



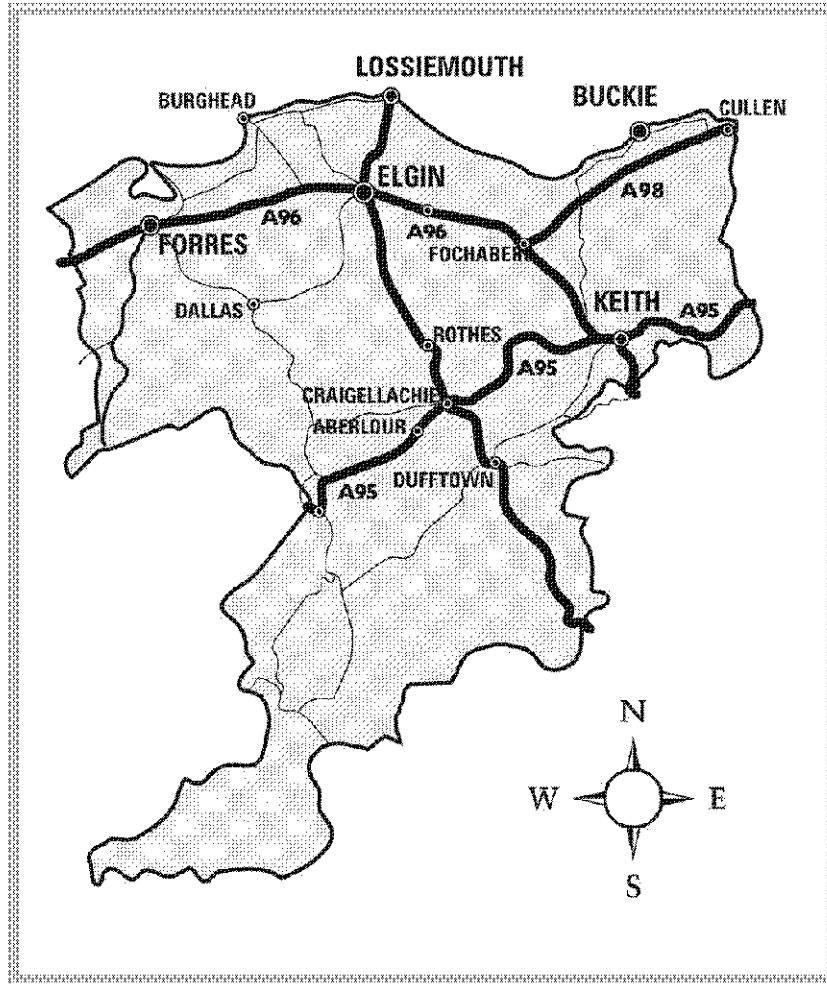
the **moray** council



# Welcome to Moray



**EQUALITY**  
in moray 



**Welcome to Moray**

# CONTENTS

	PAGE
TEN IMPORTANT THINGS YOU NEED TO KNOW	
INTRODUCTION	1
1 HEALTH	
1.1 General: The NHS	2
1.2 Doctors (GPs)	2
1.3 Emergencies/Out of Hours	3
1.4 Pharmacists/Chemists	3
1.5 Dentists	4
1.6 Mental Health	4
1.7 Sexual Health	4
1.8 Helplines	5
2 HOUSING	
2.1 Finding Housing	5
2.2 Houses in Multiple Occupation	5
2.3 Housing Associations	5
2.4 Council Housing and Homelessness Services	6
3 HELP AND ADVICE	
3.1 Emergency Services	7
3.2 Police, Anti-Social Behaviour, Crimestoppers Scotland	7
3.3 Fire Service	8
3.4 Ambulance	8
3.5 Citizens Advice Bureau	9
3.6 Racial Harrassment	9
3.7 Rape and Sexual Assault	9
3.8 Smoking, Alcohol and Sex: Legal ages	10
3.9 Sexual Offences/Public Nuisance laws	10
3.10 Controlled Drugs	10
3.11 Weapons	10
4 EMPLOYMENT	
4.1 Working in the UK	11
4.2 Worker Registration Scheme	11
4.3 Tax	12
4.4 National Insurance	12
4.5 Employment Opportunities	12
4.6 Employment Rights	13

5	TRANSPORT	
5.1	Public Transport	15
5.2	Driving: Age Restrictions and Driving Licences	15
5.3	Insurance	16
5.4	MOT	17
5.5	Road Tax	17
5.6	Rules of the Road: The Highway Code	17
5.7	Speedlimits	17
5.8	Use of Mobile Phones While Driving	18
5.9	Seatbelts	18
5.10	Motorcycles	18
5.11	Drinking and Driving	18
5.12	Accidents	18
5.13	Parking	18
6	TRAINING AND EDUCATION	
6.1	Moray College	19
6.2	English for Speakers of Other Languages (ESOL)	19
6.3	Moray Training	20
6.4	HIE Moray	20
6.5	Findhorn Foundation	20
7	FAMILY	
7.1	Bringing your Family to Scotland	21
7.2	School	21
7.3	Childcare	21
7.4	Family Benefits	22
7.5	Domestic Abuse	22
8	COMMUNITY INFORMATION	
8.1	The Moray Council	23
8.2	Community Planning	23
8.3	Community Centres	23
8.4	Places of Worship	23
8.5	Findhorn Community	24
8.6	Gay Scotland	25
8.7	Interpretation and Translation	25
8.8	Sports and Leisure Centres	25
8.9	Libraries	26
8.10	Banks	26
8.11	Post Offices	27
8.12	TV License	27
8.13	Disability	27
	MAP OF ELGIN	28

## TEN IMPORTANT THINGS YOU NEED TO KNOW

1. If you are a national of the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, or Slovenia, you are subject to the Worker Registration Scheme. Within 1 month of starting work you must register yourself with the **Home Office Worker Registration Scheme** by submitting a completed WRS Application Form. When you change your job, you have to register again. But you do not have to pay again. If you do not follow these rules, your employment becomes illegal (see point 4.1 and 4.2 in the main document).
2. If you do not have a **National Insurance number** you must apply for one as soon as you start work. To receive a number, contact your nearest Job Centre (see point 4.4).
3. If you are **homeless**, contact the Local Authority Housing Needs Section on ☎ 01343 563596. However, if you have nowhere to sleep and it is outside office hours or at the weekend, phone ☎ 0845 7565656 (see point 2.4).
4. To access the **National Health Service**, you should register with a local doctor (GP – general practitioner) in the area where you live. It is best to do this as soon as you arrive and before you need one (see point 1.2).
5. If you need any **advice**, go straight to the Citizens Advice Bureau at 30-32 Batchen Street, Elgin ☎ 01343 550088 (see point 3.5, map - 2).
6. If you want to open a **bank account**, you must provide the following information: proof of identity (passport, national identity card or national driving licence), proof of UK address (tenancy agreement or letter of confirmation from your employer) and very often proof of employment (see point 8.10).
7. As well as free access to books, public libraries also provide free access to the **Internet** and E-mails (see point 8.9).
8. To **drive a car** you can use your national driving licence. When you become a resident of the UK, after some time, you must apply for a UK driving licence. You must also have a valid insurance certificate and a valid MOT certificate and must be able to produce these documents to the police, if required (see points 5.2-5.5).
9. There are no obstacles to bringing your **family** to the UK, if you are from a country within the European Community. If your children are in the UK and they are of school age, they must go to school. You should register them with a school in the area where you live. In the UK children start school around the age of 5 (see points 7.1-7.2).
10. In an **emergency** dial **999** and ask for the Police, Fire Service or an ambulance (see points 3.1-3.4).

## **INTRODUCTION**

Welcome to Scotland and to Moray. We hope you enjoy living and working here.

The information in this pack is for anyone who would like information about Moray and life in Scotland, particularly those who may have arrived recently in the UK. It is designed to provide you with a basic guide to our organisations and culture.

Although we have done our best to make the information accurate at the time of printing, it is intended to provide general guidance only. You should not rely on it as legal advice and should always take further advice based on your own situation.

## 1. HEALTH

### 1.1 General

Your entitlement to free National Health Service (NHS) treatment depends on the length and purpose of your residence in the UK, not your nationality. There may be charges for some NHS services (e.g. dental treatment, medical certificates, medicine). For further information see: [www.dh.gov.uk](http://www.dh.gov.uk)

Generally you can receive free NHS hospital treatment if you have:

- been living legally in the UK for at least 12 months
- come to the UK to take up permanent residence
- come to the UK to work either as an employee or self-employed

All GP surgeries and Hospitals are equipped with translation services.

### 1.2 Doctors (GPs)

It is recommended that you register with a local doctor (GP – general practitioner) in the area where you live. The GP can then make a decision regarding whether you qualify for free treatment. Even if accepted by a GP as a patient you will still have to pay prescription charges to the pharmacist when they dispense any medicines that your GP has prescribed.

#### Registering with a General Practitioner

[www.nhs.uk](http://www.nhs.uk) gives general information

[www.nhsgrampian.org](http://www.nhsgrampian.org) lists General Practitioners in the North East of Scotland

GP Surgeries in your area are listed below:

Aberlour Health Centre, Aberlour	☎ 01340 871210
Ardach Health Centre, Buckie	☎ 01542 831555
Cullen Medical Centre, Cullen	☎ 01542 840272
Dufftown Health Centre, Dufftown	☎ 01340 820888
Elgin Community Surgery, Elgin	☎ 01343 542234
Elgin Health Centre, Elgin	☎ 01343 542225
Fochabers Medical Centre, Fochabers	☎ 01343 820247
Forres Health Centre, Forres	☎ 01309 672221
Glenlivet Community Surgery, Glenlivet	☎ 01807 590273
Keith Health Centre, Keith	☎ 01542 882244
Laich Medical Centre, Lossiemouth	☎ 01343 812277
Roths Surgery, Roths	☎ 01340 831435
Seafeld Medical Centre, Buckie	☎ 01542 835577
Tomintoul Medical Centre, Tomintoul	☎ 01807 580219
Victoria Crescent Medical Centre, Elgin	☎ 01343 547512

If you are having difficulty registering with a GP phone ☎ 0845 300 1654

All GP Surgeries provide “essential services”, that is, basic treatment of ill people. They may also provide the following “additional services”:

- Child health support, some provided by the Health Visiting Team directly to your home
- Contraceptive services and sexual health advice
- Maternity services before and after birth
- Routine immunisation of children
- Immunisation for adults in relation to travel (not all travel immunisations are available on the NHS)
- Cervical smears
- Freezing of warts and other small skin lesions

Most GP surgeries open Monday to Friday from 8am to 6pm. When you telephone your GP for an appointment, tell the Receptionist if you need to see a doctor urgently or if it is a routine (non-urgent) appointment.

### 1.3 Emergencies/Out of Hours

In an emergency you should call ☎ 999 and request an ambulance. For minor accidents you should go to the local accident and emergency department at your local hospital. If it can wait until the next working day, you can also make an appointment with your Doctor.

For minor illnesses you should make an appointment your Doctor. If you are unsure, telephone **NHS 24** for advice on ☎ 08454 24 24 24 (24-hours).

Hospital Accident & Emergency departments are at:

Dr Gray’s Hospital, Elgin	☎ 01343 543131
Leancoil Hospital, Forres	☎ 01309 678523
Fleming Hospital, Aberlour	☎ 01340 871464
Stephen Hospital, Dufftown	☎ 01340 820215
Turner Memorial Hospital, Keith	☎ 01542 882526
Seafield Hospital, Buckie	☎ 01542 837039

### 1.4 Pharmacists/Chemists

Although you may qualify for free NHS care you may still have to pay a fixed charge for any medication you need at the pharmacy.

Not only do pharmacists dispense medicines prescribed by your GP they can offer advice and sell medicines for many minor ailments. To find your local pharmacist use the Phone Directory.



## 1.5 Dentists

There is currently a shortage of dentists accepting NHS patients and it may be advisable to take out health insurance to cover the cost of private dental care. To find private Dentists in your area, use the Phone Directory.

**Dental Advice Line** helps to access NHS Dental Services in Moray.

Open 9am to 4pm, Monday to Friday:

☎ 0845 456 5990

## 1.6 Mental Health

To take care of your mental health you can visit a Doctor for help and advice.

Another place to go is Moray Association for Mental Health. This is a Scottish voluntary organisation that provides support and advice to people experiencing mental health problems. You may be able to speak to someone with personal experience of mental health problems. You can drop into their meeting every Saturday from 10.30am to 12.30pm at Moray Resource Centre on Maisondieu Road, Elgin (map-3)

☎ 01343 550707

## 1.7 Sexual health

If you need information or advice on sexual matters you can call national helplines:

☎ 0800 282930 (for people under 19 years old, open 7.00 a.m. to midnight every day)

☎ 08454 242424 (NHS 24, medical advice 24 hours a day, for all ages)

You can also go to the **Health Point**, 239 High Street, Elgin on Saturday from 2 p.m. to 4 p.m. or if you want to remain anonymous, you can text your query to:

☎ 07765656512 (you will get an answer within 24 hours) (map - 4)

The **Grampian Gay Men's Health Project** provides confidential support and information to gay and bisexual men. It aims to promote health and wellbeing with regard to HIV and AIDS, other blood borne viruses and sexual health.

☎ 01224 587166 (Phace Scotland)

21 - 23 Justice Mill Lane  
Aberdeen  
AB11 6EQ

## 1.8 Helplines

- In an emergency, phone for an ambulance ☎ 999
- For 24 hour medical advice ☎ 08454 24 24 24
- For information about GP surgeries: ☎ 01382 818479
- If you are having difficulty registering with a GP: ☎ 0845 300 1654
- For information about Health Services in Moray or advice on any health matter: ☎ 0500 202030

## 2. HOUSING

### 2.1 Finding housing


Housing can be accessed in the following ways:

- **Provided by your employer**
- **Rented from a landlord**
- **Bed and breakfast accommodation**
- **Hostel**
- **Housing association property**
- **Council housing**

Private accommodation is advertised in **local newspapers**:

- Banffshire Advertiser (out every Tuesday afternoon)
- Forres Gazette (out every Tuesday afternoon)
- Midweek Extra (out every Wednesday)
- Northern Scot (out every Friday)
- Press and Journal (out every weekday, including Saturday)
- Scots-Ads (out every Wednesday and Saturday)

and through local estate agents or the Moray Solicitors Property Centre.







 [www.spcmoray.com](http://www.spcmoray.com)

### 2.2 Houses in Multiple Occupation

If three or more unrelated persons share private accommodation then legally a property will be considered to be a House in Multiple Occupation (HMO). All HMOs need to be licensed by the relevant local authority. It is a landlord's duty to do this. This is to ensure proper health and safety standards. If you are considering renting an HMO property you should ask the landlord to see the licence certificate and make sure it is up to date. It is in your interest not to accept shared accommodation without the licence.

### 2.3 Housing Associations

You can also try to get accommodation from local Housing Associations. A list of these is given below. Each Housing Association operates different Allocations Policies. Phone them to request a Housing Application form.

Albyn Housing Society	 01349 852978
Ark Housing Association	 01314 479027
Castlehill Housing Association	 01224 625822
Grampian Housing Association	 01343 552779
Hanover (Scotland) Housing Association	 01343 548585
Langstane Housing Association	 01343 540480
Margaret Blackwood Housing Association	 01313 177227
Moray Housing Partnership	 01343 563509

## 2.4 Council housing

You can also try to get accommodation from the Local Authority Housing Needs Section. It is often difficult to get this accommodation as it is in very short supply and usually there are long waiting lists. Priority is often given to those with particular needs, e.g. people who are homeless, families with small children and people with medical needs. For more information contact:

The Moray Council (map - 3)  
Housing Needs Section  
Council Building  
High Street  
Elgin  
☎ 01343 563596

If you are homeless contact the **Housing Needs Section** on ☎ 01343 563596 and ask to speak to a Housing Needs Officer (Homelessness).

### **Out of Hours Housing and Social Work Services:**

☎ 0845 7565656

**Shelterline** (24 hours a day):

☎ 0808 8004444

## 3. HELP AND ADVICE

### 3.1 Emergency Services

The emergency services are:

- Police
- Fire and Rescue
- Ambulance
- Coastguard

In an emergency (such as a car accident or house fire) call **999**. Your call will be dealt with by a trained operator who will ask you which of the services you require. In the UK these services are generally free of charge.

### 3.2 Police

You may need to contact the police because:

- you have been the victim of a crime, or
- you have been involved in a road accident, or
- you just need some information.

If it is not an emergency do not call 999. Instead, contact your local Police Station. Most large towns have one. However, it may not be open 24 hours a day. If it is closed, call the Service Centre on:

☎ 0845 600-5-700

🌐 [www.grampian.police.uk](http://www.grampian.police.uk)

- **Anti-social behaviour**

If you feel you have been harassed in any way, or are suffering from nuisance neighbours, or any other type of behaviour that spoils your quality of life, you can contact a special 24-hour anti-social behaviour helpline on:

☎ 0800 5877197 or

**Crimestoppers Scotland** (a registered charity):

☎ 0800 555111

🌐 [www.crimestoppers-uk.org/scotland/](http://www.crimestoppers-uk.org/scotland/)

Calls can be made confidentially.

### 3.3 Fire Service

Grampian Fire and Rescue Service provide a fire service 24 hours a day, every day of the year. Their role is to provide preventative measures that will reduce the risk of fire occurring in the home and work environment and respond to emergency situations that threaten life from fire, road traffic collisions, and many other emergencies.

This service is generally free, including the provision of advice to the public on reducing the risk from fire occurring. Information leaflets are available in different languages. For further information, contact your local fire station.

Fire stations in Moray will respond to any emergency call within a maximum of 20 minutes, in most cases, considerably less.

#### What to do when fire strikes ...

There are three golden rules when fire strikes –

**GET OUT!  
STAY OUT!  
CALL THE FIRE SERVICE OUT! ☎ 999**

Following this clear-cut advice will save lives and prevent casualties in fires.

Do not attempt to fight fires yourself or enter burning buildings.

Think ahead! Prepare an action plan for the safe evacuation of your building in the event of a fire.

### 3.4 Ambulance

Call an ambulance in the event of a medical emergency, when someone needs urgent medical treatment.

Stay calm and phone ☎ 999

The operator will ask you **where** you need an ambulance. As soon as the Ambulance Service knows the location of the incident an ambulance is sent.

**Do not hang up**, the Call Taker will then ask you some questions about the incident including the casualty's age and sex and whether the casualty is breathing, conscious, bleeding seriously or has had persistent chest pain for over 15 minutes.

Do not hang up unless told to do so.

If you think that someone is having a heart attack phone ☎ 999 immediately.

### 3.5 Citizens Advice Bureau


There are many useful sources of information. Most towns will have a **Citizens Advice Bureau (CAB)**. The Citizens Advice Bureau Service offers free confidential, impartial and independent advice on debt and consumer issues, benefits, housing, legal matters, employment and immigration. Advisers can help fill out forms and write letters. You can find your nearest CAB from:

 [www.nacab.org.uk](http://www.nacab.org.uk)

 [www.cas.org.uk](http://www.cas.org.uk)

In Elgin you will find the CAB at 30-32 Batchen Street.


(map - 2)


 01343 550088

### 3.6 Racial Harassment


Moray Council is committed to tackling racism and creating an inclusive society in Moray. If you are the victim of racial harassment you are strongly advised to report the matter to the police. Harassment can include verbal abuse, attacks on property and physical assault. Most forms of racial harassment are criminal offences. For more information contact:


#### **Grampian Racial Equality Council**

 0800 0855609

 [www.grec.co.uk](http://www.grec.co.uk)


#### **Commission for Racial Equality**

 0131 5242000 (Scotland)

 [www.cre.gov.uk](http://www.cre.gov.uk)


The Moray Council

#### **Racist Incident Monitoring Officer**

 01343 563318

### 3.7 Rape and Sexual Assault

If you are the victim of a sexual assault, whether by a stranger or someone you know, you are encouraged to report this to the police.

- **Rape and Sexual Abuse North East** is a voluntary organisation which provides free confidential support and information for women and girls who have experienced any form of sexual violence at any time in their lives. They have a helpline which is open Monday and Thursday, 7 p.m. - 9 p.m. (answer machine at other times). Phone:  01224 620772

Rape and Sexual Abuse North East

1-3 Little Belmont Street

Aberdeen AB10 1JG

 [www.rapeabusesupport.org.uk](http://www.rapeabusesupport.org.uk)

- **Moray Women's Aid** can also provide help and advice to women abused by their partner or ex-partner. ☎ 01343 548549 (see 7.5)
- The **Rape and Abuse Line** offer support to men who have who have been raped or sexually abused: Phone ☎ 0808 800022. The line is open 7 p.m. - 10 p.m. Monday and Wednesday only. There is an answering machine at other times.

### 3.8 Smoking/Alcohol/Sex

- You must be 16 years and over to purchase cigarettes and other tobacco products.
- You must be 18 years and over to purchase alcoholic drinks. In some areas bylaws forbid the drinking of alcohol outdoors – these areas will have signs indicating this.
- You must be 16 years and over to have a sexual relationship with another person who also must be at least 16 years old. This applies to both heterosexual and gay relationships

### 3.9 Sexual Offences/Public Nuisance

It is an offence to:

- sell sexual services (or for another person to live off these earnings)
- have sex in public toilets ("cottaging")
- urinate in a public place other than a toilet

### 3.10 Controlled Drugs

Possession of certain types of drugs is illegal. These include cannabis, amphetamine, heroin, ecstasy, cocaine, crack cocaine and a number of others. Some drugs, although available on prescription from a doctor, are illegal to possess if not prescribed to you. If found in possession of any of these drugs you can be fined or imprisoned or both.

### 3.11 Weapons

Generally you are not permitted to carry knives and guns. Only small folding pocket knives with a blade of less than 7.62 cm long can be carried in a public place and you may **not** carry a weapon for personal protection.

## 4. EMPLOYMENT

### 4.1 Working in the UK

British citizens and many other nationals of the European Economic Area (EEA) do not need permission to work in the UK. However, if you are from one of the New Member States:

Poland, Lithuania, Estonia, Latvia, Slovenia, Slovakia, Hungary and the Czech Republic

you **must** register with the Home Office **Worker Registration Scheme** (see below).

Nationals from countries outside the EEA can also come and work in Scotland, but you must meet the criteria for a **Work Permit** or one of the **schemes** available to people wanting to come to the UK. The stamp in your passport will identify whether you are allowed to work in the UK. Detailed information can be found on:

The Scottish Executive Website: [www.scotlandistheplace.com](http://www.scotlandistheplace.com) and the

Immigration and Nationality Directorate website: [www.workingintheuk.gov.uk](http://www.workingintheuk.gov.uk)

or phone ☎ **0870 606 7766** (automated system).

### 4.2 Worker Registration Scheme

If you are from a New Member State, you must register within **one month** of starting work, by submitting a completed **WRS Application Form** available from [www.workingintheuk.gov.uk](http://www.workingintheuk.gov.uk) or ordered from the Home Office on ☎ 08705 210224. You will also need:

- a copy of a letter from your employer confirming you are working
- 2 passport photos
- your passport/ID card
- a payment of £70 (from Oct 2005)

**If you do not apply within one month of starting work your employment will become illegal.**

On registration you will receive:

- a registration card
- a registration certificate
- your passport or ID card

If you change your job, you need to register again. But you have to only send another WRS Application Form. You do not have to pay £70 again.



Once you have been working legally in the UK for a year (you can change jobs, but you must not be out of work for more than a total of 30 days in 12 months) you will no longer need to register on the Worker Registration Scheme. And you can apply for a **residence permit**. Use an EEC1 form, available on the site:

 [www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk)

### 4.3 Tax

If you are an employee, your employer will deduct Income Tax from your wages throughout the year and send it to the Inland Revenue. This is known as Pay As You Earn (PAYE).

### 4.4 National Insurance

If employed and aged 16 to 65 for men, or 16 to 60 for women, you must pay National Insurance contributions (NICs). Some benefits, depend on the contributions you have paid.

If you do not already have a NI number you **must** apply for one as soon as you start work. To receive a number contact your nearest Job Centre to make an appointment for an 'evidence of identity' interview. You will need to take proof of identity (e.g. passport) and evidence that you are working.

You must give your employer a note of your National Insurance Number. This is a number unique to you. It is used as a reference number for the whole social security system and to record your NI contributions.

### 4.5 Employment Opportunities



Employment opportunities can be found through local newspapers, private employment agencies or by visiting a government operated Jobcentre Plus office. Most large towns have a Jobcentre where friendly staff will help and advise you. To find a Job Centre in your town go to

 [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

Jobcentre Plus  
13-21 Trinity Road  
Elgin  
 01343 528000

(map - 6)

**Careers Scotland** can provide information and advice about the skills and qualification requirements for jobs, availability of learning opportunities, funding for training, etc. It is a government-funded service available free of charge to anyone wishing help to plan their future employment, training or learning.

 0845 502502  
 [www.careers-scotland.org.uk](http://www.careers-scotland.org.uk)

## 4.6 Employment Rights

Employment law can be complicated. Your rights at work depend on whether you are an **employee** or a **worker**. This is an important difference, but there is no easy test to decide into which category you fall. For advice on a specific problem it is strongly recommend you obtain professional advice.

Qualification for benefits such as statutory sick pay and statutory maternity pay are dependent on many factors including status, length of residence, period of employment, payment of National Insurance contributions etc. For more information on government benefits contact:

🌐 [www.dwp.gov.uk](http://www.dwp.gov.uk)

(Click on benefits and service A-Z, then follow the link for Social Security Agreements with other countries to download information on the social security insurance benefits and healthcare agreements with the appropriate EEA country.)

🌐 [www.worksmart.org.uk](http://www.worksmart.org.uk) or ☎ 0870 6004882 to obtain a copy of '**Working in the UK – Know Your Rights**' (This is available in Lithuanian, Hungarian, Czech, Polish and Portuguese)

Alternatively contact ACAS – a public body which promotes good workplace relations: 🌐 [www.acas.org.uk](http://www.acas.org.uk) or ☎ 08457 474747

Certain employment rights apply to both employees and workers. These include:

- **National Minimum Wage**

Most workers including agency workers must be paid a minimum wage. The levels as at October 2005 are:

- Aged 22 or over           £ 5.05 per hour
- Aged 18-21               £ 4.25 per hour
- Aged 16 and 17           £ 3.00 per hour (apprentices exempt)

☎ 0845 6000078

🌐 [www.dti.gov.uk/er/nmw/index.htm](http://www.dti.gov.uk/er/nmw/index.htm)

- **Unlawful Deductions Made From Wages**

An employer can **only** make deductions if they are:

- required by law (e.g. PAYE or NI deductions)
- authorised by the worker's contract
- consented to by the worker **in writing** before the deduction is made

This applies to employees and some workers.

- **Working Time Regulations**

These apply to employees and most workers. Generally these state:

- the average weekly working time is limited to 48 hours (you can choose to work longer)
- night workers average daily working time is limited to 8 hours
- health assessments must be offered to night workers
- minimum daily (11 hours) and weekly (1 day) rest periods
- rest breaks at work (20 minutes for every 6 hours)
- paid annual leave (4 weeks)

- **Health and Safety Protection**

If an agency organises employment for you, they must not place you in a job for which you are not appropriately qualified. The company where you are placed must ensure the workplace is a safe working environment and provide appropriate training.

- **Statutory Sick Pay (SSP)**

Employees absent from work through illness for more than 4 days and who earn more than the NI threshold may qualify for SSP. It is paid by their employer. Agency workers paying NI contributions **may** be entitled to SSP if they were on assignment at the time of illness.

- **Statutory Maternity Pay (SMP)**

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

- **Part time Workers**

Generally part time workers must be treated no less favourably than full timers in their terms and conditions.

## 5. TRANSPORT

### 5.1 Public Transport

For a wide range of information contact: The Moray Council, Public Transport Unit ☎ 01343 562569. 🌐 [www.moray.org/transport](http://www.moray.org/transport)

#### Local Contacts:

- **Airports**

Dyce Airport, near Aberdeen  
UK and international flights  
0870 0400006  
[www.baa.com/main/airports/aberdeen/](http://www.baa.com/main/airports/aberdeen/)

Inverness Airport  
UK flights  
[www.hial.co.uk/inverness-airport.html](http://www.hial.co.uk/inverness-airport.html)

- **Rail**

There are train stations in Elgin, Keith and Forres.  
[www.transportdirect.info](http://www.transportdirect.info)

- **Local Buses**

The main bus station in the area is situated in Elgin.  
For bus timetables go to:  
[www.stagecoachbus.com](http://www.stagecoachbus.com)

- **National Buses**

**Megabus** Low-cost fares between cities  
☎ 0900 1600900  
[www.megabus.com](http://www.megabus.com)

**Citylink Bus Service**  
☎ 08705 505050  
[www.citylink.co.uk](http://www.citylink.co.uk)

### 5.2 Driving

All drivers must meet minimum age requirements:

17	cars and motorcycles
18	medium sized vehicles
21	large lorries and buses

To drive a car you can use your national driving licence (if you are from an EC country). But when you become a resident in the UK, you will have to change your driving licence to a British one as follows:

**EC/EEA Ordinary Licence Holders:**

(An ordinary licence entitles you to drive cars, motorcycles and small vehicles)

- If you hold a valid Community ordinary licence generally you can drive in this country for 3 years after becoming resident.
- To continue driving after 3 years you must obtain a British driving licence.

**EC/EEA Vocational Licence Holders:**

(A vocational licence entitles you to drive minibuses, buses or medium/large vehicles)

- If you hold a valid Community Vocational licence generally you can drive for 5 years after becoming resident.
- To continue driving after 5 years you must obtain a British driving licence.

Holders of community vocational licences **must** register with the Driver and Vehicle Licensing Agency (DVLA).

Holders of ordinary licences **may** register if they wish.

**DVLA Information Leaflet D100** provides further information on the UK driving licences and **Leaflet INF 38** covers driving in the UK as a visitor or new resident. Both these leaflets are available from the Post Office or:

 [www.dvla.gov.uk](http://www.dvla.gov.uk)

**Non EC/EEC Licences**


Generally you can drive in this country for 12 months after becoming resident but confirm this on:

 [www.dvla.gov.uk](http://www.dvla.gov.uk)

**5.3 Insurance**

If you injure someone or cause damage to someone's property while driving you must, by law, compensate the other person. To ensure you will be able to do this you must by law have motor insurance. The minimum type of insurance necessary is Third Party Only. Most people add Fire & Theft cover which costs a little more. Many people prefer Comprehensive policies which also covers damage to your own car and injury to yourself. It is an offence to use a motor vehicle on a public road without valid motor insurance.

 [www.rac.co.uk](http://www.rac.co.uk)

 [www.theaa.com](http://www.theaa.com)

## 5.4 MOT

Cars over 3 years must undergo a Ministry of Transport (MOT) test. This ensures cars over a certain age are checked annually to see they comply with key roadworthiness and environmental requirements. It is an offence to use a vehicle on a public road without a valid MOT test certificate. You can get this in some garages in your area, e.g. in Elgin: Kwik-Fit, East Road or Arnold Clark Automobiles Ltd, Edgar Road. Look for the blue, three triangle MOT sign.

You **must** be able to produce to the Police if required:

- Your driving licence
- A valid Insurance certificate
- A valid MOT certificate

## 5.5 Road Tax

A vehicle licence (known as a tax disc) shows you have paid the necessary vehicle excise duty for your vehicle. You must display this disc on the left-hand side of the vehicle's windscreen. You can buy a vehicle licence for 6 or 12 months. Information leaflets are available from the Post Office or on:

 [www.dvla.gov.uk](http://www.dvla.gov.uk)


## 5.6 Rules of the Road

All drivers should read the **Highway Code**. It helps prevent accidents by ensuring we all use the same rules when driving. It contains rules such as:

- Drive on the left-hand side of the road
- Pass on the right
- At roundabouts give priority to traffic approaching from the right
- At junctions obey the give way and stop signs. You may see a red 'STOP' sign or a triangular 'GIVE WAY' sign and/or 'GIVE WAY' markings (dotted white lines and a white triangle on the carriageway). These mean you must give way to traffic on the other road.

Many of the rules are legal requirements and if you disobey them you are committing an offence. You may be fined, given penalty points on your licence or be disqualified from driving.

You can buy the Highway Code from bookshops or:

 [www.highwaycode.gov.uk](http://www.highwaycode.gov.uk)

## 5.7 Speedlimits – generally (but signs will indicate)

Built up areas	30 mph (48kph)
Single carriageway	60 mph (96 kph) for cars
Dual carriageway/Motorways	70 mph (112 kph) for cars

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## 5.8 Using Mobile Phones while Driving

It is an offence to use a mobile phone while driving. Offenders will be fined and receive penalty points on their licence.

## 5.9 Seatbelts

Seatbelts must be worn by the driver and all passengers. You can be fined for failing to wear a seatbelt. The driver must ensure that passengers under the age of 14 wear the appropriate restraint.

## 5.10 Motorcycles

The rider and passenger of a motorcycle, scooter or moped must wear protective helmets.

## 5.11 Drinking and Driving

Alcohol (and many other drugs) can seriously affect your judgement and ability to drive. **It is strongly recommended that you do not drive a vehicle after drinking alcohol or taking these drugs.**

If you are found to be driving while over the alcohol limit it is likely you will be arrested and kept in a police station overnight to appear in court the next day. Convicted drivers are disqualified from driving for a minimum of 12 months and run the risk of a £5000 fine and 6 months in prison.

## 5.12 Accidents

If you are involved in an accident you must **STOP**. If anyone is injured or damage is caused to something other than your vehicle you must give your name, address and insurance details to anyone who has a reasonable reason to ask for them.

There is no requirement to inform the police in the case of a minor accident but if in any doubt or if the accident is serious please telephone the police (using ☎ 999 in an emergency).

## 5.13 Parking

In many streets there are restrictions on where you may park your car. Parking restrictions are often indicated by yellow lines and signs. Use off-street parking areas, or bays marked out with white lines on the road as parking places, wherever possible. (See the Highway Code for detailed information)

It is prohibited all times to park on a double yellow line and at most times on a single yellow line. It is also prohibited to park in spaces set aside for specific users (e.g. taxis, disabled badge holders). If you ignore these restrictions you will incur fines (parking tickets). In Moray the penalty is £40. **Non-payment of fines may result in imprisonment.**

## 6. TRAINING AND EDUCATION

### 6.1 Moray College

There are many opportunities for you to access training in many areas at Moray College. You can find:

- courses in subjects such as business studies, computing, engineering etc. (with recognised qualifications)
- short courses in subjects such as health and safety, first aid etc.

Courses are delivered during the day or in the evening. They are flexible. You can also study online.

Moray College also offers courses outside of Elgin. Some courses are available in smaller towns in the Moray area, e.g. Buckie, Keith, Lossiemouth. Contact:

#### **Moray College**

(map - 7)

Moray Street

Elgin IV30 1JJ

☎ 01343 576001

🌐 [www.moray.ac.uk](http://www.moray.ac.uk)

Useful web page for students:

🌐 [www.new2uk.org](http://www.new2uk.org)

### 6.2 English for Speakers of Other Languages (ESOL).

You can ask about courses on English for Speakers of Other Languages (ESOL) at community centres. Community Learning & Development offer a wide range of courses at Community Centres and Learning Centres in Moray - from Art to Yoga and Cookery to Greek. Help with reading and writing is available. There is a Community Centre in most towns. See:

🌐 [www.moray.gov.uk/moray\\_standard/page\\_39860.html](http://www.moray.gov.uk/moray_standard/page_39860.html)

or visit your local community centre e.g.

#### **Elgin Community Centre**

(map - 8)

Trinity Road

Elgin

☎ 01343 543736

#### **Buckie Community High School**

West Cathcart St.

Buckie

☎ 01542 832605



**Forres House Community Centre,**  
High Street,  
Forres  
☎01309 672838

**Keith Community Centre**  
Banff Road  
Keith  
☎01542 882028

**Lossiemouth Community Centre**  
Coulardbank Road  
Lossiemouth  
IV31 6JW  
☎ 01343 815299

### **6.3 Moray Training**

Moray Training provides work-based training and qualifications, through New Deal, Skillseekers, Training for Work, Prospects for Work. For further information contact:

Donald Lunan  
Planning and Development Manager  
Environmental Services  
The Moray Council  
Elgin, IV30 1BX  
☎01343 563310  
[donald.lunan@moray.gov.uk](mailto:donald.lunan@moray.gov.uk)

### **6.4 HIE Moray (Highlands and Islands Enterprise Moray)**

HIE Moray provide a wide range of advice and information; from encouraging people who would like to set up a new business to helping established businesses grow and develop. They can provide training to communities, groups and individuals. Contact:

HIE Moray  
The Horizon Scotland Complex  
The Enterprise Park  
Forres IV36 2AB.  
☎ 01309 696000  
🌐 [www.hie.co.uk/moray](http://www.hie.co.uk/moray)

### **6.5 Findhorn Foundation**

The Findhorn Foundation provide a range of courses on community, spiritual and professional development themes.

🌐 <http://www.findhorn.org/brochure2005/calendar.php>

## 7. FAMILY

### 7.1 Bringing your Family to Scotland

There are no obstacles to bringing your family to Scotland, if you are from a country within the European Economic Area or Switzerland. You can add members of your family to your application to get a resident permit, but the family members must be in the UK.

### 7.2 School

If your children are in Scotland and they are of school age, you must register them in a school in the area where you live, so that they can attend. Schooling is compulsory in Scotland between the ages of 5 and 16. Children usually start primary school in the August when they are aged between four-and-half and five-and-a-half. The latest they can start is the August after their fifth birthday. There is also early education available from the age of three which is optional.

### 7.3 Childcare

Additional childcare support is also often available locally for under 5s and older children. This provides important developmental opportunities for children and helps parents who need or choose to work outside the home.

- **Playgroups** provide sessions of play and education for children. Some playgroups also work in partnership with their local authority to provide free, part time pre-school education places for three and four year olds.
- **Nurseries** are for children under five years old to play, learn and have fun in groups while their parents work or study.
- **Childminders** look after children in the childminder's own home.
- **Home based childcare** - childcare agencies can provide childcare in a child's own home, including at times that fit parental needs such as in the evening or at weekends.
- **Out of school clubs** are for school-age children to play, learn and have fun in groups. They are usually based in or near schools and more are being set up to help families where parents work.
- **Playschemes** provide activities for children in some areas during school holidays.

To find appropriate childcare in Moray, contact:

Moray Childcare Partnership  
Maisondieu Road  
Elgin IV30 1QP

(map - 9)

☎ 01343 545368

🌐 [www.childcarelink.gov.uk](http://www.childcarelink.gov.uk)

## 7.4 Family Benefits

If you stay in Scotland with your family you may be entitled to receive some social benefits regarding, for example, your children. For more information visit the nearest Jobcentre or CAB (Citizens Advice Bureau).

## 7.5 Domestic Abuse

Domestic abuse is the physical, mental and/or sexual abuse of a woman by her partner or ex-partner. It also affects the children living in the house. Domestic abuse can occur within gay and lesbian relationships and, less often, men may experience abuse from a female partner. For help and advice contact:

- **Moray Women's Aid**

Help and advice and a safe place to stay for women and children.

☎ 01343 548549

🌐 [www.scottishwomensaid.co.uk](http://www.scottishwomensaid.co.uk)

- the **Area Social Work Team** in your town

🌐 [www.moray.gov.uk/moray\\_standard/page\\_40122.html](http://www.moray.gov.uk/moray_standard/page_40122.html)

(offices open 8.45 a.m. to 5.00 p.m. Monday to Friday)

Central Moray Social Work Team

(map - 10)

1 Gordon Street

Elgin

☎ 01343 557248

**Emergency Out of Hours** telephone number:

☎ 0845 7 56 56 56

- **Scottish Domestic Abuse Helpline**

Free Telephone ☎ 0800 027 1234

Calls answered by women offering confidential support and information.

10am to midnight every day.

Text phone 10am to 2pm and 10pm to midnight.

🌐 [www.domesticabuse.co.uk/](http://www.domesticabuse.co.uk/)

## 8. COMMUNITY INFORMATION

### 8.1 The Moray Council

For information on the range of services provided by The Moray Council go to:

 [www.moray.gov.uk](http://www.moray.gov.uk)

### 8.2 Community Planning

Visit the Moray Community Web to find out about community planning developments and have your say on how the range and delivery of services in Moray can be improved:

 [www.moraycommunity.org.uk](http://www.moraycommunity.org.uk)

### 8.3 Community Centres

There are community centres in most towns. These provide a range of educational and social activities and resources for the local community and are a useful source of help and information. (see 6.2)

### 8.4 Places of Worship

There are churches of many denominations in Moray, including the Church of Scotland, Catholic Church, Methodist, Baptist, Quaker and many others. For information about Christianity in Scotland see:

 [www.scottishchristian.com/churches/index.shtml](http://www.scottishchristian.com/churches/index.shtml)

#### ◆ Church of Scotland:

 [www.moraypresbytery.org.uk](http://www.moraypresbytery.org.uk)


#### **St. Giles' and St. Columba's South**

(map - 11)

Rev. George B. Rollo

18 Reidhaven Street

Elgin, IV30 1QH

 01343 547208

 [www.moraypresbytery.org.uk/churches/display.php?id=12](http://www.moraypresbytery.org.uk/churches/display.php?id=12)

Sunday service: St. Giles 9.30 am


#### **Elgin High**

(map - 12)

Rev Charles McMillan

5 Forteath Avenue

Elgin IV30 1TQ

 01343 542449

 [www.elginhigh.net/](http://www.elginhigh.net/)

Sunday Service: 11 am

◆ **Catholic Churches:**

**St Sylvester's Church, Elgin**

(map - 13)

Rev Alistair Mason-Doyle  
19 Institution Road  
Elgin, IV30 1QT  
☎ 01343 542280  
🌐 [www.scalan.co.uk/elgin.htm](http://www.scalan.co.uk/elgin.htm)

Saturday Vigil: 6.00 pm.

Sunday Mass: 11.15 am.

**St. Peter's Church, Buckie**

Mgr. Edward Trainer  
11 West Church Street  
Buckie  
AB56 1BN  
☎ 01542 832196  
🌐 [www.stpetersbuckie.eboard.com](http://www.stpetersbuckie.eboard.com)  
🌐 [www.scalan.co.uk/buckie.htm](http://www.scalan.co.uk/buckie.htm)

Saturday Vigil 6.30 pm.

Sunday Mass 10.00 am

**St Margaret's Church, Forres**

High Street  
Forres  
🌐 [www.scalan.co.uk/forres.htm](http://www.scalan.co.uk/forres.htm)

Sunday Mass: 9.00 am and 7.00 pm

◆ **Islam**

**Aberdeen Mosque and Islamic Cultural Centre**

164 Spital  
Aberdeen  
☎ 01224 493 764

**8.5 The Findhorn Foundation/Community**

The Findhorn Foundation/Community is a diverse community of several hundred people, linked by a shared positive vision for humanity and the earth and a commitment to a deep and practical non-doctrinal spirituality. They offer residential courses and workshops and have a cafe, performance hall, community shop, ecohousing, organic gardens etc. Contact:

The Findhorn Foundation  
The Park  
Findhorn  
Forres IV36 3TZ  
☎ 01309 690311  
🌐 [www.findhorn.org](http://www.findhorn.org)

Events and Programmes: 🌐 [www.findhorn.org/brochure2005/calendar.php](http://www.findhorn.org/brochure2005/calendar.php)

## 8.6 Gay Scotland

There are LGBT groups and networks in all of the larger towns in Scotland. However, there are few organised groups in Moray at present. There is a lot more happening in Aberdeen and Inverness. For information, see the **Beyond Barriers** website: [www.beyondbarriers.org.uk](http://www.beyondbarriers.org.uk) or contact:

### **Grampian Lesbian and Gay Switchboard**

☎ 01224 212 600 (Wednesday, Friday 7.30pm - 9.30pm)

### **Reach Out Highland**

☎ 01463 711585 (9.30 - 4.30 pm)

## 8.7 Interpretation and Translation

You can expect help with interpreting and translating in many public institutions. Some organisations will offer a service where an interpreter is available over the phone (**Language Line**). To speak to an interpreter face-to-face may also be possible but it may take a few days to organise this. You can also get many documents translated into your language - forms, leaflets, this Welcome Pack etc. More about this (in different languages) on:

[www.happytotranslate.com](http://www.happytotranslate.com)

## 8.8 Sports and Leisure Centres

Sports and Leisure Centres are available in most towns. These provide facilities for football, multisports and swimming etc. For locations and more information, see:

[www.moray.gov.uk/moray\\_standard/page\\_40272.html](http://www.moray.gov.uk/moray_standard/page_40272.html)

**Moray Leisure Centre** based in Elgin, offers ice-skating, swimming, cardiovascular and resistance fitness, a relaxation suite, a healthy eating café, a Healthy Living Centre and child care provision. For details, contact:

Moray Leisure Centre  
Borough Briggs Road  
Elgin

(map - 14)

☎ 01343 550033

[www.moray-leisure-centre.co.uk/](http://www.moray-leisure-centre.co.uk/)


## 8.9 Libraries

As well as free access to books, public libraries also provide other services such as:

- Free Email and Internet
- Fax

- Photocopying
- Community info
- Council info
- Local newspapers
- Links with community and adult education

There are libraries in most towns. For details of locations and services go to:

 [www.moray.gov.uk/moray\\_standard/page\\_41162.html](http://www.moray.gov.uk/moray_standard/page_41162.html)

or contact Elgin Library: ☎ 01343 562600

On your first visit, bring proof of identity and your address and you will be able to apply for membership and start accessing the services immediately.

**Elgin Library,**

(map - 15)

Cooper Park

ELGIN

IV30 1HS

☎ 01343 562600

Open: Monday - Friday 10am - 8pm and Saturday 10am - 4pm

**Forres Library**

Forres House

Forres, IV36 1BU

☎ 01309 672834

Open: Monday - Friday 10am - 8pm and Saturday 10am -12pm

## 8.10 Banks

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

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

It is important to open a bank account since most employers will pay your wages directly into your bank account.

## 8.11 Post Offices

As well as providing postage for letters and parcels, the Post Office is a useful source of information and forms (e.g. vehicle tax disc payment form, TV license application).

## 8.12 TV Licence

If you use a TV you must have a TV licence. The cost varies depending on whether you have a colour or black and white television. You can pay for a TV licence at the Post Office.

Generally if you rent a property and the landlord provides the TV, he is responsible for the licence. If you as the tenant provide the TV, you are responsible. Failure to obtain a licence can result in a £1000 fine.

☎ 0870 2416468

🌐 [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## 8.13 Disability

Moray Resource Centre offers a specialised service for individuals with a physical and sensory disability. The service aims to help individuals:

- adjust to change
- learn new skills
- gain self confidence
- return to education/work
- participate in the development of the service

Contact:

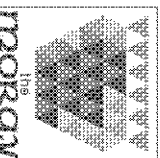
Moray Resource Centre  
Maisondieu Road  
Elgin

**Email:** [resource.centre@comm.moray.gov.uk](mailto:resource.centre@comm.moray.gov.uk)

**Textphone:** 01343 551376

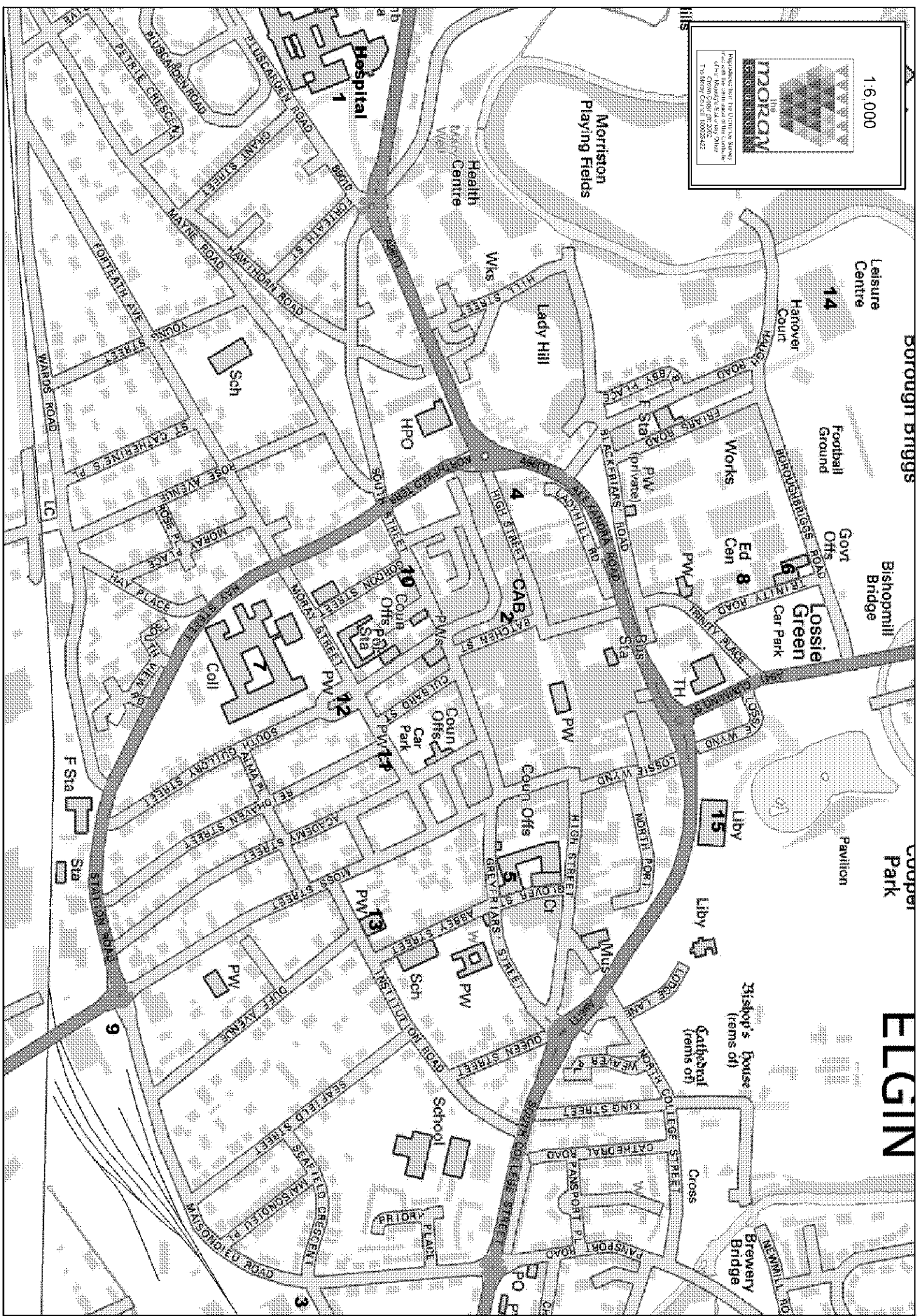
☎ 01343 551339





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Manufactured from the Ordnance Survey  
map with the same name as the Centre  
of the Borough's Survey Office  
The Street Code is 10005422



Produced by The Moray Council, Council Office, High Street, Elgin, Moray  
IV30 1BX

Website: [www.moray.gov.uk](http://www.moray.gov.uk)

Whilst every care has been taken in the compilation of this guide and the information contained within is believed to be correct at the time of publication, The Moray Council shall not be liable for any inaccuracies.

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**EQUALITY**  
in moray 



**MVSO**

