



WELCOME TO GLASGOW

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Glasgow City Council
Corporate Policy
City Chambers
Glasgow
G2 1DU



*For people from
Bulgaria, The Czech Republic, Estonia, Hungary, Latvia, Lithuania,
Poland, Romania, Slovakia or Slovenia*

English

WELCOME TO GLASGOW



Glasgow City Council Welcomes You

This pack is for you if you have come to work in Glasgow from Bulgaria, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia or Slovenia.

It gives you basic information about your rights and responsibilities while you are in Glasgow. It also gives phone numbers and places you can go if you need more information. You can find out more about Glasgow on the internet at www.glasgow.gov.uk

You can use the internet free at any library.

Unless it says otherwise, all services listed in this pack are free and confidential.

We hope you enjoy living and working in Glasgow.

Disclaimer: we have tried our best to make sure that the information in this pack is correct. But we cannot guarantee this. It should not be regarded as a statement of law. Please note that phone numbers, costs and other information may change.

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Tel: 0141 287 4604

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Some Facts about Scotland and Glasgow

Scotland is a country in the United Kingdom (UK). The UK is a democracy with an elected government based in London. There is a separate elected Scottish Parliament based in Edinburgh which deals with certain aspects of government business such as education and health.

Each area elects a Member of Parliament (MP), a Member of the Scottish Parliament (MSP) and a Member of the European Parliament (MEP). Ask at your local library for details of how to contact your MP, MSP or MEP.

The population of Scotland is 5 million. The capital is Edinburgh and the largest city is Glasgow (600,000). Glasgow's population is diverse with one in 20 people of minority ethnic origin.

Glasgow stands on the River Clyde and Glasgow was famous as a major industrial city. This industry has mostly gone and is now known as a shopping and cultural centre. Like most cities, some areas are poor, whilst others are wealthy and thriving. A great deal of work is being done to improve its economy, particularly in deprived areas and to promote tolerance and understanding.

The authority in charge of Glasgow is called Glasgow City Council (GCC). It is responsible for the everyday organisation of the city – everything from schools to rubbish collection to museums. Major decisions are made by 'the Council' a body of elected representatives. Each area has its own representative, called a councillor. You can contact your councillor if you have any concerns about council services. Your local library can tell you who your councillor is and how to get in touch with them.

Climate

Glasgow is on the same latitude as Moscow but has a fairly stable climate with quite warm summers and mild winters. Glasgow (and the west of Scotland) tends to be cloudier (and wetter) but warmer than other parts of Scotland. You will need warm, waterproof clothes and shoes for the winter.

Currency

British currency is pound (£) sterling made up of 100 pence (p). Euros are not generally accepted.

Electricity

Electricity: standard voltage is 240V AC, 50Hz.

Telephone

Most public telephones take coins (10p, 20p, 50p, £1) with a minimum charge of 40p. Many also take cards and have email and internet access. 0800 and 0808 numbers are free from public telephones and some mobile networks. 999 (emergency number) is free.

Emergency

In an emergency, dial 999 from any phone. This is a free number. Tell the operator the service you need: Fire Brigade, Police or Ambulance. Give the address where help is needed and your name.

Post Office

Post offices sell postage stamps, currency, phone cards and power cards. It has forms for driving licences and car tax. It also provides banking services such as paying bills and sending money abroad. Post offices are open Monday to Friday 9am-5.30pm and Saturday 9am-12.30pm (the main post office at 47 St Vincent Street is open until 5.30pm on Saturdays).

Banks

You will need to open a bank account to pay in any money you earn and to pay bills. You may also want to send money home. Most banks offer a basic **current account** and others have accounts with additional features for workers sending money home. Some banks have made it easier for migrant workers to open bank accounts for example by asking for fewer forms of identification. See below.

Some bank accounts are free, some charge and some have better features, terms, opening times and more branches. So it is best to shop around.

To open an account, you will probably have to go to a local branch and show proof of your identity. Some banks only need one form of identification (such as your passport).

You will find details of your nearest branch on bank websites or by phoning their customer services centre. The websites and phone numbers are given below.

The Financial Services Agency has good information which explains different types of bank accounts and how to open an account:
www.moneymadeclear.fsa.gov.uk

The British Banking Association has a leaflet about opening a bank account which you can get at www.bba.org.uk

HSBC: has a current account (called UK! Passport) aimed at migrants from all countries. The account can be opened with one form of ID such as a passport.

www.hsbc.co.uk

Tel: 0800 032 4738

NatWest: has a current account (Welcome account) for Polish speaking customers which can be opened with a passport or ID card plus a letter proving you have a job.

www.natwest.com


Tel: 0800 200 400

0845 246 7979 (Polish speakers)

Lloyds TSB: has a Silver current account which is aimed specifically at new arrivals to the UK. You can open an account with one form of ID.

www.lloydstsb.com

Tel: 0845 3000 000



Barclays Bank: no specific products but the bank does have some Polish speaking staff.

www.barclays.com

08457 555 555

Clydesdale Bank: offers a Ready Cash Account with one form of identification. Also suggests its Current Account Plus for Polish migrants.

www.cbonline.co.uk

Tel: 0141 248 7070

0845 603 7695 (Polish)

Royal Bank of Scotland: suggests its Key Account for migrant workers. This is a basic account and you need two forms of ID to open it. The bank does not provide any special services for migrant workers.

www.royalbankofscotland.com

Tel: 0141 331 2131

You can also bank at the Post Office (see page 6).

There are other major banks in Glasgow but some do not offer particular products or services for migrant workers and some specify that migrants need to be resident for more than a year before they can open an account. However, banks are becoming aware that there is a new 'market' so things are changing all the time. Keep your eyes open for new products and deals.

Driving

You need to have a current driving licence and be properly insured to drive (see page 61).

Time

Time is consistent with Greenwich Mean Time. AM means morning and PM means afternoon. Clocks are put forward one hour from late March to late October. Most public transport timetables use the 24-hour clock.

TV

You must have a licence if you have a TV. The cost depends on whether the TV is colour or black and white. You can find out how to get a licence online at www.tvlicensing.co.uk or phone 0845 601 5526. There are many ways to pay. For example, you can buy the licence online or by phone using a credit or debit card; or you can pay by cash or by card in instalments at PayPoints in newsagents, shops and petrol stations. If you do not get a licence you may be fined £1,000. If you rent a house and the landlord provides the TV, the landlord must provide the licence.

Weights and measures

The metric system is used but the non-metric system is also common. Distances are in miles. Food, drink and petrol are sold in metric.

Libraries

There are libraries in all areas (see page 64). They lend books free of charge to members. They also have local and national newspapers, talking books, DVDs and CDs. All libraries have free computer and internet access. Libraries are a good place for finding out what is going on in your local area. To find your nearest library see www.glasgow.gov.uk or phone 0141 287 2999.

Living cheaply

You can live cheaply by using markets, cheap shops and charity shops. You can get more details by asking other members of your community, your neighbours or from your local community centre, library or social work office.

Places to go and things to do in Glasgow

Glasgow has many museums and galleries, parks, swimming pools and sports centres. Most museums are free. You can find out more about things to do in Glasgow and how to travel about the city at your library or on the internet at www.glasgow.gov.uk

Free internet

You can get free internet access at your local library.



Getting Help and Information in your own Language

Agencies such as the police, doctors and the council should provide **free** interpreters to help you get their services. Please ask if you need this. You can ask for a male or female interpreter.

The **Glasgow Translation and Interpreting Service** can translate documents. The cost of this varies.

Glasgow Translation and Interpreting Service

Napiershall Street Centre
39 Napiershall Street
G20 6EZ
Tel: 0141 341 0019

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Learning English

There are classes for people who want to learn or improve their English. Colleges of Further Education (FE) are the main places to learn English. Colleges often organise classes in local community centres.

For details of all English classes - called ESOL courses (English for Speakers of Other Languages) in Glasgow check the directory on the internet at www.glasgowesol.co.uk or www.diverseroutes.co.uk

The following colleges and universities in and around Glasgow offer ESOL courses. Funding and other support for study may be available.

Anniesland College www.anniesland.ac.uk	0141 357 3969
Cardonald College www.cardonald.ac.uk	0141 272 3333
Central College of Commerce www.centralcollege.ac.uk	0141 552 3941
Clydebank College www.clydebank.ac.uk	0141 951 2122
Glasgow College of Nautical Studies www.gcns.ac.uk	0141 565 2500
Glasgow Metropolitan College www.glasgowmet.ac.uk	0141 566 6222
John Wheatley College www.jwheatley.ac.uk	0141 778 2426
Langside College www.langside.ac.uk	0141 649 4991
North Glasgow College www.northglasgowcollege.ac.uk	0141 558 9001
Reid Kerr College www.reidkerr.ac.uk	0141 581 2222
Stow College www.stow.ac.uk	0141 332 1786
University of Glasgow www.gla.ac.uk/services/languagecentre	0141 330 2000
University of the West of Scotland: Paisley Campus www.paisley.ac.uk	0141 848 3000
University of Strathclyde www.strath.ac.uk/elt	0141 552 4400

Working 1. General Information

If you are from the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia or Slovenia:

Worker Registration Scheme

As soon as you start a job in the UK and within a month at the latest, you must register with the Home Office **Worker Registration Scheme**. This scheme applies to you if you are from the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia or Slovenia.

It is very important to register because you will have more rights in the first year that you are in the UK and you will need it if you want a residence permit to stay in the UK for longer (see page 66).

How to register

Phone for a registration form on 08705 210 224. You can also get a form and information at www.workingintheuk.gov.uk or www.ind.homeoffice.gov.uk

You and your employer need to fill in the form. Send the form with:

- Letter from your employer saying that you are working
- 2 passport photos
- Passport/ID card
- £90 (postal order, cheque or credit card payment – not cash)

You must apply within a month of starting work or your employment will be illegal. You must re-apply every time you change your employer.

If you are self-employed you must register as soon as possible with Her Majesty's Revenue and Customs by phoning 0845 9154515.

If you are from Bulgaria or Romania:

Most Bulgarian and Romanian people will not have a right to work in the UK. But skilled workers, those coming through the lower skilled Seasonal Agricultural Workers Scheme, and some lower skilled workers in the food-processing sector may be able to qualify to work through the Accession Workers Scheme.

Accession Workers Scheme

In most cases, a person wanting an accession worker card will need the company for which they would work to get approval for you to work for them under the work permit system. If the company receives a letter of approval, you will then be able to apply for an accession worker card.

You must apply for an accession worker card **before** you start work in the UK. This does not cost anything. There are three types of card:

- Blue card: for highly skilled workers
- Yellow card: for people who are self-employed, self-sufficient or students
- Purple card: for those with a work permit card

Phone for a registration form on 08705 210 224. You can also get forms and information at www.workingintheuk.gov.uk

The accession worker card is issued for a specific job. If you change job, you need to get a new accession worker card.

It is very important to have a card. If you do not have an accession workers card, you will be working illegally. This could mean an on the spot fine of £1000. Once you have worked legally in the UK for 12 months without interruption, you will have full rights to live as a worker in the UK.

More information on the Workers Registration Scheme and the Accession Workers Scheme:

Worker Registration Team
Border and Immigration Authority
PO Box 4154
Sheffield
S1 9DW
Tel: 0114 207 6022
www.workingintheuk.gov.uk

Self Employed Workers

If you are self-employed you must register with HM Revenue and Customs **immediately** by phoning 0845 915 4515. There is a fine of £100 for late registration.

Tax

When you start work you will have to pay **income tax** to the government. You will get a tax code. This is used to work out how much tax you should pay. Your employer should take off income tax from your wages and send it to the Inland Revenue. When you start your first job in the UK, you will probably pay 'emergency tax' until you get your own tax code. When/if you return to your home country, you may be able to get some of the tax back.

National Insurance NI

You need a national insurance number to work legally. Phone 0845 6000643 to apply. You can also apply to your nearest Jobcentre Plus/ Jobcentre (see page 20/21). You should phone for an appointment. Take proof of your identity and evidence that you are working when you go.

Every worker has to pay **national insurance contributions** (NIC) to the government. NIC is a kind of tax which gives people the right to certain state benefits such as sick pay. Your employer should take off NIC from your wages and send it to the Inland Revenue.

Your national insurance number is unique to you. It is used to record the payments you make and is your reference number for state benefits.

Some employers may offer you a job without paying national insurance or tax. This is against the law and they are not likely to be good employers.

If you do not work legally or pay taxes, it means that it will be difficult for you to get employment protection or help from the state if you become sick or lose your job.

There are many job opportunities in Glasgow, including in call centres and hospitality (hotels and cafes). There are opportunities for those who are professionally qualified. There are skills shortages in trades such as plumbers, joiners and electricians.

Qualifications

If you need to check how your qualifications compare with UK qualifications (equivalency) in the UK, contact NARIC on 0871 330 7033 or see on the internet at www.naric.co.uk. A letter confirming the equivalency of your qualifications costs around £47 (£39.99 if you apply online). If you just want information, phone the British Council Information Line on 0161 957 7755 and they can search the NARIC database for you.

Looking for work

You can find work in Glasgow by applying directly to employers, contacting private employment agencies and by visiting Jobcentre Plus/ Jobcentre (see below).

Jobcentre Plus: is an agency of the government Department for Work and Pensions. It provides help and advice on jobs and training and information on job vacancies. For information on how Jobcentre Plus can help you and up-to-date information and advice about working in the UK, go to your nearest office (see page 20/21).

You can find out more on the internet at www.jobcentreplus.gov.uk or phone Jobseeker Direct and speak to an adviser on 0845 6060234.

Careers Scotland

Careers Scotland provides free information, advice and guidance service on employment, training and education. It does not hold job vacancies. It provides career-planning advice, information to help you find a job and advice on writing a CV.

You can get these services by:

- Calling in person into one of the four Careers Scotland centres in Glasgow
City Centre: 9 Renfield Street, G2 5EZ
South Side: 1018 Cathcart Road, G42 9XL
West End: 3 Byres Road, G11 5RD
East End: 121 Salamanca Street, G31 5EX
- Phoning 0845 8 502 502 (local rate)
- Visiting the website which has a special section for people who are new to the UK:
www.careers-scotland.org.uk/Movingtoscotland/MovingtoScotland.asp

Ethnic Minorities Enterprise Centre

EMEC provides employment services to black and ethnic minority communities in Glasgow. This includes job advice, jobsearch and CV writing.

423 Paisley Road West, G51 1PZ

Tel: 0141 419 0327

www.emecglasgow.org.uk

Employment agencies: there are many private employment agencies in Glasgow. You can get details of these by searching on the internet. Private employment agencies should not charge you money for finding you work.

Newspapers: jobs are advertised in the Glasgow newspapers and on their websites. Examples are the Evening Times, The Herald, Sunday Mail and Daily Record. You can read newspapers free in any library and on the internet.

Internet: there are many recruitment websites (for example s1jobs.com).

Job fairs: Look out for job fairs. These are advertised in newspapers, in Jobcentre Plus and on the radio.

Adverts: Check local shop windows and noticeboards in shops, cafes and supermarkets.

For information about running your own business contact Jobcentre Plus or Scottish Enterprise Glasgow, Atrium Court, 50 Waterloo Street, Glasgow G2 6HQ, Tel: 0141 204 1111
www.scottish-enterprise.com

Self-employment and running your own business

Business Gateway provides start-up support services for migrant workers. Many new citizens are keen to start their own business but may face barriers such as language, culture and access to finance. Business Gateway can provide you with advice, training and support, and tell you about UK markets and other business start-up requirements. Phone 0845 609 6611 or visit www.bgateway.com

Jobcentre Plus

Jobcentre Plus is where you go to get advice about work **and** state benefits. There is one separate Jobcentre (work) and one separate Social Security office (benefits).

Jobcentre Plus

Anniesland Jobcentre Plus	21 Herschell Street Anniesland, G13 1HT	0141 950 5100
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Bridgeton Jobcentre Plus	9 Muslin Street Bridgeton, G40 4AZ	0141 551 3000
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Castlemilk Jobcentre Plus	Unit 1, Castlemilk Arcade Dougrie Drive, G45 9AA	0141 800 3400
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Corunna House Jobcentre Plus	(District Office) Ground Floor 39 Cadogan Street, G2 7SS	0141 207 3809
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Drumchapel Jobcentre Plus	67 Kinfauns Drive Drumchapel, G15 7TG	0141 800 2600
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Easterhouse Jobcentre Plus	Shandwick Street G34 9DR	0141 800 6000
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Glasgow City Jobcentre Plus	354 Argyle Street G2 8LX	0141 800 3300
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Govan Jobcentre Plus	779-787 Govan Road G51 3JY	0141 800 6400
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Hillington Jobcentre Plus	Queen Elizabeth Avenue G52 4TJ	0141 800 6500
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Langside Jobcentre Plus	152-158 Battlefield Road G42 9JT	0141 800 3100
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Maryhill Jobcentre Plus	1460-1470 Maryhill Road G20 9DH	0141 800 2400
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Newlands Jobcentre Plus	8 Coustonholm Road G43 1SS	0141 636 8100
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Parkhead Jobcentre Plus	1181 Duke Street G31 5NW	0141 800 3000
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Partick Jobcentre Plus	20 Benalder Street G11 6QN	0141 337 7100
Shawlands Jobcentre Plus	118-122 Kilmarnock Road G41 3NF	0141 800 3600
Shettleston Jobcentre Plus	955 Shettleston Road G32 7NY	0141 532 8500
Springburn Jobcentre Plus	200 Atlas Road G21 4DL	0141 557 4000

Jobcentre

Laurieston Jobcentre	101-109 Devon Place G41 1RD	0141 800 3737
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Social Security

Laurieston Social Security Office	159-181 Pollokshaws Road G41 1PW	0141 420 4100
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Working

3. Your Rights at Work

Advice on your rights

Everyone who works has basic rights. You have these rights whether you work part-time (less than 16 hours) or full-time. Employment law is complicated and rights vary depending on your circumstances. If there is anything you are not sure about, **get advice**.

Good starting points for help and advice are:

TUC Migrant Workers Project: see www.worksmart.org.uk or phone 0870 600 4882 for a copy of Working in the UK; your rights. This booklet is in Latvian, Hungarian, Estonian, Czech, Slovak and Polish.

Scottish TUC: phone 0141 337 8100 for advice on which trade union to join and other general help or see www.stuc.org.uk

Gangmasters Licensing Authority: the Gangmasters Licensing Authority (GLA) licenses anybody who supplies workers or a labour service to agriculture, horticulture, forestry, shellfish gathering or the food and drink processing and packaging industries. If you are exploited in these sectors, contact the GLA which was set up to safeguard the welfare and interests of workers. More information: www.gla.gov.uk or phone 0845 602 5020.

Citizens Advice Bureau (see page 68)

ACAS: see www.acas.org.uk or phone the helpline on 08457 47 47 47

Your rights include:

Written statement: your employer must give you a written statement within two months of starting your job with details of your pay, hours, holidays and so on. **Make sure you understand it before you sign it.**

Pay slip: your employer must give you a pay slip for any wages. It should show how much you have been paid and what has been taken off for tax and national insurance contributions (see page 16).

National Minimum Wage: this is the minimum you should be paid for each hour that you work:

- Age 22 and over £5.52
- Age 18-21 £4.60
- Age 16-17 £3.40

There is a different minimum wage for agricultural workers.

Your employer can take off a maximum of £30.10 a week from your pay if they provide accommodation for you. If they provide transport to get you to work and back, they can take the cost from your pay. They cannot take the cost of meals or refreshments.

If your employer pays you less than the minimum wage, they are breaking the law.

For more information phone the minimum wage helpline on 0845 6000 678 or see www.dti.gov.uk

Working time rights: breaks, holidays, holiday pay, and a limit on the working week:

- The right not to work more than 48 hours a week
- Rest breaks of 20 minutes every 6 hours (more if you are under 18)
- Paid holidays of 4 weeks a year

Health and safety protection: your employer must make sure your workplace is safe and healthy.

Right to join a union: you cannot be discriminated against if you join a union.

Right not to be discriminated against: you must not be treated less favourably than other workers because of race, gender, disability, age, pregnancy, sexual orientation, religion or belief.

Phone the TUC Know Your Rights Line on 0870 600 4882 or the Scottish TUC on 0141 337 8100 for more information.

In-work benefits

If you are working and you get sick or become pregnant, you may be able to get sick pay or maternity pay. This depends on your circumstances and the national insurance contributions (NIC) you have paid.

If your wages are low, you may also be able to claim housing benefit, council tax benefit and working tax credits.

You need to be registered with the Worker Registration Scheme and to pay NIC to be eligible for these benefits.

Your local Jobcentre Plus/Jobcentre can give you more information about these and how to apply (see page 20/21).

Other state benefits

After you have worked in the UK for more than 12 months you are entitled to the same support as UK citizens. This includes state benefits such as Jobseekers Allowance if you are able to work but not employed and Income Support or Incapacity Benefit if you are not able to work.

Your local Jobcentre Plus or Social Security office can give you more information about welfare benefits and how to apply (see page 20/21 for your nearest office).

REMEMBER:

You should register with the Worker Registration Scheme (WRS) or if you are Bulgarian or Romanian, the Worker Accession Scheme. Although WRS registration costs £90, it means that you can work legally and you will have more rights and protection.

If you have been brought to Glasgow against your will or are being forced into work that is dangerous or you think is illegal contact the police.

Trouble with money issues? We're here to help - free.



If you are worried about debt, we can help advise you.

GAIN is a network of agencies which give advice on debt-related issues. Advice is free, impartial and confidential. Phone calls are free from land-lines and some mobile numbers.

**For more information call 0808 801 1011
or visit www.gain4u.org.uk**



Glasgow's Advice &
Information Network



Housing

1. Finding somewhere to stay

Your employer may have sorted out somewhere for you to stay. If not, there are various options:

Bed and breakfast: may be expensive but might do for a few days.

Hostels: such as Euro Hostel or Backpackers provide dormitory accommodation for around £14 a night.

You can get details of commercial hostels and bed and breakfasts from Tourist Information at 11 George Square, G2 1DY
Tel: 0141 204 4400 Email: enquiries@seeglasgow.com or see on the internet at www.seeglasgow.com

Private rental: you can rent from a private landlord. Rents vary across the city but expect to pay around £200-£250 a month plus bills for a single room in a shared flat to £550 upwards for a three bedroom flat. You can find details of houses to let in the Evening Times newspaper on Tuesdays, lettings and estate agents and in local shop windows.

Social housing: rented from Glasgow Housing Association or other Housing Association (Registered Social Landlord) or Housing Cooperatives. These provide affordable housing. You will need to complete an application form before you can go on a housing association waiting list (you may have to wait some time depending on what you are looking for). You can get a list of all housing associations in Glasgow from the Scottish Federation of Housing Associations on the internet at www.sfha.co.uk or phone on 0141 332 8113.

Buying: you can buy your own house. Prices vary across the city. You should take advice before borrowing money (mortgage) and buying a house.

If you are homeless

In certain circumstances, Glasgow City Council will help you find a place to live. If you have been working in the UK for more than 12 months you may be eligible for help in getting a place to live. If you have not been working for more than 12 months, you may still be eligible for help if you are registered under the Worker Registration Scheme and are working for the employer named on your registration certificate. For information and advice phone FREE on 0800 838 502 (24 hours) or go to the Hamish Allan Centre at 180 Centre Street or your local Community Casework Team.

Private rental

Most incoming workers rent privately. A few points about renting are:

1. The landlord should be **registered**. This means that the landlord is 'fit and proper' and complies with certain standards. You can check whether a landlord is registered on 0800 027 0414 or online at www.landlordregistrationscotland.gov.uk
2. The landlord must have a **House in Multiple Occupation (HMO)** licence if the house has at least three unrelated people living in the house who share a toilet, bathroom or kitchen. You can check whether a landlord has an HMO licence by phoning Glasgow City Council on 0141 287 4535.
3. You should get a **tenancy agreement** from your landlord. This is a contract which you both sign and which sets out what is expected of you and the landlord. **Make sure you understand this before you sign it.** If you are not sure about it, get advice from any of the organisations listed at the end of this section.
4. The tenancy agreement will say what is included in the rent, such as furniture. It is **not** likely to include the cost of heating, lighting or telephone. It will also say how many people can stay in the house and if pets are allowed.
5. You must do what it says in the tenancy agreement. For example, you should not have more people living in your house than stated. If you break the tenancy agreement, your landlord may have you put out.
6. The landlord must also do what it says in the tenancy agreement.

7. As a tenant, you have both rights and responsibilities. For example, the landlord must keep the house wind and watertight and it should be fit for living in before you move into it. It is up to the landlord to carry out major repairs. But it is up to you to keep the house clean and in good order. This includes the area around the house (see page 33).
8. If your landlord fails to repair or maintain your house despite your requests, you should contact the Private Rented Housing Panel for advice: 140 West Campbell Street, G2 4TZ. Tel: 0141 572 1170.
9. If you are a tenant, your landlord cannot simply put you out. You are protected by law. This varies depending on the kind of tenancy you have and your circumstances. It is important to **get advice** if there are any problems with your landlord or you are threatened with eviction. You can contact any of the organisations listed in this section.

Paying rent

You may need to pay a **deposit**: a holding deposit which you pay when you agree to take on a property; and/or a security deposit to cover any damage or loss. Check the condition of the house and the list of contents **before you pay anything or move in**. A deposit is normally about one month's rent and must be no more than 2 months' rent. The landlord should repay you in full when you leave as long as the house is in the same condition as you found it when you moved in and there are no unpaid bills.

You must pay Council Tax as well as rent (see page 35).

Advice and information

For free advice and information about housing, contact your nearest Social Work Services Community Casework Team (see page 31), Shelter or Citizen's Advice Bureau. Ask if you need an interpreter.

Glasgow City Council has produced a useful housing guide, Housing Options, which is on the internet at www.glasgow.gov.uk/housingoptions

Shelter Housing Aid Centre

First Floor Suite 2, Breckenridge House
274 Sauchiehall Street, G2 3EH
Tel: 0844 8935560
www.shelter.org.uk

For urgent advice phone Shelterline:
0808 800 4444 (free number 24 hours)

Glasgow Central Citizens Advice Bureau

88 Bell Street, G1 1LQ
Tel: 0141 552 5556
www.adviceguide.org.uk

Citizens Advice Direct:

Telephone advice: 0870 290 3000



Social Work Services

Community Casework Team West

52/54 Dunkenny Square
Drumchapel, G15 8NB
Tel: 0141 287 3158

Community Casework Team North West

35 Church Street, G11 5JT
Tel: 0141 276 3184

Community Casework Team North

30 Mansion Street, G22 5SZ
Tel: 0141 276 6169

Community Casework Team East

33 Burnmouth Road, G33 4ST
Tel: 0141 276 6153

Community Casework Team North East

33 Burnmouth Road, G33 4ST
Tel: 0141 276 6153

Community Casework Team South East

1st Floor, TwoMax Building
187 Old Rutherglen Road, G5 0RE
Tel: 0141 276 8201

Community Casework Team South

1st Floor, TwoMax Building
187 Old Rutherglen Road, G5 0RE
Tel: 0141 276 8201

Community Casework Team Greater Pollok

27 Brockburn Road
Pollok, G53 5BG
Tel: 0141 287 1588

Community Casework Team South West

299/301 Shieldhall Road
Govan, G51 4HB
Tel: 0141 880 9936

Housing

2. Living in a Community

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

There are a few basic rules about this:

Looking after your home

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

You should not use your home as a workshop or for storing, for example electrical equipment.

Overcrowding

There should be no more than 2 people for each room in your home. So if your house has 3 rooms, no more than 6 people should live there. (One adult is the same as 2 children under 10.) If you overcrowd your house, it causes problems with safety and with neighbours. Also, overcrowding probably breaks the agreement you have with your landlord and you may be evicted.

Living in a flat

While you are living in Glasgow you are likely to stay in a tenement flat. Tenement living works best if you are considerate towards the people living in the other flats around you.

Stair cleaning: it is up to you to clean the common stairs, not the owner of the flat. You must take your turn in keeping the stairs and landing clean.

Noise: noise travels so you should be quiet between 11 at night and 9 in the morning and be considerate at other times, particularly on Sundays. Keep music low, especially at these times, as loud music often causes problems with neighbours.

Water: be careful about leaks, overflowing sinks and baths as water may go through your floor into the flat below you and cause a lot of damage.

Backcourt: The area out the back is space for children to play and for drying your washing on the clotheslines. You must keep this area clean and safe for children. This is up to you and not the owner of the building.

Rubbish

The council collects household rubbish once a week.

There are many problems with rubbish.

You must put your rubbish **only in the bins provided.**

You must not leave rubbish anywhere else.

You must put the lid back on the bin after use.

If your rubbish does not fit in the bin, **contact the council.**

Do not take waste from other bins.

Do not let children play near or take waste from bins.

Old furniture and big items

The council will collect items that are too big for the bins and old furniture, such as beds, once a week. Phone 0141 287 9700 to find out what day this is for your area.

Put this on the street on the **collection day.** Do not put this on the street on any other day. There are no rubbish collections on public holidays.

Phone 0141 287 9700 if you need a **fridge** taken away as they are dealt with separately.

Sanitation

It is against the law to urinate or defecate outside in closes, backcourts and on the street.

If there are cockroaches in your property you must get rid of them because they are bad for health. For information on how to get rid of cockroaches contact the Environmental Services Access Centre (see page 34).



On the street

It is not against the law to gather on the street in large numbers. But, be aware that people may be frightened when they see large groups on street corners. This may cause problems in your area.

Street begging is not tolerated and may result, in certain circumstances, in being arrested by the police.

Further information

Phone the Environmental Protection Services Access Centre on 0141 287 9700 or see online at www.glasgow.gov.uk (environmental protection service).

Housing

3. Council Tax

If you own or rent a house you have to pay council tax. This is a local tax for services such as schools, libraries, street lighting and water.

How much you pay

The amount you pay depends on how much your home is worth.

Who pays

Most people over 18 have to pay council tax. There are discounts, for example if you live alone. Phone the Council Tax Enquiry Line for details: 0845 600 8040 or see www.glasgow.gov.uk

How you pay

You pay monthly. There are many ways to pay. You can pay online, in local council collection offices and at paypoints in shops and supermarkets. If you have a bank account, it can be taken from this by direct debit.

If you cannot afford to pay

If you qualify for welfare benefits or you are on a low income, you may be able to claim a rebate on your tax. Phone the Council Tax Enquiry Line for details.

If you are getting into arrears

It is important to make regular payments towards your council tax bill. If you do not, you could face a penalty of an extra 10% and, eventually, court action.

If you are not able to pay your council tax, let the council know. The sooner they know, the sooner they can help sort things out so that you do not get into debt.

More information

The Council Tax Office
45 John Street, G1 1JE

Council Tax Enquiry Line: 0845 600 8040
Email: counciltax@fs.glasgow.gov.uk

www.glasgow.gov.uk

This page tells you how to prevent fire in your home and what to do if there is a fire. Read it carefully. Make sure that **everyone in your home knows what to do if there is a fire.**

Preventing fire

Strathclyde Fire and Rescue offers FREE home fire safety visits. They will visit you and tell you how safe your home is. They will give you information and advice, and if necessary, fit a 10-year smoke detector for FREE. To book a visit phone free on 0800 0731 999.

Cigarettes and fire

Smoking is the main cause of death from house fires. In Glasgow last year, eight people died in fires, mainly caused by cigarettes. So:

- Take care with your matches and lighters
- Take care when putting out your cigarettes
- Take care to empty your ashtrays
- Take extra care when tired or have been drinking
- Make sure your smoke alarms are working

Smoke alarms

There should be at least one smoke alarm on each level of your home. In some houses these are mains powered. But most use long-life batteries. Check once a week, by pressing the test button. Change the batteries once a year. If you need a new smoke alarm, phone free on 0800 0731 999 for a home fire safety visit.

Living in flats

Your building has been designed and built with fire safety in mind. The walls and doors between flats are made to resist fire and stop the spread of smoke. Make sure you:

- Keep the stairs and corridors of your building free of belongings or rubbish
- Keep escape routes clear

If your smoke alarm goes off or you discover a fire:

Tell everyone who is in your home and get them out as quickly as possible.

Close the door.

Once outside, phone 999 from any phone and ask for the Fire Service. Tell them the address where the fire is.

GET OUT, GET THE FIRE SERVICE OUT, STAY OUT!

If you are in a high rise flat:

- Do **not** leave your house by the balcony unless it is a proper escape route
- Do **not** use the lift – use the stairs
- Phone 999 and ask for the Fire Service. Give your address and the floor level the fire is on.

If the fire is in another flat:

If there is no fire or smoke in your house, stay in your own home. Get to a window so you are seen.

If your house is affected by heat or smoke, leave by a safe route. There should be signs on each floor of a high rise flat.

- Do **not** use the lift - use the stairs.
- Phone 999 and ask for the Fire Service. Tell them where the fire is.

Further Information:

www.strathclydefire.org

www.dontgivefireahome.com

Housing

5. Gas Safety

If you rent your home, your landlord must ensure that:

- All gas appliances, fittings and flues are safe
- An annual check is done by a CORGI (Council for Registered Gas Installers) engineer
- You get a copy of the safety check record

If you are concerned that any gas appliances are not safe or fitted properly contact CORGI.

You can get more details at www.trustcorgi.com or phone 0800 915 0485

Gas Emergency

If you smell gas, or think there might be a leak of gas or carbon monoxide you should **at once**:

- Turn off the gas supply at the meter
- Put out naked flames
- Open doors and windows
- Seek medical advice (if someone is exposed to carbon monoxide)
- If necessary phone emergency services: police, fire, ambulance

Do not switch anything electrical on or off as this can cause a spark.

Phone the Gas Emergency number free on: 0800 111 999



MERCHANT CITY

Health

The National Health Service (NHS) provides health services. You get most health services through a family doctor (called a General Practitioner or GP). **Register with a GP as soon as possible – don't wait until you are ill or there is a problem.**

If you are not registered and become seriously ill, go to the nearest hospital with an Accident and Emergency department.

All NHS **medical** treatment is free. Your GP may charge for health checks for employers or insurance companies, private health certificates, certificates for travelling abroad and some travel vaccinations. You may have to pay towards the cost of medicines (see page 43). You may have to pay towards the cost of teeth or eye care (see page 44).

Registering with a GP

You should register with a GP near where you live. You can get a list of GPs at your library or on the internet at www.show.scot.nhs.uk. You can also ask friends or neighbours about local GPs.

Go to the doctor's surgery and ask to be put on the list of patients. There is no cost for this. You can ask for a woman GP.

A GP can refuse to take you on if they have no space on their list. If you are having difficulty getting a GP, phone the Practitioner Services Department on 0141 211 0676.

When you register, the GP will tell you what documents they need to confirm your status in the UK. For example, if you are a European Economic Authority (EEA) National planning to stay permanently in the UK, the GP may ask to see documents such as council tax receipts to show your intention to stay. If you only intend to stay in the UK for a short while you may need to show a European Health Insurance Card.

As an EEA National you (and your wife/husband/civil partner and children) are entitled to the same treatment as all UK citizens. If you are in the UK temporarily, the treatment will take into account the nature of the care and the length of time you expect to stay in the UK. The GP can give you more details.

Getting medical treatment

Phone your GP for an appointment. Most GPs see people **by appointment only**. You will be given a time to see the GP. This appointment is for **one person** only. It is important to keep this appointment and to **let the GP know** if you cannot attend.

The GP will link you in with most other health services including maternity, physiotherapy and mental health services as well as hospital treatment but not teeth or eye care.

Outside normal opening hours

All GPs have arrangements to help patients outside normal hours. If you or someone you care for is ill and you think it can't wait until your GP surgery is open, phone the GP surgery for information on how to get treatment. You can also phone NHS 24 on 08454 24 24 24.

NHS 24 also gives general health information. Find out more on the internet at www.nhs24.co.uk

Minor accidents

For minor accidents you should go the nearest hospital with an Accident and Emergency department.

Emergencies

If it's an emergency, for example someone is bleeding heavily or has stopped breathing, phone 999 and say you need an ambulance. Give your name and tell them the address to come to.

Your children

The NHS provides healthcare for all children and young people. They will also get regular checks at school. If you have children, **you must register them** with the GP.

Immunisation against infectious disease

Children in the UK are usually immunised to protect them from measles, mumps, rubella (German measles), polio, diphtheria, tetanus and meningitis. They may also be tested for TB. These diseases can be very serious **so it is very important** to check with your GP, health visitor or school nurse to see if your child needs immunised.

Contraception and sexual health

The NHS in Glasgow provides sexual and reproductive health services through the **Sandyford Initiative**. This also provides counselling, information and specialist services. All services are free of charge, and you do not need to be referred by your GP. The Sandyford Initiative runs clinics across Glasgow. Phone for details.

The Sandyford Initiative

2-6 Sandyford Place
Sauchiehall Street
G3 7NB
Tel: 0141 211 8130

You can buy condoms in supermarkets, garages, public toilets and pharmacies.

Pharmacy/chemist

If you need medicine, the GP will give you a form called a **prescription**, which you need to take to a chemist (**pharmacy**). There may be a pharmacy at the GP surgery. If not, there will be pharmacy near where you stay.

Pharmacists can also give you advice and sell non-prescription medicines for minor problems. The price of these medicines varies.

Cost of medicine/prescription

There is a charge for prescriptions (£5 for each item at April 2008). Children, pregnant women, elderly people and those on welfare benefits or low incomes do not pay this charge.

If you need regular prescriptions it may be worth getting a **prepayment certificate** from your pharmacy. This costs £17 for 4 months and £48 for 12 months.

For more information about prescription charges get leaflet HC11 from any pharmacy or post office.

Dentists (teeth)

You should register with a local dentist. You can get a list of local dentists from your library or health centre or ask friends and neighbours. You can register with a NHS dentist or a private dentist (if private, you pay all dental costs). If you have any difficulty registering with a dentist, phone 0141 427 8232.

The government sets NHS dental charges once a year. A dental check up is free. After that you pay 80% of treatment costs up to a maximum of £384 for any one course of treatment. The following people get free NHS treatment:

- Under 18 years
- Under 19 years but in full-time education
- Pregnant women or with a child under 12 months
- Adults who get Pension Guarantee Credit or benefits such as Income Support or Jobseekers Allowance

People on low income (including elderly and students) can apply for help with dental costs by completing HC1 form. You can get this from your dentist or post office.

If it is an emergency or you are in pain, contact your dentist. If you do not have a dentist contact the Dental Hospital, 378 Sauchiehall Street. Tel: 0141 232 6323. This is a fee-paying service and you need to book an appointment. Phones are answered from 9am-12.45pm and 1.30-5pm on weekdays.

Eye care

You can go to any optician for an eye test. If you are entitled to free NHS treatment, the eye test is free. You will need to pay some or all of the cost of glasses. The optician will tell you about costs and any documents you need. If the eye test shows up a medical problem with your eyes, the optician will refer you to your GP.

Any other health issues

If you or someone you care for needs any special help or treatment because of disability, a health issue or other special need, contact your GP. The GP will tell you about any help you can get.

Interpreting

If you do not speak much English, tell the receptionist at the GP surgery or other health service. They can provide an interpreter and may be able to give information in your own language.

Complaints

If you are unhappy about a service, you have a right to complain. Ask to see the complaints procedure, which will tell you how to go about making a complaint.

Help and information

If you need any help to fill in any medical or other forms please contact the Citizen's Advice Bureau (see page 68).

For more information phone the NHS Scotland free helpline on 0800 22 44 88 and see on the internet at www.show.scot.nhs.uk and www.adviceguide.org.uk/scotland



Services for Women

Advice and support

If you want to speak to a woman about anything that is worrying you, there are many services which can help. These services are free. They will not tell anyone else that you have contacted them. Young women under 18 and children get priority help if they are at risk of serious harm. All the services listed below can put you in touch with others for specialist help. Tell them if you need an interpreter and if you would like the interpreter to be a woman.

Maternity services

If you are pregnant, make an appointment with your GP. The GP will put you in touch with maternity services.

If the pregnancy is unwanted, you can speak to your GP or contact the **Sandyford Initiative** on 0141 211 8130. You can contact the Sandyford Initiative without going through your GP.

Sexual and reproductive health services

The **Sandyford Initiative**, 4 Sandyford Place, Sauchiehall Street provides family planning clinics and sexual health services and runs clinics and drop-ins across the city. It also provides counselling, information and a range of specialist services such as testing for sexual infections. You can find out more by phoning 0141 211 8130 or see on the internet at www.sandyford.org.

You can contact the Sandyford Initiative without going through your GP.

Rape and sexual assault

If you have been raped or sexually assaulted, phone the **Rape Crisis Centre**, the **Rape Crisis Scotland National Helpline**, **Archway** or the police.

Rape Crisis Centre

Tel: 0141 552 3200

info@rapecrisiscentre-glasgow.co.uk

www.rapecrisiscentre-glasgow.co.uk

Rape Crisis Scotland National Helpline:

08088 01 03 02 (daily 6pm-midnight)

Archway provides forensic services and support for women, men and adolescents aged 13 and over who have been raped or sexually assaulted within the past 7 days. It is open 24 hours, 7 days a week. You can contact Archway through any police station in Glasgow or by phoning 0141 211 8175. See also online at www.archwayglasgow.com

2-6 Sandyford Place
Glasgow
G3 7NB

Domestic abuse

If your husband/partner or someone else in your home is abusing or frightening you, contact **Glasgow Women's Aid** or the **Domestic Abuse Helpline**. They can give you advice and tell you about help available. You can also contact your local police station. They have specialist officers who can help you.

Domestic Abuse Helpline (any time) Tel: 0800 027 1235 (free number)

Glasgow Women's Aid

30 Bell Street
G1 1LG
Tel: 0141 553 2022

Prostitution

Women often get involved in prostitution because they have no other way of getting the money they need, for example to pay off debts from travel costs to the UK or pay for housing or living expenses.

It is illegal to prostitute in the street or to run or work in a brothel. If you do this, you risk being arrested and charged by the police.

Some women are forced or tricked into prostitution by another person. It is a serious crime to make a woman prostitute herself or to live off her earnings. If this is happening to you contact the police (see page 59).

If you need to speak to someone about what is happening to you, contact **Base 75**. They will not judge you or give your name to anyone else. They can give you advice, healthcare and support, and can help you get out of prostitution.

Base 75

75 Robertson Street

G2 8QD

Tel: 0141 204 3712

Under 18s

If someone under 18 is being exploited by not being paid or being forced into prostitution, the local social work office can assist. Phone 0141 287 2000 for information about the local social work office.

Returning home

If you were forced to come to the UK or came here thinking you had a job and have found that there is no work for you, the IOM International Organization for Migration may be able to give you information about returning to your own country. You can also contact your own embassy.

IOM International Organization for Migration

38 Queen Street

G1 3DX

Tel: 0800 783 2332 (free number)

www.iomlondon.org



Children and Young People

By law, parents must look after a child's health and welfare. In Scotland, a child is anyone under 16 years of age.

You should not leave a child on their own, even for a short period of time. If you need to leave your child, you must make sure that someone else is looking after them while you are away.

It is illegal to hit, harm or injure a child.

For advice or information about anything to do with your children or family, speak to a health visitor (through your GP - see page 41), your child's school or a social worker. You can get details of your nearest social work office on 0141 287 2000 (see also page 31).

You can also phone this number to contact social work **community development** staff in each area. They can tell you about local support groups for you and your family and activities such as language groups for older teenagers.

Childcare

If you need help with childcare while you work, there are various options. You will need to look around to see what suits you and your child best. Costs vary. All of the following are regulated and inspected by the Care Commission www.carecommission.com (unless they operate for less than two hours). It is not advisable to use childcare services which are not registered.

1. Childminders

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

2. Nurseries

Nurseries are run by a team of staff. Some nurseries work in partnership with the local authority to provide free, part-time pre-school education places for children aged 3 and 4.

3. Playgroups

Playgroups provide play and education sessions. Some playgroups work in partnership with the local authority to provide free, part-time pre-school education places for children aged 3 and 4.

4. Out of School Clubs

Out of school clubs are for school-age children and run before and after the school day. They are usually based in or near schools.

Contact the **Glasgow Childcare Information Service** for free, confidential information and guidance on registered childcare in your area:

Glasgow Childcare Information Service

Wheatley House

25 Cochrane Street

G1 1HL

Tel: 0141 287 5223

www.glasgow.gov.uk/en/Residents/GoingtoSchool/Nursery_Pre5/



School and Education

Glasgow City Council Education and Social Work Services is in charge of education for all children in Glasgow.

The UK provides **free** education for all children of school age (about 5-16). **By law**, school-age children have to go to school. So, you must enrol your children as soon as possible. Enrol your child by contacting the head teacher at your local school.

Children normally attend their nearest school but if you want your child to go to a different school, then you can ask for a 'placing request form' at your local school.

The same education is provided for boys and girls. Most classes are mixed, with boys and girls learning together.

If your child speaks little or no English they will be given support to integrate and feel part of their class.

If your child needs any extra help, for example if they have a learning or physical disability, they will be fully supported.

Pre-school

Children aged 3 and 4 get free pre-school education. This runs weekdays for either the morning or the afternoon. Phone the Pre-five Unit on 0141 287 5227 for information.

Primary school

Children start primary school in the year (between 1 March and 28 February) that they become 5. Children attend primary school for 7 years, from Primary 1 to Primary 7.

Secondary school

Children start secondary school in the year (between 1 March and 28 February) that they become 12. Children can leave school at 16. If they are 16 before the end of February then they can leave school at the Christmas holidays in the December before this. If they are 16 before the 30th September then they can leave school at the start of the summer holidays in June/July.

When the school day and year runs

Schools run from Monday to Friday, normally between 9am and 3pm (primary school) and 3.30pm (secondary school).

The school year starts in August and ends in June. There is a long holiday in the summer (7 weeks); 2 weeks in December (Christmas); 2 weeks in April and 1 week in October. There are also other holidays and in-service days (when teachers are trained). Your school will give you a list of these.

What children study at school

All children in Scotland study the 5-14 curriculum which sets out what children are expected to learn between the ages of 5 and 14 across various subjects. There are qualifications that children can achieve in secondary school so they can move onto college, university or work. Your school will give you more information about these.

Additional support needs

If your child has any additional support needs, the Education Department will discuss this with you. A child has additional support needs if they are unable to benefit from school education without additional support. For more information contact the Additional Support for Learning team on 0141 287 4255.

School meals

All primary schools provide lunches. Lunches cost £1.15. In secondary schools there is a choice of food at different prices. **Free** school lunches are available for children whose parents are on low incomes. Ask at the school office for details.

Most schools have breakfast clubs offering **free breakfast** for children from 8.15am.

Primary school children get a **free portion of fruit** each day.

School clothes

Most schools encourage children to wear a 'uniform'. This is likely to be very basic such as a shirt with the school badge. It may be possible to get a grant for school clothing for children whose parents are on low incomes. Ask at the school office for details.

Schools understand that because of religion or culture children may need to wear certain clothes or cover their arms/legs during sports or swimming. There are separate changing rooms for girls and boys.

Transport

Your child will get free travel to school if the local school is more than 1 mile from home (primary) or more than 2 miles from home (secondary). They will not get this if you choose to send your child to a school that is not local and is over 1 or 2 miles from home. Apply for travel passes to Education Headquarters on 0141 287 4701/4702/4703/4704.

Religion

There are non-denominational (non-religious) and Roman Catholic schools in Glasgow.

Children can opt out of any religious observance in school. You should tell the school if you want your child to opt out.

Please tell the school if you have any religious or cultural needs. You can take your child out of school for up to 3 days each year on recognised religious occasions for faiths other than Christianity.

Discipline

Schools encourage positive behaviour of children and reward good behaviour. There is no physical punishment of children. Children may be given written exercises, or privileges (such as play time) may be taken away for 'bad' behaviour. Schools will talk to parents if there is any concern about a child's behaviour.

Parents in schools

Parents are made welcome in schools. Parents' nights are held once or twice a year. This gives parents the chance to meet their child's teacher(s) and find out how they are getting on. Parents are given a written report about their child's progress once a year. If you cannot read English, the school can arrange an interpreter to go through the report.

Parents can be involved in schools in many ways. Ask at your school for details.

Interpreters

Schools can arrange for an interpreter to help at meetings with teachers. Please tell your school if you would like to speak to a teacher and need an interpreter.

Health

Every school has a nurse who carries out medical checks such as eyesight and hearing. Children are also immunised against serious infectious diseases. You will get a letter explaining about health checks and will be asked to give your permission for these.

Racial harassment and bullying

All schools have racial harassment and anti-bullying policies and take this very seriously. If you or your child are unhappy about something that is happening at school, please tell the school.

Contact Education Headquarters

Wheatley House, 25 Cochrane Street, G1 1HL

Phone: 0141 287 5384/4929

Email: education@glasgow.gov.uk

www.glasgow.gov.uk/education

Further or Higher Education

After they leave school, your children may want to carry on with their education at college or university. Your school will explain the options. Check with the library or on the internet for a list of universities and colleges in Glasgow.

You may also want to study at college or university. Colleges and universities offer a wide range of courses (see page 13 for details of colleges in and around Glasgow). Funding and other support for study may be available.

The Open University in Scotland has a useful pack *Diverse Routes into Higher Education*: www.diverseroutes.co.uk

Informal education

There are classes and activities for all age groups in many different subjects. Check with your library or contact social work **community development** staff in your area (0141 429 8000).



Your Safety

It is important that everyone in Glasgow lives and works together safely.

1. The Police and Crime

The police in Glasgow are part of Strathclyde Police. There are police offices covering all areas of Glasgow (see page 60).

The police are not a military organisation and are not part of the armed forces. Their job is to help make sure that Glasgow is a safe place to live, work and visit.

Tell the police if you are worried about your own or your family's safety.

The police have officers who are specially trained to help you if you have been abused or exploited in any way. You can ask to speak to a male or female officer.

Ask if you need an interpreter. The police can provide face-to-face and telephone interpreting.

Contact the police

Phone 0141 532 2000 or go to any police office.

How to report a crime

If you see or are the victim of a crime:

- If it is an emergency, phone 999 from any phone and ask for the police.
- Report the crime to the police by phone on 0141 532 2000 or by going to the nearest police office.
- If it is a racist or homophobic crime you can report the crime, in confidence, to another organisation rather than the police. This is called **Remote Reporting**. For more details and a list of the organisations involved see www.strathclyde.police.uk

Safety at home

Strathclyde Police have a leaflet called 'Staying Safe' which gives advice on personal safety and safety at home. It is in various languages. You can get it at police offices or on the internet at www.strathclyde.police.uk

Police Offices

Glasgow City Centre:	50 Stewart Street, G4 0HY
Anderston:	945 Argyle Street, G3 8JG
Glasgow West End:	609-611 Dumbarton Road, G11 6HY
Garscadden:	2301 Great Western Road, G15 6RT
Maryhill:	1380 Maryhill Road, G20 9TX
Drumchapel:	300 Kinfauns Drive, G15 7HA
Saracen:	104 Barloch Street, G22 5BY
London Road:	85 London Road, G40 3RX
Baillieston:	24-26 Main Street, Baillieston, G69 6SL
Shettleston:	1051 Shettleston Road, G32 7PE
Baird Street:	6 Baird Street, G4 0EX
Springburn:	755 Hawthorn Street, G22 6AY
Easterhouse:	1 Bogbain Road, G34 9DU
Govan:	923 Helen Street, G52 1EE
Pollok:	3 Brockburn Crescent, G53 5AF
Giffnock:	Braidholm Road, G46 6HA
Cathcart:	744 Aikenhead Road, G42 0NS
Castlemilk:	Dougrie Road, G45 9NH
Gorbals:	383 Cumberland Street, G5 0ST
Pollokshaws:	217 Shawbridge Street, G43 1QN
Craigie:	86 Craigie Street, G42 8NA

2. Driving

What you need to know about driving in the UK:

1. To drive a motor vehicle in the UK, you must be at least 17 years old

It is an offence to drive a motor vehicle without a valid driving licence or permit. Depending on which country you are from, you may be able to drive a motor vehicle for 12 months from the date you first entered the UK, providing you hold a full driving licence issued in your own country. Check the details at www.dvla.gov.uk or get a leaflet from your local post office.

Before the end of the 12-month period, you must apply for a provisional driving licence, which will allow you to continue to drive in the UK as long as:

- You are supervised by a person over 21 who has held a full UK driving licence for at least three years
- You display red 'L' plates on the front and back of the vehicle to show you are a learner
- You do not drive on a motorway
- You do not pull a trailer of any description behind your vehicle
- You produce your driving licence to a police officer when asked. If you cannot do this immediately, you must produce it as soon as possible or within seven days at a police office. Failure to do so is an offence.

2. You must have insurance

Every person who drives a vehicle on the road must, by law, be covered by insurance for 'third party risks'. Insurance protects you financially if you are involved in a traffic accident. The insurance company will deal with any claims made against you.

3. Your vehicle must have a test certificate

Every vehicle, which is 3 or more years old must be examined by an authorised vehicle examiner and issued with a test certificate (MOT certificate) which is valid for 12 months. The certificate must be renewed every 12 months and can only be issued by authorised garages.

4. You must have a tax disc

If you own a car, you must register it with the Driver and Vehicle Licensing Agency (DVLA). You must buy a tax disc for your car for either 6 or 12 months. This must be displayed on the front windscreen of your vehicle. You can buy a tax disc at the post office.

5. You must always wear seat belts

By law, the driver and all passengers must wear seatbelts or use the correct child restraint. Every child up to 135cms in height or age 12 (whichever comes first) must use a child restraint. Drivers must not carry children as passengers just in seatbelts. Rear facing baby seats must not be used in a seat protected by a front air bag unless the air bag has been deactivated.

6. You must not drive under the influence of alcohol or drugs

It is an offence to drive a motor vehicle when the level of alcohol in your breath, blood or urine exceeds the legal limit. There is no safe guide to how much you can drink and stay under the legal limit. The best advice is: **do not drink and drive.**

7. You should know the rules of the road

The Department of Transport publishes the Highway Code which sets out the rules of the road. Many of the rules are legal requirements so it is an offence to break them. You can buy a copy of the code in bookshops, newsagents and petrol stations or see online at www.direct.gov.uk

Driving without a driving licence or insurance certificate, or in a vehicle without a tax disc or an MOT certificate is an offence.

Further information

See www.dvla.gov.uk or phone on 0870 850 0007 or visit the DVLA office at 46 West Campbell Street, G2 6TT.



STRATHCLYDE
POLICE

STAYING SAFE

Personal safety advice for you
and your family

Libraries

There are many libraries in Glasgow. Library services are **free**. You can use the library to find out about your local area, read the newspapers, use a computer and the internet or borrow books, CDs and DVDs. Many libraries have books and magazines in languages other than English. All libraries have special books and areas for children. If you live, work or study in Glasgow go to your nearest library to join. To find your nearest library see www.glasgow.gov.uk or phone 0141 287 2999.

ANNIESLAND

833 Crow Road, G13 1LE
Tel: 0141 954 5687

BAILLIESTON

141 Main Street, G69 6AA
Tel: 0141 771 2433

BARMULLOCH

46 Wallacewell Quadrant, G21 3PX
Tel: 0141 558 1772

BRIDGETON

23 Landressy Street, G40 1BP
Tel: 0141 554 0217

CARDONALD

1113 Mossspark Drive, G52 3BU
Tel: 0141 882 1381

CASTLEMILK

100 Castlemilk Drive, G45 9TN
Tel: 0141 634 2066

COUPER INSTITUTE

84 Clarkston Road, G44 3DA
Tel: 0141 637 1544

CRANHILL BEACON

200 Bellrock Street, G33 3LZ
Tel: 0141 774 3736

DENNISTOUN

2a Craigpark, G31 2NA
Tel: 0141 554 0055

DRUMCHAPEL

65 Hecla Avenue, G15 8LX
Tel: 0141 944 5698

ELDER PARK

228a Langlands Road, G51 3TZ
Tel: 0141 445 1047

GORBALS

180 Crown Street, G5 9XD
Tel: 0141 429 0949

GOVANHILL

170 Langside Road, G42 7JU
Tel: 0141 423 0335

HILLHEAD

348 Byres Road, G12 8AP
Tel: 0141 339 7223

IBROX

1 Midlock Street, G51 1SL
Tel: 0141 427 5831

KNIGHTSWOOD

27 Dunterlie Avenue, G13 3BB
Tel: 0141 959 2041

LANGSIDE

2 Sinclair Drive, G42 9QE
Tel: 0141 632 0810

LIBRARY AT THE BRIDGE

1000 Westerhouse Road,
Easterhouse, G34 9JW
Tel: 0141 276 9712

LIBRARY AT GOMA

Gallery of Modern Art
Queen Street, G1 3HA
Tel: 0141 248 0143

MARYHILL

1508 Maryhill Road, G20 9AD
Tel: 0141 946 2348

MILTON

163 Ronaldsay Street, G22 7AP
Tel: 0141 772 1410

MITCHELL (LENDING LIBRARY)

Granville Street, G3 7DN
Tel: 0141 287 2872

PARKHEAD

64 Tollcross Road, G31 4XA
Tel: 0141 554 0198

PARTICK

305 Dumbarton Road, G11 6AB
Tel: 0141 339 1303

POLLOK

1066 Barrhead Road, G53 5AB
Tel: 0141 270 1826

POLLOKSHAWS

50/60 Shawbridge Street, G43 1RW
Tel: 0141 632 3544

POLLOKSHIELDS

30 Leslie Street, G41 2LF
Tel: 0141 423 1460

POSSILPARK

127 Allander Street, G22 5JJ
Tel: 0141 336 8110

RIDDRIE

1020 Cumbernauld Road, G33 2QS
Tel: 0141 770 4043

ROYSTON

67 Royston Road, G21 2QW
Tel: 0141 552 1657

SIGHTHILL

Fountainwell Square, G21 1RB
Tel: 0141 558 6910

SHETTLESTON

154 Wellshot Road, G32 7AX
Tel: 0141 778 1221

SPRINGBURN

Kay Street, G21 1JY
Tel: 0141 557 5878

WHITEINCH

Kay Street, G21 1JY
Tel: 0141 959 1376

WOODSIDE

343 St. George's Road, G3 6JQ
Tel: 0141 332 1808

Right to Stay in the UK

Once you have been working legally in the UK for 12 months without a break under the Worker Registration Scheme or the Accession Workers Scheme, you can apply for a **residence permit**. This gives you the right to live and work in the UK and the same rights to health, welfare and housing as UK citizens. Get application form EEA1 (registration certificate) from the Home Office Border and Immigration Authority Application Forms Unit on 0870 241 0645 or on the internet at www.bia.homeoffice.gov.uk.

After five years' permanent residence you can apply for indefinite leave to remain using form EEA3.

For information phone the **Immigration Enquiry Bureau** on 0870 606 7766.

Returning Home

If you were smuggled or trafficked into the UK and/or if you have no legal status in the UK you can contact the **IOM International Organization for Migration**. They may be able to give you information about returning safely. You can also contact your own embassy.

IOM International Organization for Migration

38 Queen Street

Glasgow

G1 3DX

Tel: 0800 783 2332 (free number)

www.iomlondon.org

Further Advice and Information

You can get free, confidential and independent advice from many organisations in Glasgow. We have included the organisations below because they work with people across the city and can tell you about other organisations in your area. They are all members of Glasgow's Advice and Information Network (GAIN).

GAIN Helpline: 0808 801 1011

www.gain4u.org.uk

Citizens Advice Direct Helpline: 0870 290 3000

www.citizensadvice.org.uk www.adviceguide.org.uk

Glasgow Central Citizens Advice Bureau

(ask for details of local CAB office)

1st Floor, 88 Bell Street,
G1 1LQ Tel: 0141 552 5556

www.adviceguide.org.uk

Law

Ethnic Minorities Law Centre, 41 St Vincent Place, G1 2ER

Tel: 0141 204 2888

www.emlc.org.uk

Legal Services Agency

Fleming House, 134 Renfrew Street, G3 6TS

Tel: 0141 353 3354

www.lsa.org.uk

Housing

Positive Action in Housing, 98 West George Street, G2 1PJ

Tel: 0141 353 2220

www.paih.org

Money

Social Work Money Advice Team

Nye Bevan House 2, 20 India St, G2 4PF

Tel: 0141 287 9761

Useful Website

Scottish Government welcome information:

www.scotlandistheplace.com



NOTES