



welcome

**Your guide to community life and services
in Kensington, Liverpool**



Welcome to Kensington

This Welcome Pack is a guide to the wide range of services available in Kensington and the surrounding area.

We have produced the Welcome Pack to help you develop more knowledge about Kensington and community life.

Your contribution to our community is greatly valued and we wish you a safe and enjoyable time in Kensington.



Lyn Spencer
Chief Executive
Kensington Regeneration

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employment & finance



Employment and Finance

Employment Status

If you are a British citizen or a national from the European Economic Area (EEA) you do not need permission to work in the United Kingdom (UK).

Nationals of the New Member states of the European Union (Poland, Lithuania, Estonia, Latvia, Slovenia, Slovakia, Hungary and the Czech Republic) who are employed need to register with the Home Office's Worker Registration Scheme.

If you are from outside the EEA and you want to work in the UK, you should check that your status allows you to do so before taking up employment.

Not everyone who comes to the UK is allowed to work. You can check if you are allowed to work by looking at the stamp in your passport.

Worker Registration Scheme

Registration with this scheme is necessary if you come from one of the New EU member states:

- You must apply to register within a month of starting employment in the UK.
- In order to register you must complete a form, there is a fee for this.
- Within your first year of being in the UK you need to re-register if you change your job, or take a second job.

- 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.

Accession Worker Card

- Nationals of Romania and Bulgaria require an Accession Worker Card. They are generally for skilled workers who meet the criteria for issue of a work permit.
- Work authorisation will also be given to workers coming through the lower skilled Seasonal Agricultural Workers Scheme.
- The Accession Worker Card will be issued for a specific job; if you wish to change jobs you will need to obtain a new Accession Worker card.

More information about working in the UK can be found at www.workingintheuk.gov.uk

Another useful website for Polish workers is www.livel.eu

Paid Employment

Finding a Job

Employment opportunities can be found through many sources:

- Local newspapers
- Private employment agencies
- By word of mouth
- Websites
- Liverpool City Council's JET (Jobs, Education and Training) Service
- Department for Work and Pensions' Jobcentre Plus.

Jobcentre Plus

Jobcentre Plus helps people into paid work, helps employers fill their vacancies, and gives people of working age the help and support they are entitled to if they cannot work.

Jobcentre Plus can help you find the right kind of jobs: full-time or part-time, temporary or permanent.

If you are claiming benefits and looking for work you will meet a personal adviser on your first visit to a Jobcentre Plus office or Jobcentre.

They will help you find the kind of job that is right for you whether you are looking for your first job or want to get back to work. They can help you arrange any training you need for the job you want.

Your personal adviser will also help you work out if you will be better off in work.

They will look at your personal circumstances and how much benefit you may get and any extra support Jobcentre Plus might give while you are in work.

Jobcentres can be found at:

Edge Hill Jobcentre Plus

Kinglake House, Shenstone Street

Liverpool, L7 3PF

Tel: 0151 708 4700

Wavertree Jobcentre Plus

92 High Street, Wavertree, Liverpool L15 8HQ

Telephone: 0151 801 5800

Eastern Link JET

The Jobs, Education and Training (JET) Service offers a range of services to residents and businesses in Liverpool. If you are unemployed, or seeking better employment prospects, the JET Service can provide:-

- Advice and guidance through a Personal Advisor/mentor service to help local residents choose a career which suits their skills, abilities and interests;
- Training programmes that help improve skills levels and employability;
- Help with job search, including writing CV's, completing application forms, preparing for interviews;
- Support and training tailored to meet the needs of black and minority communities.

Your nearest JET office is at:

Eastern Link JET

The Job Bank

4 Tunnel Road

Liverpool

L7 6QD

Tel: 0151 233 6175

Liverpool Adult Learning Service Ethnic Minority Employability Project

This Project offers advice and guidance on education and employment to ethnic minority people in the Liverpool Area.

They are located at:

The Job Bank

4 Tunnel Road,

Liverpool, L7 6QD

Tel: 0151 233 1870 or 0151 233 6157

Email@ Zahra.sabbagh@liverpool.gov.uk

Website: www.liverpool.gov.uk

Income Tax

Arrival in the UK

When you come to the UK you may be looking for work or have a job waiting for you. Once you have arrived you must fill in a form 'Arrival in the United Kingdom (P86)'. You get this by:

- Telephoning **0845 900 0404** from 8.00am to 8.00pm daily – English language service only.
- Going online at **www.hmrc.gov.uk/cnr/p86.pdf**

You should send the completed form to the HM Revenue & Customs office that deals with your tax. Your employer should be able to tell you where it is.

Working for an employer

If you are in employment, Income Tax will be deducted directly from your wages. This is called Pay as You Earn (PAYE). You will be treated as a UK resident for tax purposes if:

- You are in the UK for 183 days or more in the tax year, or
- You visit the UK regularly and your visits average 91 days or more a tax year over a period not exceeding 4 years, or
- You come to the UK for a purpose that will mean you are in the UK for at least two years.

The tax year runs from April 6 to April 5.

When you start work your employer will give you a form 'PAYE – notice of new employee (P46)' to complete. All EU countries have arrangements so that you are not taxed twice on the same income.

Rates of deductions can be found on the HM Revenue and Customs website:

www.hmrc.gov.uk/rates/index.htm

Paying tax

You can earn a certain amount of income in a tax year without paying income tax. This is your tax allowance.

- You will be notified of your personal allowance by HM Revenue and Customs. If your income does not exceed the amount of your allowance, you will not pay any income tax.
- There are many different allowances for different people, but everyone receives a personal allowance. This allowance varies from person to person.

Working for yourself

If you are self-employed, you need to register with the HM Revenue and Customs. Tax returns are completed using a self-assessment system whereby you provide all the necessary information to calculate your earnings etc. The HM Revenue and Customs will then check this information and tell you how much tax you owe. You can register with HM Revenue & Customs if you start a business working for yourself by:

- Telephoning **0845 915 4515** from 8.00 to 18.00 Monday to Friday – English language service only.
- Completing the form ‘Becoming self-employed and registering for National Insurance contributions and/or tax (CWF1). You can download the form at **www.hmrc.gov.uk/forms/cwf1.pdf** or collect it from any HM Revenue & Customs Enquiry Centre.

Working in construction

You must have a registration or tax certificate to work as a subcontractor in the construction industry. Without one of these you will not be paid. To apply for a registration card or tax certificate you can:

- Visit your nearest HM revenue & Customs Enquiry Centre taking with you at least two forms of identification e.g. passport and a recent utility bill;
- For more information call **0845 300 0581** from 8.00 to 18.00 daily – English language service only.

For general information about tax go to:
www.hmrc.gov.uk

Tax Credits

- Working Tax Credit and Child Tax Credit are benefits which are paid by HM Revenue and Customs (HMRC).
- Working Tax Credit is a payment to top up earnings of people working on low incomes, including those that do not have children.
- Extra amounts are payable if you have a disability, if you work 30 hours or more a week, and where you have childcare costs.
- Child Tax Credit is available to people responsible for a child or young person, who have income below a certain amount.
- All households with an annual income of £50,000 or less will qualify for some Child Tax Credit.

- The amount you get will depend on how many children you have, and whether they have any disabilities.
- Child Tax Credit is available whether or not you are in work.

Find out more about Tax Credits at www.taxcredits.inlandrevenue.gov.uk

National Insurance

Anyone who is aged between 16 and state pension age – currently 60 for a woman and 65 for a man - may have a liability to pay National Insurance contributions. You may be liable to pay National Insurance contributions if you:

- Work for an employer (an employed earner), and pay Class 1 National Insurance Contributions
- Work for yourself (self-employed), and pay Class 2 and Class 4 National Insurance contributions.

The amount of contributions you have to pay will depend on whether you are an employed earner or self-employed; and the amount you earn. If you are in employment, your employer will deduct your National Insurance contributions from your pay.

Employment Rights

Everyone at work, including all agency workers, enjoy these rights from their first day of work:

- The National Minimum Wage;
- Working time rights (including breaks, holidays and holiday pay and a limit on the working week);
- Health and safety protection;
- The right to join a union;
- Protection from unlawful discrimination.

National Minimum Wage (NMW)

Employees in the UK must be paid at least the statutory National Minimum Wage. There are three levels of minimum wage, and the rates from 1st October 2007 are:

- £5.52 per hour for workers aged 22 years and older;
- A development rate of £4.60 per hour for workers aged 18-21 inclusive;
- £3.40 per hour for all workers under the age of 18, who are no longer of compulsory school age.

What to do if you're not getting the minimum wage

First of all you should try to make sure you have calculated your pay correctly. All employees have the right to be given a document setting out how your pay is calculated. If you still think you're not getting what you are entitled to, then:

- If you feel able, you should raise it directly with your manager. This is a clear legal right, and employers can be fined for not paying the NMW. If your employer takes action against you for raising it, you do have legal protection against dismissal or discrimination for asserting a statutory right.
- If you are a trade union member, you should call in the union.
- If neither of these are appropriate then you can call the **National Minimum Wage Helpline 0845 6000678** (local call rate), or email via the Inland Revenue web site. This is the part of the Inland Revenue that can enforce the minimum wage.
- Calls are confidential, and you can ask for help in claiming the minimum wage including back pay. If necessary, National Minimum Wage Compliance Officers can investigate on your behalf and take action to obtain payment from your employer.

Working Time Rights and Time Off

- There are limits to the number of hours that you can be made to work, although you can choose to work more than the limit if you want.
- You have the right by law to a certain amount of time off each week, depending on the job you do and the hours you work.
- You also have the right to a minimum amount of paid holiday each year.

- There's also special protection for night workers and enhanced protection for young workers.
- You can also take time off for various family reasons such as maternity, paternity and parental leave.
- You also have the right to ask for flexible hours (i.e. to change your hours or shift pattern) if you have children under the age of six (though your employer doesn't have to agree to your request if there's a good business reason why it wouldn't work).

Work and the family

- Most workers in the UK can take paid time off work for the birth or adoption of a child.
- The amounts of time that can be taken, and the time off you can be paid for, are different depending on whether you are the mother or the father and how long you've been with the employer.
- Parents also have the right to take a certain amount of unpaid time off to look after their children up until their sixth birthday.

Health and safety at work

The UK has strict rules about health and safety at work. Employers must provide a safe place to work and ensure that risks are kept to a minimum. Workers have a responsibility to ensure that they don't put themselves or other employees in danger.

The employer's duties are:

- To ensure, "so far as is reasonably practicable" the health, safety and welfare of workers, including stress at work.
- This has to be done by carrying out a risk assessment, consulting safety representatives and safety committees, providing information, instruction and training to workers and others who are in a contractual relationship.
- Failure by an employer to comply with health and safety law is an offence and may lead to prosecution by the HSE.
- Workers who exercise their health and safety statutory rights are protected from detrimental action by their employer.
- Workers have responsibilities and duties too and may be liable to prosecution as well if they interfere with anything provided in the interests of health and safety.

Trade unions and what they can do for you

Trade unions are organisations for workers that provide services including talking to employers about pay and working conditions. Many unions offer free legal advice, financial help, sickness benefits and education.

The law gives you freedom of choice to join a union or not, and to carry out union activities or use union services in your own time (or in work time where allowed). You are protected from being discriminated against on these grounds. This means that it would be unlawful to treat you less favourably on account of your union

membership, or non membership in the following circumstances:

- On applying for employment;
- During employment, e.g. promotion or training courses;
- On termination of employment, including selection for redundancy.

For more information about trade unions, visit www.tuc.org.uk

Discrimination at work

The UK has strict laws on discrimination (i.e. treating someone differently for no good reason).

It's illegal to discriminate against someone because of their:

- Gender
- Sexual orientation
- Disability
- Race
- Colour
- Ethnic background
- Religion
- Age
- Membership or non-membership of a trade union.

Leaving a job

There are very few limits on you leaving your job and getting another one, although you're expected to stick to the terms of your contract, usually by giving proper notice.

There are laws to protect you against unfair dismissal (being sacked for no good reason).

If you're made redundant (sacked because of lack of work for you to do), you may get a payment if you have been in the job for long enough.

Not all rights apply to all workers, for example the rights against unfair dismissal and to redundancy payments do not normally apply to agency workers.

You will need to have worked for your employer for a minimum amount of time to qualify for some rights.

If you want more information about employment rights, go to www.worksmart.org.uk

State Benefits

Benefits

Benefits are money paid to you by the state and include child benefit, job seekers allowance, income support, housing benefit, council tax benefit and disability benefits.

The rules about claiming benefits are complicated and depend upon your status, your work history and individual circumstances.

You can find out more from www.dwp.gov.uk.

There are also local organisations who can give you information about benefits and how to claim them. These include:

HEAT (Health, Energy Advice Team)

72-74 Durning Road

Kensington

L7 5NG

Tel: 0151 263 2620

Merseyside Welfare Rights

35-37 Bold Street

Liverpool

L1 4ND

Tel: 0151 708 7770

Local Solutions

125 Hall Lane

Kensington L7 8TF

Tel: 0151 709 0990

Citizens' Advice Bureaux (CAB)

Wavertree Citizens Advice Bureau

242 Picton Road

Wavertree

L15 4LP

Tel: 08448 487700

Toxteth Citizens' Advice Bureau

15 High Park Road

Toxteth

L8 8DX

Tel: 08448 487700

Liverpool Citizens' Advice Bureau

State House

1st Floor

22 Dale Street, Liverpool

L2 4TR

Tel: 0151 285 8534

Liverpool City Council

Housing and Council Tax Benefits are administered by Liverpool City Council (LCC), who operates **One Stop Shops** at various locations across the city.

There is a One Stop Shop located at:

Picton Road

Liverpool

L15 4LP

For details of the other One Stop Shops visit www.liverpool.gov.uk or phone 0151 233 3000.

Money and Banking and Post Offices

Banks

In the UK you will usually need a bank account so that you can be paid by your employers, obtain cash and pay others. The British Banking Association produces leaflets which will help you understand how to open a bank account.

For more information, visit:

**[www.bba.org.uk/content/1/c4/39/71/Openin
gbankaccountleaflet204.pdf](http://www.bba.org.uk/content/1/c4/39/71/Openin
gbankaccountleaflet204.pdf)**

To open a bank account, you must provide the following information:

- Proof of identity (passport, residence permit issued to EU nationals by the Home Office, national identity card or national driving licence)
- Proof of UK address (tenancy agreement or letter of confirmation from your employer)
- The bank may also ask for proof of your residence in your country of origin (your national identity card or national driving license may be accepted as proof of this);
- The bank may ask for your permission to obtain a reference from the bank you used in your country of origin
- Proof of employment is also often required.

As the evidence required differs from bank to bank, it is advisable to provide as much documentation as possible.

Banking for Asylum Seekers and Refugees

The standard evidence for verifying personal identification is a national passport, photocard driving licence, or national identity card.

However, the banking guidelines make clear that other documents may be accepted for refugees and asylum seekers.

These are:

- **Asylum seekers**
IND Application Registration Card (ARC)
- **Refugees**
Immigration Status Document (ISD), with Residence Permit or IND travel documents

For more information about banking for asylum seekers and refugees contact the Refugee Council on 020 7346 6777 or visit their website at:
<http://www.refugeecouncil.org.uk/OneStop>

Post Offices

Post Office branches are available throughout Liverpool and offer a wide range of services and facilities including:

- Postal services
- Banking
- Payment of bills
- Insurance services
- Currency exchange
- Car tax purchase/renewal
- Phone cards and mobile phone top-ups.

Local Post Offices

The locations of Post Offices in and near Kensington are listed below:

Fairfield Post Office

129 Prescot Road

Fairfield

L7 0LB

Wavertree Road Post Office

51 Wavertree Road

Kensington

L7 1PF

Toxteth Post Office

70-72 Smithdown Road

L7 4JQ

Boaler Street Post Office
208 Boaler Street
L7 0LB

For details about Post Office products and services, telephone the helpline:
08457 22 33 44
or visit their website: www.postoffice.co.uk

Credit Unions

Credit Unions are community based financial service organisations which provide savings and loan facilities, and insurance. Credit Unions are normally organised around a geographical or organisational basis.

The local Credit Union in Kensington is:
Edge Hill Credit Union
123 Wavertree Road
Kensington, L7 1PG
Tel: 0151 263 9353
Email: edgehill@creditunion.fslife.co.uk
This Credit Union also provides welfare benefits advice.

emergency services



Emergency Services

Calling 999

If you need to call the Police, the Fire Service or Ambulance Service in an emergency, you should ring 999.

Calls to the emergency services are free, even from mobile phones. When the operator answers they will ask you:

“Emergency, which service do you require? Fire, Police or Ambulance?”

The following sections give you information about each of the emergency services.

Contacting the Police

To contact your local Police Station for non-emergency enquiries telephone **0151 709 6010** and ask to be put through to the station you require.

The Police Station which covers the Kensington area is:

**Tuebrook Police Station
West Derby Road
Liverpool, L6 4BR**

If you need to speak to someone in your language, all Police Forces have access to interpreters and translation services 24 hours a day, 365 days a year. No matter what language you speak we will be able to assist you by quickly accessing telephone interpreters. Whether you are a victim of crime or just need some advice the service is available to you.

If you commit a crime and the Police arrest you, you will be taken to a Police Station where you will be informed of your rights which include free access to a lawyer who can provide you with independent legal advice. If the offence is serious an interpreter will be provided for your court appearance.

It is important that you understand some aspects of the law in England as these may be different from your own country. However most laws are universal in nature and you will know what is right or wrong.

The law in Britain is split into 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 Bureaux or solicitors.

General Advice

Hate Crime

Hate crime is any criminal offence committed against a person or property that is motivated by an offender's hatred of someone because of their:

- Race, colour, ethnic origin, nationality or national origins
- Religion
- Gender or gender identity
- Sexual orientation
- Disability

Each area within Merseyside has a Sigma Team, which includes dedicated Hate Crime Investigators and a Hate Crime co-ordinator who can provide advice and guidance about the most appropriate way to deal with incidents and the other partner agencies who should be involved.

Interpreters and language line are available for those who require such assistance.

If you are a victim of a hate crime or incident you should report it. You can report it in the same manner as any other incident by ringing **Merseyside Police** on **0151 709 6010**. If you have information that you wish to pass in confidence please ring **Crimestoppers** on **0800 555 111**. You do not even have to leave your name.

Illegal Drugs

- The illegal drug culture in England is prevalent in some areas.
- Some drug dealers are known to target newcomers in an effort to create new addicts.
 - Remember no drugs supplied in this way are free and you will face health as well as legal consequences.
- It is also illegal to drive while under the influence of drugs.

Sex Work

- Sex work does exist in the UK.
- In Liverpool street sex work is prevalent in some areas and also there are indoor venues which are less visible.
- In England it is not currently a crime to sell or buy sexual services, but many of the activities surrounding the exchange of sex for money or other goods are criminal offences. It is illegal to loiter or solicit in a street or public place for the purpose of prostitution.
- England and Wales have laws which mean that men who approach women to buy sexual services can be charged with criminal offences.
- It's illegal to solicit a person persistently for prostitution in a street or public place. You can get arrested if you do that from a vehicle (or close to a vehicle which you have just got out of), persistently or in a way which is likely to cause annoyance to the person solicited or other people in the neighbourhood.

Crimes committed against sex workers will be taken very seriously and investigated by Merseyside Police.

If you, or someone you know, become involved in sex work they can get advice and support from projects within the Armistead Centre.

Armistead Centre

1st Floor Musker Buildings,

1 Stanley Street, (off Dale Street, opposite Moorfields Station)

Liverpool

Telephone: 0151 227 1893

- They provide a free, non judgemental and confidential outreach and support service.
- They offer information, advice and support to women and men involved in the sex industry, whether they have been involved voluntarily or have been forced.
- They can offer a wide range of support including; a friendly, confidential listening ear, sexual health information and advice, free safer sex supplies (condoms, lubricants); fast track to testing and treatment for sexually transmitted infections, fast track to contraceptive care, pregnancy testing, fast track to other health services, access to legal information and advice, information about the sex industry and laws relating to it in the UK.
- Referral and support to access agencies working with Asylum Seekers and Refugees.
- Drugs/alcohol information and advice and referral to drug treatment services.

- Support regarding rape and sexual assault.
- Personal safety advice & “Routes out” advice & support.

Alcohol

England has a very relaxed attitude towards the consumption of alcohol by adults.

- It is an offence for an adult to buy or supply alcohol to anyone under the age of 18.
 - Some youths gather outside shops asking adults to purchase alcohol for them.
 - The Police will deal strongly with anyone found purchasing or supplying alcohol to young people.
- Alcohol can be bought every day of the week from supermarkets and other outlets.
- Licensed premises, such as bars, pubs and clubs, which sell alcohol, are often open until late at night particularly at weekends.
 - The owners of these premises are answerable for the actions of their customers.
 - It is an offence for them to sell alcohol to drunken persons.
 - They often employ stewards to maintain order in the premises.
 - These stewards may use reasonable force to eject customers from the building who are causing a problem, such as drunkenness, using or threatening violence etc.

- If you consume alcohol to the extent that you are behaving in an Anti-social manner, the Police may be called and you could find yourself taken into Police custody.
- If you are found drunk in the street and are found incapable of looking after yourself you may be taken into Police custody.

Cigarettes

- It is an offence for an adult to buy or supply cigarettes to anyone under the age of 16.
- It is an offence to sell cigarettes to anyone under the age of 18.
- It is an offence to smoke in public buildings, including pubs, clubs, shops, offices.

Drink/Drug Driving

- It is illegal to drive a vehicle in the UK while under the influence of alcohol or drugs. The advice is do not drive if you have drunk any alcohol or taken any legal or illegal drugs which may affect your control of the vehicle.
- Never get in a vehicle if the driver has been drinking or taking drugs.
- Driving under the influence of drink or drugs is considered a serious offence; you face prosecution and imprisonment if caught.

Vehicles

It is illegal to drive a vehicle in the UK unless you have the correct documentation:

- You must hold a valid driving licence.
 - If you are a EU National and hold a valid licence in your country this allows you to drive in the UK without the need to take a UK driving test.
 - If you are a National from a non EU country with a driving licence issued in your home state you must pass a UK driving test within 12 months of arriving in the UK.
- You should obey the Highway Code; copies are available from Post Offices and Book Stores.
- Every car driven on the road must be insured.
 - The minimum level of insurance required to use a vehicle on the road is third party insurance cover issued by a company that is a member of the British Insurance Association.
 - If you borrow a vehicle it is your responsibility to confirm that you are covered by insurance to drive that particular vehicle.
 - As the owner of the vehicle you must make sure if you allow someone else to drive your vehicle they have a current insurance certificate which allows them to use that particular vehicle.
 - It is an offence for the owner to permit someone else to use a vehicle on a road without insurance cover.

- You will also be required to pay road tax for the vehicle in the form of an Excise Licence which must be displayed on the car windscreen.
- Cars over 3 years old also require an annual inspection called an MOT.
- There are offences for failure to possess each of these documents.
- It is illegal to use a mobile phone while driving.
- You must wear seat belts while driving (this includes the drivers and their passengers).
- It is also an offence to take a car without the permission of the owner.
- You will face prosecution and imprisonment if caught.
- If you are involved in a road traffic collision—YOU MUST STOP and provide your personal details and documentation, you are advised to inform the Police. Remember, the Police operate a translation service to assist you.
- Merseyside Police have produced a step by step guide for motorists involved in a collision on the road this is supported by RAC legal services. For information on the Road Collision Care Pack call RAC Collision Helpline **08000 158 730** or download from Merseyside Police website **www.merseyside.police.uk** under roads policing this is available in other languages if required.

Road Safety

- Remember, in the UK vehicles are driven on the left.
- Walk on pavements if there is one.
- Always check both ways for traffic before starting to cross the road.
- Use designated crossing places if possible.
- Never cross the road behind or in front of a bus. Wait until it drives away so that you can see in both directions.

Cyclists

- Ensure your bike is fit to be on the road.
- Check tyres and brakes before you use it.
- The law requires you to have a red rear reflector on your bike and amber reflectors on your pedals.
- You will also require a steady white front and red rear light for use during the hours of darkness or in dull weather.
- Make sure other road users can see you by wearing reflective outer clothing.
- Wear a cycle helmet.
- Give clear signals when turning left or right.
- Obey the Highway Code.

Public Safety

- Kensington has an extensive system of public cameras linked to the police recording 24 hours a day. They are designed to protect law abiding citizens.

Personal Security

Every year, people become victims of crime, particularly theft.

- It is not a good idea to keep large amounts of money in your accommodation.
- Do not carry valuables or large amounts of money with you unless it can't be avoided.
- If you do, keep them safe and secure at all times.
- Don't drink too much as you put yourself at risk.
- Avoid illegal drugs at all costs.
- If a violent confrontation looks like developing, walk away or call the Police. Do not take matters into your own hands.
- Merseyside Police have produced a booklet '**STAYING SAFE**' which gives information on safety for you and your family, this is produced in other languages. For more information contact Merseyside Police Community Relations Department.
- It is an offence to carry a knife, firearm/ imitation firearm or other weapon in a public place. It is not an excuse to carry any of these for personal protection or for cultural reasons.

Law and Information to be aware of

- The age of consent for sexual intercourse in the UK is 16 years. Engaging in sexual relations with children below 16 years of age is a VERY SERIOUS CRIMINAL OFFENCE, carrying severe penalties for the offender.
- 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.

Anti-social behaviour

Anti-social behaviour is taken very seriously by the Police.

Examples of anti-social 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.

Domestic Abuse

Domestic abuse can be threatening behaviour, violence or abuse that takes place between adults who are family members or intimate partners. The abuse can be physical or 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 the Police, there are other organisations in the area that can help. See the section on 'Domestic Violence'.

The Police are here to help all members of the public. If you need to speak to the Police about any matter regarding your personal safety or require advice about any of the points in this pack, please call at any Police Station or speak to a Police Officer. Your enquiries will be treated in confidence. Although the above advice may seem daunting, it is based on experience of problems that some from the newcomer population have encountered over the last few years. The vast majority of visitors to this area never have any cause to speak to the Police, however we want to ensure that your stay here in Kensington is safe and crime free.

For further information about Merseyside Police you can visit their web site at www.merseyside.police.uk

Fire Safety

If a fire occurs in your accommodation, your chances of survival will depend on how quickly and safely you are able to get out. The following information gives you advice on how to prevent a fire and how to protect yourself should one occur.

Smoke Alarms

- Ensure your accommodation has a smoke alarm.
- This is a piece of equipment designed to give an audible warning if a fire starts.
- Properly fitted and maintained it will provide a warning when smoke is present and allow you time to escape from an outbreak of fire.

Smoke alarms are provided FREE to every home on Merseyside by Merseyside Fire and Rescue Service, during FREE Home Fire Safety Checks. This can be carried out in a number of languages by specialist community fire safety advocates.

If you want a free smoke alarm and Fire Safety Check ring either: Freephone: 0800 731 5958 or Community Fire Safety (Liverpool): 0151 298 3161 (Community fire safety advocates – Refugee & Asylum Seeker, Somali, South Asian, Chinese, Arabic)

Maintaining your smoke alarm:

- Press the test button on the alarm once weekly.
- Vacuum round the alarm to remove dust.
- Merseyside Fire Service provides smoke alarms with ten year batteries – if the battery expires, call the Fire Service to get the alarm replaced free of charge.

Never remove the battery from your alarm. It is vital to maintain your alarm.

If in any doubt contact the provider of your accommodation.

Fire Action Plan

You need to plan to get out quickly and safely if a fire starts.

Be prepared – plan ahead.

- Work out the escape route from each room in your accommodation to the outside (on the ground floor this may include going through windows.)
- Keep these escape routes clear of obstructions and stored items – ensure that any keys required are close to locks in doors, windows etc.
- Ensure you know how to call the **Fire Service** by dialling ‘**999**’ once you are outside (from a mobile phone, nearby house or a call box).
- Discuss with others that share your home what you would do if fire broke out or the smoke alarm sounded through the night.

Plan today – tomorrow may be too late.

Bedtime Routine

The worst time for a fire to happen is during the night so establishing a safety routine before going to bed is essential.

- Check round each room and switch off all electrical appliances that are not designed to be left on continuously.
- Extinguish all candles.
- Ensure kitchen appliances are properly switched off.
- If there is a smoker in your accommodation, make sure all cigarette ends are properly extinguished and ash trays are emptied into a metal bin – this bin should then be put outside.
- Close internal doors as this will prevent any outbreak of fire spreading rapidly, and prevent you being met by thick smoke and flames as you try to escape.

Remember: Your life is your most precious possession. Your accommodation can be replaced – you can't!

Take time to make sure your accommodation is safe before going to bed.

If you are trapped by fire:

- Go to a room as far away from the fire as possible- preferably one with a phone.
- Close the door and block up any gaps around it using pillows, duvets, etc
- Phone the **Fire Service** by phoning '999' and tell them your exact location in your accommodation.

- Stay by an open window and try to attract attention – shout ‘FIRE!’
- Only as a LAST RESORT and ONLY if you are not above the FIRST FLOOR should you try to exit your accommodation through the window.
 - If you have to do this, first throw out soft things such as a mattress or duvet to break your fall, then lower yourself from the window and drop – **DO NOT JUMP!**

For more information about the Fire Service, you can visit their website at:
www.merseyfire.gov.uk

Ambulance

The North West Ambulance Service (NWS) provides accident and emergency services throughout Merseyside.

However, if you need medical advice or treatment, phoning **999** is not always the best thing for you to do.

You can:

- call **NHS Direct** on **0845 4647**; visit **www.nhsdirect.nhs.uk**;
- visit your GP (General Practitioner – doctor) or local minor injuries unit; or even talk to a pharmacist.

Please think before you call an ambulance and remember you should only call one in a real emergency – for example when someone has chest pain, difficulty in breathing, severe abdominal pain, or has collapsed or had a serious accident or fall, or overdosed.

Emergency ambulances are only to be used by those in need of being taken to hospital for urgent care:

- The NWS Control Centre will decide which category your call falls into and will tell you how quickly the ambulance should be with you.
- If your call is an emergency, you should ask for an ambulance. The operator will then put you through to the ambulance service control room.
- When your call is answered you will be asked for information to prioritise your call and identify the best advice to help the patient until the ambulance arrives.

You may be asked:

- What telephone number you are calling from? (In case the line gets interrupted and they need to call you back).
- What is the exact location of the incident?
- The address/location that you give us is very important in helping them to reach the patient as quickly as possible.
- You will also be asked for information relating to the type of incident:
 - What's the problem?
 - How many people are involved?
 - What's the age of the patient?
 - Is the patient breathing?
 - What part of the body was injured?

- Is there any serious bleeding? (So that they can provide correct advice to control the bleed)
- Does the patient have chest pains? (So that they can provide the correct advice to make the patient more comfortable)
- You may be asked information about the safety of the scene, to ensure the ambulance crew is protected against hazards and dangers.
- Ambulance control staff will give you advice on how to help the patient until the ambulance crew arrives.
- If the patient's condition is immediately life threatening, breathing is absent/severely compromised or their life could be in danger, the operator will give you simple, effective instructions on how to assist until the ambulance crew arrives to take over.
- We can provide foreign language interpreters if required.

DON'T HANG UP, stay on the line and try to stay calm. The Ambulance will be sent on its way to you as soon as you have given them your location.

The North West Ambulance Service NHS Trust aims to respond to all calls within the minimal amount of time, aiming to achieve an eight minute response if the patient's condition is immediately life threatening.

housing



Housing

Types of Rented Accommodation

Housing can be accessed in the following ways:

- Provided by your employer
- Rented from a private landlord
- Rented from a Housing Association
- Rented from Liverpool City Council
- Bed & Breakfast/Hotel accommodation
- Home Office provided accommodation (for those seeking asylum in the UK).

You will find more information about each of these below. You can also get advice and information from **Liverpool City Council's One Stop Shops**, on the internet, or over the telephone. **For details of the nearest One Stop Shop, please see 'Local Council Services & Transport' section.**

Private Rented Housing

Private rented housing is available across Merseyside.

- Information on properties which are available to rent can be obtained from the internet, local press, solicitors, estate agents, the free Your Move guide, and adverts in shops and supermarkets.
- Many properties can be rented either furnished or unfurnished.

- As a guide, rent is normally paid monthly in advance.
- Most landlords will request a deposit that you can recover at the end of your rental period – this is usually equal to an additional months rent.
- You should note that it is an offence for accommodation or letting agencies to levy a charge for putting your name on a list.

Liverpool City Council operates a **voluntary landlord accreditation safety scheme**. Private landlords who have joined the scheme have demonstrated that their properties meet an acceptable standard and they have signed up to a code of management practice. Tenants who seek housing from an accredited landlord can rest assured that their home is safe and the landlord will treat them fairly.

Liverpool City Council promotes accredited landlords on their web-site:
www.liverpool.gov.uk/Housing/Private_housing/Landlord_accreditation_scheme

Houses in Multiple Occupation

Any property shared by three or more unrelated persons is legally referred to as a **House in Multiple Occupation (HMO)**.

- All **HMOs** need to be licensed by the local authority (**Liverpool City Council**) to ensure that certain safety standards are met.

- For your own safety you should not accept shared housing that does not have an HMO license.

Housing Associations

If you intend to stay in Liverpool, you may wish to apply for housing from a local Housing Association.

- Housing Associations provide housing to meet the needs of a wide range of different groups.

The local Housing Association is:

Community Seven

1-5 Prescot Road

Kensington, L7 0LA

Tel: 0845 330 4076 or 0151 295 6515

You can see a list of local Housing Associations at: http://www.liverpool.gov.uk/Housing/Housing_associations/list_of_HAs/index.asp

Council Housing

Council housing is in short supply in Liverpool, and priority is often given to those with particular needs e.g. those who are homeless or families with dependant children.

To find out what council housing is available in your area, and how to apply, telephone 0151 233 3018 or visit http://www.liverpool.gov.uk/Housing/Council_housing/index.asp

- Liverpool City Council also runs a choice based lettings scheme with nine Registered Social Landlords in Liverpool.
- Property Pool shows empty properties from a range of landlords and lists them all in one place.
- Targeted offers of accommodation are still made to those in urgent or specific housing need.

To register for Property Pool or to find out more visit www.propertypool.org.uk or telephone 0151 233 3018

Home Office provided accommodation (Home Office provided accommodation (for those seeking asylum in the UK)

If you are an **asylum seeker** you may be entitled to housing and other support from the Government. The help you are entitled to depends on your circumstances.

For further information about what you are entitled to, contact:

**Refugee Action
64 Mount Pleasant
Liverpool, L3 5SD**

You can also find information on the Home Office's website

[www.ind.homeoffice.gov.uk/applying/asylum support](http://www.ind.homeoffice.gov.uk/applying/asylum-support) or by calling the **Asylum Support & Enquiry Line on **0845 602 1739****

Homelessness

If you are homeless or threatened with homelessness contact Liverpool City Council:

- **Families** can telephone the **Family Homeless Team** on **0151 233 3027** or ask for help at a **One Stop Shop**. (For details of the nearest One Stop Shop, please see 'Local Council Services & Transport' section.)
- **Single Men** can ask for help at the **Men's Direct Access Centre, 115-119 Shaw Street, Everton, Liverpool, L6 1HW**. This centre is open 24 hours and the telephone number is: **0151 298 9166**.
- **Single Women** can ask for help at the **Women's Direct Access Centre, 10-12 Geneva Road , Liverpool L6 3AS**. This centre is open 24 hours a day and the telephone number is **0151 233 1914**.

You can also find useful information and contact lists at: http://www.liverpool.gov.uk/Housing/Housing_advice/Homelessness/index.asp

Outside office hours, you should contact **Liverpool City Council's 24 hour advice line – 0151 233 3000**, who will transfer you to the on-call Special Needs Officer.

Big Issue in the North

Tel: 0151 709 7030

Provides people who are homeless with a means to earn a legitimate income by selling The Big Issue in the North magazine, while providing advice and support to help them move on in their lives.

General Information

Rent

- As a guide, rent is normally paid monthly in advance.
- Most landlords will request a deposit that you can recover at the end of your rental period – this can be as much as an additional month's rent.

Bins & Rubbish Collection

- The domestic refuse collection service provided to householders in Liverpool is based on a wheeled bin system.
- Each household is entitled to one purple wheelie bin for general waste which should be put out at the kerbside for collection on a weekly basis.
- For household residents there is no charge for this service.

To find out what day your rubbish is picked up please contact Liverpool City Council on 0151 233 3000

Furniture

- Should you require any furniture for your accommodation there are some community-based organisations that sell second hand furniture.

Furniture Resource Centre
Atlantic Way, Brunswick Business Park
Liverpool, L3 4BE
Tel: 0151 702 0550
Website: www.furnitureresourcecentre.com

British Red Cross
Bradbury House, Tower Street
Brunswick Business Park
Liverpool, L3 4BJ
Tel: 0151 709 7799

Top Centre Charity Shop
131 Oakfield Road
Anfield, L4 0UE
Tel: 0151 263 5752

- You can also find second hand electrical goods such as washing machines at <http://www.createuk.com>.

Council Tax

- Whatever type of accommodation you choose to live in, you will almost certainly have to pay council tax.
- Council tax is payable to your local council - make sure you find out if this applies to your current situation.
- It is an offence not to pay your council tax.

For more information, call Liverpool City Council on 0151 233 3008

Insurance

- Whilst resident in the area you should ensure that your possessions are properly insured if you consider them of any value.

TV (Television) Licence

- If you use a TV or any other device to receive or record TV programmes (for example, a VCR, DVD recorder or PC with a broadcast card) - you need an annual TV Licence.
- You are required by law to have one and renew it each year.
- A colour TV Licence currently costs £135.50 and a black and white licence £45.50 per year (November 2007).
- The easiest way to pay this is to visit your local Pay Point outlet or visit **www.tvlicensing.co.uk** for more information.

Telephones

- There are a number of different telecom providers in the area.
- However all of these have a standard line rental included in addition to the cost of their calls.
- It may prove more economical to use a mobile phone.

Utilities

- When renting your accommodation you will need to check if your gas and electricity bills are included as part of the rent.
- If they aren't, you will need to contact a utilities provider and ensure that the bill is placed in your name.
- You will also need to ensure that you let your provider know when you leave your accommodation so that you are not liable for any additional costs.

Contacting utility suppliers in an emergency

The following telephone numbers are all emergency 24 hour hotlines to report gas leaks, power failures, water bursts and other urgent problems.

Gas

British Gas	0800 111 999
TXU Energi	0800 195 2953
Manweb	0845 272 2424
Powergen	0800 363 363

Electricity

Manweb	0845 272 2424
Transco	0800 111 999
Powergen	0800 363 363

Water

United Utilities	0800 330 033
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Help with Heating Improvements

- If you own your own home or rent it from a private landlord, you may be eligible for a grant under the **Warm Front Scheme**.
- **Warm Front** makes homes warmer, healthier and more energy-efficient.
- The **Warm Front Grant** provides a package of insulation and heating improvements up to the value of £2,700 (or £4,000 if oil central heating is recommended).
- It is a Government-funded initiative and the scheme is managed by eaga. **For more information go to www.warmfront.co.uk**

health



Health

The NHS (National Health Service)

The NHS covers the entire UK and provides health services to all residents. The service provides a range of health treatments and procedures through GPs (General Practitioners) and hospitals, which are **free** at the point of delivery. Charges for prescription medicines and optical services apply according to your circumstances.

NHS Direct

If you or someone you know is unwell and needs medical advice or needs health information, you can call NHS Direct and speak to a nurse advisor or health information advisor.

NHS Direct is available 24 hours a day, 7 days a week.

**Tel: 0845 4647 or go to
<http://www.nhsdirect.nhs.uk>**

General Practitioner Services

General Practitioners (GPs) are local family doctors who provide open and unlimited access to its patients, dealing with all health problems regardless of the age, sex, or any other characteristic of the person:

- They are the first point of contact for people seeking the help of a doctor.
- They provide a wide range of personal medical care and refer patients to specialist services when they need them.

- GPs also do a lot of work previously done in hospitals such as blood pressure monitoring, minor surgery, care of people with diabetes, asthma and other long-term illnesses.
- When you need to see the doctor you will have to telephone or go to the practice to make an appointment.
- If you are to be here for up to 3 months you can attend the doctor as a temporary resident without having to register.
- It is advisable to take your passport with you.
- If you going to be here for more than 3 months you should go to the practice to be registered.
 - It is advisable to take your passport when you register as you may be asked to show this to the receptionist.
 - If you are from a country outside the European Union you may be asked to pay to see the doctor and for any medicines you need.

There are several GPs in the area:

Fairfield Medical Centre
10 Hampstead Road
Liverpool, L6 8NG
Tel: 0151 263 1323

Kensington Park
Jubilee Drive
Kensington, L7 8SJ
Tel: 0151 285 4450

Edge Hill Health Clinic
Crosfield Road
Liverpool, L7 5QL
Tel: 0151 733 1347

Picton Road Surgery
194 Picton Road
Wavertree, L15 4LL
Tel: 0151 260 2777

Health Services for Asylum Seekers

If you are seeking asylum in the UK there are some GPs who provide ‘Locally Enhanced Services’ specifically for asylum seekers. These GPs are listed below. You can also attend any local GP.

Dr. Flynn & Partners
Sefton Park Medical Centre
Smithdown Road
Wavertree
Liverpool
L15 2LQ

Drs. Blakeborough & Chandrashekar
Earle Road Medical Centre
131 Earle Road
Liverpool
L7 6HD

Drs. Das & Thimmiah
Benim Medical Centre
2 Penvalley Crescent
Kensington
Liverpool
L6 3BY

Dr. Smith & Partners
Princes Park Health Centre
Bentley Road
Liverpool
L8 0SY

Dr. Yadav
Earle Road Medical Centre
131 Earle Road
Liverpool
L7 6HD

Dr. Majeed
Earle Road Medical Centre
131 Earle Road
Liverpool
L7 6HD

Dr. Abrams
Great Homer Street Health Centre
25 Conway Street
Liverpool
L5 3SF

**Dr. Knowles
Old Swan Health Centre
Crystal Close
Old Swan
Liverpool
L13 2GA**

Hospitals

The nearest hospitals in the area are:

**The Royal Liverpool University Hospital
Prescot Street
Liverpool, L7 8XP
Tel: 0151 706 2000**

This hospital has an accident & emergency department.

**Liverpool Women's' Hospital
Crown Street
Liverpool, L8 5SS
This hospital offers maternity services.
Tel: 0151 708 9988**

**Royal Liverpool University Dental Hospital
Pembroke Place
Liverpool, L3 5PS
Tel: 0151 706 2000**

**Royal Liverpool Children's' Hospital
(Alder Hey)**

Eaton Road

West Derby, L12 2AP

**This has an accident & emergency department
for children.**

Tel: 0151 228 4811

Pharmacists/Chemists

Pharmacists can be found in most areas and can be your first point of contact for advice on all medicines or minor illness matters. There are many pharmacists/chemists in the area. Listed below are some of the nearest:

Durning Pharmacy

Crosfield Road

Kensington, L7 5NZ

Tel: 0151 260 2590

Black's

41 Wavertree Road

Edge Hill, L7 1PF

Tel: 0151 263 1112

JH Davey

137 Kensington

Kensington, L7 2RE

Davey's Chemist

253 Kensington

Kensington, L7 2RG

Alliance Pharmacy
19 Prescott Road
Kensington, L7 0LA

Hall & Stevens Family Pharmacy
70 Prescott Road
Kensington, L7 0JA

Moss Chemist
6870 London Road
Liverpool
L3 5NV

NHS Walk-In Centres

If you are unwell or when your GP practice is closed in the evening or at night, you can call NHS Direct or attend one of the NHS Walk in Centres. If you have an accident or any injury you can attend your nearest Walk-In Centre. Opening hours for Walk-In Centres vary.

The nearest Walk-In Centres are:

Liverpool (City) Walk-In Centre
Great Charlotte Street
Liverpool, L1 1HU

Liverpool (Old Swan) Walk-In Centre
Old Swan Health Centre
Liverpool, L13 2BY

Dental Services

Dental services are available on the NHS and privately. To find your nearest dentist use the 'Locating Services in Your Area' service on the **website <http://www.liverpoolpct.nhs.uk> or telephone Liverpool Primary Care Trust on: 0151 296 7000.**

Opticians

Optician services, including eyesight testing are available in most areas, including in some supermarkets. You may have to pay to get your eyes tested, although those who hold an HC3 certificate do not have to pay.

How to locate health services

To find out about all local health services, such as GPs, dentists, hospitals, accident & emergency units, opticians or pharmacists you can go to **<http://www.liverpoolpct.nhs.uk>** enter your postcode and the type of service you are looking for into the 'locating services in your area' box or telephone **Liverpool Primary Care Trust on: 0151 296 7000.**

Mental Health Services

NHS Primary Care Mental Health Team

- The aim of the Primary Care Mental Health Team is to address the needs of people suffering from anxiety and depression.

- They work with patients to gain clear assessments and then identify appropriate support, which maybe short-term therapy or referral on to particular agencies.
- They have gained a thorough knowledge of services within the area and quickly established excellent partnerships with several voluntary agencies.
- They also run a monthly carers group.

For further information please contact the service on 0151 330 8175

Sexual Health

Advice on contraception is available at the following locations where you may be able to get condoms free of charge. You can also get advice on sexual health at your local Walk-In Centre.

**Royal Liverpool University Hospital
GUM Department
1st Floor, Prescot Street,
Liverpool L7 8XP
Tel: 0151 706 2620/2621
Tel: 0151 706 2622/2623 (Helpline)**

They deal with all aspects of sexually acquired infections.

- Same day testing.
- All aspects of HIV care and management.
- Contraception.
- Cytology and colposcopy services.
- Free confidential advice and condoms.

Phone to make an appointment.

Abacus Clinics for Contraception & Reproductive Health Care
Central Abacus, Citrus House,
40-46 Dale Street, Liverpool L2 5SF
Tel: 0151 284 2500 (Textphone 0151 330 0825)

A free and confidential service available to men and women of all ages.

- Offers all reversible methods of contraception
- Emergency contraception
- Condoms
- Pregnancy testing
- Unplanned pregnancy advice and referral to abortion services
- Cytology
- Sexual health advice
- Chlamydia screening and treatment for under-25s.

Clinics available at 25 clinic sites across Liverpool & South Sefton.

Drop-in facility, appointments only for some specialist clinics.

Contact NHS Direct (0845 4647) for locations of other clinics.

Brook

81 London Road, Liverpool L3 8JA

<http://www.brook.org.uk/>

Tel: 0151 207 4000

Brook Recorded Information Line

0207 950 7700 (24 Hour)

Brook provides free contraceptive and sexual health services for young people under 25. They also provide a full STI screen on an appointment basis.

H.I.V. / A.I.D.S Services

Sahir House

PO Box 11, Liverpool L69 1SN

info@sahir.uk.com

<http://www.sahir.uk.com/>

Tel: 0151 708 9080/707 0606

Mersey AIDSLINE helpline: 0151 709 9000

A multicultural HIV support and information centre offering a wide range of services to individuals and families living on Merseyside.

Services include: drop-ins; support groups; therapies; counselling; information; education and training; Community Nurses health sessions; Mersey AIDSLINE.

All services are free and confidential.

National AIDS Helpline

(24 hour FREEPHONE) Tel: 0800 56 71 23

Lesbian, Gay, Bi-Sexual and Trans-sexual Services (LGBT)

Armistead Project

1st Floor, Musker Buildings, 1 Stanley Street.

Liverpool, L1 6AA

info@armisteadcentre.co.uk

<http://www.armisteadcentre.co.uk/>

Tel: 0151 227 1893

Helpline: 0870 990 8996

(Minicom 0151 227 1478)

- A free and confidential service for the **Lesbian Gay and Bisexual (LGB)** community with a particular emphasis on HIV prevention and sexual promotion.
- This service provides training on sexuality and HIV/ Sexual health issues.
- Provides a range of harm reduction and health promotion services for gay and bisexual men and male and female street workers.
- Telephone helpline, drop-in; counselling; sexual health info; free condoms and lube; and support groups for gay men living with HIV, Youth groups for 13 – 19 year olds, parents and carers, and people with Learning Disabilities.
- Under 16's will be treated confidentially.

Alcohol and Drug Dependency Services

Kensington Family Support Centre

Sacred Heart School

3 Hall Lane

Kensington, L7

www.warmtears.co.uk

They are a community organisation who offer support to families with a member involved with drugs in confidential surroundings:

- Confidential one to one counselling
- Group support and advice.

Other agencies in and around the area that offer support and services to those experiencing drug and alcohol problems are listed opposite:

ACT Drug Helpline
Freephone: 0800 028 1300

Alternatives (Lighthouse Project)

Tel: 0151 449 1929

Day care programme for recovering drug and alcohol mis-users:

- Training
- Education
- Personal development.

C.I.C.

Tel: 0151 707 2420

The service is for the family as well as the person with the problem:

- Assessments
- Advice/information
- Drug abstinence programme and alcohol mis-users.

CAIS Ltd

Tel: 01978 313904

Provides a range of services to:

- Prevent and reduce drug and alcohol related harm
- Detoxification
- Counselling and treatment services.

Frank

Freephone: 0800 77 66 00

Telephone helpline providing confidential advice about drugs to young people and their families.

Irish Community Care Merseyside

Tel: 0151 707 4302

Work with Irish travellers & people of Irish decent. Wide range of support including:

- Drug and alcohol
- Mental health and accommodation.

Mersey Care NHS Trust

Tel: 0151 709 0516

City wide based services for drug and alcohol users in Liverpool offering:

- Substitute prescribing
- Community and inpatient detoxification
- Relapse prevention
- Referrals by anybody over 18 can be made in person or through GP/other services.

NSPCC

Tel: 0151 737 1999

- Provide support to pregnant women and women with young children where substance use is a feature.
- The team also work with other family members including partners and children living with parental substance misuse.

Parkview Project

Tel: 0151 263 8123

- Accommodation based service provider based on a 12 step abstinence approach.

Progress 2 work

Tel: 0151 258 1199

- Support programme aimed at former drug users who want to access training and/or employment.

Project 8

Tel: 0151 735 0009

- A community led Assessment & Referral unit, aimed at increasing the uptake of services for Black and visible minority groups.
- Following assessment, service users are referred into the most appropriate service to meet their needs.

Relay Project (Community Voice)

Tel: 0151 709 2998

- Peer led Service User Project, providing Advocacy, Mediation, Peer Support, NLP, Acupuncture, Expert Patients Programme, Community Voice Service User Group, sign posting and referrals. Self and agency referrals drop-in or by appointment.

Sharp Project

Tel: 0151 703 0679

- SHARP Liverpool (Self-Help Addiction Recovery Programme) is a 12 step abstinence-based, therapeutically intensive structured day treatment/rehab programme for men and women with drug and alcohol addiction.

Spider Project

Tel: 0151 709 4841

- Provides relapse prevention services for current and recovering drug mis-users
- Providing a range of services that include creative writing, art, drama and outward bound events.

Substance Misuse Service (Liverpool City Council)

- **Referrals to be made to Careline**
Tel: 0151 233 3019
- City wide social work service for drug and alcohol mis-users in Liverpool
- Offering information /advice/assessment to people who want help and support in addressing their substance misuse issues
- Accessing residential rehabilitation services.

Summergrove

Tel: 0151 734 4465

Supported housing project providing support to families recovering from drug/alcohol dependency.

The Basement

Tel: 0151 707 1515

City Centre based homeless organisation which provides a drop-in service, respite and women's only groups.

The Social Partnership

Tel: 0151 258 6333

The Social Partnership offers a wide range of programmes to assist drug misusers into education, training and employment.

Whitechapel Centre

Tel: 0151 207 7617

A range of services for homeless people including outreach, supported housing and drop-in centre.

Windsor Clinic Alcohol Treatment Unit (MerseyCare NHS Trust)

Tel: 0151 529 2450

Provides services including comprehensive assessment, detoxification (inpatient or outpatient) and access to structured psychosocial treatment interventions. Input into more complex cases can be provided.

Access to Health Services for Minority Communities

Liverpool Primary Care Trust (PCT) employs a team of Multilingual Advocacy/Outreach workers and is a part of the PCT Social Inclusion Team. The team of 16 people work in their own communities including Somali, Chinese, homeless and traveller communities. They are employed to ensure patients have the right to information and support and they also facilitate access to health and social care.

They can be contacted at:

**Kumba Imani Centre
4 Princes Road
Toxteth, L8**

**For more information about local health services, ring Liverpool Primary Care Trust on:
0151 296 7000**

education & training



Education and Training

School Education

- Parents/guardians should be aware that in law they have the prime responsibility for ensuring the regular attendance of their children at school.
- All children **must** attend school from age 4-16.
- Schools **must** be informed of a child's absence from school on the day it happens.
- Parents/guardians of children who are regularly absent from school can be subject to legal action.
- In order for your child to be accepted into a school you must firstly register your child. Liverpool City Council will tell you which school your child can attend and give you guidance on what to do next.

If you have any difficulties, please contact Liverpool City Council Children's Services on 0151 225 6030 or EMTAS (Ethnic Minority & Traveller Achievement Service) on 0151 233 3901.

Further information about school admissions is also available on the Council's website at www.liverpool.gov.uk/Education_and_learning/Schools_and_colleges/School_Admissions/index.asp

Children attend:

- Pre-school from age 3 to 4
- Primary School from age 4 to 11
- Secondary School from 11 to 16.

If your child needs help with learning English this is called an 'additional support need' and support will be provided.

The details for the schools and nurseries in and around Kensington are as follows:

St Sebastian's Field of Dreams Nursery

Childcare for children from 6 months to 5 years.

Holly Road,

Kensington, L7 0LH

Tel: 0151 260 9697

Email: sebastians-ao@st-sebastians.liverpool.sch.uk

Kensington Children's Centre

Childcare for under 5s.

The LifeBank

Quorn Street

Kensington L7 2QR

Tel: 0151 300 8420

Sacred Heart Catholic Primary School

Nursery provision for under 5s, infant and junior school for 5 to 12 year olds.

Hall Lane

Kensington, L7 8TQ

Tel: 0151 709 7182

Email: sacred-ao@sacredheart.liverpool.sch.uk

St Sebastian's Catholic Primary School

Nursery provision for 3 to 5 year olds, infant and junior school for 5 to 12 year olds.

Holly Road,

Kensington, L7 0LH

Tel: 0151 260 9697

Email: sebastians-ao@st-sebastians.liverpool.sch.uk

Kensington Infants School

Nursery provision for 3 to 5 year olds, infant school for 5 to 7 year olds.

Brae Street

Kensington, L7 2QG

Tel: 0151 263 6429

Kensington Junior School

Junior school for 7 to 12 year olds.

Brae Street

Kensington, L7 2QG

Tel: 0151 263 1911

Email: kensingtonj-ao@kensington-jun.liverpool.sch.uk

Phoenix Primary School

Infant and junior school for 5 to 12 year olds. Specialises in dealing with children with disabilities and special needs.

Birchfield Road

Kensington, L7

Tel: 0151 228 3831

Email: phoenixp-ao@phoenix.pri.liverpool.sch.uk

The Academy of St Francis of Assisi

Secondary school for 12 to 16 year olds.

Gardners Drive

Liverpool

L6 7UR

Tel: 0151 260 7600

Children with disabilities or Special Educational Needs (SEN)

Liverpool City Council's Children's Services

Offer help and advice to parents/guardians of children who have a disability and/or a Special Educational Need (SEN). These services include:

- **Parent Partnership**

- Gives parents/guardians the information, confidence and support needed to make informed decisions about their child's education.

They have a lot of information available for parents, some of which is translated into other community languages. If you would like further information on what they can provide please contact them on **0151 233 2848** or email: **Parentpartnership@liverpool.gov.uk**

Neighbourhood Early Years Service for Children under 5

NEYS is a community based service that supports children 0-5 years with special educational needs and/or disabilities, and their families.

**For more information contact the Team at:
Kensington Infant School
Brae Street, Kensington, L7 2QG
Tel: 0151 233 1116
Email: lynne.bell@liverpool.gov.uk**

Post School Education

Once children are over the age of 16, they may choose to go to college or university. There are numerous colleges and universities in the UK offering many different courses.

Local universities include the University of Liverpool, Liverpool John Moores University, Hope University and Edge Hill University.

Further Education & Training

There are many opportunities for adults to access training and education in Liverpool. Advice on choices available can be found from Learn Direct (www.learn-direct-advice.co.uk). This is a national database which will help you to find training and put you in touch with the education and training providers.

Listed below are some of the local education and training providers in the area:

Liverpool Community College

They have several sites across the City and offer courses at the **Lifebank, Asylum Link and the Library.**

Tel: 0151 252 1515

Website: www.liv-coll.ac.uk

Adult Learning Service

They offer courses at community venues across Liverpool and provide courses at Kensington Community Learning Centre.

Tel: 0151 233 2400

Website:

www.liverpool.gov.uk/Education_and_learning/Adult_and_community_education/Adult_learning_providers/index.asp

Eastern Link JET

They offer courses designed to give residents the skills and qualifications to gain employment.

Tel: 0151 233 6175

Website: www.jeteasternlink.co.uk

Kensington Community Learning Centre

Kensington residents can access free IT and Skills for Life courses.

291 - 299 Kensington

Liverpool

L7 2RG

Telephone: 0151 260 1006

Kensington Fields Community Association

24 Hall Lane

Kensington

L7 8TO

Telephone: 0151 708 9107

Life Bank

Quorn Street

Liverpool, L7 2QR

Telephone: 0151 300 8420

There are other **further education colleges** on Merseyside and they are listed below:

Knowsley Community College

Rupert Road

Roby, L36 9QD

Tel: 0845 155 1055

Email: info@knowsleycollege.ac.uk

www.knowsleycollege.ac.uk

Hugh Baird Community College

Balliol Road

Bootle, L20 7EW

Tel: 0151 353 4444

Email: enquiries@hughbaird.ac.uk

www.hughbaird.ac.uk

Wirral Metropolitan College
Conway Park Campus
Europa Boulevard
Conway Park, Birkenhead
CH41 4NT
Tel: 0151 551 7144
Email: elu@wmc.ac.uk
www.wmc.ac.uk

Course Fees

Course fees vary dependant on the subject, teaching hours and other factors. Some courses may be free of charge, whilst other course fees may depend upon your status in the UK.

Progression to University

If you wish to study at university, there are a number of full and part-time courses to help you prepare, usually known as Access courses (also available at Liverpool Community College and some universities).

English/ESOL Classes

There are a number of places where you can access English classes - English classes are often referred to as **ESOL** (English for Speakers of Other Languages) classes.

The following organisations offer **ESOL** classes at various venues. If you need any more information, please contact the organisations directly.

Liverpool Community College

Tel: 0151 252 4590

Lifebank

**23 Quorn Street St
Kensington, L7 2QR**

Tel: 0151 300 8420

Asylum Link Merseyside

**St Anne's Church
1 Overbury Street
Liverpool, L7 3HG**

Tel: 0151 709 1713

Al Ghazali Centre

**35 Earle Road
Liverpool, L7 6HD**

Tel: 0151 734 3843

Liverpool Community College
Tradewind Square
Duke Street
Liverpool, L1 5GB
Tel: 0151 252 4590

Liverpool Community College
Bankfield Road
Liverpool, L13 0BQ
Tel: 0151 252 1515

Liverpool Community College
Crawford House
Upper Warwick Street
Liverpool, L8 8HF
Tel: 0151 709 8258

Adult Learning Services
Tel: 0151 233 2400

Kensington Community Learning Centre
291-299 Kensington
Kensington, L7 2RG
Tel: 0151 260 1006

Granby Adult Learning Centre
Granby Street
Liverpool, L8 2TU
Tel: 0151 233 2400

Park Road Adult Learning Centre
155-163 Park Road
Toxteth, L8 6SE
Tel: 0151 233 2430

Newsham Adult Learning Centre
83 Newsham Drive
Liverpool, L6 7UH
Tel: 0151 263 5153

Liverpool Library Services
Tel: 0151 233 3000

Toxteth Library
Windsor St
Toxteth, L8 1XF
Tel: 0151 709 7489

Kensington Fields Community Centre
Hall Lane
Kensington
L7 8TQ
Tel: 0151 708 9107

City Church
Jubilee Drive
Kensington, L7 8SL
Tel: 0151 280 6466

**ESOL Family Learning – English Classes for
Bilingual Parents, Adult Learning Service**
Tel: 0151 707 0260

Smithdown Primary School
Chatsworth Drive
Liverpool, L7 6LJ
Tel: 0151 707 0260

Granby Adult Learning Centre
Granby Street
Toxteth, L8 2TU
Tel: 0151 233 2400

St Hugh's School
Earle Road,
Liverpool, L7 6HE
Tel: 0151 707 0260

Kensington Children's Centre
Lifebank
23 Quorn Street
Kensington, L7 2QR
Tel: 0151 300 8420

Muslim Women's Centre
51 Granby Street
Toxteth, L8 2TX
Tel: 0151 707 0260

Windsor School
Upper Hill Street
Toxteth, L8 8JE
Tel: 0151 707 0260

St Michael's School
Guion Street
Liverpool, L6 9DU
Tel: 0151 707 0260

Blackburne House
Blackburne Place
Liverpool, L8 7PE
Tel: 0151 709 4356

Workers' Education Association

Tel: 0151 243 5340

The People's Centre

54 Mount Pleasant

Liverpool, L3 5SD

Tel: 0151 709 8023

Toxteth Community College

Tel: 0151 708 8230

Toxteth Community College

68 Falkner Street

Toxteth

L8 7QA

Tel: 0151 708 8230



council services



Liverpool City Council Services

Liverpool City Council

Liverpool City Council provides public services, within the Liverpool City area, which includes Kensington.

Social Services

Social Services are a wide range of services designed to support individuals, families and carers. If you need help or advice you can contact **Careline**.

- **Careline** is a social care contact service where staff are available 24 hours a day, every day of the year, providing a central contact point for enquiries about services for children, adults, homeless families and people with mental health problems.
- **Careline** social workers offer a confidential service and can help put you in touch with the organisations that are best suited to deal with your situation.

Careline can arrange interpreters in different languages.

You can contact Careline by telephone

- **0151 233 3700 for Careline Children's Service**
- **0151 233 3800 for Careline Adult Services (for all queries about people aged 18 and over)**
- **If you are Deaf or hard of hearing you can use the Minicom 0151 225 2500**

Useful telephone numbers for Council Services

Listed below are useful telephone numbers for information about Liverpool City Council services:

- **Disabled Parking (Blue Badge Scheme), General Enquiries, Electoral Services, Library book renewals**
0151 233 3000
- **Refuse collection, Trees and Woodlands, Highways, Street Cleansing, Street Lighting, Grounds Maintenance, Pest Control, Recycling including Waste Paper, Multi materials and Green Waste**
0151 233 3001
- **Trading standards and Consumer Advice**
0151 233 3002
- **Requests for job vacancy application packs**
0151 233 3003
- **Appointments to register births and deaths.**
0151 233 3004
To register a marriage, telephone:
0151 233 4975
- **Cemetery and Crematoria appointments and general enquiries**
0151 233 3004
- **Council house repairs including out of hours emergencies**
0151 233 3005
- **Education Awards, School Admissions, Student Support**
0151 233 3006

- **Information on Special Events**
0151 233 3007
- **Council Tax enquiries**
0151 233 3008
- **Housing Benefit and Council Tax Benefit enquiries**
0151 233 3009
- **Housing Benefit and Council Tax appointments at your local One Stop Shop**
0151 233 3016
- **Education Grants, School Meals, Uniforms and Travel passes**
0151 233 3010
- **Integrated Children's Services for children and families**
0151 233 3700
- **Parking penalty charge notices**
0151 233 3011
- **Licensing**
0151 233 3015
- **Planning and Building Control**
0151 233 3021
- **Untaxed Vehicles**
0151 233 3045

General enquiries

For general enquiries, you can contact the Council by:

Telephone: 0151 233 3000

Minicom: 0151 225 3275

Email: liverpool.direct@liverpool.gov.uk

You can also contact us by using **Typetalk**

One Stop Shops

For customers who would rather speak to a customer service advisor face to face, you can visit one of the **One Stop Shops**. The nearest **One Stop Shop** is at:

Picton Road

Liverpool

L15 4LP

For details of the other **One Stop Shops** visit www.liverpool.gov.uk or phone 0151 233 3000.

Library Services

There are 24 libraries in Liverpool, locations and opening hours vary and can be found at www.liverpool.gov.uk. You can borrow books, DVD's, use computers with free internet access, borrow material in other languages and other services. Here are details of local libraries:

Kensington Community Library
Kensington
Liverpool, L7 2RJ
Tel: 0151 233 4495
Email: kensington.library@liverpool.gov.uk

Special facilities

- UK Online Centre
- Free public internet access
- Drop-in study centre (DISC)
- Photocopier
- Fax.

Access

- Adaptive software is available to help people access computers (screen magnification, text-to-speech).

Edge Hill Community Library
Lodge Lane
Liverpool, L8 OQH
Tel: 0151 233 2052
E-mail: edgehill.library@liverpool.gov.uk

Special facilities

- UK Online Centre
- Free public internet access
- Black experience collection Books, CD's, DVDs, Videos
- Photocopier.

Under 5's Story Time

- Friday 10.30am - 11.30am, Under 5's story time
- Term-time only.

Access

- Adaptive software is available to help people access computers (screen magnification, text-to-speech).

Wavertree Community Library

Picton Road

Liverpool, L15 4LP

Tel: 0151 233 2128

E-mail: wavertree.library@liverpool.gov.uk

Special facilities

- UK Online Centre
- Free public internet access
- Books (including Large Print collection)
- Audio books on cassette (including Children's collection on cassette and CD)
- Indic language collection - Videos, DVDs, CD's, books and tapes
- Polish language books for loan
- Photocopier.

Under 5's Story Time

- Tuesday 10.00am - 11.00am
- Term-time only.

Access

- Adaptive software is available to help people access computers (screen magnification, text-to-speech).

Toxteth Community Library
Windsor Street,
Liverpool, L8 1XF
Tel: 0151 709 7489
E-mail: toxteth.library@liverpool.gov.uk

Special facilities

- UK Online Centre
- Free public internet access
- Community STEP computer suite
- Chinese library service - Books, CDs, DVDs and CDs. Computerised Chinese catalogue and issue system
- Photocopier
- Fax.

Under 5's Story Time

- Monday 1.30pm - 3.00pm
- Term-time only.

Access

- Adaptive software is available to help people access computers (screen magnification, text-to-speech).

Leisure Services

Leisure Centres

Liverpool City Council has 11 **Lifestyles** fitness suites providing modern exercise equipment with qualified instruction in an air conditioned environment.

Swimming is provided at 9 locations with specific sessions for parent and toddlers, swimming lessons for all ages, lifeguard award training and swimming teacher awards.

In addition there are 9 centres with floodlit outdoor synthetic multi-sports areas catering for several sports.

You can find out more about membership fees and session charges at www.liverpool.gov.uk

The nearest **Lifestyles** fitness suites are:

Lifestyles Picton
Wellington Road
Wavertree, L15 4LE
Tel: 0151 293 8350

Lifestyles Park Road
Steble Street
Toxteth, L8 6QH
Tel: 0151 233 3600

Lifestyles Toxteth Sports Centre
Upper Hill Street
Toxteth, L8 8EN
Tel: 0151 709 7229

Access for People with disabilities

Information about access to services for people with disabilities can be found at
www.disabledgo.info/AccessGuide

transport



Transport

Merseytravel

Merseytravel has a network of buses, trains and Mersey Ferries to help you get out and about. When planning a journey there are a number of places you can find information before you start your journey:

- Ring **Traveline**
- Look at the **Merseytravel** website
- Visit a **Merseytravel** Centre
- Read the **Merseytravel** News updates.

Merseytravel also provides a comprehensive concessionary travel scheme and promotes and administers the Merseyside pre-paid ticket scheme.

To obtain information about these services and access timetables either visit:

www.merseytravel.gov.uk or ring the Traveline on 0871 200 22 33 (Monday to Friday 7am to 8pm, Saturday, Sunday and Bank Holidays 8am to 8pm).

Travel Centres

The nearest Travel Centres are:

Paradise Street Travel Centre
Paradise Street Interchange
1 Canning Place
Liverpool, L1 8LB

Opening times: 9.30am - 5pm Mondays to Saturdays.

Queen Square Travel Centre
Queen Square
Liverpool, L1 1RG

Opening times:

9am - 5.30pm Mondays to Saturdays

10am - 5.30pm first Tuesday of every month

10.30am - 4.30pm Sundays

Bus Stations

Liverpool City Centre has two major bus stations

Paradise Street Interchange

1 Canning Place

Liverpool, L1 8LB

Queen's Square Bus Station

Liverpool, L1 1RG

Other main bus stops can be found at **Victoria Street, Sir Thomas Street, London Road** and **Renshaw Street**.

Train Stations

Merseyrail, Liverpool's rail system, has one of the most frequent commuter services outside London. The **Northern Line** connects **Liverpool** with **Ormskirk, Kirkby, Southport** and **Hunts Cross**, while the **Wirral Line** links **Liverpool** with **West Kirby, Ellesmere Port, New Brighton** and **Chester**.

Merseyrail trains serve Liverpool City Centre at five stations:

**Liverpool Central,
Ranelagh Street
Liverpool**

**Moorfields (This station has two entrances)
Moorfields
Liverpool**

**Old Hall Street
Liverpool**

**James Street
Liverpool**

The local trains also run from and to **Lime Street**, which is the City's main train station, serving local and national routes.

**Lime Street Station
Liverpool.**

community services



Community Services

There are many services and activities that are offered in your area through charities, community and voluntary organisations. The following section gives you information about some of the organisations in the local area.

Community Organisations

The Congolese Association of Merseyside
Flat 2, 87 Botanic Road
Kensington, L7 5PY
Tel: 07956 386213
Email: congomerseyside@yahoo.fr

The group's main objectives are:

- To address the needs and improve the quality of life for refugees and asylum seekers
- To promote and maintain multiculturalism and community cohesion
- Provide facilities for recreation and advance education and lifelong learning.

Hindu Cultural Organisation
253 Edge Lane
Kensington, L7 2PH
Tel: 0151 263 7965
Email: hinducentre@l7kensington.net

A Hindu place of worship and community resource for people of all backgrounds.

They offer:

- Immigration and welfare advice
- Day care
- Youth activities
- Celebration of Hindu festivals.

Merseyside Regional Chinese Association (MRCA)

**Business Centre, 1st Floor, Maxwell House
Liverpool Digital**

Kensington, L7 9HJ

Tel: 0151 907 2912

Email: cathyliverpool@hotmail.com

The MRCA promote harmonious relations between the Chinese and other ethnic minority residents in Merseyside and the wider community.

Over 50s Sacred Heart Club

42 Connaught Road

Kensington, L7 8RP

Tel: 0151 263 0243

The Club provides activities which include bingo, raffles, dances, talks and coach trips.

Yambi Africa

153a Kensington,

Kensington, L7

Tel: 0151 263 0325

Email: info@yambiafrica.org.uk

www.yambiafrica.org.uk

Yambi Africa aims to empower African and other Black and Minority Ethnic artists and performers by promoting them and their work through local, national and international cultural performances in order to promote the African Culture.

Liverpool African Association

The Job Bank

Tunnel Road

Liverpool, L7 6QD

Tel: 0151 233 6153/6182

Mobile: 07861 233226

Offers support to people from African countries and with African origins by holding monthly meetings, festivals, information sharing sessions, social events and active involvement in the community.

Residents Associations

Clint Road Estate Tenants & Residents Association

20 Clint Way

Liverpool, L7 5QQ

Tel: 0151 260 3889

Crossfield Tenants & Residents Association **8 Webb Close**

Edge Hill, L7 5QW

This association covers a square area within Durning Road, Edge Lane, Botanic Road and Wavertree Road.

Fairfield Area Residents Association

Tel: 0151 280 1787

Email: faraliverpool@hotmail.com

GEARS

26 Gresham Street

Fairfield, L7 9LU

Tel: 0151 475 5974

Email: ann.hodges@talk21.com

Lister Residents Association

C/o 11 Lister Crescent

Fairfield, L7 0HP

Email: listerresidents@blueyonder.co.uk

Needham Road Residents Association

5 Frost Street

Kensington, L7 0EL

Tel: 0151 260 8893

Royston Residents

17 Janet Street

Liverpool, L7

Tel: 0151 263 0292

Community Education & Lifelong Learning Groups

All Arts

52 Toft Street

Liverpool, L7 2PS

Email: allarts@blueyonder.co.uk

Brae Street Parents Association

Kensington Infants School

Brae Street

Liverpool, L7 2DQ

St Sebastian's Parent Teacher Association

St Sebastian's School

Holly Road

Liverpool, L7 0LH

Tel: 0151 260 9697

Email: sebastians-ao@st-sebastians.liverpool.sch.uk

Kensington Fields Community Association

24 Hall Lane

Kensington, L7 8TQ

Tel: 0151 708 9107

Email: kfcasue@talk21.com

Kensington Community Learning Centre

291-299 Kensington

Kensington, L7 2RG

Tel: 0151 260 1006

Email: alan@kclc.co.uk

Health and Sport Organisations

Leighbridge Football Club

47 Tynwald Hill

Liverpool, L13 7DN

Tel: 0151 228 0477

Open to all children in the area, boys and girls under 6s to under 12s.

Kensington Community Sports Centre

Jubilee Drive

Kensington, L7 8SJ

Tel: 0151 261 9598

Email: kcsc@btconnect.com

Facilities include: fitness suite, aerobics and exercise classes, outside astro turf pitches, martial arts and gymnastics clubs.

Kensington Monarch Majorettes

Kensington Methodist Church

Kensington

Liverpool, L7 2QN

Tel: 0151 488 0400

Training and majorette troupe for boys and girls from 3 years old.

Sports Action Zone (SAZ)

Job Bank

4 Tunnel Road

Liverpool, L7 6QD

Tel: 0151 233 6141

Email: Nadine@liverpool.gov.uk

The SAZ works with local communities to create a vibrant sporting community, with quality facilities and clubs run by local people.

Liver World Community Sports

7 Fell Street

Kensington, L7 2QB

Tel: 07891 199496

Email@ abalo19@yahoo.com

Promotes community cohesion through community football and multinational activities.

Religious Organisations

City Church

Jubilee Drive

Kensington, L7 8SL

Tel: 0151 264 9995

Email: df_lathom@onetel.com

An independent Evangelical church which holds ESOL classes, ethnic forums, youth forums, children's clubs, parents and tots club and provides a café.

Elim Pentecostal Church
Coleridge Street
Kensington, L6 2BT
Tel: 0151 228 9468
Email: elimliverpool@yahoo.com

Religious charitable organisation involved in the spiritual and social regeneration of the area.

Ephrata Church of Liverpool
153 Kensington
Liverpool, L7
Tel: 0151 286 3760
Email: angwabamukwa@yahoo.fr

A church which provides women's meetings, special worship services in French and Lingala. Also offers an interpretation and translation service for Lingala, Swahili, Kikongo, Tshiluba, French and English.

St Mary's Edge Hill
Irvine Street
Edge Hill, L7
Tel: 0151 260 3262
Email: stcyps@btinternet.com

Anglican Church which hosts youth groups and music groups.

Youth Organisations

Kensington Fields Community Association

24 Hall Lane

Kensington, L7 2QG

Tel: 0151 708 9107

Email: kfcasue@talk21.com

Offers art based classes and activities for young people including dance, drama, script writing and prop making.

Alghazali Centre and Youth Club

35 Earle Road

Liverpool, L7 6HO

Tel: 0151 734 3843

Email: info@al-ghazali.org.uk

Provides educational and sports activities to Muslim children and young people.

Central Youth Club

62 Walker Street

Liverpool, L6 1EJ

Tel: 0151 263 3856

Email: central.yc@merseymail.com

Youth club with facilities such as fitness suite, music room with recording facilities, computer suite, sports hall, arts/crafts and TV room.

Edge Hill Youth Club
79 Durning Road
Liverpool, L7 5ND
Tel: 0151 263 2921

Youth club with extensive range of activities including residential weekends, arts and crafts, dance, healthy living activities and sports.

YIP (Youth Inclusion Project)
201 Kensington
Kensington, L7 2RF
Tel: 0151 260 3768/3792

Helps young people, referred from the Youth Offending team and other organisations, to develop their lives through social and recreational activities.

L'Arche Liverpool Community
The Ark
Lockerby Road
Kensington, L7 0HG
Tel: 0151 260 0422
Email: Liverpool@larche.org.uk
Website: larche.org.uk/liverpool

A supported home for people with learning disabilities. The Ark also offers work and therapy workshops.

Prospects 2000+
22 Marmaduke Street
Edge Hill, L7 1PB
Tel: 0151 263 8297

Offers outward bound activities and residential activities for local young people.

Credit Union

Edge Hill Credit Union

123 Wavertree Road

Kensington, L7 1PG

Tel: 0151 263 9353

Email: edgehill@creditunion.fslife.co.uk

Neighbourhood Wardens

Kensington Community Wardens

1-5 Prescott Road

Kensington

Tel: 0151 260 9840

Email@ susan.tracey@community7.org.uk

The Wardens provide a visible street presence to deter anti-social behaviour and address local issues.

Community Advice and Information

Free, confidential and independent advice can be found in a wide range of agencies in Liverpool.

Health Energy Advice Team (HEAT)

72-74 Durning Road

Kensington, L7 5NG

Tel: 0151 263 2620

Website: www.heatkensington.org.uk

Drop in Monday to Friday 9am – 5pm.

HEAT are a charity based in Kensington in Liverpool who run a wide range of projects to assist residents with:

- Employment and training,
- Benefit advice
- Domestic abuse

- Heating and housing
- HEAT can assist you to access relevant services and provide information about your rights and responsibilities in the UK.

Citizens Advice

Citizens Advice is a group of independent agencies who provide information about a range of issues.

Tel: 084 48 48 77 00,

Website: www.adviceguide.co.uk

Visit a local office.

Offices are located in Anfield, Garston, Toxteth, Netherley, Speke, Wavertree and City Centre, opening times vary.

Refugee/Asylum Seekers Advice Services

Asylum Link Merseyside

St Anne's Centre

7 Overbury Street

Liverpool, L7 3HJ

Tel: 0151 709 1713

Website: www.asylumlink.org.uk

A drop-in centre for asylum seekers and refugees, providing friendship, help and advice. Asylum Link actively encourages asylum seekers and refugees to participate in the service they provide. Asylum Link offer advice and practical support on:

- Immigration advice
- Benefits advice
- Furniture and clothing
- English classes
- Computer classes
- Destitution support – housing, cash grants and food, laundry and washing facilities
- Immigration solicitors
- Sewing machine and embroidery classes
- Reading groups
- Social events – Christmas parties, Refugee Week, Adult Learners Week
- Friday Drop-in and cook-outs
- Gardening projects and bicycle refurbishment.

Refugee Action

64 Mount Pleasant

Liverpool, L3 5SD

Tel: 0151 702 6300

Website: www.refugee-action.org.uk

Refugee Action provides advice, support, training and development services across the North West. The services offered include:

- The One Stop Shop which provides direct advice services, in addition to second tier and capacity building support.
- The Development and Integration Team who work to develop and empower Refugee Community organisations and support constructive engagement with local communities.

- A wide range of other services including Training and awareness raising, Move-On Advocacy, Parent Support, Youth Mentoring and services to unaccompanied minors.

For details of other organisations offering advice and support to refugees/asylum seekers, please visit Merseyside Network for Change website:

www.merseysidenetworkforchange.org/directory/letter_all.html

Funerals

A funeral can be either by burial or by cremation. You can organise it with or without the help of a funeral director, and personalise it as much as you wish.

You can not finalise the date for a funeral until the death has been registered.

Using a funeral director

Many people choose to use a professional funeral director. This can help at what is generally a stressful time, and will ensure that the remains of the deceased are dealt with in the appropriate way.

Friends, family, clergy or your doctor may be able to recommend local funeral directors. Most local companies are listed in the telephone directory.

Most funeral directors are members of one of the two trade associations:

National Association of Funeral Directors

Telephone: 0845 230 1343

Website: www.nafd.org.uk

Society of Allied & Independent Funeral Directors

Telephone: 0845 230 6777

Website: www.saif.org.uk

Member firms must provide you with a price list on request and cannot exceed any written estimate they give you without your permission.

Funeral directors can help you with decisions such as:

- Where the body should rest before the funeral
- Time and place of funeral
- Type of service (religious or other) and who will conduct it
- How much to spend on the funeral
- Invitations
- Notices in the newspapers.

Funerals outside England and Wales

- You need permission from a coroner in the local district before a body can be moved out of England and Wales.
- The rules are complicated and it's best to get the help of a specialist funeral director.

- The coroner will need at least four working days notice before the body is to be moved and will issue a removal notice (form 104), part of which is sent to the Registrar of Births, Deaths and Marriages.

Arranging a funeral without a funeral director

- There are few legal controls governing the disposal of a body in the UK.
- The only requirement is that the death is certified and registered and the body properly taken care of, by either burial or cremation.

Registering a death

- You normally need to register a person's death within five days.
- Once you have done this, you will be given a death certificate.
- In order to avoid delays, it is best to register a death at the register office in the area in which the person died.

The Register Office in Liverpool is:

Liverpool Register Office
The Cotton Exchange
Old Hall Street
Liverpool L3 9UF

To make an appointment to register a birth or death you should call the Liverpool City Council's call centre, **Liverpool Direct** on **0151 233 3004**. Lines are open 24 hours a day, 7 days a week.

- A stillbirth needs to be registered within 42 days, and at the latest within three months.
- In many cases this will be done at the hospital or at the local register office.
- If the person died in a house or hospital; the death can be registered by a relative; someone present at the death; an occupant of the house or an official from the hospital; or the person making the funeral arrangements.
- Deaths that occur elsewhere can be registered by a relative; someone present at the death; the person who found the body; the person in charge of the body; or the person making the funeral arrangements.
- When registering a death you will need to take the following with you:
 - Medical certificate of the cause of death (signed by a doctor);
 - Birth certificate, marriage/civil partnership certificates, NHS Medical card (if available)
 - You will also need to know:
 - The deceased full name
 - Any names previously used
 - The deceased date and place of birth
 - Their last address
 - Their occupation
 - The full name, occupation and date of birth of a surviving spouse or civil partner
 - Whether the deceased was receiving a state pension or any other state benefits.

Voting in local and national elections

In order to be able to vote in elections you must register on the Electoral Register. The Electoral Register is a list of the names and addresses of everyone who is registered to vote. You do not have to vote on Election Day, but if you are not on the register you will not be able to vote.

Registering to Vote

If you are not already registered, between 1st December and mid-August you can request an application form by calling **Liverpool City Council** on **0151 233 3028** and one will be sent to you.

Alternatively you can visit the **www.aboutmyvote** website and print off the **Electoral Registration form** and return it to Electoral Services Unit, Room 230, Municipal Buildings, Dale Street, Liverpool, L2 2DH.

Between mid-August and 30 November 2007 the **annual canvass** is carried out across the city.

- An electoral registration form is sent to each address.
- This form can then be used to add voters or change any details as necessary, and then returned by post as soon as possible.
- If there are no changes to the details on the form, these can be confirmed by phone (the telephone number is on the form) or via the internet.

To be able to register:

- You must be resident in the electoral area
- You must be a British or Irish citizen, Commonwealth citizen or a citizen of a European Union country
- You must be 18 years of age or over or must attain the age of 18 during the life of the registering period
- Electors under 18 who are registered will have a birthday card sent to them from Electoral Services on their 18th birthday
- You must not be subject to any legal incapacity to vote.

Citizens of the New Member states of the European Union (Poland, Lithuania, Estonia, Latvia, Slovenia, Slovakia, Hungary and the Czech Republic) resident in the UK can vote in local government elections but cannot vote in UK General Parliamentary elections.

victim support



Victim Support

Victim Support Merseyside

Victim Support Merseyside helps Merseyside residents cope with the effects of crime, by providing confidential support and information to victims of crime and to witnesses attending local courts.

For more information go to www.victimsupport.org.uk/vs_england_wales/contacts/merseyside/index.php or contact their Helpline on 0845 30 30 900.

Victim support are open Mon-Fri: 9am-9pm; weekends: 9am-7pm; bank holidays: 9am-5pm.

Racial Harassment

If you or someone you know is the victim of racial harassment, verbal or physical abuse suffered by individuals, families or groups of people because of the colour of their skin, ethnicity or national origin contact Liverpool's special advice line on **0800 731 1313** (free phone) or alternatively Careline can offer help and advice on **0800 731 3200** (also free phone).

You can find more information at www.liverpool.gov.uk/A_Z_of_Council_Services/We_can_help/Racial_harassment/index.asp

In an emergency or if you feel you are in immediate danger always ring 999 (police, ambulance, fire service).

Child Abuse

ChildLine is the free and confidential helpline for children and young people in the UK.

Children and young people can call **ChildLine** on **0800 1111** to talk about any problem. Trained volunteer counsellors comfort, advise and protect children and young people who may feel they have nowhere else to turn.

Domestic Violence

Threats of or actual violence or sexual abuse experienced in the home are criminal offences.

Domestic violence/abuse can be any incident of threatening behaviour, violence or abuse; whether physical, psychological, sexual, financial or emotional; usually forming a pattern of coercive and controlling behaviour between family members or persons who are or have been intimate partners.

Types of domestic abuse include:

Physical – assault, including hitting, punching, kicking, shoving, choking, pulling hair, using weapons, throwing things etc.

Sexual abuse

Verbal – put downs, threats, swearing, name calling, yelling.

Emotional and psychological – blaming others for family problems, shaming or humiliating, making people feel guilty, hurting pets, playing mind games, locking people in, stalking

Social – questioning where they have been, what they have been doing, who they have talked to, humiliating people in public and using jealousy and love/care for the person as a justification for these behaviours.

Identity abuse – attacking, ridiculing or humiliating people for their beliefs, culture, political ideology, religious faith, racial heritage or sexual orientation.

Economic/financial abuse – restricting access to money, employment and other economic resources.

Threats and intimidation – threatening to abuse, abduct or harm adults/children/pets, threats of suicide if the partner leaves. The only thing more terrifying than actual violence is the threat of violence.

There are a range of services for those experiencing Domestic Abuse and Violence, including advice and support and refuge accommodation.

Kensington Domestic Violence Service - HEAT

Tel: 0151 263 7474

Worst Kept Secret

Tel: 08000 283398

- 'Worst Kept Secret' provides a listening ear to those who are affected by domestic violence.
- Anybody who is subjected to domestic violence or any family or friends who are worried about an individual can call the free phone confidential helpline.

- The phone call will not show up on land line bills.
- The staff are there to help those who are experiencing domestic violence by working through their options, giving advice and mostly importantly of all, by offering support.

Speke Garston Domestic Violence

Tel: 08000 837114

- Provide domestic violence information, domestic violence services and domestic violence self help.
- Also deal with domestic violence volunteering and roots to safety.

Centre 56

Tel: 0151 727 1355

- Centre 56 Ltd is a purpose built 19 bedroom refuge for women & children fleeing domestic violence or abuse.
- The centre offers respite and safe, secure accommodation plus practical and emotional support in order to enable the women to make their own life choices.
- The Centre offers 24 hour staffing/help line.

Amadudu

Tel: 0151 734 0083

- Refuge for ethnic minority women or those women with ethnic minority children.

Armistead

Tel: 0151 227 1893

- Service for people in same sex relationships

Chrysalis

Tel: 0151 254 2640

- Support, advice and outreach for survivors of domestic violence.

We Can Help

24 hour helpline: 0800 731 1313 (free phone)

- A confidential service, run by Liverpool City Council, that can help you by putting you in touch with organisations who are best suited to deal with your situation.
- Specialist workers are also on hand to help.
- They are a member of Language Line and can arrange interpreters in different languages.

Women's and Children's Aid Centre

Tel: 0151 727 1355 (24 hours)

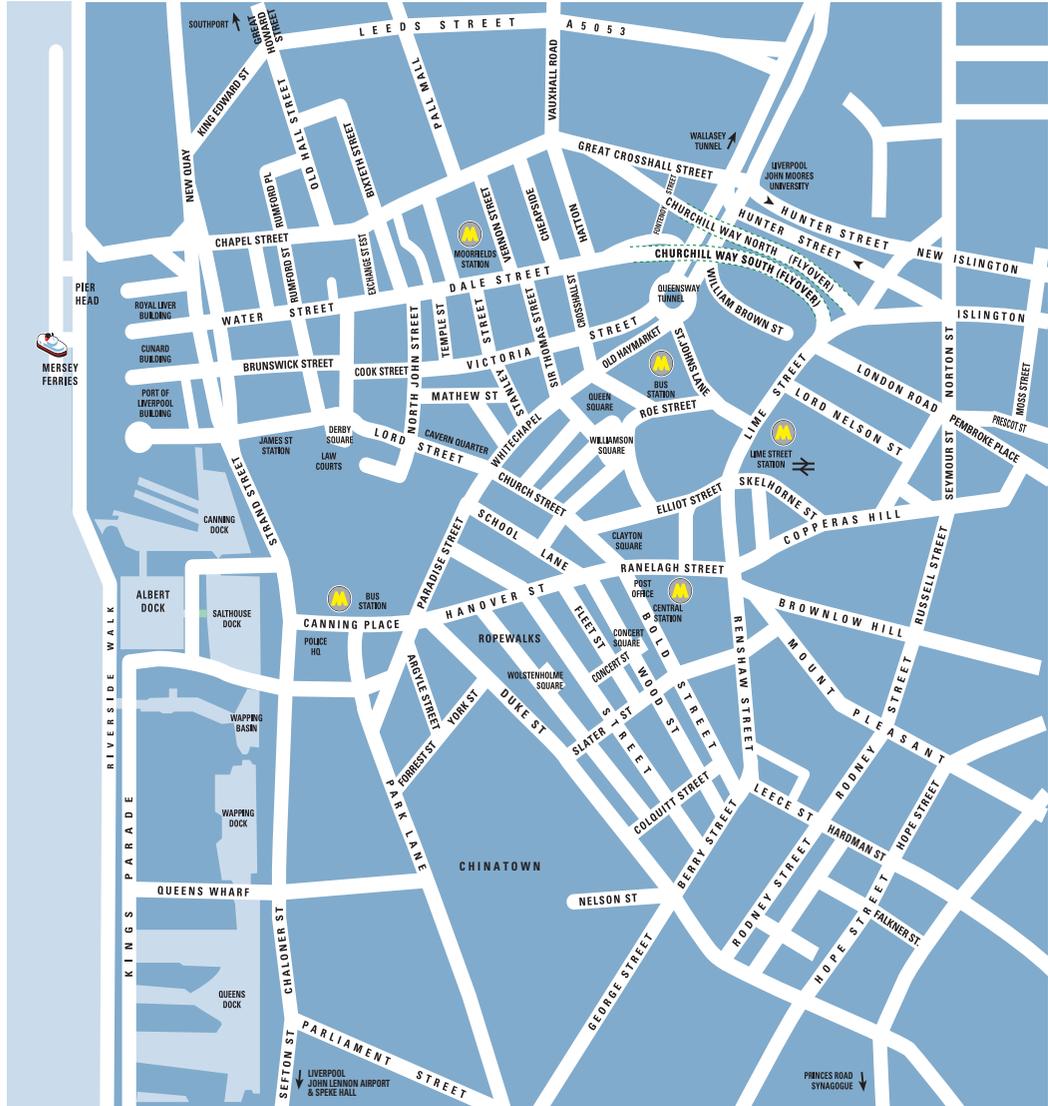
- Provides refuge services.

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Liverpool city centre



getting around



