authority.

6.20 Education contacts:

Careers Wales

Provide a wide range of free information and advice on careers and learning options to anyone of any age - online or face to face.

www.careerswales.com

North West 0800 100 900

North East 0800 919 520

West 0800 100 900

Gwent 0800 028 9212

Cardiff & Vale 0800 100 900

Mid Glam and Powys 0800 183 0283

Learndirect

Free helpline providing info & advice on learning options to people of all ages

0800 100 900

Just the Job

Information on careers and learning options

www.bbc.co.uk/justthejob/

BBC Learning

Information on distance learning courses worldwide

www.bbclearning.com

Education Department Welsh Assembly Government

029 2082 5111

www.learning.wales.gov.uk

ELWa (Education & Learning Wales)

08456 088 066

www.elwa.org.uk

Welsh Joint Education Committee (WJEC)

029 2026 5000

www.wjec.co.uk

Higher Education

Perhaps you want to work in sports, the entertainment industry, law or marketing. Whatever your dream job, one thing is for sure, going into higher education to study at college or university, will help make your dreams a reality. In fact it will open up more possibilities and choices than you ever imagined possible.

UCAS

The Official Guide to over 55,000 courses and the application process

01242 227 788

www.ucas.ac.uk

HERO

Gateway to information about universities

www.hero.ac.uk

Careers Portal

Information on choosing and applying for Higher Education

www.careers-portal.co.uk

Aim Higher

www.aimhigher.org.uk

UK Course Finder

www.ukcoursefinder.co.uk

Prospects

Information on job opportunities for Graduates

www.prospects.ac.uk

University Open Days

www.opendays.com

7. FAMILY

7.1 Bringing your Family to Wales

There are no obstacles to bringing your family to Wales, if you are from a country within the European Economic Area or Switzerland. You can add members of your family to your application to get a resident permit, but the family members must be in the UK.

7.2 School (see education section above)

In Wales, if you have children that are of school age, it is your responsibility to ensure that they are registered at a local school so that they can go to school. If you do not make these arrangements you could face legal action. Schooling is compulsory in Wales between the ages of 5 and 16. Children usually start primary school in August when they are aged between four-and-half and five-and-a-half. The latest they can start is the August after their fifth birthday. There are three terms to a school year, usually

September to December

January to April

April to July

Holiday periods vary between two weeks for Christmas and Easter, and six /seven weeks for summer, plus there is a week long half term break in each of the three terms.

To register your child for a school, you must contact the Local Education Authority, within the County Council to ensure that a place is made available for your child's education. See above for details of

Local Authorities / County Councils.

There is also early education available from the age of three which is optional.

7.3 School Policies – Uniform, Food, Transport

Most primary (junior and infant) schools (under 11 years) do not have school uniforms. Some have guidance that children should wear particular colours, and most allow the wearing of religious dress, unless it is for school activity such as sport or swimming.

Secondary schools (over 11 year of age) however do have a school uniform usually specified colour of blouse/shirt, trouser/skirt and blazer/jacket. Schools are aware that children's uniforms do cost, and try to ensure that the colour and dress is readily available from a range of outlets.

Nearly all schools have facilities for food, either for packed lunches or meals for which there is a charge. In addition, the Welsh Assembly Government does provide very young children with breakfast on school premises.

Local authorities in Wales are required to provide free transport to and from school for pupils aged 5-7 if they live more than 2 miles away from school, and for pupils aged 8-16 if they live more than 3 miles away from school.

7.4 Childcare

Additional childcare support is also often available locally for under 5s and older children. This provides important developmental opportunities for children and helps parents who need or choose to work outside the home.

Playgroups provide sessions of play and education for children. Some playgroups also work in partnership with their local authority to provide free, part time pre-school education places for three and four year olds.

Nurseries are for children under five years old to play, learn and have fun in groups while their parents work or study.

Childminders look after children in the childminder's own home.

Home based childcare - childcare agencies can provide childcare in a child's own home, including at times that fit parental needs such as in the evening or at weekends.

Out of school clubs are for school-age children to play, learn and have fun in groups. They are usually based in or near schools and more are being set up to help families where parents work.

Playschemes provide activities for children in some areas during school holidays.

To find appropriate childcare in

www.childcarelink.gov.uk

7.5 Family Benefits

If you stay in Wales with your family you may be entitled to receive some social benefits regarding, for example, your children. For more information visit the nearest Jobcentre or CAB (Citizens Advice Bureau).

7.6 Domestic Abuse

Domestic abuse is the physical, mental and/or sexual abuse of a woman by her partner or ex-partner. It also affects the children living in the house. Domestic abuse can occur within gay and lesbian relationships and, less often, men may experience abuse from a female partner. For help and advice contact:

National Domestic Abuse Helpline - 0800-027-1234

8 COMMUNITY INFORMATION

8.1 The Local Authorities In Wales (County Councils)

While the history of local government in Wales stretches back at least to the 16th Century, the existing 22 Welsh unitary authorities date from 1996. These are not divided into county and district councils, as in much of England. On a more local level, Wales's community and town councils provide services in their immediate areas.

All local authorities are democratically accountable through elections every four years. The last elections were in June 2004. Local authorities have a cabinet-style executive with the dominant political group making decisions under the scrutiny of the Council as a whole. They have extensive staff structures headed by a chief executive, who works with other senior officers on day-to-day business and decision-making. Some, for example education, must be made available under UK law; others are provided at the discretion of individual authorities.

A typical list of local authority services would include:

Trading standards

Libraries, leisure and tourism

Environmental health, refuse and recycling

Transport and highways

Housing

Social Services

Education

The Welsh Assembly Government supplies 80% of local authority funding, council tax the remaining 20%.

Local authorities also work in close partnership with other bodies, such as the NHS and the police.

All unitary authorities in Wales are members of the Welsh Local Government Association (WLGA). The WLGA represents their views and interests and advises and supports individual authorities.

Access to each Local Authority in Wales can be accessed at

http://new.wales.gov.uk/topics/localgovernment/localauthorities/list_of_unitary_authorities/?jsessionId=0D6091A2B3A83482C03C0E6B84A9F379?lang=en

8.2 Complaint about Local Authorities

You can complain to the Public Services Ombudsman for Wales about local government, National Health Service organisations including GPs, and the National Assembly for Wales. The Ombudsman considers complaints about matters such as housing, planning, education, social services and health services.

The primary role of the Public Services Ombudsman for Wales is to investigate complaints made to him by members of the public about the way a public body has treated them. Complaints will be investigated independently and impartially, and when upheld, the Ombudsman will say what the public body should do to make amends to the complainant and impress the need for improvement in its standard of service in the future. Lessons learned from investigations will be publicised. He will also promote good administration and high standards of conduct by investigating allegations that local authority members have breached their own authority's code of conduct. The Local Ombudsman Wales can be contacted at

<http://www.ombudsman-wales.org>

Or at Public Services Ombudsman For Wales,
1 Ffordd yr Hen Gae, , Pencoed, , CF35 5LJ

Tel: (01656) 641 150

Fax: (01656) 641 199

E-mail - ask@ombudsman-wales.org.uk

8.3 Community Planning

Visit the Local Authority Website or <http://www.wlga.gov.uk/content.php?nID=29;lID=1>

To find out about community planning developments and how you could have your say on how the range and delivery of services in your area can be improved.

8.4 Community Centres

There are community centres in most towns. These provide a range of educational and social activities and resources for the local community and are a useful source of help and information. To access details see

http://www.walesindex.co.uk/pages/442_624.html

8.5 Places of Worship

There are churches of many denominations in Wales. The main ones are

Baha'i Community of the UK barney.leith@bahai.org.uk

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

WalesBahai@aol.com

bcw@bahai.org.uk

Board of Deputies of British Jews info@bod.org.uk

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

aschwartz@clara.co.uk

Buddhist Society info@thebuddhistsociety.org

info@thebuddhistsociety.org

Churches' Commission for Inter-Faith Relations Ann.Noonan@cbcew.org.uk <http://www.ctbi.org.uk/ccifr>

Council of African & Afro-Caribbean Churches (UK) olu_abiola@lineone.net

Christian Free Church nan@btinternet.com

Church In Wales llanbish@nildram.co.uk

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

Cytun Gethin cytun.freeseve.co.uk

churches@nationalassembly.freeseve.co.uk

Evangelical Church cymru@eauk.org

Hindu Council (UK) office@hinducounciluk.org

<http://www.hinducounciluk.org/>

Hindu Forum of Britain info@hinduforum.org

<http://www.hinduforum.org/>

Imams and Mosques Council (UK) mraza@muslimcollege.ac.uk

Islamic Cultural Centre, Regents Park directorgeneralsecretary@iccuk.org

<http://www.iccuk.org/>

Jain Samaj Europe natubhaishah@aol.com

Muslim Council of Britain admin@mcb.org.uk

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

saleemkidwai@hotmail.com

National Council of Hindu Temples ncht.uk@pamho.net

Sikh Organisations (UK) sikhmessenger@aol.com

Surinderchanna@hotmail.com

Sri Lankan Sangha Sabha of G.B london. vihara@virgin.net

Swaminarayan Hindu Mission npalan@aol.com

Unitarian and Free Christian Churches

Inter Faith Panel alanr@oxhey36.freerve.co.uk

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

Vishwa Hindu Parishad (UK) Nprinja@aol.com

8.6 Gay Wales

There are LGBT groups and networks in all of the larger towns in Wales.

However, there are few organised groups and there is a lot more happening in other parts of Wales. For information, see the

Swansea Bay Lesbian, Gay and Bisexual Switchboard

http://www.geocities.com/swansea_bay_lgb

This is the website of the Swansea Bay LGB Switchboard, the new helpline for the LGB communities in the Swansea area. We offer advice and information about LGB life in and around Swansea.

Gay Wales

<http://www.gaywales.co.uk>

Flying the gay flag for Wales with pride across the UK, Europe and the World.

LGBTi.org - Lesbian, Gay, Bi-sexual, Transgender Support Forums

<http://www.lgbti.org>

Discreet mirror of WayGay.co.uk LGBT Group discussion forums. Under safe template and a discreet address.

North Wales Lesbian Line

<http://www.lesbian-line-north-wales.org.uk/>

For lesbians and women in the community, and lesbians and women in doubt about their sexuality, or experiencing difficulties relating to their sexuality.

Stonewall Cymru / Wales

The LGB Forum Cymru was established in 2002 through the joint support and funding of the National Assembly of Wales and Stonewall (UK). In 2003 the LGB Forum Executive Committee changed the name to Stonewall Cymru to gain increased support from Stonewall (UK) and access to their expertise and resources.

<http://www.stonewallcymru.org.uk/cymru/english/default.asp>

8.7 Leisure services in Wales

Sports and Leisure Centres are available in most towns. These provide facilities for football, multisports and swimming etc. For locations and more information, see:

Local authority website for local information

Arts - <http://www.artswales.org.uk/>

Events - <http://www.wmc.org.uk/>

<http://www.millenniumstadium.com/>

Museums <http://www.cymal.wales.gov.uk/museum/index.html>

Sports - <http://www.sports-council-wales.co.uk/index2.cfm>

Music - <http://www.bbc.co.uk/wales/music/>

For more information about Wales the beautiful country see Wales Tourist Board website at <http://www.visitwales.com/>

8.8 Libraries

As well as free access to books, public libraries also provide other services

such as:

Free Email and Internet

Fax

Photocopying

Community info

Council info

Local newspapers

Links with community and adult education

There are libraries in most towns. For details of locations and services go to:

<http://www.cymal.wales.gov.uk/library/index.html>

On your first visit, bring proof of identity and your address and you will be able

to apply for membership and start accessing the services immediately.

8.9 Banks

To open a bank account, you must provide the following information:

- Proof of identity (passport, national identity card or national driving licence)
- Proof of UK address (tenancy agreement or letter of confirmation from your employer)
- Proof of employment is also often required

It is important to open a bank account since most employers will pay your wages directly into your bank account.

<http://www.walesindex.co.uk/pages/921.html>

8.10 Post Offices

As well as providing postage for letters and parcels, the Post Office is a useful source of information and forms (e.g. vehicle tax disc payment form, TV license application). To find your nearest post office branch access

<http://www.postoffice.co.uk/portal/po/finder?catId=20700386>

8.11 TV License

If you use a TV you must have a TV licence. The cost varies depending on whether you have a colour or black and white television. You can pay for a TV licence at the Post Office.

Generally if you rent a property and the landlord provides the TV, he is responsible for the licence. If you as the tenant provide the TV, you are responsible. Failure to obtain a licence can result in a £1000 fine.

<http://www.tvlicensing.co.uk/information/index.jsp>