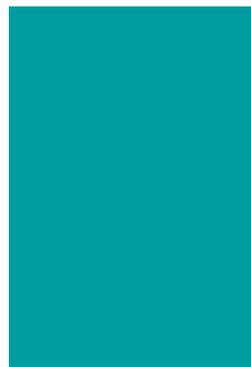
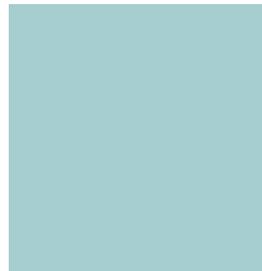


Living and Working in North East Scotland



Aberdeen City,
Aberdeenshire
and Moray



Living and Working in North East Scotland

A joint publication by Aberdeen City Council, Moray Council and Aberdeenshire Council

Welcome	1 - 2
Key Contacts	3 - 4
Housing across the North East	5 - 8
Council Housing	5
Homeless	6
Private Rented Accommodation	7 - 8
Finding a job in the North East	9 - 10
Working in the North East	11 - 12
Education & Lifelong Learning	13 - 15
Staying Safe and Legal	16
Police, Emergency, Community Safety	16 - 17
Fire Safety, Illegal Drugs	18
Weapons, Smoking / Alcohol	19
Child Protection, Hate Crime, Domestic Abuse & Gender-Based Abuse, Relationships	20
Local Services, National Services	21
Driving	22 - 25
Your Health	26 - 29
Living in the North East	30 - 31
Television	31
Travelling to and across the North East	32

Access to this guide

Copies of this guide are available to download at: www.aberdeency.gov.uk/council_government/about_us/cma_LivingWorking_Home_Welcome.asp or www.aberdeenshirecommunitysafety.org.uk/, or www.yourmoray.gov.uk. Guides are available in the following languages: English, Polish Portuguese, Latvian, Lithuanian, Russian and Arabic.

This guide is an introduction to the North East of Scotland and provides useful information to help you.

Where English is not your first language, some agencies will have access to 'Language Line' or relevant interpretation services.

Disclaimer

Integrate Grampian have produced this guide. The information was accurate at the time of publication, September 2015. We cannot guarantee that it does not contain mistakes, or that the information will not change. We cannot be responsible for any action taken because of the information in this guide.

Acknowledgement is given to the Integrate Grampian Forum for assisting in the production of this document - the Forum includes representatives from Aberdeenshire Council, Aberdeen City Council, Moray Council, NHS Grampian Police Scotland, Scottish Fire & Rescue Service, Grampian Regional Equality Council (GREC), the Ethnic Minority Forum, the Minority Ethnic Housing Project and Scottish Prison Service.

The information was accurate at the time of publication. We cannot be responsible for any action taken because of the information in this guide.

Please contact us on the telephone number below if you want this document in Braille, large print or on an audio CD, or if you want the document translated into another language.

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريلا أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها الى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনুদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

如欲索取此文件的凸字版、大字版、語音光碟，或其他語文翻譯本，請致電下列號碼。

Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Brajla, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.



01224 595 505

Welcome

Welcome to the North East of Scotland. We hope you enjoy working and living here.

The North East of Scotland has spectacular scenery, wildlife, golf courses, distilleries, castles, beaches, leisure and entertainment and one of the lowest unemployment levels in the UK.

Discover a land where majestic landscapes meet the sea and the flourishing Granite City boasts beautiful architecture and cultural gems.

Aberdeen City and Shire is adored by the Royal Family, and is a region with a maritime heritage which offers lively events and a selection of thrilling activities.

In the city of Aberdeen you can discover attractions on the region's history and culture, as well as beautiful parks and gardens and a superb beach just a short walk from the city centre. The city boasts fantastic museums, galleries, bars and restaurants, and offers great

shopping in centres and the main city streets. Aberdeen is known as the Oil Capital of Europe and as such many people in the region are employed within the Energy Sector.

Beautiful Aberdeenshire has ancient castles, idyllic towns and villages and a stunning countryside, which is home to a variety of wildlife. Discover 165 miles of clifftops, coves and beaches and explore the traditional fishing villages. Along the Banffshire coast, look out for the world's most northerly population of bottlenose dolphins.

Moray nestles between the rugged and spectacular Highlands and the flat, fertile farmlands of the north-east. It shares the best elements of both – from the snow-capped peaks of the Cairngorms to the unspoiled coastline of the Moray Firth. It is the heartland of the Scotch whisky industry and is home to more than 45 distilleries whose brands are savoured in just about every corner of the world.

Public services in the north east of Scotland are provided by a number of public bodies. These include:

Aberdeen City Council - www.aberdeencity.gov.uk

Aberdeenshire Council – www.aberdeenshire.gov.uk

Moray Council – www.moray.gov.uk

National Health Services Grampian – www.nhsgrampian.org

Police Scotland – www.scotland.police.uk

Scottish Fire & Rescue Service – www.firescotland.gov.uk



Key Contacts

Emergency

In an emergency (such as a car accident or house fire) telephone **999** and ask for the emergency service you need (police, fire service, ambulance and coastguard). In the UK these services are Free of Charge. If you are unsure, ask for the Police.

The National Health Service (NHS) in Grampian

Accident and Emergency (A&E) Departments

The A&E Departments are located at Aberdeen Royal Infirmary, Aberdeen and Dr Gray's Hospital Elgin. They provide care for people with serious symptoms of illness or who have been badly injured.

Their addresses are:

Aberdeen Royal Infirmary,
Foresterhill Road,
Aberdeen AB25 2ZN

Dr. Gray's Hospital

Elgin,
Moray IV30 1SN

If you or your family have a serious accident or a medical emergency contact the Ambulance Service by dialling **999**.

The A&E Departments and the 999 Ambulance Service, should only be used for serious illness or a medical emergency.

For more information about how to access routine health care services, see page 23-26.

Advice and Support

Citizens Advice Bureau (CAB) - 41 Union Street, Aberdeen AB11 5BN

Scotland's largest independent advice network. CAB helps more than 300,000 people solve (their) problems each year in communities everywhere from city centres to rural villages. For telephone advice: **0808 800 9060**

Aberdeen and Aberdeenshire Councils

Aberdeen and Aberdeenshire Councils provide a Community Care service to support people who are affected by a range of difficulties; physical and sensory disability, mental health problems, substance misuse. To find out if you qualify for a Community Care service you should enquire at your local Social Work office, visit

www.aberdeenshire.gov.uk

www.aberdeencity.gov.uk

www.moray.gov.uk

Aberdeen Child Care services can provide advice and information on matters for children and families such as how to register a birth, how get help with childcare, telephone **0800 2983330** or visit www.childcare.co.uk/information/childcare-link

Aberdeen City Family Information Service (FIS)

FIS provides free, comprehensive and up to date information and advice around all services for children, young people and their families in Aberdeen.



Housing across the North East

If you are looking for somewhere to live, there are several options. This section contains some practical advice that may help.

Housing can be obtained in the following ways:

- From your employer
- Rented from a private landlord
- Bed and breakfast accommodation
- Hostel
- Rent from a Housing Association
- Rent from the Local Authority (Council)
- Purchase a home - properties for sale are usually advertised by local solicitors through a joint marketing site www.aspc.co.uk

If you want to rent a home you have three choices:

- The Local Authority (Council)
- Housing Associations
- Registered Private Landlords

Council Housing

If you wish to rent a house from the Local Authority (Council) or Housing Associations, you can be placed on a waiting list until a suitable house become available:

Aberdeenshire or Moray -

www.apply4homes.org.uk/

Aberdeen City - www.aberdeencity.gov.uk/housing/find_a_home/find_a_home.asp

Email: Housingadviceteam@aberdeencity.gov.uk or contact the relevant Housing Service

Please note: Access to local authority housing will depend on the length of time you have been working in the UK. Demand for housing in most areas is very high and properties are let based upon people's housing need. Depending upon your circumstances, you may have to wait some time before you are accommodated.

Minority Ethnic Housing Project

If you are from a minority ethnic community or have recently moved here from another country and are looking for information and advice about housing in Aberdeen or Aberdeenshire contact the Minority Ethnic Outreach Worker on **01224 423118** or **07801078005**

Homeless?

If you are homeless or facing homelessness, then you should approach your local Council Housing Office for advice:

www.aberdeenshire.gov.uk

www.aberdeencity.gov.uk/housing/homelessness/hoa_homelessness.asp

- out of hours phone number:

01224 620610

Email: Housingadviceteam@aberdeencity.gov.uk

www.moray.gov.uk - **08457 565656**

Private Rented Accommodation

If you rent from a private landlord you should ensure that the landlord is registered with the Local Council. Most private landlords need to be registered and their registration number must appear in any written or online advert along with the Energy Performance (EPC) banding. You can check the registration number or the rental property address on the Landlord Registration Scotland website www.landlordregistrationscotland.gov.uk.

Before landlords are registered, the Council will check that he or she is a suitable person to rent out houses. Some rented properties may also require to be licensed by the Council. These are called Houses of Multiple Occupation (HMOs) and are houses or flats which are occupied by at least 3 people from different families. These houses are subject to a detailed inspection by the Council and Scottish Fire and Rescue Service, to ensure they are safe and fit to live in.

Landlords' Responsibilities

All landlords who register with a local authority and take a deposit from a tenant must also comply with the requirements of the Tenancy Deposit Schemes (Scotland) Regulations 2011, which requires them to lodge the deposit with one of the 3 government approved schemes. They must also provide you with an Energy Performance Certificate (EPC) prior to your tenancy commencing. Private landlords who issue an assured or short assured tenancy have a legal duty to provide new tenants with a Tenant Information Pack. The Tenant Information Pack is a standardised document, available on the Scottish Government website. It includes information on:

- tenancy agreements
- property condition
- the rights and responsibilities of tenants
- the right and responsibilities of landlords

Your landlord has a legal responsibility to make sure the property they rent out meets a minimum standard of repair for private rented properties:

- Must provide you with a valid gas safety certificate
- Has a duty to provide fire detection devices such as smoke alarms and to maintain them

- Maintain water and gas pipes and electrical wiring
- Responsible for repairs to common parts of the building such as stairways, hallways shared with other tenants

If you have concerns about your landlord or about the house you live in, you should contact the relevant local authority:

Aberdeenshire Council

Community Planning and Housing Team

01467 628491/628492

landlordregistration@aberdeenshire.gov.uk

www.aberdeenshire.gov.uk

Moray Council

www.moray.gov.uk

Aberdeen City Council - HMO unit:

hmounit@aberdeencity.gov.uk

Private sector housing unit tel:

01224 522299

Email: landlordregistration@aberdeencity.gov.uk

Further information can be obtained from Scottish Government -

www.betterrentingscotland.com

Your Rights as a Tenant

Every tenant has the right:

- To know the terms of the tenancy and to have a written tenancy agreement
- To know the name and address of the landlord
- To a decent standard of repair
- To proper notice if the landlord wants the tenant to leave
- To 'quiet enjoyment' while staying at the property

Tenancy Agreement

This is a contract that you and your landlord sign that will give you details of the length of the tenancy. If you would like any advice before you sign your tenancy agreement please contact Citizens Advice Bureau.

Electricity and Telephone Services

When you privately rent accommodation, please check bills for services are included in the rent. If they are not, you will need to contact whichever organisation provides the services to make sure that they issue bills in your name. For electricity or telephone services, you would need to contact the appropriate company, e.g. Scottish Hydro-Electric or British Telecom. It is also important that, when you move out of your accommodation, you inform these companies to make sure that you are not legally responsible for the bills.

Council Tax

Council Tax helps pay for local services like education, policing and rubbish collection. Council Tax applies to all domestic properties, whether owned or rented. This may be included in your monthly rent or you may have to pay it separately, so please check this with your landlord. For more information phone: **08456080921** or **01224 219283** or see website:

www.aberdeencity.gov.uk/council_tax_benefits/council_tax_home.asp

Insurance

If you are moving into rented or shared accommodation you should consider taking out possessions insurance. This insurance will cover your personal possessions if they are lost, stolen or damaged.

Buying a House

You should always get good financial and legal advice about buying property. For financial advice, contact your local bank or building society or arrange a meeting with an independent financial adviser.

Most properties for sale in the region are advertised in Aberdeen Solicitor Property Centre (Aberdeen City & Shire) -

www.aspc.co.uk and Moray Solicitor Property centre - www.spcmoray.com/



Finding a job in the North East

You can find work by visiting a Job Centre Plus office, applying directly to companies or by contacting a private employment agency.

Job vacancies will also be advertised in:

- Local newspapers including 'Press and Journal' on Friday of each week
- Job Centre Plus – www.dwp.gov.uk
- Skills Development Scotland – www.myworldofwork.co.uk
- www.myjobscotland.gov.uk

Employment Rights

Employment law can be complicated. If you have a query or problem, you should ask your employer first or see www.gov.uk.

For advice on a specific problem you can contact a Citizens Advice Bureau (CAB) or visit the website - worksmart.org.uk/work-rights or telephone **0800 917 2368** to obtain a copy of 'Working in the UK – Know your Rights' which is available in several languages.

Benefits

State benefits is money paid to you by the Government, whether you are entitled to benefits depends on your circumstances. The general rule is that if you have come to Scotland and are not working (even if you are from the European Economic Area) you should be able to support yourself without having to claim public funds. For more information on government benefits contact www.dwp.gov.uk/international/social-security-agreements/.

If you are from Croatia or outside the EU and want to work in the UK you will require the appropriate visa or permit. Visit www.gov.uk/browse/visas-immigration/work-visas for more details.

National Insurance Numbers

Everyone working in the UK needs to have a National Insurance (NI) number. If you already have a job, or are actively looking for employment in the North East, you will need to apply for a NI number. You, or your employer, should telephone Jobcentre Plus to arrange an appointment for an interview or call **0845 600643**. The interview takes about forty minutes and a NI number will be allocated within 3 - 4 weeks. You will need to take - proof of identify and evidence that you are working, e.g. a letter from your employer.

You must tell your employer your National Insurance number. This number is unique to you.

It is used as a reference number for the UK benefits system and to record your NI contributions.

Volunteering

Volunteering is the perfect vehicle to discover something you are really good at and develop a new skill. See www.volunteeraberdeen.org.uk and www.vcaberdeenshire.org.uk

Skills Development Scotland (SDS) supports people to help them achieve career success. SDS delivers face to face career information, advice and guidance (CIAG) in schools and SDS centres, as well as support through a contact centre and a dynamic web service My World of Work.

SDS is helping people build the skills to manage their career throughout their lifetime, including – choosing a career – getting ready for employment

- progressing in the workplace
- up-skilling, such as being able to use new technology
- adapting to change, such as redundancy or transferring skills to something new

In addition to careers services, SDS works with partners to deliver a range

of funding and training support for people through these stages, including employability programmes (within the Employability Fund), Modern Apprenticeships www.apprenticeships.scot and Individual Learning Accounts. www.myworldofwork.co.uk/section/funding SDS also leads the Scottish Government's PACE redundancy support service.

www.skillsdevelopmentscotland.co.uk/our-services/pace-redundancy-support/ For more information go to the web www.myworldofwork.co.uk or telephone: **0800 917 8000** or visit us at a local Skills Development Scotland Centre www.skillsdevelopmentscotland.co.uk

UK National Recognition Information Centre (NARIC)

The comparability information supplied by UK NARIC is designed to assist individuals when they apply for jobs or courses in the UK. The Statement of Comparability or Career Path Report can be presented to employers or institutions as supporting information, together with a CV or application form, as confirmation of the comparable level of overseas qualifications in the UK. There are a number of different services available costing different amounts. See www.naric.org.uk/naric/

Working in the North East

Wages

In Scotland, most employees are paid every month, but some may be paid every week. Workers in Scotland must be paid at least the legal National Minimum Wage.

To find the current minimum wage go to www.direct.gov.uk or telephone the Minimum Wage helpline 0845 600 678.

Working Time Regulations

The Working Time Regulations state that:

- the average weekly working time is no more than 48 hours (you can choose to work longer but this must be agreed in writing with your employer)
- night workers average daily working time is limited to 8 hours
- health assessments must be offered to night workers
- minimum rest periods are: daily (11hours) and weekly (1 day)
- rest breaks at work (20 minutes every 6 hours)
- paid annual leave (4 weeks – pro rata)

Tax

If you are an employee, your employer will deduct Income Tax and National Insurance (NI) from your wages each time you are paid and send it to the Inland Revenue. This is known as Pay As You Earn (PAYE). You may be entitled to a tax rebate when/if you return to your home country. If you are employed and are aged between 16 and 65, you must pay National Insurance contributions (NICs). Some statutory payments (e.g. statutory sick pay and statutory maternity pay), depend on the contributions you have paid.

An employer can only make deductions if they are:

- required by law (e.g., PAYE or NI deductions)
- allowed by the worker's contract/ have your permission
- agreed to by the worker in writing before the deduction is made

Health and Safety Protection

Both you and your employer are responsible for health and safety in the workplace. You have the right to a workplace free of recognised health and

safety hazards. Laws are in place to protect you from employers who put profit before the health and safety of workers. If you have concerns about the health and safety in your workplace please seek advice from the Health and Safety executive www.hse.gov.uk/

Statutory Sick Pay (SSP)

Employees absent from work through illness for more than 4 days and who pay enough NI contributions may qualify for SSP. Which is paid by the employer. Agency workers paying NI contributions may be entitled to SSP depending on whether they are working at the time of illness.

Statutory Maternity Pay (SMP)

Pregnant employees/workers with 26 weeks continuous employment by the 15th week before childbirth have the right to SMP. If you do not qualify for SMP you may be able to claim maternity allowance from your local benefits office depending on your NI contributions.

Paid Holidays

You are entitled to a minimum of 5.6 weeks paid annual leave (28 days for someone working five days a week). This can include public holidays. Part-time workers must be treated the same as full-time workers in their terms and conditions.

Equal Opportunities

All workers in the UK have the right to be protected from discrimination by their employer. This includes discrimination no matter your race, gender, sexual orientation, disability, age, religion or beliefs.

If you feel you have been discriminated against you can raise this matter with Citizens Advice Bureau.

Within UK law there are identified groups of people who have protection against discrimination in the workplace or in the provision of goods and services. These groups are what are termed as the nine protected characteristics of equality i.e. Age, Disability, Gender Reassignment, Marriage & Civil Partnership, Pregnancy & Maternity, Race, Religion & Belief, Sex and Sexual Orientation.

For details please visit www.equalityhumanrights.com/your-rights/. In this part of Scotland, assistance can be found at www.grec.co.uk or www.nesen.org.uk.

Employment Rights

There is useful information in 'Working in the UK – Your Rights' which is available from www.worksmart.org.uk or using the link www.tuc.org.uk/tuc/workingintheuk.pdf.

Education & Lifelong Learning

For an overall guide to education and children's services in Aberdeen City -

www.aberdeencity.gov.uk/web/files/SchoolsColleges/Guide_to_ECS_2015_16.pdf

When do children go to school?

In Scotland, children must attend a primary school when they are 5 years old. Once they reach 12 years old they move to a secondary school and must stay there until they are 16 years old. After that, children can leave school or stay on for up to 2 years to study for more qualifications.

Where do children go to school?

Usually children attend their local primary or secondary school, but this depends on where you live. To find out which is your local school, you should contact your local Education Office.

Children under 5 years old can access early learning and childcare places. A child may attend a funded nursery place after their third birthday.

www.aberdeencity.gov.uk/education_learning/schools/scc_nursery_school_places.asp

This service can provide guidance and information on matters for children and families such as pre-school education and how to get help with finding and paying for childcare. The Service cannot

recommend providers, but offers impartial and comprehensive details to help parents make an informed choice. The Service also offers a signposting service to help callers answer questions on matters concerning children or families which fall outside their remit. Your employer may also be able to help you access Childcare Vouchers through a salary sacrifice scheme.

Please be aware that you will be breaking the law and you may even be prosecuted if you leave your children unsupervised in their own at home even for a very short period of time. Please ensure that you always have childcare arrangements in place.

How do parents/ guardians enrol a child in school?

Usually the parent or guardian contacts the Head Teacher of their local school. If a parent or guardian needs an interpreter, it should be possible to provide one. If you want your child to attend your local school, you must make a placing request. Application forms are available from schools and education offices.

Children with Additional Needs

Some children may need extra help with their education. There are different sorts of help these children can receive depending on their needs.

Educational Psychology Service

Educational Psychologists work with children who are having difficulties in school. They also work with parents and teachers and can advise on ways of helping children.

Special Schools

There are special schools for children with severe learning difficulties; however, children only attend these schools once they have been seen by an Educational Psychologist. Across the North East there are:

Aberdeenshire – www.aberdeenshire.gov.uk/schools/our_schools/allschools.asp?schooltype=spe

Aberdeen City – www.aberdeencity.gov.uk/education_learning/schools/scc_schools_list.asp

English as an additional language

There are specialist teachers who work with schools which have children who do not use English at home. If this is what happens in your home, you should tell the Head Teacher when enrolling your child in school.

Sensory Support Service

There is a team of specialist teachers who work with children with a hearing impairment or visual impairment. Tell the Head Teacher when enrolling your child in school.

School Transport

If you live close to your local school, usually your child would walk to school. If your child attends primary school and you live more than 2 miles away, your child will be given free transport. For children attending secondary school, you must live more than 3 miles away from your local secondary school to be entitled to free transport. If your child does not attend your local school because you have made a placing request, then your child will not qualify for free transport.

School Meals

All primary and special schools provide lunches for all pupils. Pupils in P1-P3 receive free school meals in Scotland.

Aberdeenshire – www.aberdeenshire.gov.uk/schools/school_meals/primary.asp

Aberdeen City – www.aberdeencity.gov.uk/schoolmeals/

Moray - www.moray.gov.uk/moray_standard/page_55540.html

Clothing Grants

Clothing grants can be available to some parents. To find out more visits:

Aberdeenshire - www.aberdeenshire.gov.uk/parentscarers/financial/clothing.asp

Aberdeen City- Mforbes@aberdeencity.gov.uk or tel: **01224 523898**

Moray - www.moray.gov.uk/moray_standard/page_55486.html

Further and Higher Education

There are many opportunities for you to access training in areas such as, English as a second language. Recognised qualifications in subjects such as business studies, computing, engineering, etc. as well as short courses in subjects such as health and safety, first aid, are available. There are also general interest and hobbies such as history, sport and art.

Courses are delivered during the day, evenings and sometimes at the weekend. North East Scotland College is the local college for further education covering the North East . There are also Universities and other education establishments in Aberdeen city. To find out more visit www.learnirect.com.

Community Learning

To find out about community learning opportunities, visit:

Aberdeenshire – www.aberdeenshire.gov.uk/cld/index.asp

Aberdeen City –

tel **01224 611151/01224 538088**

www.aberdeencity.gov.uk/education_learning/training_development/lifelong_learning/Home_Page.asp

Moray – www.moray.gov.uk/moray_standard/page_39860.html

Community learning includes learning opportunities delivered in local communities for young people and adults such as English for everyday communication (ESOL) and basic computing.



Staying Safe and Legal

In this section, we've set out some of the things you need to know in order to stay safe across the North East and to keep on the right side of the law.

Emergency

In an emergency, phone **999** and ask for the emergency service you need:

These are:

- Ambulance
- Coastguard
- Fire and Rescue Service
- Police

Calls to the emergency services are free, even from mobile phones. If you're not sure which service to contact, ask for the Police.

Police

You may need to contact the police because: you have been the victim of a crime; or you have witnessed a crime; you have been involved in a road collision; or you need information. Many towns have a police station although they may not be open 24 hours per day. When closed please call the Service Centre on **101** or visit their website www.scotland.police.uk

101 connects you to the Police anywhere in the country, 24 hours a day, 7 days a week. All calls cost 15p in total. You should think about adding **101** as an ICE contact (In Case of Emergency) to your mobile.

Community Safety

Every year people become victims of crime. If you have any queries or concerns about safety or antisocial behaviour¹ within your community, please contact the relevant Community Safety Unit detailed on the next page:

¹Antisocial behaviour is when someone is behaving in a manner that causes, or is likely to cause, alarm or distress; or they are engaging in behaviour over a period of time that causes, or is likely to cause, alarm or distress to at least one person who is not living in that household

Aberdeenshire Council

Team Leader (Community Safety)
Housing and Community Planning
Gordon House, Blackhall Road
Inverurie, AB51 3WA
01467 628439

Moray Council

Antisocial Behaviour Coordinator
Council Office
High Street
Elgin
IV30 1BX
0800 5877 197

Aberdeen City Council

Service Manager - Community Safety
Housing and Environment
Community Safety Hub
1st Floor, Frederick Street Centre
Frederick Street
Aberdeen, AB24 5HY
01224 219 451

You can also contact Crimestoppers, which allows you to report any community safety concerns with 100% confidentiality on **0800 555 111**. Or to provide information anonymously online – www.crimestoppersscotland-uk.org.



Fire Safety

To ensure your safety:

- Make sure you have a smoke alarm. Smoke alarms are designed to make a noise if a fire starts. It will warn you that there is smoke or that an area is too hot and give you time to escape.
- Never remove the battery from your smoke alarm.
- Change the battery once a year or when the warning bleep sounds.

The Scottish Fire & Rescue Service (SFRS) provides fire cover 24 hours per day, 7 days per week, across Scotland. They provide education and information to help reduce the risk of fire and improve safety in the home and workplace. The

Fire Service also respond to road traffic collisions and work alongside Police Scotland and others to promote road safety. Services are **free** of charge to everyone living or working in the area.

Have you looked at the risks in your home? For free information on how to protect your home, visit www.firescotland.gov.uk or phone on **0800 0731 999**.

Fire safety information leaflets are also available in different languages through your local fire station. SFRS officers will come to your home and carry out a **free fire safety check** and provide you with a free smoke alarm.

Remember if fire strikes:

- GET OUT
- STAY OUT
- CALL THE FIRE SERVICE ON **999**



Illegal Drugs

Possession of certain types of drugs is illegal. These include cannabis, amphetamine, heroin, ecstasy, cocaine, crack cocaine and a number of others. Some drugs, although available on prescription from a doctor, are illegal to possess if not prescribed to you. If you are found with any of these drugs, you can be fined or imprisoned or both. New Psychoactive Substances, so called legal highs are available in specialist shops at the moment. People should be aware that if found with any powder or herbal material on their possession that the police have the right to confiscate and in some cases might insist that the person accompanies them to a police station while the substance is investigated.

The police have powers to stop and search you if they suspect you have illegal drugs in your possession.

It is illegal to use drugs and drive in Scotland. For information and advice on drugs you can go to

<http://knowthescore.info>

Weapons

You should not carry any type of knife. Knives are banned from being carried in a public place without reasonable excuse and Police Scotland follow the rules very strictly in relation to this. They have powers to search you if they suspect you are in possession of a knife. If they find that you have one, you will be arrested and kept in custody until you go to court.

You should not carry any type of gun. This is illegal in Scotland, unless you have a firearms certificate, and Police Scotland follow the rules very strictly.

Smoking / Alcohol

- You must be 18 years and over to purchase cigarettes or purchase alcoholic drinks
- Supplying cigarettes or alcohol to children under the age of 18 is illegal
- You may be asked to show proof of your age before being served or sold alcohol if you appear under the age of 25
- In some areas byelaws forbid the drinking of alcohol outdoors – these areas will have signs indicating this
- You must not take your own alcohol into pubs
- If you are under the influence of alcohol and are causing a disturbance or are not looking after yourself, you may be arrested by the police for your own safety
- Smoking is prohibited in all NHS Grampian buildings, premises, sites and vehicles
- Driving while under the influence of alcohol is a serious offence, if caught you will be prosecuted and could be sent to prison - the drink drive limit in Scotland is lower than the rest of the UK

The legislation recently changed regarding driving while under the influence of alcohol; please see – www.drinkaware.co.uk for more information.

Child Protection

Protecting children is the responsibility of every member of the community, not just child protection services. Remember – if you suspect abuse, do not rely on someone else to notice.

If you would like to speak to someone, seek help or pass on information or concerns:

- During the day, you can phone your local social work office, health visitor or the police
- At other times, there is an emergency out of hours social work service - this service is available through the night and at weekends - **0845 840 0070**
- You can also contact the Police at any time on **101**
- There is also a national child protection helpline (24-hour Freephone) on **0800 022 3222**

Hate Crime

A hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's - Age, Disability, Gender Reassignment, Race, Religion & Belief, Sex and Sexual Orientation.

All hate crime is important. No hate crime is too minor to report to the police. Anyone can be the victim of a hate crime. To report a hate crime, telephone 101 your call will be taken seriously and treated confidentially

Domestic Abuse & Gender-Based Abuse

Domestic Abuse (which is a form of Gender-Based Abuse) is most often the violent or controlling behaviour used by a male partner to exert power over a wife, girlfriend or lover. However, violence also happens in gay and lesbian relationships, and in a number of cases by women against men.

This type of abuse impacts on every one of us – in our lives, our work places and our communities. It can affect anyone regardless of sex, race, class, age, religion, sexuality, income, lifestyle or where they live.

Domestic and Gender-Based Abuse is unacceptable.

There are various types of abuse:

- Domestic Abuse
- Harmful Traditional Practices - Forced Marriage, Honour-Based Violence, Female Genital Mutilation
- Sexual Harassment and Stalking
- Commercial Sexual Exploitation
- Childhood Sexual Abuse (Adult Survivors)
- Rape and Sexual Assault

Relationships

You must be 16 years of age and over to have a sexual relationship with another person, who must also be 16 years of age or over.

Local Services

Victim Support provides emotional support, practical help and essential information to victims, witnesses and others affected by crime. The service is free, confidential and is provided by volunteers through a network of community-based victim and court based witness services.

Victim Support Moray

Culbard House
22 Culbard Street
Elgin, IV30 1JT

01343 544607

Victimsupport.moray@victimssupportsco.org.uk

Victim Support Aberdeenshire

23/25 Bridge Street (RHS 2nd Floor)
Ellon, AB41 9AA

01358 725016

victimssupport.aberdeenshire@victimssupportsco.org.uk

Victim Support Aberdeen

41 Regent Quay
Aberdeen, AB11 5BE

01224 622478

Victimsupport.aberdeen@victimssupportsco.org.uk

Grampian Women's Aid

25 Greenfern Road
Mastrick
Aberdeen, AB16 6TS

01224 593381

info@grampian-womens-aid.com

Rape and Abuse Support – Supporting Women in the North East

112 Crown Street
Aberdeen, AB11 6HJ

01224 590932

info@rasane.org.uk

Moray Women's Aid

57A Marleon Field
Elgin, IV30 4GB

01343 548549

Domestic Abuse Support & Accommodation Project (DASAP)

Aberdeen Cyrenians
62 Summer Street
Aberdeen, AB10 1SD

National Services

National Domestic Abuse Helpline
(24hr) - **0800 027 1234**

Abused Men In Scotland (7pm-10pm)
- **0808 800 0024**

Shelter Scotland – www.scotland.shelter.org.uk

Zero Tolerance – www.zerotolerance.org.uk

Forced Marriage – www.scotland.gov.uk/Topics/Justice/crimes/forced-marriage

Female Genital Mutilation –
www.fgmaware.org

Driving

Persons from the EU resident in UK

If you hold a valid European Union Community driving licence and are visiting the UK, you can drive any vehicle, which your licence entitles you to drive. These are shown on your licence. All drivers must comply with UK minimum age requirements - 17 years for cars and motorcycles, 18 years for medium sized vehicles and 21 years for large lorries and buses.

If you have a valid European Union Community driving licence, this will authorise you to drive in the UK for the periods below. Provided your licence remains valid, you may drive a car or motorcycle (ordinary licence) in the UK until the age of 70, or for three years after becoming resident, whichever is the longer period. In order to continue driving after these periods, you must get a UK driving licence. Alternatively, you can exchange your licence for a UK one at any time.

If you drive without a valid licence, your vehicle will be seized. Legal penalties include a fine, penalty points on your licence and disqualification from driving.

Visitor or Resident (including a student) and non EU Licence Holders

If you are the holder of an ordinary driving licence or international driving permit (car, moped, motorcycle entitlement) and provided your licence or permit remains

valid, you can drive any category of small vehicle shown on your licence for up to 12 months from the time you became resident. To ensure continuous driving entitlement, a provisional UK licence must have been obtained and a driving test(s) passed before the 12 month period elapses. If you obtain a provisional licence during this period, you are not subject to provisional licence conditions, e.g. displaying “L” plates or being supervised by a qualified driver or being precluded from motorways.

For information on licences, visit - www.gov.uk/driving-nongb-licence or www.dvla.gov.uk.

The DVLA information leaflet D100 is also available from Post Offices and provides information regarding driving in the UK.

Buying a Car

It is recommended that before buying a used motor car, you carry out a data check which can identify if the vehicle has outstanding finance, is stolen, written off or clocked. For further information, see www.rac.co.uk, www.theaa.com or www.hpcheck.com.

Insurance

You must, by law, have motor insurance because if you injure someone or cause damage to someone’s property while driving you must, by law, compensate

the other person. The minimum type of insurance necessary is Third Party Only. Comprehensive policies also cover damage to your own car. **It is an offence to use a motor vehicle on a public road without the proper motor insurance.** The Police and DVLA have a computer database that identifies if there is a valid certificate of Insurance for your vehicle and who is entitled to drive your vehicle under that policy.

Anyone else who wants to drive your car must be named on your insurance policy and this will cost extra. For further information see www.rac.co.uk or www.theaa.com or local insurance organisations.

M O T

Cars over three years old must pass a Ministry of Transport (MOT) test every year. **It is an offence to use a vehicle over three years old on a public road without a current MOT test certificate.**

Police and DVLA have a computer database that identifies if there is a valid MOT for your vehicle. You must be able to produce to the Police on d e m a n d:

- Your driving licence
- A valid insurance certificate
- A valid MOT certificate (if your car is over three years old)

Road Tax

From 1st October 2014 a paper tax disc will no longer be issued. It is an offence to use a vehicle on a public road without vehicle tax having been paid for that vehicle. You can pay vehicle tax for either 6 or 12 months from the Post Office or apply online at www.dvla.gov.uk. If you attend at the Post office you will need to take the following documents with you:

- DVLA form (from Post Office or sent to you directly by post if your vehicle is already registered with the DVLA)
- A valid insurance certificate
- A valid MOT certificate (if your car is over three years old)
- Information leaflets are available at a Post Office or visit www.dvla.gov.uk

Rules of the Road

All drivers should read the Highway Code, it helps to prevent accidents by making sure everyone is using the same rules when driving. You can buy this from bookshops or visit www.gov.uk/browse/driving/highway-code

It contains rules such as:

- Drive on the left-hand side of the road
- Overtake on the right
- At roundabouts, give priority to traffic approaching from the right

- At junctions, obey the 'Give Way' and 'Stop' signs. You may see either a red STOP sign or a triangular GIVE WAY sign or GIVE WAY markings (dotted white lines and a white triangle on the carriageway). These mean you must give way to traffic on the other road
- These rules are legal requirements and if you disobey them you are committing an offence.

Speed Limits

Generally speed limits will be as follows but signs will indicate:

- 30 mph (48 kph) - built up areas (e.g. towns and villages)
- 60 mph (96 kph) - single carriageway (for cars)
- 70 mph (112 kph) - dual carriageway/motorways (for cars)

Use of Mobile Phones

You must NOT use a mobile phone when driving. If you do, you may be fined and receive penalty points on your driving licence.

Seatbelts

Seatbelts must be worn by the driver and all passengers. You can be fined for not wearing a seatbelt. The driver must make sure that passengers under the age of 14 years wear the correct type of seatbelt. A child under 3 years old must use an approved child's car seat. Please see www.childcarseats.org.uk/the-law/ to find the law for older children being restrained in a motor car.

Motorcycles

The rider of a motorcycle, scooter or moped must wear a crash helmet.

Accidents

If you are involved in an accident when driving you must STOP. If anyone is injured or damage is caused to something other than your vehicle, you must give your name, address and insurance details to anyone who has a reasonable reason to ask for them. You do not have to inform the police in the case of a minor accident but if there is any doubt call **101** or, if the accident is serious, call **999** and ask for the Police.



Your Health

National Health Service (NHS)

The National Health Service, known as the “NHS”, is a state run national health service which provides free health care in the UK for UK nationals and citizens of other countries who also qualify for free health care in the UK. Not everyone is eligible for free NHS healthcare. Staff at your local GP Practice or Health Centre will advise if you are eligible to receive free NHS health care.

NHS Grampian is the Health Board responsible for providing NHS health care in Aberdeen City, Aberdeenshire and Moray. It also provides specialist support from other Health Boards in Scotland. For more information on NHS Grampian visit www.nhsgrampian.org

Registering with a local General Medical Practitioner (GP)

A GP is your local personal NHS doctor. You and your family should register with your local GP. GPs often work in small groups called a “Practice”. This means that if for any reason your own GP is not available, you may ask to see another GP in the same Practice.

You should find your nearest GP Practice and then check with them if they will be able to accept you as a patient. To find your local practice, contact NHS Grampian Healthline on **0500 303020** or go to www.nhs24.com.

GPs are usually the first medical point of contact with the NHS. They are responsible for the comprehensive and continuing care of patients registered with them. GPs provide initial advice and treatment. If further treatment or investigation of a problem is required, the GP will co-ordinate this and ensure that it is provided. Further treatment might be provided by your GP, or by a member of their team such as a practice nurse, midwife or health visitor, or if required, by referral to a specialist doctor called a consultant or to other specialist services.

Why should I register with a GP?

By asking to register with your local GP, you are simply asking your local GP to be responsible for your ongoing medical care. If you are accepted, the GP is confirming that he or she will accept this responsibility. You will then know where to go for local medical care.

Pharmacies (Chemists)

A pharmacist is a skilled professional who is licensed to prepare and dispense prescription drugs and other medicines. They can also answer any queries you may have about choosing the right medicine and provide advice on treating everyday ailments. They can also help you decide if you need to see a doctor.

For most people living in Scotland, prescription medicines are free. Most pharmacies also provide free NHS emergency contraception. To find your nearest local pharmacy call the NHS Grampian free healthline on **0500 202030** or visit www.know-who-to-turn-to.com

You can visit your local pharmacy anytime they are open, there is no need to make an appointment.

Dental Services

Unlike GP Services, there is usually a charge made for NHS dental services. The charge depends on the type of treatment provided. NHS dental care is provided in two main ways. These are:

- Salaried dentists who are employed by the NHS and only undertake NHS work
- General dental practitioners who are independent contractors who often provide a mix of both NHS and private dental treatment and also accept private patients.

Optician/Optomtrist Services

If you have an eye problem, you can make an emergency appointment with an optician (also known as an optometrist). Opticians have the same specialist equipment as specialist eye doctors and may be able to treat and manage your eye problem without the need for you to go to hospital. To make an emergency appointment, telephone your optician/optometrist or contact NHS 24 by telephoning **111**.

Minor Injury Unit

If you require urgent care for a minor injury you should attend your local Minor Injury Unit. Most Minor Injury Units are open 24 hours per day. You can be treated for a range of ailments including sprains, burns and fractures. If your injury happened a few days ago, or if it's an old injury that has got worse again, please attend your GP for advice. A list of the Minor Injury Units and their locations can be found at www.know-who-to-turn-to.com

Grampian Medical Emergency Department (GMED)

The GMED out of hours service deals with the non-emergency but urgent health needs of patients. It operates from 6 p.m. to 8 a.m Monday to Friday, and 24 hours a day, Saturday, Sunday and public holidays. The service is open to all residents and temporary residents in Grampian.

GMED is **NOT** an extension to the service provided by GP practices during the day. It is **ONLY** for patients with an urgent medical condition who cannot wait till the next day when their GP practice is open.

When your GP surgery is closed and you feel your health needs cannot wait until it re-opens, call NHS 24 on **111**. NHS24 can answer questions about your health and offer advice and will arrange for the GMED service to contact you if required.

Self-Care

There are a number of tools and services available to help you look after your own health:

NHS 24

NHS 24 is a free service providing access to health advice and information 24 hours per day, 365 days per year. The out of hours phone service can provide help if your GP surgery is closed and you are too ill to wait till it re-opens. It can be accessed by telephoning **111**. The NHS 24 website (www.nhs24.com) also provides a number of useful tools to help you manage your health and locate local health services in your area. This includes translated information.

Know Who to Turn To

For a speedy recovery, self-care is the best option when you have a minor illness or injury. A well-stocked medicine cabinet means you will receive the right treatment immediately. You can find out more about illness, health related services and what to keep in your medicine cabinet by visiting www.know-who-to-turn-to.com or you can call NHS Grampian's free healthline on **0500 202030**.

Health-point

You can also access health information and find out about health services at NHS Grampian health point. Trained health advisors will help you with information and advice on a wide range of health related issues. You can find them at:

Aberdeen Community Health & Care Village

50 Fredrick Street, Aberdeen

Aberdeen Royal Infirmary Concourse

Open Monday to Friday 10.00 a.m. to 4.00 p.m.

The Hot Spot, Peterhead

1 – 3 Kirk St

Tuesday – Friday 11.00 to 3.00 p.m

Fraserburgh

58A High Street

Tuesday, Thursday and Friday 11.00 a.m. – 3.00 p.m.

Wednesday 12.30 – 3.00 p.m.

Fraserburgh Hospital Concourse

Wednesday 10.00 a.m. to 12.00 noon

Dr. Gray's Hospital, Elgin

Concourse, Dr Gray's Hospital

Open Monday to Friday 9.00 a.m. to 5.00 p.m.

You can also access healthpoint by email healthpoint@nhs.net or by calling the free health line on **0500 202030**



Living in the North East

Banking

It is important to open a Bank or Building Society account as most employers will pay your wages into your account. To open an account you must make an appointment with an adviser and provide the following information:

- proof of identity (passport, national identity card or national driving licence)
- proof of address (tenancy agreement or letter from your employer)
- proof of employment

Banks and Building Societies will issue cards with a PIN (Personal Identification Number) which will be delivered to the address which you give. These are sent by post. If you change your address, you must tell your Bank or Building Society. Keep your PIN safe and DO NOT give the number to anyone else.

You can also bank at Post Offices. To find out more information, please telephone **08457 223344** or text phone **08457 223355** or visit www.postoffice.co.uk.

Credit Unions are owned and run by their members who pool their savings and access low cost loans when they need to borrow.

Members' savings are underwritten by a government compensation scheme and members also get non-contributory death benefits. Anyone who lives or works in the Grampian area can join North East Scotland Credit Union Ltd. (NESCU) or Grampian Credit Union (GCU). For further information visit - www.nescu.co.uk or www.grampiancreditunion.co.uk.

Pay day/internet loans

Some organisations offer almost instant access to cash loans with little security requirements. Please be aware that interest payable on these types of loans are extremely high and if payments are not made as per the agreement the amount of debt can grow significantly in a short period of time. **Please read the terms and conditions of loans carefully.**

Sports and Leisure

There are a variety of Leisure Centres with swimming pools across the North East, for more information please visit:

www.moray.gov.uk/moray_standard/page_2237.html

www.aberdeenshire.gov.uk/recreation/swimleisure/index.asp

www.aberdeencity.gov.uk/community_life_leisure/community_life_and_leisure.asp

Television

If you use a television (TV) or watch live television on a computer or other device you must have a TV licence. The cost of a licence varies depending on whether you have a colour or a black and white TV. You can pay for a TV licence at the Post Office or buy it online – www.tvlicensing.co.uk. If you rent a property and the landlord provides the TV, you must still get a TV licence. If you do not get a licence, then you may be fined up to £1,000.

Postal Services

The Post Office sells stamps for letters and parcels and provides information and forms for vehicle tax discs and TV Licences. Many other services are also available, such as sending money overseas. Visit www.royalmail.com and www.postoffice.co.uk

Faith

All faiths and beliefs are supported in North East Scotland, visit www.interfaithscotland.org/ for further details.

Libraries

As well as lending books free of charge, public libraries also provide other services such as:

- Free computer access, including free access to the internet and other software is provided
- Support and advice is available from library staff in using these facilities
- Provision of books, talking books, videos, DVDs, CDs, local newspapers and other materials
- A free request service is available to obtain items located at any branch
- An online catalogue, which you can use to search for items you wish to borrow, place reservations, renew books and check your borrower record

Further information on library services:

www.moray.gov.uk/moray_standard/page_1472.html

www.aberdeenshire.gov.uk/libraries/index.asp

www.aberdeencity.gov.uk/library/

Travelling to and across the North East

You can travel to and within the North East of Scotland by air, road, train or sea.

Air Services

Aberdeen Airport
Dyce, Aberdeen AB21 7DU
0844 481 6666

Ferry Services

Northlink Ferries
Jamieson's Quay,
Aberdeen AB11 5NP
0845 600 0449

Trains

Scotrail
Guild Street,
Aberdeen AB11 6LX
0344 811 0141

Buses

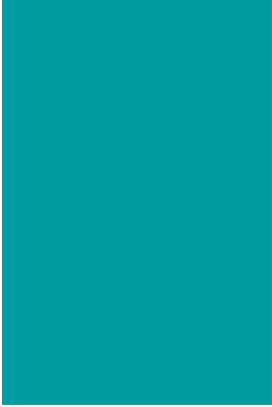
Stagecoach, North Scotland –
Travel around Aberdeenshire and
surrounding areas

Union Square Bus Station,
Guild Street,
Aberdeen AB11 6NA
01224 212266

First - Travel around Aberdeen City
395 King Street
Aberdeen AB24 5RP
01224 650000

The Visit Scotland website contains a
range of useful information -
www.visitscotland.org

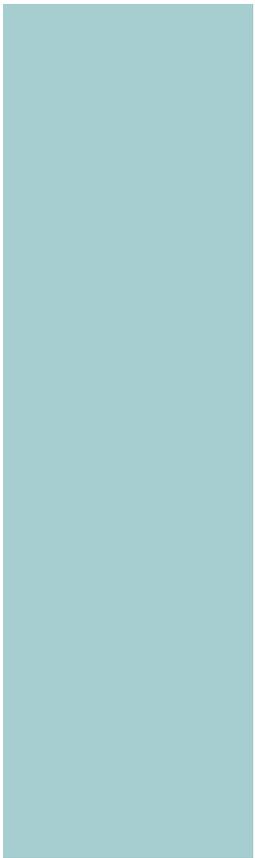




**POLICE
SCOTLAND**
Keeping people safe



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland



NHS
Grampian


**ABERDEEN
CITY COUNCIL**



**Aberdeenshire
COUNCIL** 

Produced by Aberdeenshire Council
GDT23662 September 2015