



Welcome to Doncaster

New Arrivals Handbook



Welcome to Doncaster

May we wish you a warm welcome to Doncaster - your new home.

The Welcome to Doncaster, is a multi-lingual information pack with main focus on providing basic information and signposting to services that are available to residents, thus enabling people to live, learn, work and play safely in Doncaster.

The Welcome pack is produced by members of local community and its development was supported by Migration Impact Funding Steering Group with representatives from across the service areas, including: Doncaster Metropolitan Borough Council, Doncaster NHS, South Yorkshire Fire and Rescue Services, South Yorkshire Police, Doncaster Focus Group, Northern Refugee Centre, Citizens Advice Bureau and others.

The packs contain information in English, Lithuanian, Polish, Russian and Slovak languages and are being made available in the Central Library, the Council Customer Service Centres, NHS Health Focus, Doncaster CAB and community outlets.

We hope you find this publication useful. If you have any other suggestions please contact Doncaster Council Customer Service on (01302) 736000 or Northern Refugee Centre on (01142) 412780.

In addition to this, electronic versions in PDF format are available at:

www.doncaster.gov.uk

www.nrcentre.org.uk

www.doncasterfg.com

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Welcome to Doncaster



ABOUT YOUR COUNCIL

Doncaster is a historical market town and the largest metropolitan borough in the country. Home to over 300,000 residents, Doncaster is made up of three Parliamentary Constituencies and 21 local Wards. Currently, Doncaster Council is one of only eleven local authorities led by an elected Mayor, who together with members of Cabinet work within a democratic constitution framework to approve and make executive decisions on a policy and budget in relations to the needs of people and to improve Doncaster. Supporting the Mayor and his Cabinet is the Council's Chief Executive Officer and associated Corporate Leadership team with a primary objective to effectively deliver services to all its residents. Doncaster Council delivers many services including advice and benefits, education and learning, environmental health services, health and social care, waste and recycling, leisure and culture and trading standards. There are 13 Customer Service Centres where you can discuss issues which affect you in your neighbourhood.

Have Your Say at:

www.doncaster.gov.uk

And click on “*Have your say*”

Contact your local Council

The Council House

College Road

Doncaster, DN2 1RN

Tel: (01302) 736000

Emergency out of hours: (01302) 341628

Text: 71006

general.enquiries@doncaster.gov.uk

www.doncaster.gov.uk



Elections

You should exercise your right to vote on the issues that affect you. To ensure that you are on the Register of Electors or further information about voting and elections, please contact the Council home page or:

Electoral Services Department

Tel: (01302) 734658 / 734685

Elections department on elections@doncaster.gov.uk

Contacting Your Elected Representatives

In Doncaster there are 63 local councillors– to find out who represents you contact:

Mayor of Doncaster

Floor 1, Council House,

College Road,

Doncaster, DN1 3AJ

themayor@doncaster.gov.uk

Councillors

Parish Councillors

www.doncaster.gov.uk

member.services@doncaster.gov.uk

Local Councillors

Tel: (01302) 734444

www.doncaster.gov.uk

Members of Parliament

Doncaster has 3 Members of Parliament

For more details visit:

www.carolineflint.co.uk

www.epolitix.com/EN/MPWebsites/Rosie+Winterton

www.edmilibandmp.com



EMPLOYMENT AND WORK

Doncaster has a strong and vibrant economy and its excellent location attracts many national and international employers.

Work permit and registration

Most workers from abroad must register before they are allowed to work in the UK. EU nationals from A2 countries – Bulgaria and Romania still need permission from the UK Border Agency before accepting or starting any employment in the UK. This is called **Accession Worker Card**. All other EEA and Swiss nationals, and from May 2011, former A8 nationals are free to take work in the UK without needing to apply for permission. The best way to make an enquiry with the Home Office is online; it is possible to have an appointment, however it may be charged at premium rate. For further information please contact:

www.ukba.homeoffice.gov.uk Tel: 0870 606 7766

Customer Contact Centre

UK Border Agency,
PO Box 3468, Sheffield S3 8WA
Tel: 0114 207 4074

National Insurance Number (NINO)

Before applying for a job, you must have or have applied for, a valid NINO. You are required to pay NI contributions and income tax out of your wages. To apply for NINO contact Jobcentre Plus.

The National Minimum Wage (NMW)

The NMW is a minimum amount per hour that most workers in the UK are entitled to be paid (reviewed each year 1st October). The current rate for workers aged 21 and over is £5.93 per hour. If you are not an employee but an agency/freelance worker, a casual worker, a trainee or self employed, you should seek help from an experienced adviser. For full details go to www.direct.gov.uk or www.bis.gov.uk.

Looking for a job

Jobcentre Plus provides information and services, on finding a job, writing CV and help with job interviews, further learning and training and opportunities, benefits, loans and grants and childcare.

Doncaster Jobcentre Plus

Crossgate House,

Wood Street,

Doncaster, DN1 3LL

Tel: 0845 604 3719

Textphone: 0845 608 8551

contact-us@jobcentreplus.gsi.gov.uk

All correspondence: Jobcentre Plus | Doncaster Jobcentre | Brightside Lane
| Sheffield | S99 2AA | www.direct.gov.uk

JobsDoncaster

For more information on the public sector jobs in Doncaster:

www.jobsdoncaster.co.uk



Pay and Work Rights

- Most workers are entitled to certain statutory rights:
- The right to a NMW;
- Written contract within two months of starting work;
- Limits on working time;
- Statutory sick pay
- Health and safety rights;
- A right to become a member of a Trade Union;
- The right not to be discriminated against and paid holiday.

Helpline

Tel: 0800 917 2368

Textphone: 0800 121 4042

payandworkrightscampaign.direct.gov.uk

Trade unions

Trade unions are experienced in representing migrant workers and campaigning on their behalf. There is a charge for membership.

www.tuc.org.uk

Gangmasters Licensing Authority (GLA)

The Gangmasters Licensing Authority
PO Box 8538

Nottingham, NG8 9AF

Tel: 0845 602 5020

enquiries@gla.gsi.gov.uk

www.gla.gov.uk

Health & Safety Executive

www.hse.gov.uk

Conciliation & Arbitration Service

www.acas.org.uk



ADVICE AND BENEFITS

There are a wide of range of benefits available to help you with the cost of living. Which state benefits and how much you are entitled to, will depend on your specific circumstances and residency status.

From May 2011, some of temporary restrictions on employment and welfare benefits for EU nationals from A8 countries; - Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia will be removed as a result from the abolition of the Workers Registration Scheme (WRS).

Whilst at work (and considered as being a worker), A2 nationals can claim all the in-work benefits. If they stop work within the 12 months period, all the in-work benefit will stop. It is for important to keep up to date with latest developments on your rights and entitlements. For more information refer to Section 2 and UKBA website.

Advice and Information on Benefits

Doncaster Council

Benefits Section

Colonnades House

Duke Street,

Doncaster, DN1 1ER

Tel: (01302) 735336

Mon - Fri 8.30am-5pm

Minicom: (01302) 735322

Fax: (01302) 734373

housing.benefit@doncaster.gov.uk

www.doncaster.gov.uk

Doncaster Jobcentre Plus

Crossgate House

Wood Street

Doncaster, DN1 3LL

Tel 0845 604 3719

Text: 0845 608 8551

www.dwp.gov.uk

Tel: 0800 055 6688

Text: 0800 023 4888

Doncaster Citizen's Advice Bureau (CAB)

The Guildhall Advice Centre,
Old Guildhall Yard,
Frenchgate,
Doncaster, DN1 1QW
Tel: (01302) 735225
Fax: (01302) 735230

CAB (Thorne Office)

5A Browns Lane,
Thorne,
Doncaster, DN8 5AF
Tel: (01405) 740550
Fax: (01405) 740897

CAB (Mexborough)

The Happy Child Nursery,
Adwick Road,
Mexborough,
S64 0BP
Tel: (01709) 572400

HMRC Tax & Customs Helpline: 0845 010 9000

St Peter's House
Princes St
Doncaster, DN1 3NY
Tel: 0114 296 9696
Fax: (01302) 818885

The List of main benefits

To find out more about different benefits and whether you/your family are entitled to any help use anonymously Benefits Adviser calculator.

www.direct.gov.uk/en/MoneyTaxAndBenefits

Tax credit helpline: 0845 300 3900

- **Council Tax Benefit and Housing Benefit**, may be available to people on a low income to help them pay Council Tax and Rent. It is means-tested, so the more you earn, the less you will get, but you will get greater allowances if you have a larger family.
The Local Housing Allowance Rate has a max amount that you

can receive through housing benefit for a private sector tenancy. If you pay rent to a private landlord and need to know the maximum paid, you can find this out on the Doncaster Council website www.doncaster.gov.uk and search “Local Housing Allowance”.

- **Working Tax Credit** is a payment to top up earnings of people working on low incomes including those that do not have children - Contact Tax Credit Helpline.
- **Child Tax Credit** is available to families with children up to 16, or until 19 if they remain in full time education. You can only get a tax credits claim pack from the Tax Credit Helpline. You cannot claim online.
- **Jobseeker’s Allowance** (JSA) may be available if you lose your job or you are looking for employment. Contact JobCentre Plus.
- **Income Support** is a benefit to help people on a low income. It is for people who do not have to sign on as unemployed (for instance they are the sole carer of a child under 7) but who do not have enough money to live on. Contact JobCentre Plus. A2 and A8 nationals who have worked in the UK, and are now unemployed, but the sole carer of a child in education may be able to claim this, or JSA.
- **Employment and Support Allowance** is a benefit for people who cannot work because of illness or disability.
- **Pension credit:** there are two different types of Pension Credit. Guarantee Credit is for people who have reached the minimum qualifying age. Savings Credit is for those aged 65 or over. To find out more:

The Pension Service

Tel: 0800 99 1234

Text: 0800 169 0133.

- **Child benefit** is a tax free monthly payment to people bringing up a child or young person. The only way to claim Child Benefit is to

fill in a Child Benefit claim form and send it to the Child Benefit Office along with your child's birth or adoption certificate. Child benefit and tax credits may be paid even if your children have remained behind in the country from which you have travelled. You cannot claim over the phone or the internet. Parents can get a form from the 'Bounty Pack' that is given to new mothers in hospital, or print it by searching "CH2" on www.hmrc.gov.uk or by searching "child benefit" on www.direct.gov.uk.

The child benefit form can only be downloaded when is completed online and then sent to:

Child Benefit Office

PO Box 1

NE88 1AA

Helpline: 08453 021 444

Text: 08453 021 474

Child Support Agency (CSA)

Child maintenance is regular, reliable financial support that helps towards a child's everyday living costs. The parent without the main day-to-day care of the child (the non-resident parent) pays child maintenance to the parent with the main day-to-day care.

CSA

National Helpline

PO Box 55

Brierly Hill, DY5 1YL

www.csa.gov.uk

Tel: 08457 133 133

Text: 08457 138 924

Transferring Benefits

There is also the possibility of transferring benefits you received in another country. In order to do that you need to obtain certificate E301 or E303 from social security office in your country and take to Doncaster Jobcentre plus.

Loans and Debt

Crisis Loans may be available due to an emergency or disaster. Contact Doncaster Jobcentre Plus.

- **Community Care Grant** may be available if you are homeless, leaving prison, caring for someone or facing family breakdown. Contact Jobcentre Plus.
- **Budgeting Loans**, if you need help to pay for things such as furniture, clothes and travel. Contact: Doncaster JobCentre Plus.
- **Cold Weather Payment**, may be available if you need help due to cold weather. If you are in receipt of Income Support, Income-based Jobseekers Allowance or Income-related Employment and Support Allowance this will be done automatically. Otherwise contact Jobcentre Plus.

If you have a problem managing your finance, seek professional advice. There are many agencies listed here that may be able to help you. If you decide to borrow money (a loan) only borrow from accredited lenders. Do not be tempted to borrow from a doorstep seller or money lender, or from a 'pay day' lender, because their rates of interest may be extremely high. If you are being harassed because you are having a difficulties paying off the loan, immediately seek legal advice or contact the Doncaster Council Trading Standards.

Doncaster Council Trading Standards

Trading Standards cover issues such as underage restricted sales, counterfeit products, fraudulent trading, product safety, rogue traders, weights and measures and illegal money lending and loan sharks.

Regulation and Enforcement

PO Box 257,

The Council House,

College Road,

Doncaster, DN1 1RN

trading.standards@doncaster.gov.uk

Consumer Direct: (01302) 737529 or 737552 | Text: 71006

If you are threatened or feel frightened, you should contact the police. **For more information and help on managing your finances:**

- www.moneymadeclear.org.uk
- www.nationaldebtline.co.uk
- www.doncasterhomechoice.co.uk
- www.slhdmoneywise.co.uk
- www.direct.gov.uk
- www.citizensadvice.org.uk
- Tax Credit Helpline: 0845 300 3900 or 0289 0538192
www.taxcredits.hmrc.gov.uk
- Doncaster Joint Visiting Team: (01302) 734387
- The Pension Service: 0800 991 234 www.dwp.gov.uk
- Community Legal Advice: 0845 345 4345
www.communitylegaladvice.org.uk



ACCOMMODATION

You can rent a home in Doncaster from Council Housing Services, Housing Associations and local Estate Agents. If you are working you may be able to buy a property. It is extremely important that you pay your rent.

Buying a property

Most banks or building societies will give you a free quotation on a mortgage and repayments.

Private renting

Private rented accommodation can be found through a lettings or estate agents, in newspapers, local shop windows. Remember to get written tenancy agreement. To find out more information:

www.uklettingagent.co.uk/doncaster

If you have any concerns about Private rented accommodation, including your rights as a tenant, please contact:

Doncaster Council Private Sector Housing Team

PO Box 826,
The Council House,
College Road,
Doncaster, DN1 9AR
Tel: (01302) 737302
Text: 71006

housing.enforcement@doncaster.gov.uk

Assistance with Repairs to a Private House

Tel: (01302) 737081
Text: 71006

housing.standards@doncaster.gov.uk

Doncaster HomeChoice

Council Housing is allocated through a Choice Based Letting system called Doncaster HomeChoice, run by St. Leger Homes. This means that you can choose which home and area you would like to live in.

Doncaster HomeChoice

St Leger Court, White Rose Way,

Doncaster, DN4 5ND

Tel: (01302) 862628

info@stlegerhomes.co.uk

www.doncasterhomechoice.co.uk

St. Leger Homes

Housing Office

The Council House, College Road

Doncaster, DN1 1RN

www.stlegerhomes.co.uk

Housing Associations

There are a variety of housing associations that offer accommodation and the Council can nominate applicants for housing or you can apply direct to an individual association. For more information visit St. Leger homes any area housing office at www.doncasterhomechoice.co.uk or the HAS.

Housing repairs-council property

Tel: 0808 1263123 (24hrs freephone from landline)

(01302) 735191 (24hrs)

tenantsrepairs@stlegerhomes.co.uk

Homelessness

If you are at the risk of becoming homeless please contact:

Doncaster Housing Options and Homelessness Team

Kings Mews
64-66 East Laith Gate
Doncaster, DN1 1JD
Tel: (01302) 862043
Text: 71006

Shelter

(National Homelessness Charity)

Tel: 0300 330 1234
Fax: 0344 515 2973.
info@shelter.org.uk
For urgent housing advice
Tel: 0808 800 4444

M25- Housing & Support Group includes following services:

Tenancy Support Service

Young Persons Service
34 Nether Hall Road,
Doncaster, DN1 2PZ
Tel: (01302) 361777

Wharf House

Wharf Road,
Doncaster, DN1 2ST
Tel: (01302) 558010

Open House Plushop

College Road
Doncaster, DN1 3JH
Tel: (01302) 369360



Support and housing for Young people 16-25

Doncaster Housing for Young People DHYP

11 Chequer Road

Doncaster, DN1 2AA

Tel: (01302) 321956 / 321953 / 738198

dhyp@btconnect.com

YMCA Housing Association

31 Wood Street,

Doncaster, DN1 3LH

Tel: (01302) 342148

www.doncasterymca.org.uk

Doncaster Foyer

Chequer Road

Doncaster DN1 2AA

Tel: (01302) 764800

www.saha.org.uk

Housing grants

Doncaster Council offers very limited housing grants.

Disability Facilities Grants

The Adult team: (01302) 737391

The Children's team: (01302) 736186.

Mortgage Rescue Scheme can also help you if you are having difficulty meeting mortgage repayments and are at risk of losing your home.

Information and Advice:

You can get free advice and assistance on a wide range of issues relating to both public and private sector housing.

Housing Advisory Service (HAS)

Kings Mews

East Laith Gate

Doncaster, DN1 1JD

Tel: (01302) 862043

Doncaster Housing Advice Centre (DHAC)

1 Neterhall Road,

Doncaster, DN1 2PH

Tel: (01302) 761880

Freephone: 0800 0197063

RECYCLING & WASTE

Doncaster Council provides a range of recycling and waste services including kerbside recycling and rubbish collections, recycling banks, household waste recycling centres and clinical waste services.

- Rubbish must go into the correct bin.
- Do NOT leave rubbish on your garden or in the street.

For more information about waste and recycling please contact:

Tel: (01302) 736000 www.doncaster.gov.uk/recycling

Green Bin

Garden waste inc:

- Leaves
- Twigs
- Grass cuttings



Green Box

Recycling such as:

- Tins, cans and aerosols
- Glass bottles and jars
- Cardboard



Blue Sack

• Paper only



Clear Sack

• Plastic bottles



Household Waste Recycling Centres

- 1 Balby, Springwell Lane, DN4 9AJ
- 2 Armthorpe, Armthorpe Road, DN2 5QB

- 3 Hatfield, Bootham Lane, DN7 4JT
- 4 Rossington, Bankwood Lane, DN11 0PS
- 5 Carcroft, Bentley Moor Lane, DN6 7BD
- 6 Conisbrough, Crookhill Road, DN12 2AE

Pet Travel Scheme

The Pet Travel Scheme (PETS) is the system that allows pet animals, from certain countries, to enter the UK without quarantine as long as they meet certain conditions: **0870 241 1710**.

Information about the Pet Travel Scheme, routes and airport transport companies can be found on www.defra.gov.uk/wildlife-pets/pets/travel/pets

Dog Registration

If you lose your dog,
you can call the Mount Pleasant boarding kennels on (01302) 722748

If you find a stray dog
during the day time, you should call the Council on (01302) 736000

Your dog must wear a tag by law when it is out in a public place. Stray dogs are kept in boarding kennels and if they are not collected within seven days, you will lose the right to reclaim it, and The Council will try to re-home it. Outside normal office hours, you should call (01302) 341628.

Animal Health

PO Box 257,
The Council House,
College Road,
Doncaster, DN1 1RN
Tel: (01302) 737554 | Text: 71006
animalhealth@doncaster.gov.uk

Dog Waste – Max £1000 fine

Dogs should never be allowed out in public areas unsupervised. You **MUST** always clean up any waste after your dog in public places. In the parks there are often special waste bins provided by the Council.

RSPCA

Animal Centre,
Great North Rd,
Bawtry, Doncaster
Tel: (01302) 719790

Queen Mary's Rd,
New Rossington,
Doncaster
Tel: (01302) 867082
www.rspca.org.uk

HEALTH AND WELL BEING

The National Health Service (NHS) provides public healthcare in the UK; it is free for all residents with no restrictions to stay in the country and accessible via GP (General Practitioner, doctor). Unless you are on benefits, you should expect to pay for the cost of dental care, optician and prescriptions.

Registering with a GP (Doctor)

Your local GP surgery provides a range of services including, medical advice and treatment, immunization, access to maternity services, prescriptions, referral to a specialist or a hospital. To find out more about GP surgeries, opticians, dentists and pharmacists contact:

NHS Doncaster

enquiries@doncasterpct.nhs.uk

www.doncaster.nhs.uk

PALS – Health Advice Centre

Patient Advice and

Liaison Service

Tel: (01302) 768550

Fax: (01302) 368160

health.focus@doncasterpct.nhs.uk

www.doncasterpct.nhs.uk/pals

Accident & Emergency (999)

If someone is seriously ill/injured and needs immediate emergency care, you should take the patient to Accident & Emergency (A&E) or call 999 for an emergency ambulance.

Doncaster Royal Infirmary Hospital (DRI)

Accident and Emergency Department (A&E)

Armthorpe Road,

Doncaster, DN2 5LT

Tel: (01302) 366666

Emergency Healthcare Doncaster 8am-8pm Health Centre

Doncaster 8am to 8pm Health Centre offers fast access to a doctor, nurse practitioner or practice nurse who can provide health advice and treatment. It is open every day including bank holidays, by appointment or walk in, and you don't have to be registered with GP.

Devonshire House
South Parade
Cavendish Court
Doncaster, DN1 2DJ
Tel: (01302) 645544

NHS Direct

NHS Direct is a 24-hour advice and health information helpline. They can use telephone interpreters and provide confidential information on particular health conditions and local healthcare services.

www.nhs.uk Tel: 0845 46 47

The European Health Insurance Card (EHIC) can be obtained or renewed:

www.ehic.org.uk

Tel: 0845 606 2030

Dental Emergencies

If you are not registered with dentist contact Doncaster PALS. The emergency dental service for Doncaster patients:

Montagu Hospital

Dearne Valley Access Centre
Adwick Road
Mexborough, S64 0AZ
Tel: (01709) 585171
Dental appointment: 0845 155 0845



Out of Hours GP service

Only non-emergency treatments. The service is based at Doncaster Royal Infirmary. Call your own GP to get a telephone number to call.
www.doncasterpct.nhs.uk/outofhour

Health and Well being support services

Day Centres

Day care facilities aim to help older or disabled people live independently in their own homes for as long as possible.

Partnership for Carers (DPFC)
74 Church Lane,
Doncaster, DN4 6QD
Tel: (01302) 531333
www.doncastercarers.org.uk

The Legalisation Office of the Foreign & Commonwealth Office (FCO)

Legalisation (by issue of **Apostilles**) is the official confirmation that a signature, seal or stamp on a UK public document is genuine. You can submit application either by post (24hrs service) or online, please see website for further information.

Legalisation Office
Norfolk House West
437 Silbury Boulevard
Milton Keynes, MK9 2AH
Tel: 03700 00 22 44
LegalisationOffice@fco.gov.uk
www.fco.gov.uk/legalisation

Sexual Health

Doncaster Pathways Sexual Health Resource Centre
7 Nether Hall Rd
Doncaster, DN1 2PH
Tel: (01302) 327445
www.doncasterpathways.org

Contraception & Sexual Health

East Laith Gate House
East Laith Gate
Doncaster DN1 1JE
Tel: (01302) 640064

Births, Deaths & Marriages

To register A birth, death, still birth and marriage.

The Register Office
Elmfield Park, South Parade,
Doncaster, DN1 2EB.
Tel: (01302) 364922
registrars@doncaster.gov.uk

Home Care and Support Services

Doncaster Council provides a full range of community social services to help people live as independently as possible in their own home.

Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust

St Catherine's House,
Tickhill Road
Doncaster DN4 8QN
Tel: (01302) 796000
Minicom: (01302) 796279

The Independent Mental Capacity Advocacy Service (IMCA)

MCA/DOLS Co-ordinator,
Safeguarding Adults Team,
Scarborough House
Chequer Road
Doncaster, DN1 2DB
Tel: (01302) 735065
MentalCapacityAct@doncaster.gov.uk

SYCIL

(South Yorkshire Centre for Inclusive Living)
Disability Resource Centre
M&M Business Park,
Doncaster Road,
Doncaster, DN3 1HR
Tel: (01302) 892949

MIND

27-29 Netherhall Road
Doncaster, DN1 2PG
Tel: (01302) 812190
Day Centre
87-89 Main Street
Mexborough, S64 9ND

DIAL (Disability Advisory Service)
Unit 9, Shaw Wood Business Park
Shaw Wood Way
Doncaster, DN2 5TB
Tel: (01302) 327800
Minicom: (01302) 768297

Rebound Doncaster

Pillar House,
19-21 South Parade
Doncaster, DN1 2DJ
Tel: (01302) 349300

Alzheimer's Society

(Doncaster Branch)
Tel: (01302) 325628
doncaster@alzheimers.org.uk
www.alzheimers.org.uk

Talking Shop

63 Hallgate,
Doncaster
Tel: (01302) 565650

Stop Smoking Services

To obtain NEW Free NHS Quit Kit With Free NRT

Patches contact:

NHS Free Smoking Helpline:

0800 022 4 332

www.SmokeFree.NHS.uk/Quit-Kit

Call the stop smoking service team on

(01302) 640064

www.yhpho.org.uk



Doncaster Stop Smoking Service

East Laith Gate House

East Laith Gate,

Doncaster, DN1 1JE

www.doncasterpct.nhs.uk/stopsmoking

Better Deal

83B Thorne Rd

Doncaster DN1 2ES

Tel: (01302) 730175

Alcoholic Anonymous

27/29 Netherhall Road

Doncaster, DN1 2PZ

Tel: 07949 129045

The Depot

Hallgate Centre

Hallgate

Mexborough, S64 0LG

Tel: (01302) 585645

Alcohol Services (Doncaster)

19 Hallgate

Doncaster DN1 3NA

Tel: (01302) 368705

Community Drug Team

37 Thorne Road

Doncaster, DN1 2EZ

Tel: (01302) 730956

www.drughub.co.uk

EDUCATION

School Admissions

By law children must start school full time in the September after their fourth birthday and they are entitled to a school place up to age of 16. All families need to fill in a form to apply for a school place. You can get forms from a school or the Council at The Council House. The Council can also tell you which is the local school for your address. The forms can go back to the school or the Council. Sometimes the local school is full; in this case a place will be given at the next nearest school with places. You will need to wait for a letter which will tell you which school to attend. This letter can be taken to the school who will then arrange a starting date soon afterwards.

Admissions and Pupil Services

Children and Young People's Services

The Council House

PO Box 266

College Road

Doncaster, DN1 3AD

Tel: (01302) 736083 / 737234 / 737204 / 737205

Text: 71006

admissions@doncaster.gov.uk

Age	Type
4-7	Infant schools (all of which have nursery classes)
7-11	Junior schools
4-11	Infant and Junior schools (of which 51 have a nursery class) (These schools may be called Primary Schools)
11-18	Secondary Schools (can leave after 16)
7-16	Special Schools (Special Educational Needs)
3-19	Special Schools (Special Educational Needs)

Free Early Years Provision

Free Early Years Provision (FEYP) for 3 and 4 Year Olds provides free nursery education for 15 hours per week for 38 weeks a year. For more information contact FIS.

Doncaster Families Information Service (FIS)

Doncaster FIS is a central point of information for childcare and family support in Doncaster. They offer free information on childcare, early education, activities for children and young people aged 0-19, family support services, learning opportunities, help with the costs of childcare and health services. They also hold details on all registered childcare providers.

Families Information Service (FIS)

Early Years and Childcare Service

Richmond Hill,

Melton Road,

Sprotbrough,

Doncaster, DN5 7SB

Tel: 0800 138 4568

Text: 71006

Public Text Message Service: 07624 809282

fis@doncaster.gov.uk

Children Centres

Children's Centres offer a wide range of activities, information and advice for a new parents and children.

Central Children's Centre

Welcome Way

Doncaster, DN1 3LE

Tel: (01302) 367739

www.doncasterchildrenandfamilies.info

Ethnic Minority and Traveller Achievement Service (EMTAS)

EMTAS supports schools in ensuring that children from overseas develop good English language skills and make academic progress. EMTAS provides training for teachers in how to teach children who are new to English. Parents and carers who have questions or wish to discuss any issues regarding their children should first contact the school or they can speak to EMTAS staff already working in the children's school.

Doncaster Adult, Family and Community Learning

The Adult, Family and Community Learning Service (AFCL)
High Street,
Bentley,
Doncaster, DN5 0AA
Tel: (01302) 862688
Text: 71006
afcl@doncaster.gov.uk

Doncaster Libraries

There are libraries throughout Doncaster that offer a wide range of facilities and activities, including free membership, books including foreign language collections, IT courses, DVDs, CDs, information, online resources, and free Internet access via the library computers. The Central Library is located at:

College Road
Doncaster, DN1 3JE
Enquiries: (01302) 734314
Reference: (01302) 734320
Children's Library: (01302) 734322
Local Studies: (01302) 734307
Text: 71006
reference.library@doncaster.gov.uk
www.doncaster.gov.uk
and click "*Leisure in Doncaster*"



Doncaster College and University Centre

Doncaster College is a large provider of further education in South Yorkshire. The College offers a range of courses, including degrees and professional studies.

Doncaster College

The Hub
Chappell Drive
Doncaster, DN1 2RF
Tel: 0800 358 7575
infocentre@don.ac.uk
www.don.ac.uk/courses

University Centre, Doncaster

High Melton
Doncaster
DN5 7SZ
Reception: (01302) 553 773
Tel: 0800 358 7474
he@don.ac.uk

Connexions

Balby Youth and Connexions Centre
Oswin Avenue
Doncaster , DN4 0NY
Tel: (01302) 855565
Text: 71006
connexions.admin@doncaster.gov.uk

Nord Anglia Education and Connexions

8 Bradford Row, Lazarus Court
Doncaster, DN1 3NF
Tel: (01302) 366065
connexionsadvice@nald-ne.co.uk



Pupil Support and Transport Section

The Pupil Support and Transport Team provide transport to and from educational establishment. Depending on the pupil's circumstances, they may be able to receive free transport.

The Council House,
PO Box 266,
College Road,
Doncaster, DN1 3AD
Tel: (01302) 737325
Text: 71006

transportandpupilsupport@doncaster.gov.uk

Free School Meals

If your child attends school full time and you are claiming certain benefits you may be able to apply for free school meals. You may be entitled to other benefits for your child, for example, free school milk for children under seven, or help to pay for school trips.

Contact: Benefit Section, Colonnades House or The Council House.

Higher Education Student Support

The Council House,
PO Box 266 ,
College Road,
Doncaster, DN1 3AD.
Tel: (01302) 737266 / 736078
Fax: (01302) 737186

student.support@doncaster.gov.uk

Financial help towards Higher Education

Student Finance England
Tel: 0845 300 5090

www.direct.gov.uk/studentfinance

UK NARIC

If you need to find out whether your qualifications are recognized in the UK, you should contact UK NARIC. This is the National Agency for providing information and advice about qualifications and skills comparisons from outside the UK.

Oriel House
Oriel Road
Cheltenham
Glos, GL50 1XP
Tel: 0871 330 7033
Fax: 0871 330 7005
www.naric.org.uk
info@naric.org.uk

Doncaster Youth Service

Elmfield House,
South Parade,
Doncaster, DN1 2EH
Tel: (01302) 862495 / 734201
youth.admin@doncaster.gov.uk

ESOL – English for speakers of other languages

If you want to improve your English or enquire about other learning opportunities, classes are held in a variety of places and range from Beginners to Entry 3. There is variety of ways of getting your course certified and accredited. To find out more about ESOL classes contact:

- Doncaster College
- Doncaster Adult, Family, and Community Learning
- WEA (Workers Educational Association)

WEA

(Workers Educational Association)
Bentley Resource Centre,
High Street, Bentley,
Doncaster DN5 0AA.
Tel: (01302) 872111
www.wea.org.uk

Polish Saturday School

Doncaster Deaf School
Leger Way,
Doncaster, DN2 6AY,
Tel: 07704 934838

EMERGENCY SERVICES

In an emergency you should call **999**. You will be asked if you need:

Police, Ambulance and or the Fire service. ONLY dial:

- 999 - If life is at risk or a crime is in progress
- 999 (SMS) - **ONLY** if you are deaf, hard of hearing or speech impaired.

Interpreting service is available by telephone or in person depending on the circumstances.

In an emergency, dial 999

FIRE & RESCUE SERVICE

■ What to do in an Emergency

If you need to call for the fire service in an emergency you should dial 999 and ask for the Fire Service. Calls to this number are free.

Remember - if you are in a building which is on fire, if possible you should get out, stay out, dial 999 and wait for firefighters to arrive. Do not return to the building to collect personal belongings or valuables. If you cannot get out of the building, the 999 operator will give you advice on how to keep yourself safe.

■ How To Get Safety Advice

As well as responding to emergencies, South Yorkshire Fire & Rescue also carries out a wide range of work in your community, aimed at preventing incidents occurring.

You can arrange for a free Home Safety Check where firefighters or support staff will visit your house to fit free smoke alarms and give you advice on how to reduce the risk of fire at your home.

To arrange a Home Safety Check:

- Text the word FREE to 87023 – A member of staff will then call you back to arrange a visit.
- Call SYFR's Hotline on 0114 253 2314 – Interpretation service available.
- Visit www.syfire.gov.uk – To fill out the on-line form to arrange a visit. More information is available online in other languages including Polish and Slovak.

POLICE

You should call the Police if you are the victim or witness of a crime or incident, such as burglary, assault, domestic violence, intimidation, theft, car accident, etc. Give the Police as much information as you can about the crime / incident, the offender such as what they were wearing, age, colour of hair, name and address if you know it and any details of a vehicle they may be using.

Police contact numbers:

In the case of a non-emergencies:

- 0114 220 2020 - For general enquiries or to report a non-emergency.
- 0114 252 3294 (text phone) - If you are deaf, hard of hearing or speech impaired.
- 07786 220022 (SMS) - If you are deaf, hard of hearing or speech impaired.

Local Safer Neighbourhood Team

Doncaster SNT is made up of Police Officers, police community support officers and community wardens. This is your local team to help with local neighbourhood issues. They also hold monthly community meetings (PACT). For more information contact:

- **Town Centre** Town Centre, Lower Wheatley, Wheatley Hall Rd retail park, Racecourse, Lakeside, (01302) 385339
- **Urban** Balby, Hexthorpe, Intake, Wheatley, Hyde Park, Belle Vue, (01302) 385339
- **East** Armthorpe, Hatfield, Stainforth, Thorne / Moorends, (01302) 385153
- **North** Adwick, Askern, Norton, Bentley, Arskey (01302) 385162
- **South** Airport, Bawtry, Tickhill, Bessacarr, Cantley, Rossington, (01302) 385338
- **West** Conisbrough, Edlington, Mexborough, (01302) 385178

Do NOT use these numbers in an emergency!!! Dial 999

Crimestoppers

If you want to give anonymous information about crime, call:
Crimestoppers - 0800 555 111 or www.crimestoppers-uk.org

Smart Water

You can protect your property by marking it with SmartWater. This is a colourless, odourless liquid which marks any item with a unique DNA style chemical formula, which glows under an ultra violet light, identifying to police any stolen items and the handlers of the stolen goods. To purchase SmartWater kit at discounted rates, contact:

SmartWater

Tel: (01302) 736000

smartwater@doncaster.gov.uk

Noise

Problems with Noise Out of hours, such as noisy parties and other nuisance issues call Night Time Noise Patrol on:

Tel: 07917 234660 Friday and Saturday night 9pm- 3am

Tel: (01302) 737573

Text: 71006 Mon-Fri 9am-5pm

nuisance.team@doncaster.gov.uk

Driving in the UK

To drive legally in the UK you MUST HAVE a valid driving licence, car insurance, tax disc, MOT certificate. For more information:

Text: 0870 850 4445

Tel: 0870 850 4444

www.direct.gov.uk

Support for Victims and Witnesses

Victim Support offer confidential free help and support to victims of crime. People are referred to Victim Support by the police and other organisations, or you can make direct contact themselves.

Doncaster Victim Support Officer

41 College Road

Doncaster, DN1 3JH

Tel: (01302) 365531

doncaster.vs@victimsupport.org.uk

www.victimsupport.org.uk

National Victim Supportline: 0845 30 30 900

Doncaster Council Community Safety

Concorde House,

Carr Lane,

Doncaster, DN4 5AA

Tel: (01302) 736905 | Text: 71006

community.safety@doncaster.gov.uk

Hate Crime

Hate crime is any incident or criminal offence committed against a person, property or community that is motivated by the offenders prejudice or hate because of a person's race, colour, ethnic origin, nationality, national origins, religion, gender, gender identity, disability, age or sexual orientation. Hate crime is any incident which is perceived to be by the victim or any other person, such as a witness.

A hate crime can take many forms, for example:

- Physical violence
- Intimidation, bullying
- Verbal abuse
- Offensive comments, jokes or emails
- Inciting others
- Threatening behaviour
- Assault
- Ridiculing
- Theft of ,or damage to, personal property
- Refusal to co-operate
- Provocative behaviour
- Graffiti or offensive badges / insignia / literature.

If you are a victim of hate crime or know someone who is, there are various support agencies in place that can help. Reporting hate crime

works towards making Doncaster a safer place to live, work and socialise. You can report direct to the police, but also at Hate Crime Reporting Centres. For more information about your local agencies please visit:

www.doncaster.gov.uk

And Search “*Hate crime*” or contact The Council House

Domestic abuse

Domestic abuse is defined as any violence which takes place within a personal or family relationship. It can include physical, emotional, sexual, violent or financial abuse, or the threat of such abuse. If you are subject to abuse within your personal relationship or family home, there are agencies in Doncaster that can provide advice and support for you and any children that you may have to feel safe.

If it is an emergency then you need to phone the Police on 999, or 0114 220 2020 if you need to speak to a Police officer.

Doncaster Women's Aid

Tel: (01302) 326411

Asian Women Advice Line: (01302) 340063

Freephone 24 Hour National Domestic Violence Helpline

Tel: 0808 2000 247

Fax: (01302) 321432

mail@doncaster-womens-aid.co.uk

Doncaster Rape & Sexual Abuse Counselling Service (DRASACS)

PO Box 470

Doncaster, DN1 3XW

Tel: (01302) 360421

Helpline service: (01302) 328555

www.drasacs.org

Independent Domestic Violence Advocacy Service

Community Safety
R15 Concorde House, Carr Lane
Doncaster, DN4 5AA
Tel: (01302) 737080
community.safety@doncaster.gov.uk

Child Protection

Child abuse is the ill treatment or neglect of a child by an adult or young person resulting in the child suffering significant harm. Abuse of a child can be sexual, physical, emotional or neglect. If you suspect or fear that a child might be abused don't assume someone else will be doing something about it. Children cannot always ask for help themselves. Do not delay reporting your concerns. You can contact Doncaster Council either by telephone or going to Council House, College Road, Doncaster and asking to speak to the Duty Child Care Social Worker.

Children at Risk

Children's Assessment Service,
Children and Young People's Services,
The Council House,
College Road,
Doncaster, DN1 3AJ
Tel: (01302) 737777 (*during office hours*)
Fax: (01302) 737778
Textphone: (01302) 737796

Out of Hours Emergency Social Services or your nearest Police station

Tel: (01302) 796000
Fax: (01302) 530367

NSPCC Helpline:

0808 800 5000
ChildLine:
0800 1111
www.nspcc.org.uk
help@nspcc.org.uk

Samaritans

Tel: 08457 909090
jo@samaritans.org
www.samaritans.org

COMMUNITY SUPPORT

Following organisations offer a wide range of support available to new arrivals and existing communities. They help people from all backgrounds to meet each other and share experiences. They can provide support to overcome barriers in accessing services and opportunities available in Doncaster. They can involve people in having a say about how to improve local services, such as schools, health, housing and the police, which meet community needs. There are too many great organizations to list, however if you want more information about voluntary organizations or volunteering opportunities please contact:

Northern Refugee Centre (NRC)

Doncaster Central Learning Centre (DCLC)

Doncaster Focus Group

37 Bennetthorpe, Doncaster, DN2 6AA

Tel: (01302) 768830 or 07788 998342

www.dclc.org.uk

www.facebook.com/LoveLearningDCLC

www.nrcentre.org.uk

www.doncasterfg.co.uk

Doncaster CVS

5-6 Trafford Court,

Doncaster, DN1 1PN

Tel: (01302) 343300

www.doncastercvs.org.uk

Doncaster Conversation Club and Drop In

Quakers House

Oxford Place

Doncaster, DN1 3RS

Doncaster Development Trusts:

Central www.doncasterndc.com or (01302) 735760

North www.northdoncaster.org.uk or (01302) 874587

East www.eastdoncasterdt.org.uk or (01302) 844844

West www.dwdt.org.uk or (01709) 866466

Platform 51

21 Cleveland Street
Doncaster DN1 3EH
Tel: (01302) 309800

DERMP (Doncaster Ethnic
Regeneration Partnership)
61A Carr House Road
Doncaster DN1 2BY
Phone: (01302) 341600

DARTS (Doncaster Community Arts)

The Point, 16 South Parade
Doncaster DN1 2DR
Tel: (01302) 341662
www.thepoint.org.uk

Doncaster Pride

Lesbian, Gay, Bisexual &
Transgender
Non-political organisation

Tel: 0779 404 1947
info@doncasterpride.co.uk
www.doncasterpride.co.uk

DONCASTER 4U

Doncaster4U is a website in Polish language that contains useful information and advice for EU migrants.

www.doncaster4u.pl

Places of Worship

You can find out about faith groups and Places of Worship through the internet on www.doncastercouncil.gov.uk/worship or at the Central Reference Library.

BUSINESS & ENTERPRISE SUPPORT

Free advice, help and support for anyone already running or wishing to be involved in establishing community group, social enterprise or business, including the fundraising, development of policies or business plan can be found from following agencies.

Doncaster Chamber

Doncaster Business
Innovation Centre,
Ten Pound Walk,
Doncaster, DN4 5HX
Tel: (01302) 341000
chamber@doncaster-chamber.co.uk
www.doncaster-chamber.co.uk

Success Doncaster

Blue Building,
38 - 40 High Street ,
Doncaster, DN1 1DE
Tel: (01302) 734554
info@successdoncaster.co.uk

Business Link Yorkshire

1 Capitol Court,
Capitol Business Park,
Dodworth, Barnsley, S75 3TZ
Tel: 0845 6048 048
info@businesslinkyorkshire.co.uk

Beta Technology

Barclay Court, Heavens Walk,
Doncaster, DN4 5HZ
Tel: (01302) 322633
businessbuddies@betatechnology.co.uk

Doncaster Council

**Trading Standards
Regulation & Enforcement**
PO Box 257,
The Council House,
College Road,
Doncaster, DN1 1RN
Tel: 737529 or 737552
Text: 71006

UrbanBiz

Urbanbiz centre
24-26 Market Road,
Doncaster DN1 1LP,
Tel: (01302) 365222
www.urbanbiz.org.uk

Licensing Service

PO Box 257,
The Council House,
College Road,
Doncaster, DN1 1RN
Tel: 737590 or 736671
Text: 71006
www.doncaster.gov.uk
licensing@doncaster.gov.uk

USEFUL CONTACTS

Police/Fire/Ambulance Emergency	999
Electricity (SWEB) emergency	0800 365 900
Electricity & Gas (Yorkshire Electricity)	0800 375 675
Electricity – Yorkshire Area Powergen	0800 375 675
Gas Emergency TRANSCO)	0800 111999
Gas- info. about supplier	0870 608 1524
Electricity - info. about supplier	0845 3300 889
Water - emergency	0800 169 1144
Water - Yorkshire	0845 124 2424
Water – Severn Trent	0800 7834444
Floodline	0845 9881188
TV Licence www.tvlicensing.co.uk	0300 790 6131
Driving Licence Text: 0870 850 4445	0870 850 4444
DVLA–Driving and Vehicle Licence Agency	0300 790 6801
Doncaster Council General Enquiries	(01302) 736000
Council Tax	(01302) 734454
Housing Benefit Office	(01302) 735336
Housing Advisory Service–free advice	(01302) 862014
HomeChoice	(01302) 862628
Housing Options and Homelessness Team	(01302) 862043
Police non-emergency	0114 2202020
Jobcentre Plus	0845 604 3719
Emergency Repairs Contact Centre (24 hrs)	(01302) 737694
Travel South Yorkshire www.travelsouthyorkshire.com	(01709) 515151
National Rail Enquires	0845 748 4950
Robin Hood airport	0871 220 2210
Out of Hours Emergency Social Services	(01302) 796000
NHS Direct	0845 46 47

PLACES OF INTEREST

Doncaster has something to offer to everyone, for more information on places to visit and things to do visit the Tourist Information Centre.



Tourist Information Centre

The Blue Building
38-40 High Street
Doncaster, DN1 1DE
Tel: (01302) 734309

www.visitdoncaster.com



The Mansion House



Doncaster Minster



The Dome



Doncaster Museum



Cusworth Hall



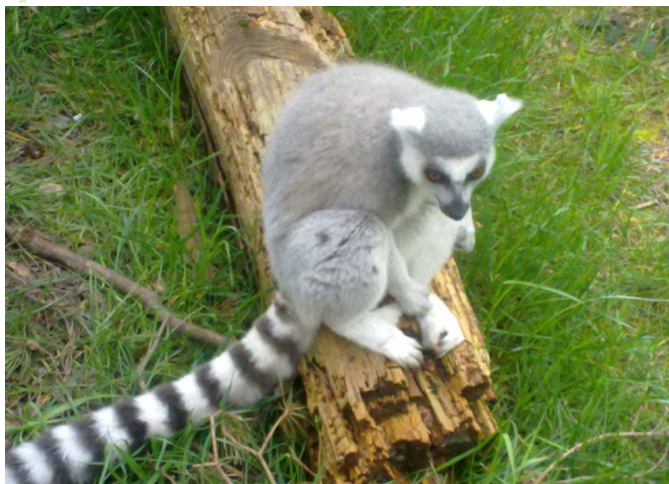
St Peter in Chains



Doncaster Market



Civic Theatre



Yorkshire Wildlife Park



Doncaster Racecourse



Doncaster Town Centre Public Services

- | | |
|-------------------------------|--|
| 1 Council House | 11 Doncaster Museum & Art Gallery |
| 2 HMRC | 12 St Peter in Chains Church |
| 3 Job Centre Plus | 13 Citizens' Advice Bureau |
| 4 Colonnades House | 14 Central Library |
| 5 Mansion House | 15 Post Office |
| 6 Markets | 16 Police Station |
| 7 Tourist Information Centre | 17 Walk-in Health Care Centre, 8am - 8pm |
| 8 Railway Station | 18 Register Office |
| 9 Bus Station and Interchange | 19 Doncaster College |
| 10 Civic Theatre | 20 Doncaster Minster |

Acknowledgments

On behalf of Northern Refugee Centre and Doncaster Focus Group I would like to extend thanks to the staff and team of volunteers who have worked extremely hard in putting this guide together. Thanks are also due to members of the Steering group who have overseen the production of the Welcome to Doncaster booklet and website.

We have done our best to ensure that the information contained in this guide is accurate. The information about services has been supplied by those services or taken from their website. However, as information can quickly become out of date it is possible that there may be some inaccuracies.

It is important that you contact service provider for the latest information.

Jim Steinke

Chief Executive, Northern Refugee Centre

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www.nrcentre.org.uk

