Welcome to East Lancashire

Useful Information about Life & Work for people moving from overseas or from another area of the UK
East Lancashire councils and partners welcome you to the region. This pack aims to provide you with important information you may need to access vital services from the main service providers. It has been put together by the partners listed on the back cover and contains helpful information for people arriving from overseas, or from another part of the country.

East Lancashire is made up of busy towns such as Blackburn, Darwen, Rawtenstall, Accrington, Burnley, and Nelson, along with a mix of peaceful countryside and picturesque villages. Life and work in Lancashire is just as varied. There are diverse communities and cultures and a multi-faceted economy that was once dominated by the manufacturing industry.

The main transport link is the M65 motorway that runs through the area. It connects to the M66 in the south to Manchester, and the M6 in the north to Blackpool and Lancaster, or south to Liverpool. Manchester Airport is the nearest international airport with bus and train stations at all of the main towns. Further information can be found in this pack.
We trust the information covered in this publication is useful, but further details may be obtained by using the contact information. We hope your stay in East Lancashire is safe and happy.

If you would like this document in large print, Braille on audio cassette or in another language, please contact your local council.

اروعاً

که چرخ ناسوت خو دا معلومات په پښتو له کېږي په چاراويي نو مهربانی او کری او خپله لوکل کونسل سره رابطه او کری.

ای ته بانگلا زبانه چایل دی او روغته کارول کولی کղذل کال کونسله کې سره یوگا یو یو یو.

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Job Centres in East Lancashire

Jobcentre Plus is a government agency supporting people of working age into work, and helping employers fill their vacancies. To find out more information on how the Job Centre can help if you are looking for work, you can call Jobseeker Direct on 0845 60 60 234 – (Weekdays 8am to 6pm and Saturdays 9am to 1pm). Alternatively you can visit your local Job Centre or Jobcentre Plus office. You can find the address and telephone number of your local office at the local library and council offices.

For further information refer to www.workingintheuk.gov.uk

Department for Work and Pensions
Tel: 0207 712 2171   Website: www.dwp.gov.uk

Jobcentre Plus website: www.jobcentreplus.gov.uk

Rights and Obligations-

Workers rights, minimum wage

All workers in the UK aged 16 or over are legally entitled to be paid a minimum amount per hour, regardless of the kind of work they do or the size and type of company. The rate is reviewed every year, and any increases take place in October.

There are different levels of National Minimum Wage, depending on the age of the worker. You can also visit: www.worksmart.org.uk and click on to your rights, or www.tuc.org.uk. For further information contact the National Minimum Wage helpline on 08456 000 678.

Agricultural (farm) workers have separate pay rates set by the Agricultural Wages Board. For further information contact www.defra.gov.uk
National Insurance

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.

- If you are employed you have to pay Class 1 National Insurance Contributions.
- If you are self employed (Work for yourself) you have to pay Class 2 and Class 4 National Insurance contributions.

If you do not normally live in the UK, and come to work here, you will have to register for a National Insurance number and start paying National Insurance contributions on the same basis as other people who normally live and work here. The amount of contributions you have to pay will depend on whether you are employed or self employed; and the amount you earn. If you do pay National Insurance then there are benefits you may be entitled to. Further information can be obtained from www.workingintheuk.gov.uk or the registration helpline on 0845 9157006.

Health & Safety at work

All employers in the UK have an obligation to provide a safe working environment and are responsible for your workplace well being. The employer has to ensure that under the health and safety legislation you are in a safe working environment and proper training is provided for you to undertake your work or use any safety equipment which you have been provided with.

For more information on health and safety at work contact the HSE helpline on 0845 345 0055 or log onto the website www.direct.gov.uk
Workers Registration Scheme

From 1st May 2004, most nationals of the new member states (except Cyprus and Malta) who wish to work for more than one month for an employer in the UK need to register under the Worker Registration Scheme. There is a fee payable to register to work.

Once you have been working legally in the UK for 12 months without a break you will have full rights of free movement and will no longer need to register on the Worker Registration Scheme. You can then get a residence permit confirming your right to live and work in the UK.

If you have already registered on the Worker Registration Scheme, and have been working in the UK for 12 months, you may now wish to apply for a residence permit. Further information is available on the Immigration and Nationality Directorate website www.ind.homeoffice.gov.uk If you need further information, please contact the Immigration and Nationality Enquiry Bureau on 0870 606 7766. Employers are breaking the law if you are working for them and not registered to work.

For further information contact:
Home Office Worker Registration Team
Work Permits (UK), PO BOX 3468, Sheffield  S3 8WA
Tel: 0114 207 6022
TOP 5 CONTACTS:

- www.workingintheuk.gov.uk
- www.jobcentreplus.gov.uk
- www.worksmart.org.uk
- www.ind.homeoffice.gov.uk/applying/generalcaseworking/eeaeunationals
- www.direct.gov.uk
Council tax

You have an obligation to pay a tax to the local council for the services that are provided for you. You may receive a 25% discount if there is only one adult over 18 living in the property. The rate of tax that you will have to pay will depend on the size of the property; generally the larger the house the more you will have to pay. Different councils charge different amounts of Council Tax. If you fail to pay your Council Tax you may be taken to court. You will need to register for tax at your council offices.

Rented Accommodation

There are three main providers of rented accommodation: private landlords, local councils and housing associations. You are unlikely to be able to rent housing from either the council or a housing association as there are usually very long waiting lists for accommodation and most insist you have been resident and working here for 12 months. For further information contact your local council offices.

Private landlords

Private landlords will normally rent their property at the market rate. Make sure you get a tenancy agreement and read it carefully before agreeing to it. Many private landlords use an agent to manage their homes. Estate agents are excellent places to look if you are thinking about renting.

A private landlord will normally ask for a deposit, often equivalent to at least one month’s rent. 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

From April 2007 deposits will have to be held in one of two schemes set up by the government. The purpose of the scheme is to safeguard tenants’ deposits where landlords wrongly withhold part or all of a deposit at the end of the tenancy and to help resolve disputes.

If you fall behind with the rent, your landlord may be able to evict you and make you pay the rent you owe. If this happens seek advice from the private sector housing team or Shelter.

**Repairs**

Landlords are responsible for most repairs to the exterior or structure of a property. This means that problems with the roof, chimneys, walls, guttering and drains are the responsibility of the landlord. Landlords are also responsible for keeping the equipment for supplying water, gas and electricity in safe working order.

Under legislation landlords have to ensure all gas appliances are maintained in good working order and an annual safety check is carried out by a CORGI registered engineer.

Tenants often have responsibility for some minor repairs and maintenance. This usually relates to:

• Internal decorations
• Gardens
• Furniture or equipment
• Unblocking the sink
• Replacing fuses
If your house requires repairs please contact your landlord / managing agent directly.

**Not causing a nuisance**

You should take care not to behave in an antisocial way that could upset or annoy your neighbours. Antisocial behaviour is a legal reason for eviction, regardless of what kind of tenancy you have. Antisocial behaviour can include things like:

- Having the stereo or TV on too loudly
- Not keeping pets under control
- Allowing your children to be a nuisance
- Leaving rubbish piled up everywhere
- Making a lot of noise outside your home, or when you come in
- Using the house for illegal activities, such as drug dealing

As well as respecting your neighbours, you should not behave in an antisocial or aggressive way towards your landlord. You are also responsible for the behaviour of everyone in your household and of anyone staying with or visiting you.

**Ending the tenancy properly**

If you want to move out, it is very important to end your tenancy properly. You cannot just post the keys through the letterbox and walk away otherwise you could end up still being liable for the rent, even though you’re no longer living there. It may be possible to end your tenancy immediately if the landlord accepts this, (Get their acceptance in writing), but you normally have to give your landlord the necessary notice of up to one month.
Landlords have to follow set procedures to be able to evict a tenant. In some circumstances landlords would have to give grounds as to why they want to evict a tenant, and these are detailed in legislation. In many situations however landlords don’t have to give grounds to seek possession of their property back. Notice to leave a property also depends on the type of tenancy you hold.

A tenant cannot be evicted without a possession order from the courts, which the landlord has to apply for.

Tenants have a right to quiet enjoyment of their home. This means you can live in the property as your home and a landlord must seek permission before entering.

This is only a brief guide to rights and responsibilities for tenants. If you require further advice or assistance please contact private sector housing (housing enforcement officer) at your local council.

**TOP 5 CONTACTS:**

- Burnley Council tel: 01282 425011
- Pendle Council tel: 01282 661661
- Hyndburn Council tel: 01254 388111
- Rossendale Council tel: 01706 217777
- Blackburn and Darwen Council tel: 01254 585585
Emergency Services: IN EMERGENCIES ONLY
POLICE, FIRE BRIGADE and AMBULANCE

Can be contacted by dialling 999 from any phone
This may be if a crime is happening or someone is in
danger and needs urgent assistance. You will be asked
which service you require; the normal choices are Police,
Fire Brigade or Ambulance. THESE CALLS ARE FREE.

Contacting the police

- 0845 1253545 - This will take you through to the local
  police station control room. This number can be dialled
  for crimes which have occurred some time ago, general
  enquiries or if you would like to speak to a specific officer.
  Do not worry if you do not speak English, police and a
  number of other agencies subscribe to a service called
  “Language line” this is similar to a 3 way telephone call
  which will include an interpreter. If you would like to speak
  to the police using this service ask for “Language Line”
  and remember to include which language you will require.

- Call in at any police station.

- Alternatively you can report crime on line on the
  Lancashire Constabulary website www.lancashire.police.uk

The role of the police is to prevent and investigate crime,
and to protect life and property. They work closely with
communities to ensure everyone’s safety.

The law in Britain is split into two, civil law and criminal law.

- Civil law covers areas such as unpaid debts, housing
  disputes

- Criminal law covers offences such as burglaries, assault,
  theft, criminal damage etc.
The police only deal with criminal law. Advice on civil law can be obtained from Citizens’ Advice Bureau or solicitors. They can also assist with problems which impact quality of life such as anti-social behaviour and juvenile nuisance.

Each area of town has a neighbourhood policing team and Community Beat Officer. Regular meetings known as “PACT” meetings are held, at which residents can meet local officers and discuss problems they may be having. Details of the meetings in your area can be found on posters locally. Most areas also have a Police Community Support Officer (PCSO), who does not have the full powers of a police officer but will still be able to assist you. The names of the Community Beat Officers and PCSOs working in your area, together with their contact details and mobile telephone numbers can be obtained from any police station. Alternatively details are available on the Lancashire Police website www.lancashire.police.uk by typing in your postcode.

Hate crime

A hate crime is a criminal offence directed against another person or property because of who they are. It can be physical or sexual assaults, harassment, threats, intimidation, taunts, abusive phone calls etc. They may be directed against another person because the offender objects to the race, religion/belief, gender, disability, sexual orientation or age of the victim. Hate crime may also be aimed at people because of where they were born, where you lived before coming to the UK, your ethnic background or even your language.

If you feel you have been specifically targeted because of your country of origin it is important you tell the police. They won’t treat you differently because you are from different country or background.
Police have dedicated hate crime units which can be contacted on the following numbers, but remember in an emergency call 999 or out of office hours call 0845 1253545.

- If you live in Burnley, Pendle or Rossendale the Pennine Hate Crime Unit can be contacted on 01282 472190.
- If you live in Blackburn, Hyndburn or the Ribble Valley the unit can be contacted on 01254 353638.

**Domestic Violence**

Domestic violence can be threatening behaviour, violence or abuse that takes place between adults who are family members or intimate partners. The abuse can be physical, sexual such as rape or indecent assault, emotional or financial, abuse of power in a relationship where one partner maintains control over the other’s money.

If you do not want to go to the police, there are other organisations in the area that can help:

- Burnley Women’s Aid tel: 01282 422024
- Pendle Domestic Violence initiative tel: 01282 726000
- Rossendale Domestic Violence Forum tel: 01706 830600
- Blackburn with Darwen - WISH Centre tel: 01254 55111
- Hyndburn - HARV Team tel: 01254 879855
- Accrington Women’s Centre tel: 01254 871771

**Anti-social behaviour**

Anti social behaviour is taken very seriously by the police. Examples of antisocial behaviour include:

- Rowdy and loud nuisance behaviour
- Intimidating groups in public spaces
- Dumping rubbish and abandoning cars
- Begging and anti-social drinking
- Misuse of fireworks
- Drunkenness
- Abusive or aggressive behaviour
The police can deal with this in a number of ways which may include arresting the offenders, issuing fixed penalty tickets for immediate fines, and applying to evict troublesome tenants. The police can also give you advice on specialist mediation services that can be used to resolve disputes.

**Drugs**

The police take a firm stance on the abuse of drugs in local communities especially the sale of illegal substances which is reflected in sentences when convicted at court.

Police regularly run operations targeted at drug dealers, if you suspect anyone to be involved in drug related crime, you can contact the police anonymously at Crimestoppers on **0800 555111** - calls to this number are free.

**Laws and information to be aware of**

- It is an offence to purchase alcohol for anyone under 18 years old.

- 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.
Police officers can stop and talk to you at any time, but they should only search you if they suspect you are carrying drugs, weapons, stolen property or anything which could be used to commit a crime. Before searching you they must normally tell you their name, the station they work at, why they chose you and what they are looking for. A record will be made of the search which you will be entitled to a copy of.

**Police Volunteer Scheme**

The Police Volunteer scheme allows members of the community to get involved in the work of the police. Further information and application forms for Police volunteers can be obtained by contacting any police station on 0845 1253545.
LANCASHIRE FIRE AND RESCUE SERVICE
The Lancashire Fire and Rescue provides:-
Prevention, Protection and Emergency Response to fires

A dedicated community fire safety team serves
the area which undertakes a range of tasks
around fire safety. The team are available to
provide Home Fire Safety Checks, particularly for
the more vulnerable sections of the community.

A home fire safety check is a free service undertaken by
trained members of the fire service. It comprises of a home
visit where the potential dangers from fire will be identified
and discussed, an “escape plan” explained and, where
necessary, the fitting of one or more smoke alarms, again
free of charge.

In order to arrange a free home fire safety check, call the
free phone number, 0800 1691125. Assistance is available
for non-English speakers.

For any further information about the services provided
by Lancashire Fire and Rescue please telephone the
community fire safety teams on: Burnley 01282 453341,
Hyndburn 01254 383284 or Blackburn 01254 262721.

TOP 5 CONTACTS

- www.lancashire.police.uk
- Police emergency tel: 999
- Police none emergency tel: 0845 125354
- Police Hate Crime Units tel: 01282 472190 or 01254 353638
- Fire safety checks 0800 1691125
Healthcare in the UK is available through the National Health Service (NHS). If you are feeling unwell and you are unsure whether to contact a doctor, or if you have a general health enquiry, NHS Direct staff can help – telephone 0845 4647. It is available 7 days a week, 24 hours a day. An interpreter service is available if needed – please ask.

Local Doctors

Your general health and wellbeing is very important. If you are unwell or worried about your health or the health of anyone in your family, you should see your local doctor. If you are new to the area and do not have a doctor you will need to register with one as soon as possible. They also deal with a range of health problems, give vaccinations, provide health education and advice on smoking, diet, and contraception and carry out simple operations.

If your condition is non-urgent, you can expect to see a doctor within two working days or a health professional such as a nurse within one working day. It is important to attend for appointments, or notify the surgery if you have to cancel or change it.

Registering with a GP

Before you can see a doctor you must register with a local surgery. To register you will need to give your name, date of birth, address and telephone number if you have one. To find a doctor’s surgery in your area visit www.nhs.uk/England/Doctors/LocalSearch.aspx. Everyone in your family will need to be registered before they can be seen. Registration is free.
It is important that you register your children with a doctor. If you are able to, please bring a record of the immunisations your children have had. Some GPs ask all new patients to have a health check. This will usually be carried out by a nurse. It is important that you go to this appointment even if you are well. If a practice will not register you, you can contact the Patient Advice & Liaison Service (PALS).

**Patient Advice & Liaison Service (PALS)**

The Patient Advice & Liaison Service helps patients, their families and carers through the healthcare system. They work with healthcare staff to help solve any problems and concerns. If English is not your first language, PALS can also find an interpreter for you. **PALS can be contacted on 0845 603 1068**

**Services for Visitors or Temporary Residents**

A UK resident away from home in any part of the country, in need of medical treatment, can register with a GP for up to three months as a temporary resident.

If you are an overseas visitor, more information can be found at [www.doh.gov.uk/overseasvisitors](http://www.doh.gov.uk/overseasvisitors)

**Clinics**

Local doctors’ surgeries (GP practices) hold clinics that provide a wide range of family health services: - advice on health problems, vaccinations, examinations & treatment, prescriptions for medicines; referrals to other health services and social services.

Dental & Optical Treatment

For advice and information on all dental related enquiries in the East Lancashire Primary Care Trust area, telephone NHS Direct on 0845 46 47, telephoning this service will provide access to emergency or urgent dental treatment as well as routine dentistry. Or log on to their website at: www.nhsdirect.nhs.uk/LocalServices/LocalServices.aspx (Available in alternative languages)

Pharmacists and Prescriptions

If your doctor wants you to take medication they will give you a piece of paper called a ‘prescription’. You will need to take this to a pharmacy (Sometimes called a chemist) who will give you the medicine for which there is normally a set charge. Pharmacists will offer advice on how to how to take them. They can also offer advice on common complaints such as coughs, colds, sore throats, aches and pains and stomach upsets. Some may offer advice in relation to diabetes testing and blood pressure monitoring.

Visit www.nhs.uk/England/Pharmacies/Default.aspx to locate your nearest pharmacy or look for the sign on the high street, example shown on page 5.

Emergency Health Care

You should only go to hospital if:

⚠️ You have had a serious accident
⚠️ Your doctor feels you need to be seen at hospital and arranges for you to go

For serious injury or life-threatening illness which require an ambulance ring 999.

The nearest Hospitals providing Accident & Emergency (A & E) services are listed below:
• Burnley General Hospital  
  Casterton Avenue, Burnley, BB10 2PQ  
  tel: 01282 425071

• Fairfield General Hospital - General A&E Service  
  Rochdale Old Road, Bury, BL9 7TD  
  tel: 0161 764 6081

• Rochdale Hospital - General A&E Service  
  Rochdale Infirmary, Whitehall Street, Rochdale OL12 0NB  
  tel: 01706 377777

• Royal Blackburn Hospital  
  Haslingden Road, Blackburn, Lancashire BB2 3HH  
  tel: 01254 293 588

• Royal Oldham Hospital - General A&E Service  
  Rochdale Road, Oldham, OL1 2JH  
  tel: 0161 624 0420

• Airedale General Hospital  
  Skipton Road, Steeton Keighley, West Yorkshire BD20 6TD  
  tel: 01535 652511

• Sexual health/family planning (Contraception)  
  For details of your nearest clinic please contact  
  East Lancashire Primary Care Trust.  
  tel: 01282 619909.

**TOP 5 CONTACTS:**

- [www.nhsdirect.nhs.uk/LocalServices/LocalServices.aspx](http://www.nhsdirect.nhs.uk/LocalServices/LocalServices.aspx)
- [www.doh.gov.uk/overseasvisitors](http://www.doh.gov.uk/overseasvisitors)
5 LOCAL SERVICES

Local Council Services

Local councils provide a range of services, including household waste collection and recycling, parks and open spaces, leisure centres, pest control, Council Tax collection etc. The county council also provides services across the area including education, libraries, welfare rights, trading standards and social care. Further information can be obtained from each council – contact details as follow:

- **Burnley Council**
  
  tel: 01282 425011
  
  email: enquiries@burnley.gov.uk
  
  web: [www.burnley.gov.uk](http://www.burnley.gov.uk)
  
  Contact Burnley, Parker Lane, Burnley

- **Hyndburn Council**
  
  tel: 01254 388111
  
  email: enquiries@hyndburnbc.gov.uk
  
  web: [www.hyndburn.gov.uk](http://www.hyndburn.gov.uk)
  
  Scaitcliffe House, Ormerod Street, Accrington, BB5 0PF

- **Pendle Council**
  
  tel: 01282 661661
  
  email: customer.services@pendle.gov.uk
  
  web: [www.pendle.gov.uk](http://www.pendle.gov.uk)
  
  Town Hall, Market Street, Nelson, BB9 7LG

- **Ribble Valley Council**
  
  tel: 01200 425111
  
  email: webmaster@ribblevalley.gov.uk
  
  web: [www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)
  
  Council Offices, Church Walk, Clitheroe, BB7 2RA

- **Rossendale Council**
  
  tel: 01706 217777
  
  email: generalenquiries@rossendalebc.gov.uk
  
  web: [www.rossendale.gov.uk](http://www.rossendale.gov.uk)
  
  Town Centre Offices, Lord Street, Rawtenstall, Rossendale, BB4 7LZ
Elections
Citizens of the European Union have the right to be included on the electoral register. If you are on the register you can vote in elections for the council. The register is published at the beginning of December each year and in the months before registration forms are delivered to every home. You should complete this and return it as soon as possible. If you have difficulty someone will call at your home to collect the form and will help you fill it in if necessary.

It is also possible to go on the register after December. If you contact the elections office they will send you a form for this.

Elections are held at the beginning of May each year. Poll cards will be sent out telling you the date of the election and where to go to vote. At the polling station you will be asked for your name and address and you will have to sign for your voting paper. You can also apply to vote by post and you can apply to appoint a “proxy” ie someone to vote on your behalf.

If you have any questions about the electoral register or elections please phone your local council.
Voluntary & Community Groups

If you would like to meet people with similar interests East Lancashire has a good network of voluntary, community and faith groups and organisations providing help, support and advice across a wide range of issues.

- **Burnley, Pendle, Rossendale CVS**  
  tel: 01282 433740  
  email: anne.holmes@bprcvs.co.uk  
  web: [www.bprcvs.co.uk](http://www.bprcvs.co.uk)  
  ELVSRC, Rachel Kay-Shuttleworth Building,  
  62/64 Yorkshire Street, BURNLEY, BB11 3BT

- **Hyndburn & Ribble Valley CVS**  
  tel: 01254 879966  
  email: hyndburncvs@btconnect.com  
  21 Cannon Street, ACCRINGTON, BB5 1NJ

- **Blackburn with Darwen CVS**  
  tel: 01254 583957  
  email: mail@bwdcvs.org  
  web: [www.bwdcvs.org](http://www.bwdcvs.org)  
  Council for Voluntary Service, St John’s Centre  
  Victoria Street, Blackburn BB1 6DW

Community Networks

- **Burnley Community Network**  
  tel: 01282 704646  
  email: Adha.Bond@bprcvs.co.uk  
  web: [www.burnleycommunity.net](http://www.burnleycommunity.net)  
  Burnley, Pendle & Rossendale Council for Voluntary Service,  
  ELVSRC, 62/64 Yorkshire St, Burnley, BB11 3BT

- **Hyndburn Community Network**  
  tel: 01254 232426  
  email: info@hyndburncommunitynetwork.org.uk  
  web: [www.hyndburncommunitynetwork.org.uk](http://www.hyndburncommunitynetwork.org.uk)  
  St James Resource Centre, Cannon St, Accrington, BB5 2ER

- **Pendle Community Network Ltd**  
  tel: 01282 619913  
  email: info@pendlecommunitynetwork.org.uk  
  web: [www.pendlecommunitynetwork.org.uk](http://www.pendlecommunitynetwork.org.uk)  
  11 Cross St, Nelson, BB9 7EN
Libraries

There are libraries in each district, which are free to join, borrow books and use the computers. Charges will be made for other services. A library welcome pack is also available online in English, Czech, Gujarati, Polish, Portuguese, Russian and Urdu at the following website: www.lancashire.gov.uk/libraries/borrower/index.asp

The main libraries in East Lancashire are at:

- **Accrington**: St James Street  
  tel: 01254 872385
- **Bacup**: St James Square  
  tel: 01706 873324
- **Barnoldswick**: Fern Lea Avenue  
  tel: 01282 812147
- **Blackburn**: Town Hall Street  
  tel: 01254 661221
- **Burnley**: Grimshaw Street  
  tel: 01282 437115
- **Clitheroe**: Church Street  
  tel: 01200 428788
- **Colne**: Market Square, Colne  
  tel: 01282 871155
- **Nelson**: Market Square  
  tel: 01282 692511
- **Rawtenstall**: Queen’s Square, Haslingden Rd  
  tel: 01706 227911
Faith

A wide range of faiths are represented in the area and further information, including places of worship, can be obtained from the Inter Faith Network at: www.interfaith.org.uk

Community Networks may also have details of local multi-faith or faith network groups.

County Information Centres (CICs)

County Information Centres provide information about travel (e.g. bus and train timetables, bus passes, season tickets etc), entertainment (programmes of events, tickets etc) and information about local attractions and those in other districts.

- **Accrington**
  - **tel**: 01254 872595
  - **email**: infopoint@acc11.fsnet.co.uk

- **Burnley**
  - **tel**: 01282 423125
  - **email**: burnley.cic@lcl.lancscc.gov.uk

- **Clitheroe**
  - **tel**: 01200 442226
  - **email**: clitheroe.cic@lcl.lancscc.gov.uk

- **Nelson**
  - **tel**: 01282 698533
  - **email**: nelson.cic@lcl.lancscc.gov.uk

- **Rossendale**
  - **tel**: 01706 234694
  - **email**: Rawtenstall.CIC@lcl.lancscc.gov.uk

- **Blackburn with Darwen**
  - **tel**: 01254 53277
  - Please contact the Visitor Centre, Church St, Blackburn.

**Lancashire County Council’s Contact Centre**

One telephone number allows you to get information about all of Lancashire County Council’s services: **0845 053 0000**.

For Blackburn with Darwen, **tel**: 01254 585585.
Citizens’ Advice Bureau

Citizen Advice Bureaux (CABs) provide free, independent and confidential advice on money, legal and a range of other problems. The main offices are located in:

- **Accrington**  
  New Era Centre, Paradise Street, Accrington  
  tel: 01254 394210

- **Rossendale**  
  4 Rochdale Road, Bacup  
  tel: 0870 124 3822

- **Burnley**  
  144-148 St James Street, Burnley  
  tel: 01282 450535

- **Clitheroe**  
  19-21 Wesleyan Row, Parsons Lane, Clitheroe  
  tel: 01200 428966

- **Colne**  
  The Citadel, Market Place, Colne  
  tel: 01282 867188

- **Nelson**  
  61-63 Every Street, Nelson  
  tel: 01282 616750

- **Blackburn with Darwen**  
  St John’s Centre, Victoria St, Blackburn.  
  tel: 01254 671211

**TOP CONTACTS:**
- [www.interfaith.org.uk](http://www.interfaith.org.uk)
- [www.burnley.gov.uk](http://www.burnley.gov.uk)
- [www.hyndburn.gov.uk](http://www.hyndburn.gov.uk)
- [www.pendle.gov.uk](http://www.pendle.gov.uk)
- [www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)
- [www.rossendale.gov.uk](http://www.rossendale.gov.uk)
- [www.lancashire.gov.uk](http://www.lancashire.gov.uk)
- [www.blackburn.gov.uk](http://www.blackburn.gov.uk)
- email: [enquiries@css.lancscc.gov.uk](mailto:enquiries@css.lancscc.gov.uk)
Credit unions help with savings, loans facilities 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. You need to live or work in an area to join the credit union. You can have your salary paid directly into a credit union account and these accounts may be easier to open than some bank accounts.

TELEPHONE NUMBERS OF CREDIT UNIONS IN EAST LANCASHIRE:

- **Bacup Credit Union Ltd**  
  Bacup area in Rossendale.  
  tel: 01706 601809

- **Burnley Area Community Credit Union**  
  The whole of Burnley  
  tel: 01282 685151

- **HHH Credit Union Ltd**  
  Haslingden Helmshore and Hyndburn areas  
  tel: 01706 215082

- **Jubilee Tower Credit Union Ltd**  
  Blackburn/Darwen and parts of Ribble valley  
  tel: 01254 776611

- **Mid Rossendale Credit Union Ltd**  
  Rawtenstall and Central Rossendale  
  tel: 01706 212759

- **Pendle Community Credit Union Ltd**  
  the whole of Pendle  
  tel: 01282 616777
Banks

There are a large number of banks in East Lancashire – most of these are national banks which are available across the country. When you are in employment you may need to open a bank account to deposit your salary.

- Barclays Bank     tel: 0800 400 100
- HSBC Bank        tel: 08457 404 404
- Lloyds TSB       tel: 0845 3000 000
- NatWest Bank     tel: 0800 200 400
- Royal Bank of Scotland  tel: 0800 121 129

Post Office

You can buy stamps, send letters and parcels, obtain passport and driving licence application forms, buy road tax and much more from the local post office.

For further information of post offices in your area contact 08457 22 33 44

Western Union Money Transfers

This service allows you to send and receive money to and from relatives and friends anywhere in the world.

For further information contact 0800 833 833.
There are a range of services available to help you with child care and getting your child into school. Children need to attend school from 5 years old and will need to attend every day (Monday to Friday). If you do not send your child to school you may be taken to court.

**SureStart**

SureStart is a Government programme which aims to achieve better outcomes for children, parents and communities by:

- Increasing the availability of childcare for all children.
- Improving health and emotional development for young children.
- Supporting parents as parents and in their aspirations towards employment.

For further information on SureStart services and how they can help you with your children visit [www.surestart.gov.uk](http://www.surestart.gov.uk) or there are local SureStart children’s centres in most areas. Full details can be obtained from your local council.

**Pre-school**

Information on childcare and early years can be obtained from the Lancashire Childcare Information Service.

tel: 0800 195 0137

website: [www.childcarelink.gov.uk/lancashire](http://www.childcarelink.gov.uk/lancashire)

In the case of Blackburn with Darwen, tel: 01254 666758
Schools

Education Information Workers provide a wide range of information related to primary (4 – 11 years) and secondary (11 – 18 years) schools, including admissions, appeals, student support etc. Workers are based at:

- **Burnley Library**  
  tel: 01282 838849  
  email: burnley.info-officer@lcl.lancscc.gov.uk

- **Nelson Library**  
  tel: 01282 606361  
  email: nelson.info-officer@lcl.lancscc.gov.uk

- **Rawtenstall Library**  
  tel: 01706 831001  
  email: rawtenstall.info-officer@lcl.lancscc.gov.uk

- **Blackburn with Darwen**  
  tel: 01254 666605

Adult Education

Courses for adults are held at and run by all the local colleges, together with Lancashire Adult Learning.

- **Lancashire Adult Learning**  
  tel: 01254 222730  
  East lancs Office

- **Accrington & Rossendale College**  
  tel: 01254 389933  
  website: www.across.ac.uk

- **Blackburn College**  
  tel: 01254 55144  
  website: www.blackburn.ac.uk

- **Burnley College**  
  tel: 01282 711200  
  website: www.burnley.ac.uk

- **Nelson & Colne College**  
  tel: 01282 440258  
  website: www.nelson.ac.uk
8 Travelling around East Lancashire

## 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 at any time.

⚠️ **It is an offence to drive in the UK without a valid driving licence.**

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.

⚠️ **It is an offence to fail to register or tax your vehicle.**

If your vehicle is over 3 years old it will also need to be examined by an authorised vehicle examiner and issued with a test certificate (MOT) which is valid for 12 months. A list of MOT testing stations can be found in the yellow pages telephone directory or details will be displayed at the garage itself.

⚠️ **It is an offence to fail to have a current MOT for a vehicle over 3 years of age.**

All vehicles require valid insurance if they are on a public road. Every person who drives a vehicle in the UK is required by law to hold at least a “Third Party” insurance policy. Insurance protects you should you be involved in...
an accident; any claims against you will be dealt with and paid for by the insurance company. Fully comprehensive insurance will also pay for any damage to your own vehicle. Insurance policies will normally state the name of the person who is insured to drive the vehicle. If others are likely to be driving your vehicle if is your responsibility to ensure they are named as a driver or hold their own insurance to drive other vehicles.

⚠️ It is an offence to drive or allow others to drive a vehicle without valid insurance.

Police have the power to stop any vehicle being driven on a road and examine the driver’s driving licence, certificate of insurance and MOT. You do not need to carry your documents with you but if you are unable to produce them at the time you will be given 7 days to produce them at any police station.

⚠️ It is an offence if they are not produced within the 7 days.

Seatbelts must be worn by the driver and all passengers in a vehicle. Children must be carried in an appropriate child seat. It the driver’s responsibility to ensure all passengers wear their belts.

⚠️ It is an offence not to wear seatbelts in a vehicle.

Driving whilst under the influence of drink or drugs

It is an offence to drive a motor vehicle when the legal limit of alcohol in your breath, blood or urine exceeds the legal limit. There are no safe guidelines to how much you can drink and stay under the legal limit. Only a very small amount could put you over the limit.

⚠️ The only safe guide is DO NOT DRINK AND DRIVE.
Being convicted of a drink/driving offence will lead to an automatic disqualification from driving and a heavy fine or imprisonment.

Some medicines can affect your driving, read instruction leaflets carefully.

⚠️ It is the same offence as driving under the influence of alcohol or drugs.

Road accidents

If you are involved in an accident you must stop.
If there is damage to other vehicles or property you must give:

- Your name and address
- The name and address of the owner of the car if different
- The car registration number

If anyone is injured you must also supply details of your insurance.

If it is not possible to give these details to the other driver, owner or property or injured person you MUST report the accident to a police officer as soon as possible or within 24 hours.

⚠️ It is an offence to fail to stop or give details following a road traffic accident.

The speed limit on most roads is 30mph - this is approximately (48kph).
Speed limit signs look like this...

There will be a similar sign with a different number in the circle if the speed limit is different, followed by smaller repeater signs at regular intervals. The speed limit on motorways is 70 mph (112 kph) unless stated otherwise. The speed limit where National speed limit signs (shown on right) are displayed is 60mph or 70mph on dual carriageways.
Keep within speed limits at all times. Fixed speed cameras and mobile speed units record speeding vehicles and fixed penalty notices will be sent automatically to the registered keepers of vehicles captured exceeding the speed limit, if you were not driving the vehicle you are legally obliged to disclose who was the driver at the time.

Double yellow lines along a road indicate there is **NO PARKING** allowed in this area.

These will be accompanied with nearby signs indicating there is no parking “At any time”

A single yellow line indicates no parking at certain times; the nearby signs will indicate when you are NOT allowed to park there.

Dotted yellow lines or white bays allow parking for limited periods; the accompanying signs will state how long this can be for.

Full explanations of all road signs can be found in the Highway Code, which can be purchased from most bookshops.
Transport & Travel
East Lancashire has a first class transport infrastructure with excellent public transport networks and motorway links. For useful information on bus, train, road and air transport visit www.transportforlancashire.com.

Buses
For more help and advice about where to get information on local bus services click on to www.lancashire.gov.uk/environment/bus

Alternatively you can call traveline on 0870 608 2608 where staff will be happy to help you plan your journey. When you travel by bus you will be expected to pay the driver as you get on. The destination of the bus is usually displayed at the front of the vehicle.

Bus timetable leaflets are available at bus stations and at your local library or county information centre. Bus times are displayed at the bus stops.

Information about Fares
For information about bus fares you will need to ring the appropriate bus operator.

- www.blackburntransport.co.uk  tel: 01254 51112
- www.burnleyandpendle.co.uk  tel: 01282 427778
- www.rossendalebus.co.uk  tel: 01706 212337
- www.lancashireunited.co.uk  tel: 01254 844500
Trains

Timetables and further information for local services can be obtained from the following websites:

- Northern Rail
  www.northernrail.org  tel: 0845 000 0125
- Virgin Trains
  www.virgintrains.co.uk  tel: 08457 222 333
- National Rail
  www.nationalrail.co.uk  tel: 08457 48 49 50
- Transpennine Express
  www.firstgroup.com/tpexpress
- For information about Railcards and how you could save 1/3 on rail fares click on to:
  www.networkrail.co.uk  tel: 08457 48 49 50

Airports

Manchester International Airport is within 45 minutes travelling time of Preston by motorway and accessible by direct train services from Blackpool and Preston. The region also has good links to Blackpool, Liverpool and Leeds/Bradford Airports.

- www.manchesterairport.co.uk  tel: 0161 489 3000
- www.blackpoolinternational.com  tel: 08700 273 777
- www.liverpoolairport.com  tel: 0870 129 8484
- www.lbia.co.uk  tel: 0113 250 9696