

WELCOME TO DUNDEE



**For international workers,
students and their families**



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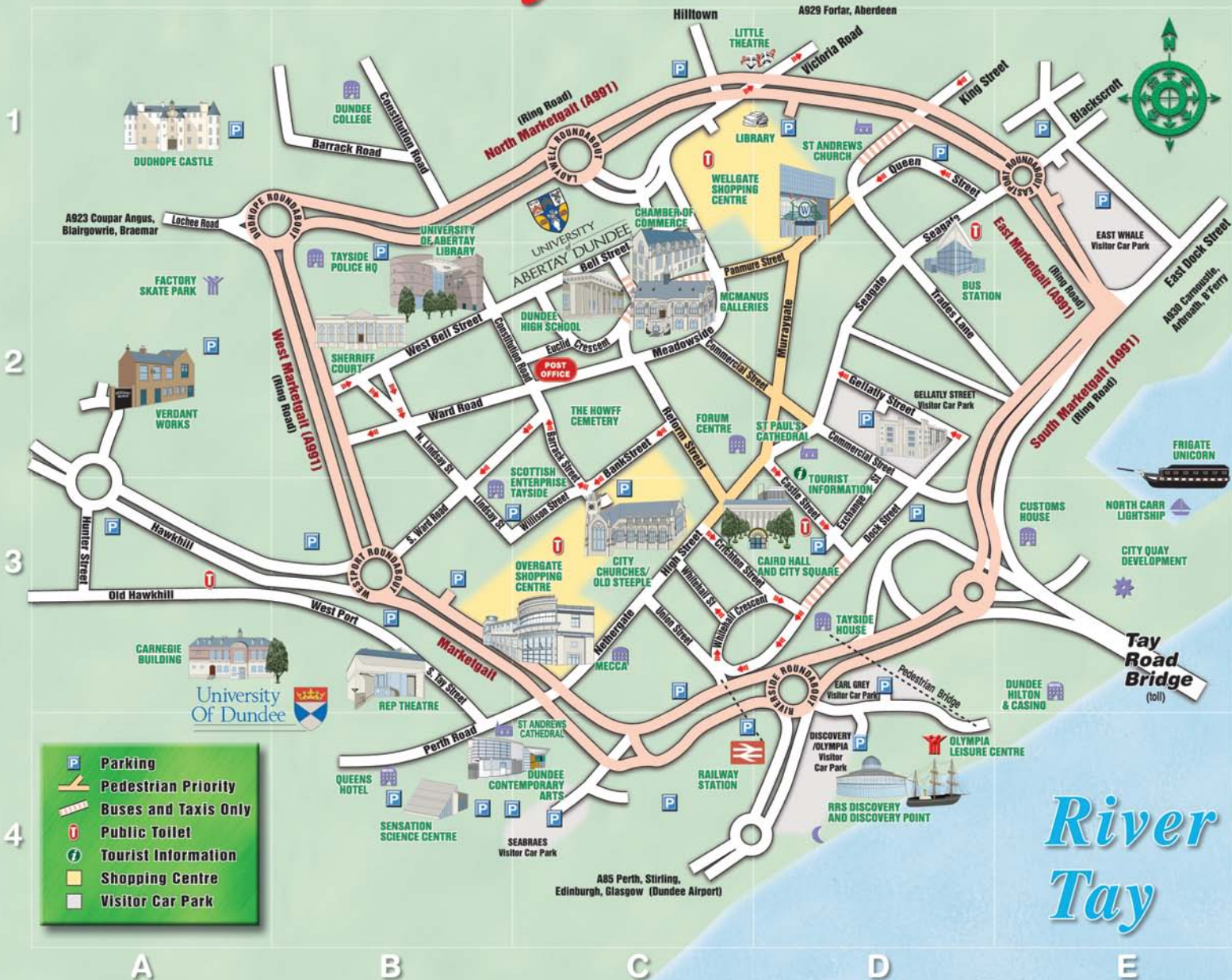
For international workers, students and their families

Being able to speak some English is important. It will help you get work and make life easier so try and do a basic course before you come here – for more details see the Across the Language Barrier section. There are plenty of opportunities for you to improve your language skills once you're here – courses are available at every level and are often provided free

to new migrant workers although there may be a waiting list.

You can ask for help with interpreting and translating to access public services such as those from Tayside Police, Health Services (NHS Tayside) and Dundee City Council.

DUNDEE City Centre



Map courtesy of Dundee City Council's Public Relations Department.

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About this guide

We want to give you the important facts and information about what you will need when you arrive in Dundee. We cannot include all the details here but we will point you in the right direction so you can get expert advice. We recommend you follow up web links directly with organisations to get detailed information. You should always take further advice based on your own situation.

This guide provides information about living and working in Dundee – from gaining employment, to looking for housing and finding schools for your children – as well as information about the leisure and cultural opportunities which Dundee has to offer.

Welcome by Lord Provost

On behalf of the citizens of Dundee, I would like to reach out and welcome you to the City.

Dundee's economy is growing and we welcome new people who can bring fresh talent and ideas to the City.

I hope that you will settle and prosper here in Dundee and contribute to our shared future.



John Letford
Lord Provost



Thanks and acknowledgements

We are delighted to have produced this booklet through the Dundee Equality and Diversity Partnership and Dundee Partnership.

The Partnership aims to lead and champion the promotion of equality and diversity issues, challenge discriminatory practices and promote a culture which values all individuals and communities. The Partnership is committed to fostering and sustaining an inclusive environment that empowers all members of our community to achieve their full potential without fear of prejudice or discrimination.

Following consultation with black and ethnic minority communities in the city the need to develop more information for newcomers was identified. At the same time the Migrant Workers Scoping Group had identified the same need. Further consultation took place with overseas workers and students living in the city to establish what information should be included.

We would like to thank all the contributors for their valued input, individuals who took time to make comments and the members of the task group for all their work. This included staff and volunteers from:

Dundee City Council

Dundee Voluntary Action

NHS Tayside

Tayside Police

Volunteer Centre Dundee

Dundee Interfaith Council

Hillcrest Housing Association

We would also like to acknowledge the Scottish Executive's 'Scotland is The Place', and both Angus and Devon and Cornwall's Welcome Pack for Migrant Workers Initiatives which gave us a good basis from which to start.



Christine Lowden
Chair of the Equality & Diversity Partnership

Welcome to Dundee

Welcome to Dundee – the City of Discovery, Scotland's fourth city.

Dundee is a modern and vibrant city with a rich history and proud traditions. It has had strong links with Baltic and Northern European countries, through trading, since the 12th century.

Set by the River Tay, one of Europe's most impressive geographic locations, Dundee is a place where the future is now being forged.

Dundee is Scotland's student city with more young people in full-time education per head of population than any other city. Dundee boasts two universities, a College of Further and Higher education and an Institute of Higher Education.

Massive advances in medicine and the development of electronic entertainment are achievements of the city and its people are famed for their innovation and invention.

A revitalised city centre and retail scene, the thriving Dundee Contemporary Arts Centre, Dundee Repertory Theatre and the impressive Ice Arena are some of the huge choices of leisure options on offer symbolising a confident and optimistic city in the 21st century.



Living in Dundee

There are many types of housing available in Dundee ranging from bed-sit flats to larger detached homes. Your choices about the type of property available to you will depend on your circumstances, your income and your immigration status.

Nearly half of the properties in Dundee are privately owned. The rest can be rented through the local council, housing associations or private landlords. If you are a student you can rent through universities and colleges.

Like most cities there are areas where demand for housing is very high and other areas where demand is lower. Over the last 10 years a lot of work has been done to regenerate parts of the city to improve housing and the environment.

Renting a Home

The main way to rent a home is either from the local council, a housing association or a private landlord. Another option is **bed and breakfast** and **guesthouse accommodation**. This type of accommodation may be expensive but is suitable as a short-term option.

Rented properties are available furnished or unfurnished. Rent is usually paid on a monthly basis and you will also have to pay Council Tax (a tax based on the value of the property you are living in which contributes to paying for council services).

Depending on where you rent your property from you will have different rights and responsibilities, for example the type of tenancy, what is included in the rent and how much notice you have to give if you want to move out.

Your accommodation could be provided by your employer or arranged by an

employment agency. It is important that you are aware of your rights on what can be deducted from your wages for accommodation.

Student Accommodation

Students new to Dundee normally look for somewhere affordable, comfortable and within daily travelling distance of their University, College or Institute. There is a variety of different types of student accommodation. Staying in any of the halls of residence means that you can look forward to living in modern comfortable surroundings with all the facilities you need to make your stay enjoyable.

Both the University of Dundee and the University of Abertay accommodation offices can provide information to students about accommodation.

The University of Abertay prioritises first entrants and overseas students, who are new to Dundee, contact: accommo@abertay.ac.uk

For the University of Dundee visit their website: www.dundee.ac.uk/admissions/international or email: residences@dundee.ac.uk

Dundee College also offers a comprehensive accommodation service with a number of flats and bed sits. In addition they can arrange for students to stay with families in the area - a particularly attractive option for overseas students.

Contact Tel: **01382 825802**
Email: m.thomson@dundeecollege.ac.uk

Local Council Housing

Dundee City Council's Housing Department has many types of property mainly in housing estates located in the suburbs of the city. Rental charges vary depending on the type and size of the property. The Housing Department's aim is to match



tenants with a home that best meets their needs. The Housing Department is happy to accept you on to their waiting list but it will be unlikely that you will qualify for housing immediately. If you wish to apply for council housing you will have to complete an application form. You can get forms and discuss your housing needs at any of the council's housing offices.

Lettings Centre

169 Pitkerro Road, Dundee DD4 8ES.
Tel: **01382 307400**

East District Housing Office

169 Pitkerro Road, Dundee DD4 8ES.
Tel: **01382 307401**

West District Housing Office

Sinclair Street, Lochee DD2 3BE.
Tel: **01382 307301**

Homeless Services

If you are homeless or think you may become homeless in the near future you can call the Homeless Advice Line **0800 633 5843** for advice and information. This line is free from a landline. You can also contact the Lily Walker Centre in Dundee, tel: **01382 432001** (24 hours)

Housing Associations

Housing Associations are not-for-profit organisations which lease houses and flats. They have different types of properties in a variety of locations and some have more properties than others. Some of the accommodation is for specific groups of people for example, older people, disabled people and young people. Most housing associations have a very high demand for their properties and turnover is usually low. As with council housing you will have to complete an application form. You are welcome to discuss your needs with any of the housing associations listed below:

Abertay Housing Association:

147 Fintry Drive, Dundee, DD4 9HE.
Tel: **01382 903545**
Email: queries@abertayha.co.uk
Web site: www.abertayha.co.uk

Angus Housing Association Ltd:

9 High Street, Arbroath, DD11 1DP.
Tel: **01241 879537**
Email: admin@aha.org.uk
Website: www.angusha.org.uk

Bield Housing Association:

1 Bonnethill Gardens,
Dundee, DD4 7HB.
Tel: **01382 228911**
Email: info@bield.co.uk
Website: www.bield.co.uk

Hillcrest Housing Association Ltd:

4 South Ward Road, Dundee, DD1 1PN.
Tel: **01382 224083**
Email: reception@hillcrestha.org.uk
Website: www.hillcrestha.org.uk

Home in Scotland Ltd:

Cleghorn House, 27 Albert Square,
Dundee, DD1 1DJ.
Tel: **01382 203023**
Website: www.homeinscotland.org.uk

Margaret Blackwood

Housing Association Ltd:

Craigievar House, 77 Craigmount Road,
Edinburgh, EH12 8XF.
Tel: **08457 125865**
Email: feedback@mbha.org.uk
Website: www.mbha.org.uk

Servite Housing Association:

118 Strathern Road, Broughty Ferry,
Dundee DD5 1JW.
Tel: **01382 480915**
Email: enquiries@servite.co.uk
Website: www.servite.co.uk

Private Landlords

Renting a property from a private landlord is probably your best option if you are looking for somewhere to stay quickly.



Private rented accommodation is usually:

- A self contained flat or house
- A room in your landlord's house or flat
- A shared house with other tenants

There are many private landlords in Dundee, ranging from letting agencies to individual owners. The rent tends to be more than for similar properties owned by the council or housing associations and the standard of accommodation and management can vary. In the majority of rentals the rent charge does not include costs for gas, electricity and telephone. You should check what is included in the rent when you go to look at the property.

You can find private rented accommodation by:

- Looking at advertisements in local newspapers, shop windows and on supermarket notice boards. You can put an advertisement in yourself saying that you are looking for accommodation
- Contacting estate agents and letting agents
- Checking Internet sites
- By word of mouth, family, friends, work colleagues

There are also custom built apartments for students that are privately owned:

Campus Apartments

This is fully furnished student accommodation for university students.

Tel: **01382 224495**

Email: enquiries@campusapartments.co.uk

Website: www.campusapartments.co.uk

The Hub

Student accommodation in the city centre

Tel: **01382 200033**

Email: dundee@crm-limited.co.uk

Website: www.thehubapartments.co.uk

Dundee University Students Association has a guide to housing including recommended landlords.

Website: www.dusa.co.uk/files/housingmatters_uploaded.pdf

Paying Rent

Rent is usually paid monthly and you may be asked to pay one month in advance. Most landlords will ask you for a deposit to cover any damage to the property or its contents, and to cover any outstanding bills at the end of the tenancy. The deposit is usually about one month's rent and you will get it back, as long as there is no damage and the bills have been paid. You should make sure you get receipts for any money you pay and keep them until the end of the tenancy.

Signing for a Tenancy

When you sign for a property you should get a tenancy agreement (see below) and an inventory from your landlord.

Tenancy Agreement

This is a contract that you and your landlord sign that will give you details of length of the tenancy

Rent payable

- Who is responsible for repairs?
- Any restrictions on the use of the property?

You should make sure you understand what is in the tenancy agreement before you sign it. If you are not sure about it you can get advice. See advice and information in the back of this booklet.

Inventory

You should get a written inventory when you move into a property. This is a list of what is provided in the tenancy, for



example, carpets, furniture, and curtains. It is important that you check all the items listed, as this is what the landlord will check if you end the tenancy.

Houses of Multiple Occupation

Shared flats or houses where three or more unrelated people live are known as Houses in Multiple Occupation (HMO). The owner of an HMO is required by law to have a licence from the local council. Before granting a licence the property will be checked that it meets required standards. You can check if a landlord has an HMO licence by contacting the HMO Unit on **01382 435417**.

Landlord Registration scheme

From April 2006 all private landlords letting properties in Scotland must have applied for registration in the Register of Landlords. The aim of Landlord Registration is to ensure that all private landlords are 'fit and proper' to let a residential property. The Landlord Registration scheme is compulsory by law and it is an offence for landlords who have not registered to let properties. To find out more about Landlord Registration please contact Private Sector Services on **01382 435407**.

Dundee Landlord Accreditation

Dundee City Council is keen to promote a positive image of private renting and is actively working with private landlords to encourage best practice so that people are living in properties that are safe and well managed. Dundee City Council along with local landlords and letting agents have set up Dundee Landlord Accreditation (DLA). Accredited landlords and letting agents have agreed to uphold a Code of Standards relating to both the condition and the management of the property.

To find out more about Dundee Landlord Accreditation telephone **01382 435421**

Problems with your landlord

If you have a problem with your landlord or want to know more about your rights as a tenant, contact Shelter Housing Aid Centre's advice line.

Tel: **0808 800 4444**

(local office details at the back of this book)

Website: <http://scotland.shelter.org.uk>

Buying a Home

This may be an option for you either using savings or by applying for a mortgage. To qualify for a mortgage you must be working in the UK. There are many different types of mortgage and you should always get good financial and legal advice before agreeing to anything.

You can download a leaflet called 'Thinking about Buying' from the Scottish Executive website: www.scotland.gov.uk/publications/2001/03/8678/File-1

The Tayside Solicitors' Property Centre acts as a shop front for the majority of house sales in the area. They produce a free weekly Property Guide listing properties available. The Centre can also provide you with a list of solicitors for legal advice.

Tayside Solicitors' Property Centre,

9 Whitehall Street, Dundee DD1 4AR.

Tel: **01382 228770**

Website: www.tspsc.co.uk

Every Thursday the Courier & Advertiser has a property section advertising homes for sale in Dundee and its surrounding areas. There are many websites advertising properties for sale, either privately or through estate agents.



Further advice

Moving to a new home is a major event in someone's life and it can cause quite a lot of stress. The best way to limit the stress is to plan ahead and anticipate the difficulties before they arise. For further advice visit: www.dundeeecity.gov.uk/lifeevents

Living in Your Home

Home Safety and Security

Electrical safety

Make sure you know how to switch off the current at the mains in case of an emergency.

If you think your electrical installation is dangerous, report it to your landlord if you live in rented accommodation. If you own your property call a qualified electrician.

If the supply cuts off, turn off all appliances. This will prevent a surge of electricity when the power comes back on again.

Take precautions to avoid electrical accidents.

Switch off and unplug appliances when not in use.

Check plugs are correctly wired and make sure the right fuse is being used for each appliance.

Don't overload plugs or use multiple adaptors.

Gas safety

Make sure you know where to turn off the gas supply in an emergency. There is usually a lever next to the meter.

Don't block up air vents in your home. They provide a flow of air to prevent carbon monoxide from building up.

Carbon Monoxide is poisonous and can kill.

If you think you have a gas leak:

- Turn off the gas supply at the meter
- Put out all cigarettes or naked flames
- Do not turn any electrical switches/appliances on or off
- Open all doors and windows
- Call Transco **0800 111 999**

Water supply

You should know where the mains stopcock is located in case of a major leak. Ask your landlord to show you if you are not sure. If you have an emergency with your water supply, call Scottish Water on **0800 731 0840**

Security

Burglaries do happen, but there are things you can do to make sure your home is not an easy target:

- Be very careful about who you let into your home. Anyone who needs to come in will have official identification which you should check carefully.
- Do not leave windows and doors unlocked or leave keys in doors
- Do not leave valuables clearly visible through the windows
- Let your landlord know if you are going to be away from your home for a long period of time

Living in the community

Wherever you are living you should be considerate to your neighbours. Living in a flat brings special responsibilities as you may have neighbours above/below and beside you.

Keep shared landings and stairways free from obstructions as this can be a fire or safety hazard.



Take your turn in keeping the stairs/landings/ bin areas clean.

Put rubbish in the bins provided. Call Dundee City Council on **01382 432777** and they'll tell you which day your bins will be collected.

Everyone deserves to enjoy his or her home quietly and peacefully. You must not make too much noise or disturb your neighbours and you must make sure that anyone living with you or visiting you behaves in a reasonable way.

If your neighbours are noisy and you don't want to approach them you can get advice from your landlord or from the Antisocial Behaviour Advice Line **0800 169 3845**

Moving Out of Rented Accommodation

When you want to move out of rented accommodation it is important to give appropriate notice to your landlord. You should check your tenancy agreement to find out how much notice you must give.

Check that you are up to date with all payments to your landlord.

Check the inventory and make sure any damaged fittings or furniture are repaired or replaced. If you don't do this your landlord may hold back all or some of the deposit.

Take photographs of the property to prove you left it in good order.

Take meter readings and tell the utility companies that you are moving.

You will have to hand back all sets of keys you were given when you moved in. If you don't you may be charged for a lock change.

Bills and Services

Council Tax is usually paid by the owner or occupier of a property. It is paid to Dundee City Council and is used to provide all the community services such as policing, refuse collection and council facilities. The amount of tax varies according to where you live.

Students in full time education do not have to pay council tax. There are also other discounts available, such as single person's discount and you should check with the Dundee City Council if you have a question about the amount you are asked to pay at www.dundee.gov.uk/faqs/index.php?category_id=42

Tel: **01382 431205**
or **0800 250025** (free from landlines)
Call at Enquiry Office,
6/7 City Square, Dundee, DD1 3BY
or write to Dundee City Council
Revenues Division, PO Box
216, Dundee DD1 3YJ.

If you are on a low income you may be able to get help with paying your rent (Housing Benefit) and paying Council Tax (Council Tax Benefit). It's a good idea to be aware of your rights and get advice before signing for a tenancy. You can contact any of the agencies at the back of the booklet, who will give you good advice and information.

Insurance

It is important to make sure your belongings are insured to cover for loss or damage. When you set up your bank account you will be able to get details of personal insurance packages. Many supermarkets also sell low-cost insurance packages. If your accommodation is "local council or housing association" your landlord may also be able to give you information on the home insurance schemes which they operate.



Utility bills

Gas, electricity, water and telephone bills can be in your own name or in the landlord's name. If they are in the landlord's name you pay your usage as part of your rent. It is important to see the bills if you're asked for a portion as there is a limit on what can be passed on to you as the tenant. Whatever the arrangements, agree on the meter readings with the landlord at the beginning of the let and again at the end, to avoid any disputes about how much has been used.

If utilities are not included then you need to contact the utility providers to make sure the bills are registered in your name and the meters are read at the start of your lease. Utility bills are a useful form of ID as proof of address and can be used in accessing other services such as opening a bank account. Utility providers are private companies – if you think you are paying too much for your gas and electricity - check to see if another company might be cheaper at: www.uSwitch.com

Check a telephone directory for supplier information.

Top tips for Energy Savings:

- Only boil the amount of water you need in the kettle
- Fit low energy light bulbs where possible
- Set the hot water tank temperature to 60 - 65°C
- Insulate your hot water tank

Just by following these four simple tips you could save up to **£58** a year on your fuel bills. For more free advice on all energy related issues contact:

Dundee Energy Efficiency Advice,
Project 1 Shore Terrace,
Dundee City Council, DD1 3AH.
Tel **01382 434840**
E-mail: deeap@dundeecity.gov.uk

Television (TV) Licence

If you use a TV or another device to receive or record TV programmes you are required by law to have a TV Licence. A colour TV Licence costs **£142.50** (**£48** for a black & white TV licence) and can be bought online. Visit www.tvlicensing.co.uk It is possible to spread the cost by setting up a monthly direct debit through your bank. Non payment of a TV Licence can result in prosecution and a fine of **£1000**.

Money Issues

Many people have problems meeting their debts. Try not to worry - you do not have to deal with it on your own.

It is always better to deal with your debt problems at an early stage, as the longer you wait the worse things will become. Early action on your part can mean fewer problems for you to deal with in the future. There are advisers in Dundee to help. Independent, impartial, and confidential money advice is there for you and is free from Money Advice Support Team, Citizen Advice Bureau and Dundee City Council's Welfare Rights Team whose contact details can be found at the back of this booklet.

Money and Banking

When you move to Dundee you will need to set up a UK bank account so that you can be paid and pay others. It will also enable you to get a debit card with full Maestro facilities and, if required, a credit card which can be used for safe payment of goods on-line and in stores. Sometimes banks require you to work up



a good credit rating before issuing you with a card. The Chip and PIN system is now widespread in Scotland.

The British Bankers' Association has a leaflet to help you understand how to open a bank account: www.bba.org.uk/content/1/c6/01/45/96/BBA%20Student%20Leaflet.pdf

Not all banks have the same rules and they offer different rates on savings and other financial products such as mortgages (home loans) and insurances.

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

- Proof of identity (passport, national identity card or national driving licence)
- Proof of UK address (tenancy agreement or letter of confirmation from your employer)
- Proof of employment is also often required (pay slips, confirmation letter)

If you've had a bank account in your home country for a length of time it would also be useful to have a reference from that bank.

Credit Unions

A Credit Union is a profit sharing, democratically run financial co-operative, which offers convenient savings and low interest loans to its members. Discovery Credit Union is open to all who live and/or work within the city of Dundee.

Contact: Discovery Credit Union Ltd,
Central Library, Wellgate Centre,
Dundee, DD1 1DB.

Tel: **01382 431505**

Email: info@discoverycu.co.uk

Website: www.discoverycu.co.uk

Post Offices

Post Offices have branches throughout Dundee and in addition to postal services,

provide banking, bill payment, insurance services, currency exchange, car tax, phone cards and mobile phone top-ups.

Full details can be found on www.postoffice.co.uk

Working – Finding a Job, Rights and Responsibilities



We want you to find work as quickly as you can and establish your new life here in Dundee. Here we give just a brief overview of what you need to do to get a job but do take the time to follow up the information points to get the facts and further advice.

Employment regulations and your rights

Nationals from the European Economic Area and Switzerland are free to work and live in Britain. However, if you are a national of one of the new member states that joined in 2004 (excluding Cyprus and Malta) and wish to work for more than one month for an employer in the UK, you will need to register under the Worker Registration Scheme. You must register within one month of starting work, by submitting a completed WRS Application Form available from www.workingintheuk.gov.uk or call the helpline on **0114 207 4074**.

You will also need:

- A copy of a letter from your employer confirming you are working
- 2 passport photos
- your passport/ID card
- a payment of £90

Please remember it will take between 2 -4 weeks to process your registration so do make sure you take a photocopy of your identity papers before sending off the originals.



Once you have been working legally in the UK for 12 months you will have full rights of free movement and will no longer need to register on the Worker Registration Scheme. You can then apply for a Residence Permit confirming your right to live and work in the UK. Further information is available on: www.ukba.homeoffice.gov.uk/eucitizens/applyingundereuropeanlaw

You should apply using form EEA1. If you need further information, please contact the UK Border Agency on **0845 010 5200**

Nationals from outside the Europe Economic Area

UK laws have recently changed - if you are a national from a country outside the European Economic Area. There is a points system used to determine if you have the right to work in the UK. Categories include highly skilled workers, recent graduates from a UK university and entrepreneurs. There are also special rules if you are from Turkey or you are a Commonwealth citizen and at least one of your grandparents was born in the UK. To find out more look at: www.workingintheuk.gov.uk

If you have lived legally in the United Kingdom for a certain length of time (usually between two and five years), you may be able to apply to live here permanently. You will need to show that you can speak English well enough to live here. For more information, www.ukba.homeoffice.gov.uk/ukresidency/settlement

Immigration Advice

If you need more information or advice about an immigration matter, contact the Immigration Advisory Service.

Tel: **0844 974 4000**
Email: advice@iasuk.org
Website: www.iasuk.org

The service can provide you with free help if you qualify for legal aid.

Refugees and Asylum Seekers

There are special rules about working and living in the UK if you are a refugee or are seeking asylum from your country. For advice and assistance contact the Scottish Refugee Council

Tel: **0141 248 9799**
Fax: **0141 2432499**
Helpline: **0800 085 6087**

(Mon-Fri 9:30am-4:00pm,
closed 1.00pm-2.00pm
except Wed open 1.00pm-4.00pm)

Email: info@scottishrefugeecouncil.org.uk
Website: www.scottishrefugeecouncil.org.uk

Workers' Rights

It is a good idea to get to know how the employment and tax system works and to know your rights before you accept any job. There are laws which cover rest breaks, holidays, holiday pay, night work and how many hours you can work each week. For example, you have the right not to work more than 48 hours a week on average.

Full details on your working time rights and other rights can be found at www.acas.org.uk or at <http://payandworkrightscampaign.direct.gov.uk/index.html>

You can also contact their helpline on: **0800 917 2368**

The National Minimum Wage

The national minimum wage is the minimum amount that an employer can pay you. The rate in 2009/2010 is:

Main rate for workers
aged 22 and over £5.80



Development rate for
18-21 year olds..... £4.45

Development rate for
16-17 year old £3.57

The development rate can also apply to employees aged 22 and over who are also receiving accredited training during their first six months in a new job with a new employer.

Agricultural Workers' minimum wage is not age related.

First 26 weeks
of employment..... £5.80

For those employed
more than 26 weeks by
the same employer £5.70

Additional sum payable
for workers with appropriate
qualifications will be..... £0.96

If you are not clear whether you are being paid the correct amount you can check it out at www.worksmart.org.uk/minwage_calc.php

If you have a grievance about being paid the National Minimum Wage (NMW) you can call the NMW Helpline on **0800 917 2368**

Health and Safety protection

Your employer has a duty to provide you with a safe and healthy working environment. If you think your employer is not doing so, contact the Health and Safety Executive. You can report an incident online in a variety of different languages.

Tel: **0845 345 0055**

Website: www.hse.gov.uk/contact/index.htm

Protection from unfair discrimination

You have the right not to be treated less favourably than other workers by your agency or the hiring company on the grounds of gender, race, disability, pregnancy, sexual orientation, religion or belief or age.

If you think you are being discriminated against, contact the Scottish Commission for Human Rights.

Helpline: **0845 604 5510**

Website: www.equalityhumanrights.com

Right to join a trade union

You are allowed to join a union and you do not have to tell your employer. Information about joining a trade union can be found at: www.stuc.org.uk

Tax and National Insurance

Income tax will be deducted from your wages throughout the year. This is known as Pay As You Earn (PAYE). You can earn a certain amount within a tax year (April 6 to April 5 the following year) without paying tax – this is known as your Personal Allowance. Tax rates vary according to your situation. You can check the current rates on the HM Revenue and Customs website at www.hmrc.gov.uk/rates/it.htm

In addition to paying UK tax, you may also have to pay tax in your home country if you are resident there for tax purposes and if your stay in the UK is temporary (under six months). In that case, if the tax you pay in the UK is less than the tax due on the same income in your home country, you will have to pay the difference to your home country. Further advice is available from your local tax office at home.

National Insurance contributions (NI) are also deducted. National Insurance pays



for Social Security Benefits including pensions. You will need to get a National Insurance number as soon as you start work. It's a unique number. Every employer will ask you for this and every employee should have their own number. Contact the NI helpline at: **0845 6000 643** to arrange to get your NI number – you will need to take proof of identity with you. If you already have a job, take a letter from your employer which confirms your employment.

State Benefits

Qualification for benefits such as statutory sick pay and statutory maternity pay are dependent on many factors including length of residence, period of employment and payment of National Insurance contributions. Your family may be entitled to receive some social benefits including child or housing benefit.

To find out more about benefit entitlement and arrangements on social security payment arrangements with other countries go to www.jobcentreplus.gov.uk

Under the "Want to make a claim?" section you will find a link "Coming from abroad" which will give you further details.

Your professional qualifications

You will need to check whether your professional qualifications are valid in Scotland. UK NARIC is a national organisation, which can help you. The NARIC Recognition and Evaluation Service is the starting point when considering progressions towards further studies or employment in the UK. Their Web address is www.naric.org.uk

How to find work

Please remember that you do not have to pay anyone to help you find a job and no one should charge you for registering

with a recruitment agency. There are people to help and guide you even if you speak very little English.

The European Job Mobility Portal

You can search for available jobs and find specific guides on living and working in European Union countries from this site: <http://ec.europa.eu/eures/home.jsp?lang=en>

Careers Scotland

Careers Scotland Centres have professional staff to help you explore job, education and training options. You can access a full range of careers and occupational information -online as well as books, leaflets and prospectuses.

Just call in at our centre in the Royal Exchange Building in Panmure St. You don't need an appointment! To find out more about Careers Scotland visit www.careers-scotland.org.uk or phone to talk to someone who can help you: Tel **0845 8 502 502**

Jobcentre Plus

You can do some research into the types of jobs available at www.jobcentreplus.gov.uk

Local offices:

Wellgate House, Wellgate Centre,
Dundee, DD1 2DB.

Telephone: **01382 373000**

Textphone: **01382 373079**

3 Gellatly Street,
Dundee, DD1 3DX.

Telephone: **01382 373000**

Textphone: **01382 373183**



Recruitment agencies

You will find several recruitment agencies in Dundee city centre. Recruitment agencies work in one of two ways:

1. By employing and paying you while you work on a contract they've secured with an employer or
2. By filling a vacancy for an employer who will then employ you directly.

You must be clear what the arrangement is, your contract of employment and deductions which will be made. Remember employers can only make deductions if they are:

Required by law

(e.g. Tax and NI contributions).

Authorised by the worker's contract.

Consented to by the worker in writing before the deduction is made.

Useful Job Websites

Websites you can access to find jobs. For a comprehensive list go to the Finding a job section on www.goodmoves.org.uk and www.s1jobs.com

Newspaper Websites

Dundee Courier and Advertiser:
www.cvzone.co.uk/jobs

The Scotsman: www.scotsman.com/jobs

The Herald: www.heraldscotland.com/services/jobs

Finding a job can be hard work but there are plenty of organisations out there to help you. Knowing your rights and feeling confident with the necessary paperwork can be daunting but there is help and advice available.

Self-employment

If you want to come here and run your own business you do not need permission to do so. You will be expected to pay National Insurance and Income tax on your income. To do this you will need to register with HM Revenue and Customs. You can register by calling the Helpline for the Newly Self-Employed on tel: **08459 154515**. People who trade as sole traders and are partners within a partnership are treated as self-employed for tax purposes.

In Scotland we are proud of our entrepreneurial culture and support new and growing businesses. The main business support agency is:

Scottish Enterprise, Enterprise House,

3 Greenmarket, Dundee, DD1 4QB.

Tel: **01382 223100**

Fax: 01382 201319

Web site: www.scottish-enterprise.com

You can find out more about their services to businesses at www.bgateway.com

Also in Dundee is the Small Business Gateway, Unit 27, City Quay, Camperdown St, Dundee, DD1 3JA

Tel **01382 443400**

Web site: www.bgateway.com

Emergency Services

You can dial **999** or **112** in this country to call the emergency services. These numbers are free to call, but are for emergencies only. If you call them you will be asked which service you need: Police, Fire, Ambulance or Coastguard. You will be asked your name, where you are calling from, and what the emergency is.



Police

You should call the police if you have a car accident, if you are the victim of a crime or witness a crime. You have the same right to safety as anyone else. Police in the UK are responsible for keeping law and order. They are not part of the army, they are independent from the Government, and they do not routinely carry guns. All police in Tayside can call an interpreter if one is needed.

You can also get free crime prevention advice from one of their community officers.

Non emergency tel: 0300 111 2222

(free from mobiles and landlines)

Email: mail@tayside.pnn.police.uk

Website: www.tayside.police.uk

Hate Crime

If someone is attacked, or shouted at, or property is damaged because of that person's race, religion or sexual orientation, this is called a hate incident. The police would want you to report this. It is not acceptable in this country, and the police will help to find and punish people who carry out hate crimes.

If you become a victim of any hate crime please report this to the police. The matter will then be fully investigated so that the person responsible can be prosecuted. The police will try and help and if you wish you may call on other agencies such as Victim Support to offer you support. You can also report these crimes through other agencies – for a complete list look at www.tayside.police.uk/contact_remotereporting.phpompleting

Community Police Officers

As well as police patrol officers, every neighbourhood within Dundee has a designated community police officer and

they are also able to offer you any help or advice you need. Do not take the law into your own hands – you may end up getting yourself into trouble or hurt.

Crime Prevention

If you think somebody is guilty of committing a crime but don't want to contact the police directly, you can make an anonymous call to **Crimestoppers on 0800 555 111**.

Victim Support

Victim Support can help people affected by crime by providing emotional support, practical help and essential information to victims, witnesses and others affected by crime.

Victim Support Dundee

10 Constitution Road,

Dundee, DD1 1LL.

Tel **01382 305707**

Email: dundee@victimssupportsco.org.uk

Web site: www.victimssupportsco.org.uk

Fire

If you do have a fire – however small – get everyone out of the building and dial **999** or **112** and ask for the Fire and Rescue Service.

A fire can start very easily and can spread very quickly. You can reduce the risk of fire in your home by following the advice below:

- Make sure that there is a smoke alarm where you live and that it works
- Make sure all your family know what to do in a fire and how to escape safely
- Keep passages and hallways clear of obstructions
- Put out cigarettes and candles properly
- Switch off electrical appliances if you are not using them



- Close doors at bedtime, to prevent fire spreading
- Make sure that you know how to get out of your home if there is a fire. Keep any keys for doors, windows in safe places where you can get them if you need to use them

The Fire and Rescue Service can do a fire safety check on the place where you live.

They can also check the place where you work, if you are worried about fire safety there.

Contact Tayside Fire and Rescue Service on Tel: **01382 322222** and online from www.taysidefire.co.uk and www.firekills.co.uk

Ambulance

You should call **999** or **112** and ask for the Ambulance Service if you or someone is ill or injured and if someone is too ill to get to hospital by themselves.

Coastguard

You should call **999** or **112** and ask for the Coastguard for incidents on or near the coast, in the sea or on boats. They can also rescue people who have fallen down cliffs or are cut off by the tide.

In case of Emergency (ICE)

If you carry a mobile phone, make sure you store an emergency contact under ICE in the phone book. This can be used by ambulance staff to find out information about you if you are injured and can't speak to them. If you can, try to make sure that the person you choose can speak English.



Laws in the UK

Weapons

You cannot carry weapons in a public place, not even for personal protection. This includes guns and knives as well as other weapons.

Pocket knives must have a blade less than 7.5cm and any weapon where the blade locks in place is not permitted, whatever the blade length.

Pepper spray/CS gas is classed as a firearm in the UK and cannot be legally carried by members of the public.

General

It is illegal to have sex before you are 16, or with someone who is under 16. It is illegal to have sex with someone who doesn't want to have sex with you. It is called rape if you do, and this is a serious crime. Your partner cannot force you to have sex with them if you don't want to, even in your own home. This is still rape.

It is illegal to purchase alcohol before the age of 18 years, however 16 and 17 year olds can buy beer, wine, and cider in restaurants and in separate eating areas of pubs.

It is illegal to take or deal in illegal drugs, such as heroin, cocaine and others. Police have the power to search you if they have reasonable belief that you are in possession of illegal drugs. It is an offence to refuse to be searched and you could be arrested.

It is illegal to steal. In this country most shops and business premises have very good camera recording systems (CCTV) which record your actions whilst in their premises. If you steal you could be arrested by the police and kept in custody to appear at court.



Police officers have powers to obtain the names, address, date of birth, place of birth and nationality of people who they suspect of committing a crime or who have witnessed a crime. It is an offence to refuse to give this information to a police officer and if you do not do it you could be arrested.

Domestic Violence and Abuse

If a woman is attacked by a relative, or partner or ex-partner, this is called Domestic Abuse or Domestic Violence. This is not acceptable in this country. Any woman who feels under threat, or is abused in her own home can contact the Police, Women's Aid or Barnardo's for assistance and advice. They will be able to give emotional support to people suffering domestic abuse. They can also give counselling. Dundee City Councils Social Work and Housing Departments will work together to try to provide houses for people who have left home because of domestic abuse.

Domestic abuse can affect men too. Anyone who needs help can contact the police who will assist them.

Barnardo's Domestic Abuse Workers

-They offer advice and support, and if necessary, can refer to the other statutory and voluntary services.

Contact **01382 596866** during office hours.

Women's Aid Dundee: Offers information, support and safe refuge space for abused women and any accompanying children.

Contact: 61 Reform Street,
Dundee, DD1 1SP.

Tel: Crisisline: **01382 202525**

Email: dwa@dundeewomensaid.co.uk

Website: www.dundeewomensaid.co.uk

Women's Rape And Sexual Abuse Centre: Offers a free and confidential support service for women, young women and girls from 13 years+ who have been raped or sexually abused at anytime in their lives.

Helpline: **01382 201 291**

Email: wrasac@btconnect.com

Website: www.wrasacdundee.org

Health Services

Am I entitled to free healthcare?

Anybody visiting the UK for whatever reason is entitled to free emergency care given at an Accident and Emergency or a GP practice. If you are admitted to hospital or need further treatment, you will have to pay for your health care unless you meet one of the following conditions.

If you come to the UK to work and are liable to pay UK National Insurance contributions you will be able to obtain free healthcare under the UK National Health Service (NHS).

If you come here to study and you are a European Union student you are entitled to free NHS medical care treatment regardless of the length of your course.

If you are a non-EU national and are enrolled on a course of study for more than six months you are considered by the National Health Service (NHS) to be a resident in the UK. Therefore you are entitled to free health care, provided you are registered with a local doctor.

If you are studying for less than six months you will have to pay for health treatment and are therefore advised to take out health insurance for yourself and any dependants.

Your spouse and children are entitled to the same medical care as yourself. If



you are on a course lasting more than 6 months, you and your family will be entitled to receive medical care under the National Health Service (NHS).

If your stay is for less than 6 months you should also register for NHS care but you will need to pay for hospital treatment unless your country has a reciprocal arrangement with the UK. We advise you to take out medical insurance for yourself and your family.

If you are entitled to NHS treatment, the following services are free of charge:

- Consulting a GP (General Practitioner) and most other GP services
- Treatment in a hospital (both emergency and non-emergency treatment)

Eye tests and dental check-ups

From April 2011, there will be no charge for prescriptions in Scotland. Until then, you will have to pay a small charge.

You may need to pay for:

- Some GP services e.g. travel vaccinations
- Dental treatment
- Eye treatment

Find out more at: www.dh.gov.uk/en/Healthcare/Entitlementsandcharges/index.htm

General Practitioners (GP or Doctor)

If you are to be staying in the UK for more than **3 months**, it is important that you register with a General Practitioner (GP) when you arrive in the UK. This will usually be your first point of contact for healthcare services.

General Practitioner means a doctor who deals with general medical problems. If you are ill, you will visit your GP as the

first point of contact. GP clinics are usually open Monday – Friday 9.00am - 5.00pm.

To register with your new GP you will need to bring documents to prove you are a member of the European Economic Area or are working or studying in the UK. If you come from a country with a reciprocal healthcare agreement with the UK, you can contact the NHS helpline: **0800 22 44 88**. Your new GP will fill in forms to allow you to access healthcare services as and when you need them.

Once registered, your family will be able to use their GP, not just for treatment, but also if they need information on illness prevention and healthcare promotions.

If you are to be in Dundee for up to 3 months you can attend a doctor as a temporary resident without having to register. It is advisable to take your passport and National Insurance number with you.

The GP works together with health specialists such as midwives, health visitors and district nurses and is able to refer you to hospitals or specialist clinics.

Vaccinations are offered free to babies, young adults and the elderly, as well as the chronically sick.

To find a local GP or doctor

Search for a GP at: www.nhs24.com/content/default.asp?page=s11

Look for information available in all public libraries or Post Offices.

Out-of-Hours Service/NHS 24

If you or someone you care for is unwell when your GP surgery is closed and you feel that it can't wait until your GP surgery re-opens then you can call NHS 24 on **08454 242424**. A nurse advisor will assess the situation and advise you on



what you should do next. The nurse may explain how you can look after yourself at home, or they may forward you to the local NHS Out of Hours services.

Accident and Emergency (A&E)

If you need emergency medical help at any time you should go to the Accident and Emergency Department at Ninewells Hospital or call **999**.

Pharmacies (Chemists)

Pharmacies (chemists) are found on most high streets and are able to offer advice about a wide range of health matters, especially advice about medication. If your GP has given you a prescription for medication, you can collect the medication from a pharmacy. Some medicines can also be bought at pharmacies and supermarkets.

Dentists

A local dentist can be found in the same way as a GP, but there are differences in how they deliver NHS treatment. Some people get free dental care:

- Children and some young people
- Adults with a low income
- Expectant mothers (up until a year after their child is born)

Dental check-ups are free for all. However, standard charges apply for any treatment required. The prices can vary depending on the extent of an individual's treatment. The dental practice will advise you of any charges. Find out more at: www.scotland.gov.uk/Resource/Doc/283339/0085795.pdf

Opticians

Opticians can be found on most high streets and provide NHS treatment. Eyesight tests are free. An optician detecting any

problems requiring investigation or treatment would direct clients to their GP – who may refer them on to an eye hospital or clinic. Find out more at : www.scotland.gov.uk/Resource/Doc/283339/0085795.pdf

Family Planning Services

Family Planning services provide a range of Health Services including advice and treatment about contraception and emergency contraception, sexually transmitted diseases, pregnancy testing and terminations.

Your GP is able to provide Family Planning Services, or you may wish to visit the service based at Ryehill Health Centre, St Peter Street, Dundee, DD1 4JH, tel: **01382 646564**.

You are also able to get advice regarding sexually transmitted diseases from the Genitourinary Medicine Services (GUM) clinic at Ninewells Hospital. To make an appointment, contact: **01382 632600**.

The Corner provides a wide range of confidential health and information services for young people aged between 11 -25 years. This includes contraception and pregnancy testing.

Contact: 18 Dock St, Dundee, DD1 3DP
Tel: **01382 206060**
Web site: www.thecorner.co.uk

Interpretation Services

All healthcare providers in Dundee are able to access interpretation services if you require them. This service is provided free of charge to you. If you require interpretation or translation services please tell your healthcare provider as soon as possible.



Transport and Getting Around



Taxis

There are basically two different types of taxi in the city - private hire and streetcars.

Streetcars are licensed under yellow taxi plates. They are normally operated by self employed drivers. They can be pre-booked, hailed or picked up from defined taxi-ranks. Fares are normally on the meter which is in the cab. Costs are based on distance travelled with tariffs set for different times of day plus there may be extra charges for additional passengers.

Private Hire vehicles are licensed under white taxi plates. They must be booked by phone and are not allowed to be hailed on the street or to use defined taxi-ranks.

Cars

To buy new or second hand cars look in the local paper or visit local car dealers. Make sure that you are insured and that the car has road tax and a MOT certificate before you drive.

If your car fails its MOT, or reaches the end of its certificate of roadworthiness, you must dispose of it at a licensed scrap yard. It is illegal to dispose of it anywhere else.

There are a number of vehicle hire companies where cars can be hired for periods of a day or more.

By air

Dundee airport has up to four flights per day to London City Airport. Flights to other London airports and international destinations are available from Glasgow, Prestwick, Edinburgh, Aberdeen and Inverness airports. Some information is available on www.baa.co.uk or through local travel agents.

By ferry

If you plan to bring your car from Europe then you can take the ferry from Zeebrugge direct to Rosyth which is just 55 minutes from Dundee. For more information contact www.superfast.com

By road

In the UK, Motorways link different areas of the country - for example the M90 between Perth and Edinburgh. Roads which link major towns are called "A" roads; for example the A90 between Dundee and Perth. Local roads link smaller towns and villages and are usually served by single carriageway roads or "B" roads. In some rural areas especially in the North of Scotland some single-track roads may still be encountered.

By rail

Trains are a fast and efficient transport option for travel. The main lines from England run through to Edinburgh and Glasgow. GNER, Virgin Trains and First Scotrail network provide both cross country and suburban routes.

By bus

Within all areas there is a public transport bus network. Depending on where you are living buses are frequent and efficient and you can buy tickets on the bus. If you are travelling a route regularly to work or study you can buy daily, weekly and monthly passes which brings the cost down. Within Dundee there are two main operators. Travel Dundee (National Express) runs most of the local bus services within the City. If travelling and intending to travel on the bus exact fare is required - no change will be given. Stagecoach Strathtay run most of the journeys outwith Dundee.



Some of the bus stops in the city have real time information and all bus stops carry timetable information regarding services from the bus stop.

Information on Travel Dundee Services can be found in the Coach Shop in Commercial Street or online at www.traveldundee.co.uk

Information on Stagecoach Strathtay Services can be obtained from the Seagate Bus Station or online at www.stagecoachbus.com/Strathtay

For longer journeys between cities and to towns in the rest of the UK there are various low-cost bus services, including MegaBus and City Link. Again information on these services can be obtained from the bus station.

For information on bus, train and rail services and also for a travel planner go to www.dundee-travelinfo.com or www.travelinescotland.com

Shopmobility Dundee - provides free loans of manual and powered wheelchairs, as well as powered scooters to those with mobility problems who wish to visit Dundee City Centre for shopping or other reasons. It operates from the Overgate Centre
Tel: **01382 228525**

Driving In Scotland

Traffic in the UK drives on the left-hand side of the road.

If you ride a motorbike or a moped you must wear a crash helmet, unless you are a Sikh and wear a turban.

To drive on roads in the UK you must:

- Be at least 16 years old to drive a moped
- Be at least 17 years old to drive a car or a motorbike

- Display a valid tax disc
- Have a valid driving licence
- Have UK insurance for that vehicle
- Have a valid MOT certificate, if the car is more than 3 years old

If you do not have any of these documents, do not drive. If you are in any doubt, check with your local police office. Further details about driving licences are given in leaflet D100 available from post offices or look at: www.dvla.gov.uk

If you want to drive in the UK and have a valid driving licence from your home country, you can use it for up to a year from your date of entry into the UK, or up to the age of 70 if you are from an EU country. DVLA Information Leaflet D100 provides further information on UK driving licences and Leaflet INF38 covers driving in UK as a visitor or a new resident.

You should read the Highway Code, which gives details of the laws and road signs, before you start to drive. You can see a copy of the Highway Code at your local library or online at www.direct.gov.uk/en/TravelAndTransport/Highwaycode

If a seat belt is fitted in a vehicle it must be worn. It is your responsibility if you are over 14. If there is anyone under 14 in the vehicle then it is the driver's responsibility to ensure they are wearing a seatbelt.

Children up to 135cm in height (or 12th birthday) must use a correct child restraint whilst in the car.

Children aged over 12 and over 135 cm in height must wear an adult seat belt.

Every passenger must have a designated seat. Carrying more people in a vehicle than the available number of seats is dangerous and illegal.



Drinking alcohol and then driving is a very serious offence in the UK. The safest thing is not to consume any alcohol at all if you are going to be driving.

If you bring a car into this country from another country, it must have valid tax, insurance and a certificate of roadworthiness (MOT), to say it is safe to drive. If the car is to be here for a long time, you should tell Customs and Excise that you have brought Information on driver and vehicle licensing is available on www.dvla.gov.uk

Parking

For on-street parking you should obey the regulations set out in the Highway Code – available online at: www.direct.gov.uk/en/TravelAndTransport/Highwaycode

There are around 5,000 car parking spaces all within easy walking distance of the city centre “Pedestrian Zone” shops. There are also approximately 530 on-street parking spaces in the city centre.

Disabled Persons may park free of charge and without time limit in any Council car park or on-street parking bays. You must display a disabled person badge. Contact Dundee City Council **01382 433000** for further information.

Residents’ Permits - These allow residents in central areas to park on streets and in the nearest Council car park to their home address, without further payment and without time limit. Contact: Parking Office, Gellatly Street, Dundee DD1 3DY. Tel: **01382 432090**.

Cyclists

You must:

- Obey the Highway Code – available online at: www.direct.gov.uk/en/TravelAndTransport/Highwaycode



- Ensure that your bike is fit to be on the road and that the brakes, lights and tyres are all in good condition.

It is advisable to:

- Make sure other road users can see you by wearing reflective clothing
- Wear a cycle helmet
- When riding at night make sure other road users can see your bike and that it has a white light to the front and a red light to the rear

Pedestrian Safety

When walking after dark in rural areas:

Wear light clothing or something which is reflective so motorists can see you.

Walk on the pavement if there is one. If there is not a pavement walk so you are facing traffic coming towards you.

If you are walking in a group make sure you do not block the road. Walk in single file.

Always check both ways for traffic before crossing the road. Remember vehicles may drive on the opposite side of the road from your home country so think before you cross. If there is a pedestrian crossing please use it.

Education and Training

School Education

Your child’s education is free. You may be asked to pay for extra curricular activities such as music tuition and school trips. Education is paid for by taxation and managed through Dundee City Council Education Department.

Before the age of 5, children can attend a private or a Council-run nursery school. There may be a cost for this especially for children under 3. From age 5 until



about 11 or 12, all children attend a local primary school. You must register your child for primary school. There are 40 primary schools in Dundee. So, you will be able to find one nearby no matter where you live in the city.

From the age of 11 or 12, all children attend a secondary school. In Dundee, there are currently ten secondary schools, which are called either 'Academy' or 'High School'. Apart from the different names, there is no difference as all our secondary schools offer a wide range of subjects and cater for children and young people of all abilities. You can choose between Catholic and non-denominational schools.

Your child will complete four years of secondary education before deciding on whether to stay on at school to gain more qualifications or go on to further education or go into employment.

Dundee City Council's Education Department can provide advice on where your child's nearest school is and give you guidance on what to do next when you are making arrangements for your child or children to attend a school in the city.

Tel: 01382 433111

Additional Support Needs

If your child has additional support needs, their needs will be assessed and a plan will be put in place to support your child. We have two special schools spanning ages 2 -18 for children and young people with complex and profound learning disabilities.

You can speak to the Head Teacher of your child's school for advice and information on how to get extra help with your child's learning if they are having difficulties. Our Support for Learning Officer can give you guidance on how children and young people with additional support needs can receive the help they need.

Bilingual Pupils' Support Service

There is also a specialist Bilingual Pupils' Support Service, which aims to give bilingual pupils access to the curriculum so that they can develop cognitively at the same time as acquiring an additional language. The BPSS works with pupils, parents and teachers within schools. Bilingual Assistants may undertake home visits for pre-5 pupils and pupils with additional support needs where necessary. For further information contact **01382 438055** or email: margaret.miller@dundeecity.gov.uk

Independent Education

The High School of Dundee is the only independent fee paying school in the city providing primary and secondary education. Pupils are admitted to the School after an interview or test, which is done to gain a measure of potential. Bursary support may be available to pupils on the basis of academic merit and financial need. To find out more about applying for a place contact the Admissions Co-ordinator: Tel: **01382 202921** Email: admissions@highschoolofdundee.co.uk Website: www.highschoolofdundee.co.uk

Post-School Education

Once children are over the age of 16, they may choose to go to college e.g. Dundee College or University. The nearest Universities are University of Dundee, University of Abertay Dundee, Al-Maktoum Institute and St Andrews University.

From summer 2005 any non-EEA student graduating from a Scottish Higher or Further Education Institute with an HND, a degree, a master's degree or a PHD will be eligible to apply for leave to remain for up to two years without requiring a work permit.



Further Education and Training

There are many opportunities for adults to access training and education in Dundee. Advice on choices available can be found from Learn Direct at: www.learnirect.co.uk. This is a national database, which will help you to find training and put you in touch with the education and training providers. Two specific providers are described below.

Across the Language Barriers

Dundee Translation and Interpretation Service (DTIS)

DTIS provide professional, confidential and free service for people who have difficulty understanding or communicating in English. Its aim is to support service users to gain access to various services provided by Dundee City Council - for example Housing, Social Work, Education, Finance, Leisure and Communities Departments.

It is also free when you use other public services such as Health services and when you attend Job Centre interviews.

The service is based in Central Library, Wellgate, Dundee, DD1 1DB.

Tel: **01382 431563/431542**

Email: translation@dundeecity.gov.uk

English for speakers of other languages

Dundee City Council provides English classes for speakers of other languages. This is managed through Mitchell Street Centre. Classes are available weekdays and evenings at beginners and intermediate level. You can also work towards SQA qualification. For more information contact Discover Learning: Tel **01382 666665**.

English Classes

Dundee College offers evening classes in English for Speakers of Other Languages from beginners to intermediate and upper intermediate levels. You may work towards qualifications through the Scottish Qualifications Authority.

Alternatively, if you work in Dundee, you may be able to access English language training through your employer. Please ask your employer to contact the College for details.

Tel: **01382 834898**

Email: b.hunter@dundeecoll.ac.uk

Website: www.dundeecoll.ac.uk

Remember - English language skills are vital to access higher education in Scotland. The Open University in Scotland has produced a useful booklet called "Am I ready to study in English?" Call the Learning Development Team on **0131 226 3851** (in Scotland).

You can assess your own language ability and get a Euro pass CV and Euro pass Language Passport, which are both standardised formats across Europe. For further information see www.europass.cedefop.europa.eu

Progression to university

If you wish to study at University, there are a number of full and part-time courses to help you prepare. Dundee College English language courses may help you to meet the University entrance requirements.

University and Further Education

To make it easier for you to find out more about university and college education in Scotland a new information pack is available along with a website which provides details of how to access higher education, financial support, credit transfer facilities, English language courses and much more. There



is also information on local resources throughout the regional areas of Scotland at www.diverseroutes.co.uk

The University of Dundee also has an International Students Office which can assist you with your application, look at: www.dundee.ac.uk/admissions/international

Abertay University has an International guide for its prospective students at: www.abertay.ac.uk/applying/overseas/guide or you can email their adviser at: h.petrie@abertay.ac.uk

All applications for University courses are processed through the Universities and Colleges Admissions Service known as UCAS. The UCAS website has a vast amount of information about available courses and links to all the college and university websites. There is an on-line application system, advice and links to where to get financial support. See: www.ucas.com/students/wheretostart/nonukstudents

If you decide to apply for a college place, you should contact Dundee College directly at www.dundeecoll.ac.uk.

Further Information

Learn Direct Scotland provides a national database on all the training and education opportunities around Scotland. Their website also has job profiles and information on what qualifications are needed for particular jobs www.learnirectscotland.com

Finances whilst studying

It is important to know how much it will cost you to live and study here. Most university and college websites have a section for international students, which will give you an average cost for accommodation, food, transport and other general living expenses. You can also work part-time (up to 20 hours

per week) while studying and will be entitled to at least the minimum wage.

Most college courses are part-time and you will be charged a fee unless you have a low income. You may be eligible for some financial support with living expenses if you've been working here and then decide to study. If you come to Scotland with the express purpose of going to university then you may not normally be allowed living expenses support. You can check that you are eligible to receive to support study at university at www.student-support-saas.gov.uk -click on 'Eligibility' on the right. For more information on funding, contact the college where you want to study. Contact details for all Scottish Colleges can be found at www.scotlandscolleges.ac.uk

Childcare

A wide range of childcare is available from private and local authority run nurseries, Child and Family Centres, Registered Childminders and Out of School Care clubs.

For information about the wide range of early years and childcare services available throughout the city and financial support please telephone Dundee's Childcare Information Service Help line on **01382 433900** or email cis@dundeecity.gov.uk



Faith and Belief

People of different religious faiths philosophical beliefs and of no belief live in Dundee City. There are Baha'í, Buddhist, Christian, Hindu, Muslim, Sikh and other faiths in the city. Dundee Inter Faith Association can help you make contact with other people of your religion.

Tel: Rosemary **01382 667119**
or Carrie **01382 827418** or
Email: carrie-farhad@talktalk.net
or for Dundee Directory of Local Organisations visit
www.dundee.gov.uk/orgs

There is also a local group of the Humanist Society of Scotland.

Email: vchss@btinternet.com

Lesbian, Gay, Bisexual or Transgender (LGBT)

There have been recent changes in legislation in UK & Scotland to make regulations to end discrimination towards lesbian, gay, bisexual and transgender people in employment and vocational training and also in the provision of goods, facilities and services. In addition there has been legislation for gender recognition and civil partnership registration for same-sex couples.

Diversitay LGBT Group: Provides information and support to lesbian, gay, bisexual and transgender people and their families in Dundee, Angus, North Fife and Perthshire.

Telephone Helpline - Mondays 7-9pm
01382 202620

Postal address: PO Box 53,
Dundee DD1 3YG.
Email: contact@diversitay.org.uk
Website: www.diversitay.org.uk

DV8: Work with young people under 25 who have issues with their sexuality or with the sexuality of a member of their family. Eighteen and Under, 1 Victoria Road, Dundee, DD3 9PU.
Tel: **01382 206222**

LGBT Youth Tayside: provides advice, information, support and training regarding lesbian, gay, bisexual and transgender young people for professionals. LGBT Youth Tayside also provides opportunities for people who wish to volunteer.

Tel: 0131 555 3940
Website: www.lgbtyouth.org.uk
Email: info@lgbtyouth.org.uk
Text - 07781481788

Allsorts – weekly group for LGBT young people 13-25 based at the Corner on Tuesday evenings 6-8pm. One to one support, activities and volunteering opportunities available. One member also represents the group on the LGBT National Youth Council.

The Corner - provides health information and one to one support
Dock Street, Dundee, DD1 3DP.
Tel: **01382 206060**
or **0131 555 3940**
Website: www.thecorner.co.uk

Remote Reporting – if you experience or witness homophobic or transphobic crime anywhere in Tayside then you can contact LGBT Youth Tayside to report crimes to the police without having to speak to an officer directly, either by filling in a form which will be available on the Tayside Police website or by attending at a 'Remote Reporting Site' and reporting the crime to a member of LGBT Youth staff there. http://www.tayside.police.uk/contact_remotereporting.php



Leisure And Culture

Library Services

Libraries provide free access to the Internet and a wealth of information for students. Study space and study guides are available. If you live, work or study in Dundee, you may borrow books, language courses, music CDs and DVDs. Storytelling sessions for babies and young children take place in all libraries. For full information about library services visit www.dundee.gov.uk/library

Adult Learning

Dundee City Council offers a wide range of adult learning opportunities through its network of community centres and libraries. They provide a good opportunity to meet new people and gain new skills. You can get further information from local community centres, libraries or online at www.discoverlearning.org

The University of Dundee also has courses for adults. For a programme, contact:

Tel: **01382 384128**

Website: www.dundee.ac.uk/conted

Sport and outdoor activities

Sport Centres, swimming pools, golf courses, and other sporting facilities are run privately or in partnership with the local authority and by voluntary organisations across the city.

The Leisure & Communities Department's Sports Development Section offers a wide variety of sporting opportunities which cater for all ages and abilities. Programmes on offer include academic term-time sports coaching classes and the very popular Easter, Summer and October Holiday Sports Programmes.

The classes themselves range from pre-school Mini Kickers and Little Gymtime to sports specific classes such as Basketball, Football, Gymnastics, Hockey, Dance and Swimming. Links and contacts are also available for a large variety of Sports Clubs and organisations throughout the city.

Additional sporting opportunities are also available in the many Sports and Leisure Facilities in Dundee, which offer the additional benefit of the Leisure Active Membership Scheme. For more information:

Tel: **01382 432300**

Website: www.dundeeleisure.co.uk

There is also an institute for sport and exercise based within the university of Dundee campus. For more information:

Tel: **01382 384122**

Website: www.dundee.ac.uk/ise

The city is also well served by parks. For further information visit: www.dundee.gov.uk/outdooractivities/parks

Dundee is well placed for outdoor pursuits. To get involved with sport in Scotland visit www.sisport.com

Hobbies and Interests

There are a lot of different clubs where you can take up an interest or a hobby. To find out more look at Dundee City Council's directory of organisations at: www.dundee.gov.uk/orgs



Beyond Dundee

Dundee is well situated for visiting other cities in Scotland and is within easy reach of the countryside.

Edinburgh, Glasgow and Aberdeen are within easy travelling distance from Dundee.

Visit www.visitscotland.com – it's not just for tourists but for all of us who want to enjoy our country to the full. Explore the land, its diverse regions and its people.

Community

Dundee Voluntary Action (DVA) is the Council for Voluntary Service in Dundee. It can provide you with useful contacts for support, advice, activity groups or organisations. It also provides practical support and advice to community and voluntary groups on how to set up a new group, how to become a charity, how to seek funding and how to develop your organisation.

You can find DVA at Number Ten, 10 Constitution Road, Dundee DD1 1LL.

Tel: **01382 305732** or

Email: dva@number10.org

Web site: www.d-v-a.org.uk

Volunteer Centre Dundee

There are hundreds of different things to do as a volunteer. While you are looking for work or getting to know Dundee you could choose to volunteer for a charity or local group. Although you will not be paid, volunteering can help you:

Get local references an employer will recognise

- Practice your English
- Get to know people in Dundee
- Find your way around the city

- It sometimes leads to an offer of employment

You can find the Volunteer Centre at

Number Ten, 10 Constitution Road, Dundee, DD1 1LL.

Tel: **01382 305705**

Email: info@volunteerdundee.org.uk

Web site: www.volunteerdundee.org.uk

Useful Contacts

Al-Maktoum Institute A Scottish Higher Education Institute which fosters excellence in teaching, research and consultancy in the study of Islam and Muslim.

124 Blackness Road, Dundee, DD1 5PE.

Tel: **01382 908070**

Email: info@almi.abdn.ac.uk

Web site: www.almi.abdn.ac.uk

Amina - the Muslim Women's Resource Centre offers a Helpline with advice and listening support for Muslim women. There is help with a range of concerns including family matters, marriage, domestic abuse and the availability of leisure activities suitable for Muslim women.

Freephone number: **0808 801 0301**

Email: helpline@mwrc.org.uk

Web site: www.mwrc.org.uk

Bharatiya Ashram: Indian Centre for Education and Culture.

Dudhope Centre, 5 St Mary Place, Dundee, DD1 5RB.

Tel: **01382 220023**

Email: ashram1@btconnect.com

Web site: www.bharatiyaashram.org.uk

Club Romano: Promotes social, sporting, cultural and educational needs of the Italian community.

16 West Wynd, Dundee, DD1 4JQ

Email: newclubromano@mac.com



Dundee Chinese Women's Group:

Provides educational, social and recreational events for local Chinese women.

Contact Ling Wong,
31 Mains Loan, Dundee, DD4 7AB.
Tel: **01382 451234**

Dundee International Women's Centre:

Promotes educational, social and recreational opportunities for women, with a particular emphasis on those from ethnic minority communities.

Unit 9 Dundonald Street, Manhattan
Business Park, Dundee, DD3 7PY.
Tel: **01382 462058**
Email: mail@diwc.co.uk
Web site: www.diwc.co.uk

Enable: ENABLE Scotland wants to provide services that meets the needs of children and adults with learning disabilities for Black and Ethnic Minority backgrounds and wants Black and Ethnic Minority communities to play a full and active role in ENABLE Scotland.

Contact: Vali Hussein
Tel: **07809 556265**
Email: Vali.Hussein@enable.org.uk

Maxwelltown Information Centre:

Provides information, advice and support services to minority ethnic communities citywide in partnership with a range of specialist agencies.

St Salvadors Street
Dundee, DD3 7AE.
Tel: **01382 802628**
Email: maxinfo@hotmail.com
Website: www.maxwelltowninformationcentre.co.uk



Outreach Translation Services: Assists with general enquiries and give practical support to minority ethnic communities by providing interpreting services on one to one base and then make referrals to appropriate agencies.

Unit 9 Dundonald Street, Manhattan
Business Park, Dundee, DD3 7PY.
Tel: **01382 459991**
Email: nesreen@diwc.co.uk

Shakti Women's Aid Advice – Provides information, counselling, support and temporary accommodation for black women and women from ethnic minority communities and their children escaping domestic violence. Information on housing, benefits, legal issues, immigration, nationality, racial harassment and health. Languages available include Afrikaans, Arabic, Gujarati, Hindi, Punjabi, Singhalese, Swahili, Urdu and Yoruba.

Shakti Women's Aid

Norton Park, 57 Albion Road,
Edinburgh, EH7 5QY
Tel: **0131 475 2399**
Email: info@shaktiedinburgh.co.uk
Web site: www.shaktiedinburgh.co.uk

Tayside Chinese Community Centre: Aims to meet the needs of Chinese community in Tayside and promote Chinese cultural values, traditions and cultural festivals.

Tel: **0773 8355 1031**
Email: jennychung@hotmail.com
and: winglamshak@hotmail.com

Yusuf Youth Initiative (YYI). Focuses on the ethnic minorities of the younger generation and members of the community catering for educational, social and economical development.

Email: info@yyi.org.uk
Web site: www.yyi.org.uk



Advice and Information Services

Law and your rights, money, debts, benefits, housing and homelessness:

CAB Dundee: Provides advice and information on a range of issues, including housing rights, welfare rights and benefits, money and debt issues, consumer rights and employment rights. Representation at social security appeal tribunals and small claims actions. CAB also employs a racial discrimination worker, a French speaker and access to interpreters.

Dundee Citizens Advice Bureau

Central Library, Wellgate Centre,
Dundee, DD1 1DB

Tel: **01382 307494**

Web site: www.dundeecab.org

Dundee North Law: Provides free legal assistance and representation service for residents living in Mid Cragie, Linlathen, Whitfield, Kirkton, Ardler, Mill O' Mains, Charleston, Maxwelltown, South Hilltown and Lochee.

10 Grampian Gardens,
Dundee, DD4 9QZ.

Tel: **01382 432458**

Web site: www.dundeenorthlaw.org.uk

Dundee Shelter Housing Aid Centre:

Offers free, confidential and independent advice and assistance on a range of housing issues. Legal representation can be offered in rent arrears cases.

1 Courthouse Square,
Dundee, DD1 1NH.

Tel: **0808 800 4444**

Web site: www.shelter.org.uk

Money Advice Section: Provides money advice on debt and welfare benefits to residents of Ardler, Kirkton, Mid Cragie, Linlathen, Hilltown, St Marys and Whitfield. Provides advice on budgeting, bankruptcy, benefit

checks and negotiating with creditors on clients' behalf (money advice). Translation service available on request.

Brooksbank Centre,

Pitairlie Road,
Dundee, DD4 8DG.

Tel: **01382 432452**

Email: mastadvice@yahoo.com

Welfare Rights: Advice, information and advocacy about benefits, debt and rights.

Welfare Rights Service

Market Mews. Market Street.
Dundee, DD1 3LA.

Tel: **01382 431167**

Web site: www.dundee.gov.uk

Local Radio

There are 4 local stations:

- Tay AM 1161/1584
- Tay FM 102.8
- Wave 102FM
- Radio Ramadan 107.5 FM (during Ramadan)

Holidays and Celebrations in Dundee

The following are local or public holidays. Please remember that not everyone is entitled to a holiday on the actual holiday dates. This will be determined by your employment contract if you are working.

New Year – 1st January & 2nd January

Easter Holiday - 1st Monday in April

May Bank Holiday – 1st Monday in May

Victoria Day - last Monday in May

Annual Trades Holidays – commences last Monday in July

October holiday – 1st Monday in October

Christmas Day – 25th December

Boxing Day – 26th December



Useful Retail Outlets

Al Noor Halal Foodstore:
202 Blackness Rd Dundee, DD1 5PL.
Tel: 01382 522558

Bismillah Halal Foodstore:
122a Hilltown, Dundee, DD3 7BG.
Tel: 01382 202786

Bola Hair Salon:
22 Hilltown, Dundee, DD3 7AE.
Tel: 0791771094

Continental Food Store
(Halal meat and Asian groceries):
146 Hilltown, Dundee, DD3 7BJ.

Global Trader & Grower:
9B Guthrie St, Dundee, DD1 5BR.
Tel: 01382 200196

Hajvery Fruit & Vegetable Wholesaler
1 Buchanan St, Dundee, DD4 6SD.
Tel: 07912 854648

Jerusalem Halal Meat:
38-40 Brown St, Dundee, DD5 1EJ.
Tel: 01382 225463

Madina Rice and Spices:
19 Dundonald St, Dundee, DD3 7QA.

Matthew's Foods Chinese Supermarket:
15 Gellatly St, Dundee, DD1 3DY.
Tel: 01382 226628

Mr Fu's Fruit & Veg:
57 Gellatly St, Dundee, DD1 3DZ
Tel: 01382 228285

Paradise Fruits:
346 Strathmore Ave, Dundee, DD3 6EX
Tel: 01382 832356

Polish Deli:
140 Cotton Road, Dundee DD3 7BR.

Polish Deli Kubus:
258 Hilltown, Dundee, DD3 7AS
Tel: 07999624382

Poshak Mahal Fabric Shop:
72 Albert Street, Dundee, DD4 6QH.

Rice & Spice Mini Fruit Market:
120-122 Albert St, Dundee,
Tel: 01382 462101

Shamina Fashions:
86, Dens Rd, Dundee, DD3 7HX.
Tel: 01382 816708

Sequence Fabrics:
197 Hilltown, Dundee, DD3 7AF.
Tel: 01382 224829

Shingar Fabric Shop:
49 Hilltown, Dundee, DD3 7RX.
Tel: 01382 489921

Shop Africana
(Afrocaribbean food shop):
277 Hilltown, Dundee DD3 7AP.
Tel: 01382 322022

Steph Davine Africana
(African foodstuffs):
252 Hilltown, Dundee, DD3 7AS.
Tel: 01382 526257

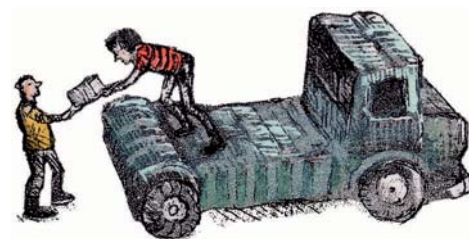
Watan Travel Agency
(Urdu and Punjabi speakers):
148 Hilltown, Dundee, DD3 7BJ.
Tele: 01382 225445

Wing Fung Chinese Supermarket:
43 Trades Lane, Dundee, DD1 3EW.
Tel: 01382 206688

Wing Fung Chinese Supermarket:
47 Byron St, Dundee, DD3 6QT.
Tel: 01382 828008

Zahi Max Fabric Shop:
186-192 Hilltown, Dundee, DD3 7BL
Tel: 01382 225811

Zenova Fabrics:
Peter St, Seagate, Dundee, DD1 2EW.
Tel: 01382 201572



اهلا بكم في دندي! هذه الكتيبات تحتوي على معلومات لاصحاب المهن القادمين من الخارج، و الطلاب و عوائلهم. توفر هذه الكتيبات المساعدة و النصح عن كل شئ تريد معرفته للعيش هنا في دندي للعمل او لغرض الدراسة. اذا كنت بحاجة للمعلومات مترجمة للغات اخرى، اللغة البولندية، الروسية، الاردو، العربية و الصينية، فستجدها على الموقع الالكتروني:

www.dundeepartnership.co.uk

歡迎來到丹地！這份資訊是提供給海外勞工、留學生及其家人的。在你來到丹地生活、工作或學習時，它會對有關你需要知道任何事情提供幫助和建議。

如果你需要該資訊的其他語言譯文，在網站上有波蘭文、俄文、阿拉伯文和中文譯文提供。網址是

www.dundeepartnership.co.uk

Witamy w Dundee. Niniejsze informacje przeznaczone są dla osób nie będących obywatelami Wielkiej Brytanii, studentów i ich rodzin. Znajdziesz tu pomoc oraz porady odnośnie mieszkania, pracy oraz studiowania w Dundee.

W celu przetłumaczenia tych informacji na inne języki niż język angielski, tj. język polski, rosyjski, urdu, arabski lub chiński odwiedź stronę internetową

www.dundeepartnership.co.uk

Добро пожаловать в Данди!

Этот информационный пакет предназначен для студентов, людей приехавших на работу и их семей. В этом пакете вы сможете найти информацию и совет необходимые вам если вы приехали жить, работать и учиться в Данди.

Перевод этого информационного пакета на польский, русский, урду, арабский и китайский вы сможете найти на веб-сайт

www.dundeepartnership.co.uk

ڈنڈی میں خوش آمدید! یہ انفارمیشن پیک غیر ملکی کارکنوں، طالب علموں اور ان کے خاندانوں کے لیے ہے۔ یہ انفارمیشن پیک ڈنڈی میں رہنے، کام یا تعلیم حاصل کرنے کے بارے میں آپکو جو کچھ بھی جاننے کی ضرورت ہے اُسکے بارے میں مدد اور مشورہ فراہم کرتا ہے۔

اگر آپکو ان معلومات کا ترجمہ دوسری زبانوں میں چاہیے تو یہ آن لائن

پر پلوش، روسی، اُردو، عربی اور چینی زبانوں میں www.dundeepartnership.co.uk

دستیاب ہے۔