

Isfahanka Bristol

“Understanding Bristol”

TRANS ARCH



www.bristol.gov.uk/isfahankabristol

Compiled by Transparency Research for Bristol City Council 2009

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Isfahanka Bristol

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1. Introduction

The intention behind this guide is to provide basic information about public services and society for the Somali community in Bristol. The fact is that if you come from a different country or speak a different language you may not know 'how things work'. Institutions, practices and 'ways of doing things' differ markedly from place to place and from community to community. Different cultures have different conventions for courtesy, different approaches to business and personal life. Different countries have different laws governing behaviour and different institutions working within society. What can be legal and accepted in one place can be illegal in another and lead to heavy penalties. How one opens a business, finds medical advice, gets educated and finds a job differs considerably depending on local arrangements.

These issues can be difficult for anyone to negotiate. It can take considerable time and be costly and demoralising to find out using trial and error. This resource is designed to provide initial basic information on dealing with British institutions specifically as a Somali in Bristol: from how to report a crime to how to get medical attention; from where to learn English as an adult to how to find a school for children; from the location of Bristol mosques to what to do if you are concerned about radicalisation and extremism.

Many Somali people would like to go back to Somalia to live but this will not be possible for everyone. It's important to know how society is organised here. If someone in Somalia asked you how the economy works here would you know? Do you know what offends people in the UK? Do you know who to talk to when your child is sick? Would you know who to talk to if your child is having problems at school? As a Somali person in Bristol it is important to know how you access services because if you don't know how to do this, then your life will inevitably be more difficult here.

The people who designed this website hope that the information on these pages will help you to have a better understanding of this society and how it works. Transparency Research consulted widely with the community to ask for views on the need for a guide and what information it should include. People consulted included community leaders, business people, a women's group, and young people's organisations. Other people consulted included education and health service providers, advice agencies and the police. The guide reflects the results of the consultation and the clear need for information about how to access services.

Why the Somali community specifically? The Somali community is a growing community in Bristol. Individuals and families are coming here not only as refugees fleeing the continuing instability of Somalia but also as settled citizens of other EU countries. Families torn apart by the war are regrouping and some are settling in Bristol. Others are seeking better prospects in the area.

The number of Somalis now living in Bristol is not known accurately, but more Somalis have settled in the area since the last census in 2001. The size of the Somali population is estimated to range from 7,000 up to 15,000 people. Public service providers have seen increased numbers of Somalis using services in Bristol and are starting to deal with their specific issues. Many of the problems that Somalis face are related to lack of English language skills and lack of familiarity with British institutions. Such circumstances can lead to deprivation, isolation and social exclusion. This guide is one step towards preventing social exclusion and providing information to the community to help people work better with local institutions.

2. Some cultural tips

Some of this information has been taken from the 'Welcome to Britain' booklet published by Avon and Somerset Police in partnership with Race for Justice.

- When you are in a shop or waiting for buses, you must queue. You will cause offence if you don't. It is considered rude to jump ahead of people if there is a queue.
- Try not to stand around in large groups or block off pavements, as some people find this intimidating.
- Some people consider it rude, and feel very uncomfortable, if they are stared at by people they do not know. Women in particular can find this offensive.
- Smoking or using mobile phones are prohibited in public buildings and the communal areas in blocks of flats.
- It is considered rude and offensive to spit in public in this country.
- Keeping a door open for the person behind you is considered good manners in this country.

3. Healthcare

In the UK free health care is provided by the National Health Service (NHS). There is also a private health care system.

Below are a list of some of the people who can help you to look after yourself and your family.

3.1 Doctors/GPs

Doctors who work in the community are sometimes called GPs, which is short for General Practitioner. GPs are registered with the NHS and they can refer you to other health specialists. If you see a doctor who is not registered with the NHS they may give you good advice but they cannot refer you to other health specialists who work in the NHS. For most health issues of a non-urgent nature, your GP is the first person to see.

If you think you need specialist help you have to be referred by a GP. It is generally not possible to go direct to the specialist concerned.

Often the doctor will prescribe a medication for you to get from a pharmacist. Depending on your age and condition you may have to pay. The current charge is £7.20.

3.1.1 How can I find a GP?

Doctors or GPs work in health centres which are known as a GP surgery or practice. To find your local health centre you can:

- Ask family and friends. If a close member of your family is already registered with a GP you may be accepted in to the surgery.
- Go to a Somali community organisation
- Go to the Bristol Primary Care Trust (PCT) website www.bristolpct.nhs.uk and follow the links Patients, All Services List and General Practitioners (GPs)
- Go to http://www.bristolpct.nhs.uk/Patients/All_Services/GP/default.asp.
- Look in the Yellow Pages under Health Centres, GPs or Doctors
- Go to your local library
- Ask your local pharmacy

If the practice is full you will need to contact another one in your area.

3.1.2 What do I need to do to register with a GP?

To register at the practice you will need to fill out a form and may have to show your passport or identity card, and proof that you are a legal resident of this country.

If someone comes to visit you from the EU please advise them to apply for an E111 health card so that they can temporarily register with a GP while they are in the UK. If they have an E111 health card any treatment they receive will be free of charge. If someone comes to visit you from another part of the UK they can also temporarily register with your GP.

You will need to complete a form at the GP surgery.

3.1.3 What kind of services does a GP offer?

- GPs give advice and treatment for non-emergency physical and mental health problems.
- GPs will also refer you to other specialist health services if necessary.
- You can ask for an interpreter.

- Every surgery or practice should have a leaflet telling you about the services they offer

3.1.4 Do I need to pay for any of the services?

- Appointments are free and confidential.
- Treatments are usually free, but you may have to pay for medicines that the doctor prescribes.
- Sometimes you may need to pay for some services such as medical examinations which you need to pass before you can do certain jobs e.g. taxi driver.
- There is also a charge to have your son circumcised. Eastville Health Centre charges £180 for the service. For more information visit the Centre at East Park, Eastville, Bristol BS5 6YA or ring 0117 9510038. Female circumcision is illegal.

3.1.5 What do I do if I need to see a doctor out of hours?

Ring the surgery and there will be a recorded message telling you how to contact a doctor.

You can also visit your local hospital if you feel the condition is serious enough. If you or another person need immediate emergency care (such as bleeding a lot, broken bones, unconscious, difficulties breathing or bad chest pains) you should call 999 and ask for an ambulance.

3.1.6 What do I do if I'm not happy about the service I've received?

Every practice should have a leaflet explaining what to do if you have a complaint.

3.1.7 What happens if the GP cannot help me?

The GP may refer you to a specialist who works at the hospital. The GP will arrange an appointment for you.

3.2 Hospitals

When an accident happens and a person's life is in danger you need to ring 999 and an ambulance will come to take the person to what is called an Accident and Emergency Department (A and E).

If you are very worried about someone's health and you cannot get an appointment with your GP you can visit an A and E Department. You may have to wait a while if hospital staff are looking after people with injuries that are more serious than yours.

There is an A and E at the Bristol Royal Infirmary, Marlborough Street, BS2 8HW. Ask for an interpreter if you need one.

3.3 NHS Walk-in Centres

3.3.1 What is an NHS Walk-in Centre?

You can ask for some health services at these centres but as only nurses work in them the services offered are limited. Main services include:

- Blood pressure checks
- Contraceptive advice
- Coughs, colds and flu-like symptoms
- Information on staying healthy and health promotion
- Minor cuts and wounds - dressings and care
- Muscle and joint injuries - strains and sprains

- Skin complaints - rashes, sunburn and headlice
- Stomach ache, indigestion, constipation, vomiting and diarrhoea
- Treatment of minor infections
- Women's health problems, thrush and menstrual advice

3.3.2 Where can I find a Walk-in Centre?

The Citygate NHS Walk-in Centre, 33 Broad Street, is close to the centre of Bristol. It is open 8am to 8pm Mondays to Saturdays and 10am to 6pm on Sundays and Bank Holidays.

The South Bristol NHS Walk-In Centre, Knowle West Health Park, is open from 9am to 9pm every day.

3.4 NHS Direct

3.4.1 What is NHS Direct?

It is a confidential medical advice telephone line staffed by nurses. It provides advice on minor health problems.

3.4.2 How can I contact them?

You can call 24 hours a day on 0845 4647.

3.5 Pharmacists

3.5.1 What is a pharmacist?

Pharmacists can work in hospitals or in local pharmacies which are also called chemists.

3.5.2 What do they do?

They can give you advice about minor health problems and help you to decide whether you need to see a GP.

Pharmacists are also the people who sort out your medicine if you are given a prescription from your GP.

3.5.3 Do I have to pay for my prescription?

If you are on a low income or receive benefits you will not have to pay for your prescriptions. Young people under 16, pregnant women and women with babies do not have to pay. Everybody else has to pay £7.20.

3.6 Dentists

What does a dentist do?

Dentists help you to look after your teeth and mouth.

3.6.1 How can I find a dentist?

- Ask family and friends..
- Go to a Somali community organisation
- Go to www.nhs.uk
- Look in the Yellow Pages under Dentists
- Go to your local library
- Ring the local NHS Dental Helpline on 0845 120 6680.

3.6.2 Will I have to pay for this service?

If you are on a low income and receive working tax credit the government will send you a NHS

Tax Credit exemption certificate in the post. This certificate means that you don't have to pay for dental work. You will receive free dental treatment if you claim income support. If you claim incapacity benefit you will need to check if you have to pay, as your benefit must include an element of income support. If you have to pay costs will vary so check this before you receive treatment. Children under the age of 16 do not have to pay. Further information is available at <http://www.nhsbsa.nhs.uk/1040.aspx>.

3.7 What do I do if I need treatment and the dentist is closed?

- Ring your dentist and listen to the recorded message for a number to ring.
- Ring the local Dental Helpline on 0845 120 6680

3.8 Opticians

3.8.1 What is an optician?

Opticians test your eyesight and prescribe spectacles or contact lenses.

3.8.2 How can I find an optician?

- Look in the Yellow Pages phone book under opticians
- Ring NHS Direct on 0845 4647
- Go to the website www.nhs.uk.servicedirectories.

3.8.3 Will I have to pay for this service?

If you are on a low income or receive benefits you do not have to pay. You will be entitled to a free eye test every two years. Children under the age of 16 receive free eye tests. Young people under the age of 19 who are still in full time education do not have to pay. If you have to pay costs will vary so check this before you receive treatment.

4. Specific health issues

4.1 Female circumcision

In the UK female circumcision is called female genital mutilation (or FGM for short). FGM is defined in UK law when someone "excises, infibulates or otherwise mutilates the whole or any part of a girl's labia majora, labia minora or clitoris". While FGM is not illegal in Somalia and other parts of the world, it is illegal in the UK. The law states that it is illegal "to take UK nationals and those with permanent UK residency overseas for the purpose of circumcision, to aid and abet, counsel or procure the carrying out of FGM. It is illegal for anyone to circumcise women or children for cultural or non-medical reasons." The maximum sentence for FGM is up to 14 years imprisonment.

FGM can lead to various medical problems. These include:

- Infection
- Complications in childbirth
- Complications in pregnancy
- Bleeding
- Problems going to the toilet
- Problems with the kidneys

Various services exist for women who have been circumcised and are experiencing problems. These are listed below.

Multi-Ethnic Women and Girls Clinic, Charlotte Keel Health Centre, Seymour Road, Easton. Bristol BS5 0UA Tel: 0117 9027100

Patients will be seen by an all female multidisciplinary team with specialist training in contraception, reproductive and sexual health. Interpreters are available. Clinic times: Last Wednesday of each month 9.30am – 12 noon. No appointment necessary.

Agency for Culture & Change Management (ACCM), The Old Coroners Court, 14/18 Nursery Street, Sheffield S3 8GG. Tel: 0114 275 0193 www.accmsheffield.org

Black Women's Health and Family Support (BWHAFS), 82 Russia Lane, London E2 9LU. Tel: 020 8980 3503 www.bwhafs.co.uk or email bwhfs@btconnect.com

Forward, Unit 4, 765-767 Harrow Road London NW10 5NY Tel: 0208 960 4000 Email: forward@forwarduk.org.uk

WoMan Being Concern International, K405 Tower Bridge Business Complex, 100 Clements Road, London SE16 4DG. Tel: 020 7740 1306 www.womanbeing.org

4.2 HIV/AIDS

The HIV or Human Immunodeficiency Virus can lead to AIDS (Acquired Immune Deficiency Syndrome), which can damage the body's defence system. The HIV/Aids disease can be found in every country in the world. 40 million people are infected and two thirds of these people live in Africa.

A religious leader in Somalia called Sheikh Mohamed Haji Mahamoud Hersi said that "Islam is about compassion, and people living with HIV deserve to be treated with kindness. The disease can happen to anyone."

You can read more about HIV/AIDS on these websites:

<http://www.birmingham.gov.uk/hivteam>

http://www.scottishrefugeecouncil.org.uk/advice/so/HIV_Somali

<http://www.multikulti.org.uk/so/health/hiv-and-aids-basic-information/index.html>

http://www.thesomalivoice.co.uk/index.php?option=com_content&task=view&id=81&Itemid=1

4.2.1 Signs and symptoms

Most people with HIV look and feel healthy for a long time. There still isn't a vaccine or cure for HIV. However, some anti-retroviral drugs have been developed so that some people can stay well for longer. These drugs do not suit everybody.

4.2.2 How can you become infected with HIV?

There are four main ways to get HIV:

- a) By having vaginal or anal sex without a condom with someone who has HIV
- b) Using needles, syringes, tattooing equipment that is infected with HIV
- c) From a mother who has HIV to her baby, either during or before childbirth and by breastfeeding
- d) By receiving infected blood, blood products or donated organs

YOU CANNOT GET HIV THROUGH:

- a) Kissing, touching, hugging, shaking hands
- b) Sharing crockery and cutlery
- c) Coughing or sneezing
- d) Contact with toilet seats
- e) Insect or animal bites
- f) Eating food prepared by someone with HIV

4.2.3 How can you find out if you are infected?

HIV is diagnosed by a simple blood test at your nearest sexual health clinic. HIV testing is available for everybody in the UK whatever your migration status. Any information you give at the clinic will be confidential and you don't have to be referred to your GP. If you are worried about anybody seeing you at your local clinic you can go to a clinic in another town.

The sexual health clinic in Bristol can be found at Central Clinic, Tower Hill, Bristol BS2 0JD. Tel: 0117 342 6900. You have to make an appointment before they will see you.

If your test is **positive** then you have the HIV antibodies in your blood. If you are positive you need to talk to a doctor, nurse or health advisor about how you are going to look after yourself.

You also need to make sure that you don't pass on the virus to anybody else. You can do this by always using a condom when you have sex

If your test result is **negative** but you have had unprotected sex less than three months before having the test you may need to have another one as it takes three months before your body produces the antibodies.

4.2.4 Support agencies in Bristol

North Bristol NHS Trust

Provides out-patient and in-patient treatment to adults with HIV

Address: Southmead Hospital, Westbury-on –Trym, Bristol BS10 5NB, Tel: K Ward (in-patient) 0117 959 5396. Tel: Brecon Centre (out-patient) 0117 959 5068

Bristol Hospital for children

Provides advice, testing and counselling for all children and their parents living with HIV

Address: Upper Maudlin Street, Bristol BS2 8BJ, Tel: 0117 342 0246

Terrence Higgins Trust West

Provides a range of services including: volunteer support services, drop-in centre, counselling, HIV testing and treatment support, web access, information, complementary therapies, support groups, health promotion, advocacy, welfare rights advice.

Address: Aled Richards Centre, 8-10 West Street, Old Market, Bristol BS2 0BH. Tel: 0117 955 1000

The Harbour

Provides a free specialist counselling, psycho-therapy service for people affected by HIV/AIDS and other physical life threatening conditions.

Address: 30 Frogmore Street, Bristol BS1 5NA. Tel: 0117 925 9348

The Brigstowe Project

Providing accommodation, housing related support and information, welfare rights advice and community care to people living with or affected by HIV.

Address: 176 Easton Road, Bristol BS5 0ES. Tel 0117 941 5188

Email: info@brigstowe.org

Web: www.brigstowe.org

Bristol Positive Health Referral Scheme

The scheme helps people who are HIV positive to follow a personal exercise programme so that they can improve their fitness, self-esteem and quality of life. To qualify for the scheme you have to be over 16 and you have to be referred by staff working at the Brecon Unit at Southmead Hospital.

London-based project

Naz Project Address: 30 Blacks Road, London W6 9DT. Tel: 020 8741 1879

4.3 Tuberculosis or TB

Tuberculosis (TB) is a disease caused by a bacterium. It usually affects the lungs but can develop in any part of the body

4.3.1 How do you get TB?

It is spread by breathing in tiny droplets of saliva from the coughs or sneezes of an infected person. A person may not have any symptoms for many months, or even years, after becoming infected.

4.3.2 What are the symptoms of TB?

- Night sweats
- High temperature
- Weight loss
- Lack of appetite
- If you have TB of the lungs you will have a constant cough and will bring up mucus
- If you have TB of the lung you may find it difficult to breathe

You should always visit your GP if you have a cough that persists for more than three weeks or you cough up blood.

4.3.3 Can TB be cured?

Yes, in **almost** every case, and only if the **full course of treatment is taken** as prescribed, or else the disease can return in a drug-resistant form.

4.3.4 What is the treatment?

If you are diagnosed with TB of the lung it is likely that you will be supported by a TB treatment team. This is a team of health professionals who are specialists in treating TB.

Most people will need to take a course of antibiotics for at least six months.

It is very important that you take your medicines exactly as prescribed, and that you complete the whole course of antibiotics. If you don't you could damage your lungs so much that you cannot breathe properly.

4.3.5 Do the drugs have side effects?

Side effects are rare.

4.3.6 If I am infected how can I stop people around me catching the disease?

You will be able to spread the disease to other people until you have been receiving treatment for between 2-3 weeks.

During this time it is important that you:

- Always cover your mouth when you cough, sneeze or laugh
- Put all your used tissues in a sealed plastic bag
- Open windows when you can
- Stay away from work, school or college until your TB treatment team advises you that it is safe to go back
- Avoid sleeping in the same room as other people as you may cough in your sleep.

4.3.7 Support for people who have TB and their family

You will have the support of the TB treatment team at the hospital and your GP. You can contact TB Alert which is a support group for people with TB and their families. Tel: 01273 234770 Email: info@alert.org (TB email helpline)

4.4 Heart disease

4.4.1 What is heart disease?

Heart disease can also be called coronary heart disease. It occurs when the artery supplying blood to the heart becomes partially or wholly blocked.

If the artery is partially blocked you have angina but if it becomes completely blocked you will have a heart attack.

4.4.2 How do you get heart disease?

It's often caused by lumps of fat build up on the inside lining of the arteries.

4.4.3 What are the symptoms of heart disease?

The signs and symptoms may vary but can include:

- Palpitations
- Difficulty in breathing
- Pain
- If you have angina the pain tends to be in the centre of the chest but can spread to the arms, neck, jaw, back or stomach. You may get this pain if you are exercising but will go away when you stop. If the pain doesn't stop and gets worse you could be having a heart attack and you need to ring 999.
- Some people could collapse and become unconscious during a heart attack.
- In a heart attack the patient is often cold and clammy and may feel breathless, dizzy and frightened.

4.4.4 Can heart disease be cured?

No, it cannot be cured. However, there are treatments which can make your life better. The

good news is that heart disease is largely preventable.

4.4.5 What is the treatment?

Each person's treatment will be different but below is a list of some of the things that your GP or hospital specialist can do to help you

- Prescribe drugs
- Surgery
- Advise you about how to make simple lifestyle changes

4.4.6 Living with heart disease

You will get advice from your GP but below are some things that you can do

- Eat a healthy, balanced diet
- Be more physically active
- Keep to a healthy weight
- Give up smoking
- Keep your blood pressure under control
- Keep your diabetes under control
- Take any medication that is prescribed for you

4.4.7 Support for people who have heart disease and their family

- British Heart Foundation Website: <http://www.bhf.org.uk/>
- H.E.A.R.T. UK Website: <http://www.heartuk.org.uk/>
- Blood Pressure Association Website: <http://www.bpassoc.org.uk/>
- National Heart Forum Website: <http://www.heartforum.org.uk/>
- Bristol Diabetes Website: <http://www.brist.plus.com/>
- Diabetes Insight Website: <http://www.diabetes-insight.info/>

4.5 High blood pressure

4.5.1 What is high blood pressure?

High blood pressure, or hypertension, is usually defined as having a sustained blood pressure of 140/90 mmHg or above.

High blood pressure is common with 40% of adults in England having the condition. The number of people who have high blood pressure increases with age.

In 95% of cases there's no single identifiable reason for a raise in blood pressure.

4.5.2 What are the symptoms of high blood pressure?

Most of the time there are no symptoms but if left untreated it can lead to a heart attack or stroke.

4.5.3 Preventing high blood pressure

A Somali newspaper described high blood pressure and diabetes as two of the 'silent killers' for Somali people.

It is important to keep your blood pressure low so that you reduce the risk of heart disease and a stroke. Usually the higher the blood pressure the greater the risk.

You are more at risk of having high blood pressure if:

- You are over 60
- You eat a poor diet which means a lot of salt, don't eat a lot of fruit and vegetables
- You do little exercise
- You are overweight
- You smoke
- You have diabetes
- There's a family history of high blood pressure

You cannot change your family history but you can help to reduce your blood pressure by doing the following things:

- Lose weight if you are overweight
- Stop smoking
- Aim to do some physical activity on 5 or more days for at least 30 minutes. For example you can walk briskly to places, swim, cycle or dance.
- If you have diabetes or high cholesterol make sure you take your prescribed medications
- Eat a healthy and well balanced diet:
- Eat at least 5 portions (ideally 7-9 portions) of a variety of fruit and vegetables a day
- The bulk of most meals should be starch-based foods (such as cereals, wholegrain bread, potatoes, rice, pasta) plus fruit and vegetables
- Not much fatty foods such as fatty meats, cheeses, full cream milk, fried food, butter. Use low fat, mono, or poly-unsaturated spreads.
- Include 2-3 portions of fish per week. At least one should be oily such as herring, mackerel, sardines, kippers, pilchards or fresh (not tinned) tuna
- If you eat meat, it is best to eat lean meat, or poultry such as chicken.
- If you do fry, choose a vegetable oil such as sunflower, rapeseed or olive oil.
- Low in salt
- Tips on how to reduce salt in your diet:
- Use herbs and spices to flavour rather than salt
- Reduce the amount used in cooking and do not add salt to food at the table
- Reduce the amount used in cooking and do not add salt to food at the table
- Choose foods labelled 'no added salt'
- Avoid processed foods as much as possible

4.5.4 What is the treatment for high blood pressure?

You need to change your lifestyle as suggested under the section about preventing high blood pressure. Your GP may prescribe medication if a trial of healthy living hasn't had an impact. In most cases medication is needed for life.

4.5.5 Useful sites and organisations

<http://www.healthinfotranslations.org/pdfDocs/high-bp-pregnancy-SO.pdf>

http://www.patient.co.uk/translations/somali/Hypertension_L545SV.htm

http://www.patient.co.uk/translations/somali/HealthyEating_L576SV.htm

Blood Pressure Association, 60 Cranmer Terrace, London, SW17 0QS. Tel: 020 8772 4994,
Web: www.bpassoc.org.uk

High Blood Pressure Foundation, Department of Medical Sciences, Western General Hospital,
Edinburgh EH4 2XU. Tel: 0131 332 9211 Webpage www.hbpf.org.uk

4.6 Diabetes

4.6.1 What is diabetes?

Diabetes Mellitus is a condition where the amount of glucose in the blood is too high because the body cannot use it properly. Glucose comes from the digestion of carbohydrates which can be found in starchy foods such as bread, potatoes, fruit, dairy products, sugar and other sweet foods.

4.6.2 Risk factors

- There is a family history of diabetes
- If you are overweight or if your waist is 31.5 inches or more for women, 35 inches or over for Asian men and 37 inches or over for white and black men.
- If you have high blood pressure
- If you have severe mental health problems
- If you are over 25 years of age and this risk will increase with age.

4.6.3 Symptoms of diabetes

- Increased thirst
- Frequent urinating, especially at night
- Extreme tiredness
- Weight loss
- Blurred vision
- Genital itching or regular episodes of thrush
- Slow healing of wounds

If you have these symptoms you must go and see your GP

4.6.4 Treatment of diabetes

There are different types of diabetes and your GP will talk to you about this.

The two most common are:

- Type 1 which is treated by insulin and a healthy diet. Regular exercise is also recommended.
- Type 2 is treated with lifestyle changes such as:
 - a) A healthier diet (see the section on blood pressure)
 - b) Weight loss

- c) Increased physical activity
- d) Medication which could be tablets or insulin

If the diabetes isn't properly controlled it can lead to serious complications such as:

- Nerve damage. If you do not control your diabetes well you can cause damage to your nerve endings which can result in pain, tingling feelings and numbness
- Can damage the heart and blood vessels which can lead to heart attacks and strokes
- Kidney disease

4.6.5 Living with diabetes

It is important that you maintain healthy blood sugar levels and you can do this by:

- Doing at least 30 minutes of exercise every day
- Losing weight if you are overweight
- Checking your blood sugar levels at home
- Taking your medication
- Eating a healthy diet
- Don't smoke

It is also important:

- That you check your feet everyday for cuts, blisters, sores, swelling, redness, or sore toe nails.
- Go to an optician once a year to check for cataracts and glaucoma.
- That you check your blood pressure regularly
- That you check your cholesterol levels regularly
- Brush and floss your teeth everyday

4.6.6 Useful websites

- www.avondiabetes.nhs.uk
- www.diabetes.org.uk
- http://www.patient.co.uk/translations/somali/Diabetes1_L574SV.htm
- http://www.patient.co.uk/translations/somali/Diabetes2_L575SV.htm

4.7 Cancer

4.8 What is cancer?

Cancer develops when too many new cells are created and they form a tumour. Some tumours are not cancerous (benign) and may not need treatment, but malignant tumours (cancers) can spread. Cancer can affect anyone. Women need to have regular screening for breast and cervical cancer. It is also important for men and women to know how to check themselves for testicular and breast cancer. Your GP or health centre can advise on this.

4.9 What are the symptoms of cancer?

There is no clear-cut list of symptoms, as the symptoms vary for different kinds of cancer. Common symptoms include:

- Lumps

- Coughing, difficulty in breathing
- Changes in bowel habits
- Bleeding
- Unexplained weight loss
- Moles

4.10 Breast cancer

Changes that could be due to breast cancer are:

- A lump or thickening in the breast
- A change in the size or shape of a breast
- Dimpling of the skin
- A change in the shape of your nipple
- A blood stained discharge from the nipple
- A rash on nipple or surrounding area
- A swelling or lump in your armpit

These symptoms do not necessarily mean cancer but if any of these things happen to you it is best to see your GP. If it is cancer you give yourself a better chance of successful treatment.

Women between the age of 50 and 70 will be asked to go for a test called a mammogram. The test will show any lumps in the breast.

4.10.1 Cervical Cancer

May not have any symptoms but if you do they could include:

- Abnormal bleeding, which can be heavy or light
- Unusual heavy discharge
- Pelvic pain
- Pain during urination or sexual intercourse
- Bleeding between periods or after sex
- Bad smelling discharge

You need to see your GP if you have any of these symptoms. You can also talk to your doctor about a test called the Pap smear, which can show whether you have cervical cancer. Young girls at secondary school will be offered 3 injections, which are a vaccine against cervical cancer.

4.10.2 Prostate cancer

Often prostate cancer doesn't have any symptoms but when they do occur may include:

- The need to urinate more frequently
- Disturbed sleep because you need to go to the toilet
- Difficulty or pain when passing water
- Delay before urinating
- A feeling that the bladder hasn't completely emptied

If you have any of these symptoms talk to your GP.

4.10.3 Can cancer be cured?

Many cancers can be treated and cured if they are found early. The earlier they are found the better.

4.10.4 What is the treatment for cancer?

Treatment usually begins soon after cancer is diagnosed. The treatment offered will depend on what type of cancer you have, what parts of your body are affected and your general state of health. It is important that you understand your choices in treatment. Always ask for an interpreter if you don't understand or you want to ask questions.

For more information on the most common cancer treatments, click on the following links [radiotherapy](#), [chemotherapy](#), [surgery](#) and [hormone treatment](#).

4.10.5 Palliative Care

Palliative care is the name given to the type of care that focuses on controlling pain and other symptoms connected with cancer, and meeting your social, emotional and spiritual needs.

Palliative care should be offered to everyone who has cancer, but it is especially important for people whose cancer cannot be cured. Some people will need specialist palliative care support provided by people working in the community or from hospitals.

District nurses from your GP may help you and your family as well as the Macmillan nurses. These nurses are special nurses who provide practical, medical, emotional and financial support. They rely on voluntary donations for 99% of their income.

4.10.6 Support for people who have cancer and their family

- Breast Cancer Care Website: <http://www.breastcancercare.org.uk/>
- CancerBACUP Website: <http://www.cancerbacup.org.uk/Home>
- Cancer.gov Website: <http://www.cancer.gov/>
- Macmillan nurses: Telephone 0808 800 0130 to speak to someone in Arabic about health care and support services in the UK. This is a free phone number.
- Macmillan nurses: Telephone 808 2020 to speak to someone in English
- Cancer Information and Support Centre Bristol BS2 8ED. Tel: 0117 928 3369, opening times Monday-Thursday 9am-5pm, Friday 9am-4.30pm
- Your GP
- District Nurses
- Marie Curie cancer care

Website: <http://www.mdaryeelkamaankaariecurie.org.uk/>

4.11 Vitamin D deficiency

Vitamin D deficiency is very common in the UK, with approximately two in every ten adults having the problem. Most people don't have symptoms and are unaware of the problem.

4.11.1 Who gets Vitamin D deficiency?

We get most of our Vitamin D through sunlight acting on our skin, and only a little comes from the food we eat. Vitamin D can be found in liver, some types of fish, margarine and cereals and egg yolk,.

Dr Julie Mytton, University of the West of England, explains, "Certain groups of patients are at increased risk of vitamin D deficiency due to older age, pregnancy, restricted diet, having dark skin or reduced exposure to sunlight. (Somalibristol.org.uk, 2008/7/15)

People with darker skins will need more direct sun to get the same amount of Vitamin D.

Other people who are more likely to develop vitamin D deficiency are:

- Pregnant or breastfeeding women
- Breastfed babies whose mothers are lacking in vitamin D
- People who are taking certain medicines such as barbiturates
- People with certain medical conditions such as Crohn's disease

4.11.2 Symptoms

Many people have no symptoms at all but some people may have:

- Muscle pains or muscle weakness
- Bone pains, often in the back, hips or legs
- Children may have soft skull or leg bones, poor growth and delayed or weak teeth.
- Muscle spasms, seizures and breathing difficulties in babies and children if the deficiency is severe.

Vitamin D deficiency is diagnosed by a blood test but sometimes a wrist-ray is done for a child. The results can show any changes in the wrist bones.

Extra tests may be needed if the cause of the deficiency is in doubt, or if there are other vitamin or mineral deficiencies.

4.11.3 Treatment

The treatment is vitamin D supplements which can be taken in a number of ways:

- Injection which will last about six months
- High dose tablets or liquids which can be taken daily, weekly or monthly depending on the treatment. It is important to take the medicine correctly
- Standard dose tablets, powders or liquids which need to be taken every day for 12 months. It is a slow method but useful if the deficiency is mild. These tablets have a strong taste but if they are taken for prevention it may be possible to take cod liver oil instead. Ask your doctor about this.

4.12 Caesareans

Reasons you might need a caesarean include:

- Your baby's head is too large to fit through your pelvis

- The shape or size of your pelvis makes a vaginal birth more difficult
- The placenta is lying low in the uterus (placenta praevia), blocking your baby's exit
- You're expecting twins or triplets (one of whom may be in a difficult position)
- Your baby's lying across the uterus, or is breech (bottom or feet first)
- Once labour has begun, your baby becomes distressed (suffering from a lack of oxygen) and isn't far enough down the birth canal for [forceps or ventouse](#)
- You have eclampsia or severe [pre-eclampsia](#)
- You're ill, have high blood pressure, or become exhausted in labour

The information above was taken from the website

http://www.bbc.co.uk/parenting/having_a_baby/birth_caesarean.shtml

You may be able to have a vaginal birth in the future, depending on the underlying cause of your caesarean. There's no evidence that 'once a caesarean always a caesarean'. There's a very small risk that the scar on your uterus might start to rupture when you go into labour, but with proper care this can be spotted before it becomes a problem.

4.13 Autopsies

An autopsy is also known as a post-mortem examination. It consists of a thorough examination of a body so that doctors can find the cause of death and any disease or injury that may be present. Autopsies happen in this country and many Middle Eastern countries too. Eight autopsies were performed in Bristol in 2008 but they weren't all Somali people.

Autopsies are performed for legal reasons when the cause of death is a criminal matter or if there is a sudden death. A coroner will need to give the doctors permission to do this. They can also be performed for medical purposes because the cause of death is unknown.

In April 2009 the UK government announced that coroners will need to consider faith issues when deciding whether to perform an autopsy to determine the cause of death. They should consider each case and where possible will use MRI scans rather than an autopsy if this is too distressing for the family. At the moment the use of MRI scans is being used in Salford and Bolton but people do have to pay for the scans. (Source: 'Jews and Muslims will be able to reject invasive post mortems' The Times UK, April 21st, 2009. 'Coroners get MRI body scan options' BBC News April 21st, 2009).

4.14 Emotional Health (Daryeelka maanka)

As well as trying to look after your physical needs it is also important to look after your emotional and spiritual needs.

In the UK looking after your emotional needs is also known as looking after your mental health. While problems with how you feel are sometimes seen as problems with spirits or supernatural in nature, in the UK health professionals regard such problems as treatable medical conditions. Mental health refers to how people feel and think, rather than physical complaints. There are many things you can do to look after your emotional needs. You do not always have to go in to hospital or take drugs to do this.

4.14.1 Counselling

In the UK one type of treatment is called counselling and it is quite popular here. Counselling

involves talking to a trained person about what concerns you.

Although talking about a problem may seem a waste of time when there are so many practical things to be done, sometimes it can be good just to sit and talk. Talking with someone you do not know may seem strange but sometimes it can be a good thing, as they will see things differently because they aren't involved in your daily life and problems. Talking to someone can also help you focus so that you can make decisions about your life.

4.14.2 Symptoms of poor emotional health include:

- When you become over worried about a problem
- There are changes in your sleep pattern
- There are changes in your eating habits
- You are getting angry for no reason
- You find it hard to concentrate
- You find it hard to make decisions

4.14.3 What can you do to improve your emotional wellbeing?

- Take regular exercise such as swimming
- Get involved in something
- Make time to relax
- Try and get a good night's sleep
- Eat well (see the section on blood pressure to find out what this means)
- Seek advice about the problems that are worrying you. See the advice section for the contact details of advice agencies.
- Ask for help from your family, friends or your GP. Your GP can refer you to specialist workers if needed.
- If you do need to take medication or you are referred to a specialist worker ask as many questions as you want about your treatment.
- Koran readings

4.14.4 Support

- Mind, Website: <http://www.mind.org.uk/>
- [Mental Health Section 117 Leaflet Somali](#)
- Bristol Mind, 35 Old Market Street, Old Market, Bristol BS2 0EZ. Tel: 0117 980 0370
- Website: www.bristolmind.org.uk
- The Two Street is a new service for African and African Caribbean people. They are based at 35 Old Market but can be contacted by telephone on 07780720952.
- Family and friends
- Rethink, St Paul's Settlement, 74-80 City Road, Bristol. Tel: 0117 903 1801, email: bristolbmeservices@rethink.org, opening hours Monday - Friday 9am-5pm
- Your GP
- Specialist workers

- Second Step Housing Association, Tel: 0117 909 6630
- Womankind Counselling services for Refugee and Asylum Seeking Women, Tel: 0845 458 2914, website: www.womankindbristol.org.uk

5. Housing

5.1 Renting accommodation from private landlords

5.1.1 Where to look for private rented properties

- Local newspapers such as the Venue, Evening Post on a Friday and the Trade-It which is free and can be found in some local shops.
- On notice boards or in the windows of local shops
- On the Internet. If you don't have a computer at home you can use a computer for free at your local library.
- Estate agents or housing agencies, which manage properties on behalf of private landlords. These agents should not charge you to look for accommodation but will usually charge a fee if you decide to rent a property.

5.1.2 Useful information

- Bristol City Council has written a useful booklet called 'Information for private tenants'. To get a copy of the booklet ring the Private Sector Support Team on 0117 353 3866. You can also see the booklet on the internet if you go to www.bristol.gov.uk/privatehousing. Follow the links for Private Tenants and Private Tenants Information Booklet to find booklet translated into Somali.
- The best landlords to rent with are those registered with the Association of Residential Letting Agents (ARLA) as all its members have to abide by a strict code of practice which gives more protection to tenants.
- If you do have any problems you can contact Shelter at england.shelter.org.uk.
- You can also look on the website www.communities.gov.uk for information
- If you think the house you are renting is unsafe in any way you can contact the Environmental Health Department at Bristol City Council on 0117 922 386.

5.2 Renting accommodation from a social landlord such as the council or a housing association

Both local councils and registered social landlords provide housing. Registered Social Landlords (RSLs) are also called housing associations. Unlike private landlords who rent properties for private gain, RSLs and councils provide housing to people who need it, but might not be able to afford to buy or to rent privately their own home.

5.2.1 How to apply for a council or housing association property

- a) You need to be accepted on to the Bristol Housing Register by completing an application form.
- b) You can get a form from any customer service point (see section 5.6) or from the internet
- c) You can get help to complete the form at an advice agency (see section) or at the customer service point.
- d) When you have completed the form you will be asked to provide
 - Proof of identity for all household members (e.g. passports, birth certificates)
 - Proof of current address (e.g. recent gas or electricity bill)
 - Evidence of your right to reside in the UK if you are not a British citizen (e.g. passport and other relevant documents from the Home Office)

All the documents must be originals, up to date and valid.

- e) When you are offered a property you will be asked for more documents.
- f) Once the form and the documents are with the Council your application will be looked at and you will receive a letter telling you which band you are in.
- g) There are five bands. Band 1 has the highest priority and Band 5 the lowest priority.
- h) You can choose a property through the internet or by telephoning the Council.
- i) If you go online you will be able to see where you are in the list for that property. If you are no 1 then you will be offered the property. You do not become number 1 for the properties by being the first to bid so don't wait until midnight to bid. As long as you make a bid during that week it will be considered.

Who cannot use the service?

- People who haven't completed an application form
- Certain people who are subject to Immigration Control under the 1996 Asylum and Immigration Act.
- Certain people from abroad who are not subject to immigration control but who are not habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland.
- People (including members of their household) who have been guilty of unacceptable behaviour that makes them unsuitable to be a tenant.
- If you want to know more about the Bristol Housing Register or allocations go to www.homechoicebristol.co.uk

5.3 Living in your home

Living in the UK will be different to other countries that you may have lived in.

There are certain bills that have to be paid whether you rent privately or from a social landlord. These include:

- Council tax. This is a tax paid by all households in the UK to their local council. It goes towards the cost of providing local education, police, and fire services as well as council services such as collecting rubbish or local administration. If you are on benefits or on a low income you usually get help to pay this. For more information about council tax contact the Council Tax offices on 925 0981 any time between 8.00am and 7.45pm Monday to Friday. You can also visit the offices at Amelia Court, Pipe Lane, Bristol BS99 1ZG, or email council.tax@bristol.gov.uk
- Water and sewage rates
- Gas
- Electricity
- Rent

Some useful tips to help you with these bills:

- Open all your letters - don't throw them away
- If you receive letters but don't understand them it is best not to ignore them. The problem will not go away and there are people who can help you.

- You can contact the Council about your rent and Council Tax. If you ring them they can arrange for you to speak in Somali if you ask. You can also ask the Council to send you letters in Somali if that helps you.
- You can contact an advice agency. A list of advice agencies can be found in the Advice and Information section.
- As businesses and utilities in the UK use paper to contact you, it is helpful to keep any letters that you receive from them. You could have a special folder for each bill. This means that the letters are safe and if you do need to ask a question about a particular bill you will have your evidence to show that they may be wrong about something. Doing this could save you money.
- Paying your rent is also very important. If you are on benefits or on a low income you should get help to pay them. It is important that you contact the Council or your housing association if your circumstances change, for example, someone leaves the house or comes to live with you, you start work or finish work.

5.4 If you move house

If you move house it is very important that you inform certain people.

- Your landlord
- Council Tax office
- If you claim benefits you must tell the Jobcentre
- If you have children contact the Child Benefit Agency
- If you have a car contact the Driver and Vehicle Licensing Agency (DVLA). It is against the law to have a driving licence with the wrong address on it. You need to change the address on your driving licence and your 'V5' vehicle registration document.
- Contact your bank
- Tell your doctor, hospital and dentist
- Suppliers of your utilities, for example, gas, electricity, water, telephone, also television licence
- Your children's school
- Your employer
- Inland Revenue (if you are self employed)

5.5 Homelessness

Homelessness does not necessarily mean that you do not even have a roof over your head. Sometimes the condition of the accommodation or the circumstances you live in can mean that you are considered homeless for legal purposes. If you are homeless or threatened with homelessness talk to someone at your local customer service point who will be able to advise you or contact the following services for advice:

- Single people and childless couples: 0117 914 1188 or the.hub@bristol.gov.uk
- Families and those expecting a child: 0117 353 4007 or family.homelessness@bristol.gov.uk

5.6 City Council's Customer Service Points

If you prefer to speak in Somali ask the advisor if you can speak to someone in Somali over

the phone. This may not be as personal as talking to someone face to face but it may help you to get what you need.

Customer Service Points opening hours: Monday and Tuesday 8.30am – 5.00pm, Wednesday 10.30am – 5.00pm, Thursday 8.30am - 5.00pm, Friday 8.30am - 4.30pm.

- Phoenix Court, Bond Street South, Bristol BS1 3PH
- Bedminster: 2-3 Waring House, Redcliffe Hill, Bristol BS1 6TB
- Fishponds: Robinson Lane, Hockeys Lane, Bristol BS16 3HL
- Hartcliffe: Symes House, Peterson Square, Bristol BS13 0BD
- Knowle: Salcombe House, 147 Salcombe Road, Bristol BS16 3HL
- Lawrence Weston: Ridingleaze House, Ridingleaze, Bristol BS11 0QE
- Southmead: Southmead House, Greystoke Avenue, Bristol BS10 6BQ

Bristol City Council has translated some useful information into Somali. Below is a list of the things you can find out about in Somali

- Access to your social service records
- Black box recycling
- Caretaking
- How to deal with condensation
- Fair Access to care services
- Fair Comment which is the form used to make a complaint about Bristol City Council
- Help and advice for private tenants
- Low cost home ownership
- Managing your money
- Paying your rent
- Racial abuse in schools
- Social services adult needs assessment

To find out more go to

http://www.bristol.gov.uk/item/searchlang/?queryHidden=*&filter_language=so

6. Emergency Services

Some of the information below has been taken from the 'Welcome to Britain' booklet, which was produced, by Avon and Somerset Police in partnership with Race for Justice.

6.1 What is an emergency?

- Life is at risk
- People are injured
- A crime is in progress
- Offenders are nearby
- A fire has broken out

Emergency services are the **police, ambulance and fire services**.

To contact them ring **999 or 112**. Calls are free from any telephone.

For non-emergency calls ring 0845 456 7000 or go to the Avon and Somerset Police website: <http://www.avonandsomerset.police.uk/>

6.2 Police

The role of the police in Britain is very different to that of police forces in other parts of the world. Whilst their main role is crime investigation they also have some responsibility for road safety and working with the local council to make communities safer places. In addition to this the police are involved in the following activities:

- Crime reduction
- Some officers are based in schools
- Neighbourhood Policing. Some officers work in one area so that they can get to know the local community very well.
- Community Liaison including preventing violent extremism

6.3 The law

It is important for you to know about the law so that you do not inadvertently commit a crime without realising it. Ignorance of the law is not a valid defence should you be taken to court.

- It is illegal to carry guns, knives, gas sprays or other weapons
- It is illegal to use or possess illegal drugs (khat is not considered an illegal drug)
- It is illegal to spit, litter or draw graffiti on walls
- It is illegal to work without a work permit or whilst awaiting a decision on your asylum application
- It is illegal to have sex with anyone without their consent
- It is illegal to have sex with anyone under the age of 16 even if they give you permission
- It is illegal to have a television without a TV licence
- Female genital mutilation is illegal in this country. It is also illegal to take a girl or woman outside of the UK to be circumcised or infibulated. Sentences for FGM can be as high

as 14 years.

- Racial harassment or abuse is illegal in this country. Authorities such as the police, local authorities e.g. housing and schools have a duty to protect you and your family from racial harassment and to take action against the attackers. You can report racial harassment to any of the following:
- Police 08456 7000
- Support Against Racist Incidents (SARI) 0117 942 0060
- Bristol City Council main switchboard 0117 922 2000
- Domestic abuse is violence between people in a relationship or who were in a relationship, and includes children as well as adults. It is also illegal in the UK. If you are suffering from domestic abuse you can get support from the following people:
- In an emergency ring the police on 999 or 112
- The Bristol Domestic Abuse Forum. Tel: 0800 6949 999 24 hour helpline, Website: <http://www.bdaf.org.uk/>
- Next Link Domestic Abuse Services. Tel: 0117 925 0680 Website: www.nextlinkhousing.co.uk
- MALE Advice Line Tel: 0845 064 6800 Website: www.mensadvice.org.uk
- If you are a council tenant ring your local office on 0117 922 2000

You should call the police if you are a victim of crime or witness a crime. If you have a car (or other vehicle) accident, you must notify the police.

If you are seeking asylum and are arrested by the police for any crime, Immigration authorities will be notified and your asylum application could be affected.

If a person is suspected of committing an immigration offence they may be arrested. Although they may initially be held at a police station it will be immigration officers who deal with them. This situation can cause confusion and it is important to understand that the police will have a limited influence on the case.

6.4 Fire and Rescue Service

Call on 0800 1693 999 for free smoke alarms and free home fire safety visit.

If you have a fire in your home or business ring 999 not a family member or friend as fire can spread quickly.

7. Benefits

For information about welfare or state benefits go to www.direct.gov

Generally speaking benefits are payments to you or your family, or waivers against paying certain bills. Benefits are paid by national government or the local council. These are available to people who are working on a low income or those who are not working at all. These include Council Tax Benefit, Housing Benefit, Working Families Tax Credits for families with children in full time education, and Disabled Person's Tax Credits. If you lose your job and are looking for employment, you may be able to claim Jobseeker's Allowance or Income Support. If you are too ill to work you may be able to claim Incapacity Benefit. If you become disabled, you may be able to claim Disability Living Allowance.

Knowing what benefits you are entitled to and claiming them can be complicated and involve a lot of form filling. If in doubt you can make claim and see if it is accepted, or seek advice from the agencies listed in the Advice and Information section.

If you claim benefits it is important to:

- give the right information when you first make a claim
- inform the authorities if there is a change in your circumstances. A change in circumstances could mean:
 - a change in income,
 - someone has moved in or out of the home
 - you have moved house
- Give your full name which is in your passport or legal document. It is important to always spell it the same way.
- Follow the rules which allow you to claim a particular benefit. If you do not fully understand the rules ask for an interpreter because if you don't get it right your benefit will be stopped. This is especially true if you are claiming Job-Seekers Allowance or JSA.
- If you give false information or you don't let people know about a change in circumstances you could be prosecuted for fraud.

Advice and information

You can get free advice and information about living and working in Bristol and the UK from these voluntary organisations.

- Somali Advice Project, Malcolm X Centre, 141 City Road, St Pauls, Bristol. BS2 8YH, Tel: 0117 9413889, Email: somaliadviceproject@gmail.com
- Citizens Advice Bureau (CAB), 12 Broad Street, Bristol BS1 2HL. Tel: 0870 1212 134 Website: www.adviceguide.org.uk. Local branch of national charity providing free advice on wide range of issues, including housing, employment, debt, consumer issues, welfare benefits. Phone to make an appointment, drop-in sessions also available.
- Avon and Bristol Law Centre, 2 Moon Street, St Pauls, Bristol BS2 8QE. Tel: 924 8662 Email: mail@ablcdemond.co.uk, Website: www.avonandbristollawcentre.org.uk. Free specialist legal advice and representation in employment and discrimination, housing, immigration, debt, and welfare benefits.

- Welfare Rights and Money Advice Service, Bristol City Council's Welfare Rights and Money Advice Service provides benefit and money advice. 4 York Court, Wilder Street, Bristol BS2 8QH. Tel: 377 2878 Email: welfarerights@bristol.gov.uk, Welfare rights helpline: 377 2877 Money advice helpline: 377 866
- North Bristol Advice Centre, 2 Gainsborough Square, Lockleaze, Bristol BS7 9XA. Tel: 951 5751 Email: team@northbristoladvice.org.uk, Web site: www.northbristoladvice.org.uk
- East Bristol Advice Centre, 108 Church Road, Redfield , Bristol BS5 9LJ. Tel: 378 9200 Email: graham@ebac.org.uk, Website: www.advicecentresforavon.org.uk and use A-Z index
- St. Pauls Advice Centre, 146 Grosvenor Road, St Pauls, Bristol BS2 8YA. Tel: 955 2981 Email: stpaulsAdvice@btconnect.com, Website: www.advicecentresforavon.org.uk and use A-Z index
- SARI – Support Against Racist Incidents, P.O. Box 2454, Bristol BS2 2WX. Tel: 0117 942 0060, outside office hours dial 999 or the office number to get the 24 hour contact details. Email: sari@sariweb.org.uk. Opening hours Monday to Friday 9:30am to 5:15pm (closed for lunch from 1pm to 1.45pm). Trained caseworkers, confidential casework, help with stress, fear, and trauma, approaching other agencies on your behalf, ensuring that other agencies respond appropriately, support through any formal proceedings you may require. Voluntary agency, black-led. All services free of charge.
- South Bristol Advice Centre, Withywood Centre, Queens Road, Bishopsworth, Bristol BS13 8QA, Tel: 903 8415, Email: admin@southbristoladvice.org.uk, Website: www.southbristoladvice.org.uk

8. Immigration and Asylum advice

Immigration and asylum policy is a complex area of law. If you have problems in this area, you should contact a solicitor or one of the agencies below.

- Avon and Bristol Law Centre, 2 Moon Street, St Pauls, Bristol BS2 8QE. Tel: 924 8662 Email: mail@ablcdemon.co.uk Website: www.avonandbristolawcentre.org.uk. Free specialist legal advice and representation in employment and discrimination, housing, immigration, debt, and welfare benefits.
- Immigration Advisory Service (IAS), Unit 7, Hide Market, West Street, St Phillips, Bristol BS2 0BH. Tel: 0117 9557300 Fax: 0117 9557647 Website: <http://www.iasuk.org/>
- Refugee Action, Hide Market, 9 West Street, St Phillips, Bristol BS2 0BH. Tel: 0117 941 5960 Website: www.refugee-action.org.uk/bristol
- South West Law, 7-8 Hide Market, 1 West St, St Phillips, Bristol. Tel: 0117 314 6400 or 0117 314 6409 Email: iaa@southwestlaw.org.uk

9 Education

9.1 Children

9.1.1 Nurseries and Schools

Some information about the education system in the UK

- In England children must attend school between the ages of five and sixteen years old.
- Three and four year olds in England are entitled to a minimum of 12.5 hours of free learning per week for 38 weeks of the year. Going to nursery school can help to prepare your child for school.
- If you work more than 12.5 hours per week you may be able to claim tax credits. Many working families can receive help with their childcare costs through the childcare element of Working Tax Credits.
- If you use registered or approved childcare, depending on your income you could get up to 80% of your childcare costs back. This is up to a maximum award of £140 a week for one child and £240 a week for two or more children.
- The Ethnic Minority Achievement Service (EMAS), Bristol City Council, has published a booklet 'Finding out about Bristol Schools and Nurseries: A Guide for Parents and Carers' to explain how the English education system and schools in Bristol work. It gives information about different kinds of schools, school attendance and term times, what happens in school, support services, contact telephone numbers and the answers to frequently asked questions. You can download a copy in English or Somali from the EMAS4Success website www.emas4success.org by following the link Working with Parents and Guidance.
- EMAS also provides an induction course to support newly arrived pupils and family with English and useful curriculum knowledge.
- All schools study the National Curriculum but children can be offered a range of activities outside of school. EMAS or your school can offer further information about this.
- As a parent you have the right to withdraw your child from school assemblies, religious education and sex education. You should discuss any concerns with the tutor or Head Teacher before making any decision.

- Asylum seekers who have made an application for asylum ‘as soon as was reasonably practicable’ on entering the country, and who are destitute, may now apply for support with accommodation and essential living needs from the National Asylum Support Service (NASS). Children in families supported by these measures have full rights to healthcare, and children of compulsory school age have full rights to education. They are also entitled to free school meals, school milk and school uniforms
- You can ask to see someone called an Education Welfare Officer. They can give you advice on employment and welfare benefits and will be able to give you information about your rights and responsibilities regarding your child or children’s education. The officer can be contacted at the EMAS office on 0117 9031365 or fax 0117 9311619.
- In the UK parents are encouraged to get involved in their child’s education and with the school.

9.1.2 How do I get a place for my child/children in a Bristol school?

When you arrive in Bristol for the first time you need to find a school place immediately. The Admissions Team of the Local Authority can give you the list of schools. They can be contacted on 0117 9037694, fax 0117 9037710, website www.bristol-city.gov.uk/schooladmissions On-line admissions can be made on this page.

You could also visit schools to ask if they have any available places.

9.1.3 Supplementary schools

Supplementary schools provide education outside of the national curriculum. For Somalis this could typically include Somali language, culture and religion as well as additional tutoring in mainstream subjects.

- Al Basiira Education and Culture Centre, 20 Wade Street, St Judes, Bristol BS2 9DR. Tel: 0117 9550981 Mobile:07957 644350, contact person: Ali Muse Tel: 0117 9413331 Email: alimohamoud@hotmail.com After school Arabic/Islamic studies and Somali language classes, also English language support as needed. Monday to Thursday 4.45pm –6.45pm.
- Amana Education Trust, 122 Grosvernor Road, St Pauls, Bristol BS2 8YA Tel: 0117 9550456 Email: Mo Ismail mohamoud.ismail@cityofbristol.ac.uk. Provides curriculum support in English, Maths and Science to Somali pupils in KS2, KS3 and KS4. Preparation for SATs revision classes organised through a supplementary weekend school run by specialist and mainstream teachers. Classes are held at St Pauls Learning and Family Centre, Saturday and Sunday, 10am – 3pm.
- Easton Jubilee Trust, 39 Seymour Road, Easton, Bristol BS5 0UW. Contact person: Dr Steve Wilmshurst Tel: 0117 952 2764 Email: kbcoffice@xalt.co.uk Provides Secondary Somali Homework Club, Science and Maths GCSE class for Somali students. All classes run term time only. Homework club: Thursday 6pm -7pm, Science GCSE class: Mondays 6pm -7.30pm, Maths GCSE class: Tuesdays 6pm-7pm.
- Mainstreaming Supplementary Schools’ Support Project, City Academy, Russell Town House, Russell Town Avenue, Bristol BS5 9GH
 Contacts: Tel: 0117 954 2818 0117 or 954 2826, David McLeod, Email: mcleodd@cityacademy.bristol.sch.uk, Azmina Mitha, Email: mithaa@cityacademy.bristol.sch.uk, Shahzeen Mitha, Email: mithas@cityacademy.bristol.sch.uk Provides intensive revision and preparation classes for KS3-KS4 in English, Maths and Science. Also GCSE revision classes for

Muslim students. This is a citywide project. Lessons taught by mainstream schoolteachers. The lessons are usually held on Saturday mornings but please ring for further information.

9.2 Education for Adults

Being able to speak English will improve your chances of getting a job that you like and pays well. There are other courses available that can both interest you and help your job prospects.

9.2.1 English

You can find ESOL (English as a speaker of other languages) classes at:

- City of Bristol College. Tel: 0117 312 5000 Email: www.cityofbristol.ac.uk Click on courses and follow the links to part-time courses and English. The College has centres in different areas of Bristol. Telephone or email for information about courses.
- Beacon Adult Learning Centre, City Academy, Russell Town Avenue, Easton, Bristol BS5 9JH. Telephone or email for information about classes. Tel: 0117 902 3839, Email: info@beaconcentre.org
- University of Bristol. Go to www.bristol.ac.uk/languagecentre/efl for information about the University's Language Centre which provides a range of courses.
- University of the West of England (UWE), Go to www.langcentre@uwe.ac.uk or telephone 328 2380 for information. For taught classes (Cambridge Certificate in English for speakers of other languages) go to www.ac.uk/ulp or telephone 328 2572 328 6767.
- Workers Education Association (WEA), Contact: Helen Garvey, Skills for Life Co-ordinator. Tel: 916 66512 Email: hgarvey@wea.org.uk, Contact: Naomi Bath, Development Worker. Tel: 916 6514 Email: nbath@wea.org.uk

9.2.2 Further Education

- For information about Lifelong Learning courses go to www.bristol.ac.uk/lifelong
- Careers Advice Service, Tel: 0800 100 900, Website: www.direct.gov.uk/careersadvice
- Learning and Skills Council 'In our Hands Helpline', Tel: 0800 011 3030, Website: www.lsc.gov.uk/inourhands

9.2.3 What if I want to do a different course?

Many of the organisations listed above offer a range of courses. You can also:

- Contact the Adult Learning Service, Tel: 0117 903 8844, Website: www.bristol.gov.uk/adultlearning
- Contact the Open University, Tel: 0117 929 9641. You may be eligible for financial assistance if you are on a low income.

10. Employment

10.1 Help to find work

- Link to Welcome to Bristol 2008 pack produced by Employment and Skills Team: http://www.bristol.gov.uk/ccm/cms-service/download/asset/?asset_id=29027018
- You can look for jobs in the local papers
- You can visit www.bristol.gov.uk/jobs

- You can visit www.jobcentreplus.gov.uk
- You can get careers advice by ringing 0800 100 900 or visiting www.direct.gov.uk/careersadvice
- Go to a Jobs Fair
- In Bristol there is something called the Ways2Work programme which will help people with child care and train people in childcare. If you want to know more telephone 0117 922 4541.

Information and basic advice about employment can be found at www.direct.gov.uk

10.1.1 Bristol Jobcentre Plus Centres

Bedminster Jobcentre Plus 17-19 Kent Street, Bedminster, Bristol BS3 3NW. Tel: 0117 991 3300

Bishopsworth Jobcentre Plus 59 Whitchurch Lane, Bishopsworth, Bristol BS13 7TE. Tel: 0117 991 3800

Bristol Jobcentre Plus St Stephens Street, Bristol BS1 1EN. Tel: 0117 991 3000

Jobcentre Plus is a part of the Department for Work and Pensions and provides a range of help and support for people of 'working age'. They help unemployed people back into work by providing information and advice about job vacancies and training.

If you have moved to the UK from another country in Europe it may be useful for you to look at the European Employment Services (EURES) website www.eures-jobs.com or you can contact Helen Giles, EURES Advisor, JobCentre Plus, South West Regional Office, Bristol. Tel: 945 6767 / 07779356294 Email: helen.giles1@jobcentreplus.gsi.gov.uk

You can also contact UK NARIC. UK NARIC provides a service whereby qualifications from outside the UK are compared to the UK's qualification frameworks. Website: <http://www.naric.org.uk/index.asp?page=82>, Tel: 0871 330 7033, Office hours: Monday to Friday 09.00am – 17.00pm

10.2 Trade Unions

There are many trade unions in the UK working to support workers and their employment rights, pay and working conditions, including health and safety. This section provides information about some trade unions. To join as a member or find out more, use the contact information.

TUC: For more information go to TUC website www.tuc.org.uk or contact the TUC South West office, Ground Floor, Church House, Church Road, Filton, Bristol BS34 7BD. Tel: 0117 947 0521. Regional Secretary: Nigel Costley, email ncostley@tuc.org.uk

UNITE: For more information about UNITE's T&G section go to the website www.tgwu.org.uk. The regional office is based at Transport House, Victoria Street, Bristol BS1 6AY. Tel: 0117 938 920. Regional Secretary: Steve Preddy.

UNISON: For information about UNISON go to www.unison.org.uk. The Bristol branch of UNISON South West is based at Vintry House, Wine Street, Bristol BS1 2 DB, telephone 01823 288031 (Regional switchboard). Branch Secretary: Martin Jones.

UCATT: Find more information at www.ucatt.info. Local regional office: UCATT Wales and

South West, 199 Newport Road, Cardiff CF2 1AV. Telephone 029 2049 8664.

USDAW: Find more information at www.usdaw.org.uk. Regional office Bristol USDAW, 1 Bank Road, Kingswood, Bristol BS15 8LX. Tel: 0117 961 6061.

GMB: For more information go to www.gmb.org.uk. The regional office is based at 4, Waterloo Street, St Philips, Bristol. BS2 0PH. Tel: 0117 955 4470

10.3 Rights of Employees

If you are employed by an employer you have certain legal rights. These include:

- To be paid. Your employer should also tell you when and how you will be paid.
- To be paid at least the minimum wage
- To have breaks during the working day
- To have holidays

You may have other rights depending on how long you have worked for your employer, whether or not you (or your partner) have children and what you have agreed with your employer. Further information about the rights and responsibilities you have as an employee can be found at: <http://www.direct.gov.uk/en/Employment/Employees/index.htm>

or you could ask an adviser.

11. Self-employment and running a business

Running your own business can be an attractive option for many people in the UK. People from overseas can sometimes also often spot market opportunities that others do not, and sometimes have good links for import and export trade.

Setting up a business in the UK is easier than many other countries but it is still important that you know how business works here. Getting as much information as you can before starting up a business can help you increase your profits and can help to make your business more successful.

Many businesses in the UK work with paper, for example, they will write letters rather than talk to you face to face or on the phone. You will also receive paper bills.

Getting good advice before you start a business can help you to understand many things such as:

- business rates
- what kind of bills you will have to pay such as paying tax, water, gas, electricity
- banking options and getting money to start up your business
- how to market your business
- what could go wrong and if there's anything that you can do to stop this from happening.

11.1 Things to think about

11.1.1 Training/Advice

You may want to ask yourself if you need any particular training or information before setting up your business.

Government Employment schemes may be able to help you. You can ask at your Jobcentre Plus if you are unemployed or ring your Local Business Link on 0845 600 9 006. You can also

check out their website www.businesslink.gov.uk

11.1.2 How to trade

There are four main ways to trade:

- As a sole trader, one self-employed person. Disadvantages: Owner liable for all debts, lack of continuity, no paid time off, owner has all responsibility.
- As a partnership, two or more self-employed sharing ownership of a business. Disadvantages: Total liability for partners business debts, disagreements can occur. A partnership agreement is recommended!
- As a limited company. Advantages: normally no personal liability for company debt other than director's personal guarantee. Credibility/tax/vanity/ limited liability, can sell shares to raise capital rather than borrow and pay interest.
- Co-operative enterprise, owned by its members, social and economic aims. Independent and generating wealth that is locally owned. Can access support from a national and international movement. A dedicated loan fund operative in the Bristol area. Number of members is not limited. Co-operatives usually register as limited companies. Types of co-operative enterprises and examples: Essential - Riverside Garden Centre, Spark, Secondary - Interflora, Streamline Taxis, Housing - Ashley Vale Action Group (self-building), Mina Road.

11.2 Finance

You will need enough money to live on as well as money to start up a business and keep it going. You could ask:

- friends and family
- bank
- charities or trusts

11.3 Book keeping and accounting

You will need to keep accurate and detailed financial records. You can do the accounts yourself or pay an accountant or bookkeeper. If you are trading as a limited company you need to pay for an accountant.

11.4 Income tax

You are responsible for paying income tax on your earnings. There are special allowances you can claim. To find out more go to www.hmrc.gov.uk. If you have just started a business you need to register with the HM Revenue and Customs (HMRC). You can do this by ringing 08459 134515

11.5 Value Added Tax (VAT)

Paying Vat will depend on the type of business and how much the business sells. For more information go to www.hmrc.gov.uk

11.6 Premises

You can trade from:

- home but you will need to check that your tenancy agreement or mortgage agreement allows you to do this.
- a rented or bought property. You will need to check that the property has been approved for business use. You may need planning permission which can be an extra

cost. It is a good idea to see a business advisor or a solicitor if you are thinking of renting or buying a property.

11.7 Business rates

This bill has to be paid to the Local Authority on most business premises. For more information go to the Business Link website.

11.8 Health and Safety

You have to meet certain Health and Safety requirements.

11.9 Insurance

You will almost certainly have to have some type of insurance to cover liabilities in the course of your work. You may have to pay:

- Employer's liability insurance. If you employ other people you must have this insurance
- Vehicles insurance for any vehicle used for business use
- Public liability insurance. This provides cover against any claims by members of the public.
- Premises insurance
- Contents, stock and materials insurance
- Health and accident insurance

11.10 Pension

You will get state retirement pension if you have met the contribution conditions.

11.11 Immigration status

Setting up a business may affect your immigration status so ask for advice before setting up a business.

11.12 Employing other people

If you employ people you will be responsible for paying wages, tax and national insurance contributions where relevant. You will also have to meet the requirements of employment law and health and safety regulations.

11.13 National Insurance contributions

You may have to pay these for yourself and your employees. For more information about this ring 0845 714 3143.

11.14 Where to go for advice

In Bristol you can go to:

- Brave Enterprise: The Coach House, 2, Upper York Street, Bristol BS2 8QN, Tel: 0117 944 5330, Website: www.brave.org.uk, Email: info@brave.org.uk
- Business Link in the South West: Great Western Business Centre, Emlyn Square, Swindon, Wiltshire. SN1 5BP, Tel: 0845 600 9966, Website: businesslink.gov.uk/southwest Email: enquiry@businesslinksw.co.uk
- Your bank
- Chambers of Commerce who usually offer free advice for members
- Enterprise Directorate which can be found at the Business Link website

- Inbiz provides support to the long-term unemployed
- Enterprise House, 8 Yarn Road, Stockton-on-Tees TS18 3NA. Tel: 01642 610610, Website: www.inbizonline.co.uk
- If you are under 30 visit www.shell-livewire.org
- Additionally, the Prince's Trust offers finance and help in starting a business if you are 30 or under. See www.princes-trust.org.uk

11.15 What do I do if I want to open a restaurant or cafe in Bristol?

Anyone who wants to do this must first register with Bristol City Council.

You need to complete a registration form. There is no charge for doing this and it cannot be refused. You need to send the completed form to the Food Safety Team. Only the people who work on the team will see the information on the form. If you have any problems filling out the form contact the team.

If there are any changes such as a change of owner or the business changes its name you will need to fill out a new form.

It is important that you know that your business can be inspected by the Food Safety Team during opening hours. They do not have to tell you when they are coming but they usually do let you know.

If a business fails an inspection the owner or manager may be asked to do certain things to improve food safety. If there is a risk to human health they can shut down part or all of the premises.

There are many rules regarding food safety and anyone who is thinking of running a food business needs to know these rules. If you do not understand the rules speak to someone from the Food Safety Team.

Food Safety Team, Public Health Services, 4th Floor, Brunel House, St George's Road, Bristol BS1 5UY. Tel: 0117 922 2500, Website: www.bristol.gov.uk, Email: food.safety@bristol.gov.uk

11.16 What do I do if I want to be a taxi driver in Bristol?

Taxis have to be licensed by Bristol City Council and you have to pass a number of tests and assessments to be a taxi driver.

1st test (Initial Assessment)

It is a multiple choice test which aims to test basic learning skills. It asks questions about directions within the city, accepting money from passengers and map reading from an A-Z of Bristol. Cost: £10 (you need to book a place with the Licensing Team). If you fail the assessment the Licensing Team may be able to refer you to the Learning Communities Team who may be able to help you.

2nd test.

You will need to attend an information session at the Licensing office. The session usually lasts two hours and gives advice on how to complete the application form.

3rd test-Taxi driving test

You need to book a test with the Driver Standards Agency

Putting in your application

Make an appointment with the Licensing Team. You will need to bring your driving license and passport so that staff can complete a Criminal Records Bureau check (CRB) Cost: £17.50 for the initial application fee, £7.50 for the DVLA record check, £41.00 for the CRB check.

4th test - Medical and knowledge test

If your CRB check is ok you will need to contact the licensing team to make an appointment for a medical examination. Cost: £100

You will also need to pass the Bristol Knowledge Test. You will be asked 100 questions. The pass rate is 90% for hackney carriage drivers and 75% for private hire drivers. The test is set at a high level so you will need to work hard to pass it. Cost: £50.

Contact details of the Licensing Team: Licensing Office, Princess House, Princess Street, Bedminster, Bristol BS3 4AG. Tel: 0117 914 2500, Email: licensing@bristol.gov.uk Travelling

12. Travelling

12.1 Driving

12.1.1 What do you need to drive in the UK?

Some of the information below can be found in the booklet 'Welcome to Britain' which was produced by Avon and Somerset Police in partnership with Race for Justice. To read this information in Somali go to:

http://www.avonandsomerset.police.uk/information/documents/cache/PDF/Document1002_30889.pdf

- **A vehicle registered under the owners name**

A vehicle that is permanently imported for use in Great Britain (GB) must be registered and taxed as soon as possible after it arrives in the country. See

http://www.direct.gov.uk/en/Motoring/BuyingAndSellingAVehicle/ImportingAndExportingAVehicle/DG_4022583 for full information.

- **A valid full driving licence**

With a Full Foreign or International Driving Licence you can drive for one year from entry in to the UK. After one year you must take a driving test.

If you are a EU citizen and you have a full valid driving licence from your own country, you are entitled to exchange this for a full British licence. There is a fee for this but you do not have to take a test.

If you want more information about driving licences go to

http://www.direct.gov.uk/en/Motoring/DriverLicensing/DrivingInGbOnAForeignLicence/DG_4022556 Or ring the local Driver and Vehicle Licensing Authority (DVLA) office in Bristol on 0870 240 1317

- A valid Vehicle Excise Licence which is also known as a tax disc
- Insurance for the vehicle, which includes you as a driver
- A valid Ministry of Transport test (MOT) certificate for the vehicle.

See <http://www.direct.gov.uk/en/Motoring/OwningAVehicle/index.htm> for more information on tax, MOT and insurance. The section on insurance includes important information about visiting and imported vehicles. The link is

<http://www.direct.gov.uk/en/Motoring/OwningAVehicle/Motorinsurance/index.htm>.

Driving licenses in the UK are specific to certain types of vehicle. For example, a driving

licence can only apply to automatic (i.e. with automatic gears) cars. You cannot drive a car with manual gearbox if you passed your test in an automatic car. However, if you passed your driving test in a car with a manual gearbox you can drive both types of car.

A driving licence for a car does not automatically entitle you to drive a motor cycle.

12.1.2 Basic Legal Rules

The law says:

- You should not drive if you have been drinking alcohol or using drugs
- All children must wear the correct child restraint. Where fitted all people must use seatbelts
- All lights on the vehicle must be in working order
- You must not park the vehicle in a bus stop or in any way that causes an obstruction, or on a painted double or single yellow line.

12.2 Travelling around Bristol

For information about travelling around Bristol go to <http://www.travelbristol.org/> and click on the link you want.

You can also visit the Travel Centre on Colston Street between 8.30am and 5.30pm Monday to Friday, and 8.30am to 1pm on Saturday.

12.2.1. Buses

Some information about travelling on the buses:

- Children's fares are cheaper than adults
- If you are disabled or over 60 you can apply for a bus pass. This gives you free travel on the buses during certain times of the day. To apply for a pass you need to complete a form which you can get from:

Bristol City Council, Planning Reception, Brunel House, St George's Road, Bristol BS1 5UY or any of the [customer service points](#). Tel: 0117 922 2600, E-mail: public.transport@bristol.gov.uk (please put 'Travelcard' in the subject heading).

Contact details for First Bristol Ltd are 0845 6020156.

You can get bus season tickets but in Bristol people often pay for their ticket when they get on the bus. If you are going to do this, it is a good idea to have the correct money available, as bus drivers cannot always give change. When drivers are unable to give change, a 'change' ticket is issued which is valid for seven days. The 'change' ticket can only be redeemed in two places, the Travel Centre, Colston Street, and Bristol Bus Station, Marlborough Street.

12.2.2 Cycling

Bristol has been chosen to become England's first 'cycling city' and will receive funding to create more dedicated cycle lanes, better facilities and more cycle training for children. To find out more about cycling and support for cyclists in Bristol, go to <http://www.bristol.gov.uk/ccm/navigation/transport-and-streets/cycling/>.

12.2.3 Local Rail: Severn Beach Line

There are eleven train stations on this train line:

Temple Meads, Lawrence Hill, Stapleton Road, Montpelier, Redland, Clifton Down, Sea Mills,

Shirehampton, Avonmouth, St Andrew's Road and Severn Beach.

The service runs approximately every 40 minutes Monday to Saturday and hourly on a Sunday.

If you want more information about the Severn Beach line you can ring 0117 922 4454 or email public.transport@bristol.gov.uk

12.3 Travelling around the UK

The cost of your journey might be cheaper if you make an advanced booking.

You can also save money if you buy a family rail card or a disabled rail card. Bus fares may also be cheaper if you are disabled.

12.3.1 Trains

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

Rail timetables, fares, journey planning and maps as well as live arrival and departure information Tel: 08457 48 49 50

Bristol has two railway stations that link to the rest of the UK.

Bristol Temple Meads Station

Bristol BS1 6QF. The ticket office is open: Monday – Saturday 05:30 – 21:30, Sunday 06:45 – 21:30.

Bristol Parkway Station

Stoke Gifford, Bristol BS34 8PU. The ticket office is open: Monday to Friday 05:40 – 20:00, Saturday 06:50 – 18:00, Sunday 08:30 – 19:00

12.3.2 Buses

National Express <http://www.nationalexpress.com/coach/index.cfm>

For advice, ticket amendments, refunds and cancellations, please call the booking line on +44 (0) 8717 818181. Opening hours are 08:00 to 20:00 Monday to Saturday and 10:00 to 20:00 on Sundays (UK time).

Disabled persons travel helpline Disabled Persons Travel Helpline can be contacted on 08717 818179.

Bristol Bus Station

Marlborough Street, Bristol BS1 3NU. The ticket office is open Monday to Friday 7:30am – 6pm.

Megabus

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

Tel: 0900 160 0900. Calls cost 60p a minute from a landline and mobile calls will vary. The phone lines are open from 7am - 11pm seven days a week.

13. Rubbish and Recycling

Bristol City Council is responsible for collecting household rubbish. There will be a set time for collection of household waste. You will have different types of bins and boxes for different types of rubbish.

13.1 If you live in a house

Black bin (if you live in a house) The bin is used for general household waste and will be emptied every two weeks

Black box (if you live in a house) This is for waste suitable for recycling and is emptied weekly. The list below tells you what you can put in to the box:

- Metal tins and cans. You need to wash them first and take off the lids.
- Paper, magazines, directories
- Glass - but not broken glass
- You can put car batteries and engine oil next to the box but not in it.

Brown bin (if you live in a house) This is for food waste and is collected weekly. The same people who collect the food waste will also collect cardboard.

Plastics You need to take plastic waste to collection points if possible. If not put them in your black bin.

You can also take your recycling to various points in the city:

St Philips Recycling Centre, Folly Lane, Off Days Road, St Philips, Bristol BS2 OQS

Avonmouth Recycling Centre, Kingsweston Lane, Avonmouth, Bristol BS11 OYS,

Some local supermarkets such as Tesco may also have recycling facilities.

13.2 Living in a flat

Household waste needs to go down the chute or in to the bin room. Some flats have recycling centres where you can recycle glass and paper.

For more information about getting rid of your rubbish go to

<http://www.bristol.gov.uk/ccm/content/Environment-Planning/Rubbish-waste-and-recycling/rubbish-collections.en>

For information in Somali type in 'recycling Somali' on the Council website or ring 0117 922 2100 and ask for the information to be sent to you in Somali.

13.3 What to do if you have large household items to dispose of

If you receive any of the following benefits you can ask the Council to remove up to three items every six months;

- Housing Benefit
- (Income based) Council Tax Benefit
- Income Support
- Pension Credit

If you do not receive any of these benefits you will need to pay the following charges: three items - £15, six items - £30, nine items - £45

To arrange for the council to collect your rubbish you can:

- Phone on 0117 922 3838 but you will have to pay over the phone with a debit or credit card
- Visit a customer service point where you can pay with cash.

Littering is an offence (which can include the spitting of khat leaves/stalks) and can lead to a prosecution.

14. Mosques

There are various mosques in and around Bristol.

- Bristol Central Mosque, Kilburn Street, Easton, Bristol BS5 6AP. Tel: 0117 941 1339, 0117 939 0804. Capacity for 600 people.
- Bristol Jamia Mosque - Green Street, Totterdown, Bristol BS3. Tel: 0117 977 0944. Capacity for 580 people. Sufi tradition.
- Easton Islamee Darsagah - 2 Roman Road, Easton, Bristol BS5. Tel: 0117 951 0156. Capacity for 500 people. Deobandi tradition.
- Easton Masjid- 66 St Marks Road, Easton, Bristol BS5. Tel: 0117 951 0317. Capacity for 550 people. Sufi tradition.
- Islami Darasgh Bristol, 109 Lower Cheltenham Place, Montpelier, Bristol BS6. Capacity for 150 (men only). Sufi tradition.
- Shah Jalal Jame Mosque, 468/470 Stapleton Road, Easton, Bristol BS5 6PA. Capacity for 700 people. Deobandi tradition.
- Hosseinieh Foundation, Apsley Street, Eastville, Bristol BS5 6SP. Tel: 0790 192 5126
- Bath Islamic Society, 8 Pierrepont Street, Bath BA1 1LA. Tel: 01225 460922
- Lodge Causeway Mosque, 250 Lodge Causeway, Fishponds, Bristol BS16 3QS.
- Taunton and Somerset Islamic Centre, also known as, or co-located with: Bangladesh Association Taunton and West Branch. Seema Cuisine, 17 East Reach, Taunton, TA1 3EW.
- South Somerset Muslim Cultural Association and Yeovil Mosque, 8a Westminster Street, Yeovil, BA20 1AE. Tel: 01935 412685

There is two mosques regularly attended by Somalis:

- Al Baseera Somali Mosque, 20Wade Street, St Judes, BS2 9DR. Tel: 0117 941 3331. Arabic mainstream tradition.
- Al-Huda Mosque, 60 Fox Rd, Easton, Bristol, BS5 0YA. Tel: 0117 952 2033

Other Muslim groups

- Bristol Muslim Cultural Society. 404 Stapleton Road, Easton, Bristol BS5 0JE. Tel: 0117 952 1802.
- Islamic Information Centre, 460 Stapleton Road, Eastville, Bristol BS5 6PA. Tel: 0117 902 0037.

15. Radicalisation

Radicalisation is the attempt by various groups to effect fundamental change to someone's behaviour and beliefs and make them more extreme. While there are many radical groups worldwide, in the UK there are various groups which are involved in radicalising Muslims to take extreme violent action in the name of Islam. This can include incitement to train or take part in violent jihad in the UK or abroad. These are causes for concern both nationally and locally.

Approximately half of the Muslims in Bristol are Somalis, many of whom settled in the City over the past decade, originally as asylum seekers, refugees or migrants from other European Union (EU) states. Many of Bristol's other Muslim communities are well established and include Pakistanis, Bangladeshis, Sudanese and Kurdish. Some people, especially young men and women, may be targets for radical groups.

Since 2007 the UK government has funded a programme to 'Prevent' violent extremism. In Bristol this is called Building the Bridge and is a partnership between Bristol City Council, the police and other statutory agencies. Within the partnership the two bodies overseeing the work are the Building the Bridge Board and the Partnership Advisory Group. The former has an elected Muslim Chair and Vice-Chair, as well as regular observers from the Muslim community. It is tasked to develop and deliver the work. The latter group consists of mainly Muslim organisations and others from the voluntary sector in the city, including the Council of Mosques and Muslim Forum. This group gives advice on the Building the Bridge programme and is also involved in some policy decision-making.

If you want to contribute to this debate or take part in the work, please contact the Council's Community Cohesion Team on 0117 9036415. If you want to discuss issues about radicalisation or extremist ideology in your community, then you can contact Ian Quaife, Community Cohesion Team Manager, 6 York Court, Wilder Street, Bristol BS2 8QH, email ian.quaife@bristol.gov.uk or telephone 0117 9036415 or 0117 9036413. If you have urgent concerns you can also contact the police.

16. Older people

16.1 Pension Credit

Information used here has been reproduced from the leaflet 'Are you aged 60 or over? Not getting pension credit?' which was produced by the Welfare Rights and Money Advice Service.

Welfare Rights and Money Advice Service, P O Box 595, Bristol BS99 2AW Tel: 0117 377 2877, Email: welfarerights@bristol.gov.uk

16.1.1 What is pension credit?

- It is a top up benefit for people aged 60 and over and on a low income
- Extra amounts may be paid if you are disabled, a carer, or have a mortgage.
- You may still get pension credit even if you have savings

To claim pension credit ring 0800 99 1234. The line is open 8am-8pm Monday to Friday and 9am-1pm Saturday.

16.2 Support for older people Living

Support and services for older people who want to remain independent, for disabled people of all ages and for families, carers and health professionals.

Most of the services are free and information in community languages is available if you ask.

You can contact the Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ, telephone 0117 965 3651 for information and support services, email info@thisisliving.org.uk. Telephone 0117 965 9353 to find out more about mobility services, email: mobserv@thisisliving.org.uk.

Website: www.thisisliving.org.uk

Bristol Care Direct can help you to stay in your own home, find out about activities in your area, and help with letters and forms. For more information ring 0117 903 6684 or email adult.care@bristol.gov.uk.

Centre for the Deaf, 16-18 King Square, Bristol BS2 8JL. Tel: 0117 924 9868 Office hours: Monday to Thursday, 8.30 – 5.00pm, Friday 8.30am – 4.30pm, closed 1pm - 2pm for lunch.

The Centre offers the following services: Environmental equipment service, Learning Difficulties Communication Group, Young people's service, Transition Project, Chaplaincy service, British Sign Language classes, Lipreading Classes, Hard Of Hearing Clubs, Deaf Awareness training, sports and social clubs, Social work services. Tel: 0117 924 9868

Royal National Institute for the Blind (RNIB), RNIB South West, 10 Still House Lane, Bedminster, Bristol BS3 4EB. Tel: 0117 953 7750 Fax: 0117 953 7751 Email: RNIBSouthWest@rnib.org.uk.

The RNIB offer a range of services and support to people with sight and hearing loss. Although some services are only available to people in Bristol, it aims to serve the South West as a whole, as the centre is a resource open to people throughout the region. Services include rehabilitation services, information, advice and advocacy services, Dual Sensory service, leisure services, emotional support, information and support for carers, education and employment, family services.

Age Concern Bristol, Canningford House, 38 Victoria Street, Bristol BS1 6BY. Open Monday to Friday 9am - 1pm, 2pm - 5pm. They offer a wide range of services: Information and advice Tel: 0117 922 5353, Practical services Tel: 0117 929 2552, Insurance and trading Tel: 0117 928 1555, Link-Up Tel: 0117 928 1538 (A trained volunteer will visit the older person in their home),

Computer learning Tel: 0117 929 7537.

Linksan Service and the Somali Disabled and Elderly Association run a joint project funded by the Council supporting Somali elders including a lunch club. This service is based in Muller Hall in Easton. For further information contact Ahmed Awale or Ahmed Duale on 0783 2270091 or 0790 8159433.

16.3 Housing

16.3.1 Supported Housing for Older People schemes.

For more information about this type of housing contact the Support to Older People Team by telephoning 0117 922 4612 or emailing stop@bristol.gov.uk.

You will need to be on the Bristol Housing Register before you can be considered for this accommodation

For Elderly Preferred accommodation you must be over 50 and on the Bristol Housing Register.

16.4 Transport

16.4.1 Disabled Parking

You may be eligible for a blue badge which allows you to park in disabled spaces across the city. To find out more telephone 0117 922 2083.

16.4.2 Buses

Older people are entitled to a free bus pass.

16.4.3 Dial-a ride

A mini bus service that provides door-to-door service at a reasonable price.

16.4.4 Wheelchairs for short-term use

Contact the British Red Cross Tel: 0117 301 2606

16.5 Volunteering Opportunities for Older People

- Gentle activity project. With this project you can learn how to keep fit, healthy and help others to be as well. For more information contact Lynne Joyner Tel: 07825 931 559 or Jan Snook Tel: 0117 922 4392
- Bristol Older People's Forum: The Forum meets every two months. It provides a free quarterly newsletter, and maintains a close working relationship with the Council, Age Concern and Help the Aged. Membership is open to everybody aged 55 or over. There is no membership fee. Contact details BOPF, Canningford House, 38 Victoria Street, Bristol BS1 6BY. Tel: 0117 927 9222, email: bopf@ageconcernbristol.org.uk

17. Young People

A lot of the information for this section has been taken from the Connexions West of England Pocket Handbook, Bristol Connexions Centre. Connexions Service contact details: 4 Colston Avenue, Bristol BS1 4ST. Opening Hours Monday, Tuesday, Thursday 9.30am -4.30pm, Wednesday 10am - 4.30pm, Friday 9.30am -4pm. Tel: 0117 987 3700, website www.connexionswest.org.uk 14-19 Prospectus: www.myplan4life.org/

17.1 Education and Employment

17.1.1 What can young people do when they finish Year 11?

- They can start full time education in school, Sixth Form College or college.

For details of full time courses go to www.myplan4life.org. If you want information about universities go to www.ucas.ac.uk.

Things you can do if you are going to college or changing school

- Visit the college to see what it is like
- Go to one of the Open Days with your family
- Find out as much as you can about the course you are interested in
- Once you have decided on a course apply for a place as soon as possible.
- You can start work or work with training
- For information about electrical or plumbing apprenticeships you can visit www.jtltraining.com
- To find out about apprenticeships (work with training) with the council visit www.bristol.gov.uk/jobs
- Other apprenticeship opportunities

Many occupations are covered, for example, business administration, construction, hairdressing, health and social care, leisure and tourism and motor vehicle work.

For more information telephone 0845 358 1001 or visit www.apprenticeships.org.uk or www.apprenticeshipsonline.org.uk

- e2e: You will train with a local training company or college and when you are ready you will be placed with an employer. E2e covers all the main types of work. If the family are on a low income a young person will receive an Education Maintenance Allowance (EMA) of up to £30 a week. You will get a weekly allowance and travel costs.

Careers information

- www.careersa-z.co.uk
- www.connexions-direct.com
- www.prospects.ac.uk This website is useful if you are thinking of going to university as it tells you about the sorts of careers you could get after this.

Qualifications

- www.qca.org.uk
- www.dfes.gov.uk/qualifications

Making choices after year 11

- www.dfes.gov.uk/nvg
- www.after16.org.uk Advice on choices if you have a disability

Finding work

- www.connexionswest.org.uk/vacancies
- www.jobcentreplus.gov.uk
- www.worktrain.gov.uk
- www.fish4jobs.co.uk
- www.workthing.com

Applying to university

- www.ucas.ac.uk
- www.ukcoursefinder.com
- www.dfes.gov.uk/studentsupport
- www.dfes.gov.uk/aimhigher
- www.scholarship-search.org.uk

Year Out/Voluntary Work

- www.vinspired.com
- www.do-it.org.uk
- www.vso.org.uk
- www.volunteering.org.uk
- www.careerseurope.co.uk

17.2 Health

If you are worried about your health in any way you can talk to family and friends, make an appointment with your GP, or visit any of the health sites below

General health

Visit www.nhsdirect.nhs.uk

Health and relationships

For more information visit www.bbc.co.uk/radio1/onelife

Health information for 14-16 year olds

www.mindbodysoul.gov.uk

Everything you've ever wanted to know about growing up

www.teenagehealthfreak.org

NSPCC

(National Society for the protection of children against cruelty) site for 12-16 year olds

www.there4me.com

Drugs

- Bristol Drugs Project Tel: 0117 987 6000, Website: www.bdp.org.uk.
- NHS Smoking Helpline Tel: 0800 169 0 169
- Khat misuse contact Nilaari Tel: 0800 028 0985
- Talk to FRANK Tel: 0800 77 66 00 or text on 0800 917 8765
- Website: www.talktofrank.com

Sexual health

Getting the right advice and information and finding people who know what they are talking about can be difficult. The following services can help.

- Bristol Sexual Health Centre (Milne), Tower Hill, Bristol, Tel: 0117 342 6900 Website: www.4ypbristol.co.uk
- Sexwise. Tel: 0800 28 29 30 calls are free and confidential. Website: www.ruthinking.co.uk

Sex

Most GPs offer contraception and sexual health services. They offer a confidential service and young people can see them even if they are under 16. It is possible to prevent a pregnancy by taking a special pill known as emergency contraception within 72 hours after unprotected sex.

You can use emergency contraception if:

- You have had sex and didn't use a condom
- If the condom split or came off during sex
- If you have forgotten to take your pill

Agencies that can give advice on emergency contraception and other sexual health issues

Visit www.4ypbristol.co.uk for a list of all chemists offering free emergency contraception to all young people aged 20 and under.

- Amelia Nutt Clinic Tel: 0117 946 5454
- Brook Young People's Clinic Tel: 0117 929 0090
- Central Health Clinic Tower Hill Tel: 0117 929 1010
- Charlotte Keel Health Centre Tel: 0117 902 7111
- City Gate NHS Walk-in Centre, 33 Broad Street, BS1 2EZ
- City Gate NHS Walk-in Centre, BRI Maudlin Street. Free pregnancy testing and emergency contraception. No appointment necessary.
- Knowle West Sexual Health Clinic Tel: 0117 903 0000
- Lawrence Weston Clinic Tel: 0117 982 3205
- Old School Surgery, Fishponds Tel: 0117 958 9128
- South Bristol NHS Walk-in Centre, Knowle West, BS4 1WH
- Southmead Hospital Tel: 0117 950 6383
- Southmead Young People's Clinic Tel: 0117 908 4654

- St John's Lane Health Centre Tel: 0117 953 6600
- South Bristol NHS Walk-in Centre, Downton Road, Knowle West,

<http://www.somaligaycommunity.org/>

<http://www.safraproject.org/> **A website for Muslim LBT women**

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

rhapsodybristol@googlemail.com

- Off the Record

Offers free counselling sessions to people who are lesbian bisexual, gay or transgender (LGBT). Tel: 0117 922 6747

Freedom Youth- a service for young people who are LGBT. The contact point for this group is Young Bristol. Tel: 0117 953 7921 Email: info@youngbristol.com

17.3 Young People's Organisations/groups

- The Crypt, St Luke's Church, Barton Hill. St Luke's organise a youth club for 7-12 year olds on a Monday during term time. Young People's Services have open access sessions on a Tuesday, Wednesday and Thursday. There is also a Somali young person's group on a Saturday afternoon.
- Bread Youth Project, 20-22 Hepburn Road, Bristol, BS2 8UD, Tel: 0117 942 7676, Email: jo@breadyouthproject.org.uk
- Off the Record offers a free counselling service to 11-25 year olds, 2 Horfield Road, St Michael's Hill, Bristol BS2 8EA. Tel: 0117 922 6747
- Young Bristol, Tel: 0117 953 7921, Email: info@youngbristol.com
- The Trinity, Trinity Road, Easton. Tel: 0117 935 1200, Email: info@3ca.org.uk
- Youth and Play Services, Bristol City Council. Tel: 0117 352 5716, Email: youthandplay@bristol.gov.uk
- Connexions Bristol, 4 Colston Avenue, Bristol BS1 4ST. Tel: 0117 987 3700
- Baggator, The Pickle Factory, 13 All Hallows Road, Easton, Bristol BS5 0HH, Tel: 0117 955 7733, Mobile: 07901916013
- Harry Crooke Youth Activities Centre, Moorlands Road, Fishponds. Bristol. Tel: 0117 965 6948, Mobile: 07971 686 946
- KHAAS Young Carers Group, St Werburghs Community Centre, Horley Road, Bristol BS2 9TJ. Tel: 0117 955 4070
- City of Bristol Young People's Forum, YOU, 32 Bond Street, Bristol BS1 3LX
- Somali Development Group delivers services for Somali young people and their families. Services include:

Crime prevention: group discussions about crime, effects of crime on young people and their families and the consequences of becoming an offender.

Self-Development programme: identifying needs of a young person and following up these needs in order to develop the young person's abilities, for example, accessing courses, trainings and employment. This service equips young people with the right tools to drive them in a direction of success.

One2One mentoring service with support, advice and discussion about issues faced by young Somalis such as crime, drugs, family problems, sexuality related matters, relationships.

Leisure activities: help to ensure Somali young people are accessing activities run in local youth centres, SDG also organises culturally appropriate activities requested by the young people themselves.

FGM Project: raising awareness of health implications of FGM for women and young girls, counselling services available for victims of FGM and groups where they can share and discuss their personal experiences with other people who have had similar experiences. The project also provides life skills training to build self-esteem and confidence.

17.4 Volunteering opportunities for young people

Talk to your Connexions Personal Adviser for ideas about volunteering or get involved with:

- Duke of Edinburgh Award, activities and volunteering for 14-25 year olds. For more information visit www.theaward.org
- Prince's Trust, contact them if you are aged 14 to 30 and feel stuck, bored, frustrated or held back. Projects last between 4 and 24 weeks. To find out more visit www.princes-trust.org.uk
- United Kingdom Youth Parliament gives 11-18 year olds a national voice that is listened to by politicians. Visit www.ukyp.org.uk to find out more

17.5 Leisure and activities

17.5.1 What's on and things to do

Go to your local community centre. If you're not sure where your nearest community centre is go to <http://www.bristol.gov.uk/ccm/content/Community-Living/Community-Centres-Facilities/community-development---community-centres.en>

- Contact a community organisation
- Go to the following websites:
- www.bbc.co.uk/bristol
- www.bristol.gov.uk
- www.goplacesdothings.org.uk - Bristol
- www.whatsonbristol.co.uk
- www.visitbristol.co.uk
- <http://www.bristol.gov.uk/ccm/navigation/leisure-and-culture>
- Look in the local newspapers
- Listen to local radio
- Visit your local library. To find your nearest local library look on the Council's website www.bristol.gov.uk/libraries
- Visit your local youth centre
- Visit your local sports centre
- Look for the leaflet 'Days out in and around Bristol'

- Go to a Visitor Information Centre
- Explore-at-Bristol, Anchor Road, Bristol BS1 5DB, open 10am - 5pm
- Cabot Circus, Information Desk, Level 2, Bristol BS2 9AB, open Monday-Saturday 10.30am - 8pm. Sunday 11am - 5pm
- Broadmead, Ask Me Point, Ground Floor, The Mall, Bristol open Monday-Saturday 9am - 5.30pm Sunday 11am - 5pm
- Visit your local museum www.bristol.gov.uk/museums

17.5.2 Libraries

Please see the link below for full information to find the library nearest you and all about library services: <http://www.bristol.gov.uk/ccm/navigation/leisure-and-culture/libraries/>

You do not have to pay to join the library but you will have to pay something if you are late taking things back. You can borrow books, DVDs and CDs. All libraries have free internet access and sometimes they organize storytelling for young children.

17.5.3 Recreation, Sport and Meeting Places

Lots of activities happen at these centres and if you apply for an Active card for your children they can now go swimming for free. Some of the centres offer women only swimming sessions.

There is also a women's only swimming session at Easton Leisure Centre. This happens on Sundays between 4.30 and 5.30pm

- St Paul's Community Sports Academy, Newfoundland Road, St Paul's, Bristol BS2 9NH. Tel: 0117 377 3405
- Easton Leisure Centre, Thrissell Street, Easton, Bristol BS5 0SW. Tel: 0117 955 8840
- Henbury Leisure Centre, Avonmouth Way, Henbury, Bristol BS10 7NG, Tel: 0117 353 2555
- Horfield Leisure Centre, Tel: 0117 903 1643, Whitchurch Sports Centre, Bamfield, Whitchurch, Bristol BS14 0XA. Tel: 01275 833 911
- Withywood Sports Centre, Withywood Community School, Molesworth Drive, Bristol BS13 9BL. Tel: 0117 377 2294
- Kingswood Leisure Centre, Church Road, Staple Hill, Bristol BS16 4RH. Tel: 01454 865 700

17.5.4 Parks

Major playgrounds There are three major playgrounds in Bristol, for further information please click on the following links - [Hengrove Play and Wheels Park](#), [Blaise Castle Estate](#) and [Oldbury Court Estate](#). These sites are located in the south north and east of the city and play a big part in the strategic development of play facilities.

Adventure playgrounds Bistol City Council's Youth and Play team manage the following adventure playgrounds in the city:

Felix Road Adventure Playground, Felix Road, Easton, Bristol BS5 0JW Tel: 0117 955 1265

Lockleaze Adventure Playground, Romney Avenue, Lockleaze, Bristol BS7 9SU Tel: 0117 979

8311

St Paul's Adventure Playground, Thomas Street, St Paul's, Bristol BS2 9LL Tel: 0117 954 2145

Southmead Adventure Playground, Doncaster Road, Southmead, Bristol BS10 5PP Tel: 0117 950 3607,

Wheels parks, Wheels parks are customised areas designed for wheel sport activities. These can have single use like a stone chip covered BMX track or a multi purpose concrete park. Wheels parks provide a focal point for skating and riding and offer a social gathering space for young people. Wheels parks aim to offer a more secure setting for an activity that can be medium to high-risk dependent on the location. Wheels parks are located at:

- [Hengrove Park](#)
- [St George Park](#)
- [Dame Emily Park](#)
- [Filwood Park](#)
- [Lawrence Weston Park](#)

For more information you can call Bristol Parks on 0117 922 3719 or email bristolparks@bristol.gov.uk Monday to Friday 8.30am - 5pm (4.30pm Friday). Alternatively text 0771 039 6713 to report flytipping, graffiti, or make any other comments about Bristol's parks and green spaces. Please provide as much information as possible about the location, attaching any supporting photographs. Parks only call you back if more information is required.

17.5.5 Museums, galleries and archives

Entry to these buildings is free and can help your child learn in a fun way outside of school.

- City Museum and Art Gallery, Tel: 0117 922 3571. The museum organises free activities for children at different times of the year. Well worth a visit.
- Georgian House Tel: 0117 921 1362
- Red Lodge Tel: 0117 921 1360
- Blaise Castle House Museum Tel: 0117 903 9818
- Kings Weston Roman Villa Tel: 0117 903 9818
- City Record Office Tel: 0117 922 4224

@Bristol on Anchor Road, Harbourside, Bristol is a learning environment with a difference because children think they are just playing. What they are actually doing is learning about science.

Admission is quite expensive but you can spend all day there and you can cut down on the costs by taking your own food to eat. There are also special discounts for groups of ten or more people. Tel: 0117 915 5000

18. Volunteering

People volunteer for many reasons:

- To share their skills and experience with other people.
- To make a difference about something you care about
- To gain new skills
- To meet new people

- To build up confidence
- To feel good
- To give something back
- To learn about the systems in the UK
- Have fun

18.1 Some frequently asked questions about volunteering

Who can volunteer?

Anyone can volunteer but children under 14 years of age cannot volunteer for an organisation that makes a profit.

How can I become a volunteer?

- You could visit the following websites:
- www.direct.gov
- www.do-it.org
- www.bristol-link.co.uk
- www.csv.org.uk
- www.volunteering.org.uk
- Contact the organisations you'd like to work for
- Visit your local library
- Contact the Volunteer Centre in Bristol, Royal Oak House, Royal Oak Avenue, Bristol BS1 4GB. Tel: 0117 989 7733, email: info@bristolvolunteers.org.uk, website: www.bristolvolunteers.org.uk

Will I be interviewed?

Not usually but someone may want to have an informal chat with you. You may have a formal interview if the work involves money, or working with children or with dangerous equipment.

In either a formal or informal interview the organisation may ask you:

- Why are you interested in volunteering?
- What kind of work you are interested in?
- What are your skills?
- What new skills would you like to learn?
- How much time can you offer?

You can ask them:

- If you will get paid expenses?
- If you will receive any training?
- What will the work involve?
- What kind of support will you get?

Can I still claim benefits if I volunteer?

Being a volunteer should not affect your right to benefits as long as you meet the rules of your

benefit. For example, if you claim Job Seekers Allowance you must still be actively seeking a full time job, able to attend job interviews on 48 hours notice and be available to work at one week's notice.

What are my employment rights as a volunteer?

You don't have the rights of an ordinary employee or worker. However, there should be a volunteer agreement which explains:

- What supervision and support you will get
- Insurance cover
- Equal opportunities
- How any disagreements will be resolved

Can I leave if I don't like it?

Yes but it's always worth talking to someone before you make that decision. If you are unhappy about something they may be able to make changes that help you.

Where can I volunteer?

There are many organisations that support volunteers. Each place will have its own way of working so it is a good idea to check what they do. Also different types of work tend to use certain words. The words people use in their jobs is sometimes called 'jargon' and it can mean that it's difficult for other people to understand what they are talking about.

If you are new to the UK you may not be aware of working practices or the language. It is important that you know how much support you will get to help you with these things.

Some organisations offer a befriending or mentoring service which means that there will be a special person to help you. Even if you haven't got a mentor, ask questions if you aren't sure what to do or don't understand fully what people are talking about. The whole experience is about learning so use it in that way so that you can get what you need.

Volunteering can be a very good way to learn the skills that you need to get a full time job. Not all volunteering opportunities will lead to paid work but the organisation can usually offer some kind of training and a reference.

19. Political Participation

19.1 Register of electors

Every UK citizen over the age of 18 has the right to vote in local elections, European Parliamentary (EP) elections and the UK Parliamentary elections, or general election.

If you are a European Union citizen you can vote in all the elections apart from the general election. However, you cannot vote for EP elections in more than one country.

To vote your name must be on the register of electors.

19.1.1 What is the electoral register?

- The electoral register is a list of people in the Bristol area who are eligible to vote in an election.
- In order to vote in an election your name must be on the register.
- A mass update of the register is carried out annually between mid-August and mid-November and this new register comes into force during December.
- Before and after this, the register is updated on a rolling monthly basis.

19.1.2 When can you register?

- The Electoral Register is now a rolling register, which means you can join the register throughout the year.
- Electors who move can complete the following form and register for their new address.
- Use the timetable to find out when your name will be formally added to the Register of Electors

19.1.3 Who can register?

Any person who is 18 years and over and is a British, Commonwealth, Irish Republic or European Union member state citizen living in the Bristol area who is not currently on the register.

19.1.4 How to apply to be on the register

Complete the register application form [Register to Vote Form](#)

19.1.5 Returning the vote application

Your register to vote application form should be posted to the following freepost address: Electoral Services, FREEPOST (NAT 11762), Bristol BS1 5BR. No stamp is required. Once registered, you will be sent a poll card before each election in which you are eligible to vote giving information about how you can vote.

19.2 The Full and Edited Registers

- The full register lists everyone who is entitled to vote.
- Only certain people and organisations can have copies of the full register, and they can only use it for specified purposes. These include electoral purposes, the prevention and detection of crime and checking your identity when you have applied for credit.
- The law says who can have a copy of the full register and what they can use it for.

19.2.1 The Edited Register

The edited register leaves out the names and addresses of people who have asked for them to be excluded from that version of the register. The edited register can be bought by anyone who asks for a copy and they may use it for any purpose.

Even if you don't want to vote it is still important to have your name on the register if you are thinking of getting credit, as many of the financial services use the register to check people's identities.

Voting in the local elections is one way to have your say about the services in your area. If you are not happy with the services and you don't think that you are being heard by your local councillor, you have the chance to vote for someone you think will listen to your views.

20. Births, Deaths, Marriages

By law you have to register births, marriages and civil partnerships and deaths.

20.1 Births

You need to register a birth within six weeks of the child being born. You need to make an appointment to register a birth.

20.2 Deaths

You need to register a death within five days of the death occurring. You need to make an appointment to register a death.

To make an appointment you can either ring the Bristol Register Office on 0117 903 9078 or go to the Register Office which is in The Old Council House, Corn Street, Bristol BS1 1JG. The

office is open 9.00am - 4.00pm Monday, Tuesday, Thursday, Friday, 10.00 am - 4.00pm Wednesday (Late night opening 5.00pm – 7.00pm), Saturday 9.45am - 11.15am

20.3 Marriages

To give legal notice of a marriage ring 0117 903 8874 or visit the office at the address above. You can do this up to twelve months before you get married.

For more information about registration go to

www.bristol.gov.uk/ccm/content/Community.Living/Marriages/register-office-births-marriages-and-deaths.en.

Copies of birth, marriage or death certificates can be obtained by calling in person or by post, for details telephone 0117 903 8423.

21. Money

21.1 Banks

If you want to open a bank account (and you will probably need to) you will need proof of your identity. This could be a valid passport, a UK driving licence or a benefits book. You will also need proof of your address. This could be a gas, electricity, water or phone bill, a council tax bill, a local council rent card or your tenancy agreement.

You may want, at some time, to get a credit card or a loan. You will probably not be able to do this until you have been in the UK for at least two years.

Please note that if you are applying for a credit card (or other types of financial transaction, such as getting a loan), then the company you are applying to will do a 'credit check' on you. In order to pass a credit check, the company will be looking for proof of your address for at least the last two or three years. In order to have such proof of address you will need to be on the Register of Electors so it is important that you are on this list.

21.2 Sending money home

If you want to send money outside the UK you can do this safely using the Money Gram system operated by main Post Offices. Money Gram will transfer money instantly to post offices of banks in most countries around the world. You can also send money through Western Union, which operates through many shops. Look for the Western Union sign in the shop window.

Neither Moneygram nor Western Union currently offer a service to send money to Somalia.

You can also send money from a bank account here to a bank account in another country.

There are also specific services available for sending money into Somalia run in the community, which may offer a cheaper option. Please check with community organisations regarding which services may be appropriate.

If you want to send money home you should check the charges you will have to pay and the person you are sending to may have to pay. You will have to pay charges whichever method you use, but if you use a bank then the person you are sending money to may also have to pay charges. If you use Western Union you pay charges, but the person you are sending to should not have to pay as well. It is not advisable to send money in the post.

There are lots of Somali led businesses in the city that deal with money transfers. This is called the Halawa system and includes Dahabshiil, Al Amal, Qaran Express etc. They are

mainly found on Stapleton Road (Easton), Church Road (Lawrence Hill) and Ashley Road (St Pauls).

22. Community Development and the Community Cohesion Team, Bristol City Council

The Council's Community Development Unit, Equalities and Community Cohesion, works with voluntary organisations across the city. The work ranges from assisting small local groups of volunteers to addressing local needs to ongoing work with large organisations employing several staff and delivering services or regeneration projects. The Community Development Unit also supports cross-sector partnership organisations dealing with issues such as community safety, health, and unemployment.

The Community Development Unit has five teams: Community Cohesion, Community Engagement, Equalities Forums, Grants and Investment, and Community Buildings.

Community Cohesion Team

Bristol has a changing population. New and growing communities are settling in the inner city areas and beyond, bringing both advantages and new challenges around cohesion and integration. Working with partners from across the Council and the voluntary sector, the Community Cohesion Team leads the Council's community development response to working with new and settled communities, to enable local residents and organisations to take responsibility for addressing change in their neighbourhoods.

The 'Our Shared Future' report and the government's response to it identified cohesion and integration as fundamental aspects of creating common ground between all citizens ('Our Shared Future', Commission on Integration and Cohesion, 2007). Bristol City Council has taken up the challenge to place cohesion and integration at the heart of the Council's community strategy. A new citywide community cohesion strategy is being developed.

For more information contact Ian Quaife, Community Cohesion Team Manager, email ian.quaife@bristol.gov.uk or telephone 0117 9036413 or 9036415.

If you know of any changes or additions to the information in 'Isfahanka Bulshadda Bristol', please email equalities.team@bristol.gov.uk