



INFORMATION PACK EPPING FOREST



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WELCOME TO EPPING FOREST

Dear newcomer,

Welcome to Epping Forest

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 you are living in, 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 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.

If you have any further questions and you feel we can help, please telephone us for an appointment on 01279 639442.

Good luck!

ISS team

EPPING FOREST DISTRICT

Epping Forest District comprises 130 square miles(34,000 hectares) and has a population of 120,896 (2001 census). 'It is an area of distinctive towns and rural villages set in pleasant countryside with a wealth of flora and fauna that has seen the benefit of long-term protection. It benefits from road links to the motorway network, the Central Line of the London Underground and British Rail, which opens up access to the rest of Great Britain and indeed the rest of the world. The ancient forest from which the District takes its name is a prominent and highly valued feature as it weaves its way through the District. Add to this the contrast of our river valleys especially the Lea and the Roding, our historic country estates and living past in the shape of Waltham Abbey, the Royal Gunpowder Mills, Greensted Church and numerous hostelrys and market towns, offering a range of opportunities and business services, and it becomes clear why the District is a popular place in which to live, work and visit. Epping Forest District is seen as an area of large houses and great wealth.'

(Epping Forest District Strategy 2004-2021)

More information can be found on:

- www.everythingeppingforest.co.uk
- www.oneeppingforest.org.uk
- www.eppingforestdc.gov.uk



ADVICE AND INFORMATION

Integration Support Services (ISS) 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 migrants workers, refugees, travellers and other ethnic minorities. We can help you with things like: employment, CV preparation, translation, interpreting, passport and travel documents, 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

You can contact our ISS Outreach Worker directly:
Joanna Hewelt
07775955982
Joanna@iss.org.uk



Libraries lend books free of charge to members and have local and national newspapers, talking books, DVDs and CDs. 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 8 libraries in the Epping Forest District

Buckhurst Hill Library

165 Queens Road
Buckhurst Hill
Essex IG9 5AZ
Telephone: **020 8504 0810**

Epping Library

St Johns Road
Epping
Essex CM16 5DN
Telephone: **01992 573504**

Chigwell Branch Library

Hainault Road
Chigwell
Essex IG7 6QX
Telephone: **020 8500 7809**

Loughton Library

Traps Hill
Loughton
Essex IG10 1HD
Telephone: **020 8502 0181**

Chipping Ongar Library

The Pleasance
High Street Chipping Ongar
Essex CM5 9AB
Telephone: **01277 362616**

North Weald Library

138 High Road
North Weald
Essex CM16 6BZ
Telephone: **01992 522896**

Debden Library

Epping Forest College
Borders Lane
Loughton
Essex IG10 3SA
Telephone: **020 8508 5869**

Waltham Abbey Library

37 Sun Street
Waltham Abbey
Essex EN9 1EL
Telephone: **01992 713717**

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.

Epping Forest District Citizens Advice Bureaus:

Epping

50a Hemnall Street
EPPING
Essex
CM16 4LS

Tel: 01992 574989

Loughton

St Marys Parish Centre
High Road
LOUGHTON
Essex
IG10 1BB

Tel: 020 8502 0031

Waltham Abbey

Side Entrance
Town Hall
WALTHAM ABBEY
Essex
EN9 1DE

Tel: 01992 710 353

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

more info:

<http://www.essex.police.uk/home.aspx>



PLACES OF WORSHIP

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

METHODIST

Epping Methodist Church,
119 High Street, Epping, CM16 5DE
Epping United Reformed Church,
Lindsey Street, Epping CM16 5DE
North Weald Methodist Church,
High Road, North Weald, CM16 6 HW
Contact : Revd Dr Jason Askew
Tel: 01992 572931

Loughton Methodist Church
Loughton Methodist Church
High Road
Loughton
IG10 1RB
Minister Tony Morling
Tel: 020 8502 3071
Email: coordinator@loughtonmethodist.org.uk

CATHOLIC

Church of the Immaculate Conception, Epping
11 Church Hill, Epping, Essex CM164RA
Parish Priest Fr James Hawes STL
Parish Deacon Rev Duncan Whitehouse
Tel: 01992 572516
Email: epping@dioceseofbrentwood.org

QUAKERS

Epping Meeting House,
Hemnal Street, Epping, CM16 4LL
Contact : Kathleen Fletcher
Tel: 020 8559 3693
Email: Kathleenreed@tiscali.co.uk

www.quakers.org.uk

MUSLIM

South Woodford Muslim Community Centre

10/14 Mulberry Way
South Woodford
E18

Contact: Dr Mohammed Fahim

Tel : 07850 350942

Email: drmohammed.fahim@gmail.com

BUDDHIST

Duldzin Dragpa Kadampa Buddhist Centre

5a Buttercross Lane
Epping, Essex CM16 5AA

Contact: Kelsang Wangchuk

Tel: 01992 571354

Email: info@duldzindragpa.org

www.meditateinhertsdandessex.org

BAHA'I

Contact: Behjat Freeman

Tel: 0208 502 9465

Email: bej7free@yahoo.co.uk

JEWISH

Contact: Rabbi Michael Foulds, OBE

Email: ravmichael@btinternet.com

HINDU

VHP Ilford Hindu Centre

43 Cleveland Road,
Ilford.

Tel : 020 8553 5471

SIKH

Ramgarhia Sikh Gurdwara (Temple)

10-16 Neville Road
Forest Gate
London E7 9QX.

Contact: Secretary, Surinder Singh Jandu

Tel: 020 8552 9494

Church of England

St John the Baptist

St John's Road, Epping

Rector Revd Geoffrey Connor

Tel: 01992 572906

Email: geoffrey_connor@priest.com

St John the Baptist

Church Lane, Loughton

Rector: Revd Geoffrey Smith

Tel: 020 8257 9095

Email: geoffreysmith49@ntlworld.com

St Mary the Virgin

High Road, Loughton

Vicar: Revd Malcolm McDonald

Tel: 020 8508 7892

Email: malcolm@stmarysloughton.org.uk

St John's Buckhurst Hill

High Road, Buckhurst Hill

Team Rector: Revd Ian Farley

Tel: 020 8504 1931

Email inafarley@buckhursthill.free-online.co.uk

Waltham Abbey (Holy Cross)

High Street, Waltham Abbey

Team Rector: Vacant

Team Vicar Revd Joyce Smith

Tel:01992 767916

Email joyce.smith2767@fsnet.co.uk

St Martin

High Street, Chipping Ongar

Rector: Revd Susan Cooper

Tel: 01277 362173

Email: scoople@btinternet.com

BAPTIST CHURCH

Theydon Bois Baptist Church

The Green

Theydon Bois

Minister: Sue Barclay

Tel: 01992 611322



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?

You can do this either online or using local Jobcenter recruitment agency. Alternatively you can try with local newspapers (Guardian). Both of them advertise jobs. 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 are interested in, they will tell you how to apply for it. 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
Monday - Friday between 8.00 am and 6.00 pm
Saturdays between 9.00 am and 1.00 pm

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

Loughton Jobcentre Plus

284 High Road, Town Centre
Loughton, IG10 1RH

Recruitment agencies - 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.

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 citizens:

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) and are a 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

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 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 sustained 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.

The Epping savers branch:

St John's Church
Mondays from 10am to 12pm

Waltham Abbey branch:

Library, Sun Street
Tuesdays from 10am to 12pm



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.

BENEFITS

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 and registered on the Worker Registration Scheme (WRS), or if you are self employed 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 – if you meet the 12 month rule

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 - if you meet the 12 month rule, follow the link below to check which benefits you may be entitled to.

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 generally won't be able to get any benefits.

Asylum seeker and destitute, (i.e. 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.

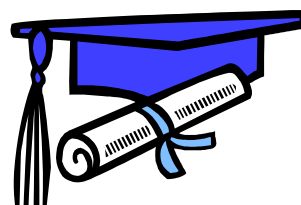
Your home should be also be free of any hazards likely to seriously impact upon your health and safety, which means that your landlord should ensure that problems in the home are dealt with before they lead to poor health or accidents.

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

Epping Forest District 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 Learning and Epping Forest College.

College Address:

Epping Forest College
Borders Lane
Loughton
Essex IG10 3SA

www.epping-forest.ac.uk

Adult Community Learning, Epping

C/o Epping Library, St John's Road, Epping, Essex, CM16 5DN
Telephone on 01992 575055

Adult Community Learning

The Gables

Fyfield Road
Ongar
CM5 0GA

Telephone: 01277 364924

Fax: 01277 364075

Email:

lifelong.learningwest@essex.gov.uk

CHILDREN AND YOUNG PEOPLE

Children's Centre

Sure Start Children Centres are one-stop-shop for families with children under 5 (during half/term breaks and summer holidays under 8 or 11)

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.



Main Children's Centres in Epping Forest :

Name	Address	Area	Postcode	Phone Number
Abbeywood Children's Centres	Waltham Abbey Library, 37 Sun Street , Waltham Abbey,	Waltham Abbey	EN9 1EL	020 8522 3207
Little Oaks Children's Centre	Loughton Family Centre, 94 Lawton Road, Loughton,	Loughton	IG10 2AA	020 8522 2633
Sunrise Children's Centre	Alderton School, Alderton Hall Lane, Loughton,	Loughton	IG10 3HE	0208 508 5665
True Stars Children's Centre	Limes Farm Community Centre, Limes Avenue	Chigwell	IG7 5NT	02085222334
Little Star Children's Centre Shelley	Shelley Primary School, Milton Crescent, Chipping Ongar,	Chipping Ongar	CM5 0FF	020 8522 2431
Brambles Children's Centre	Epping Library, St John's Road, Epping,	Epping	CM16 5DN	020 8522 3220
Hazelwood Children's Centre	Hazelwood Children's centre, Ninefields, Waltham Abbey,	Waltham Abbey	EN9 3EL	020 8522 3216

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 contact **Essex County Council School Admissions (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:

<http://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 you will have to pay for e.g. prescriptions, eye tests, and 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.

You might be entitled to free prescriptions.

More info:

<http://www.nhs.uk/nhsengland/Healthcosts/pages/Prescriptioncosts.aspx>

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

Alcohol

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 18 to approve the sale.

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

Weapon

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

Sexual relations

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.

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.

For a more detailed explanation of support services please ring 01279 836611 or visit

<http://www.womensroom.org>

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.epping forest.gov.uk>



Driving in the UK

To drive in the UK you must be at least 17 years 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.

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 or SORN notice is not displayed in the front windscreen.

Your car must have valid MOT and motor insurance.

More info: <http://www.direct.gov.uk/en/Motoring/index.htm>

The law requires all children travelling in cars to use the **correct child restraint** until they are either 135 cm in height or the age of 12 (whichever they reach first). After this they must use an adult seat belt.

<http://www.childcarseats.org.uk/law/index.htm>

EMERGENCIES



POLICE - AMBULANCE - FIRE&RESCUE

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.

Do not 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!

In a medical emergency you will need to go to the nearest hospitals

Accident and Emergency (A&E) department.

St.Margaret's Hospital

The Plain, Epping, Essex, CM16 6TN
01992 561666

Editorial Note:

We have done our best to check that all the information is correct at the time of going to print in 2010. 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.

* While every effort has been made to ensure accuracy and suitability of the Information in this booklet, ISS cannot accept responsibility for any loss or damage which may occur from use of the data. Errors or omissions are not the responsibility of the editorial/production team. ISS does not formally endorse goods/and or services mentioned.