

# Living and Working in Huntingdonshire



Useful Information for  
New Arrivals

## What's In This Booklet?

### Priorities

Your Local Council	08
Your Local Library	09
Citizens Advice Bureau (CAB)	10
The Right Paperwork For Employment	11
Other Paperwork	12
Money	13
Health And Safety	14
Understanding Telephone Numbers	15
Fitting In With The Local Community	16
Complaining If Things Haven't Gone Right	17

### Health

Doctors	19
Hospitals	20
Dentists, Chemists And Opticians	21
Confidential Help	22

### Housing

Accommodation	24
Shared Accommodation And Homelessness	25
Household Taxes, Services And Licences	26

### Getting About

Public Transport	27
Cycling And Walking	28
Local Churches And Places Of Worship	29

This booklet has been produced by Huntingdonshire District Council  
with support from Huntingdonshire Diversity Forum.

Thanks to Fenland and East Cambridgeshire Strategic Partnerships for their input.

This booklet directs you to services and information in Huntingdonshire.  
We cannot accept responsibility for the standard of the services and information or for the  
accuracy of the facts given.

This booklet does not purport to provide a definitive legal interpretation and is not necessarily the  
formal view of the Council or its employees or members.

### Advice On The Law

The Law	30
Voting	31
Registration of Births/Deaths	31
Citizenship	31

### Employment

Employment Contracts And Minimum Wage	32
Working Time Regulations	33
Labour Providers	34
Unemployment	35
Papworth Trust	36
Self Employment	36
Becoming A Volunteer	37

### Education And Learning

Learning English	38
Adult Education Courses	38
Pre-school	40
Support For Young People	40
School	41

### Leisure And Entertainment

Be Active, Have Fun!	43
Sports, Recreation And Leisure	43
Sports And Leisure Centres In Huntingdonshire	44

### Emergencies

Fire, Police Or Ambulance	45
The Police	46
Urgent Situations	47
Reporting A Problem	48
Local Newspapers And Websites	49

# Welcome!

This booklet will help you when you arrive in the Huntingdonshire area.

You may use all the services we describe – they are usually free and confidential. These are services that other newcomers have found useful and important.

Please take your time to read this booklet carefully. This booklet has been initially produced in English, Polish and Lithuanian. We hope to produce it in other languages later in 2008. It is as accurate and comprehensive as possible, but remember this is a guide to services.

We cannot recommend any individual organisation – it is for you to decide who offers you the best and most appropriate service. We have done our best to present information about all the services you may need, but we cannot guarantee that information remains current.

You will see on the map that the main towns in Huntingdonshire are Huntingdon, St. Ives, St. Neot's, Yaxley and Ramsey. There are many smaller villages. Nearby are the larger towns and cities of Peterborough, Cambridge and Bedford.



There are libraries in all these places with excellent information services and free computer access. There is also a district council office and community access points across the district. And there is a citizens' advice office (Citizens Advice Bureau) in some towns.

## PRIORITIES

- Your Local Council

One of the best places to go for free information and advice about local services is the council. In England, local government is at different levels, called councils. In our area the most local level is the parish or town council, then the district council, and then the county council. Each council has different responsibilities, but it is the district council you will need to contact for most things.

The district council office is where you go for help with things like council tax, housing, health and safety, leisure, environmental protection, markets, local events, pest control, abandoned cars, stray dogs, and rubbish collection.

The county council based in Cambridge deals with services such as education, highways, social services and libraries.

Parish council's may provide some of the following services, burial grounds, allotments, community transport schemes, bus shelters, footpaths or car parks.

An interpreter can be provided if you ask, and computer access is available.

### District Council Office

Huntingdonshire District Council, [Centenary House, St. Mary's Street, Huntingdon, Cambridgeshire, PE29 3TN](#)

Tel: [01480 388388](tel:01480388388)

E-mail: [mail@huntsdc.gov.uk](mailto:mail@huntsdc.gov.uk)

### Community Access Points

Community Access Points are community or public buildings where computers, colour printers and scanners have been installed for you to use free of charge (small charges may apply to cover printing cost).

Ramsey Community Information Centre, [39 Great Whyte, Ramsey,](#)

[Huntingdon, PE26 1HH](#)

Tel: [01487 815213](tel:01487815213)

[Yaxley Community Information Centre, Unit 7 Broadway Shopping Centre, Yaxley, Peterborough PE7 3JJ](#)

Tel: [01733 247133](tel:01733247133)

[Great Gidding Post Office, 1 Main Street, Great Gidding, PE28 5NX, 01832 293260](#)

[Spaldwick Primary School, Ferriman Road, PE28 0TQ](#)

[The Village Hall, Offords, Huntingdon, 01480 812238](#)

[The Cross Key pub, High Street, Upwood, PE26 2QE, 01487 813384](#)

Community Information Kiosks are also available in Huntingdon, Ramsey, St Ives and St Neot's.

- Your Local Library

The local library can provide you with free computer access and a range of useful advice and information.

Library staff will help you with computer use, advice about learning, qualifications, and local courses. You can use newspapers, books, local directories like Yellow Pages, DVDs, the internet and e-mail.

[www.cambridgeshire.gov.uk/leisure/libraries](http://www.cambridgeshire.gov.uk/leisure/libraries) has information about libraries and mobile libraries or call [0845 045 5225](tel:08450455225).

An interpreter can be provided if you ask.

### Libraries In Huntingdonshire

[Buckden Library, Millennium Community Hall & Sports Centre, Burberry Road, Buckden, Huntingdon, PE19 5UY](#)

[Huntingdon Library, Dryden House, St. Johns Street, Huntingdon, PE29 3NU](#)

Ramsey Library, [School Lane, Ramsey, Huntingdon, PE26 1AF](#)

Somersham Library Access Point, [Information Centre, Church Street, Somersham, PE28 3EG](#)

(Library access points are staffed by volunteers and are run alongside a regular mobile service. They are open for a minimum of 6 hours a week with limited facilities).

St. Ives Library, [4 Library Row, Station Road, St. Ives, PE27 5BW](#)

St. Neots Library, [Priory Lane, St. Neots, PE19 2BH](#)

Warboys Library, [High Street, Warboys, PE28 2TA](#)

Yaxley Library, [Landsowne Road, Yaxley, Peterborough, PE7 3JL](#)

Sawtry Library, [Fen Lane, Sawtry, Huntingdon, PE28 5TQ](#)

Tel: [0845 045 5225](tel:08450455225)

- **Citizens Advice Bureau (CAB)**

Your local citizens' advice office (Citizens Advice Bureau) can help you with paperwork, and advice on housing, tax, national insurance, employment and the law. If you have rights to any financial benefits in the UK, Citizens Advice Bureau can help you with this. Go to one of the main offices listed on this page or ask at your library or council for details of other places where a Citizens Advice Bureau is located. Help with language interpretation may be provided.

Huntingdon Citizens Advice Bureau

[6 All Saints Passage, Huntingdon, PE29 3LE](#)

Tel: [01480 388900](tel:01480388900)

Web: [www.huntscab.org.uk](http://www.huntscab.org.uk)

St. Neots Citizens Advice Bureau

[28 New Street, St. Neots, PE19 1AJ](#)

Tel: [01480 388905](tel:01480388905)

- **The Right Paperwork For Employment**

To gain work within the UK you will need a valid passport or an Identity Card. These are some of the documents an employer may ask you to produce.

Worker Registration (for countries which joined the EU in 2004)

If you wish to work for more than one month for an employer in the UK you need to register under the Worker Registration Scheme (WRS).

Once you have been working legally for 12 months without a break (this does not include holidays) you will have full rights of free movement and will no longer need to register on the WRS. You can then get a residence permit confirming your right to live and work in the UK.

See [www.workingintheuk.gov.uk](http://www.workingintheuk.gov.uk) for more details.

National Insurance Number

National Insurance is money paid to the Government and contributes to state pensions, welfare benefits and the national health service. You will need a National Insurance Number (NI no.) to start work. See [www.dwp.gov.uk](http://www.dwp.gov.uk) for more details. You may obtain a number at some job centres or through the NINO Contact Centre on [0845 6000 645](tel:08456000645).

Tax Code

Most people pay income tax, and the amount you pay is based on how much you earn. Your employer will give you a P46 form to fill in and sign and will allocate a tax code and work out the tax due.

For more details see:

[www.direct.gov.uk/moneytaxandbenefits/taxes/beginnersguidetotax](http://www.direct.gov.uk/moneytaxandbenefits/taxes/beginnersguidetotax)

Your Citizens Advice Bureau can help you with any problems.

- Other Paperwork

#### Proof Of Address

You will be asked for proof of address on some occasions like starting a bank account, joining the library, or applying for a savings account. You can produce a utility bill (electricity, gas, water), a letter from a landlord, or an official letter that is clearly addressed to you. Often a letter from your employer is required.

#### Proof Of Identity

Your passport is sufficient to prove identity. Identity cards are not required in the UK at present, and your own identity card may not be accepted as proof of identity.

#### Driver's Documents

A valid driver's licence, insurance, vehicle registration and MOT test (certificate of roadworthiness) will be needed for most cars and can be asked for by the police. A Cambridgeshire Police booklet (Newcomers to Cambridgeshire) gives full details of driving and the law. This booklet can be found at [www.cambs.police.uk](http://www.cambs.police.uk).

#### Other Documents You May Need:

- Rent Agreement
- Employment Contract
- Birth Certificate
- Marriage Certificate
- Payslips.

- Money

Sorting out a bank account is one of the first things you will want to do, especially if your home bank charges you for using a cash machine. You may also need to consider how to send money home and how to earn interest on savings.

Starting a personal bank account with a bank or building society can be simple if you have the right paperwork. This will include proof of identity and address, and may require a letter from your employer.

Check with the bank or building society what charges they make and if they will pay interest on any credit in your account. Many of the banks and building societies will offer competitive rates of interest for regular saving, so shop around for the best account.

Some people use a prepaid card which avoids the need for a bank, for example [www.theuniquecard.com](http://www.theuniquecard.com).

Ask your employer to pay wages direct to your bank account. This is a safe way of being paid, and the money can go straight into an account which pays you interest.

Many shops such as travel agencies will offer a cash transfer system for sending money to another country. They will have a poster up in the window to advertise this service.

[www.banking-guide.org.uk](http://www.banking-guide.org.uk) gives you a simple guide to UK banking and sensible advice about credit and debt.

Post Offices also have banking and cash transfer services. [www.postoffice.co.uk](http://www.postoffice.co.uk) gives a simple guide to Post Office services.

Currency in the UK is Pound Sterling (£). Euros (€) are not accepted.

## • Health And Safety

People new to the area often comment on the importance we place on health and safety. For example:

- By law, you must wear seat belts in the front and rear of a car and crash helmets on a motorcycle.
- Child or booster seats are required in cars.  
([www.thinkroadsafety.gov.uk](http://www.thinkroadsafety.gov.uk))
- You should wear a helmet and high visibility clothing when cycling. Lights must be used at night.
- There is no smoking in many public places such as cinemas, schools, hospitals, shops, surgeries, pubs and restaurants.
- In the home, there are normally smoke alarms and fire extinguishers – and the fire service provides free advice on fire prevention.

Health and safety at work is very important.

Employers and employees both have responsibilities.

The health and safety website ([www.hse.gov.uk/languages/index.htm](http://www.hse.gov.uk/languages/index.htm)) which provides information in a number of languages covering:

- What health and safety training should be given before starting work?
- Have risks been assessed properly?
- Do employers have to provide personal protective equipment?
- Can a person be left alone at their place of work?
- How do you report accidents?
- What are the risks in my type of work?

A Health and Safety Hotline is available on [0845 345 0055](tel:08453450055) and advice can be provided in your language.

## • Understanding Telephone Numbers

The UK telephone numbering system is as follows.

Numbers starting:

- 01 and 02 are charged at standard rate (details from your telephone service provider)
- 07 are mobile numbers
- 0800 are free from a standard telephone
- 0844 are fixed rate up to 5p a minute
- 0845 are charged at local rates
- 0871 are fixed rate up to 10p a minute
- 09 are premium rate up to £1.50 a minute
- [999](tel:999) or [112](tel:112) are the emergency numbers for police, fire and ambulance and are free of charge from all telephones.

If you use a mobile phone, your tariff will vary.

Often the 0800 numbers are not free from mobiles.

Many people use internet telephoning as a cheap option for foreign calls and a search on the internet will produce a number of companies specialising in this.

Sensible advice about phones and communication can be found at [www.adviceguide.org](http://www.adviceguide.org) under the communications menu item – including what to do to avoid telephone sales and nuisance calls.

Phonecards may be bought at post offices and newsagents.

They can be used in public telephones.

International Phone Cards are available at some newsagents. These are pre-charged with a fixed amount depending on the denomination of the card - typically £5, £10, £15, £20, or £50. The cards offer low rates and can be used from any phone (landline, mobile phone, pay phone). As the cards are prepaid, you know exactly how much you are spending when you make a call.

## • Fitting In With The Local Community

People may act differently from what you expect in your own country. These are some of the things that can cause problems in the local community.

- putting out the rubbish – your council can tell you which bins to use and when rubbish is collected. There are 3 main waste bins:
  - Dry recycling – cans, tins, paper, card, plastics and leaflets (blue bin)
  - Garden and kitchen waste for composting (green bin)
  - Household domestic waste – anything that cannot be recycled (dark grey bin)

The district council can offer a paid bulky waste collection service e.g. beds, furniture, carpets, fridge, ovens, kitchen and bathroom units. Phone the council hotline for more information **0800 389 6613**, or visit the website [www.huntsdc.gov.uk](http://www.huntsdc.gov.uk)

- Noise – people can complain to the council about noise and other nuisance
- Queuing – it is usual to join the back of a queue.
- Parking – can cause problems in busy streets or where a number of cars are owned by one household.
- Smoking in public – is banned within enclosed public places.
- Drinking – excessive drinking can cause offence.
- It is an offence to allow your dog to foul the pavement and open spaces

### Our laws may be different too:

- Weapons, including knives, cannot be carried.
- Alcohol and cigarettes cannot be bought by under 18 year olds.
- No drugs can be carried except those prescribed by a doctor.
- Sexual consent may be given only by over 16 year olds.
- The police have stop and search powers.
- Stealing may lead to arrest and deportation.

- Driving and owning a car has strict laws. (See [www.dvla.gov.uk/drivers.aspx](http://www.dvla.gov.uk/drivers.aspx)).
- Do not drink and drive and you must wear a seat belt
- You must wear a crash helmet on motorcycles
- Poaching of birds is unlawful (geese, ducks, pheasants, swans)

A Cambridgeshire Police booklet (Newcomers to Cambridgeshire) gives information about the law.

This booklet can be found at [www.cambs.police.uk](http://www.cambs.police.uk)

Please check carefully for restrictions on where you can park your car, how much it costs and how long you can park there.

## • Complaining If Things Haven't Gone Right

All the organisations mentioned in this booklet have systems for dealing with complaints, and expect to receive complaints about anything that has gone wrong. In this way services can be improved in the future.

- Ensure that you complain to the right person.
- Know your rights - citizens advice bureau can help with this.

To make a complaint about Huntingdonshire District Council go online at:

<https://applications.huntsdc.gov.uk/forms/Contactus/Contactgateway.htm>

or you can fill in a council postal complaints form which you can download from:

[www.huntsdc.gov.uk/Councils+and+Democracy/Council/complaints.htm](http://www.huntsdc.gov.uk/Councils+and+Democracy/Council/complaints.htm)

Alternatively, complaints can be made by the following methods:

In Person:

The Council offices are open to the public:

Monday to Thursday 9.00am to 5.00pm

Friday 9.00am to 4.30pm

By telephone: [01480 388388](tel:01480388388)

There is a telephone queuing system and your call will be answered as soon as possible.

By letter addressed to:

[Huntingdonshire District Council](#)

[Pathfinder House](#)

[St. Mary's Street](#)

[Huntingdon](#)

[Cambs](#)

[PE29 3TN](#)

If you wish to complain about race discrimination, harassment or abuse, including at work, you may contact:

[Cambridge Ethnic Community Forum](#)

[62-64 Victoria Road](#)

[Cambridge CB4 3DU](#)

[Tel: 01223 315877](tel:01223315877)

[Peterborough Racial Equality Council](#)

[Tel: 01733 554630](tel:01733554630)

[E-mail: maheub.prec@btconnect.com](mailto:maheub.prec@btconnect.com)

see page 48 - Reporting a Problem

You may also tell people if you are happy with the service you receive.

## HEALTH

### • Doctors

When you arrive in the area you can register with a local doctor for all your general health needs. A medical doctor is sometimes called a general practitioner or GP for short. Health services are mostly free on the National Health Service (NHS).

To register with a doctor you need to go to a local surgery and ask if they can take you on as a patient. A list of surgeries is given at the NHS website [www.cambridgeshirepct.nhs.uk](http://www.cambridgeshirepct.nhs.uk) or ask at your council or library.

You will be given a form to fill in and then you will be able to make an appointment with your doctor. You will not need any other paperwork. If the doctor cannot take you on as a patient, you will be told how to find a doctor with a vacancy. When you are registered you can book confidential appointments with the doctor. This is free of charge. Your doctor will refer you on to other NHS services if he or she thinks it is necessary.

If you need a doctor at night or weekends, telephone the number of your surgery where a recorded message will tell you the right number to ring.

If you don't have a doctor, call NHS Direct on [0845 4647](tel:08454647).

For general health advice use the NHS Direct telephone service ([0845 4647](tel:08454647)) or go online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk). You may ask for language interpretation.

There are many ways to keep yourself and your family healthy.

You can obtain tips on healthy living on the internet:

[www.bbc.co.uk/health](http://www.bbc.co.uk/health)

[www.healthyliving.gov.uk](http://www.healthyliving.gov.uk)

For advice on all health matters, including sections for the over 50s, and disabled people, go to:

[www.direct.gov.uk/healthandwellbeing/healthyliving/fs/en](http://www.direct.gov.uk/healthandwellbeing/healthyliving/fs/en)

### Mental Health

Most people with mental health problems are treated within Primary Care Services under the care of a GP. This should be the first point of contact. Your GP may refer you to secondary mental health services. These are provided by the Cambridgeshire and Peterborough Mental Health Partnership Trust (CPMHPT). CPMHPT also provides social care services.

For more details visit:

[www.cambsmh.nhs.uk](http://www.cambsmh.nhs.uk)

[www.mentalhealth.huntsmind.org.uk](http://www.mentalhealth.huntsmind.org.uk)

Huntsmind is a voluntary organisation that offers a wide range of services and social and therapeutic opportunities to members.

Visit their website [www.huntsmind.org.uk](http://www.huntsmind.org.uk) or call 01480 470480 for more information.

### Adult Support Services

Help is available for people who are disabled, elderly or have mental health problems. If you need help you can talk to Cambridgeshire County Council's Adult Support Services. They can either provide help and support or will point you to other agencies who can help. For further information please contact Cambridgeshire Direct on 0845 045 5200.

### • Hospitals

#### Regional Hospitals

Accident and emergency care are provided at the major regional hospitals. These are Hinchingsbrooke in Huntingdon, Addenbrooke's in Cambridge, and the District Hospital in Peterborough.

Accident and emergency care is free for anyone, but this does

not include treatment in hospital for non emergencies for foreign visitors. The emergency number is 999 or 112.

For more details on local health issues and links to all the hospitals visit [www.cambridgeshirepct.nhs.uk](http://www.cambridgeshirepct.nhs.uk)

or [www.peterboroughandstamford.nhs.uk](http://www.peterboroughandstamford.nhs.uk)

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) provides general advice.

### • Dentists, chemists and opticians

#### Dentists

To find a dentist visit [www.nhs.uk](http://www.nhs.uk) for a list currently accepting NHS patients.

If you need urgent dental advice outside normal surgery hours telephone your dentist to get the out of hours helpline number or call NHS Direct on 0845 4647. If you do not have a dentist and you need urgent dental treatment during working hours you can get advice and appropriate care by calling Huntingdon Dental Access Centre on 01480 363760.

Costs of treatment vary, and you should ask your dentist what the costs will be in your case.

#### Pharmacies and Chemists

Pharmacists are trained to advise you on day to day health queries, and will provide any medicines prescribed to you by a doctor. Prescribed medicines must be paid for, currently (2007) £6.85p per prescription, but ask about exemptions - for example for certain age groups.

Pharmacy and Chemist are names for the same type of shop which can be found in most towns.

#### Opticians

You will find opticians in most town centres or go to the NHS website [www.cambridgeshirepct.nhs.uk](http://www.cambridgeshirepct.nhs.uk) for a list.

- Confidential help

Sexual Health And Contraception Services

Free confidential advice and services are at the NHS website [www.cambridgeshirepct.nhs.uk](http://www.cambridgeshirepct.nhs.uk) and from your doctor.

Confidential Sexual Health Treatment/Advice

NHS Gum Clinic  
Clinic 6  
Treatment Centre  
Hinchingsbrooke Hospital  
Huntingdon  
PE29 6NT

Open Monday, Wednesday, Thursday and Friday.  
Tel: 01480 423131

Specialist Help

Sometimes, special help is needed to overcome personal problems and difficulties with things like depression, relationships, sexuality and addiction. Your doctor can help you in complete confidence and can guide you to a range of services you may be able to use.

Drugs, Drinking And Smoking

There is confidential and free help and support for anyone with drug-related concerns. The Community Safety Team in the Council works closely with agencies in Huntingdonshire who are committed both to tackling the dealing of drugs and also the treatment of users.

- DASH Drug and Alcohol Services Huntingdon: 01480 415231
- Dial DrugLink: 01480 413800

Help is also available if you think you have a problem with drinking

or smoking. Drinksense is a registered charity providing counselling, information and support for people with alcohol related problems and their carers and families. Go to [www.drinksense.org](http://www.drinksense.org) for help.

For free help and advice to stop smoking you can call 0800 169 0 169, visit the website [www.givingupsmoking.co.uk](http://www.givingupsmoking.co.uk) or ask your doctor or a pharmacist in your local pharmacy.

Free advice and support is also available at:  
CAMQUIT Huntingdon  
Oaktree Centre, Oak Drive, Huntingdon

Tel: 01480 418692

# HOUSING

- Accommodation

The council provides advice on housing rights and options and in certain circumstances help with finding housing. The level of help depends upon eligibility under the immigration legislation and regulations relating to migrant workers. The rules relating to this are very complicated. The council can offer you advice on finding housing and the options available to you. The most realistic option is finding housing through the private rented sector and if you are eligible, the council can offer an interest free loan to help with the up front costs of a deposit and a months rent in advance.

Getting a place to live is a high priority. Many people use housing agencies who specialise in helping new arrivals. Other people may have accommodation organised for them by employers or friends.

It is important to have an agreement written down about your accommodation arrangements. A rent book or contract is the normal thing, and when you pay rent this should be recorded and the money receipted. If you have any difficulties with the paperwork visit your Citizens Advice Bureau (see page 10) who may be able to have paperwork translated and explained. They will also have staff who are experts in dealing with rental agreements and problems that may arise.

## Other Ways To Find Accommodation

- Classified advertisements in the local paper (ask at the library for a copy of the paper):
    - Hunts Post (Wednesday)
    - The Huntingdon Town Crier (Thursday)
    - The Cambridge Evening News (Thursday)
  - Advert cards placed in shop windows and at supermarkets.
  - Asking people from your community who already live here.
- Advice on renting is at [www.direct.gov.uk/homeandcommunity](http://www.direct.gov.uk/homeandcommunity)

- Shared Accommodation and Homelessness

## Shared Accommodation

It is common for people to share accommodation in order to reduce costs, but this can lead to difficulties. Make sure that each person has a copy of the agreement and gets receipts for rent payments. There should also be a written agreement to cover expenses like council tax, TV licence, and fuel bills.

If you feel your health is at risk from conditions in your home for example from damp, mould, insect/rodent infestation or if your home is overcrowded please contact the Environmental Health team [01480 388388](tel:01480388388).

## Homelessness

Most people who arrive in this country, or who are returning from a period living abroad do not qualify for housing under homelessness laws.

The rules on eligibility are complex and you should seek specialist advice at a Citizens Advice Bureau or council office. You will be considered legally homeless if you have no accommodation which is available and reasonable for you and your household to live in. This includes accommodation in another country. You will also be homeless if you have accommodation but cannot get into it. For example, if you have somewhere to stay with friends or relatives but have been asked to leave, or you are at risk of violence in your home.

If you consider yourself homeless and eligible for help, go to your citizens advice bureau or the council office and ask for assistance.

- Household Taxes, Services and Licences

#### Council Tax

Council tax is a local tax, set by councils to help pay for local services like police and rubbish collection. It applies to all domestic properties, including houses, bungalows, flats, maisonettes, mobile homes or houseboats, whether owned or rented. The tax is collected by your district council, and some of the money is to pay for county wide services organised through Cambridgeshire County Council.

You can pay council tax in instalments (cash is not accepted), and to arrange this or to discuss any aspect of the tax, you should go to your district council office, where language interpretation can be arranged if you ask for it.

Business rates (tax) is also charged on all businesses (non-domestic properties).

Information can be found at:

[www.direct.gov.uk/moneytaxandbenefits](http://www.direct.gov.uk/moneytaxandbenefits)

#### Utility Services

Several companies can supply gas and electricity – it is best to find the best deal through the internet at a site like [www.uswitch.com](http://www.uswitch.com)

You may also find these sites useful:

[www.gas-guide.org.uk](http://www.gas-guide.org.uk)

[www.electricity-guide.org.uk](http://www.electricity-guide.org.uk)

[www.water-guide.org.uk](http://www.water-guide.org.uk)

[www.recycling-guide.org.uk](http://www.recycling-guide.org.uk)

#### TV Licence

You must pay for a TV licence for your home and the quickest way to do this is online at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk). You can also pay via direct debit or at a Paypoint in a shop or petrol station.

You can be fined if you do not have a licence.

## GETTING ABOUT

- Public Transport

#### Trains

Train stations are at Huntingdon and St. Neot's and Peterborough. Services run to London and many other parts of the country. Tickets should normally be bought before boarding. You get best prices by booking in advance on the internet for travel at quiet times.

For pricing: [www.seat61.com/uktravel.htm](http://www.seat61.com/uktravel.htm)

For times and buying tickets: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

#### Local Buses

Timetables can be viewed at the Yaxley and Ramsey community information shops, or see:

[www.huntsdc.gov.uk/transport+and+roads/public+transport](http://www.huntsdc.gov.uk/transport+and+roads/public+transport)

and at most bus stops or at:

[www.cambridgeshire.gov.uk/transport/bus\\_timetables](http://www.cambridgeshire.gov.uk/transport/bus_timetables)

Also see: [www.huntsbus.co.uk](http://www.huntsbus.co.uk)

Journey plans can be made using: [www.travelineeastanglia.org.uk](http://www.travelineeastanglia.org.uk)

To help understand how to use buses see:

[www.stagecoachbus.com/cambridge/yourjourney.html](http://www.stagecoachbus.com/cambridge/yourjourney.html)

#### National Coaches

There are reliable services to main centres and airports throughout the country and they are good value.

Coaches leave from Huntingdon, St. Neot's and Cambridge.

See [www.nationalexpress.com](http://www.nationalexpress.com)

#### Community Transport

If you don't have your own transport or have difficulty getting about, one of the community transport schemes may help:

Nene and Ouse Community Transport

Tel: 01832 733336

Web: [www.tvcthrapston.co.uk](http://www.tvcthrapston.co.uk)

Ramsey and District Community Bus Association Ltd

Tel: 01487 815543

Web: [www.ramseybus.co.uk](http://www.ramseybus.co.uk)

See also:

[www.huntsdc.gov.uk/transport+and+roads/community+transport](http://www.huntsdc.gov.uk/transport+and+roads/community+transport)

## • Cycling and Walking

Using a bicycle for pleasure or travel to work is cheap and keeps you fit. Cycling is good for the environment and is convenient, it is also good for travelling short distances in urban areas. It is important to keep your bicycle in good condition and to wear a helmet and reflective clothes.

Many people walk long distances to work or for pleasure. There are a few simple rules for walkers, and you can find out more from the highway code which contains rules for pedestrians and drivers:

[www.highwaycode.gov.uk/01.htm](http://www.highwaycode.gov.uk/01.htm)

It is especially important to know about where to walk on the road, and the rules for crossing roads and railways.

Cycle routes can be viewed at the Sustrans website:

[www.sustrans.org.uk](http://www.sustrans.org.uk)

There are a number of walking and cycling routes around Huntingdonshire (see linked documents on bottom right hand side of page in the following link)

[www.huntsdc.gov.uk/leisure+and+culture/tourism/tourist+attractions/walking+and+cycle+rides.htm](http://www.huntsdc.gov.uk/leisure+and+culture/tourism/tourist+attractions/walking+and+cycle+rides.htm)

## • Local Churches and Places of Worship

[www.faithneteast.org.uk](http://www.faithneteast.org.uk) is a website that has a database of faiths and interfaith information in the region, and an internet search of 'Cambridgeshire Churches' produces good results.

You can find out about your own faith through the internet by searching the name of your faith or religion. You may also find details in your library.

Churches and other places of worship will help you find a place to worship and they have links to other people who speak your language and share your faith.

Find out from the church or place of worship notice boards where to make contact with representatives and what activities are going on.

They should be able to assist you, whatever your faith, to:

- make contacts
- access faith groups
- find charities that will be able to help you in a variety of situations
- find a place of worship that is right for you

# ADVICE ON THE LAW

- The Law

The law is an important and complex matter, which is why the police have published a Cambridgeshire Police booklet (Newcomers to Cambridgeshire). Go to [www.cambs.police.uk](http://www.cambs.police.uk) to read the document in your language or to download a printable version, it covers many aspects of the law in more detail than we can give, including:

- Help for victims and witnesses of crime
- Advice on personal safety
- Explanation of acceptable behaviour
- Advice on drink and drugs
- The law on driving
- The law on weapons
- The law on sexual offences and age of consent
- The law on domestic violence
- The law on theft
- Powers of arrest

Free and independent legal advice is available from [Advice For Life \(AFL\) www.afl.org.uk](http://www.afl.org.uk) and they have an advice project for migrants which aims to give migrant workers the opportunity to receive specialist advice on employment rights, training, immigration, housing, finance and other matters. AFL run advice sessions in Huntingdonshire, contact Huntingdon Law Centre [hlc@afl.org.uk](mailto:hlc@afl.org.uk) or [01480 356778](tel:01480356778). AFL's The Migrant Gateway is a website providing information, advice and guidance for migrants in or coming to the UK, [www.migrantgateway.eu](http://www.migrantgateway.eu)  
Tel: [0845 234 0708](tel:08452340708)  
E-mail: [contact@migrantgateway.eu](mailto:contact@migrantgateway.eu)

- Voting

You may be eligible to vote in local (EU citizens) or national (Commonwealth citizens) elections. For further information see [www.electoralcommission.org.uk](http://www.electoralcommission.org.uk)

- Registration of births/deaths

You will need to register births and deaths at Huntingdon Registration Office, Ferrars road, Huntingdon PE29 3DH, 01480 375821

- Citizenship

All the advice and links you need on nationality and citizenship can be found at:

[www.direct.gov.uk/en/RightsAndResponsibilities/index.htm](http://www.direct.gov.uk/en/RightsAndResponsibilities/index.htm)

This covers:

- Visas
- Work Permits
- Immigration Services
- Naturalisation, Residency, Asylum And Nationality

Help may be found from your own embassy in the UK. The following website lists all the embassies:

[www.fco.gov.uk](http://www.fco.gov.uk) - go to the Directory menu button.

The Home Office (Border and Immigration Agency) is a government department with responsibility to enforce immigration laws, welcome legal migrants and visitors and safeguard identity and citizenship. Information can be found on [www.ind.homeoffice.gov.uk/applying](http://www.ind.homeoffice.gov.uk/applying) relating to conditions you must satisfy to qualify for entry to the UK or for permission to stay in the UK longer.

# EMPLOYMENT

## • Employment Contracts and Minimum Wage

To find advice and general information regarding employment, working conditions, legal rights, working regulations go to:

[www.migrantgateway.eu](http://www.migrantgateway.eu)

Information on learning and employment opportunities is provided at: [www.migrantresourcecentre.org.uk](http://www.migrantresourcecentre.org.uk)

A contract of employment is an agreement between an employer and an employee. Your rights and duties, and those of your employer, are called the terms of the contract. The contract doesn't have to be in writing, but you're entitled to a written statement of the main terms within two months of starting work.

The contract is made as soon as you accept a job offer, and both are then bound by its terms until it's properly ended (usually by giving notice) or until the terms are changed (usually by agreement).

Almost everyone who works in the UK is legally entitled to be paid the national minimum wage. It isn't necessary to be in full-time employment, or to work at an employer's premises. For example, you're entitled to receive the minimum wage if you're:

- Employed by an agency or gangmaster
- A homeworker
- A part-time worker
- A casual worker
- A pieceworker
- A worker on a short-term contract

If you are off work because you are ill, you should be entitled to statutory sick pay. This should be included in your contract of employment.

### Contract for Service

If you are offered work via an employment agency or gangmaster it is likely that you will be offered a Contract for Service, not a

Contract of Employment. Your employment rights are weaker under a Contract for Service. You can seek further advice from the CAB or Advice for Life.

However, some employers may agree with you to take a portion of your wage to cover travel or living expenses. There are legal limits on the amount of deductions that can be made.

You'll find more on contracts, wages and the national minimum wage and deductions at [www.direct.gov.uk/employment](http://www.direct.gov.uk/employment) and [www.adviceguide.org/index/life/employment](http://www.adviceguide.org/index/life/employment)

There are UK laws to promote health and safety, you may be required to undertake training or wear suitable clothing in the workplace. You may be held liable if you do not follow health and safety laws.

All employees are considered equal regardless of their gender, age, sexual orientation, race or ethnic background, disability or religious belief. Making derogatory remarks or behaving inappropriately towards someone on the basis of any of these differences may be viewed as harassment.

Your citizens advice bureau can give more advice.

## • Working Time Regulations

Your working hours should be set out in your contract of employment, normally no more than 48 hours a week on average.

There is a minimum right to paid holiday, but your employer may offer more than this:

- You get a minimum of 24 days (pro-rata, based on a 5 day working week)
- Those working part-time are entitled to the same holiday (pro-rata)
- You start building up holiday as soon as you start work

- Your employer can control when you take your holiday
- You get paid your normal pay for your holiday
- When you finish a job, you get paid for any holiday you've not taken
- You are covered by health and safety and anti discrimination legislation
- You may be able to get sick pay and maternity pay

You are entitled to a rest breaks - lunch breaks, tea breaks and other short breaks during the day.

There are 8 public holidays in England - at New Year (1 day), Easter (2 days), in May (2 days), August (1 day) and at Christmas (2 days) - see [www.dti.gov.uk/employment/bank-public-holidays/index.html](http://www.dti.gov.uk/employment/bank-public-holidays/index.html)

### • Labour Providers

Labour providers, sometimes called gang masters do operate in Huntingdonshire.

A labour provider employs workers and supplies the labour directly or indirectly to another person, for example an agricultural contractor.

Labour providers have to be licensed to operate and are subject to strict standards covering:

- Having a licence
- Collecting and paying tax and insurance
- Proper treatment of workers
- Workers' accommodation
- Working time
- Health and safety
- Recruitment and employment contracts
- Identifying workers and the age of workers
- Rights of workers
- Legality of workers

These websites provide detailed information;

[www.defra.gov.uk/farm/working/gangmasters](http://www.defra.gov.uk/farm/working/gangmasters)

[www.labourproviders.org.uk](http://www.labourproviders.org.uk)

[www.gla.gov.uk](http://www.gla.gov.uk)

If you have any problems with working for a labour provider the citizens advice bureau is the best place to go for advice.

### • Unemployment

Job Centre Plus is an organisation that can help with job searching, they have a wide range of jobs available and can advise on:

- Completing letters and application forms
- Looking for work
- Preparing for an interview
- Safe job searching
- Starting your own business

The local office is at:

[Huntingdon Jobcentre](#)

[2-6 Hartford Rd, Huntingdon, Cambs PE18 8AH](#)

Tel: [01480 322000](tel:01480322000)

If you have an entitlement to benefits, Job Centre Plus or your council office can help.

### Nextstep

Nextstep helps with learning and work for all adults aged 20 and over and is available to migrants. If you want to improve your career prospects, get a qualification or make the most of your job, Nextstep services are available throughout Huntingdonshire.

There is free information to all adults through Nextstep:

[Nextstep Cambridgeshire and Peterborough,](#)

[7 The Meadow, Meadow Lane,](#)

[St. Ives, Cambs PE27 4LG](#)

Tel: [0845 0681400](tel:08450681400)

E-mail: [nextstepcambs@connexionscp.co.uk](mailto:nextstepcambs@connexionscp.co.uk)

Web: [www.nextstepcambs.org.uk](http://www.nextstepcambs.org.uk)

- Papworth Trust

The Papworth Trust works with employers and individuals to help disabled people find paid work and where necessary, support them in their job.

Programmes are tailored on a one-to-one basis to suit most individuals circumstances and the process is free.

For further information please either call the Helpline: 0800 952 5000, or go to [www.papworth.org.uk](http://www.papworth.org.uk)

The Papworth Trust, Bernard Sunley Centre  
Papworth Everard, Cambridge, CB23 3RG  
E-mail: [info:papworth.org.uk](mailto:info:papworth.org.uk)

- Self Employment

Many people decide to start up in work as self employed. In Huntingdonshire there are many opportunities for new business starts. However, you will need advice to do this.

In Cambridgeshire advice is given by:

Huntingdonshire Enterprise Agency, 1st floor,  
Market Chambers, Cathedral Square, Peterborough PE1 1XW  
Tel: 01480 450028

Web: [www.huntsenterprise.co.uk](http://www.huntsenterprise.co.uk)

Advice surgeries are held at Saxongate in Huntingdon, see address on page 39.

Huntingdonshire District Council's website contains information on business services and support and details on commercial properties available to rent or buy:

[www.huntsdc.gov.uk/business/business+services](http://www.huntsdc.gov.uk/business/business+services)

Setting up in business may affect your immigration status and you should therefore consult an experienced adviser before doing so.

General advice can be found at:

[www.adviceguide.org.uk/index/life/employment](http://www.adviceguide.org.uk/index/life/employment)

You will need to pay income tax directly to the UK government.

- Becoming a Volunteer

Becoming a volunteer means giving your time free to a worthwhile cause. Sometimes your expenses for travel and food can be paid, but this is not always the case.

People volunteer for many reasons, for example:

- To give something to their community
- To learn new skills
- To meet new people
- To do something of value

Being a volunteer can be valuable if you want to improve language skills and gain employment skills. Sometimes a volunteer position can lead to paid work.

The national website for volunteering is [www.do-it.org.uk](http://www.do-it.org.uk)

Locally the agencies for volunteers are:

Hunts Forum of Voluntary Organisations

The Maple Centre, 6 Oak Drive, Huntingdon, Cambs, PE29 7HN  
Tel: 01480 420601

Huntingdon Volunteer Bureau

The Methodist church, High Street, Huntingdon, PE29 3TE  
Tel: 01480 414766

St. Neots Volunteer Bureau

Oak House, 28 New Street, St. Neots PE19 1AJ  
Tel: 01480 476047

Ramsey, Warboys & District Volunteer Bureau

Methodist Hall, High Street, Ramsey PE26 1AA  
Tel: 01487 814117

St. Ives Volunteer Bureau

Free Church Centre, Market Hill, St. Ives PE27 5AL  
Tel: 01480 301462

## EDUCATION AND LEARNING

- Learning English

Gaining new language skills is important. In Huntingdonshire, there are many ways you can learn English but there is high demand so be prepared to wait for a place. English for Speakers of Other Languages (ESOL) courses are held at Huntingdon Regional College (see contact details below)

Skills for Life (SfL) English and basic classes are held at Huntingdonshire Regional College; IT sessions and literacy and numeracy courses are available at Community Access Points around the district.

There are many other English courses you can take lasting from a few weeks to several years and varying in cost. Which course you choose will depend upon your English ability, what qualifications you already have, how much you can afford and why you want to study.

Find out about courses, and ask for advice about enrolment at your local library or go to the course listing website at [www.camlearn.net](http://www.camlearn.net) or [www.nextstepcambs.org.uk](http://www.nextstepcambs.org.uk).

- Adult Education Courses

A variety of courses for adults take place in local schools, community organisations, libraries, universities, colleges and English Language Schools. For comprehensive advice visit your local library and ask about what courses are available. Some courses will be free or make only a small charge and others will be at full cost.

### Colleges and Universities

Huntingdonshire Regional College offers free advice and assessment for courses.

[California Road, Huntingdon, PE18 7BL](http://California Road, Huntingdon, PE18 7BL)

Tel: 01480 379100

Web: [www.huntingdon.ac.uk](http://www.huntingdon.ac.uk)

### Learning Centres

Learning centres offer free ICT courses and Skills for Life (literacy and numeracy) courses.

Learning Centres are located at:

Huntingdon Learning Centre: [Huntingdon Library](#)

St. Ives Learning Centre: [St. Ives Library](#)

Saxongate Community Learning Centre  
[Bradbury Place, Hartford Road, Huntingdon, PE29 3RR](#)

St. Barnabas Community Learning Centre  
[Medway Road, Huntingdon, PE29 1SF](#)

St. Neot's Skills Campus  
[Almond Road, St. Neot's PE19 1EA](#)

See [www.cambridgeshire.gov.uk/learningcentres](http://www.cambridgeshire.gov.uk/learningcentres) for more information.

### Reading And Writing Courses

These courses have names like Basic Skills, Fresh Start or Skills for Life. They are often run by schools and colleges.

Your local library will have lists of places you can go for help with any type of course.

- Pre-school

Pre-school (0 - 5 years) services provide childcare advice and a range of health, parent and family services.

Your local Surestart ([www.surestart.gov.uk](http://www.surestart.gov.uk)) will provide more details about:

- Childminders
- Nannies and other home-based child carers
- Day nurseries
- Nursery schools and classes
- Pre-school and playgroups
- Surestart children’s centres
- School-based childcare

[www.childcarelink.gov.uk](http://www.childcarelink.gov.uk) provides a range of information and links for childcare questions.

Opportunity Links childcare information service provides local information about jobs, training and childcare

[www.opportunity-links.org.uk](http://www.opportunity-links.org.uk)

- Support for Young People

The Office of Children and Young People’s Services supports all children and young people by ensuring that:

- Child protection policies are followed
- Disabled children are supported
- That parents and carers have access to information, advice and guidance on special educational needs
- There is high quality early years education and childcare for children under 4 years.

For any questions about child support at school and before school, contact Cambridgeshire County Council on [0845 045 5200](tel:08450455200).

Connexions

Connexions offers a confidential support service for all 13 to 19 year olds. We can provide information, advice and guidance along with practical help on a whole range of teenage topics.

Contact us:

- [20 St Benedicts Court, Princes Street, PE29 3PN](#)  
[01480 376800](tel:01480376800) - open Monday to Friday 9.30am-5pm
- [The Library, Priory Lane, PE19 2BH](#)  
[01480 376013](tel:01480376013) - open Monday to Friday 1.30pm-4.30pm
- At school or college
- Call our freephone service: [0800 56 13219](tel:08005613219)

Cambridgeshire Race Equality & Diversity Service (CREDS) works with schools, parents/carers and communities to support the achievement of Black, minority ethnic (BME), Gypsy and Traveller children. Contact them on [www.cambridgeshire.gov.uk/education/parents/race/about](http://www.cambridgeshire.gov.uk/education/parents/race/about).

- School

Children between the ages of 5 and 16 years old must attend school and transfer from primary to secondary school at age 11 years. Pupils follow the National Curriculum which is divided into 5 stages:

Stage	Age	Year Groups
Foundation Stage	3 - 5	Nursery and Reception
Key Stage 1	5 - 7	1 - 2
Key Stage 2	7 - 11	3 - 6
Key Stage 3	11 - 14	7 - 9
Key Stage 4	14 - 16	9 - 11

Pupils are assessed by tests at the end of each Key Stage.

If you have a child of school age, visit your local primary (age 5 -10) or secondary school (age 11 – 16).

See [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) for listings of primary and secondary schools.

Cambridgeshire County Council's website explains the English school system, [www.cambridgeshire.gov.uk/education](http://www.cambridgeshire.gov.uk/education) (click on English Education System).

School staff will help you to apply by completing an admission form and sending it to Cambridgeshire County Council with a copy of the child's passport and visa if applicable, and proof of your address.

There will be regular communication with the school about all matters to do with your child's education including their safety at school, and their progress.

Parents of children with learning difficulties or disabilities are supported through the Cambridgeshire Parent Partnership Service (PPS) Tel: 01223 714111 Web: [www.cambridgeshire.gov.uk/pps](http://www.cambridgeshire.gov.uk/pps).

Advice for parents on a wide range of topics including the curriculum, bullying, discipline, and school choice is available at [www.parentscentre.gov.uk](http://www.parentscentre.gov.uk).

#### Activities For Young People

For a list of youth clubs and activities in Huntingdonshire please go to: [www.cuu.e2bn.net/e2bn/leas/c99/schools/cuu/accounts/staff/clubs/web/hunts/hunts](http://www.cuu.e2bn.net/e2bn/leas/c99/schools/cuu/accounts/staff/clubs/web/hunts/hunts).

## LEISURE AND ENTERTAINMENT

- Be Active, Have Fun!

There are many leisure centres in Huntingdonshire, offering a range of pursuits, as well as sports clubs, which you can join for fun or to compete against other teams in the area.

The place to look for information is in local libraries, schools and notice boards in shops. Free papers or magazines (which are delivered to your door) also contain lots of information about local events and sports clubs.

LIVING SPORT, the Cambridgeshire & Peterborough Sports Partnership can provide you with a list of competitive sports clubs within the area, as well as information on leisure centres and events. You can contact them on 01487 841 559, or through their website [www.livingsport.co.uk](http://www.livingsport.co.uk)

- Sports, Recreation And Leisure

The national website [www.direct.gov.uk/leisureandrecreation](http://www.direct.gov.uk/leisureandrecreation) has a range of links concerning hobbies and recreation, including details on access to nature and wildlife habitats, activities for the disabled, walks and cycle rides and even how you can rent a piece of land for gardening (allotment holding).

Your local council website, [www.huntsdc.gov.uk](http://www.huntsdc.gov.uk), will be useful in finding out about cultural events and healthy activities, including a 'What's On' section listing activities relating to the countryside, tourism, arts and leisure in the area.

Always use public rights of way for walking and cycling, you cannot walk or cycle over private land. Rights of way are clearly marked with signposts and yellow arrows in Cambridgeshire, and are indicated on local maps available in the library (ask for Ordnance Survey map).

There are laws covering fishing, you will need to have a rod licence before going fishing for freshwater fish. You can buy a licence at a Post Office, the licence does not give the right to take fish caught away, please check with the Environment Agency (08708 506 506) or owner of the water.

- Sports and Leisure Centres in Huntingdonshire

For information see:

[www.huntsdc.gov.uk/leisure+and+culture/leisure+centres](http://www.huntsdc.gov.uk/leisure+and+culture/leisure+centres)

Huntingdon Leisure Centre

[St. Peter's Road, Huntingdon, PE29 7DA](#)

Tel: 01480 388600

Sawtry Leisure Centre

[Fen Lane, Sawtry, PE28 5TH](#)

Tel: 01487 832161

St. Ivo Leisure Centre

[Westwood Road, St. Ives, PE27 6WU](#)

Tel: 01480 388500

Ramsey Leisure Centre

[Abbey Road, PE26 1DP](#)

Tel: 01487 710275

St. Neot's Leisure Centre

[Barford Road, Eynesbury, PE19 2SA](#)

Tel: 01480 388700

There are private clubs and gyms throughout the district, check in the local press or yellow pages for details

## EMERGENCIES

- Fire, Police Or Ambulance

You do not have to pay to use the emergency services for fire, police and ambulance.

Dial **999** (the UK emergency number) or **112** the international emergency number) when:

- There is a fire
- Lives are at risk or there is serious injury
- There is violence
- Serious crime is happening
- A criminal is at the scene or nearby

The emergency telephone operator will ask:

- Which emergency service you require
- Your name
- Your address
- Where the emergency is
- Details of what has happened

This will take time, but it is important to get all the information. You must at least be able to say, in English, the service you require, your name, and where you are.

- The Police

For police calls such as reporting theft or burglary telephone [0845 456 456 4](tel:08454564564) which is open 24 hours a day. Your call will be answered by a trained operator who can request language interpreter services if necessary.

You may also call in at your local police station, opening times may vary, please visit [www.cambs.police.uk](http://www.cambs.police.uk) for more information.

Huntingdon Police Station  
[Ferrars Road, Huntingdon, PE29 3DQ](#)

Ramsey Police Station  
[Blenheim Road, Ramsey, PE26 1AL](#)

St. Ives Police Station  
[Norris Road, St. Ives, PE17 4BP](#)

St. Neot's Police Station  
[Dovehouse Close, St. Neot's PE19 1DS](#)

A Cambridgeshire Police booklet (Newcomers to Cambridgeshire) gives information about the police and the law. This booklet can be found at [www.cambs.police.uk](http://www.cambs.police.uk).

- Urgent Situations

Gas

If you smell gas Freephone [0800 111999](tel:0800111999).

Water

Anglian Water is the main water provider in the area. Freephone [0800 771881](tel:0800771881) to report a leak or any problem with water quality.

Electricity

If the power fails or there is an electrical problem Freephone [0800 7838838](tel:08007838838).

Risk Of Flooding

You can ring Floodline on [0845 988 1188](tel:08459881188) to get practical advice on preparing for a flood, and what to do if one happens.

You can also visit [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood) to find out more information about flooding.

Fire Prevention

The fire service can offer free advice on fire safety within the home. for example the fitting of free smoke alarms, where appropriate, and home fire safety checks.

Contact the main fire stations or visit the fire service website [www.cambsfire.gov.uk](http://www.cambsfire.gov.uk) or telephone [01480 52567](tel:0148052567).

Huntingdon Fire Station  
[Hartford Road, Huntingdon PE29 3RH](#)

St. Neot's Fire Station  
[Huntingdon Street, St. Neot's, PE19 1DU](#).

- Reporting a Problem

You may want to make an anonymous report to the police if you have information about a crime, and this is perfectly acceptable and normal in the UK, in which case Freephone [0800 555111](tel:0800555111) or go to the crimestoppers website - [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org).

If you are a victim of an incident or crime which is due to your ethnicity, religion, disability, gender or sexual background, you can use the Open Out Scheme. This is an independent service which allows you to report to a third party rather than direct to the police. The police will investigate only with your permission.

Open Out:

Huntingdon [01480 388262](tel:01480388262)

Cambridge [01223 823552](tel:01223823552)

Peterborough [01733 453412](tel:01733453412)

Report hate crime on line at: [www.report-it.org.uk](http://www.report-it.org.uk)

#### Other Web Pages You May Need

Police [www.cambs.police.uk](http://www.cambs.police.uk)

Fire [www.cambsfire.gov.uk](http://www.cambsfire.gov.uk)

Fire safety [www.firekills.gov.uk](http://www.firekills.gov.uk)

General information [www.direct.gov.uk](http://www.direct.gov.uk)

## LOCAL PAPERS, WEBSITES AND CONTACTS

- Local Newspapers And Websites

Your library is the best place to view local newspapers and to get free access to computers and the internet:

Cambridge Evening News [www.cambridge-news.co.uk](http://www.cambridge-news.co.uk)

Cambridgeshire Times [www.cambs-times.co.uk](http://www.cambs-times.co.uk)

Peterborough Evening Telegraph [www.peterboroughtoday.co.uk](http://www.peterboroughtoday.co.uk)

Huntingdon Town Crier [www.towncriertoday.co.uk](http://www.towncriertoday.co.uk)

Hunts Post [www.huntspost.co.uk](http://www.huntspost.co.uk)



