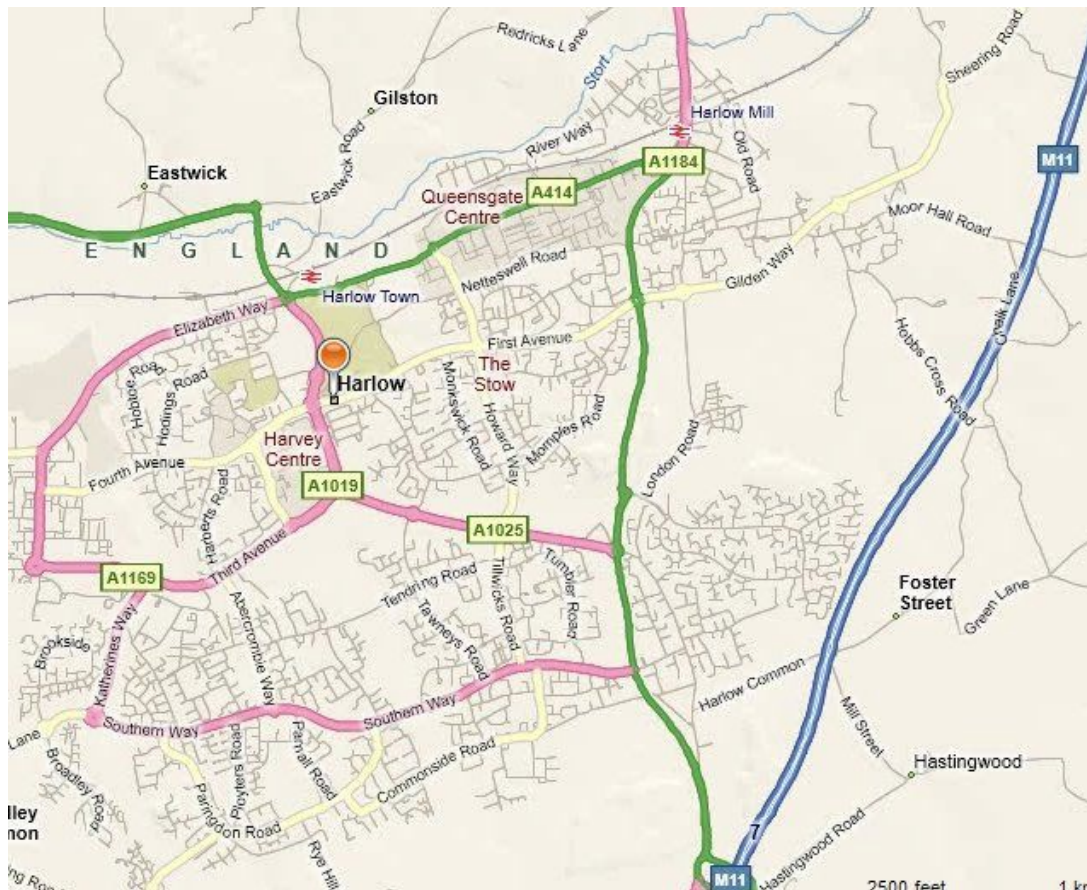




INFORMATION PACK Harlow



INDEX

Welcome	3
About Harlow	4
Place of worship	6
Advice and Information	8
Employment	10
Personal Finance	15
Benefits	16
Housing	17
Adult Education and Learning	18
Children and Young People	19
Healthcare	21
Information to be aware of	21
Travel and Transport	23
Emergencies	24

WELCOME TO HARLOW

Dear newcomer,

Welcome To Harlow

Coming to live in a new country for a temporary or a permanent period it is essential to know some basic information about the area where you are living, the services available, your rights and responsibilities as a new citizen and also many facilities provided by many local organisations- who can support you with your employment, education, health and other social needs.

The more you know about your area the better chances you have to integrate and improve opportunities for your life.

For most of us the biggest barrier is the lack of language and also the lack of information to deal with many issues like employment, education, health and other difficulties we face in our attempts to integrate and play an active part in the communities where we have chosen to live.

As a charity we have a clear mission to support a successful integration for you and your family by providing guidance advice and support on different matters to make your stay in UK an easy and enjoyable experience.

Whether you are a migrant worker, refugee, asylum seeker, a visitor or a student we hope that you will find this information pack useful and beneficial for your needs.

Good luck !

ISS team

About Harlow

Today Harlow is a well established, thriving community with exciting opportunities for further growth in terms of housing, education, business and leisure.

The town has a population of 78,100 and the forecast is for this to rise to 80,000 by 2011. Currently Harlow has around 35,000 homes.

To accommodate this growing population the town has had to expand over the years. Church Langley is the newest completed neighborhood in Harlow - built in the 1990's. Development of New Hall began in 2000's and The Harlow Gateway Scheme which is providing around 600 homes on the former Sport Centre and swimming pool sites.

42,000 people are employed in Harlow but in recent years the emphasis on jobs has shifted from manufacturing to high tech/ Research and Development, retail, leisure and logistics.

The largest minority ethnic groups in Harlow are: White Other, White Irish, Indian, Chinese, Mixed: White and Asian and Mixed: White and Black Caribbean. Harlow and Epping Forest have the highest proportion of non-white residents in Essex.

Leisure in Harlow - there are many places in and around Harlow you can go to visit with your family,

Harlow Town Park is one of the biggest urban parks in Britain. Children can take advantage of the skateboard area or visit the adventure playground to burn off that summer holiday energy! With a number of attractions for all the family, Harlow Town Park is the ideal place for adults and children to take leisurely strolls experience the natural wildlife and relax and enjoy the beautiful surroundings. Pets' Corner is a popular attraction with local people. Pets' Corner is located in the Town Park. A small and friendly farm-like environment, it is home to a variety of animals including fish, sheep, llamas and reindeer. As part of its Rare Breeds Program, Pets' Corner looks after different species of rare breeds including Red Poll cattle and Essex pigs.

Parndon Wood Nature Reserve (CM19 4SF).

The wood offers a fully accessible conservation centre, a laboratory, informative displays and a reference library for those who wish to know more. During school holidays, activity sessions run for children and young people. This is a beautiful and peaceful place to wander whether on your own, with family or with friends. With over 50 acres of beautiful oak and hornbeam woodland, come and explore the natural wildlife, make nest boxes and meet the rare species.

Museum of Harlow is based in the former stable block of Mark Hall Manor House and is home to Mark Hall Gardens - a series of four, beautifully

landscaped gardens, well worth a visit. Displays include Roman artifacts, exhibits illustrating the development of the New Town and the Collins' cycle collection. Particular highlights include archaeological discoveries from Harlow's Roman Temple site.

The Playhouse Theatre (CM20 1LS.) The program includes traditional theatre (both professional and community-based companies), ballet and contemporary dance, classical music events, opera, comedy and one of the best-known and loved pantomimes for miles around. The Playhouse also houses a number of community arts groups, including Harlow Ballet Association, Class Act Theatre School, Razed Roof and Hip Hop Pop. In addition, various spaces are available for hire for performances, workshops and corporate events.

Harlow Leisurezone brings the opportunity for the people of Harlow and beyond to have fun, re-energise, improve health and fitness, learn new skills, relax, and unwind, all under one roof. You will find activities for all family.

Other ideas for families with kids – there are plenty of places where you can take your children in Harlow and surrounding area.

Pirates in Harlow is a children's indoor adventure playground featuring soft play apparatus including ball ponds, slides and cargo nets. There is a separate, well-equipped area for the under 5s. Separate toddler sessions are held during the week and the Wednesday toddler session at Pirates also includes music and movement class which the kids are welcome to join in. Pirates, Latton Bush, Southern Way, Harlow, CM18 7BL

Wild 'n' Wacky is a jungle-themed indoor play and party centre for 0-12 year-olds. They have three separate play areas - one for babies, one for toddlers and one for older children - each painstakingly and thoughtfully designed to provide a unique and unrivalled play experience.
Unit 5, Mill Court, CM20 2JA, Harlow

Mamabella is the childrens indoor play centre . 3rd Floor, 32b Terminus Street, Harlow, Essex, CM20 1EY

Quasar Elite, located above shops on Harvey Centre Approach, is an upgraded version of the laser gun game in which competitors zap each other in an adrenaline-pumping bid to be crowned top gun. Sprawled across two floors and featuring a state-of-the-art battle arena, children's soft-play area, junior gym, restaurant and café.

PLACES OF WORSHIP in Harlow

There are many Places of Worship in the Harlow District. Many of them are shown below, but this is not an exhaustive list.

Harlow Islamic Centre

Kingsmoor House
Paringdon Road,
Harlow,
Essex,
CM19 4QT

Tel: 01279 635227

Commonside Christian Fellowship

Latton Bush Centre/Southern Way, Harlow, CM18 7BL

Salvation Army

The Hall/Tending Rd, Harlow, CM18 6RN

Harlow Jewish Community

Harberts Rd, Harlow, CM19 4DT
Tel: 01279 432503

Gateway Freedom

The Gateway Centre/Perry Rd, Harlow, CM18 7NR
Tel: 01279 630340

[Harlow Passmores Congregation Of Jehovah's Witnesses](#)

Parnall Rd, Harlow, CM18 7NG
Tel: 01279 437447

[St Marys Church](#)

Church Office/College Sq, Harlow, CM20 1LP
Tel: 01279 434243

[Potter Street Baptist Church](#)

Potter St, Harlow, CM17 9AW
Tel: 01279 452820

[Harefield Church](#)

Burgoyne Hatch, Harlow, CM20 3EH
Tel: 01279 445018

[St Mary Latton Church](#)

Latton Vicarage/The Gowers, Harlow, CM20 2JP

Tel: 01279 424005

[Redeemed Christian Church Of God](#)

Ward Hatch, Harlow, CM20 2NB
Tel: 01279 626215

[Our Lady Of Fatima R C Church](#)

The Presbytery/Howard Way, Harlow, CM20 2NS
Tel: 01279 426017

St Thomas More RC Church

Hodings Road CM20 1TN
Tel: 01279 426017

[St Andrews Methodist Church](#)

The Stow, Harlow, CM20 3AF
Tel: 01279 422998

[St Pauls Church](#)

College Sq, Harlow, CM20 1LP
Tel: 01279 434243

[St James With St Lukes Church](#)

St. James Church/Perry Rd, Harlow, CM18 7NP
Tel: 01279 432626

[St Stephen C Of E Church](#)

The Rectory/Tawney Rd, Harlow, CM18 6QR
Tel: 01279 425138

[St Marys Church](#)

Little Parndon/Parndon Mill La, Harlow, CM20 2HP
Tel: 01279 434243

[Kingsmoor Community Church](#)

Woodside/Parndon Wood Rd, Harlow, CM19 4SE
Tel: 01279 415575

[Holy Cross Catholic Church](#)

Tracyes Rd, Harlow, CM18 6JJ, Tel: 01279 425776

Organization for BME groups in Harlow

Chinese Community Centre

Lower Meadow, Commonside Road, Harlow, Essex, CM18 7RT.

Tel. 01279 414096

ADVICE AND INFORMATION

Integration Support Services



Integration Support Services (ISS) we are an independent community organisation which can help you to integrate into the community, and enable you to take an active role in your future. We offer free advice and support for migrant workers, refugees, travellers and ethnic minority. We can help you with things like: employment, CV writing, translation, WRS applications, passport and travel documents, visas and permanent residency, school admission, accommodation, insurance number, tax credits and other benefits.

For further help and advice please contact us

Integration Support Services

2 Wych Elm

Harlow, Essex,

CM20 1QP

Tel: 01279 639442

info@iss.org.uk

www.iss.org.uk

Libraries

There are a number of libraries in Harlow. They lend books free of charge to members and have local and national newspapers, talking books, DVDs and CDs. If you want to get in touch with your friends, find out more information about living locally or surf the net, you can access the internet free of charge at a local library. Access is free but you have to register with the library first. The Yellow Pages and local Phonebook are available and will give you contact details for local organisations and businesses.



Libraries are a good place for finding out what is going on in your local area.

There are 5 libraries in Harlow:

Harlow Library

Great Parndon Library

The High
Harlow
CM20 1HA
Tel: 01279 413772

Staple Tye
Harlow
CM18 7LZ
Tel: 01279 435101

Mark Hall Library

The Stow
Harlow
CM20 3AP
Tel: 01279 425533

Old Harlow Library

30 High Street
Old Harlow
CM17 0DW
Tel: 01279 433170

Tye Green Library

Tilegate Road
Bush Fair
Harlow CM18 6LU
Tel: 01279 425002

Citizens Advice Bureau (CAB)

The CAB gives information and advice on most subjects from debt, benefits, housing and employment, to law, immigration and discrimination. The service is free, independent, impartial and confidential.

Tel. 0845 120 3717 2 East Gate, Harlow, **CM20 1ND**

Harlow Welfare

The service provides free, confidential, impartial and independent advice to Harlow residents. Specialist advice and advocacy are available on benefit, debt, employment, housing rights and community care.

2 East Gate
The High
Harlow CM20 1ND

Police

Non Emergency contact number: 0300 333 4444. Non emergency accidents are those which will not qualify as urgent, but still require police action. These are i.e.: Break-in and robbery, when the intruders managed to run away.

- If a crime is in progress always ring 999

Harlow Police Station
The High
Harlow
Essex
CM20 3HG



EMPLOYMENT

The UK Government is keen to ensure that migrant workers coming to the UK are of their rights and responsibilities. A leaflet "Know Your Rights" which sets out where to get help and advice can be found at www.dti.gov.uk/employment/migrant-workers/index.html



Where to look for job?



To find the job you need to look at your skills and the type of job you want to do. You then need to plan how you will go about looking for it.

Jobcentre Plus advisers can tell you about jobs in your local area and in other places if you want. Once you find a job you're interested in, they will tell you how to apply. If possible, they will ring the employer there and then to arrange an interview or send you an application form.

To use the phone service ring 0845 6060 234. Lines are open between 8.00 am and 6.00 pm from Monday to Friday and between 9.00 am and 1.00 pm on Saturdays.

If you are deaf or hard of hearing or have speech difficulties you can use the Jobcentre Plus textphone - dial 0845 6055 255.

Harlow Jobcentre Plus
Crown Gate
Beautort House,
Harlow CM20 1NA

Recruitment agency - they specialise in delivering a temporary workforce to local industries. Once you start working on a contract as a temporary member of staff there may be the opportunity to become permanent, and work directly for the employer. You do not have to speak a lot of English to get a job, but the type of job you will be offered will depend on your language skills.

A – Z of Recruitment Agencies in Harlow:

Adecco

5B West Square
Harlow
Essex
CM20 1JJ
Tel: 01279 413073

Berry Recruitment Ltd

26 Terminus Street
Harlow
Essex
CM20 1EY
Tel: 01279 444777

**Blue Arrow Personnel
Services**

32 Terminus Street
Harlow
Essex
CM20 1EY
Tel: 01279 439226

Brook Street

16 Terminus Street
Harlow
Essex
CM20 1ES
Tel: 01279 452691

Extra Staff Ltd

28 Terminus Street
Harlow
Essex
CM20 1EY
Tel: 01279 450000

**Kelly Services (UK)
Ltd**

14 Terminus Street
Harlow
Essex
CM20 1ES
Tel: 01279 412020
2009 2/2

L & K Consultancy
15 Greenway Business Centre
Harlow Business Park
Harlow
Essex
CM19 5QE
Tel: 01279 406950

**MRB Recruitment
Services**
2 Bush House
Bush Fair
Harlow
Essex
CM18 6NS
Tel: 01279 444246

**Reed Specialist
Recruitment**
3 Broad Walk
Harlow
Essex
CM20 1HX
Tel: 01279 444744

Select Appointments
Terminus House, Level 12
Terminus Street
Harlow
Essex
CM20 1XA
Tel: 01279 432633

**Top Flight Personnel
Services Ltd**

Adams House
Terminus Street
Harlow
Essex
CM20 1BD
Tel: 01279 412771

Local Newspapers

Harlow local newspaper is Harlow Star.

On the internet – there is lots of online services where you can look for job opportunities. Most recruitment companies advertise job vacancies online. There are currently around 1000 online job boards in the UK. To make sure you keep up with the latest vacancies, you will need to find ways of having access to the internet (local library), have your own email address.

Immigration status and work

There are certain rules about the right to work in the UK based on your status

Your right to work in the UK will depend on where you are from. Unless you are a British citizen or a citizen of one of the European Economic Area (EEA) countries, you may need a visa before you travel here.

If you want to work in the UK and are not from an EEA country or Switzerland, it is likely you will need to apply under the points-based system.

Points-based system

There are five tiers in the points-based system:

- Tier 1 - highly skilled workers
- Tier 2 - skilled workers with a job offer
- Tier 3 - low-skilled workers filling specific temporary labour shortages
- Tier 4 - students
- Tier 5 - youth mobility and temporary workers

European Union /

A-8 countries (nationals of Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia)

Once you have been working legally in the UK for 12 months without a break you will have full rights of free movement. You can then get a residence permit confirming your right to live and work in the UK

A2 national (nationals of Bulgaria and Romania)

Low-skilled worker, you will need to register with the Worker Authorisation Scheme (WAS) unless you are on the Highly Skilled Migrant Program or have been admitted to the UK with a work permit before 31 December 2006.

How to get a National Insurance Number

Anyone who is working and is aged between 16 and 60 (for a woman) or 65 (for a man) may have to pay National Insurance contributions. You need a national insurance number to work legally. Phone Job Centre Plus on 0845 6000643 to apply.

You can get further information at

http://www.dwp.gov.uk/lifeevent/benefits/ni_number.asp

HELP:

Acas has a range of services which can help individuals or groups of employees to avoid or resolve problems and disputes in the workplace. The Acas helpline offers free, confidential and impartial guidance on employment rights and workplace issues. They provide general information on employment rights and responsibilities and can also help employees and employers who are involved in an employment dispute to identify practical ways of sorting out the problem.

Helpline

08457 474 747

The National Minimum Wage (NMW) is a minimum amount per hour that most workers in the UK are entitled to be paid. For confidential help and advice on the NMW call: 0800 917 2368. If you contact the Pay and Work Rights Helpline they can give confidential help and advice in over 100 different languages.

If you are of compulsory school age you are not entitled to the NMW. Some of your other employment rights are also different.

Losing your job

If you are working for a recruitment agency, make sure you always have some backup money in your account. The nature of this employment is temporary, which means that, if the assignment is over, you may find yourself unemployed for some period of time.

If you are finishing work with the agency make sure that you have received your P45 and all other relevant paperwork. You will need it to start a new job.

Redundancy is a form of dismissal from your job caused by your employer needing to reduce the workforce. Reasons: new technology or a new system has made your job unnecessary, the job you were hired for no longer exists, the need to cut costs means staff numbers must be reduced, the business is closing down or moving

You can be entitled to statutory redundancy pay, the calculation is based on: how long you have been continuously employed, your age, your weekly pay, up to a certain limit (£380 current maximum).

PERSONAL FINANCE

How to Open a Bank Account

Once you are working most employers will want to pay your money directly into a bank or building society account. You will need to provide two forms of identity such as passport and proof of employment. You should ask your employer to write you a letter confirming that you work for them.



Credit Unions

Are community based financial co-operatives which help with savings, loans (after a short period of membership) and other financial products. Credit unions are happy to lend even small amounts to members with low interest rates. Credit unions are not-for-profit cooperatives run by local people for local people. For more information please contact:



2 Wych Elm
Harlow
Essex
CM20 1QP

01279 451234

Post Office

The local post office is a very useful place. It also provides financial services as well as being a place to buy stamps, send letters and parcels, obtain passport and driving licence application forms, buy road tax and do much more. You can also buy stamps, usually in booklets, in some newsagents.

Benefits for non-UK nationals

Benefits you may be able to get are: Income Support, Income-based Jobseeker's Allowance, Housing Benefit, Council Tax Benefit, Disability Living Allowance, Attendance Allowance and Careers Allowance, Working Tax Credit, Pension Credit, Child benefit.

Eligibility for these benefits will depend on your immigration status and if you are looking for employment and can apply for benefits in the same way as a UK national.

If you are an EEA national and exercising a Treaty right to seek and take up work, you need to show that you have a 'right to reside' and are 'habitually resident' in the UK.

A8 national (nationals of Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia) and are working ,or if you are self employed you are eligible for Social Housing, Housing Benefit and Council Tax Benefit.

A/2 Countries(Bulgaria, Rumunia) - while registered with the WAS you are eligible for Social Housing, Housing Benefit and Council Tax Benefit. Following 12 months of continuous employment as a registered worker, you will gain full EEA status and will be eligible for benefits on the same basis as existing EEA nationals .

Third country national (nationals of a non-EU country) **with limited leave** including work permit holders, spouses and civil partners during the 2 year probationary period you generally won't be able to get any benefits.

Asylum seeker and are destitute, (ie you are homeless or can't buy food) financial support may be provided by the Home Office.

Refugee or someone who has been granted Humanitarian Protection / Discretionary Leave you will be able to apply for benefits in the same way as a UK national

Person with indefinite leave to enter / remain you will generally have the same access to benefits as UK citizens unless a UK Sponsor has agreed to fund your stay in the UK, which means you won't be entitled to any benefits.

HOUSING

Rented accommodation is available from three main providers:

private landlords,
local councils
and housing associations.



Private landlords will normally rent their property at the market rate and their right to increase the rent depends on the type of tenancy. You should make sure you get a tenancy agreement and read it carefully before committing to it.

A tenancy agreement is a legal agreement in writing that sets out the rights and responsibilities of both landlord and tenant. It will contain details such as the length of the agreement, the rent payable and what is and isn't allowed in the property, such as pets.

A private landlord will normally ask for a deposit. You should make sure that the condition of the property and any items of furniture are recorded in an inventory and the tenancy agreement states:

- how much the deposit is and who holds it
- when money can be deducted from the deposit (for unpaid rent or damage to property)
- when you will get the deposit back

Your landlord is responsible for making sure your home is kept in repair and where applicable, is suitable for multiple tenants. The Council can impose conditions to ensure that the property is occupied by no more than the permitted number of persons. Your council will also check the facilities and ensure that the property is properly managed.

Your home should be also be free of any hazards likely to seriously impact upon your health and safety, which means that your landlord should ensure that problems in the home are dealt with before they lead to poor health or accidents.

In all rented properties utilities, like gas, must comply with safety regulations and all furniture should pass fire safety standards. The landlord has a duty to ensure that a gas safety check is performed annually and a certificate issued. You are entitled to see the certificate.

The vast majority of landlords are responsible and fair. In the unlikely event you experience trouble with your landlord, which you cannot resolve by contacting them, your council has some legal powers it can use to help.

Help with housing costs

Harlow Council administers the Housing Benefit and Council Tax Benefit schemes. Housing Benefit and Council Tax Benefit are welfare benefits designed to provide help with housing costs such as rent and Council Tax, to those on low incomes. There are special rules about entitlement to these benefits for persons from other countries.

ADULT EDUCATION AND LEARNING

Courses for adults are held at and run by the Adult Community College and Harlow College. Both deliver a wide range of courses, including English for Speakers of Other Languages. Contact details for both colleges are:



Harlow College

Velizy Avenue Town Centre
Harlow Essex CM20 3LH
Telephone: 01279 868000

Adult Community Learning

Rivermill
Hodings Road
Harlow
Essex
CM20 1NW

Adult Community Learning

Northbrooks House
Northbrooks
Harlow
CM19 4DS

Telephone: 01279 436230

CHILDREN AND YOUNG PEOPLE



Children's Centre

Sure Start Children Centres are one-stop-shop for families with children under 5. Their service is free and you can access lots of information, advice. Sure Start can offer your children lots of activities.

Sure Start is a Government programme which aims to help children, parents and communities by:

- Increasing the availability of childcare for all children.
- Improving health for young children.
- Supporting parents as parents and into employment.

For further information on Sure Start services and how they can help you with your children visit

<http://www.surestarharlow.org/childrens-centre/>

For information on Children's Centres contact:
The Tree House on 01279 772600 or
The Meadows on 01279 773900

Health Services for Children and Young People

There are a range of services available specifically for children and young people and their families. ALL pre-school children have a named Health Visitor who can be accessed through the GP surgery, local clinics and Children Centres. ALL school-aged children have access to a School Nurse who can be contacted through the child's school.

School Information

There are 31 primary schools and five secondary schools in Harlow providing education for young people in the town's neighborhoods. They include Harlow Field, a school for children with special educational needs and St Nicholas, Churchgate Street, a private school for 4 to 16 year-olds.



Secondary Schools' educational attainment in Harlow has risen dramatically in recent years and is now above both the County and National average. The town's five secondary schools have each achieved Specialist Status.

How to apply for a school

There are school places available for pupils aged from 4 to 16 years of age. Children must attend school from 5 years old and will need to attend every day (Monday to Friday) during term time.

To access a school place, you can either contact the school directly or contact your local area education office for advice.

If you want a school place for your child during academic year, then phone Contact Essex (0845 603 2200)

Please note that the law in England ensures children in the first 3 years of primary school are educated in classes containing less than 30 pupils. This may make it very difficult for your child to join a school that is full.

Parents apply for their child to join a primary school in the Autumn Term.

Similarly, pupils wishing to transfer to a secondary school need to make an application in the Autumn Term of their last year of primary education.

Primary Schools: 4 – 11 years of age.

Primary Schools admit pupils aged between 4 and 11 years of age. There are 3 different types of primary schools, those linked with the Catholic Church, those linked with the Church of England and community primary schools which admit pupils of all faiths and pupils with no particular religious affiliation.

Secondary Schools: 11-16 years of age.

More info:

www.direct.gov.uk/en/Parents/Schoolslearninganddevelopment/index.htm

HEALTHCARE

Health Information



Your health and wellbeing is very important and you can get healthcare through the National Health Service (NHS). If you are visiting from another country you can find out more information at:

www.dh.gov.uk/PolicyAndGuidance/International/OverseasVisitors/fs/en

NHS Direct

NHS Direct allows you to get health advice and information 24 hours a day without visiting your doctor. If you would like to speak to a health professional you can telephone NHS Direct on 0845 4647. NHS Direct also has a very useful website at <http://www.nhsdirect.nhs.uk/> which covers most common health problems, helps you identify symptoms and advises you what to do for the best.



Your local Doctor

You need to register with doctor, often called a GP (General Practitioner) before you can access health services. Once registered you can go to see your doctor or a nurse if you are unwell or worried about your health or for vaccinations, examinations or treatments, prescriptions for medicines and referral to other services and social services.

To register with a doctor you will need to give your name, date of birth, address and telephone number if you have one, proof of identify. You can find your nearest doctor at:

www.nhs.uk/England/Doctors/LocalSearch.aspx, or by calling NHS Direct on 0845 4647.

Dentist

To find a dentist you can contact NHS Direct on 0845 4647 or visit www.nhs.uk/England/Dentists/LocalSearch.aspx



Smoking

Smoking in enclosed public places was banned in England from 1 July 2007.

If you would like help to stop smoking you can speak to your GP.

Warning! If you do smoke make sure you do not throw the cigarette end on the floor as there are wardens around who may see you and fine you £80. Be sure to dispose of your cigarette end carefully.

Help with Health Costs

The majority of health care in the UK is provided free at the point of delivery. However there are some services which some of you will have to pay for e.g. prescriptions (free for over 60), eye tests (free for over 60 or if a parent of the patient has glaucoma), dental check ups, travel to and from hospital for appointments. Depending on your circumstances or medical condition, you may be able to get help with some of these costs.

INFORMATION TO BE AWARE OF

Television Licensing

In the UK You need a TV Licence to use any television receiving equipment such as a TV set, set-top boxes, video or DVD recorders, computers or mobile phones to watch or record TV programmes as they are being shown

It is an offence to purchase alcohol for anyone under 18yrs old. It is likely you will be asked for ID. It is also against the law for someone who is under the age of 18 to sell alcohol or medication, they will need to call someone over to approve the sale.

It is an offence to carry a knife, firearm/imitation firearm or other weapon in a public place.

The age of consent for sexual intercourse in the UK is 16 years. Engaging in sexual relations with children below 16 is a very serious criminal offence, carrying severe penalties for the offender.

It is an offence to be drunk and disorderly in a public place.

Racism and Anti-Social Behaviour

Racial or Hate crime is where somebody is subjected to verbal or physical abuse, which may be because of the way they look, their culture or where they come from. If you experience any of above please contact us for further advice and we would be able to direct you to the right agency for support.

Domestic Violence

Domestic violence can be any threatening behaviour, violence or abuse that takes place between adults who are family members or intimate partners (including ex-partners). It includes:

- Physical violence such as assault
- Sexual abuse such as rape or indecent assault
- Emotional abuse – any harm deliberately or recklessly inflicted on another person's emotional well being
- Financial abuse – abuse of power in a relationship where one partner maintains control over the other's money.

Support

Safer Places is a charity which offers a number of services to Women and her children, who experience domestic violence. The services you utilise can depend on your circumstances.

24 Hour emergency number 08450 177668 or email info@saferplaces.co.uk

Other useful numbers:

National Domestic Violence Helpline 0808 2000 247

TRAVEL AND TRANSPORT

There are a number of options for travelling in and around the district with public transport networks and motorway links. For useful information on bus, train, road and air transport



http://www.harlow.gov.uk/about_the_council/council_services/environment/transport.aspx

Driving in the UK

To drive in the UK you must be at least 17yrs old. To drive a vehicle in the UK you must hold a valid driving licence. You will be entitled to drive on a European Community driving licence in the UK as long as the licence is valid. Alternately you can exchange your licence for a British one at any time.

If you own a car you must register it with the Driver and Vehicle Licensing Agency (DVLA). Your car must have a current tax disc (Excise licence) These can be purchased at larger post offices and can be valid for either 6 or 12 months. If you are the registered keeper of the vehicle a renewal form will be sent out to you automatically. You will be liable for an automatic fine if you fail to tax the vehicle or declare it off the road. Your car could also be towed away if a valid tax disc is not displayed in the front windscreen.

EMERGENCIES

Call 999 when:

- there is a danger to life or risk of injury being caused, such as a serious road accident or assault;
- a crime is in progress such as a robbery, burglary or theft and the offender is still on the scene or has only just left the area; or
- the immediate attendance of a police officer is necessary – such as someone acting suspiciously and obviously about to commit a crime.

All 999 calls are free. You can make them from any phone, including mobile phones.

Don't dial 999 if there isn't an emergency. All 999 calls are recorded you are breaking the law if you make a hoax emergency call.

When you get through, the operator will ask you which emergency service you want: “**police, ambulance or fire?**”. Repeat your answer three times: “**Please come quickly at Street!**”

Please listen carefully and be patient. You will be put through to an emergency control room operator for the service you want. They will ask you a number of questions about the incident, but you don't have to give personal details. Answer the questions clearly, and don't put down the phone until you are told to.

- Be aware of your surroundings -where are you?
- Explain the problem as briefly as possible.
- Be patient, your call will be answered.
- And stay calm!

Emergencies – Health

In a medical emergency you will need to go to the nearest hospital's Accident and Emergency (A&E) department.

The Princess Alexandra Hospital
Hamstel Road, Harlow, Essex CM20 1QX

Editorial Note:

We have done our best to check that all the information is correct at the time of going to print in 2011. However, by the time you read this, some details may have changed.*

Please telephone organisations before you visit them to check on opening hours and accessibility, especially if you have mobility needs.

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