

English

Welcome to East & Mid Devon

**Information
on organisations
that can support
and help you**

Welcome to East & Mid Devon - one of the safest places to live.

This information will help you to know about organisations that can support you and help you to feel safe & confident to live as part of your local community.

Citizens Advice Bureaux

www.citizensadvice.org.uk

The Citizens Advice Bureaux (CAB) service is independent and provides free confidential and impartial advice to everybody, regardless of race, sex, disability, sexuality or nationality. The CAB advice website is available at: www.adviceguide.org.uk

If you are working in the UK and have the right to reside, you may be able to claim benefits to help with rent, Council Tax and your children. These benefits may include: Child Benefit, Child Tax Credit, Working Tax Credit, Housing Benefit, Council Tax Benefit and Disability Living Allowance.

Contact us for more help.

Mid Devon

Tiverton CAB
Town Hall
Tiverton EX16 6PG
Telephone: 01884 234926

Open 10.00 am - 4.00 pm Monday, Tuesday, Wednesday and Friday.
Closed Thursdays.

Crediton CAB
55 High Street
Crediton EX17 3JX
Telephone: 01363 773904

East Devon

Honiton CAB
48-50 New Street (next to the Library)
Honiton EX14 1BS
Telephone: 01404 44213

Open 9.30 am - 12.30 pm Monday, Tuesday, Thursday and Friday.

Exmouth CAB
Town Hall
St. Andrews Road
Exmouth EX8 1AW
Telephone: 01395 264645

Open 10 am -12.30 pm, 2.00 - 4.00 pm, Monday, Tuesday, Wednesday, Thursday and Friday.

Help to Find Work

Jobcentre Plus has a network of offices throughout the UK where you can find information about jobs both locally and nationally. You do not have to be unemployed to use this service, which is free of charge.

To find out about current vacancies telephone 0845 606 0234 or look at the website www.jobcentreplus.gov.uk

Money

The UK does not use the Euro yet and still has its own currency in pounds and pence. You can send money to your family using the Money Gram system at the main post offices.

You can also use Western Union at Cullompton and Honiton.

1 Fore Street, Cullompton, telephone: 01884 33006

80 High Street, Honiton, telephone: 01404 45000

You can send your money using the service offered by Western Union (FEXCO Money Transfer Ltd) to over 235,000 locations worldwide, including all East European countries.

You can send cash by person at an agent's location, by phone using your direct debit card or credit card, or by setting up a standing order.

Banks

You will need proof of identity to open a bank account in the UK. A valid passport, UK driving licence or benefit book is acceptable.

You will need proof of your address, on a gas, electricity, water, phone, or Council tax bill, rent card or tenancy agreement. Any of these is acceptable.

Benefits

If you have just entered Great Britain, the benefits you can obtain will depend on various conditions, including:

- National Insurance contributions
- Whether you are living or usually live in Great Britain

- Whether you have come from or have returned to Great Britain
- Whether your entry to Great Britain is subject to limitations

To claim benefits that you have qualified for in another country, you will need certificate E301 or E303 from that country.

You may be able to obtain benefits to help with your rent and family costs. For further information and advice, contact the Citizens Advice Bureau.

Social Care Services

Social care services provide support to people in the community who have social or special needs and assist them to obtain local services and benefits.

Mid Devon

For enquiries about children, or if you have concerns about a child's welfare, telephone the Helpdesk on 01392 384157 or come to the Social Services office in Phoenix Lane, Tiverton. If you are in the Okehampton area, telephone 01271 388892.

East Devon

For Children and Families, telephone: 01392 358980.

For all enquiries about adults, telephone My Devon Customer Service Centre on 0845 1551007.

Health

If you have a health emergency, all care at a National Health Service Minor Injuries Unit, Walk in Centre or Accident and Emergency Department is free. If you need urgent help, telephone 999 and ask for

an ambulance. If you need advice, telephone NHS Direct on 0845 4647.

Most people use a General Practitioner (GP) for everyday care and treatment. To register with a GP, please contact your local surgery and they will decide whether to take you as a patient. You can get information about local GPs from NHS Direct on 0845 4647.

All patients will also get Family Planning Services (contraception) and treatment for certain infectious diseases free of charge.

Prescription charges apply to everyone but you can ask about exemptions at any pharmacy.

If you are admitted to hospital and are currently working or studying in England, your care will usually be free. This will be decided by the hospital and they may ask for proof of identity and where you are working or studying.

If you need to understand complicated medical information or make a decision about your care, you can ask for help from an interpreter either over the phone immediately or in person at your next appointment. This can be arranged when phoning NHS Direct.

Dental Treatment

Emergency dental treatment can be arranged by phoning the Dental Access Centre on 01392 405700. The Centre is located at Heavitree Hospital, Gladstone Road, Exeter EX1 2ED.

Housing

There are rules which say how many people should live in certain types of property to prevent overcrowding and fire hazards. There are also rules to make sure that the property is of good enough standard whereby your health will not be affected. To find out if your home meets these standards, contact the Environmental Health Department

of your District Council for free advice.

Mid Devon District Council, telephone: 01884 255255

East Devon District Council, telephone: 01395 516551

Employee Accommodation

Your employer should not take more than £26.25 a week from your pay for accommodation they provide for you if they are paying you below the minimum wage. Nor should they take money from your pay for your food.

If you work for an agency and think you are being exploited or that your employer is breaching the law, report it to the Employment Agency Standards Office telephone 08459 555105.

Housing Support

CHAT (Church Housing Action Team) Mid Devon

Housing Support

28 Gold Street

Tiverton EX16 6PY

Telephone: 01884 255606 Fax 01884 258030

Email: theoffice@chatmid.co.uk

CHAT help with housing advice, act as advocates, help with Rent Deposit Guarantees and tenancy support.

Please telephone to arrange an appointment in Tiverton, Cullompton or Crediton.

For any general housing advice contact:

Mid Devon District Council Housing Department, telephone: 01884 255255

East Devon District Council Housing Department, telephone: 01395 516551

Exeter HAG - Exeter Homeless Action Group

HAG offers a free and independent housing advice and support service.

You can contact HAG if you

- need advice on local housing options
- need information on your housing rights
- have problems in paying your deposit or rent on time.

Ring the Telephone Advice Line, 01392 430228 to get information on the phone or to book an appointment.

Education

To find out about local schools, contact:

Children and Young People's Services,
County Hall
Topsham Road
EXETER
EX2 4QG
Telephone: 01392 382059

If you wish to improve your English, contact:

Devon Adult & Community Learning
Buckland House
Park Five
Sowton
Exeter EX2 7ND
Telephone: 01392 386580

Police

The police provide a service to all members of the community and you have the same rights as any other inhabitant of the country.

Please let us know if you become a victim of any crime or harassment.

If it is an emergency, you can contact the Police by calling 999, or 112. If it is not an emergency, telephone 08452 777 444 (the non-emergency general number).

To give anonymous information about crimes, ring Crimestoppers on 0800 555111

We also want you to tell us about incidents of racial harassment or bullying. To support people from ethnic minorities, the police have appointed Diversity Officers. Their special role is to support victims of hate crimes such as racist or homophobic incidents, but you can contact them to talk about any other problems in your community. Diversity Officers can signpost you to other organisations for information and advice e.g. Citizens Advice Bureau, Social Services and Devon Racial Equality Council.

If you need to talk to a Diversity Officer contact the police on the non-emergency telephone number 08452 777444.

Domestic Violence

If you are suffering from domestic violence or know someone who is, the following information will be of use to you:

For women there is a freephone confidential helpline for those living in Exeter, East and Mid Devon, telephone 0800 328 3070.

For men telephone Devon M.A.L.E. on 0845 064 6800.

In cases of emergency where there is immediate danger, telephone the Police on 999 or 112.

Devon and Somerset Fire & Rescue Service

In an emergency, telephone 999 or 112.



Provided by the Mid & East Devon Community Safety Partnership