

Welcome to Warrington



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Thanks to the organisations that have contributed to this document:

Cheshire Police, NHS Warrington Clinical Commissioning Group, Warrington Borough Council and Warrington Voluntary Action

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Introduction from the support service

First let us welcome you to Warrington



Hello my name is Rachael



Hello my name is Beth

We will be helping you to settle into your new home; we will help you to register for a bank account, financial benefits and schools. In your first few days we will help you to register with a doctor and dentist, find your local shops and visit your local place of prayer. You will also be assisted to access a SIM card for your phone.

There are many things I am sure you will want to know and talk about when you arrive and we are hopeful that we can make your arrival in Warrington as comfortable as possible.

About Warrington

Warrington is located in the county of Cheshire in the North West of England. Warrington has a population of over 205,000, including a small but thriving multi-cultural population.

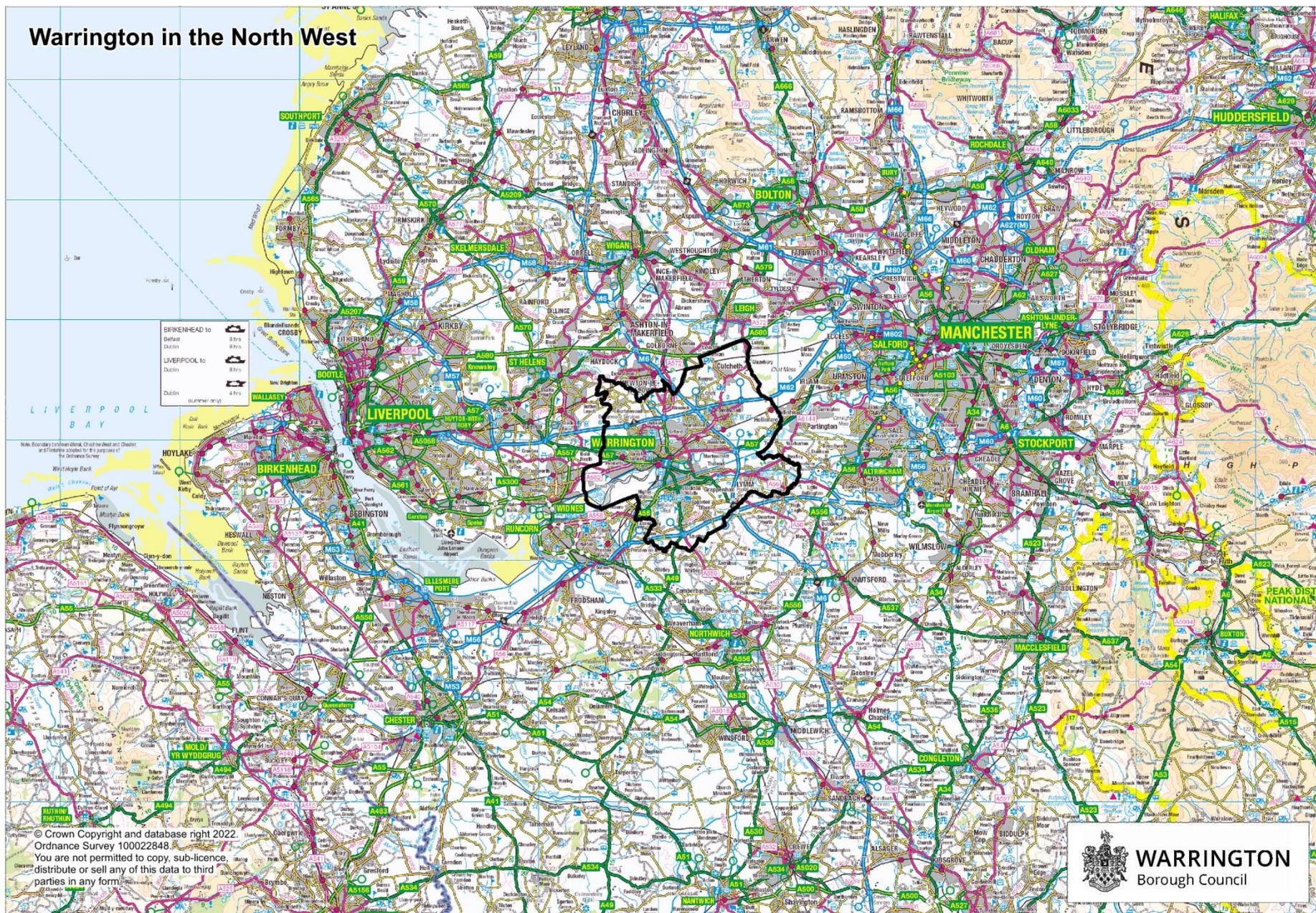
Our communities have become increasingly diverse over the years and this is reflected in the different languages you may hear spoken and the variety of foods and other items from many different countries available in local shops.

Warrington is:

- 20 miles (32 km) from Manchester
- 20 miles (32 km) from Liverpool
- 80 miles (128 km) from Birmingham
- 200 miles (320 km) from London

Warrington is divided into several areas: Maps of Warrington and the Town Centre are on pages 2 and 3.

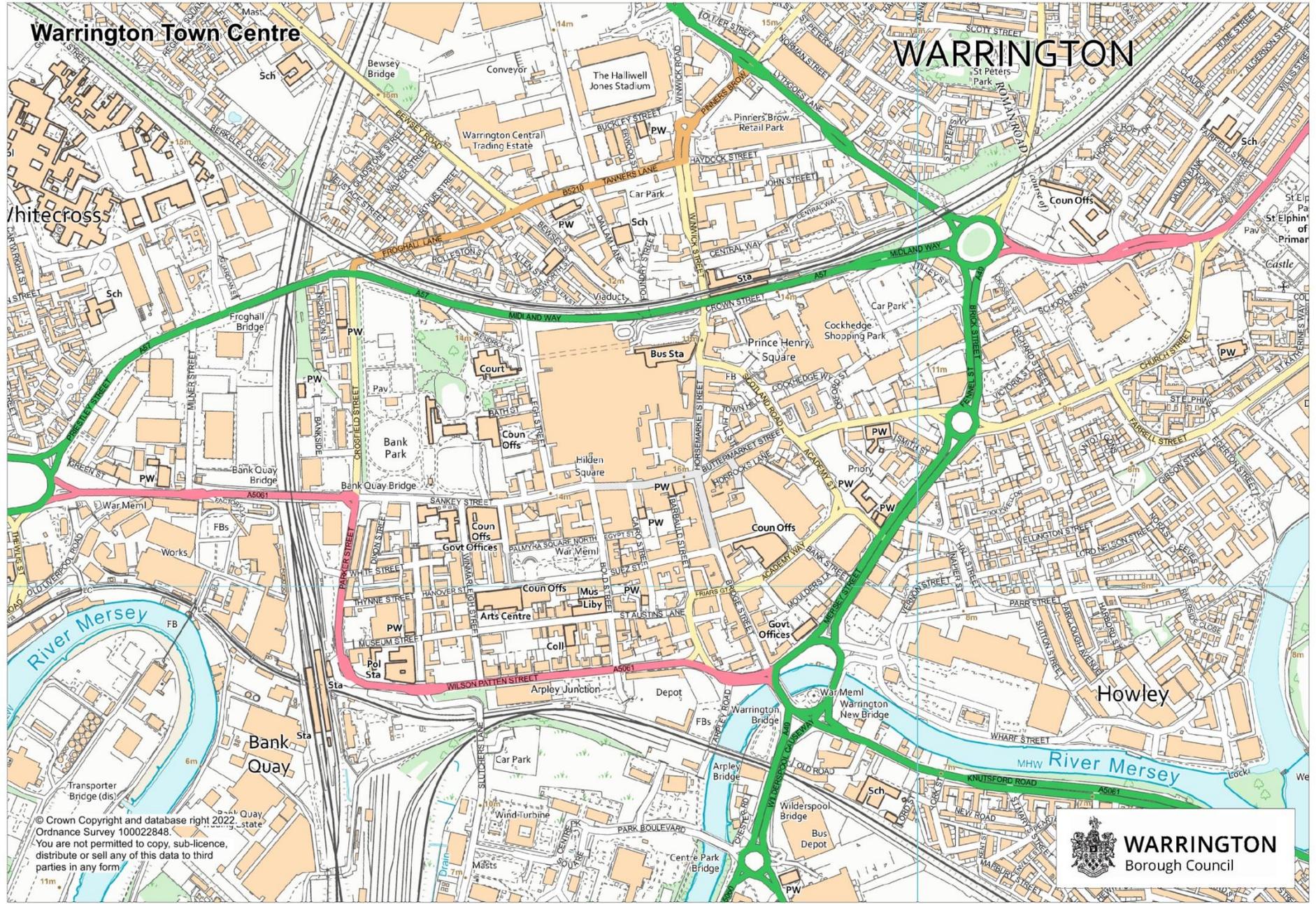
Warrington in the North West



 **WARRINGTON**
Borough Council

Warrington Town Centre

WARRINGTON



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Your Home

We hope that you are warm, safe and secure in the home that has been provided for you to live in. Your accommodation should be in a good state of repair, have hot and cold running water, heating, cooking facilities and basic furnishings.

If you have any concerns about your accommodation please get in touch with **Private Sector Housing** at privatesector@warrington.gov.uk or 01925 248482.

If you need any other housing advice around moving on to somewhere else or if the placement doesn't work out please contact the Councils **Homelessness and Housing Advice Service** at housingadvice@warrington.gov.uk or call 01925 246868.

Gas emergencies: If your gas does not work or if you smell gas in your home telephone 0800 111 999

Electricity emergencies: If your electricity does not work telephone 0800 195 4141

Water emergencies: If you have a water leak or a problem with the drains or sewage telephone 0800 33 00 33. **If you have no water supply telephone 0345 672 3723**

Being a good neighbour

We hope you will be made to feel welcome by your neighbours. Good relationships will help you settle into your new community.

Dispose of your rubbish carefully using the bins and bags provided, please ensure:

- your bins are put out on the correct day
- your bins are out by 6.30am
- your bins are left for collection in the right place
- no extra waste is left next to your bin and the lid is fully closed
- the right waste is in the right bin
- the bin is not too heavy

You can find out more by visiting warrington.gov.uk/bins

Do not leave rubbish in the street or in front of your home. Littering is an offence and you may be fined if you drop rubbish in the street.

Do not play music loudly or bang doors and windows; sound travels through walls and this can cause distress to your neighbours.

If your neighbour causes a problem for you, please inform your support worker, who will help you improve the situation.

Television – You will need a television licence to watch TV, which your host may already have. The license costs £145.00. Information on how to get a television licence and how to pay can be found here tvlicensing.co.uk .

Radio – It is free to listen to the radio. There are many local and national stations. You may wish to listen to the BBC World Service for national and international news.

Travelling around Warrington

Travelling around Warrington is easy and straightforward as there are good bus and rail links throughout the borough and across the country. You can easily travel to Liverpool or Manchester and even further afield.

On the bus

The cost of bus travel ranges from £1.60 for a short single journey up to £5.95 for an all-day ticket.

You can access local bus timetables, cost and view travel information at warringtonsownbuses.co.uk or call 01925 634296.

If you are planning to travel outside the borough, timetables and an interactive journey planner can be found online at traveline.info or you can call the National Travel Line on 0870 608 2608.

Buses only stop at designated bus stops. If you want to get on a bus, you must put your arm out to alert the driver that you want him to stop. You must pay the driver for your journey as soon as you get on the bus. To alert the driver when you want to get off the bus, you must press the 'stop' button when approaching your destination.

On the train

Trains will stop automatically, but will only stop at the stations listed on the timetable for the route you are travelling. You can get trains to a number of major cities including Manchester, Liverpool, Birmingham and London.

Times of trains can be found at nationalrail.co.uk

Taxi

There are many taxis companies within Warrington but are normally more expensive than other modes of transport.

Driving is governed by various legal powers and in some cases is subject to the passing of a driving test. The government produces a Highway Code that details the requirements for all road users, including drivers. Traffic drives on the left.

Local Customs and Behaviour

You may see ways of behaviour which are new to you and you may be uncertain how to act. Here are some things that may be helpful for you to bear in mind:

Queuing – If you are waiting to be served in a busy shop or office, you must stand in a queue, which is a line of people waiting in turn to be served. It is bad manners not to wait for your turn and if you do not queue, you may not be served at all.

Making Appointments – You may need to make appointments for different things, such as with the council or with a doctor/GP surgery. Make sure you arrive on time for any appointment you have arranged, as many organisations are very busy and would be grateful for you not being late to an appointment. If you are late, you might also risk not being seen at all.

Smoking – Smoking is forbidden in all enclosed public places such as restaurants, shops, offices, government buildings, factories, clubs, cinemas and on public transport. You are

generally allowed to smoke outdoors, but some public areas such as sports arenas and railway platforms forbid smoking anywhere on their premises. If you are caught smoking in a banned area you could be fined.

Bank Holidays

A bank holiday is a public holiday. There are eight Bank Holidays each year. These are usually on Mondays and many shops, businesses and offices close for the day. Some shops will stay open, and the hospitals and police stations are always open but many people will have a day's holiday.

Bank Holidays in England

Christmas Day	25 December
Boxing Day	26 December
New Year's Day	01 January
Good Friday	March or April
Easter Monday	March or April
May Day Holiday	first Monday of May
Spring Bank Holiday	last Monday of May
August Bank Holiday	last Monday of August

This year there is also an extra Bank Holiday on Friday 3rd June 2022 for the Platinum Jubilee.

Time

Clocks go forward one hour at 1am on the last Sunday in March, and back one hour at 2am on the last Sunday in October.

The period between March and October is called British Summer Time (BST). During this period there is more daylight in the evenings and less in the mornings.

Shopping

There is a wide choice of places to buy food and clothing. Many of the large supermarkets sell everything in one shop. There is also a market in Warrington town centre where you can buy fresh fruit, vegetables, meat and fish.

Cost of basic grocery items

The cost of food in the UK varies depending on where you buy it. Supermarkets often have 'own-label brands' which are cheaper than the more recognised brands.

Average price guide. The tables below give average prices of basic groceries in the UK.

BASIC GOODS	Approximate cost in £
Loaf of white bread	0.75
Pint (568ml) of semi skimmed milk	0.40
Six medium eggs	1.28
Margarine (500g)	0.61
Butter (250g)	0.85
Cheese (250g)	1.27
Cooking oil (1 litre)	0.88
Pasta – uncooked spaghetti (500g)	0.55
Rice (1kg)	0.74
Noodles (500g)	1.19

MEAT, POULTRY and FISH

Salmon fillet x 2 (300g)	3.30
Prawns peeled (300g)	3.20
Cod fillet (334g)	3.00
Beef – minced (500g)	1.60
FRUIT AND VEGETABLES	
Apples (1kg)	1.28
Bananas (1kg)	0.77
Beansprouts (335g)	0.43
Carrots (1kg)	0.62
Chillies (56g)	0.49
Garlic (loose)	1.44
Lemon (each)	0.28
Oranges (each)	0.26
Onions (1kg)	0.72
Pepper (each)	0.68
Potatoes (2.5kg)	1.78
Mushrooms (250g)	0.67
Tomatoes (pack of 6)	0.69
TINNED GOODS	
Chickpeas (220g)	0.69
Baked beans (220g)	0.23
Peach slices (410g)	0.34
Soup (295g)	0.52
Sweetcorn (200g)	0.25
Tuna in brine (185g)	0.80
DRINKS	
Cola (2 litre)	0.37
Instant coffee (100g)	1.94
Apple/orange juice (1 litre)	0.98
Mineral water (1.5 litre)	0.55
Tea Bags (80)	1.38
HEALTH AND BEAUTY PRODUCTS	
Deodorant spray (250ml) products	0.98
Shampoo (400ml)	2.20
Shower gel (250ml)	0.73
Soap (125g)	0.28
Toothbrush (each)	0.89
Toothpaste (100ml)	0.49

Golden Square is the main shopping centre in Warrington Town Centre. It is the destination for busy shoppers looking for retail stores (for example coffee shops, clothing, and food). It is open 7 days a week. Warrington Bus Interchange is linked directly to the mall and Warrington Central Train Station is a short walk away.

The Cockhedge Centre is a shopping centre near the town centre, it isn't large however it has a range of good shops, including a supermarket.

There is also Birchwood Shopping Centre Dewhurst Road, Birchwood WA3 7PG, this has a small selection of shops including a supermarket and places to eat.

In some larger stores, food imported from other countries and food meeting religious requirements such as halal and kosher. Asda & Tesco sell limited ranges of halal food.

Asda Westbrook Superstore, Westbrook Shopping Centre, WA1 3QA

Asda Warrington Superstore, Cockhedge Shopping Centre, Midland Way, Warrington, WA1 2QQ.

Opening times are Monday – Saturday 7.30am – 10pm
Sunday 10.30am – 4.30pm

Tesco, Winwick Road, Warrington, WA2 7NE. Open 24 hours.

Internet

All public libraries have computers available to use. You can use a computer for 60 minutes per day across Warrington free of charge. You need to be a member and must have a UK address and be able to collect your card and PIN from a public library. Your support worker can help you with this.

Each library offers

- Computers with Microsoft Windows
- Free access to the Internet for 60 minutes (charges apply after that time)
- Printing in colour or black and white for a small charge
- Scanning facilities
- MS Office 2010 - Word, Excel, Access, Powerpoint and Publisher
- Access to a range of free online resources e.g. Encyclopaedias, dictionaries and family history websites.
- Access to USB ports and CD re-write facilities, a small few still have floppy disk drives.
- Memory sticks are available to buy

Wifi

When using a WiFi hotspot, your device needs to have its WiFi capability switched on and you need to be in range of the hotspot. More and more small, independent Cafes and Restaurants are providing **free** WiFi hotspots.

Money matters

There are a number of banks in Warrington which offer a full range of banking services. Your support worker will help you to arrange a bank account when you arrive in the UK

Methods of payment accepted in shops is normally cash or debit cards, cheques are not generally accepted.

The UK unit of currency is the pound sterling (£).

<p>The coins available are:</p> <ul style="list-style-type: none">• 1p and 2p ('copper')• 5p, 10p, 20p and 50p ('silver')• £1 ('gold')• £2 ('silver middle-gold edge')	<p>The notes available are:</p> <ul style="list-style-type: none">• £5 (blue)• £10 (brown)• £20 (purple)• £50 (red)
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Cash Machines (ATMs)

It shouldn't be a problem finding a cash machine in Warrington. Cashpoints are usually accessible 24 hours a day and located on the walls of banks and in some shops

Please do be security-conscious when using the machine: check no-one is watching you enter your PIN, and put your money away safely before moving away from the machine.

Religion

In the UK, you are free to follow any religion you wish, or to follow none at all. You will see churches, mosques and synagogues representing many different religions and faiths. If you wish to, you can visit any of these faith groups and join in their services.

Education (including English to Speakers of Other Languages)

Early Years Education and Childcare

Did you know? If you have a 2 year old, you may be able to access free childcare. Some families are eligible for 15 hours funded childcare a week. For more information and to apply, visit: <https://www.warrington.gov.uk/twoyearfunding>



The government currently offers 15 hours per week childcare or early years education for all three and four year olds. You do not have to apply for this simply find a childcare provider and ask if they have a place available for your child. There is an extended offer up to 30 hours per week for three and four year olds with working parents. If you have a child who is 3 or 4 years old and accessing their early education place you can [apply for 30 hours funded childcare](#) from their 3rd birthday. Find out more go to the Childcare Choices website www.childcarechoices.gov.uk

Information on childcare available in your area can be found on www.mylifewarrington.gov.uk along with information on other services available in Warrington.

Children and under 16s – Attending school is compulsory in the UK for children aged between 5 and 16 years. School days are approximately 6 hours long, Monday to Friday.

School staff should be able to give children extra help with English if they need it, but if your child needs additional support, the school may decide that it might be easier for your child to work with students who are slightly younger, or they may receive support from another adult known as a classroom assistant. The school may also run extra activities, such as sports or music clubs outside normal lessons and taking part in these will help your child to make friends and improve their English language skills.

People over 16 and Adults – Young people who have studied at school up to the age of 16 years, may continue at school or college until they are 18 years old. They could take an academic pathway which would include qualifications such as 'A' levels, or a

vocational route such as a BTEC or NVQ, and courses range from entry level (if you have no GCSEs) all the way up through the levels (e.g. Level 3 is the equivalent to two A levels). There are many courses available at local schools, colleges, private training providers and universities, as well as training within employment (including apprenticeships). Please speak to your support worker for more information.

English for Speakers of Other Languages (ESOL) – If you need help with English language skills you can access conversational English classes and ESOL. It is important that you have good English language skills as this will increase your chances of finding employment and will help you to integrate more quickly into the local community. These are going to be arranged for all members of your family.

Weather

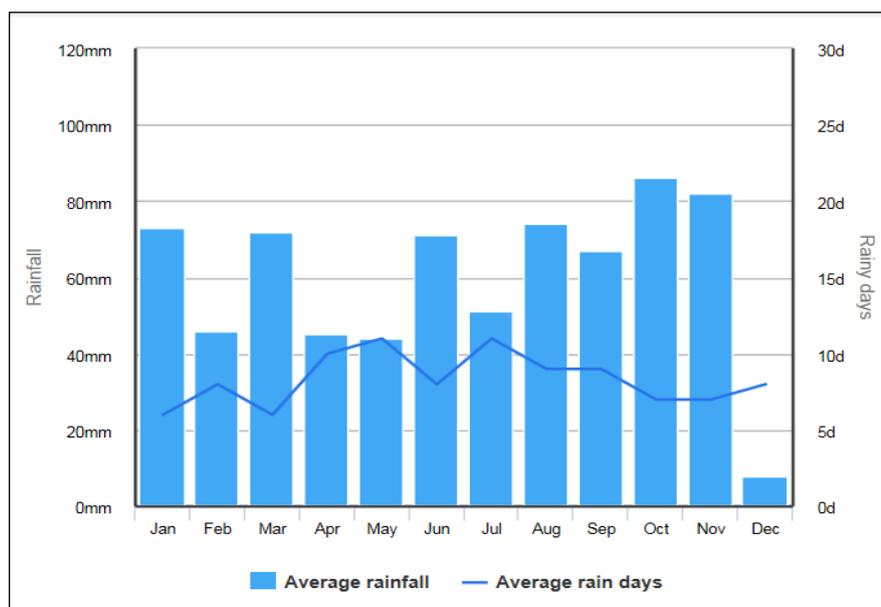
July and August is the hottest month in Warrington. The coldest is December and January. We sometimes get snow/ice and fog during these coldest months. The wettest month is October.

However, the weather in Warrington is changeable and people do like to talk about it a lot!

Average Sunshine

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	6	6	7	9	12	15	17	17	14	11	8	5
°F	43	43	45	48	54	59	63	63	57	52	46	41

Average rainfall



Community safety and the law

Community safety

The police, ambulance and fire services are here to help all citizens, including asylum seekers and refugees. They will treat you fairly and with respect.

Examples of an emergency are when someone's life is in danger, a crime is in progress, someone requires lifesaving medical treatment or there is a fire.

In an emergency, there is one number to contact the police, ambulance and fire service in the UK; dial 999 and ask for the service you need.

You must **NOT** do the following things as they are illegal. It is against the law in the UK to do any of the following:

- Carry knives or weapons
- Use or possess illicit drugs including cannabis
- Have sex without the other person's consent
- Have sex with anyone under 16 years of age
- Use threatening or abusive language or behaviour
- Use any form of violence, **including towards your own family**
- Engage in prostitution
- Defecate or urinate in public (this includes children)
- Drive any vehicle, including a motorcycle, without a valid driving licence insurance, tax and MOT test certificate
- Take possessions which do not belong to you.

Supervision of children – It is very important that children under 14 are not left alone without adult supervision to ensure they are safe

School attendance – It is compulsory for children between the ages of five and 16 to attend school.

Please note that these are just some of the laws which exist; if any person commits any of the offences listed above, they would be arrested or fined. The police would then investigate the crime and the case would be heard in a criminal court. The penalty for many serious crimes is prison.

Crime and racism

Warrington is generally a welcoming place but if someone abuses you physically or verbally because of your race, religion or nationality, please contact the police by going to the nearest police station, or by telephoning the free, non-emergency number 101. If you witness such behaviour, please report the incident as soon you can.

Health

The UK operates a National Health Service (NHS). Most health services are free of charge.

Doctor

You and your family will be assisted by your Support Worker to register with a doctor, also known as a GP (General Practitioner). Your Doctor is there to help you with physical or emotional problems and can be seen by contacting your registered practice and making an appointment.

Hospital

If your problem is more serious, your Doctor can request an appointment with a specialist at the hospital. There can be waiting times of up to several months to see hospital specialist/consultants, unless it is an emergency. The hospital will send you a letter telling you the date of your appointment.

All information you give to your GP, health visitor or hospital staff is kept confidential, and would only be passed to other agencies if this is in your best interests and with your full knowledge and consent.

Health Visitor

If you have children aged 16 years and under, you will receive a letter asking your family to attend an appointment at a health clinic. The health visitor will assess your child's health and development needs and give any vaccinations as necessary.

Dentist

Ask your support worker to register you with a dentist. There may be a charge for dental treatment unless you qualify for free or reduced cost treatment.

Pharmacist

Pharmacies ('Chemist shops') are available within communities throughout Warrington, often located amongst other shops and community centres. They can provide advice on health concerns and can often avoid you having to make an appointment to see your GP.

Optician

Optician shops are available within communities throughout Warrington, often located amongst other shops and within supermarkets and community centres. They can undertake eye tests and provide spectacles where needed, for which there may be a charge unless you qualify for free eye tests and free spectacles.

Smoking – Smoking is forbidden in the UK in all enclosed public places such as restaurants, shops, offices, government buildings, factories, clubs, cinemas and on public transport. You are generally allowed to smoke outdoors, but some public areas such as sports arenas and railway platforms forbid smoking anywhere on their premises. If you are caught smoking in a banned area you could be fined.

The UK operates a National Health Service (NHS), most health services are free of charge.

Things to do In Warrington

Parks and open spaces

Information about parks and open spaces can be found at warrington.gov.uk/parks

Some attractions that are suitable for the whole family include:

Walton Hall and Gardens is a great day out for all the family. Its facilities and attractions include a Heritage cafe, Children's zoo, Formal gardens, Golf course, Pitch 'n' putt, Cycle museum, Pottery making and trampolines. The address is Walton Lea Road, Higher Walton, Warrington, WA4 6SN

Victoria Park facilities and attractions include an athletics arena, Play area, large skate park, floodlight pitches, bowling greens and picnic benches. Its postcode is Warrington WA4 1QN

Sankey Valley Park facilities and attractions include a canal, play areas, BMX course, Park art and sculptures, Path networks and links, wildlife and picnic benches. Its address is Cromwell Avenue WA5 9UR.

Bank Park facilities and attractions include a children's play area and space for ball games

Family days out - There are many things to do in Warrington with your family some are free but many are charged for www.dayoutwiththekids.co.uk/things-to-do/warrington

Community Activities

Warrington is proud to have a vibrant and welcoming community. There are approximately 1200 community and voluntary organisations providing a wide range of services and activities for all age groups right across the borough. To find out more: www.warringtonva.org.uk or www.warrington.gov.uk/neighbourhoods

Sport and Leisure

Various leisure centres offer fitness and lifestyle activities from swimming and football to keep fit classes and healthy living advice. More information can be found www.livewirewarrington.co.uk

Football

The Premier League is an English professional league for men's association football clubs. At the top of the English football league system, it is the country's primary football competition. The north west has four premierships clubs: Everton, Liverpool, Manchester City and Manchester United.

Warrington Wolves

Warrington Wolves RLFC is a professional rugby league football club based that competes in the Super League. They play at the Halliwell Jones Stadium, Warrington.

Museum & Art Gallery

Find out about the past of Warrington at the Museum or view some local art at Warrington Art Gallery. It's a free and exciting trip out. Drop in for as long or as little as you like. All events and exhibitions are free! www.warringtonmuseum.co.uk

Useful Contacts

In an emergency, there is one number to contact the police, ambulance and fire service in the UK; dial 999 and ask for the service you need.

Victim Support: Local Support & Help for Victims

01606 366 336 <http://www.victimservicescheshire.co.uk/>

If you've been affected by crime and need support or information

Citizens Advice: 01925 246994

www.warrington-advice.co.uk/warringtoncab

Free confidential and impartial advice on a range of subjects including welfare benefits, accommodation and employment.

Warrington Disability Partnership: 01925 240064

www.disabilitypartnership.org.uk

Developing and delivering mobility and independent living services, supporting disabled people and people living with long term health conditions.

Contact Warrington: 01925 443322

www.warrington.gov.uk/info/201197/contact_us/1143/contact_warrington

First point of contact for council tax payments, parking fines, school meals and more.

Warrington Job Centre Plus: 0845 604 3719

www.jobcentreguide.co.uk/warrington-jobcentre

Here you can seek local jobs in and around Warrington. Your local job centre can administer claims for Jobseeker's Allowance, Incapacity Benefit, Employment and Support Allowance and Income Support.

Additional Support and Advice

Refugee Council – works with refugees to help them build new lives in the UK and can offer advice on a range of issues including accessing health and therapeutic support, training and employment and accommodation, as well as finding support groups and ESOL classes in your area.

Head Office, PO Box 68614, E15 9DQ. www.refugeecouncil.org.uk

The Refugee Council also provides a searchable services directory of all agencies working with refugees: <http://www.refugeecouncil.org.uk/services>

British Red Cross – provides practical and emotional support to vulnerable refugees and asylum seekers living in the UK.

Derbyshire, Nottingham and Cheshire Office
Red Cross House, Matlock Green, Matlock, DE4 3EG
Tel: 01629 582 171. www.redcross.org.uk

Office of the Immigration Services Commissioner (OISC) – regulates immigration advisors working in the UK. You can complain about any problems with them including poor advice and/or service, charging unreasonable fees and/or charging for work not done, encouraging you to make false or misleading statements, missing deadlines or failing to appear in court.

5th Floor, 21 Bloomsbury Street
London, W1CB 3HF
Tel: 0345 000 0046 or 020 7211 1500
Email: info@oisc.gov.uk
www.oisc.gov.uk

Freedom from Torture (North West)

Freedom from Torture provides care and rehabilitation to survivors of torture and other forms of organised violence. Freedom from Torture accepts referrals from survivors themselves, friends and family, GPs, solicitors, refugee community organisations or any other voluntary or statutory sector body. All services are free to the client. Referrals must be made in writing using the Freedom from Torture referral forms which can be obtained from the North West office in Manchester at the following address:

1st Floor, North Square
11 – 13 Spear Street, Manchester, M1 1JU
Tel: 0161 236 5744
www.freedomfromtorture.org/about/15/5251