

**A**

# *guide to the UK*



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**Personal details (myself):**



I know my...

Date entered into the UK:  5<sup>th</sup> year anniversary (of being in the UK):  Title:  Date of birth:  First name:  National Insurance (NI) number:  Surname:  Nationality:

Any middle names:  Ethnicity:

Email address:  Email password:  Full address including postcode:  Mobile number:

**Personal details: my spouse (if applicable)**

I know my...



ig e

Date entered into the UK:  5<sup>th</sup> year anniversary (of being in the UK):  Title:  Date of birth:  First

name:  National Insurance (NI) number:  Surname:  Nationality:

Any middle names:  Ethnicity:

Email address:  Email password:  Full address including postcode:  Mobile

number

**Personal details: First child (if applicable)**

I know my...



Child's date entered into the UK:  Child's 5<sup>th</sup> year anniversary (of being in the UK):  Child's Title:  Child's Date of birth:  Child's first name:  Child's National Insurance (NI) number:  Child's Surname:  Child's Nationality:  Child's middle names:  Child's Ethnicity:

Full address including postcode:  Mobile number:

**Personal details: Second child (if applicable)**

I know my...

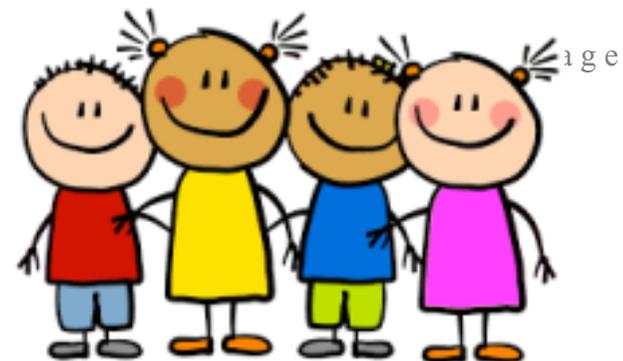


Child's date entered into the UK:  Child's 5<sup>th</sup> year anniversary (of being in the UK):  Child's Title:  Child's Date of birth:  Child's first name:  Child's National Insurance (NI) number:  Child's Surname:  Child's Nationality:  Child's middle names:  Child's Ethnicity:

Full address including postcode:  Mobile number:

**Personal details: Third child (if applicable)**

I know my...



Child's date entered into the UK:  Child's 5<sup>th</sup> year anniversary (of being in the UK):  Child's Title:  Child's Date of birth:  Child's first name:  Child's National Insurance (NI) number:  Child's Surname:  Child's Nationality:  Child's middle names:  Child's Ethnicity:

Full address including postcode:  Mobile number:

**Personal details: Fourth child (if applicable)**

I know my...



Child's date entered into the UK:  Child's 5<sup>th</sup> year anniversary (of being in the UK):  Child's Title:  Child's Date of birth:  Child's first name:  Child's National Insurance (NI) number:  Child's Surname:  Child's Nationality:  Child's middle names:  Child's Ethnicity:

Full address including postcode:  Mobile number:

**Personal details: Fifth child (if applicable)**

I know my...



Child's date entered into the UK:  Child's 5<sup>th</sup> year anniversary (of being in the UK):  Child's Title:  Child's Date of birth:  Child's first name:  Child's National Insurance (NI) number:  Child's Surname:  Child's Nationality:  Child's middle names:  Child's Ethnicity:

Full address including postcode:  Mobile number:

**Bank details: Online account**

I have an online bank account set up:

How to:

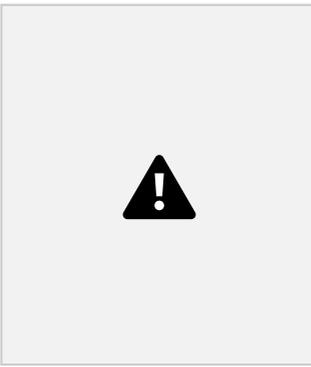
User ID:

Password:

Memorable data:

Other:

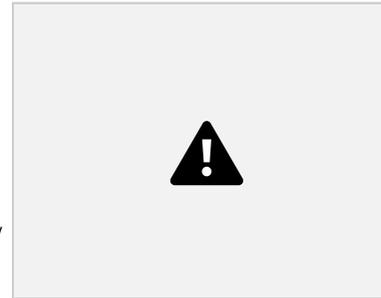
Notes for login details:



**Bank details: Bank card and details**

I know my sort code, bank account number, security code, expiry date and what type of card I have (e.g. debit / debit visa / credit):

How to:



## **Passwords**

I know what to do if I forget my password or want to change it – for anything:

How to:



**Receiving letters / how to write email examples**

You will receive many letters here in the UK. It is important that you read these **as soon as you get them**, as these often contain important information – you could have a debt that needs paid, or you need to take action to avoid a debt, and so on.

To do this, you should use the Google app (page 19) to translate and help you understand these letters.

If you still do not understand, and you have a query, there will normally be a telephone number and email address on the letter. If you are not confident with your English, you should contact the sender by the email address listed on the letter.

You should include information such as:

- Your full name
- Your address
- Your reference number if you have one (if you have one, this will be on the letter).
- Your query





To help you get started, here is an example:



reference number and your query. Keep a polite format (use good morning, good afternoon, please, yours sincerely, and so on).

2) Put the main reason and your reference number in the 'Subject' box

3) Write your email remembering your full name, address,



## Online basics / how to use internet and email etc

If you are uncertain how to use the internet, search engines such as Google, or your email, you should access free online courses to build up your knowledge and confidence.

The majority of these courses you can translate into Arabic by right-clicking the website and selecting the option to translate into Arabic.

You can either google 'free online course how to use the internet', 'free online courses how to use search engines', or 'free online courses how to use email'.

Here is one website to get you started with these free courses:

- <https://www.learnmyway.com/subjects/online-basics>  
(Correct as of 9th November 2020)

You may have to register for the above course. To do this:

Login details:

## **Important documents to keep safe:**



The following are documents you must keep safe as you will need them throughout your life. You may not have all these documents as some may not be applicable.

- Biometric cards
- Birth certificates
- Marriage certificate
- Passports
- Driving license
- Tenancy Agreement
- Your child's red book (personal health record)
- P45 and P60 forms (including those from Department for Work and Pensions - DWP)
- Warranty / receipts of items you have bought

It is recommended you also keep bills and letters neatly organised into files as you may need these in the future, for example:

- Water bills
- Gas and electric bills
- Council tax
- Bank statements/letters
- Benefit letters
- Mobile bills
- Housing Association letters



### Data storage and confidential waste:

Data storage refers to how long to keep certain documents.

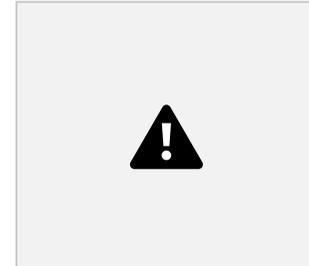
As previously recommended, you should keep bills, letters and bank statements neatly organised into files as you may need these in the future.

It is also advised to keep paper bank statements and bills for 2 years.

For payslips, P45's and P60's, you should keep these long-term and safely filed.

Confidential waste is any document that has personal information on it, including your name, address or any financial details. For example, your bank statements or bills.

You should **not recycle these types of documents**, and must destroy them instead, for example using a shredder.



### **Purpose of this booklet:**

The purpose of this booklet is that this is used as your first point of reference for any questions or issues you may have whilst living in the UK.

This is a confidential booklet and should be kept safely.

The booklet has also been designed for you to add to yourself, and in the future you will be able to use the spare pages at the back of the booklet to add any other information that is helpful for yourself. This can include for example, a list of your previous addresses, or a new community group you have found and want to record their contact details.

Lastly, this booklet is to help promote your independence as support provided is typically limited to when you have completed 3 years in the UK.

It is recommended that for questions you cannot find answers for in the booklet, that you look up your question via Google, as this will also help you learn without becoming dependant on external agencies for support.

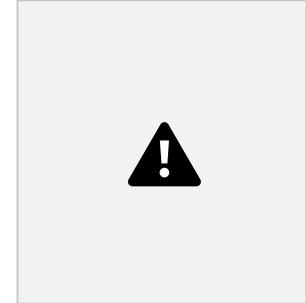
Please use this booklet as an important tool to help you learn and integrate your life into the UK, as the aim of this booklet is also to help make your lives easier.

**Please note, in this booklet it will say numerous times to translate the website into Arabic. You can do this by simply right-clicking anywhere on the screen, selecting Translate, and clicking 'Arabic'.**

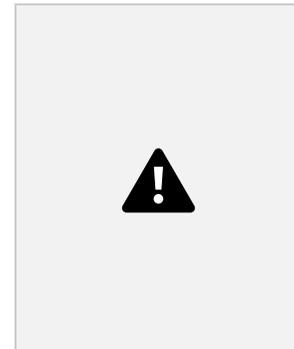
### **Google translate**

I have downloaded the Google app onto my phone. This will enable me to translate by speaking or writing, and also scan photos of letters / emails / other writing and translate.

How to:



a g e



**Income and benefits: HMRC**

I have registered online for a HMRC account. This will enable me to check all my taxes including child benefits. [How to:](#)

**Government Gateway User**

**ID: Password:**

Other security answers:

**Income and benefits: Child tax**  |

know what to do if I have a child tax query [How](#)

[to:](#)

You have several choices:



Page

1)

2)

**Income and benefits: Child maintenance**

I understand that for a parent not living in the same home as their child, they should still contribute to the costs of bringing up their child. This can be arranged privately or through HMRC.

How to:

You have several choices:

1)

2)



<https://www.gov.uk/calculate-child-maintenance>

**Income and benefits: Universal Credit (UC)**



If I am claiming Universal Credit, I am able to access this online (I will also be able to update online any changes to my personal circumstances such as new address, new job and so on).

How to:

**Please remember to regularly check your 'to do' list and journal for actions you must complete and messages. If you do not do this, you risk your universal credit payment being suspended (i.e. you may not receive payment).**

Username:

Password:

Security question answers:



## **Income and benefits: Non dependant contributions**

I understand that my adult children need to make monetary contributions to the household

### Information:

Non-dependant deductions will be made every month if you are receiving UC and you have a non-dependant (normally an adult child) living with you. The amount deducted will depend on the non-dependants income.

To understand this further, type into Google 'non dependant deductions' or visit <https://www.entitledto.co.uk/help/non-dependants> or <https://www.gov.uk/government/publications/benefit-and-pension-rates-2020-to-2021/benefit-and-pension-rates-2020-to-2021> (correct as of 9 November 2020).

### Suggestion:

## **Income and benefits: Job Seekers Allowance (JSA)**



If I am claiming Job Seekers Allowance, I am able to contact them and my work coach.

How to:

You have several choices:

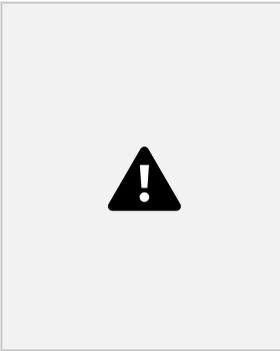
1)

2)

3)

Name of my work coach:

**Income and benefits: Personal Independence Payment (PIP)**  If I am claiming PIP, I am able to contact them (this includes if I have a change in circumstances)



How to:

You have several choices:

- 1)
  
  
  
  
  
  
  
  
  
  
- 2)
  
  
  
  
  
  
  
  
  
  
- 3)

## **Income and benefits: Attendance Allowance**

If I am claiming Attendance Allowance, I am able to contact them (this includes if I have a change in circumstances)

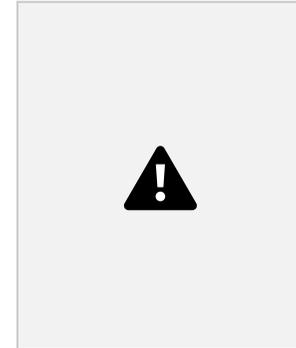
How to:

You have several choices:

1)

2)

3)



**Income and benefits: Carer's Allowance**

If I am claiming Carer's Allowance, I am able to contact them (this includes if I have a change in circumstances)

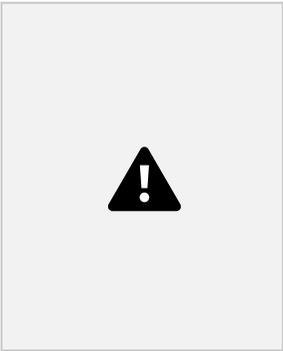
How to:

You have several choices:

1)

3)

2)





**Income and benefits: Housing Benefit/Council Tax**

If I receive Housing Benefit, I am able to contact them (this includes if I have a change in circumstances)

How to:

If I am receiving a DHP (Discretionary Housing Payment), I am able to contact them (this includes if I need to make an application):

How to:

I know how to contact council tax if I have a query or need to update my information (this includes if my child has turned 19 but has continued college)

How to:

## **Education: College**

- I know how to enrol onto my college courses each year.

How to:

- I know that if I am in my second or third year, my travel expenses can be reimbursed either by JSA if I am on this, or the council via Two Saints.

How to:



**Education: Jobs / training / new skills**

I know how to find work/training/somewhere to learn new skills.

You have several choices and can use more than one of these choices:

1)

2)



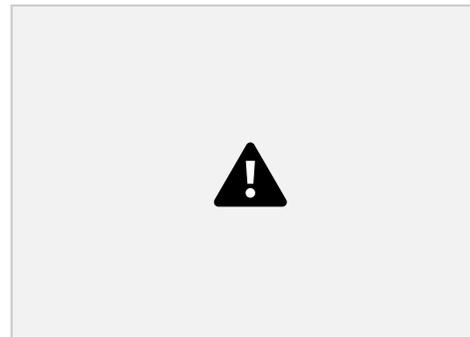
3)

4)

**Education: Children's School / Contact / School**

**Accounts**  I know how to contact my child's school if I need to talk to a teacher (e.g. report sick)

How to:



I know how to log into my school

account: How to:

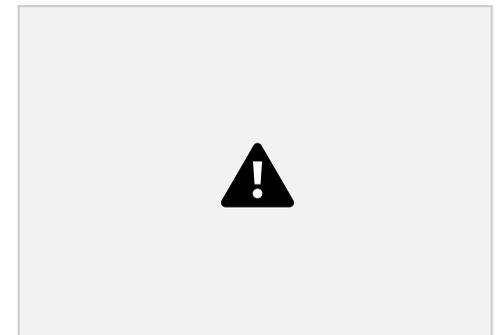
**School login details:**

**Education: Children's School Accounts –**

**Scopay**  I know how to use scopay, if my child's school

uses this.

How to:



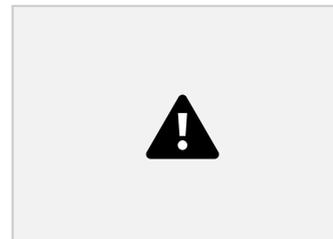
Email address:

Password:

**Login details**

**Education: Children's School / Free Meals / School**

**changes**  If I am on benefits, I know how to request free school meals for my child.



How to:

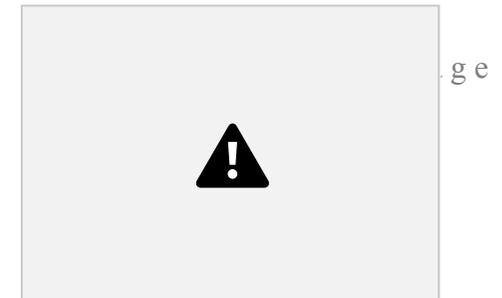
I want my child to switch schools because we are moving house / they are moving into a primary or secondary school next year. I know how to make a school application to do this.

How to:

**Education: Children's School / School Transport Application / School Trips / Pupil Premium**

If travel for my child is expensive, I know how to make a school transport application (note - they may not be able to help if you are not eligible):

How to:



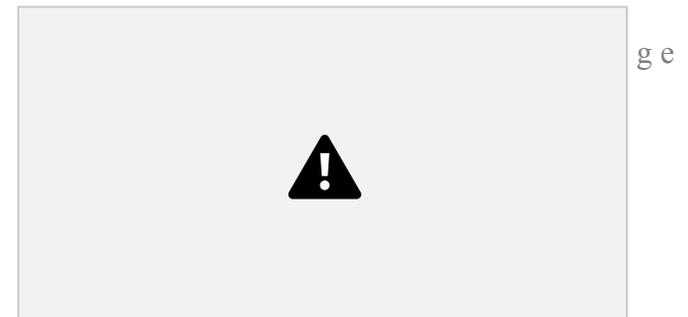
If I can't afford my child's school trips, I know what to do.

How to:

**Education: Learning to drive**

I understand the process I need to go through to legally drive in the UK.

How to:



**Health: Doctors / Registration**

I have registered my family to my local GP (this includes when I move house):

How to:



**Health: Doctors / Booking appointments / Call 111**

I can book doctors appointments for myself/spouse/children

How to:



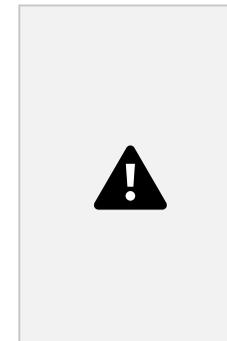
This depends on each doctor's surgery. Here are several options:

If I am experiencing non-serious symptoms outside of  
doctor's hours but am concerned, I know who to call:

**Health: When to call 999 / Repeat Prescriptions**

If I am experiencing serious urgent symptoms, I know who to call.

How to:





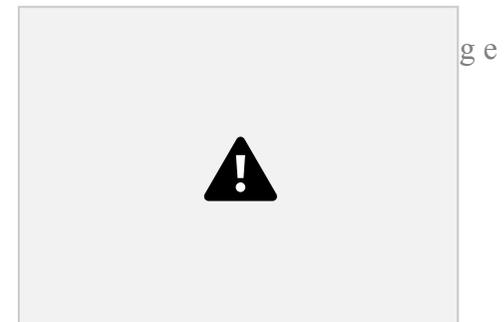
How to:



**Health: Dentists / Free dental care**

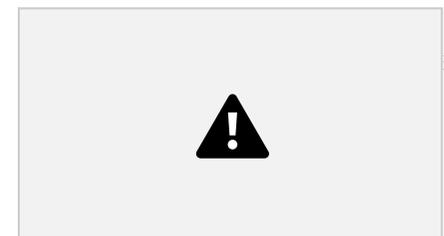
If I am receiving UC (Universal Credit) or income support from benefits, I know how to access free dental care.

How to:



**Housing: Register onto Local Council Housing**

I know how to register onto my Local Council Housing List.



age

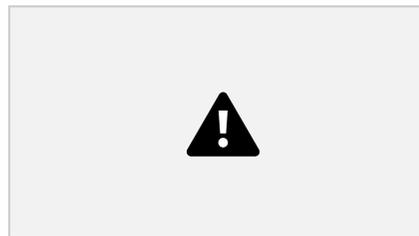
## How to:

Depending on where you live, this will be different. A list has been provided below, and you will belong to one of these categories depending on where you live:

□ **Hampshire HomeChoice** (type this into google or go to <https://www.hampshirehomechoice.org.uk/> correct as of 9<sup>th</sup> November 2020). If you live in Winchester, Eastleigh, Havant, Test Valley or East Hampshire, you should be registered on this.

□ **Basingstoke and Dean** (type this into google or go to <https://www.basingstoke.gov.uk/housingallocations> correct as of 9<sup>th</sup> November 2020). If you live in Basingstoke you should be registered on this.

**Login reference:**  
**Memorable date:**



## Housing: Register onto Local Council Housing

□ **New Forest Homesearch** (type this into google or go to <https://www.newforeshomesearch.uk/choice/> correct as of 9<sup>th</sup> November 2020). If you live in the New Forest, you should be registered on this.

- Portsmouth Housing Waiting List (type this into google or go to <https://www.portsmouth.gov.uk/services/housing/looking-for-a-home/housing-waiting-list/> correct as of 9th November 2020). If you live in Portsmouth you should be registered on this.



### **Housing: Register onto Local Council Housing**

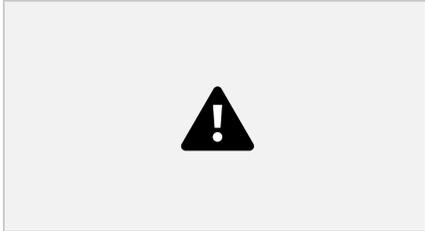
- Gosport Council Housing (type this into google or go to <https://www.gosport.gov.uk/article/859/Council-Housing> correct as of 9<sup>th</sup> November 2020). If you live in Gosport, you should be registered on this.

**Housing: Council Housing bids**

If applicable, I can login weekly and make bids / update any changes (including annual review)

How to:





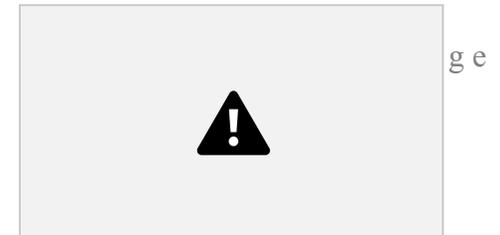
**Housing: Homeswapper**

If I have social housing and want to move, I know Homeswapper is an option

Information: As per the Homeswapper website, “Homeswapper can help you to swap your council or housing association home with other social tenants.” This can be anywhere in the UK. For further information, type in ‘Homeswapper’ into Google, or go to <https://www.homeswapper.co.uk/> (correct as of 9<sup>th</sup> November 2020).

How to:

**Housing: Council housing / rules, problems and repairs**



If I am in council housing, I know the rules of my tenancy and who to contact for problems / repairs:

How to:

**Name of council housing: Phone**

**number:**

**Email address:**

**Address:**



**Housing: Private tenancy / rules, problems and repairs**

If I am in private tenancy, I know the rules of my private tenancy and who to contact in case of problems / repairs.

How to:

**Phone number:**

**Email address:**

**Address:**

**Name of landlord/s:**



**Housing: Social housing / rules, problems and repairs**

If I am in social housing, I know the rules of my tenancy and who to contact for problems / repairs:

How to:

**number:**

**Email address:**

**Address:**

**Name of social housing: Phone**



**Housing: Social housing / online account**

If I am in social housing, I know the details for my online account.

How to:

**Password:**

**Other security answers:**

**Login details:**

**Housing: Disposing large items such as furniture**  If I

no longer want a large item, I know how to remove this correctly. How

to:

You have several choices and can use more than one of these choices:

1)



2)

3)

**Housing: New household items**

I know how to buy or source a new household item such as a bed or furniture.

How to:

You have several choices and can use more than one of these choices:



1)

2)

**Housing: New household items / Clothes and school**

**uniform**  I know how to buy or source cheaper clothes including school

uniforms. How to:

You have several choices and can use more than one of these choices:



1)

2)

3)

**Housing: Broken appliance**

I know what to do when my personal appliance (i.e. not the owner of the property's



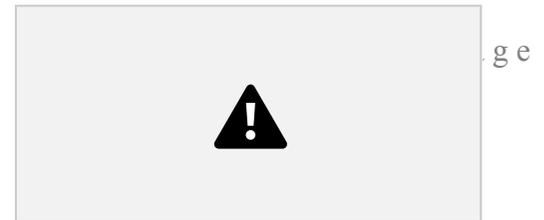
appliance) breaks.

How to:

You have several choices: 1)

2)

**Housing: Gas and electricity / contact utility**



**provider**  I know how to contact my provider if I have any

questions. You have several choices:

1)

2)

**login details:**

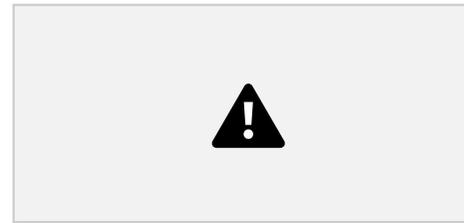
**Customer number:**

**Gas account number: Electricity account number: Any other**

**Housing: Gas and electricity / meter readings**

I know where my gas and electric meters are.

How to:



I know how to report my meter readings to my utility company.

How to:

This depends on which provider you are with. You will be able to create an online account with any provider either on their website or on their app, which you can download onto your phone.

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to compare deals to get the most suitable and cheapest option.

### **Housing: Gas and electricity – annual renewal**

How to:

When it comes for my annual renewal, I know how an easy way



## **Finding help: letters you receive**

I have a letter and I know how I can access help if I don't understand it.

### How to:

You have several choices:

1)

2)

3)



**If the letter is regarding yours or a member of your family's disability, you should follow the first 2 choices, and if you still need help, contact Scope.**

## **Finding help: high bills**

My bills are too high, what can I do?

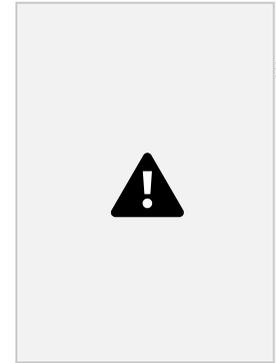
How to:

You have several choices and can use more than one of these choices:

1)

2)

3)



## Finding help: high bills

4)



| Page

**If you or a member of your family has a disability, you should follow the first 3 choices, and also contact Scope as they may have further advice for you in terms of your bills.**

**Finding help: Government voting letter**

I have received a 'register to vote' letter and I know what to do.

If you receive a letter asking you to register online:



Page

## **Finding help: Government voting letter (continued)**

If you receive a letter asking you to visit a website and enter a unique code:





## **Finding help: TV license**

I have received a letter from 'TV licensing' and know I must declare if I have a TV or not.

**Information:** To find out if you need a TV license or not, type in 'TV licensing' into Google. Alternatively you can go to <https://www.tvlicensing.co.uk/check-if-you-need-one> (Correct as of 9 November 2020).

How to:

1) If you do not need a TV license:

<https://www.tvlicensing.co.uk/check-if-you-need-one>

## **Finding help: TV license (continued)**



2) If you do need a TV license:

<https://www.tvlicensing.co.uk/check-if-you-need-one>



## **Checklist of apps to download on your phone:**

### **Translation app**

- Google app

### **Finance apps**

- Budget app (for example, Yolt, Mint or PocketGuard)
- Your online internet banking app
- Your gas/electricity company app

### **Learning apps**

- English learning app (for example, Duolingo or BBC Learning English)

### **Health apps**

- NHS app
- Repeat prescription app (e.g. Echo or NHS)

### **Email apps**

- Your email app

### **Video apps**

- Zoom app
- Any other video apps you use (for example, Skype)

### **Food shop apps (if applicable)**

- For example, Lidl shop



## Checklist of online courses to complete

- You can type into Google 'Learn my way courses' and then select from the choices available, remembering to translate into Arabic if necessary.
- Alternatively, you can go to the websites listed below. You will need to register for Learn my way.

How to:

Login details:



## Skills to use your computer:

- How to use my computer / laptop keyboard: Follow this link, translate into Arabic, complete all steps 1-2: <https://www.learnmyway.com/courses/using-a-keyboard/> (Correct as of 9th November 2020)
- How to use my mouse: Follow this link, translate into Arabic, complete all steps 1-4: <https://www.learnmyway.com/courses/using-a-mouse/> (Correct as of 9th November 2020)
- How to use my touchscreen: Follow this link, translate into Arabic, complete all steps 1-3: <https://www.learnmyway.com/courses/using-a-touchscreen/> (Correct as of 9th November 2020)
- How to use my computer / laptop: Follow this link, translate into Arabic, complete all steps 1-6: <https://www.learnmyway.com/courses/using-a-computer/> (Correct as of 9th November 2020)

## Skills to use your computer – online:

- How to use email: Follow this link, translate into Arabic, select 'Using email': <https://www.learnmyway.com/subjects/online-basics> (Correct as of 9th November 2020)
- How to use the internet: Follow this link, translate into Arabic, complete all steps 1-4: <https://www.learnmyway.com/courses/using-the-internet/> (Correct as of 9th November 2020)
- How to use search engines: Follow this link, translate into Arabic, complete all steps 1-5: <https://www.learnmyway.com/courses/using-search-engines/> (Correct as of 9th November 2020)

How to use online forms (e.g. apply for benefits, paying bills or shopping online): Follow this link, translate into Arabic, complete all steps 1-4:

<https://www.learnmyway.com/courses/using-online-forms/> (Correct as of 9th November 2020)

How to keep safe online: Follow this link, translate into Arabic, complete all 4 topics:

<https://www.learnmyway.com/subjects/online-safety/> (Correct as of 9th November 2020)



### **Skills to video call:**

How to video call: Follow this link, translate into Arabic, and complete all 6 topics (this covers introduction, FaceTime, Skype, Messenger, Whatsapp and a quiz to test your knowledge):

<https://www.learnmyway.com/courses/video-calling/> (Correct as of 9th November 2020)

How to use Zoom: Follow this link, translate into Arabic, and read the article. Follow the instructions to download the zoom app onto your phone / laptop.

<https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users> (Correct as of 9th November 2020)

### **Skills to use health services online:**

How to register with your GP, book an appointment, order a repeat prescription and see your health records: Follow this link, translate into Arabic, and complete steps 1-4:

<https://www.learnmyway.com/courses/gp-services-online-a-how-to-guide/> (Correct as of 9th November 2020)

How to find health advice online, find your local GP / hospital: Follow this link, translate into Arabic, and complete steps 1-4:

<https://www.learnmyway.com/courses/nhs-website-a-how-to-guide/> (Correct as of 9th November 2020)



## Skills to use public services online (including tax credits, benefits, housing services, local council):

How to claim Universal Credit: Follow this link, translate into Arabic, and complete steps 1-5:  
<https://www.learnmyway.com/courses/universal-credit-a-how-to-guide/> (Correct as of 9th November 2020)

How to use public services online (this includes benefits you are entitled to such as tax credits, government website, housing services and how to contact your local council): Follow this link, translate into Arabic, and complete steps 1-4:  
<https://www.learnmyway.com/courses/using-public-services-online/> (Correct as of 9th November 2020)

## Skills for finances:

How to manage your money online (including registering for internet banking, and how to budget your money: Follow this link, translate into Arabic, and complete all 3 topics:  
<https://www.learnmyway.com/subjects/managing-your-money-online/> (Correct as of 9th November 2020)

## Skills to shop online:

How to online shop: Follow this link, translate into Arabic, and complete steps 1-5:  
<https://www.learnmyway.com/courses/online-shopping/> (Correct as of 9th November 2020)

## Skills to find a job online:

How to look and apply for jobs online: Follow this link, translate into Arabic, and complete steps 1-5: <https://www.learnmyway.com/courses/job-hunting-online/> (Correct as of 9th November 2020)





How to improve my skills, build a CV and more: Follow this link, translate into Arabic, and complete steps 1-5:  
<https://www.learnmyway.com/courses/national-careers-service-website-a-how-to-guide/> (Correct as of 9th November 2020)

How to prepare for a job interview and learn about financial support for working families: Follow this link, translate into Arabic, and complete steps 1-5:  
<https://www.learnmyway.com/courses/jobs-and-interviews/> (Correct as of 9th November 2020)

### **Advanced Skills: How to use Microsoft Office packages (useful for CVs / skills for jobs)**

How to use Microsoft Word (e.g. for your CV / gain skills): Follow this link, translate into Arabic and complete steps 1-5:  
<https://www.learnmyway.com/courses/creating-documents/> (Correct as of 9th November 2020)

How to use Microsoft Excel (e.g. for creating spreadsheets for personal budgeting / help you gain skills needed for jobs): Follow this link, translate into Arabic and complete steps 1-5:  
<https://www.learnmyway.com/courses/creating-spreadsheets/> (Correct as of 9th November 2020)

How to use Microsoft Powerpoint (e.g. for creating presentations / help you gain skills needed for jobs): Follow this link, translate into Arabic and complete steps 1-5:  
<https://www.learnmyway.com/courses/creating-presentations/> (Correct as of 9th November 2020)

### **Useful Contacts**

Please see the end pages of the booklet you were provided with when you first came to the UK, “Welcome A guide for new refugees” for a full, comprehensive list of useful contacts.

Below are only a few key contacts that may be useful. You can also use the below to also note down your own useful contacts:

- Citizen Advice: Provides advice on topics included within this booklet (e.g. help filling out forms, debt advice and so on)  
Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) Tel: 0800 144 8848
- Gov.uk: UK government website where you can find details on topics included within this booklet (e.g. benefits, taxes and so on)  
Website: [www.gov.uk](http://www.gov.uk)
- National Careers Service Information: Advice and guidance to help you make decisions on learning, training and work opportunities  
Website: [www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk) Tel: 0800 100 900

### **Spare notes:**

Please use this page for any other notes you may want to write down – for example, old addresses (you will normally need this

information when making applications)