



Welcome to Derby

an essential guide





Welcome to Derby

The Derby Community Safety Partnership has made every effort to make sure the information in this guide, which it has gathered from other organisations, is accurate at the time of publication. The information may change and is for guidance purposes only. Please contact the relevant organisation for more information.

The symbol ⚖️ indicates when legal information is given. This guide does not try to provide legal advice. If you need legal advice, please consult your own legal adviser.

This guide does not recommend any individual organisation.

“ a city where
people live
together and
respect
each other ”

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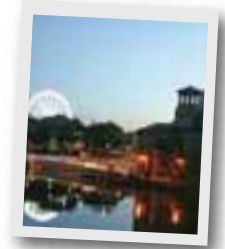
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About this guide

I'm delighted to introduce this welcome guide, which we hope features all the essential information you need to help you settle in, and make the most of, Derby.

We are committed to making sure Derby is a city where everyone feels a sense of belonging and where people from different backgrounds and ages get on well together. We hope that this guide goes some of the way to achieving this.

In producing this guide, we approached many public services and community organisations for information – we would like to thank them for their contributions. We would also like to thank the many individuals from our newly-arrived communities who have helped to shape the guide by giving us their views and ideas.

Finally, I would like to thank my colleagues in the Community Safety Partnership, especially the Community Cohesion Team, who worked on this guide.

Karen Johnson
Director, Derby Community Safety Partnership



Karen Johnson (front centre) with members of the Community Cohesion Team

About Derby

Derby is a city in the county of Derbyshire in the East Midlands of England.

Derby's origins can be traced back over 2,000 years to a Roman settlement called 'Derventio', close to what is now Strutt's Park, next to Darley Park.

By the ninth century it was known as 'Northworthy', but was settled by Norsemen from Denmark, who renamed it 'Deoraby' – meaning place of the deer, as the area was home to huge herds of deer at that time. The shortening of the word Deoraby to Derby gives us the name we know today.

During the 17th and 18th centuries, Derby enjoyed great acclaim for its contribution to arts and science, with the names Flamstead, Pickford, Whitehurst, Darwin and the now world-famous artist, Joseph Wright, based here. What is considered by many to be the world's first factory – the Silk Mill – was established by Sir Thomas Lombe in 1717.

As each new business has set up here, many new communities have arrived to provide the skills and labour needed for it to thrive. This has given Derby a wonderful diversity of cultures as people from Ireland, Asia, the Caribbean, Africa, Europe and the Middle East have made the city their home.

In 1977, the Queen's Silver Jubilee year, Derby was honoured with city status and its development has continued in the years since. As we entered the third millennium, Derby had a new university, new businesses arrived on Pride Park, and for the city centre, Westfield was opened in October 2007, followed by the new arts centre, QUAD, in the Market Place and the Riverlights development, including the new bus station. In 2010, Her Majesty The Queen formally opened The Royal Derby Hospital.



Our population is now just over a quarter of a million and there is good cause for optimism about our future.

As a new citizen of Derby, you can now contribute to, and benefit from, over 2,000 years of history, heritage and culture. Welcome to Derby.

Councillor Amar Nath
The Right Worshipful the Mayor of the City of Derby

2 Entering and staying in the UK

Entering and staying in the UK

Many European Union (EU) nationals have the right to enter and live in the UK. Nationals of the A8 and A2 countries that have recently joined the EU, and non-EU nationals, may have restricted rights to enter and live in the UK.

You can find out about rights at:

www.direct.gov.uk/en/governmentcitizensandrights/yourrightsandresponsibilities/index.htm

Immigration status and how it affects your rights can be complicated and you may need to talk to an independent immigration adviser. You can find your nearest immigration adviser by phoning Community Legal Advice on **0845 345 4 345** or by visiting **www.clsdirect.org.uk** for free, confidential and independent advice.

Locally, you can get advice from Derby Community Legal Advice Centre, Stuart House, Green Lane, Derby DE1 1RS, telephone **01332 295711**, visit: **www.communitylegaladvice.org.uk/derby**

Accession states - the A8 countries

'A8 countries' are:

- Czech Republic
- Estonia
- Hungary
- Latvia
- Lithuania
- Poland
- Slovakia
- Slovenia

Accession states - the A2 countries

'A2 countries' are:

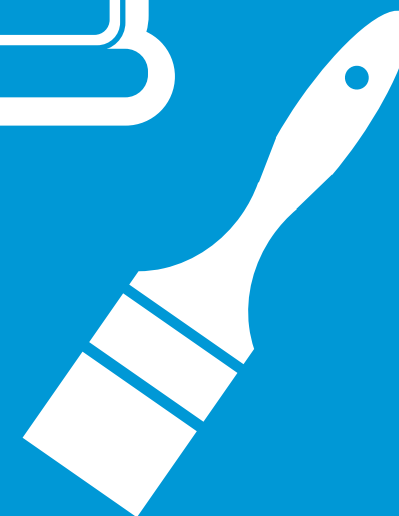
- Bulgaria
- Romania

Further information

Information is also available from the UK Border Agency at:

www.ind.homeoffice.gov.uk

3 Working



Getting a job



You must be legally entitled to work in the UK and have a valid National Insurance Number or be applying for one. See page 17 for more information.

Worker Registration Scheme

Many workers from overseas must register before they can work in the UK: visit www.workingintheuk.gov.uk for more information. Future entitlement to benefits may be affected if you do not register. Please telephone Derby Advice on **01332 256550** for more information about the Scheme.

Employment agencies

Employment agencies find jobs for workers who register with them. Companies pay the agency a fee to hire workers for them. Your contract of employment (see page 17) is likely to be with the agency rather than with the company where you work. You should still have an employment contract. You are entitled to holiday pay, rest breaks, the National Minimum Wage, and no unlawful deductions from wages. You are covered by health and safety and discrimination laws. You may be able to get sick pay (see page 20) and maternity pay (see page 58).

If you think the agency is treating you unfairly, telephone the Pay and Work Rights Helpline on **0800 917 2368** or see an employment adviser.

Work/labour providers

Work providers are sometimes called 'gangmasters'. They supply workers directly to employers. Work providers must be licensed and have to meet strict standards.

If you think you are being treated unfairly by a work/labour provider, you can contact the Gangmasters' Licensing Authority or you can find your nearest employment adviser by telephoning Community Legal Advice on **0845 345 4 345** or visit: www.clsdirect.org.uk

Further information

<http://ww2.defra.gov.uk>

www.labourproviders.org.uk

www.tuc.org.uk/tuc/rights_main.cfm

The Gangmasters' Licensing Authority produces a pocket-sized leaflet called 'Workers' Rights' that sets out the responsibilities of labour providers and of workers – visit: www.gla.gov.uk

Young people and work

Young people under 13 years of age may only work in special circumstances with the permission of the local authority. Between 13 and 16, they may perform only 'light work' such as a newspaper delivery round. When they reach 16, there is more choice in the jobs they can do.

You can find out more about rights of young people, including hours of employment and pay, online at:

www.direct.gov.uk/en/youngpeople/workandcareers/yourrightsandresponsibilitiesatwork/dg_066272

Further information

www.direct.gov.uk/en/diol1/doitonline

Jobcentre Plus

Jobcentre Plus is a Government organisation that can help you to look for a job. It has details of job vacancies and can give you information about organisations that can help you look for work, apply for jobs, prepare for job interviews and start your own business. It can also give you information on benefits. Whether or not you qualify for benefits will depend on a range of things.

Jobcentre Plus has three offices in Derby at:

- St Peter's Jobcentre, Gower Street, Derby DE1 1SB
- Normanton Road Jobcentre, 10 Normanton Road, Derby DE1 2GW
- Wardwick Jobcentre, 1-5 The Wardwick, Derby DE1 1HA

For Jobseeker Direct, telephone **0845 6060 234**.

You can get information about jobs, training and careers, and search for jobs at: www.direct.gov.uk/en/employment/jobseekers

Applying for a job

Employers will say how they want people to apply for jobs. This will usually be by sending in your work history, known as 'curriculum vitae' / 'CV' or by filling in an application form.

The next stage is usually a job interview at the workplace. You should expect to be asked to provide proof of your right to work in the UK.

You can get advice on how to write a CV by visiting:

www.careersadvice.direct.gov.uk/helpwithyourcareer/writetcv where you can find information about looking for work.

Further information

www.rose.nhs.uk has information for healthcare professionals.

www.direct.gov.uk/en/employment/jobseekers

Employment contracts

When you start work you should be given an employment contract within two months of starting work. This is an agreement between you and your employer. Your rights and responsibilities, and those of your employer, are called 'the terms of the contract'. The contract does not have to be in writing, but you are entitled to a written statement of the main terms.

For the meaning of employment contract terms, visit:

www.worksmart.org.uk/jargonbuster

Further information

www.direct.gov.uk/employment

www.adviceguide.org.uk/index/life/employment

www.worksmart.org.uk

<http://yourrights.org.uk/yourrights/rights-of-workers>

National Insurance

Most people in the UK pay National Insurance. This money is paid to the Government and contributes to state pensions, welfare benefits and the National Health Service.

To work, you need to have, or be applying for, a National Insurance Number. To apply for one, you can make an appointment at Jobcentre Plus directly or telephone Her Majesty's Revenues and Customs Registration Helpline on **0845 915 7006**.

If you are employed, your employer will deduct the National Insurance directly from your pay.

If you are self-employed, it is up to you to pay it directly to Her Majesty's Revenue & Customs - visit www.hmrc.gov.uk/selfemployed for more information or telephone **0845 3000 627** (Monday to Friday 8am to 8pm, Saturday 8am to 4pm).

Further information

www.dwp.gov.uk

Income Tax

Most people in the UK pay Income Tax. This is based on how much you earn. If you are employed, your employer will deduct the tax due from your pay every time you get paid. To make sure the right amount is deducted, you will need to be given a tax code. This will be found on your payslip.

If you are self-employed, it is up to you to pay Income Tax direct to Her Majesty's Revenue & Customs. If you are employed and your employer is not deducting tax or National Insurance from your pay, telephone Her Majesty's Revenue & Customs on **0845 3000 627** (Monday to Friday 8am to 8pm, Saturday 8am to 4pm).

Further information

www.hmrc.gov.uk/incometax

National Minimum Wage

Almost everyone who works in the UK is entitled to be paid the National Minimum Wage. The amount is set by the UK Government. Minimum wage rates vary according to the age of the worker. Your employer may pay you more.

If your employer pays you less than the National Minimum Wage, telephone the Pay and Work Rights Helpline on **0800 917 2368**. The information you give them will be confidential. They can help you to claim the National Minimum Wage as well as any pay your employer owes you.

Further information

www.adviceguide.org.uk/index/life/employment

www.direct.gov.uk/employment

www.hmrc.gov.uk

Payslips

You should receive your own written payslip from your employer on the day you are paid. This must show your pay before and after deductions (known as 'gross pay' and 'take-home or net pay').

Deductions from wages

Some employers may take some of your pay to cover travel or living expenses. They will need your written permission to do this. Deductions should be set out on your payslip. If you think there is a problem with deductions from your wages, you should see an employment adviser. You can also telephone the Pay and Work Rights Helpline on **0800 917 2368**.

Working times and holidays

If you are employed, your working hours should be set out in your employment contract. Normally, these are no more than 48 hours a week on average unless you agree to more.

You have a right to have at least 28 days' paid holiday (for full-time employment) every year - public and Bank Holidays can be included in this. Your employer may give you more paid holiday than this. You start building up holiday entitlement as soon as you start work. Your employer can control when you take your holiday, so you should tell your employer in advance when you would like to take your holiday. You get your normal pay when you are on holiday. When you leave a job, you are paid for any holiday you have not taken. During the day, you may be entitled to rest breaks: this should be set out in your contract.

Public and Bank Holidays in England take place in:

England & Wales	2010/2011	2011/2012
Summer Bank Holiday	- - -	29 August
Christmas Day	27 December*	26 December*
Boxing Day	28 December*	27 December*
New Year's Day	3 January*	2 January*
Good Friday	22 April	6 April
Easter Monday	25 April	9 April
Early May Bank Holiday	2 May	7 May
Spring Bank Holiday	30 May	4 June
Queen's Diamond Jubilee	- - -	5 June

*substitute day - when a public or bank holiday falls on a weekend.

Further information

www.dti.gov.uk/employment/bank-public-holidays/index.html

Sick pay

Your employment contract should state how much you will be paid if you are off work because you are ill. This is known as sick pay. You will be entitled to Statutory Sick Pay (SSP) if you are away from work for four days in a row or more and you meet the average weekly earnings rate - visit www.direct.gov.uk to find the current rate. Your employer may pay you more than Statutory Sick Pay.

Further information

www.worksmart.org.uk
www.gla.gov.uk

Health and safety at work



Both you and your employer are legally responsible for keeping you safe at work.

There are UK laws to promote health and safety in different kinds of workplaces and jobs. You may need to do special training and to wear suitable clothing for the job or the workplace. You may be held responsible if you do not follow the health and safety laws, which may be different to the ones in your home country.

Further information

www.derby.gov.uk/business/healthsafety
www.hse.gov.uk for general information

Harassment and discrimination at work



All employees are considered equal - no matter what their gender, age, sexual orientation, race or ethnic background, disability or religion.

Making derogatory remarks or behaving in an inappropriate way towards someone on the basis of any of these differences may be viewed as harassment and you could be prosecuted and given strong penalties by the courts.

If you feel that you are being harassed racially, sexually or in some other way, or that you have been treated unfairly, you should get advice.

Derby and Derbyshire Race and Equality Commission can give you advice about harassment and discrimination. Telephone **01332 372428**, mobile **07940 331194** or visit 31 Normanton Road, Derby DE1 2GJ.

Disability Direct Derby, which is based at 227 Normanton Road, Derby DE23 6UT, can help disabled people who are being harassed or discriminated against at work. Telephone **01332 299449**, ttypetalk **18001 01332 299449**, email info@disabilitydirect.com, minicom **01332 365885**.

You can find out more about unfair treatment at work at:

www.direct.gov.uk/en/employment/resolvingworkplacedisputes/discriminationatwork

Further information

Information on equality and discrimination can be found on the Equality and Human Rights Commission website at: www.equalityhumanrights.com

Acas (Advisory, Conciliation and Arbitration Service) aims to improve organisations and working life through better employment relations. Visit: www.acas.org.uk

The Legal Services Commission works in partnership with solicitors and organisations to help people each year access legal advice, information and help. Visit: www.legalservices.gov.uk

Trade unions

Trade unions are associations of workers that exist to support workers and protect their rights. Trade unions usually serve certain types of trade or industry. Employees in the UK have the right to join a trade union if they wish to do so. If your employer already has one or more unions serving the workforce, you can find out about joining by talking to the trade union officer (known as a 'shop steward'). Otherwise, you can find out what trade union covers your type of employment and how to contact them at: www.tuc.org.uk

Where to get employment advice

You can find out your nearest provider of employment advice through Community Legal Services by telephoning **0845 345 4345** or visit: **www.clsdirect.org.uk**. The advice provider will be able to tell you whether they can give you free advice. If you are a member of a trade union, contact the trade union for advice.

WorkSmart is a website providing information on all aspects of employment rights and explains employment law jargon. Visit: **www.worksmart.org.uk**

The Trades Union Congress website holds Know Your Rights leaflets in several languages. Visit: **www.tuc.org.uk/tuc/rights_main.cfm**

Further information

The Department for Business Enterprise and Regulatory Reform publishes leaflets for Polish and Lithuanian workers, called 'Working in the UK – Know your rights and how to get help and advice'. Visit: **www.dti.gov.uk**

Volunteering

You may want to give some of your free time to a good cause. This is known as volunteering. This could include helping older people, youth work, helping to improve the environment, and working with animals. If you have children, there are many ways in which you can help at their school. Being a volunteer can help to improve your language skills and to get work experience and references. Sometimes, volunteering can lead to getting paid work. The UK has many local opportunities for volunteering.

Community Action Derby is a registered charity that exists to support, develop, promote and represent voluntary and community organisations in Derby. For more information, visit: **www.communityactionderby.org.uk**

Further information

www.do-it.org.uk

Promotion and changing jobs

To progress in your job or to change jobs, you may need careers advice or further training. You can find advice on promotion and careers at: **www.worksmart.org.uk/career**

For information on jobs and courses, telephone Next Step for careers advice free on **0800 100 900** to talk to advisers who can speak various languages or visit: **www.careersadvice.direct.gov.uk**

Starting your own business

If you are thinking about starting your own business (being self-employed), there are organisations and services to help.

Business Link East Midlands provides access to all the information, advice and support needed to start and grow your business. The website **www.businesslink.gov.uk/eastmidlands** provides free access to a wide range of information, news and training initiatives to benefit you and your business.

For further information, contact Business Link on **0845 058 6644** or email: **info@businesslinkem.co.uk**

Starting a business may affect your immigration status, so it's best to talk to an independent immigration adviser before you start trading. You will also need to register as self-employed.

Contact Community Legal Advice on **0845 345 4345** to find your nearest provider of immigration advice.

Further information

www.hmrc.gov.uk/startingup or telephone the Newly Self-Employed Helpline on **0845 915 4515** (Monday to Friday 8am to 8pm, Saturday 8am to 4pm).

4 Somewhere to live



Renting a home

Many people in the UK rent their homes from private landlords. Homes to rent are advertised in local newspapers. Sometimes, landlords deal directly with tenants; others will deal with you through estate agents or a housing agency, also known as a 'lettings agency'.

You will usually have to pay money to the landlord (known as 'the deposit' or 'bond') as well as some rent in advance. This deposit or bond should be returned to you at the end of the tenancy.

Your landlord or the agency should give you a 'tenancy agreement' to sign. The tenancy agreement sets out the terms of the agreement between you and the landlord and your responsibilities. There are different types of tenancy and you will have different rights according to the type of tenancy. There may also be a list of items in the house; this is known as 'an inventory'. You should keep a copy of the tenancy and proof of all the rent payments you make.

If you have problems with noisy neighbours, telephone the Council on **01332 642020**. To report litter on your street or dogs roaming and fouling the area, telephone Derby City Council's Streetpride service on **0333 200 6981**; email **streetpride@derby.gov.uk** or report it online at: **www.derby.gov.uk/streetpride**

See page 89 for more information about anti-social behaviour and how to report it.

You may wish to buy household contents insurance to insure your possessions against theft or damage.

Where to get housing advice

Common problems with housing include landlords not providing tenancy agreements, landlords not returning deposits, too many people living in one house (known as 'overcrowding'), and landlords not carrying out repairs to the house.

Derby City Council's Housing Options Centre provides free advice for tenants if you have problems with your landlord or the tenancy agreement or think you may lose your home.

The Housing Options Centre also provides general housing advice and information on community care housing, domestic violence, housing standards, and advice about the Right to Buy Scheme.

Telephone **01332 256483** or visit Bio House, Derwent Street, Derby DE1 2ED.

The Housing Options Centre reception is open:

Monday	9am to 4.30pm
Wednesday	9am to 4.30pm
Thursday	12.30pm to 4.30pm
Friday	9am to 4pm

Council housing

Derby City Council runs the Derby Homefinder service to help people who are looking for housing provided by the Council or housing associations.

Contact the Council's Housing Options Centre on **01332 256483** to get a Derby Homefinder application form or find it online at:

www.derbyhomefinder.org

Because there is a limited number of Council/housing association properties available to rent and a high demand, the Council has to decide on people's housing needs from the information they give in their application.

The organisation that manages and maintains Council housing on behalf of Derby City Council is called Derby Homes: **www.derbyhomes.org**

Housing Benefit

People who pay rent and are on a low income and have limited savings may qualify for Housing Benefit to help pay their rent. Whether or not you qualify for it will depend on a range of things like your country of origin, your immigration status and if you are working. You can check if you qualify for Housing Benefit by telephoning the Council's Benefits Office on **01332 255122**; email: **enquiries.benefits@derby.gcsx.gov.uk**

Further information

www.direct.gov.uk/en/homeandcommunity gives information on renting.

If you are at risk of being homeless

Milestone House gives help and advice to homeless people who are 18 or over, single or part of a couple, with no dependants. To get hostel accommodation in Derby, you will need to visit Milestone House from 1pm to 4pm, Monday to Friday.

Milestone House, 93 Green Lane, Derby DE1 1RX.
Telephone: **01332 642150**

You can also contact Shelter, a national charity and provider of housing advice, by telephoning **0808 800 4444** or visit: **www.shelter.org.uk** It provides specialist housing advice. The website has housing advice for European Union nationals, including A8 and A2 nationals.

Council Tax

Council Tax is a local tax that pays for services such as the Police, Fire and Rescue Service, rubbish collection, road maintenance, libraries, and social services. It is collected by Derby City Council, which sends you a bill every year. You can pay Council Tax in instalments by certain dates.



Whether you own or rent a house, you are usually legally responsible for paying the Council Tax. If you do not pay, the Council may take legal action against you to recover the debt.

If you are the only adult living in the property, you can get a single person discount on your Council Tax. If you have a question about paying Council Tax, telephone **0333 200 6900**, email: **council.tax@derby.gcsx.gov.uk**

If you are on a low income and have limited savings, you may be able to get a rebate on your Council Tax by applying for Council Tax Benefit. This will depend on a range of things like your country of origin, your immigration status and if you are working.

To check if you qualify, telephone the Council's Benefits Office on **01332 255122**; email **enquiries.benefits@derby.gcsx.gov.uk**

Further information

www.direct.gov.uk/en/moneytaxandbenefits

Water, gas and electricity

In the UK, mains water is supplied to all homes except homes that move such as caravans and boats.

Water out of the cold tap is safe to drink - unless there is a sign that says otherwise. If you have a water meter, you will pay for the amount you use. If there is no meter, you will pay a fixed amount called 'water rates'.

Heating and cooking are usually powered by gas or electricity. There are several companies who supply gas and electricity and you can choose your supplier; you can compare their prices through price comparison companies, for example USwitch: **www.uswitch.com** or telephone **0800 404 7961**.

To find out which company supplies gas to your home, telephone the M Number Enquiry Line on **0870 608 1524**.

**! If you can smell gas, telephone the National Grid
Emergency helpline free on 0800 111 999.**

To find out which company supplies your electricity, telephone Central Networks on **0845 603 0618**.

If you live in rented accommodation, your tenancy agreement (see page 25) should show if your landlord will pay the water, electricity or gas bills. If not, you are responsible for these and you may be disconnected and/or fined if you do not pay these on time.

You can pay for the water and energy you use every quarter or every month. There is information on the bill about how to pay. When you move into a new home or leave an old one, you should make a note of the electricity and gas meter readings, and of the water meter reading if you have a water meter.

You should contact the suppliers and tell them you are moving house or that you have moved house. Give them the meter readings and your new address and they will send you the final bills on the old accounts.

The UK Government encourages people to save water and energy. You can find out about greener living, how to save energy and reduce your energy bills, at:

www.direct.gov.uk/en/environmentandgreenerliving
www.energysavingtrust.org.uk

Where to get advice on home energy

Derby City Council runs the Derby Home Energy Advice Service (DHEAS) to help residents save energy in the home. It can also help you to make your home warmer by pointing you to home energy grants and discount schemes, as well as providing general home energy advice.

If you want to contact a home energy adviser:

Telephone: **01332 255004**

Email: **energy.adviceteam@derby.gov.uk**

Fax: **01332 256052**

Minicom: **01332 256666**

You can also get information at: **www.derby.gov.uk/homeenergyadvice**

If you want to speak to an adviser face to face, you can visit a member of the team at Roman House, Friar Gate, Derby DE1 1XB. Please telephone **01332 255004** before visiting to make sure that a member of staff will be available to see you.

The Home Energy Advice Service holds appointment sessions on Wednesday lunch times. Please telephone **01332 255004** to make an appointment.

Further information

www.gas-guide.org.uk

www.electricity-guide.org.uk

www.water-guide.org.uk

Telephone

Most homes already have a telephone line (called a 'landline'). If you need a new line, telephone British Telecom (BT) on **0800 800 150**, or contact a cable company. When you move house, you should tell the telephone supplier.

Not all people choose to have a landline. You may decide that you only want a mobile phone. There are several commercial companies offering mobile phone packages. Some of these are 'pay as you go'; this means that you have to put money (also known as 'credit') on your phone. Others have a monthly fee (known as a contract phone) as well as extra costs for calls that are not included in the fee.

Prices are different for each company, and depend on the number and time that you call. Check and compare prices before you sign a contract with a mobile phone company. Contracts are usually for a fixed period such as 18 or 24 months.



It is against the law to use a hand-held mobile phone or similar device while driving.

Calls to emergency numbers from landlines and mobile phones are free.

Waste disposal and recycling

In Derby, we want everyone to recycle as much as possible. To help people to do this, the Council collects recyclable materials from most houses through a blue bin, brown bin, blue bag and a red bag.

The Council collects waste in your black bin one week and recyclables the next week.

Telephone the Council's Streetpride service on **0333 200 6981**, email **streetpride@derby.gov.uk** or use the online form at **www.derby.gov.uk/streetpride** to ask for a calendar that shows the day of the week that bins in your street are collected for waste and for recycling.

What goes in the blue bin

Blue recycling bin

Yes please

- Bottles and jars any colour
- Cans and tins
- Drink cartons
- Plastic bottles
- Aerosols
- Plastic containers

No thanks

- Carrier bags or film
- Polystyrene
- Aluminium foil

Do you need a larger blue bin?

The Council can provide larger blue bins - there is no charge for this. Telephone Streetpride on **0333 200 6981** to arrange this.

What goes in the brown bin

Brown recycling bin

Icons: kitchen waste, cardboard, garden waste

Yes (Green background):

- Card and cardboard
- Shredded paper
- Coloured paper, card or envelopes
- Paper towels and kitchen paper
- Organic garden waste
- Plate scrapings
- Organic kitchen waste

No (Red background):

- Plastics of any sort
- Cartons i.e. juice and milk cartons
- Soil
- DIY material

Tip - you can now use compostable bags in your brown bin, look out for the compostable logo. Compostable bags are available in all supermarkets and most garden centres. (New for 2009)

Brown recycling bin

Do you need an extra brown bin?

The Council can provide extra brown bins - there is no charge for this. Telephone Streetpride on **0333 200 6981** to arrange this.

What goes in the black bin

Black household waste bin

Yes please (Green background):

- anything that cannot be recycled
- dog waste and cat litter

No thanks (Red background):

- anything that can be reused or recycled
- stones, soil or building material
- no side waste bin lid must be closed

Do you need a larger black bin?

The Council can provide larger black bins **for households with five or more people** - there is no charge. Telephone Streetpride on **0333 200 6981** for more information.

What goes in the blue bag

Blue bag for paper



paper



newspapers & magazines

✓ Yes please


Newspaper


Magazines


Directories


White paper


White envelopes


Junk Mail

✗ No thanks


Shredded paper


Card and cardboard


Coloured paper



If you don't have a blue bag, you can use a carrier bag for paper.

What goes in the red bag

Red bag for textiles



clothes



textiles

Please place your red bag in the bin area on your day of collection

✓ Yes please


Clean clothes


Handbags


Paired shoes
(please tie together)


Belts


Curtains, nets
and bedding

✗ No thanks


Cushions or pillows


Duvets


Soiled clothing or rags



If you don't have a red bag, you can use a carrier bag for textiles.

Remember:

- Leave bins/bags out by 6.30am on the day of collection – bins/bags must **not** be left out at any other time.
- Put bins/bags on the edge of your property or at another agreed collection point.
- Keep bin lids closed – there must be nothing sticking out.
- Don't overload bins – if you do, they may not be collected.
- Take bins back inside as soon as possible and no later than midday the next day.



It is against the law to leave your bin on the street – unless you have done so for your rubbish / recycling to be collected.

The Council may take action against people who leave their bins on the street and may issue a fine of £100.

Bring recycling sites

If you live in one of the few places that don't have a blue and brown bin, you can use one of the Council's recycling centres across the city. The larger sites are at big supermarkets and shopping areas. They are at:

- Asda – Sinfin and Spondon
- Tesco – Mickelover
- Sainsbury's – Osmaston, Wyvern and Kingsway
- Morrison's – Sir Frank Whittle Road
- Somerfield – Cavendish
- Park Farm – Allestree
- Oakwood shops – Oakwood

Most take tins, cans, aerosols, glass, plastic, paper, cardboard, textiles and shoes.

Many supermarkets have facilities inside the store for recycling carrier bags and batteries. There are also smaller recycling sites across the city.



DERBY CITY COUNCIL

Bring Recycling Sites

The Council offers a number of Bring Recycling Sites across the city that take the following materials at the locations listed below.

 <p>Paper</p>	 <p>Tins, cans and aerosols</p>	 <p>Glass</p>	 <p>Plastics</p>
 <p>Shoes</p>	 <p>Textiles</p>	 <p>Cardboard</p>	

Asda, Sinfin Asda, Spondon Tesco, Mickelover Sainsbury's, Wyvern Sainsbury's, Kingsway	Sainsbury's, Osmaston* Park Farm, Allestree Morrison's, Sir Frank Whittle Road Oakwood shops Somerfield, Cavendish
--	--

* no shoe recycling

 **recycle for Derby** www.derby.gov.uk

Raynesway Civic Amenity Site

You can also take domestic waste and recyclables to the Raynesway Civic Amenity Site at Raynesway Park Drive, Derby DE21 7BH.

This site is open 8am to 6pm all year except Christmas Day, Boxing Day and New Year's Day.

Raynesway civic amenity site



Opening times: 8am to 6pm all year except Christmas Day, Boxing Day and New Year's Day.

Open



Close



Raynesway will also accept domestic waste that may occur from time to time.

The following materials can be recycled at Raynesway

 Tins, cans, aerosols	 Textiles and shoes	 Paper	 Cardboard	 Chipboard	 Engine oil	 Cooking oil
 Car batteries	 Household batteries	 Fridges and freezers	 All electrical items	 Garden waste	 Paint	 Timber and wood
 Gas bottles	 Glass bottles	 Plastic bottles	 Car tyres	 Furniture	 Scrap metal	

Collection of large domestic items

How can I dispose of large household items?

The Council offers a chargeable bulky collection service for the disposal of large items. We will collect items such as furniture, beds and other large items. Fridges and freezers are collected free of charge.

Telephone: Streetpride **0333 200 6981** Minicom: **01332 256666**
Email: streetpride@derby.gov.uk






Flytipping – dumping waste – is against the law.

Bulky waste collection service

The Council offers a service to collect large items, like beds and furniture - there is a charge for this service. Fridges and freezers are collected free of charge. To arrange a collection or if you spot anyone flytipping waste, telephone the Council's Streetpride service on **0333 200 6981**; email streetpride@derby.gov.uk or use the online form at: www.derby.gov.uk/streetpride

Further information

www.derby.gov.uk/recycling

www.recyclenow.com

<http://groups.freecycle.org/derbyfreecycle> for giving away or getting free items

www.recycling-guide.org.uk for tips on recycling.

Television licences

You only need one TV Licence for your home no matter how many TVs you have. The licence is for the address not the TV. You can watch TV programmes on a TV set, computer, laptop or on a mobile phone. You might also have a digital box, DVD or video recorder. If you have any of this equipment in your home to watch or record TV programmes, you need a TV Licence.

You can get a licence online at: www.tvlicensing.co.uk

Telephone: **0300 790 6131**



If you watch or record TV, you must have a TV Licence. If you do not get a TV Licence when you should have one, you are breaking the law. This means you could go to court and be fined up to £1,000.



You can also pay for a TV licence at a PayPoint shop or petrol station where this symbol is displayed.

Living in your community

Everyone should try to be a good neighbour. You can start to do this by introducing yourself to the people who live next to you, and avoid making too much noise. One of the most common causes of complaint about neighbours is about leaving rubbish outside the house.

The UK Citizenship Surveys show that people think that it should be the responsibility of all people living in the UK to:

- obey and respect the law
- raise children properly
- treat others with fairness and respect
- behave responsibly
- help and protect the family
- respect and preserve the environment
- treat all races equally
- help others
- vote in elections.

There are some unwritten rules of behaviour, for example, apologising when you bump into someone, not blocking someone else's driveway with your car, saying please and thank you, and not pushing in when there is a queue. These are generally viewed as acceptable ways to behave.

The Police have a role in ensuring that people behave in an acceptable way in public places. Behaving in a way that causes distress or alarm to another person is not acceptable. Some examples of behaviour that is not acceptable are:

- staring, whistling or shouting at someone, or following them
- urinating or spitting in public
- making insulting or sexual comments
- drinking alcohol whilst walking down a street
- not respecting other people's personal space.

Further information

The UK Border Agency (UKBA) has published a book called 'Life in the UK: A Journey to Citizenship'. You can buy this book from the Office of Public Sector Information bookstore – visit www.tsoshop.co.uk and search for 'citizenship'.



It is against the law to:

- use offensive, threatening or abusive words or behaviour
- assault anyone or touch people in a sexual way without their permission
- drop litter or dump waste
- vandalise property, for example by drawing graffiti on walls
- kerb crawl - meaning to ask a woman on the street or other public place for sexual services (in return for some form of payment) either from a vehicle or on foot
- beg
- set off fireworks between 11pm and 7am; to throw or set off fireworks in the street; and for anyone under the age of 18 to buy or carry fireworks
- wait or loiter in a street or public place for the purpose of prostitution (offering sexual services for money or other form of payment).



If you have alcohol on you in public and you are under 18, the Police and Police Community Support Officers have the power to take the alcohol from you.

If you are in certain designated areas (shown by this sign) and you are drinking alcohol, the Police may order you to stop and take the alcohol from you.

For both of these cases, if you refuse to comply, you will be committing an offence.

See page 89 for more about anti-social behaviour and how to report it.

5 Money



The UK currency is **pound sterling**, shown by this sign **£**.

Euros and other currencies are not accepted. You can change currencies into pounds at Post Offices, larger supermarkets/stores or money exchange bureau. Check the commission charges for changing money and the exchange rate.

Getting a bank account

Banking in the UK is done through banks, some building societies and the Post Office.

A bank account will allow you to:

- pay bills using a plastic debit card or online
- save money and earn interest on it, and
- send money to others.

Many employers prefer to pay wages directly into a bank account. To open a bank account, you will need proof of your identity and address. Identity cards from other countries may not be accepted. Documents that may be accepted include:

- passports
- driving licences
- birth certificates
- marriage certificates
- tenancy agreements
- letters from landlords or employers, and
- payslips.

If you are refused a bank account, you can complain. You can get advice on how to do this at: **www.banking-guide.org.uk**

If you do not have a bank account, you may be able to open an account with a 'credit union'. Credit unions are community banks or financial co-operatives. Locally, there is the Derby United Credit Union, 5 Whiston Street, Derby DE23 8GL, telephone **01332 369641**.

Further information

To find other credit unions, contact the Association of British Credit Unions (ABCUL): **www.abcuk.coop**

Post Offices in Derby

At Post Offices, you can send letters or parcels and you can pay many bills, such as Council Tax, and change money. Counter services include passport and identity checking and applying for car tax. Visit: www.postoffice.co.uk

Post Office Ltd

9 Victoria Street, Derby DE1 1EQ

Telephone: **0845 722 3344**

The Post Office

Midland Road, Derby DE1 1AA

Telephone: **01332 627200**

Allenton Post Office

2 Chellaston Road, Derby DE24 9AE

Telephone: **01332 349 630**

Alvaston Post Office

3 Shardlow Road, Alvaston, Derby DE24 0JG

Telephone: **01332 571 149**

Bedford Street Post Office

1 Stockbrook Road, Derby DE22 3PL

Telephone: **01332 343 344**

Elton Road Post Office

60-62 Elton Road, Derby, DE24 8EF

Telephone: **01332 292 624**

Harvey Road Post Office

637 Harvey Road, Derby DE24 0EL

Telephone: **01332 571 368**

Littleover Post Office

544 Burton Road, Littleover, Derby DE23 6FN

Telephone: **01332 340 072**

Mickleover Post Office

13 The Parade, Uttoxeter Road
Mickleover, Derby DE3 0GB

Telephone: **01332 515 463**

Normanton Road Sub Post Office

300 Normanton Road, Derby DE23 6WE

Telephone: **01332 345 132**

Pear Tree Post Office

159 St Thomas Road, Derby DE23 8RH

Telephone: **01332 738 018**

Prince Charles Avenue Post Office

83 Prince Charles Avenue, Derby DE22 4BG

Telephone: **01332 345 275**

Sinfin Centre Post Office

Sinfin District Centre, Sinfin, Derby DE24 3DS

Telephone: **01332 765 988**

Using credit

You may wish to borrow money to pay for goods. There are several types of credit such as loans and credit cards. You should be given a credit agreement to read and sign. Interest rates vary and can be quite high so you should compare them before signing the agreement. Borrowing from lenders who come to your home can be expensive and even risky. You can get advice on credit and debt from Derby City Council's Derby Advice (see page 46) or visit: www.adviceguide.org.uk or www.banking-guide.co.uk

Financial help if you are working

If you are working and on a low income, you may qualify for financial help called welfare benefits or state benefits. The main benefits for working people are Working Tax Credit and Child Tax Credit. These top up your income. Other benefits you may qualify for while you are working are Child Benefit, Housing Benefit and Council Tax Benefit and free school meals.

You can find out about tax credits and welfare/state benefits by contacting Derby Advice (see page 46) or visit:

www.direct.gov.uk/en/moneytaxandbenefits

You can find out about Housing Benefit, Council Tax Benefit and free school meals by telephoning Derby City Council's Benefits Office on **01332 255122**, minicom **01332 255116**.

Financial help if you are not working

If you are out of work, you may be able to claim Jobseeker's Allowance or Income Support. You can find out about these at Derby Advice (see page 46) or Derby's Jobcentre Plus offices (see page 16).

You can also find out about welfare/state benefits at:

www.direct.gov.uk/en/moneytaxandbenefits

If you are too ill to work, you may be able to claim Employment Support Allowance. If you become disabled, you may be able to claim Disability Living Allowance. You can find out about disability benefits and how to claim them at: www.direct.gov.uk/en/disabledpeople/financialsupport or contact Derby Advice (see page 46)

The Council offers advice sessions on Housing Benefit, Council Tax and Council Tax Benefit in English, Urdu, Punjabi and Hindi at Pear Tree Home Improvement Centre, Pear Tree Road, Derby on:

Mondays 9.30am to 12.30pm
Tuesdays 9.30am to 12.30pm
Wednesdays 9.30am to 12.30pm
Fridays 9.30am to 12.30pm

For the first hour of each session, you need to make an appointment to get advice – telephone **01332 255122** to book an appointment. After the first hour, you can drop in for advice.

Problems with money, credit and buying goods and services

If you have problems claiming benefits, or if you do not have enough money to live on, you can contact Derby City Council's Derby Advice for free, confidential advice on benefits and debt. Derby Advice can also advise you about the Worker Registration Scheme (see page 14).

Telephone: **01332 256550**
Fax: **01332 256560**
Minicom: **01332 256555**
Email: **derby.advice@derby.gov.uk**
Visit: **www.derby.gov.uk/communityliving/welfarerights**

Derby Advice has special advice lines for:

- Welfare Rights, telephone **01332 256550** (1pm to 4pm)
- Money Adviceline, telephone **01332 256570**

See page 112 for welfare rights advice sessions in the community run by Derby Advice.

You can also get advice through Community Legal Advice on **0845 345 4 345** or visit: **www.clsdirect.org.uk**

Further information

If you have a problem with debt, telephone the National Debtline on **0808 808 4000** (Monday to Friday 9am-9pm and Saturday 9.30am-1pm).

If you have a problem with credit or buying goods, get advice on consumer rights from Consumer Direct, telephone **0845 404 0506**, visit: **www.consumerdirect.gov.uk**

Pensions

You may be thinking about saving for your retirement. A state pension depends on paying enough National Insurance contributions (see page 17).

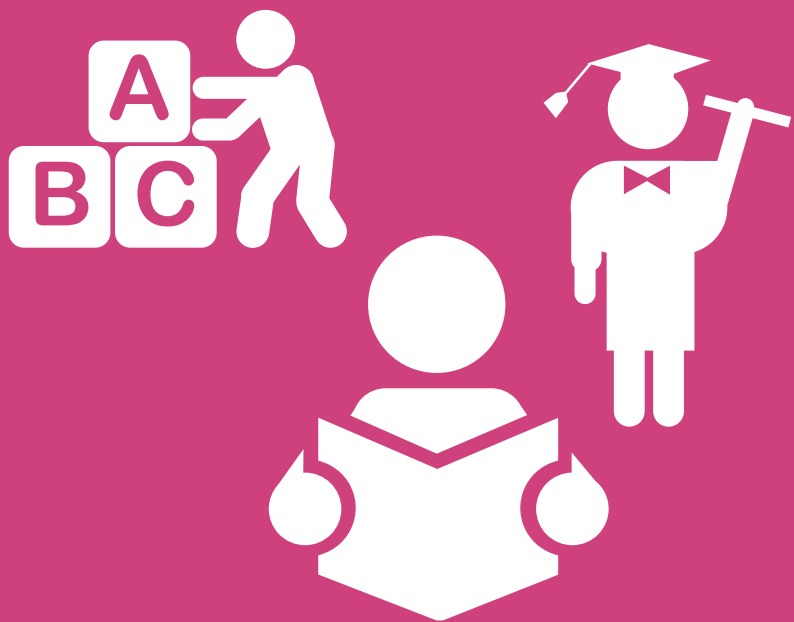
It may not be enough for your needs when you reach retirement age. Many people save for their retirement independently of their state pension through a pension scheme. Some employers run pension schemes. There are private pension schemes operated by financial companies. There are also stakeholder pensions that are run by the Government. Pensions can be complicated and you should get advice from an independent financial adviser.

You can find out more about pensions at:
www.direct.gov.uk/en/pensionsandretirementplanning

Information on stakeholder pensions can be found from the Pension Service at **www.thepensionservice.gov.uk**

You can get advice on occupational and personal pensions from the Pensions Advisory Service – telephone **0845 601 2 923** or visit: **www.opas.org.uk**

6 Education and learning



Learning English

Improving your English language skills will help you settle in the UK. There is evidence to suggest that those migrants who are fluent in English earn a lot more than those who are not. Having good English language skills will also help you feel more confident at work and in the community. It will also help your and your family's health and well-being.

There are English language courses locally. Sometimes, these courses are called 'ESOL', which means English for Speakers of Other Languages. Some courses focus on English language for the workplace. These courses are called 'ESOL for work' and may be offered by your employer or other providers. English language training is also useful for people taking the Citizenship exam.

You can find out about English language courses by contacting:
Derby Adult Learning Service, telephone **01332 717900**
Derby College, telephone **0800 028 0289**

For a learner to qualify for Government funding for their learning programme, the learner must have the legal right to be resident in the United Kingdom at the start of the programme. There are eligibility restrictions for non-EU citizens and asylum seekers. For more information, please contact one of the centres where courses are held.

Adult learning

There is a wide variety of courses for adults (16 years or over) at adult learning centres across Derby that are held in the daytime or evening. Some centres have crèche facilities for children aged five and under. The range of courses includes English for Speakers of Other Languages, citizenship and information about living in Derby, basic skills such as reading, writing, mathematics, and work-related courses. Plus, there are courses in arts, crafts, computers, health and well-being.

For course details and information about fees, telephone **01332 717900**, email **enquiries@derbyals.org**, visit: **www.adult-learning-derby.org.uk**
You can also find details of what courses are available at your local library (see page 114).

Children under five

If you have children who are under five years of age, you can get education and childcare advice and information about family services by telephoning Derby City Council's Families Information Service on **01332 716381**, email **fis@derby.gov.uk** or visit: **www.derby.gov.uk/fis**

It can advise on:

- childminders
- day nurseries
- pre-school playgroups
- before school and after school clubs
- holiday schemes
- crèches

or answer any other questions you have on options for funding childcare and issues such as working parents' rights. Derby City Council supports children and their families by promoting child protection, supporting disabled children, as well as helping parents to get information on special educational needs.

Children's centres

There are children's centres in most areas of Derby. They offer a range of services to meet parents' and children's needs, all in one place, from pregnancy through to when children start school.

They provide a place where children can make friends and learn as they play. You can get professional advice on health and family matters, learn about training and job opportunities or just socialise with other mums, dads and carers.

They can also help you find your nearest nursery or school, GP surgery, community self-help group and make referrals to different organisations that can support you.

Some centres have a nursery on-site, for which charges are made, although some funded places are available for three year olds.

For more information, telephone the Families Information Service on **01332 716381**, email **fis@derby.gov.uk**, visit: **www.derby.gov.uk/fis**

Further information

<http://childcarefinder.direct.gov.uk/childcarefinder>

www.opportunity-links.org.uk for jobs, training and childcare.

Schools

By law, children aged between five and 16 years must attend school, **unless** they are educated at home.

Pupils follow the National Curriculum, which is divided into key stages.

Key Stage 1	Ages 5-7	Years 1 and 2
Key Stage 2	Ages 7-11	Years 3, 4, 5 and 6
Key Stage 3	Ages 11-14	Years 7, 8 and 9
Key Stage 4	Ages 14-16	Years 10 and 11

Pupils do a test at the end of each Key Stage: these tests are considered to be very important.

If you have a child of school age who is not being educated at home, they will need to attend either an infant school (ages 5-7), junior school (ages 7-11), primary school (ages 5-11) or secondary school (ages 11-16).

To apply for a school place, you will need to contact Derby City Council's Admissions Team at Middleton House, 27 St Mary's Gate, Derby, telephone **01332 716940** for infant, junior and primary schools or **01332 716941** for secondary schools; email **admissions@derby.gov.uk** or visit: **www.derby.gov.uk/admissions**

Application forms are printed in several languages. School staff may be able to help you fill in a form.

Once you have been offered a place at a school, the school may ask for a copy of:

- the passport with the child's details
- the child's visa, if this applies, and
- proof of your address.

Education at state schools in the UK is free, but parents have to pay for school uniforms and sportswear. Parents on low incomes can get help with these costs and with the cost of school meals. See page 45 for information about claiming benefits and free school meals.

Parents are expected to take an active role in their child's education, so there will be contact between you and the school about your child's progress, safety and conduct.

Starting school

When your child starts school, it is a good idea to ask the school about open evenings, consultations and how the school works with parents.

Most schools have a written home-school agreement that it is recommended you sign. A home-school agreement describes the way in which the school will communicate, and how teachers will work together with parents to help a child learn - for example, by parents attending open evenings and the teacher making sure that the parent fully understands the progress that their child is making.

You will also find that there are many opportunities for you to get involved in the school, for example as a parent-helper in the classroom, or by joining the parent teacher association (PTA).

If you feel your child has learning difficulties, Derby City Council can provide support. Some children and young people have a high level of need. In this case, you can ask the Council to do a Statutory Assessment - this may lead to the Council providing a 'Statement of Special Educational Needs' for your child. For further information, telephone **01332 716944**, or email: **specialeducationalneeds@derby.gov.uk**

For safety reasons, schools expect young children to be accompanied to school, and they may keep front doors/gates locked during the day.

Most bi-lingual students enjoy their time at school, but some may experience difficulties. It is important that you contact the school straight away if your child experiences things like bullying, racism or name-calling. Schools have policies and procedures for dealing with these difficulties, so speak to your school first. Each school will have an anti-bullying co-ordinator. You can find more general advice and support on bullying or racism at: **www.anti-bullyingalliance.org.uk**

You can get advice on the curriculum, how to get involved in the school, bullying, discipline, school choice, and exclusion from school at: **www.parentscentre.gov.uk**

You may need to talk to an education advice provider if your child cannot get a school place, is excluded from school, or is treated unfairly at school. You can find your nearest education advice provider through Community Legal Advice on **0845 345 4 345** or visit: **www.clsdirect.org.uk**

Further information

www.standards.dfes.gov.uk/parentalinvolvement/hsa



Families in the UK

You may have the right to bring your family to the UK. Rights can be complicated and you may need to see an independent immigration adviser. You can find an immigration adviser through Community Legal Advice on **0845 345 4 345** or visit: **www.clsdirect.org.uk**

If you are a student, visit the Council for International Student Affairs (UKCISA) website **www.ukcisa.org.uk** for information. Your college or university may also provide information.

If you wish to start a family in the UK, you may. There is no limit to the number of children you are allowed to have. The average number of children for every family in the UK is two.

Derby City Council's Families Information Service runs an information and advice telephone helpline for parents, carers, young people and professionals. It can give you information on:

- childcare
- options on funding childcare
- guidance for working parents on flexible working rights
- local and national family support services
- leisure activities
- guidance for people wishing to become childcare providers
- one-to-one help to find childcare where parents face barriers to finding the childcare that they need.

Contact the Families Information Service
Middleton House, 27 St Mary's Gate, Derby DE1 3NN
Telephone: **01332 716381**
Email: **fis@derby.gov.uk**
Visit: **www.derby.gov.uk/fis**

If you are pregnant

If you think you might be pregnant, you can buy a pregnancy testing kit at a chemist or supermarket.

If you are pregnant, you should make an appointment to see a doctor (see page 68 for information about registering with a doctor). You will be offered scans, tests and healthy living advice during your pregnancy.

In the UK, women usually have their babies in hospital, although home births can be arranged. It is common for the father to attend the birth, but only if the mother wishes him to be there.

If you are thinking about ending the pregnancy (abortion is legal in the UK), you can discuss this confidentially with your doctor.



When your baby is born, you must, by law, register your baby with the Registrar of Births, Marriages and Deaths (at the Register Office) within six weeks of the birth, and you will receive a birth certificate. Still births must also be registered.

The address of the Derby Register Office is:

Royal Oak House, Market Place, Derby DE1 3AR

Telephone: **01332 256526**

Fax: **01332 256525**

Minicom: **01332 256666**

Email: **registeroffice@derby.gov.uk**

Opening hours are:

Monday to Friday - 9.30am to 4.30pm

Saturdays - by appointment

The Register Office also offers a baby naming service. This is not a legal requirement.

For more information about the legal and other services provided by the Register Office, please see page 113.

Right to time off

Women who are expecting a baby have a legal right to time off work for ante-natal care, and at least 26 weeks' maternity leave. Some women may also be entitled to maternity pay, but this depends on how long they have been working for their employer. Fathers who have worked for their employer for at least 26 weeks are entitled to two weeks' paid paternity leave when the child is born. It is important to tell your employer well in advance.

Further information

The Family Planning Association gives advice on contraception and sexual health, telephone **0845 310 1334**, or visit: **www.fpa.org.uk**

The National Childbirth Trust has information on pregnancy, childbirth and early parenthood. Visit: **www.nctpregnancyandbabycare.com**

For advice on maternity leave, maternity pay, paternity leave, and financial help to do with having a baby, visit:

www.direct.gov.uk/en/parents/moneyandworkentitlements

Children's rights

A person is considered a child if they are under 18 years of age. A young person is usually considered to be someone who is between 16 and 24 years of age. Children and young people have rights in the UK. You can find out about children's rights and responsibilities at:

www.direct.gov.uk/en/parents/parentsrights/dg_4003313



The age of consent for starting a sexual relationship is 16 years of age.

It is against the law to have sex with someone who is under the age of consent.

If you are the victim of sexual abuse or rape, report it to the Police, telephone 0345 123 33 33.

For information about young people and work, see page 15.

Looking after children

Most parents want to do their best for their children, but sometimes family life can be difficult. Advice for parents can be found at **www.parentlineplus.org.uk** or by telephoning free on **0808 800 2222**.

The Council has free programmes that can help you to get practical support and advice to improve your parenting skills. For more information, telephone **01332 716115** or visit: **www.derby.gov.uk/parenting**

Young babies and children up to five years of age are seen regularly by a health visitor at home or at a clinic. You can ask the health visitor for advice about caring for your child.

The National Society for the Prevention of Cruelty to Children (NSPCC) recommends that children under the age of 13 are rarely mature enough to leave at home unsupervised. Children under the age of 16 should not be left on their own overnight. Babies, toddlers and very young children should **never** be left on their own. If you decide to leave an older child alone, you should:

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

If you need to pay for childcare, you should use a registered childminder or a group provider such as a nursery. Childcare should be registered with Ofsted - the Office for Standards in Education. Ofsted regulates and inspects childcare providers. You can find out if someone is registered at: **www.ofsted.gov.uk** Derby City Council's Families Information Service (see page 56) has a list of registered childcare providers.

You will need to pay for childcare, but you might be able to get help with this. Find out more at **www.direct.gov.uk/en/Parents/Childcare** or contact the Families Information Service (see page 56).

Worried about a child's safety?

If you have concerns that a child is being harmed or living in circumstances that might be harmful in the future, Derby City Council will always take your concerns seriously.

You may be worried about what might happen to you or your family if you report your concerns. When someone makes a call to talk about their concerns, they will always be asked for their name and contact details, so they can be contacted again if needed. However, you can ask for your details to remain confidential, or provide information anonymously.

! If you believe that a child is at immediate risk and in need of protection, telephone the Police straight away on 999.

If the child is not in immediate need of protection but you want advice from the Police, telephone **0345 123 33 33**.

Derby City Council has a Children's Social Care Team to help you talk about concerns you have and take action to make children safe. The Team can always be asked for advice if you are not sure about a situation.

During normal working days between 9am and 5pm, you can telephone the Team on **01332 641172**.

At all other times, you can discuss your concerns by telephoning Careline on **01332 711250**.

Children in cars

If you drive a car and you have a baby or a young child, you should get and fit a car seat suitable for your child's height and weight. The seat should meet the safety standards. Try before you buy and ask the shop to show you how to fit the seat and fasten the safety straps correctly.

You can find more advice on child car seats at the Government website: **www.dft.gov.uk/think/focusareas/children/childincar**



All children up to 135 centimetres tall or the age of 12, whichever comes first, in the front or rear seats in cars, vans and other goods vehicles must travel in the correct child restraint for their weight with very few exceptions.

Remember:

- Never carry a child on your lap.
- Airbags should be switched off if a child under 12 is travelling in the front of the car.
- Never leave a young child alone in the car.

The website **www.protectchildgb.org.uk** has details of the types of car seats and where you can go for advice and fitting. It also covers the seat belt laws. The site is also translated into eight languages.



Walking with children

- Choose a safe place to cross, always look both ways, and check all around for traffic before you cross.
- Always hold children's hands and show them how to cross the road safely by setting a good example and talk to them about the roads, crossing and traffic.
- Never let your child run or play near the road.
- Make sure the drivers can see you – wear light bright clothes and reflective items.
- Make sure you can see the traffic - do not cross on bends.
- Never push prams or buggies out into the road unless the road is clear to cross.

Teach your children this code to cross...

- Choose a safe place to cross.
- Stop at the kerb.
- Look for traffic.
- Listen for traffic.
- Check carefully again for traffic and keep checking as you cross.

Further information

The Children's Legal Centre provides information and advice on children's legal issues, including being home alone and age restrictions, visit:

www.childrenslegalcentre.com

www.direct.gov.uk holds information on parental rights and responsibilities and other family issues

www.ofsted.gov.uk carries information about registration of childminders

www.direct.gov.uk/en/parents for information on parental responsibilities

www.direct.gov.uk/en/parents/childcare holds information about availability of, and paying for, childcare

www.direct.gov.uk/en/parents/yourchildshealthandsafety has information for people concerned about children's well-being and safety

Help for families

You may be entitled to financial support from the Government, such as Child Benefit and/or Tax Credits. You can claim these even if you are working. Contact Derby City Council's Derby Advice - see page 111 for contact details.

Children's centres (see page 50) provide help and support for families, including a range of activities.

Parentline Plus (see page 59) gives information and advice on issues such as bullying, sex education, and misusing drugs, and helps parents to talk to other parents who are going through similar problems.

Further information

www.dwp.gov.uk is the Department for Work and Pensions website.

www.parentinguk.org is the website for people working with parents.

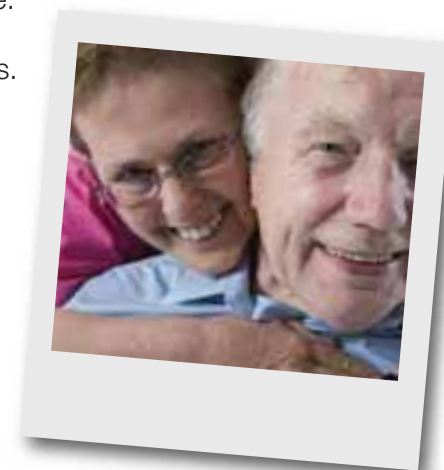
www.hmrc.gov.uk is Her Majesty's Revenue and Customs website.

Care services for adults

Adult social services cover a wide range of care services provided by the local council or private organisations to help adults to live independently in their own homes or in a care home.

Services could include help with washing, dressing or preparing meals.

See page 81 for information and contact details for advice and information about care services for adults in Derby.



Photograph courtesy of John Birdsall

Youth centres and clubs

There are youth centres and youth clubs throughout Derby. All the centres and clubs provide sessions mostly for young people aged 13 to 19 and offer a wide range of activities including:

- internet and computer games
- sports activities, including football, basketball, hockey and cricket
- cooking/food nights
- arts and crafts
- music sessions
- opportunities to take part in outdoor activities such as rock climbing, canoeing and caving
- discos and street dance.

Young people can also get advice and support from qualified and experienced Youth Workers. Most drop-in sessions cost a small charge to attend.

For more information about:

- youth centres and clubs and where they are
- clubs for disabled young people
- support groups for young parents
- support for young people who have run away from care or home
- volunteering opportunities, such as vTalent and the Duke of Edinburgh's Award Scheme

telephone **01332 716819**, email **youthinfo@derby.gov.uk**
or visit: **www.derby.gov.uk/teenagersservices**

Young people between the ages of 12 and 25 can get information, advice and counselling service at:

The SPACE Advice and Information Centre
12 The Spot, Osmaston Road, Derby DE1 2JA
Telephone: **01332 364445**
Fax: **01332 364775**
Email: **thespace@dcys.org.uk**

8 Well-being and leisure



Places of worship

People enjoy freedom of worship in the UK. You can find the nearest contact point for your religion or belief in the phone book or at the library, or by searching online.

The Forum of Faiths is a group of individuals from different faiths in Derby from the Baha'i, Buddhist, Christian, Hindu, Jewish, Muslim, Pagan and Sikh tradition, along with people of no particular faith who are interested in 'interfaith' activities.

Various activities are held where anybody from Derby can join in, whatever their faith or background. These give insight into how people from other faiths think, feel and live. This, in turn, may enable you to have a better understanding and acceptance of different people when you meet them in other circumstances in and around Derby. Discussion meetings are held on religious topics, social and community issues:

- raising awareness of other faiths
- promoting good relations within the community, and
- making statements on current issues.

The Forum also:

- organises social events and visits to places of worship
- provides advice/help
- gets involved in regeneration/neighbourhood renewal work, and
- signposts people to relevant organisations.

For further details, contact Forum of Faiths for Derby, St James Centre, Malcolm Street, Derby DE23 8LU, telephone **01332 604067** or visit: **www.ffderby.org.uk**

The Multi-Faith Centre in Derby exists to promote understanding between people of different faiths and beliefs and to build respect between people as fellow human beings. The Centre is a shared space where people are invited to speak freely and without fear, in the spirit of 'Listen to others as you want them to listen to you'. For further information on how to get involved, visit **www.multifaithcentre.org** or telephone **01332 591285**, email: **mfc@derby.ac.uk**

Health

Public healthcare is provided in the UK by the National Health Service (NHS).

You may be entitled to free or reduced-cost treatment on the NHS. There are private healthcare providers as well.

Free health advice and information are provided by NHS Direct - telephone **0845 4647** or visit: **www.nhsdirect.nhs.uk**
Ask for an interpreter if you need one.

In Derby, there is a network of NHS services such as hospitals, walk-in clinics, GPs, pharmacies where you can get free help, advice, care and treatment. There are different places to go for all kinds of help and treatment. Services are free, but sometimes you will have to pay a fee for prescribed medicines (see below). At some places, you will need to make an appointment. At other places, you can drop-in and wait to see a doctor or nurse. You should only use the Accident and Emergency (A & E) service in an emergency.

Pharmacists (who work in pharmacies, also known as chemists) may also be able to advise you about common health problems and medicine. You can find your local pharmacy/chemist in the phone book.

Prescriptions

If a doctor gives you a prescription for medicines, you will need to take the prescription to a pharmacist. You may have to pay to get the medicine, but some people don't have to pay charges and you should ask about this when you hand over the prescription. Prescriptions for children under the age of 16 are free. They are also free for children who are 16 to 18 and in full-time education and for people who are 60 or over. There are other times when people qualify for free prescriptions. You can find full information at: **www.nhs.uk/nhsengland/healthcosts/pages/prescriptioncosts.aspx**

You may be able to get medicines at a pharmacy without a prescription (known as 'over-the-counter' medicines), where you will need to pay for them.

Registering with a doctor

People in the UK register with a local doctor called a 'general practitioner' (GP) for general health needs. GPs work in offices known as 'surgeries'. GPs can advise you on your physical and mental health.

To register with a GP, visit your nearest doctors' surgery. You can find your nearest surgery by:

- visiting **www.derbycitypct.nhs.uk**
- looking in the Yellow Pages phone book
- asking at any library
- contacting the Patient Advice and Liaison Service (PALS)
Telephone free: **0800 032 32 35**, text/mobile: **07919 466 212**
Minicom: **01332 369301**, email: **PALS@derbycitypct.nhs.uk**
Visit the PALS drop-in service at Derwent Court, 1 Stuart Street, Derby from 9am to 4.30pm Monday to Friday.
- contacting the Health Outreach Service on **01332 274600**.

The surgery will tell you if they have vacancies. They will give you a form to fill in and then you will be able to make an appointment to see the doctor. You will be expected to keep the appointment unless you tell the surgery you cannot attend. The appointment is free and confidential. The doctor will diagnose your health problem and may refer you to other health services. Ask for an interpreter if you need one.

If you need to see a doctor at night or at weekends, telephone the surgery; there will be a recorded message telling you how to contact a doctor.

There are also walk-in centres around Derby that provide free NHS healthcare advice, information and treatment to people with minor injuries and illnesses. They treat a wide range of conditions and prescribe or administer medicines, if required.

Derby Walk-In Centre, Entrance C, London Road Community Hospital, Osmaston Road, Derby. Telephone **01332 224700**.

The Walk-In Centre provides healthcare advice, information and treatment for people with minor injuries and ailments. Here you can receive an assessment by an experienced nurse seven days a week between 8am and 7.30pm – no appointment is necessary.

Derby Open Access Centre, Lister House, 207 St Thomas Road, Derby. Telephone **01332 275610**.

The Open Access Centre offers walk-in and GP appointments you can book from 8am to 8pm, seven days a week. You can use the service no matter which local GP surgery you're registered with.

! If it is a life-threatening emergency, you can telephone the emergency number 999 and ask for an ambulance (a vehicle with medical personnel on board). You could also go to Accident and Emergency (A & E) at the Royal Derby Hospital, Uttoxeter Road, Derby DE22 3NE, telephone **01332 340131** – ask for an interpreter if you need one, or visit: **www.derbyhospitals.nhs.uk**

Young children

If you have young children, the Health Outreach Service on **01332 274600** can help you find a health visitor. A health visitor is a nurse who has done extra training and can talk to you about health, feeding, behaviour and your child's progress.

Dental health

There are NHS dentists and private dentists. You can find a list of dentists who accept NHS patients at:

www.derbycitypct.nhs.uk/local-health-services/dentists

You can also contact:

- the Patient Advice and Liaison Service (PALS)
Telephone free: **0800 032 32 35**, text/mobile: **07919 466 212**
Minicom: **01332 369301**, email: **PALS@derbycitypct.nhs.uk**
Visit the PALS drop-in service at Derwent Court, 1 Stuart Street, Derby from 9am to 4.30pm, Monday to Friday.
- the Health Outreach Service on **01332 274600**.

If you need to see a dentist at night or at weekends, telephone your dentist's surgery and listen to the recorded message, or telephone NHS Direct on **0845 4647**.

The cost of dental treatment varies so ask the dentist what your treatment will cost.

Eye health

Opticians can test your eyesight and prescribe spectacles or contact lenses. You will have to pay for the eye test and spectacles or lenses, unless your employer does so, although you may qualify for treatment at a reduced cost. Ask the optician about this. You can find opticians in shopping centres and areas in and around Derby, or find them in any telephone directory.

Sexual health and contraception

You can get free and confidential advice on sexual health and on contraception (also known as family planning) from your GP or from the Walk-In Centre, Entrance C, London Road Community Hospital, Osmaston Road, Derby or telephone **01332 224700**.

Contraception is legal in the UK and is free on the NHS. You can telephone **01332 888126** for advice or ask your GP.

If you have been raped or sexually assaulted, you can get free advice and support from Derbyshire Rape Crisis, PO Box 142, Derby DE1 1XU or telephone **01332 372545**.

For support if you or someone you know is facing domestic abuse, sexual violence, stalking, harassment, honour-based violence and forced marriage, see page 91.

The law on drugs, drinking and smoking



It is against the law in the UK to:

- possess or sell certain drugs
- buy alcohol or drink alcohol on its own in licensed premises when you are under 18 years of age
- smoke in an enclosed public place or workplace
- buy tobacco products for anyone under the age of 16.

For more information on drug classification, visit: www.talktofrank.com
It is legal to smoke tobacco in private or in open spaces.

Many shops, pubs, bars and restaurants use a scheme called 'Challenge 25'. This encourages anyone who is over 18 but looks under 25 to carry acceptable identification (such as a photographic driving licence or passport) if they wish to buy alcohol.

The law on drinking and driving

If you have been drinking alcohol, there is no sure way to tell if you are within the legal limit to drive. It depends on several factors, such as your weight, gender, age, and the amount and type of alcohol you have drunk. The only safe option is **not** to drink alcohol if you plan to drive. Never offer a drink to someone else who is driving.

The Police have powers to breath test drivers who:

- are suspected of drink driving or
- have been involved in an accident or
- have committed a moving traffic offence.

It is an offence to refuse to give a sample of breath, when required. If you refuse, you may be arrested.

Remember

- You should **not** drive if you have been drinking alcohol or taking drugs, including some prescribed medicines.
- You should **not** attempt to drive or sit in the driving seat of a car if you are over the legal alcohol limit or have been using illegal drugs, even if the car is not moving.



The penalties for exceeding the legal alcohol limit for drivers are:

- up to six months in prison
- a fine of up to £5,000
- a minimum of 12 months' disqualification from driving (three years for a second offence within 10 years).

Visit the Department of Transport road safety website for more information: www.dft.gov.uk/think

See pages 100 and 101 for more information about driving safely.

Help and advice to reduce or stop using tobacco, alcohol or drugs

You can get advice from your GP on reducing or stopping your use of tobacco, alcohol or drugs. You can get help to stop smoking from pharmacists. Other local support organisations are:

Fresh Start - the local NHS Stop Smoking Service
Telephone free on **0800 707 6870**, visit: **www.freshstart.nhs.uk**

Phoenix Futures - for help and support to stop drug misuse
Drop in at 12 Charnwood Street, Derby DE1 2GT, Monday to Friday
10am to 4pm or telephone **01332 294410**

ADS Derby Alcohol Misuse Service - if you are concerned about your level of drinking, telephone **0800 051 5857**

Other helplines and websites are:

www.gosmokefree.nhs.uk

www.drinksense.org

www.alcoholics-anonymous.org.uk – helpline **0845 769 7555**

www.ukna.org – Narcotics Anonymous – helpline **0300 999 1212**

www.talktofrank.com – helpline **0800 77 66 00**

www.nhsdirect.nhs.uk

www.nhs.uk

www.direct.gov.uk/en/healthandwellbeing

Public health

Derby City Council investigates complaints from the public and enforces the law about:

- fly tipping (when rubbish has been dumped on public or private land)
- pests, like rats (for both houses and businesses)
- dogs that are not under control
- noise nuisance
- air pollution
- contaminated land and drain problems
- reportable infectious diseases

- food safety and hygiene at restaurants, cafés, takeaways or shops
- health and safety at work
- licensing in pubs, bars and clubs or off-licence shops
- licensing of taxis
- unfair trading practices.

For general advice and information on public health, telephone **01332 641962**, email: **environmental.services@derby.gov.uk**

To report a problem about pest control, dog control, abandoned vehicles and fly tipping, telephone Derby City Council's Streetpride service on **0333 200 6981**, email **streetpride@derby.gov.uk** or report online at: **www.derby.gov.uk/streetpride**

For consumer advice, telephone Consumer Direct on **08454 04 05 06**, minicom **08451 281 384**, Monday to Friday 8am to 6.30pm, Saturday 9am to 1pm or visit: **www.tradingstandards.gov.uk/derbycity**

Food safety

The Council also provides advice for new businesses. All new food businesses must register with the Council 28 days **before** opening.

The Council runs a Food Hygiene Star Rating Scheme, called 'Scores on the Doors', which provides information about hygiene standards within restaurants, cafés, takeaways and pubs that serve meals in Derby.

To find the star rating awarded under the Scheme for a particular food business in Derby, visit **www.derby.gov.uk/environment/foodsafety** or contact the Council's Food Safety team on **01332 641555**.

Healthy lifestyle

A healthy lifestyle involves having a balanced diet, controlling your weight, keeping fit, and having a healthy work environment.

In Derby, the **b-active** programme provides ways for you to lead a healthy lifestyle and get active. There are activities suitable for everyone, including women only, over 60s, children and disabled young people. To find out what's available in your area or to get suggestions for activities to suit you/your abilities, telephone **01332 641234**, visit: **www.bactivederby.com**

Sport, recreation and culture

Taking part in sports, cultural or outdoor activities can help you to meet people, relax, and understand the history, culture and natural environment of the area.

The Council runs six sports centres:

Shaftesbury Sports Centre

Telephone: **01332 255603**, minicom: **01332 715171**

Derby College Sports Centre

Telephone: **01332 520371**, minicom: **01332 256666**

Springwood Leisure Centre

Telephone: **01332 664433**, minicom: **01332 665261**

Moorways Leisure Centre

Telephone: **01332 642180**, minicom: **01332 294526**

Moorways Swimming Pool

Telephone: **01332 341736**, minicom: **01332 294542**

Queen's Leisure Centre

Telephone: **01332 641444**, minicom: **01332 256666**

Sports centre activities include fitness gyms, swimming lessons, workout programmes, coaching courses, football, badminton, squash and lots more. You can find out where the sports centres are and what facilities they have by telephoning the centre or visit: **www.derby.gov.uk/sport**

The **Recreation Passport to Leisure Card** gives discounts when using Council sports centres, including some free activities. For a small, annual payment, the Card allows:

- free admission to certain sports facilities from 9am to 4pm weekdays and all day at weekends and on Bank Holidays - not available at Derby College Sports Centre during term times, and
- free equipment hire during off-peak hours.

For more about the Recreation Passport to Leisure Card, what it costs and to find out if you qualify, telephone or ask at a Council sports centre or visit: **www.derby.gov.uk/sport**

You can also find courses in yoga, tai chi and keep fit for older people at adult learning centres across Derby.

Visit: **www.adult-learning-derby.org.uk**

For dance classes, Déda offers a programme of dance and healthy living classes for adults and children across many dance styles and levels, as well as events to take part in.

Déda is at 19 Chapel Street, Derby DE1 3GU.

Telephone: **01332 370911**

Email: **info@deda.uk.com**

Visit: **www.deda.uk.com**

Derby has many youth centres and youth clubs. All provide sessions mostly for young people aged 13 to 19 and offer a wide range of activities - see page 64 for details.

There are many local clubs for sports, dance and other activities. You can find information about private sports centres in telephone directories or through libraries.



Parks

Derby has over 360 parks and open spaces with free outdoor facilities, such as nature trails, outdoor gym equipment, playgrounds for children, BMX and skateboard tracks. There are also football/five-a-side pitches, tennis courts, golf courses and bowling greens, which you can book for a fee. For more information, visit: www.derby.gov.uk/parks

Derby wants to encourage more people to cycle to help reduce congestion, improve the environment, and increase people's health and fitness.

The city is compact, low-rise and has wild places to visit. It is also surrounded by wonderful countryside and on the door step of a national park.

For information about cycling in Derby, including route maps, hints and tips, cycle clubs, leisure route information and safer cycling advice.

Visit: www.cyclederby.co.uk

Telephone: **01332 641773**

Minicom: **01332 256666**

You can also get free maps from the Tourist Information Centre, libraries, leisure centres, bike shops and Council offices. For advice on cycling safely, see page 106.



Museums and art galleries

Derby Museum and Art Gallery

The Strand, Derby DE1 1BS

Telephone: **01332 641901** Minicom: **01332 256666**

The museum houses the world's largest collection of works in any public gallery by the celebrated 18th century artist Joseph Wright, Associate of the Royal Academy (1734-97), who was born right here in Derby. The museum also has a wide range of important and attractive collections featuring porcelain, archaeology, local army regiments, geology and wildlife collections that capture important moments in history.

The Silk Mill, Derby's Museum of Industry and History

Silk Mill Lane, off Full Street, Derby DE1 3AF

Telephone: **01332 255308**, Minicom: **01332 256666**

The museum is on the site of some of the world's oldest factories, built in 1702 and the early 1720s. Displays tell the story of the industrial heritage and achievement of Derby and its people, such as the development of Rolls-Royce aero engines and the railway industry. The museum is also part of the Derwent Valley Mills World Heritage Site.

Pickford's House, Museum of Georgian Life and Costume

41 Friar Gate, Derby DE1 1DA

Telephone: **01332 255363** Minicom: **01332 256666**

The museum recreates rooms as they would have been in Georgian times and has displays of toys and toy theatres as well as a collection of historic costumes and textiles. It is a lively museum with friendly staff who are keen to help you get the most out of your visit.

Further information

Visit: www.derby.gov.uk/museums

QUAD

Market Place, Cathedral Quarter, Derby DE1 3AS

Telephone: **01332 290606** Visit: www.derbyquad.co.uk

QUAD exhibitions include work from local, national and international contemporary artists.

Live entertainment and attractions around Derby

You can see a good range of live entertainment at The Assembly Rooms, Derby Theatre and The Guildhall Theatre.

Visit: www.derbylive.co.uk

There are many cinemas in the city. The QUAD in the Market Place has a cinema and art gallery

Visit: www.derbyquad.co.uk

Déda puts on performances covering dance, literature, music and theatre.

Visit: www.deda.uk.com

For information about local festivals, attractions and things to do, visit www.visitderby.co.uk/things-to-do or the Tourist Information Centre in the Market Place, telephone **01332 255802**, email: tourism@derby.gov.uk

Countryside activities

If you are walking or cycling in the countryside, you can use public footpaths, which are marked with signs. You can also check them on local maps at the library. You can walk freely on common land and on mapped areas of moor land, heath, and mountain without the need to stick to paths.

When using the countryside, you should follow the Countryside Code: this explains how you can respect and enjoy the countryside. You can find out more about open access, the Countryside Code, and the activities and walks available around Derby at: www.countrysideaccess.gov.uk

There are lists of protected plant, bird and animal species on the Natural England website: www.naturalengland.org.uk

Fishing requires a licence, and permission from the lake or river owner (in Scotland this permission must be in writing). There are many bylaws about fishing.

For full details, visit: www.environment-agency.gov.uk/subjects/fish



Hunting animals or birds, or making them fight each other, is against the law.

Libraries

For reading, music, and films at home, you can borrow books, magazines CDs and DVDs from libraries (see page 114 for more information). Some libraries stock items in different languages.

Further information

Information about hunting with dogs can be found on the Department for Environment, Food and Rural Affairs website at:

www.defra.gov.uk/rural/countryside/hunting



Disabled people

Coming to a new place to live is difficult for anyone, but for disabled people there are even more things to think about when you don't know what rights you have, how accessible places are, where to get a wheelchair from, how to get your home adapted so you can live in it easily, or even whether you can get in a taxi or not.

In Derby, there is a lot of help and support for disabled people. The place you can get all the information you need is Disability Direct. This is an organisation run and managed by disabled people.

Telephone **01332 299449**, minicom **01332 368585** or visit:

www.disabilitydirect.com/derby

Disability Direct can also help you if you feel you are not being treated fairly, by an employer or a shop or business because you are a disabled person.



The Disability Discrimination Act is a law in the UK that says disabled people must not be treated unfairly.

Derby has accessible buses and taxis and there is also a Shopmobility Scheme that will let you hire a mobility scooter to help you get around the shops, if you are unable to walk very far. Telephone the Shopmobility Scheme on **01332 200320**.

There are a number of disabled people's toilets in the city. To get in some of them, you will need a Radar Key. You can get one to keep from Derby City Council reception desk or you can contact the Council's Access Officer on **01332 255925**, minicom **01332 256666**. You can also get help and information on access for disabled people and an Access and Information Guide that tells you about access to shops, dentists and parks.

Disabled people who may not be able to walk very far or who are visually-impaired can apply for a Disabled People's blue parking badge so you can park near to where you want to go. You can get an application form by telephoning **01332 256764**, minicom **01332 256767**. Visit the Council's website for more information for disabled people: **www.derby.gov.uk** or visit: **www.direct.gov.uk/en/disabledpeople**

Social care services for adults

Adult social services cover a wide range of care services provided by the local council or private organisations to help adults live independently in their own home or in a care home.

Services in the home could include help with personal care such as washing, dressing, feeding or help getting to the toilet.

Any adult living in Derby can ask Derby City Council for:

- advice and information about social care services that can help them to lead an active and independent life
- and
- an assessment of their needs – this takes into account a range of things including their social care needs, country of origin and immigration/residency status. If they qualify, the Council may be able to provide social care services.

If the adult does not qualify for the Council's services, it will provide information about other private organisations that may be able to help.

For more information, contact the Council's Adult Social Services at 29 St Mary's Gate, Derby DE1 3NU.

Telephone: **01332 717777**

Minicom: **01332 206180**

Fax: **01332 717360**

Email: **adultsocialservices@derby.gov.uk**

Visit: **www.derby.gov.uk/healthsocialcare**

Food and shopping

Derby has a good range of supermarkets, independent food shops and markets where you can buy locally-produced goods. Specialist shops (sometimes called delicatessens) or specialist areas in supermarkets sell foods from around the world.

Vegetarian and vegan food is fairly common in supermarkets and health food shops, and is usually labelled as such. Food labels will also show details such as salt, fat and protein content, and the presence of potential allergens such as nuts, milk and gluten. All food in shops will be labelled with the date by which the food should be consumed; this is to help prevent food poisoning and therefore it is not a good idea to buy food that is out of date.

Most UK residents buy meat and dairy products from shops, and do not hunt or keep animals for food. There are laws about the treatment of animals and livestock, and some species are protected. Derby City Council can advise you on what animals you can keep at home - telephone **01332 641333**.

Used goods are sold by members of the public at local sales sometimes called 'jumble sales' or 'car boot sales'. There are a lot of charity shops in Derby that also sell used goods. Details of where to find shops and supermarkets are in telephone directories.

There are laws regulating how goods are sold and for the protection of buyers. You can get advice about your rights by contacting **Consumer Direct**, which is supported by Derby City Council and the Department of Trade and Industry.

Telephone: **08454 04 05 06**

Minicom: **08451 28 13 84**

Email: **environmental.services@derby.gov.uk**

Visit: **www.tradingstandards.gov.uk/derbycity**

See page 72 for more information about public health.

Further information

Consumer Direct carries information on typical consumer problems, what to do if things go wrong, and information about the latest consumer scams.

Visit: **www.consumerdirect.gov.uk**

9 Voting, citizenship & neighbourhoods



Voting and elections

You must register to vote if you are:

- a British or European Union citizen or
- a qualifying Commonwealth citizen – that is a Commonwealth citizen who has leave to enter or remain in the UK, or who doesn't require such leave.

Citizens of European Union states who are resident in the UK can only vote:

- in local council elections and
- in European elections, if they have completed an EU form (available from Derby City Council).

To register to vote and/or get an EU form, contact Derby City Council on: telephone **01332 255478**, minicom **01332 256666**, email **elections@derby.gov.uk**

There is more information about your right to vote at:

www.direct.gov.uk/en/governmentcitizensandrights/ukgovernment/politicalpartiesandelections

People who represent you in local and national government

In England, 'elected members' can be Local Councillors, Members of Parliament (MPs) or Members of the European Parliament (MEPs).

All elected members have a duty to serve and represent their constituents. You can get the contact details of all your representatives and their political parties from any library.

Councillors, Members of Parliament, and Members of the European Parliament hold regular local sessions (also called surgeries) where you can talk to them.

For information about Local Councillor contact details and surgeries, telephone **01332 255367**.

Becoming a British citizen

Britain is home to many races and ethnic groups who are united by shared values, a respect for education and learning, and a willingness to listen to different points of view.

People of any nationality who live in Derby can comment on the work and policies of the Government and the Council but, for many, being able to vote in elections is an important way of expressing their belonging and involvement to the city and country. So, the right to vote is a strong influence in choosing to apply for citizenship. You can find information on how to apply at: **www.ukba.homeoffice.gov.uk/britishcitizenship**

Citizenship ceremonies in Derby

When a citizenship application is successful, the act of becoming a British citizen should be celebrated.

In Derby, we invite you to a ceremony hosted by the Mayor to welcome you into your new community. You also have the chance to meet other people from the city who have chosen to become British citizens.

The Mayor makes a speech of welcome, which includes a brief history of Derby's heritage, and you are asked to make an oath of allegiance that you will be a faithful citizen (or an affirmation if you prefer not to swear by God) and a formal and public pledge that you will be a loyal subject and observe the laws of this country.

You are presented with your certificate of British citizenship, a key step in being able to apply for a British passport, and a welcome guide. You will also receive a photograph of the event. Towards the end of the ceremony, all new citizens are invited to stand for the playing of The National Anthem.

Derby Register Office has a legal duty to conduct citizenship ceremonies. It also provides a nationality checking service – this is not a legal requirement.

The address of the Register Office is:

Royal Oak House, Market Place, Derby DE1 3AR

Telephone: **01332 256536**, email: **registeroffice@derby.gov.uk**

See page 113 for more information about the Register Office.

Neighbourhood Forums and Wards in Derby

Every ward in Derby has at least one 'Neighbourhood Forum'. This is a public meeting, held every few months, for all local residents, community organisations and businesses.

At Forums, you can:

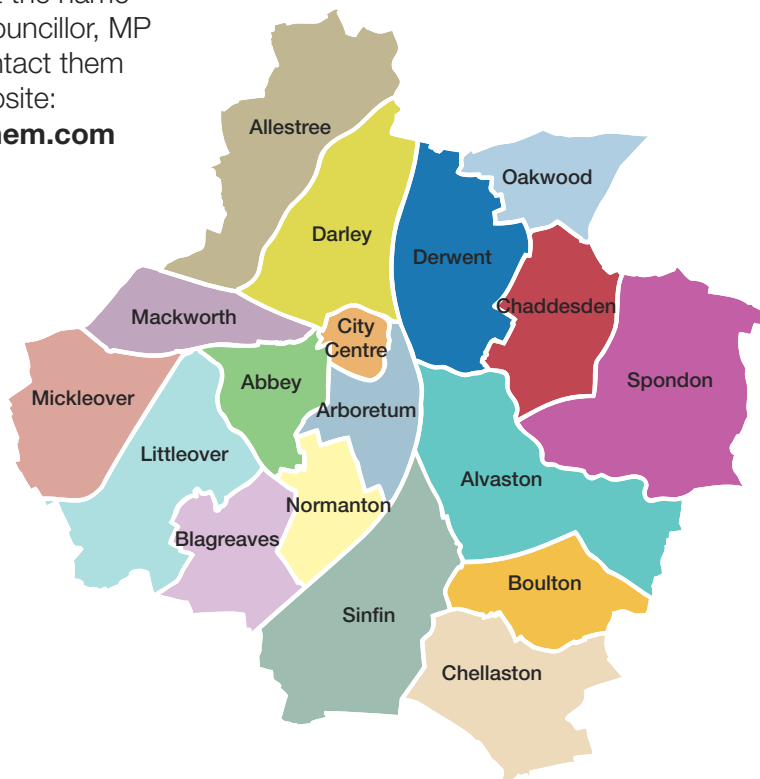
- find out what's happening in your neighbourhood
- raise local issues and concerns
- identify local priorities
- meet and talk to Local Councillors, providers of local services, community leaders and the local Police Safer Neighbourhood Team.

For up-to-date information about your local Neighbourhood Forum, telephone **01332 258527**, email **neighbourhoods@derby.gov.uk** or visit: **www.derby.gov.uk/neighbourhoods**

Further information

You can find out the name of your Local Councillor, MP or MEP and contact them through the website:

www.writetothem.com



10 Emergencies and staying safe



Fire, Police and medical emergencies

You do not have to pay to use the emergency services for Fire and Rescue, Police, ambulance (a vehicle with medical personnel on board) or a lifeboat (when someone is in trouble at sea). These services are there to help you in an emergency. Making false or hoax calls is against the law.

Telephone **999** (the 24-hour UK emergency number) when:

- there is a fire
- someone is drowning or they are in difficulty on the water
- lives are at risk or there is serious injury
- there is violence
- a crime is taking place
- you think a person who has committed a crime is at the scene or nearby.

The emergency telephone operator will ask:

- 1 which emergency service you need
- 2 your name and location
- 3 the telephone number you are calling from
- 4 the location of the emergency
- 5 details of what is happening.

You will need enough spoken English to choose the service and give your name and location. You may be asked to stay on the line while the emergency services are on their way to you.

For less urgent Police matters, telephone **0345 123 33 33**. This is a single central number (24-hour service) for Derbyshire. The telephone operator can arrange for an interpreter if you need one.

Preventing crime

You can report crimes or suspicious behaviour to the Police on **0345 123 33 33**.

You can also report crimes anonymously to the national charity Crimestoppers free on **0800 555111** or report online at: **www.crimestoppers-uk.org**

Crimestoppers will never ask your name, will not record your call, and will not trace your call or online form. You will not have to make a statement to the Police and you will not need to appear in Court.



Carrying weapons, such as knives and guns, is against the law.

Anti-social behaviour and how to report it

The most common complaints in Derby about anti-social behaviour are:

- loud music and banging of doors late at night
- rubbish dumped in alleyways or on streets
- bins left on streets
- cycling on pavements or in pedestrianised areas (see page 106)
- drawing (graffiti) on public property, such as walls and lamp posts
- dog mess on pavements
- drinking and rowdy behaviour on streets and in public spaces
- abandoned or burnt-out cars.

In Derby, there is an Anti-Social Behaviour Team, which works closely with other services (like the Council, Police and Fire and Rescue Service), to deal with complaints about anti-social behaviour from individuals and communities.

You can report noise problems to the Council on **01332 642020** and report litter or graffiti to the Council's Streetpride service on **0333 200 6981**, email **streetpride@derby.gov.uk** or through the website: **www.derby.gov.uk/streetpride**

You can report all other anti-social behaviour to the Council on **01332 255260** or online at: **www.saferderby.org.uk**

You can also contact:

- your local Police Safer Neighbourhood Team, telephone **0345 123 33 33** or visit **www.derbyshire.police.uk** and go to 'My Local Link'
- attend your local Neighbourhood Forum (see page 86) to raise your complaint. Visit: **www.derby.gov.uk/neighbourhoods**

Tips on keeping yourself safe and your home secure

Leaving the house? Lock all windows and doors. Don't hide spare keys outside.

Going shopping? Always keep your wallet or purse close to your body.

Just bought a new TV or valuable items? Don't leave empty cardboard boxes saying what you've bought outside your home. You can recycle the boxes in a brown bin.

Getting home after a night out? Keep enough money for your journey home. Always use a licensed taxi, which will have a licence number inside and outside the vehicle. This means it is registered with the Council. If you are in any doubt, don't get into the taxi. Taxi marshals are at key points in the city centre every Friday and Saturday from 10.30pm to help you get home.

Celebrating with fireworks? Fireworks can normally only be used up to 11pm. Keep them away from children and use them safely. Remember to keep pets indoors.

Having a party? Be a considerate neighbour and keep the noise levels down as the evening goes on.

Going out at night? Keep your house keys safe and separate from your purse or wallet. Stay in control of your drinking – remember that you are much more vulnerable when you are drunk. When you have been drinking, you may behave differently to others, which may in turn impact on how they behave towards you.

Using your car? Park in a well-lit area and lock all doors and windows. Don't leave any valuables on view. Ideally, don't leave any valuables in your car at all.

Just received your bank statement? Check all bank and credit card statements as soon as they arrive. Report any unfamiliar transactions to your bank/credit card company straight away. Destroy unwanted statements and documents in a shredder. Keep your passport safe.

Domestic abuse, sexual violence, honour-based violence, stalking, harassment or forced marriage

Domestic abuse happens where one family member abuses another either verbally, physically, sexually, emotionally or psychologically.

The Derby Family Justice Centre provides a safe and secure location for victims of:

- domestic abuse
- sexual violence
- stalking
- harassment
- honour-based violence
- forced marriage.

Specialist trained staff are available to provide confidential and sensitive support and protection to victims and families.

You can find the Derby Family Justice Centre at:

2nd Floor, St Peter's House, Gower Street, Derby DE1 1SB

Telephone: **01332 256897**

Minicom: **01332 256900**

Email: **familyjusticecentre@derby.gov.uk**

Visit: **www.saferderby.org.uk**

You can drop in at the Centre from Monday to Friday, 10am to 4pm.

Other Derby organisations that can help when the Family Justice Centre is closed...

If there is immediate threat, telephone the Police on **999**.

- Hadhari Nari (Derby Women's Aid): telephone **01332 270101** – available 24 hours
- Refuge: telephone **07725 245 383** – available 24 hours
- Victims of recent sexual violence can telephone Millfield House on **0845 129 0111** (out of hours only) to get access to medical services.

Other national organisations that can help...

Women and children can get help by telephoning the National Domestic Violence Helpline which is open 24 hours on **0808 2000 247**. They will be able to refer you to local services and safe houses (known as refuges). They will get an interpreter on the phone, if you need one.

Karma Nirvana supports victims and survivors of forced marriage and honour-based abuse. Telephone **0800 5999 247**.

Men can get help by phoning the MALE Helpline free on **0808 801 0327**.

Children can get help by phoning the NSPCC free on **0808 800 5000** or Childline free on **0800 1111**. Both services are open 24 hours.

If you think a crime is being committed, telephone the Police on **999**. To report a crime that has been committed, telephone **0345 123 33 33**.

Further information

www.womensaid.org.uk carries details of where men, women and children can get help with domestic abuse.

Racial incidents and other hate crimes

The UK takes racially-motivated (and other hate) crimes seriously. If you think you might be a victim of an incident or crime because of your ethnic, religious or sexual background, or you see such an incident happening, we encourage you to report it to the Police on **0345 123 33 33** so that they can take action.

You can also report it to the national charity Stop Hate UK:

- by telephone **0800 138 1625**
- with text relay for people who are deaf, or have speech or hearing impairments: **18001 0800 138 1625**
- by text **07717 989 025**
- by letter to Stop Hate UK, PO Box 484, Leeds LS7 9BZ
- or by using an online form at: **www.stophateuk.org/tell**

If you don't feel able to report a hate crime or incident, these local organisations can provide advice, information or support:

Victim Support

Provides support and information for anyone affected by crime.
Telephone: **01332 349956**

Awareness Raising Cooperative (Arc)

A lesbian, gay, bisexual and transgender consultation group that supports the gay scene.
Email: **info@arcderby.co.uk**

Choices Youth Group

Supports young people making choices about their sexuality.
Telephone: **01332 207704**
Minicom: **01332 349333**

Derby and Derbyshire Race and Equality Commission

Works to promote racial equality and gives advice about harassment and discrimination.
Telephone: **01332 372428**;
Mobile: **0794 033 1194**
Email: **diversity@derbyrec.org.uk**

Derby Deaf Forum

Promotes equality for deaf people.
Fax: **01332 758188**
Email: **secretary@derbydeaf.co.uk**

Derby Homes

Gives support to Derby Homes tenants suffering hate crime.
Telephone: **01332 711000**

Derbyshire Association for Blind People

Promotes equality for visually-impaired people.
Telephone: **01332 292262**

Derbyshire Friend

Provides a lesbian, gay, bisexual and transgender support service, and a hate crime reporting surgery.

Telephone: **01332 207704**

Minicom: **01332 349333**

Email: **info@gayderbyshire.co.uk**

Derby Women's Centre

Provides an information and support service.

Telephone: **01332 341633**

Email: **derbywomencentre@aol.com**

Disability Direct

Gives advice and information to disabled people.

Telephone: **01332 299449**

Minicom: **01332 368585**

Email: **info@disabilitydirectderby.co.uk**

Refugee Support

Offers advice and support to refugees and asylum seekers.

Telephone: **01332 334520**

The Bosnia-Herzegovina Community Association

Offers information and support for all people from Former Yugoslavia.

Telephone: **01332 294436**

T Junction

Supports transgender people.

Telephone: **07969 448916**



Derby's annual Lesbian, Gay, Bisexual and Transgender festival

'Stop and search' powers

The power to stop and search people can help the Police to detect crime and make your community safer. 'Stop and search' is when a Police officer stops and searches you, your clothes, your vehicle, or anything you are carrying. The Police officer should give you their name, the station where they are from, the reason for the search and a written notice explaining these details (or how to get a copy).

Further information

A leaflet 'Stop and Search – Know Your Rights' is available at:

www.apa.police.uk

If you are arrested

If you are arrested or charged with a crime, the Police will tell you the reason for your arrest. You have the right to free legal advice from a solicitor at the Police station, and have the right to have a friend, family member or someone who might be interested in your welfare told that you have been arrested and where you are being held. The Police may delay this happening in some circumstances. If you are a Foreign National, you have the right to have your Embassy or Consulate informed of your detention. If you have difficulty understanding or communicating in English, an interpreter should be provided.

Making a complaint about the Police

You can make a complaint about the Police in person at any Police station enquiry office. All complaints will be recorded and taken seriously. You can also make a complaint to the Independent Police Complaints Commission.

Telephone: **08453 002 002**

Email: **enquiries@ipcc.gsi.gov.uk**

Visit: **www.ipcc.gov.uk**

For information about specific UK laws and policing services, Derbyshire Constabulary has produced a leaflet for migrant communities, which can be found at any Police station enquiry office in Derbyshire. See page 119 for Police station enquiry offices in Derby.

Preventing fires and other emergencies

If a fire breaks out, telephone the emergency number **999** straight away.

Derbyshire Fire and Rescue Service responds to emergencies such as fire incidents, road traffic collisions, chemical emergencies, rescues and large-scale emergencies.

It carries out free Home Fire Safety Checks and provides free smoke alarms and fire safety equipment, where appropriate.

To get advice on preventing fires and other emergencies and to ask for a free Home Fire Safety Check, telephone Derbyshire Fire and Rescue Service on **01332 771221**, email **enquiries@derbys-fire.gov.uk** or visit: **www.derbyshire-fire-service.co.uk**

Tips to make your house a safer home TAKE CARE...

CIGARETTES



IN THE KITCHEN



ELECTRICS



CANDLES



- Fit a smoke alarm on the ceiling of each level of your house and check them regularly. Remember that the Fire and Rescue Service can fit smoke alarms for you free of charge.
- Make a fire escape plan so that everyone in your house knows what to do in the event of fire: **get out, stay out and call 999**.
- Take care when cooking.
- Never leave lit candles unattended.
- Make sure you put out and dispose of cigarettes carefully, and never smoke in bed.
- Keep matches and lighters away from children.

For further information about making your house a safer home, visit: <http://firekills.direct.gov.uk>

Gas emergencies

If you smell gas, telephone free on **0800 111 999** straight away.

Water emergencies

Severn Trent Water is the main water provider in the area. Telephone free on **0800 783 4444** to report a leak or problems with the quality of the water. Visit: **www.stwater.co.uk**

Electricity emergencies

If the power fails or there is an electrical problem, telephone free on **0800 40 40 90**.

Missing persons

If someone you know has gone missing, you should report it to the Police (see page 88), who can investigate and try to find them. This service is free of charge.

'Missing People' is the national charity that supports people who are missing someone; they are also a contact point for people who have run away. You can telephone the 24 hour, free and confidential helpline on **0500 700 700** or visit: **www.missingpeople.org.uk**

What to do if someone dies

If you are with someone when they die and there is no doctor present, you should call your doctor or telephone **999** and ask for an ambulance. A doctor will be able to issue a death certificate, which you will need later.

When someone dies, there are certain organisations that need to be informed, and some forms that must be completed. The death must be registered, normally within five days, at the Derby Register Office. The address is:

Royal Oak House, Market Place, Derby DE1 3AR

Telephone: **01332 256526**

Fax: **01332 256525**

Minicom: **01332 256666**

Email: **registeroffice@derby.gov.uk**

Opening hours are:

Monday to Friday - 9.30am to 4.30pm

Saturdays - by appointment

Contact a funeral director (they are listed in telephone directories) so that arrangements for the funeral can be made.

A Registrar will normally be available for out-of-hours religious funeral arrangements or when the deceased is being taken out of the country. Please contact any local funeral director.

If the person was receiving state benefits or tax credits, the offices that were making the payments will need to be informed.

Further information

You can find further details of what to do after a death, including what to do about burial abroad, at:

www.direct.gov.uk/en/governmentcitizensandrights/death/whattodoafteradeath

www.derby.gov.uk/communityliving/lifeevents/deaths/bereavement/arrangingfuneral

11 Getting around



Cars and motorcycles

People in Britain drive on the left hand side.



To drive legally in the UK, a person must have a valid driving licence and insurance.

A vehicle registration document, MOT certificate (certificate of road worthiness), where appropriate, and vehicle tax are also required.

It is against the law to use a hand-held mobile phone or similar device while driving.

Some people from overseas can use the licences they were given in their home countries for a limited period. You will need to have insurance that covers you for driving in the UK. You can find out more about driving legally at: www.dvla.gov.uk and www.direct.gov.uk/motoring

Drivers in the UK observe rules of the road called the Highway Code. You can find this at any library or at:

www.direct.gov.uk/en/travelandtransport/highwaycode

If you have an accident, you must stop and give:

- your name and address
- the name of your insurance company
- the name and address of the vehicle's owner (if different)

to

- all the other drivers / pedestrians / cyclists involved
- the owners of any property that has been damaged
- anyone acting on their behalf.

You must call the Police if someone is injured. If you admit the accident was your fault, the insurance company may refuse to pay; it may be advisable to wait for the insurance company to decide for itself who was responsible for the accident.

Remember...

- The law in the UK states that seatbelts must be worn by **all** passengers and drivers where they are fitted - both in the front and back
- Drivers carrying children who are not wearing seatbelts, and not using the correct car seat, could be fined.
- All children up to 135 centimetres tall or the age of 12, whichever comes first, in the front or rear seats in cars, vans and other goods vehicles must travel in the correct child restraint for their weight with very few exceptions.
- Never carry a child on your lap.
- Never put the seatbelt around two people.
- Airbags should be switched off if a child under 12 is travelling in the front of the car.
- Never leave a young child alone in the car.
- Always try to get out of the car on the pavement side.
- The website www.protectchildgb.org.uk has details of the types of car seats and where you can go for advice and fitting. It also covers the seatbelt laws. The site is also translated into eight languages.

Trains and buses

The main train station in Derby is at Railway Terrace, Derby DE1 2RU, telephone **0845 712 5678**. There are direct train services from the station to many other towns and cities across the UK. Destinations include London, Birmingham, Nottingham, Stoke, Sheffield, Leeds, Newcastle, Bristol, Edinburgh and Cardiff.

You can contact National Rail Enquiries on **0845 48 49 50** (24 hours) for times, fare information and to buy rail tickets. You can also buy rail tickets at stations or online at: **www.nationalrail.co.uk**

Other websites on which you can buy tickets include:

www.thetrainline.com

www.eastmidlandstrains.co.uk

You might qualify for a railcard that would entitle you to cheaper tickets. Tickets are usually bought before you get on the train. You will need to keep your ticket for the whole of your journey.



It is against the law to smoke on trains or buses, or on a railway station platform as this is seen as an enclosed public space.

The Derby bus station is at The Morledge, Derby DE1 2AY and is managed by Derby City Council. It is open to the public from 5.30am until midnight, Mondays to Saturdays and from 8am until midnight on Sundays and most Bank Holidays. It is closed on Christmas Day (25 December), and on New Year's Day (1 January).

You can find out about local bus services at the Information Office in Derby Bus Station, including National Express Coach Services for which you can buy tickets. The Office is open from 8am to 6pm Mondays to Saturdays and from 10am to 5pm on Sundays and public holidays. The information office telephone numbers are **01332 711553** or **01332 711554**.

For local travel information, you can also call:

- Traveline on **0871 200 22 33** or visit: **www.traveline.org.uk**
- Arriva Midlands customer care team on **0844 800 4411**
- Trent Barton customer services on **01773 712265**.

You can buy tickets from the bus driver. You will need to keep your ticket for the whole of your journey. If you travel a lot by bus, it might be cheaper to pay for several journeys at once by buying either a day or weekly ticket.

There are coach services from Derby Bus Station to cities and airports across the UK. You can find out about coaches at:

www.nationalexpress.com



Users of public transport are expected not to cause damage or behave in a way that offends other passengers.

Community transport

If you do not have your own transport, have difficulty getting around or struggle to use bus services, Community Transport might be able to help. It offers a door-to-door Dial a Bus service from a person's home to local shops and a Ring and Ride service to health care facilities. For more information, telephone Derby Community Transport on **01332 380738**.

School transport

Derby City Council may provide free and supported transport for children to schools. This is provided to those who qualify because of:

- the distance they need to travel
- their family is getting certain state benefits
- the children have special needs.

For more information, telephone: **01332 641731** or visit:

www.derby.gov.uk/

transportstreets/publictransport/buses/schooltransport

Concessionary bus pass schemes

There is an English National Concessionary Travel Card, known in Derby and Derbyshire as the 'Gold Card', for people over 60. The Card allows residents to use local buses through England for free from 9.30am until 11pm on weekdays and all day on Saturday, Sunday and Bank Holidays. It also gives half-fare rail travel within Derbyshire and free travel on Community Transport Dial a Bus services within Derbyshire.

The age at which you can apply is changing so, to check if you qualify, telephone **01332 641772** or visit: **www.derby.gov.uk/transportstreets/publictransport/buses/concessionarypasses**

There is also a Disabled Gold Card National Concessionary pass, which allows similar discounts. To check if you qualify, telephone **01332 641736**.

If you qualify for a Gold Card, you can apply by:

- visiting the Council customer service reception (see page 109) with proof of your age **and** proof that you live in Derby. For example, a birth certificate, passport and a gas or electricity bill with your name and address on it
- asking for an application form – telephone **01332 641772** – and filling it in. You will need to include photocopies of the proof documents the application form asks for.

After this has been approved, a card is posted out within two to three weeks.

B-line Card

A B-line card offers discounts on public transport for children and young people in full-time education up to the age of 18. For more information, telephone **08456 058 058** or visit Derbyshire County Council's website: **www.derbyshire.gov.uk**



Derby Bus Station

Cycling

Derby wants to encourage more people to cycle to help reduce congestion, improve the environment and increase people's health and fitness.

To help you stay safe, you should wear a helmet and reflective strips.



You must by law:

- make sure your brakes are efficient, and,
- at night, use lit front and rear lights and have a red rear reflector.

It is against the law to cycle:

- on pavements unless they are designated cycle paths
- in a No Vehicle area or past a No Entry sign.

The Highway Code applies to cyclists. Find it at any library or at:
www.direct.gov.uk/en/travelandtransport/highwaycode

You can also find information about rules for cycling at:

www.direct.gov.uk/en/travelandtransport/highwaycode/cyclists/index.htm

Do **not** leave your cycle where it would obstruct road users or pedestrians. Use cycle facilities where provided.



This means No Entry.



This means No vehicles are permitted – this includes pedal cycles unless they are being pushed.

For information about cycling in Derby, including route maps, hints and tips, cycle clubs, leisure route information and safer cycling advice, visit **www.cyclederby.co.uk** or telephone **01332 641773**, minicom **01332 256666**. You can also get free maps from the Tourist Information Centre, libraries, leisure centres, bike shops and Council offices.



Walking

Pedestrians use pavements to walk safely along roads. If there is no pavement, you should walk at the side of the road and facing oncoming traffic.

You can cross roads safely at marked crossings. Crossings with traffic lights will show a lit red person for 'stop' and a green person when you can cross.

At night, and during the winter months, it is wise to wear light-coloured or reflective clothes. You can find out more about road safety at:

www.thinkroadsafety.gov.uk

12 Local services



Derby City Council

A good place to go for free information about local services is the local authority. In England, local government is at different levels. In Derby, the local council is Derby City Council.

The Council is where you go for help with things like Council Tax, housing advice, social services, some benefits, trading standards and rubbish collection. An interpreter can be provided to help you talk to staff if you ask.

You can contact the Council for information about any service on:

Telephone: **01332 293111**

Minicom: **01332 256666**

Fax: **01332 255500**

Email: **customerservices@derby.gov.uk**

Visit: **www.derby.gov.uk**

Opening hours are:

Monday to Thursday - 8.30am to 5pm

Friday - 8.30am to 4pm

If you want to get advice or information about a service by visiting the Council in person...

In late 2010/early 2011, the Council's customer service reception will be moving

from:

Council House, Corporation Street, Derby

to:

1 Albion Street, Derby

Please look out for the date of the move and the new location.



Useful telephone numbers for Council services

Adult learning	01332 717900
Adult social services	01332 717777
Anti-social behaviour	01332 255260
Benefits Office	01332 255122
Births, deaths and marriages (the Register Office)	01332 256526
Consumer advice and trading standards	0845 404 0506
Contact your local councillor	01332 255367
Council Tax	0333 200 6900*
Derby Advice	01332 256550
Elections and voting	01332 255478
Families Information Service	01332 716381
Housing Options Centre	01332 256483
Neighbourhood Forums	01332 258527
Pest control	01332 255260
Streetpride Deals with waste and recycling, bulky waste collection service, potholes, street cleaning, fly tipping, dog mess, graffiti, vandalism and damage to streets, abandoned vehicles, skip permits, parking services.	0333 200 6981*
Tourist Information Centre	01332 255802

* 24-hour automated service - outside of normal office hours, you can leave your contact details for the Council to telephone you.



Derby Advice

Derby City Council's Derby Advice service offers free, confidential advice on benefits, debt and the Worker Registration Scheme.

Telephone: **01332 256550**
Fax: **01332 256560**
Minicom: **01332 256555**
Email: **derby.advice@derby.gov.uk**
Visit: **www.derby.gov.uk/communityliving/welfarerights**

The Derby Advice reception is open from 10am to 4pm, Monday to Friday.

Benefits and debt advice in Eastern European languages is available on an appointment-only basis on Mondays and Wednesdays at the Derby Advice reception – telephone **01332 256550** to make an appointment.

Derby Advice has special advice lines for:

- Welfare Rights, telephone **01332 256550** (1pm to 4pm)
- Money Adviceline, telephone **01332 256570**

If you want to visit the Derby Advice reception...

In late 2010/early 2011, the Derby Advice reception will be moving

from:

Council House, Corporation Street, Derby

to:

1 Albion Street, Derby

Please look out for the date of the move and the new location.



Derby Advice - welfare rights advice sessions in the community

Derby Advice also offers welfare rights advice sessions in various community centres – some are drop-in sessions, others are by appointment only.

Drop-in advice sessions

Tuesdays - 10am to 12pm

Indian Community Centre, Rawdon Street, Derby DE23 6QR

Mondays - 1pm to 3pm and Wednesdays, 12.30pm to 2pm

Pear Tree Home Improvement Centre, Pear Tree Road, Derby DE23 8NQ

Thursdays - 10am to 1pm

Southern Derbyshire Pensioners Association, Shop 2, The Balcony, Market Hall, Derby DE1 3NA

Fridays - 10am to 1pm (advice given in Eastern European languages)

EMAC, Rosehill Business Centre, Normanton Road, Derby DE23 6RH

Appointment-only advice sessions

Tuesdays - 2pm to 4.30pm (advice given in Eastern European languages)

Telephone **01332 256550** to make an appointment.

Pear Tree Home Improvement Centre, Pear Tree Road, Derby

Thursdays - 9.30am to 12pm

Thursdays - 2pm to 4.30pm (advice given in Eastern European languages)

Telephone **01332 256550** to make an appointment.

Pear Tree Home Improvement Centre, Pear Tree Road, Derby

Fridays - 10am to 12pm

Telephone **01332 299449** to make an appointment.

Disability Direct, 227 Normanton Road, Derby DE23 6RH



Derby Register Office

The Register Office officially records, maintains and issues certificates around major life events to provide evidence of identity, birth, marital or partnership status, parentage and causes of death.

The Derby Register Office must, by law, register all:

- births
- still births
- deaths
- marriages
- civil (same-sex) partnerships.

It also has a legal duty to conduct citizenship ceremonies.

Other services the Register Office offers that are not legally required are:

- nationality checking
- baby namings
- renewal of marriage vows.

The address of the Register Office is:

Royal Oak House, Market Place, Derby DE1 3AR

Telephone: **01332 256526 / 256536**

Fax: **01332 256525**

Minicom: **01332 256666**

Email: **registeroffice@derby.gov.uk**

Opening hours are:

Monday to Friday - 9.30am to 4.30pm

Saturdays - by appointment

For more information, visit:

www.derby.gov.uk/communityliving/lifeevents

Libraries in Derby

There are public library services across the UK and most of their services are free to use. The purpose of the library is to provide information to people. If you want to find out something, ask the library staff and they will find out for you. If they can't find what you want, they will suggest who can help.

Derby's libraries have a range of useful information on citizenship, consumer rights, housing and benefit rights, health, and business start-up. They provide free computer access and items you can borrow such as books, magazines, CDs and DVDs. Staff at each library can help you with using the computers and can give information about local study courses. You can find lots of information in books and magazines and you can use computers and the Internet for free. Take some identification showing your name and address (such as a gas/electricity bill or driving licence) with you to register when you go. The library is a place to study and relax.

To help with citizenship, libraries have:

- an online self-study citizenship course – 'Life in Britain'
- online practice tests
- books to borrow, including the official 'Life in the UK', and
- citizenship workshops.

The libraries run sessions for people looking for work, which can advise you on where to look for a job, how to write a CV, and how to fill in an application form.

There are library buildings across the city and you can use any of them.

Derby Central Library

The Wardwick, Derby DE1 1HS

Telephone: **01332 641702**

Minicom: **01332 380712**

Pear Tree Library

Pear Tree Road, Derby DE23 8NQ

Telephone: **01332 715260**

Here is a list of our other libraries and telephone numbers:

Allenton Library:	01332 642310
Allestree Library:	01332 559761
Alvaston Library:	01332 718140
Blagreaves Library:	01332 255403
Chaddesden Library:	01332 672352
Chellaston Library:	01332 702614
Derwent Community Library:	01332 642250
Local Studies Library:	01332 255393
Mackworth Library:	01332 642410
Mickleover Library:	01332 718926
Sinfin Library:	01332 711302
Spondon Library:	01332 662708
Springwood Library:	01332 669123

The email and website details for Derby City Council's libraries are:

Email: **askusaquestion@derby.gov.uk**

Visit: **www.derby.gov.uk/libraries**



Community organisations in Derby

Community organisations provide information and help with everyday problems. They are also places where you can meet other people.

• Derby and Derbyshire Race and Equality Commission

31 Normanton Road, Derby DE1 2GJ

Telephone: **01332 372428**, mobile: **07940 331194**

The Commission provides advice and support on harassment and discrimination.

• The Derby Bosnia-Herzegovina Community Association

Gallery - Place of Welcome, 35-36 Queen Street, Derby DE1 3DS

Telephone: **01332 294436**, email: **bihcommderby@hotmail.com**

Visit: **www.bihcommunityderby.co.uk**

The Community Association works with and supports all people from the Former Yugoslavia by providing:

- information on organisations that can help with benefits, housing, employment, immigration advice and training opportunities (in Bosnian, Serbian or Croatian)
- a one-stop shop providing 'one-off' help to new community groups and individuals
- a home outreach service to older and disabled people from the Former Yugoslavia and families of those suffering poor mental health
- home visits for non-English speaking families whose children are about to enter the education system.

• Jobs Education & Training (JET)

284-286 Normanton Road, Derby DE23 6WD

Telephone: **01332 298553**, visit: **www.jetderby.co.uk**

JET is a community-led organisation in Derby that supports people to improve their employment prospects, training and education. They can support with English for Speakers of Other Languages (ESOL) courses, training opportunities, volunteering, employment and general advice.

• Derby Refugee Forum and Advice Centre

Gallery - Place of Welcome, 35-36 Queen Street, Derby DE1 3DS

Telephone: **01332 294436**

The Forum and Advice Centre works to meet the needs of refugees and people seeking asylum in Derby by:

- helping them to adapt to life within their new community - providing advice, practical help and working with other organisations that can help
- making the public aware of issues about refugees and those seeking asylum.

Services offered include:

- a drop-in session on Tuesdays and Thursdays (no appointment needed)
- representing and supporting refugees and asylum seekers
- helping people to access services
- emergency food and travel for destitute asylum seekers
- interpreting.

• E-MAC (Eastern European Migrants Advice Committee)

Rose Hill Business Centre, Normanton Road, Derby DE23 6RH

Telephone: **077 77 62 62 76**, email: **info@emac-derby.org**

E-MAC aims to provide help and advice to any ethnic minority migrant group with attention focused on migrant workers from Eastern Europe. It provides help with issues including employment, housing, welfare rights, tax credits, employment tribunals.

E-MAC holds regular drop-in surgeries for advice at St Chad's Centre, St Chad's Road, Derby, just below the Polish Church. It has interpreters that specialise in Central and Eastern European languages including Polish, Czech, Slovak, Russian, Hungarian, Lithuanian and German.

• Refugee Action

Visit: www.refugee-action.org.uk

Refugee Action is an independent, national charity, working with refugees to build new lives in the UK. It provides practical advice and help for newly-arrived asylum seekers and long-term commitment to their settlement through community development work. As one of the country's leading agencies in the field, Refugee Action has over 20 years of experience in pioneering innovative work in partnership with refugees.

One-Stop Shop Service: is provided through an appointment-only outreach on Tuesdays and Thursdays. It provides advice and information on issues including:

- asylum support and appeals
- health
- education
- housing
- adult and family services and information about legal advice
- refugees and asylum seekers who are considering returning home and want to discuss their options.

Telephone advice and information to clients and agencies is also available Mondays and Thursdays 2pm to 4pm; Tuesdays and Fridays 10am to 1pm and 2pm to 4pm. To arrange an appointment or for advice, telephone **0115 941 8552**.

BASIS Project: Gives one-to-one support to refugee community organisations to help them manage, develop and sustain their work. For more information, telephone **0116 261 6200**.

• The British Red Cross

Liversage Street, Derby DE1 2LD

Telephone: **01332 525423**, visit: www.redcross.org.uk

The British Red Cross is a volunteer-led humanitarian organisation that helps people in crisis, whoever and wherever they are.



Police station enquiry offices in Derby

St Mary's Wharf Enquiry Office

St Mary's Wharf, Chester Green, Derby DE1 3AB

Opening hours:

Monday to Friday - 8am to 10pm

Saturday - 9am to 10pm

Sunday - 10am to 10pm

Closed Christmas Day

Derby City Centre Enquiry Office (next to Assembly Rooms)

City Centre, The Market Place, Derby DE1 3AH

Opening hours:

Monday to Saturday - 9am to 5pm

Closed Sunday and Bank Holidays

Cotton Lane Enquiry Office

Derby East Section, Cotton Lane, Derby DE24 8ZA

Opening hours:

Monday to Friday - 9am to 8pm

Saturday - 9am to 5pm

Sunday - 10am to 2pm

Closed Bank Holidays

Pear Tree Enquiry Office

Pear Tree Section, Pear Tree Road, Derby DE23 8NQ

Opening hours:

Monday to Friday - 10am to 8pm

Saturday - 10am to 2pm

Closed Sunday and Bank Holidays



To speak to the Police:

- in an emergency, telephone 999
- for non-emergencies, telephone 0345 123 33 33.

Visit: www.derbyshire.police.uk

13 Useful information



Sources of advice

Citizens' Advice Bureau gives you free, confidential and independent advice. Visit: www.citizensadvice.org.uk

The local bureau is at Derby Community Legal Advice Centre, Stuart House, Green Lane, Derby DE1 1RS, telephone **01332 295711**, visit: www.communitylegaladvice.org.uk/derby

At www.adviceguide.org.uk, there is information in English and other languages, and www.multikulti.org.uk is a multilingual advice site.

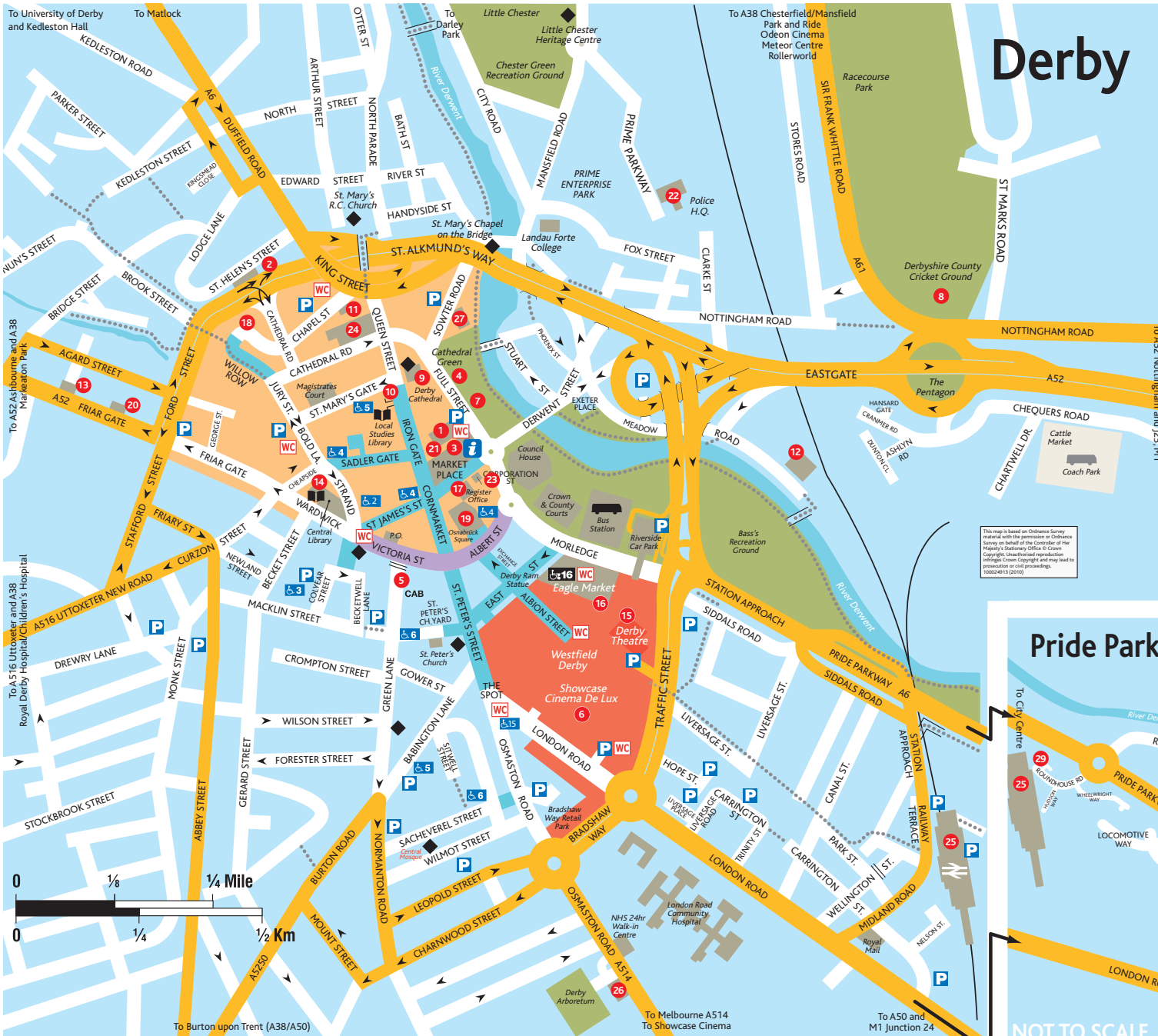
Community Legal Service Direct is a national service which provides advice on debt, state benefits and tax credits, housing, employment, and education problems. It gives free advice if you qualify for legal aid (they will tell if you qualify); ask for an interpreter if you need one. You can also use this service to find local advisers. Telephone **0845 345 4 345** (9am - 6.30pm, Monday to Friday), or visit: www.clsdirect.org.uk

Consumer Direct is a website that provides advice before you buy and the information you need to resolve consumer issues after you have made a purchase. If you can't find the answers to your problem on the website, regionally-based telephone advisors can give practical advice on various consumer issues from problems with cars to faulty household appliances. Visit www.consumerdirect.gov.uk or telephone **08454 04 05 06**.

Directgov is the Government website where you can find information on public services all in one place. You can fill in forms and make some applications online. Visit: www.direct.gov.uk

National Debtline is a national service providing free, confidential and independent advice on debt problems. Telephone **0808 808 4000** (9am - 9pm, Monday to Friday, 9am - 1pm, Saturday), or visit: www.nationaldebtline.org.uk

Shelter is a national provider of housing advice. Telephone **0808 800 4444** (8am - midnight, seven days a week), or visit: www.shelter.org.uk
The website has advice for European Union nationals, and A2 nationals.



Derby

- 1 Assembly Rooms
 - 2 BBC Radio Derby
 - 3 Big Screen
 - 4 Bonnie Prince Charlie Statue
 - 5 CAB/Passport Office/Law Centre
 - 6 Showcase Cinema De Lux
 - 7 Coach Pick-Up/Drop-Off Point
 - 8 Derbyshire County Cricket Ground
 - 9 Derby Cathedral
 - 10 Derby Cathedral Centre
 - 11 Déda (Derby Dance Centre)
 - 12 Derby Evening Telegraph
 - 13 Derby Gaol
 - 14 Derby Museum & Art Gallery/Library
 - 15 Derby Theatre
 - 16 Eagle Market
 - 17 Guildhall Theatre
 - 18 Joseph Wright Centre (Derby College)
 - 19 Market Hall
 - 20 Pickford's House Museum
 - 21 Police Enquiry Office
 - 22 Police HQ
 - 23 QUAD
 - 24 Queen's Leisure Centre
 - 25 Railway Station
 - 26 Royal Crown Derby
 - 27 Silk Mill, Derby's Museum of Industry & History (part of the Derwent Valley Mills World Heritage Site)
 - 28 Pride Park Stadium
 - 29 The Derby Roundhouse
- Bus Station
 - Parking
 - Designated Disabled Parking (No. of spaces)
 - Shopmobility (16 designated car parking spaces)
 - Tourist Information Centre
 - Toilets
 - Footpath
 - One Way Streets
 - Restricted Vehicle Access
 - Pedestrian Streets
 - Cul de sac
 - Library
 - Place of worship
 - Westfield Derby
- Cathedral Quarter

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Improvements to Derby Inner Ring Road will be complete by the end of 2010

Welcome to Derby – an essential guide will be available online in Urdu, Punjabi, Czech, Latvian, Polish and Slovak in Autumn 2010 at:

www.derby.gov.uk/welcometoderby

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 256160**, minicom **01332 256900**

Urdu

یہی ایسے والے، کیسی چہ امنہ نہ نالی نآ یوروز کی اے – اے لابق تس ا اک پآ یں می ی برڈ
پ سے پ سے سا سے 2010 ازخ م سوم می م نابز و درا روا ی باج ن پ، ک وولس، ش ل و پ
اگ وہ با ای تس د: www.derby.gov.uk/welcometoderby

مہارف می م نابز ای زادنا، اے قی رط اے رسود اے سی ا ی ہب سی ک تس ا م اول عم م ہی م
مہ مرک ہار ب اے مل م ددم می م ی ٹی اس ر کت سا وک پآ اے س س ج سی م سے کت ک س ر ک
سی ر ک ہط بار ر پ 01332 256900 م وک ی م، 01332 256160 اے سے

Punjabi

ਡرہی ویکہ توراڈا سٹاگاز رہی – 2010 دہی پتڑڑ (Autumn 2010) نٹو ائیک جرتوری گاہیڈ
رہک، لاکتہی ان، پل سٹ، سلے وک، پنجاہی اہتے ائیرڈ ڈا سٹا وٹا وٹا ائیکہ ائنا لایہ
اؤپ ل ب و ہ دے وٹا: www.derby.gov.uk/welcometoderby

اسی توراڈا ائیکہ سٹاگاز ائیکہ وٹا وٹا وٹا ائیکہ سٹاگاز ائیکہ وٹا وٹا ائیکہ
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01332 256160 'ت، minicom 01332 256900 'تے سٹاگاز وٹا

Latvian

Laipni lūgti Derbijā – Sākot ar 2010. gada rudeni, tiešsaistē būs
pieejams izsmēlošs ceļvedis čehu, latviešu, poļu, slovāku,
pandžabu un urdu valodās, skatīt:

www.derby.gov.uk/welcometoderby

Mēs varam jums palīdzēt piekļūt šai informācijai, sniedzot to citā
veidā, stilā vai valodā. Lūdzu, sazinieties ar mums pa tālruni
01332 256160, minikomū **01332 256900**

Czech

Vítejte v Derby – základní průvodce bude dostupný online v
českém, lotyšském, polském, slovenském, paňdžábském a
urdském jazyce od listopadu 2010 na adrese:

www.derby.gov.uk/welcometoderby

Tyto informace vám můžeme poskytnout jakýmkoli jiným
způsobem, stylem či v jiném jazyce, který pro vás bude
přístupnější. Kontaktujte nás na čísle **01332 256160**,
minicom **01332 256900**

Polish

Witamy w Derby – jesienią roku 2010 zostanie udostępniony
przewodnik zawierający najważniejsze informacje w języku
Czeskim, Łotewskim, Polskim, Słowackim, Pendżabskim oraz
Urdu. Przewodnik będzie dostępny na naszej stronie internetowej:

www.derby.gov.uk/welcometoderby

Aby ułatwić Państwu zapoznanie się z treścią przewodnika,
chętnie udostępniemy go w dowolnej postaci, stylu lub języku.
Prosimy o kontakt pod numerem telefonu **01332 256160**,
minicom **01332 256900**

Slovak

Vitajte v Derby – základná príručka bude dostupná on-line v
češtine, lotyštine, poľštine, slovenčine, Punjabi a Urdu na
jeseň 2010 na lokalite: www.derby.gov.uk/welcometoderby

Tieto informácie vám môžeme poskytnúť akýmkoľvek iným
spôsobom, štýlom alebo v inom jazyku, ktorý vám zaistí ich
dostupnosť. Kontaktujte nás na čísle **01332 256160**,
minicom **01332 256900**

Produced by:



Derby Community Safety Partnership
3rd Floor, St Peter's House
Gower Street, Derby DE1 1SB

Telephone: **01332 256160**
Fax: **01332 258418**
Minicom: **01332 256900**
Email: **community.safety@derby.gov.uk**
Visit: **www.saferderby.org.uk**



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