



Directory of Local Services for Voluntary Groups supporting Warwickshire's Migration Schemes

MARCH 2025

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Introduction

I am pleased to introduce this Directory of Local Services, developed to support volunteers and volunteer groups assisting Asylum Seekers and Refugees across Warwickshire. This directory has been compiled in response to requests from local groups and aims to ensure that volunteers have the necessary resources and information to effectively support individuals and families arriving in our communities.

The directory serves as a central point of reference, providing guidance on accessing key services, healthcare, education, emergency support and financial assistance. By equipping volunteers with essential knowledge, we hope to strengthen the impact of their work and foster inclusive, welcoming communities throughout Warwickshire.

At the Equality and Inclusion Partnership (EQuIP), we are committed to promoting equality, diversity and inclusion across the county. As part of our work commissioned by the Warwickshire County Council's Migration Team, we play a vital role in volunteer development, particularly in relation to the various resettlement and asylum schemes in Warwickshire. We recognise the invaluable contributions of volunteers in supporting displaced individuals and we aim to enhance their efforts through guidance, collaboration and training opportunities.

This crucial aspect of our work is being led by Maryna Windsor, our Volunteer Development Officer, who is dedicated to supporting the capacity development of volunteer groups and individuals across Warwickshire. If you have any questions or would like to learn more about volunteer development opportunities, please contact Maryna at maryna@equipequality.org.uk

We hope that this directory will be a valuable resource for volunteers and organisations, helping to create a more inclusive and supportive environment for those seeking sanctuary in Warwickshire. Thank you for your dedication and commitment to making a difference.

Junaid Hussain

Chief Executive

Equality and Inclusion Partnership (EQuIP)

All contents are up to date as of 18.3.25.

Disclaimer: The information provided in this document is for general information purposes only and are a general guide. EQuIP does not recommend a particular provider of services. Any amendments/suggested areas to include please get in touch advice@equipequality.org.uk

2.0 Accessing Healthcare

2.1 Registering with a Doctor – A General Practitioner (GP)

You do not need proof of address, immigration status, ID or an NHS number.

You can register for a GP Practice by phone or online by finding your nearest GP

Practice: <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

List of GP Practices accepting New Patients		
Rugby	Nuneaton	Leamington and Warwick
<p>Brownsover Medical Centre Bow Fell, Rugby, Warwickshire CV21 1JF</p> <p>Contact No: 01788435214 https://www.brownsovermedicalcentre.nhs.uk</p> <p>To register: https://www.brownsovermedicalcentre.nhs.uk/the-practice/registering-with-the-practice/</p>	<p>Queens Road Surgery 88-90 Queens Road, Nuneaton, Warwickshire, CV11 5LE</p> <p>Contact No: 02476642368 https://www.queensroad.warwickshire.nhs.uk/</p> <p>To register: https://www.queensroad.warwickshire.nhs.uk/join-the-surgery</p>	<p>Sherbourne Medical Centre Oxford Street, Leamington Spa, Warwickshire, CV32 4RA</p> <p>Contact No: 01926333500 https://www.sherbourne.nhs.uk/</p> <p>To register: https://www.sherbourne.nhs.uk/register</p>
<p>Beech Tree Medical Practice Health & Wellbeing Centre, Drover House, Drover Close, Rugby, Warwickshire, CV21 3HX</p> <p>Contact No: 01788561319 https://beechtreemedicalpractice.nhs.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84065/gp-registration/landing</p>	<p>Riversley Road Surgery Riversley Road, Nuneaton, Warwickshire, CV11 5QT</p> <p>Contact No: 02476382239 https://www.riversleyroadsurgery.co.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84041/gp-registration/landing</p>	<p>Clarendon Lodge Medical Centre 16 Clarendon Street, Leamington Spa, Warwickshire, CV32 5SS</p> <p>Contact No: 01926331401 https://www.clmp.org.uk/</p> <p>To register: https://www.clmp.org.uk/pages/Register-with-the-practice</p>

List of GP Practices accepting New Patients		
Rugby	Nuneaton	Leamington and Warwick
<p>Market Quarter Medical Practice Health & Wellbeing Centre Drover House Drover Close Rugby CV21 3HX</p> <p>Contact No: 01788578800 https://www.marketquartermedicalpractice.nhs.uk/ https://gp-registration.nhs.uk/M84050/gpregistration/landing</p>	<p>Red Roofs Surgery 31 Coton Road Nuneaton CV11 5TW</p> <p>Contact No: 02476357100 https://www.redroofssurgery.co.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84001/gpregistration/landing</p>	<p>Waterside Medical Centre Court Street Leamington Spa CV31 2BB</p> <p>Contact No: 01926428321 https://www.watersidemc.nhs.uk</p> <p>To register: https://gp-registration.nhs.uk/M84032/gpregistration/landing</p>
<p>Clifton Road Surgery 26 Clifton Road Rugby CV21 3QF</p> <p>Contact No: 01788552211 https://cliftonroadsurgery.co.uk</p> <p>To register: https://gp-registration.nhs.uk/M84020/gpregistration/landing</p>	<p>Old Mill Surgery Marlborough Road Nuneaton CV11 5PQ</p> <p>Contact No: 02476382554 https://oldmill.gpsurgery.net</p> <p>To register: https://gp-registration.nhs.uk/M84051/gpregistration/landing</p>	<p>Spa Medical Centre 81 Radford Road Leamington Spa CV31 1NE</p> <p>Contact No: 01926421214 https://spamedical.warwickshire.nhs.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84059/gpregistration/landing</p>
<p>Whitehall Medical Practice Morton Gardens Lower Hillmorton Road Rugby CV21 3AQ</p> <p>Contact No: 01788542212 https://whitehallmed.co.uk/ https://whitehallmed.co.uk/new-patients/</p>	<p>Manor Court Surgery 5 Manor Court Avenue Nuneaton CV11 5HX</p> <p>Contact No: 02476381999 https://www.manorcourtsurgery.co.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84022/gpregistration/landing</p>	<p>Lisle Court Medical Centre Brunswick Street Leamington Spa CV31 2ES</p> <p>Contact No: 01926425436</p> <p>To register: https://gp-registration.nhs.uk/M84015003/gpregistration/landing</p>

List of GP Practices accepting New Patients		
Rugby	Nuneaton	Leamington and Warwick
<p>Bennfield Surgery Hilton House Corporation Street Rugby CV21 2DN</p> <p>Contact No: 01788540860 https://bennfieldsurgery.co.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84067/gpregistration/landing</p>	<p>Chaucer Surgery Off School Walk, Attleborough Nuneaton CV11 4UZ</p> <p>Contact No: 02476383784 https://www.chaucersurgery.nhs.uk/</p> <p>To register: https://gp-registration.nhs.uk/Y04882/gpregistration/landing</p>	<p>Valley Road Medical Practice Lillington Health Hub Valley Road, Lillington Leamington Spa CV32 7SJ</p> <p>Contact No: 01926453080 https://valleyroadmp.nhs.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84029/gpregistration/landing</p>
<p>Westside Medical Centre Hilton House Corporation Street Rugby CV21 2DN</p> <p>Contact No: 01788544744 https://westsidemedicalcentre.co.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84035/gpregistration/landing</p>	<p>Whitestone Surgery 82 Bulkington Lane Nuneaton CV11 4SB</p> <p>Contact No: 02476 641911 https://www.whitestonesurgery.org</p> <p>To register: https://gp-registration.nhs.uk/M84034/gpregistration/landing</p>	<p>Avonside Health Centre Portobello Way Warwick CV34 5GJ</p> <p>Contact No: 01926492311 https://www.avonsidehealthcentre.nhs.uk/</p> <p>To register: https://www.avonsidehealthcentre.nhs.uk/joinpractice</p>
<p>Central Surgery Corporation Street Rugby CV21 3SP</p> <p>Contact No: 01788524366 https://www.centralsurgeryrugby.nhs.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84023/gpregistration/landing</p>		<p>Croft Medical Centre Calder Walk Leamington Spa CV31 1SA</p> <p>Contact No: 01926421153 https://www.croftmedical.co.uk/</p> <p>To register: https://www.croftmedical.co.uk/joinpractice</p>

List of GP Practices accepting New Patients		
Rugby	Nuneaton	Leamington and Warwick
<p>Bilton Green Surgery Bilton Rugby CV22 7LY</p> <p>Contact No: 01788818939 https://www.nhs.uk/services/gp-surgery/bilton-green-surgery/M84023001</p> <p>To register: https://gp-registration.nhs.uk/M84023001/gpregistration/landing</p>		
<p>Dunchurch Surgery Dunsmore Heath, Dunchurch Rugby CV22 6AP</p> <p>Contact No: 01788522448 https://www.dunchurchsurgery.warwickshire.nhs.uk/</p> <p>To register: https://gp-registration.nhs.uk/M84046/gpregistration/landing</p>		

List of GP Practices accepting New Patients		
Stratford		
<p>Bridge House Medical Centre Scholars Lane Stratford-upon-Avon CV37 6HE</p> <p>Contact No: 01789 292201</p> <p>To register: https://www.bhmc.co.uk/joinpractice</p>	<p>Rother House Medical Centre Alcester Road Stratford-upon-Avon CV37 6PP</p> <p>Contact No: 01789 269386</p> <p>To register: https://gp-registration.nhs.uk/M84021/gpregistration/registering-for-self</p>	<p>Trinity Court Surgery Stratford Healthcare Arden Street Stratford-upon-Avon CV37 6HJ</p> <p>Contact No: 01789 292895</p> <p>To register: https://gp-registration.nhs.uk/M84043/gpregistration/landing</p>

2.2 Accessing Medication

Most GP practices are not co-located with a pharmacy. If your GP wants you to take a particular medication, he or she will provide you with a prescription that you will need to take to your local pharmacy or chemist, who will provide you with the medication. The GP surgery will be able to advise you about where you should go to collect your medicine. You can also find information about the location of local pharmacies online at:

<http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>

There is normally a small charge for prescriptions, which you will be asked to pay when you collect your medication at the pharmacy. However, prescriptions are provided free of charge if you meet certain requirements. There is some variation in what prescriptions are provided depending on where in the UK you are living but, in general, your prescription will be free if you are:

- Age 60 or over
- Age 16 or under
- Age 16 to 18 and in full-time education
- Pregnant (or have had a baby in the previous 12 months)
- An inpatient receiving care in an NHS hospital

This list is not exhaustive; free prescriptions may also be available if you have certain specified medical conditions or a continuing physical disability. If you think this may apply to you, you should ask your GP who will be able to provide you with advice.

As well as providing you with any prescribed medication, a pharmacist can also give you free advice on treating minor health problems, such as colds and coughs. Some very common medications, such as painkillers and cough medicines, are available for sale over the counter. You will not need a prescription for these types of medication, but you will have to pay for them yourself.

2.3 Access to medical support in an emergency

If you or a family member has a serious accident or a sudden serious illness you should go to your nearest hospital with an Accident and Emergency department. Emergency treatment at Accident and Emergency services at NHS hospitals is free for everyone.

If it is an extreme emergency, call **999** or **112** and ask for an ambulance to transport you to a hospital. This service is free of charge **but should only be used in an emergency**. If you are able to do so, you may also make your own way to the **Accident and Emergency department**.

2.4 Walk-in or Urgent Treatment Centre

If you need treatment or advice that is not an emergency, but cannot wait until you next see your GP, you can obtain advice by calling **111**. This is a service operated by the NHS. NHS 111 will be able to refer you to a doctor or to a local Urgent Treatment Centre or provide you other guidance, depending on your circumstances and needs.

In many parts of the country, the NHS also provides Walk-In or Urgent Treatment Centres where you can receive treatment for minor injuries such as cuts, sprains and small fractures, or receive urgent medical advice, without having made an appointment. These centres are usually open during daytime hours.

2.5 Local Hospitals

List of local hospitals			
Rugby	Nuneaton and Bedworth	Leamington and Warwick	Stratford-Upon-Avon
Hospital of St Cross Barby Road Rugby CV22 5PX Contact No: 01788 572831	George Eliot Hospital NHS Trust Lewes House College Street Nuneaton CV10 7DJ Contact No: 02476 351351	Warwick Hospital Lakin Road Warwick CV34 5BW Contact No: 01926 495321	Stratford Hospital Arden Street Stratford-upon-Avon CV37 6NX Contact No: 01789 205831
University Hospital Coventry and Warwickshire Clifford Bridge Road Coventry CV2 2DX Contact No: 024 76964000			

Please note there are a range of services available at each Hospital. Rather than ring or turn up, please ring 111 and they will advise the best course of action.

2.6 Mental Health Services

Mental health includes your emotional, psychological, and social wellbeing. Mental health issues range from the worries we all experience as part of everyday life to serious long-term conditions. We understand that you have been through a very traumatic time and been exposed to a huge mental stress. There are Mental Health Services available throughout the country that can help you if you are struggling. If you, or someone you love, need help this is best arranged through making an appointment with your GP.

If you are struggling but do not want to talk to a GP, there are a wide range of support organisations that offer helplines where you can talk in confidence to a trained advisor. These include:

- Lifeline 0808 808 8000 - (Textphone :18001 0808 808 8000)
- Samaritans on 116 123 to talk to a trained volunteer for free
- Lifeline - <https://www.lifelinehelpline.info>
- Mental health organisations - England - <https://www.mind.org.uk>

Further information on these and other support organisations and helpline services is available at <https://www.nhs.uk/mental-health/>

To find support in your local area, you can also use the Hub of Hope. You can access some services directly, without going to your GP for a referral first. Please see <https://hubofhope.co.uk>

2.7 Dentistry / dental care and services

You are entitled to NHS dental care to help keep your mouth, teeth and gums free of pain. If your tooth is painful, you should call NHS 111 for Urgent Dental Care Services.

You can search for local dentists and ask to register for an appointment. NHS dentistry is only free by exemption (for example, if you are aged under 18 or in receipt of low-income benefits). Costs for dental appointments depend on what treatment you are having. Search for a dentist at <https://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/> and find a breakdown of costs here.

List of NHS Dental Practices accepting New Patients			
Rugby	Nuneaton and Bedworth	Leamington and Warwick	Stratford Upon-Avon
Regent Street Dental Practice 42 Regent Street Rugby CV21 2PS Contact No: 0178854269	The Manor Dental Surgery 115 Manor Court Road, Nuneaton CV11 5HQ Contact No: 02476382158	Mr NJ Gibb 28-30, Hamilton Terrace, Holly Walk, Leamington Spa CV32 4LY Contact No: 01926311698	mydentist, 9 Tiddington Road Stratford-Upon-Avon CV37 7AE Contact No: 01789292379
	Mr Dulku & Mr Kang The Dental Practice 25 Hinckley Road Nuneaton CV11 6LG Contact No: 02476344222	Dentistry at The Gallery 29 Leicester Street Leamington Spa CV32 4TD Contact No: 01926424422	

List of NHS Dental Practices accepting New Patients			
Rugby	Nuneaton and Bedworth	Leamington and Warwick	Stratford Upon-Avon
	<p>Attleborough Dental Surgery 3 Wembrook House The Green Attleborough Nuneaton CV11 4FJ</p> <p>Contact No: 02476343928</p>	<p>Priory Dental Centre 4 Priory Terrace Leamington Spa CV31 1BA</p> <p>Contact No: 01926312204</p>	
	<p>Camphill Dental Practice 206 Camp Hill Road Nuneaton CV10 0JL</p> <p>Contact No: 02476394571</p>	<p>Leamington Spa Dental Practice 1 Radford Road Leamington Spa CV31 1NG</p> <p>Contact No: 01926426665</p>	
	<p>Prestige Dental Care 1-5 Church Way Bedworth CV21 8NA</p> <p>Contact No: 02476 314912</p>		
	<p>Coventry Road Dental Practice 94 Coventry Road Bedworth CV12 8NW</p> <p>Contact No: 02476 312256</p>		

2.8 Eye Care

You can make an appointment with any high street optician to have an eyesight test or get help with your glasses or contact lenses.

Remember to confirm costs with the optician before making your booking. This is not a comprehensive list.

List of Opticians			
Rugby	Nuneaton	Leamington and Warwick	Stratford-Upon-Avon
<p>Vision Express Opticians - Rugby - Clock Towers Shopping Centre 1-2 Market Mall Clock Towers Shopping Centre, Rugby CV21 2JR</p> <p>Contact No: 01788 552460</p> <p>Opening Hours: Mon to Sat (9:00 to 17:30) Sun (10:00 to 16:00)</p>	<p>Specsavers Opticians and Audiologists – Nuneaton 14 Market Place Nuneaton CV11 4EE</p> <p>Contact No: 024 7634 2078</p> <p>Opening Hours: Mon to Fri (8:45 to 17:45) Sat (8:30 to 17:00) Sun (9:00 to 17:00)</p>	<p>Specsavers Opticians and Audiologists - Leamington Spa, 69 Parade Leamington Spa CV32 4BA</p> <p>Contact No: 01926 427822</p> <p>Opening Hours: Mon to Fri (8:30 to 17:00) Sat (9:00 to 17:00) Sun (10:30 to 16:00)</p>	<p>Specsavers Opticians and Audiologists - Stratford Upon Avon 8 Wood St Stratford-upon-Avon CV37 6JE</p> <p>Contact No: 01789 262606</p> <p>Opening Hours: Mon to Fri (8:30 to 17:30) Sat (8:30 to 17:00) Sun (9:00 to 17:00)</p>
<p>Specsavers Opticians and Audiologists – Rugby 7, 8 Market Place Rugby CV21 3DY</p> <p>Contact No: 01788 540703</p> <p>Opening Hours: Mon to Fri (8:45 to 17:45) Sat (9:00 to 17:00) Sun (9:00 to 16:00)</p>	<p>Vision Express Opticians - Nuneaton 4 Queens Rd Nuneaton CV11 5JW</p> <p>Contact No: 024 7632 5610</p> <p>Opening Hours: Mon to Sat (9:00 to 17:15) Sun (Closed)</p>	<p>Vision Express Opticians 4 Royal Priors The Royal Priors Shopping Centre Leamington Spa CV32 4XU</p> <p>Contact No: 01926 831989</p> <p>Opening Hours: Mon to Sat (9:00 to 17:30) Sun (10:00 to 15:30)</p>	<p>Vision Express Opticians - Stratford-upon-Avon 2 Wood St Stratford-upon-Avon CV37 6JE</p> <p>Contact No: 01789 290007</p> <p>Opening Hours: Mon to Sat (9:00 to 17:30) Sun (10:00 to 16:00)</p>
<p>Boots Opticians – Rugby 11 – 12 Market Place Rugby CV21 3DU</p> <p>Contact No: 01788 54996</p> <p>Opening Hours: Mon to Fri (9:00 to 17.30) Sat (9:00 to 17:30) Sun (Closed)</p>	<p>Boots Opticians – Nuneaton 18 Market Place Nuneaton CV11 4EF</p> <p>Contact No: 024 7637 4332</p> <p>Opening Hours: Wed to Fri (9:00 to 17:30) Sat (9:00 to 17:30) Sun, Mon & Tues (Closed)</p>	<p>Vision Express Opticians – Warwick 72 Market Place Warwick CV34 4SD</p> <p>Contact No: 01926 419100</p> <p>Opening Hours: Mon to Fri (9:00 to 17:30) Sat (9:00 to 17:00) Sun (Closed)</p>	

3.0 Emergency Services

3.1 Police

The police are there to help and assist you as part of their role to keep people safe and uphold the law. You should not be afraid to approach them if you are the victim of a crime, see a crime happening, or for general assistance; for example, if you are lost.

To report a crime, you should call the following telephone numbers:

- **999** – This is the number to call in an emergency. For example, if you are the victim of an assault or see a crime taking place. Ask for the ‘police’ when you get through. This is also the number to call if you need an ambulance or if there is a fire.
- **112** - is a common emergency telephone number that can be dialled free of charge from most mobile telephones, and in some countries, fixed telephones in order to reach emergency services - ambulance, fire and rescue, police.
- **101** – This is the number to call for less urgent situations. For example, if your property has been damaged.

3.2 Fire

If you need to report a fire you should call **999**.

3.3 Ambulance

You can call an ambulance by using 999 or 112. A trained call handler will ask questions to assess the situation and determine the appropriate response.

If you are deaf, hard of hearing or speech-impaired you can contact us by texting from your mobile. This facility is available in any type of emergency and is for people who can't use the standard 999 voice or the RNID's text relay services.

4.0 Getting used to life in the UK

4.1 Opening a Bank Account

1. Make sure you have an email address set up in your name and a valid phone number, to help the bank or building society communicate with you.

2. Collect all your identification and visa documents.

To open a bank or building society account in the UK, you also need to show proof of ID. The quickest way to prove identification is likely to be with your passport and/or your Biometric Residence Permit (issued to you by the UK Government).

3. Apply for an account either in person at a bank or building society branch (you may need to make an appointment), over the phone, online or via a bank's mobile app. If going into a branch, you should take all relevant identification documents with you.

Note: Some UK banks and building societies may ask for proof of address, though this is not required by law to open a bank account.

4.2 Documents required for opening a Bank Account

Proof of identity – in order of most widely accepted	Proof of address – in order of most widely accepted
✓ Current Passport	✓ Council tax bill
✓ Biometric Residency Permit (BRP)	✓ Tenancy agreement (including from the Council)
✓ Current full (or provisional) UK driving license	✓ Utility bill (Electricity, Gas or water bill) from the last 3 – 4 months
✓ UK Home Office travel document	✓ Current EU/EEA driver's license (or provisional)
✓ UK Home Office application registration card	✓ HMRC Tax Notification
✓ UK Home Office immigration status with right to reside	✓ Department for Work and Pensions letter confirming right to benefits
✓ Notification of other governmental/local authority grant	

If you don't have all the identification documents, take all the information you have with you to the bank or building society. Banks and building societies are encouraged to consider alternative ways to identify and verify their customers, and the Government has been working closely with the sector to support access for incoming asylum seekers and refugees.

4.3 List of Banks in main towns in Warwickshire

Rugby	Nuneaton	Leamington and Warwick	Stratford-Upon-Avon
<p>Barclays Bank North Street Rugby CV21 2AH</p> <p>Opening Hours: Mon to Fri (9:30 to 15:00) Sat (9:30 to 13:00) Sun (Closed)</p>	<p>Barclays Bank Unit 15a, Ropewalk Shopping Centre Queens Road, Nuneaton CV11 5TZ</p> <p>Opening Hours: Mon to Fri (9:30 to 15:00) Sat (9:30 to 13:00) Sun (Closed)</p>	<p>Barclays Bank 48/50 The Parade Leamington Spa CV32 4DD</p> <p>Opening Hours: Mon to Fri (9:30 to 15:00) Sat (9:30 to 13:00) Sun (Closed)</p>	<p>Barclays Bank Market Cross Stratford-Upon-Avon CV37 6AP</p> <p>Opening Hours: Mon to Fri (9:00 to 15:00) Sat (9:30 to 13:00) Sun (Closed)</p>
<p>HSBC 15 Church Street, Rugby CV21 3PN</p> <p>Opening Hours: Mon to Fri (9:30 to 16:30) Sat (9:30 to 13:00) Sun (Closed)</p>	<p>Halifax 129 Abbey Street, Nuneaton CV11 5BZ</p> <p>Opening Hours: Mon to Sat (9:30 to 15:00) Sun (Closed)</p>	<p>Halifax 122 The Parade, Leamington Spa CV32 4BG</p> <p>Opening Hours Mon to Sat (9:30 to 15:00) Sun (Closed)</p>	<p>Halifax 28 Bridge Street, Stratford-upon-Avon CV37 6AD</p> <p>Opening Hours: Mon to Fri (9:00 to 14:00) Sat & Sun (Closed)</p>
<p>Lloyds Bank 14 Church Street, Rugby CV21 3PL</p> <p>Opening Hours: Mon to Fri (9:00 to 17:00) Sat (9:00 to 13:00) Sun (Closed)</p>	<p>HSBC 3a Queens Road, Nuneaton CV11 5JL</p> <p>Opening Hours: Mon to Fri (9:30 to 16:30) Sat (9:30 to 13:00) Sun (Closed)</p>	<p>HSBC 126 The Parade, Leamington Spa CV32 4AJ</p> <p>Opening Hours Mon to Fri (9:30 to 15:00) Sat (9:30 to 13:00) Sun (Closed)</p>	<p>HSBC 13 Chapel Street Stratford-upon-Avon CV37 6ET</p> <p>Opening Hours: Mon to Fri (9:30 to 16:30) Sat (9:30 to 13:00) Sun (Closed)</p>
<p>NatWest Rugby 9 North Street, Rugby CV21 2AH</p> <p>Opening Hours: Mon, Tues, Thurs, Fri (9:30 to 16:30) Wed (10:00 to 16:30) Sat and Sun (Closed)</p>	<p>Lloyds Bank 17/23 Coventry Street Nuneaton CV11 5TD</p> <p>Opening Hours: Mon to Fri (9:00 to 17:00) Sat (9:00 to 13:00) Sun (Closed)</p>	<p>Lloyds Bank 73 The Parade, Leamington Spa CV32 4BB</p> <p>Opening Hours Mon to Fri (9:00 to 17:00) Sat (9:30 to 13:00) Sun (Closed)</p>	<p>Lloyds Bank 22 Bridge Street Stratford-Upon-Avon CV37 6AG</p> <p>Opening Hours: Mon to Fri (9:00 to 17:00) Sat (9:00 to 13:00) Sun (Closed)</p>

Rugby	Nuneaton	Leamington and Warwick	Stratford-Upon-Avon
<p>Santander 23-24 Market Place, Rugby CV21 3DU</p> <p>Opening Hours: Mon to Fri (9:00 to 15:00) Sat (9:30 to 12:30) Sun (Closed)</p>	<p>NatWest 1 Market Place, Nuneaton CV11 4YY</p> <p>Opening Hours: Mon, Tues, Thurs, Fri (9:30 to 16:30) Wed (10:00 to 16:30) Sat and Sun (Closed)</p>	<p>NatWest Royal Priors, 59 The Parade, Leamington Spa CV32 4ZX</p> <p>Opening Hours: Mon, Tues, Thurs, Fri (9:30 to 16:30) Wed (10:00 to 16:30) Sat and Sun (Closed)</p>	<p>NatWest 31 Rother Street Stratford-upon-Avon CV37 6ZS</p> <p>Opening Hours: Mon, Tues, Thurs, Fri (9:30 to 15:30) Wed (10:00 to 15:30) Sat & Sun (Closed)</p>
	<p>Santander 35, Newdegate Street Nuneaton CV11 4HX</p> <p>Opening Hours: Mon to Fri (9:00 to 15:00) Sat (9:30 to 12:30) Sun (Closed)</p>	<p>Santander 63-65, The Parade Leamington Spa CV32 4BD</p> <p>Opening Hours: Mon to Fri (9:00 to 15:00) Sat (9:30 to 12:30) Sun (Closed)</p>	<p>Santander 21, Wood St Stratford Upon Avon CV37 6JU</p> <p>Opening Hours: Mon to Fri (9:00 to 15:00) Sat (9:30 to 12:30) Sun (Closed)</p>
		<p>Lloyds Bank 12 Swan Street Warwick CV34 4BJ</p> <p>Opening Hours: Mon to Tues (9:00 to 15:30) Sat and Sun (Closed)</p>	
		<p>Coventry Building Society, Warwick 17 Old Square, Warwick CV34 4RU</p> <p>Opening Hours: Mon to Tues (9:00 to 16.45) Wed (9:30 to 16:45) Thurs to Fri (9:00 to 16.45) Sun (Closed)</p>	

4.4 List of Account Providers operating in the UK

Barclays Contact No: 0345 7345345 Website: https://www.barclays.co.uk/	Bank of Scotland Contact No: 0345 7213141 Website: https://www.bankofscotland.co.uk/bankaccounts/classic.html	The Co-operative Bank Contact No: 03457 212212 Website: https://www.co-operativebank.co.uk/products/bank-accounts
Halifax Contact No: 0345 7203040 Website: https://www.halifax.co.uk	HSBC Contact No: 0333 2072899 Website: https://www.hsbc.co.uk	Lloyds Bank Contact No: 0345 6021997 Website: https://www.lloydsbank.com/current-accounts/all-accounts/classic-account.html
NatWest Contact No: 0345 7888444 Website: https://www.natwest.com	Santander Contact No: 0330 9123123 Website: www.santander.co.uk/personal/current-accounts/basic-current-account	First Direct* Contact No: 03456 100100 Website: https://www1.firstdirect.com/banking/current-account
Monzo* Contact No: 0800 8021281 Website: https://monzo.com *Digital bank only		

4.5 Benefits

4.5.1 Universal Credit

Universal Credit - A monthly payment for those on low income or out of work. It can help cover living costs, including housing.

How to apply: Apply online at www.gov.uk/universal-credit or visit your local **Jobcentre Plus** for assistance.

4.5.2 Child Benefit

If you have children under 16 (or under 20 if in education), you may be eligible for a monthly payment to help with their expenses.

How to apply: Apply online at www.gov.uk/child-benefit or complete a paper form available from HMRC.

4.5.3 Pension Credit

If you are of pension age and on a low income, you may qualify for **Pension Credit**, which provides extra financial support and access to additional benefits like help with housing costs and NHS services.

How to apply: Call the Pension Credit claim line on **0800 99 1234**.

4.6 Address details of Job Centres in each main town

Rugby Job Centre Plus Kingsforth House 44 Albert Street Rugby CV21 2TD Opening Hours Mon, Tues, Thurs, Fri (9:00 to 17:00) Wed (10:00 to 17:00) Sat and Sun (Closed)	Nuneaton Job Centre Plus Mill House Mill Walk Nuneaton CV11 4DL Opening Hours: Mon, Tues, Thurs, Fri (9:00 to 17:00) Wed (10:00 to 17:00) Sat and Sun (Closed)	Royal Leamington Spa Job Centre Plus Brandon House Holly Walk Leamington Spa CV32 4JE Opening Hours: Mon, Tues, Thurs, Fri (9:00 to 17:00) Wed (10:00 to 17:00) Sat and Sun (Closed)	Stratford-upon-Avon Job Centre Plus 38 Wood Street Stratford-upon-Avon CV37 6JG Opening Hours: Mon, Tues, Thurs, Fri (9:00 to 17:00) Wed (10:00 to 17:00) Sat and Sun (Closed)
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4.7 National Insurance Number

If you do not have a National Insurance number you can find further information on how to apply for one at: <https://www.gov.uk/apply-national-insurance-number>

You will be advised of the documents you will need to provide when making your application.

5.0 Accessing Key Services

5.1 Citizen's Advice

Citizens Advice is an organisation which can provide you with confidential information to help you with any legal, debt, consumer, housing and many other problems in the United Kingdom.

You can use this link to access their services: <https://www.citizensadvice.org.uk>

This network of independent charities offers confidential advice online, over the phone, and in person, for free for any problem.

You can use these links and telephone numbers to access their services:

Website: <https://www.citizensadvice.org.uk>

Tel: 0800 1448848

5.2 List of local Citizen's Advice in each area

Rugby	Nuneaton and Bedworth	Leamington and Warwick	Stratford Upon-Avon
<p>Rugby Citizens Advice 1st Floor Chestnut House 32 North Street Rugby CV21 2AG</p> <p>Contact No: 0808 2505715 Email: adviser@brancab.org.uk</p> <p>Getting in touch by phone – Phone times: Mon to Fri (9 am to 5 pm)</p> <p>Office Times: Mon to Weds (10 am to 2pm)</p>	<p>Nuneaton Citizens Advice Town Hall Nuneaton CV11 5AA</p> <p>Contact No: 0808 2505715 Email: info@brancab.org.uk</p> <p>Getting in touch by phone – Phone times: Mon to Fri (9 am to 5 pm)</p> <p>Office Times: Tues to Thurs (10 am to 2pm)</p>	<p>Citizens Advice South Warwickshire (Warwick District) 10 Hamilton Terrace Leamington Spa CV32 4LY</p> <p>Contact No: 0808 2505715 Email: info@brancab.org.uk</p> <p>Getting in touch by phone – Phone times: Mon to Fri (9 am to 5 pm)</p> <p>Office Times: Mon to Fri (10 am to 4pm)</p>	<p>Citizens Advice South Warwickshire (Stratford upon Avon) Elizabeth House Church Street Stratford Upon Avon CV37 6HX</p> <p>Contact No: 0808 2505715</p> <p>Getting in touch by phone – Phone times: Mon to Fri (9 am to 5 pm)</p> <p>Office Times: Mon to Fri (10 am to 2pm)</p>

Rugby	Nuneaton and Bedworth	Leamington and Warwick	Stratford Upon-Avon
	<p>Bedworth Citizens Advice Address 25 Congreve Walk Bedworth Warwickshire CV12 8L</p> <p>Contact No: 0808 250 5715 Email: info@brancab.org.uk</p> <p>Getting in touch by phone – Phone times: Mon to Fri (9 am to 5 pm)</p> <p>Office Times: Mon and Fri (10 am to 2pm)</p>		

5.3 List of the nearest Food banks in each main area

Rugby	Nuneaton and Bedworth	Leamington and Warwick	Stratford Upon-Avon
<p>Lawn & Retreat (next to Benn Hall) Newbold Road Rugby CV21 2LN</p> <p>Contact No: 07557 680019</p> <p>Email: info@rugby.foodbank.org.uk</p>	<p>Nuneaton Foodbank c/o 4 Chelsea Close Nuneaton Warwickshire CV11 6UD</p> <p>Contact No: 07842 074987</p> <p>Email: Nfbmanager2013@gmail.com</p>	<p>Warwick & Leamington Foodbank St Mary's C of E Church St Mary's Road Leamington Spa CV31 1JW</p> <p>Contact No: 07850 293383 Email: info@warwickdistrict.foodbank.org.uk</p>	<p>Stratford-Upon-Avon Foodbank Foodbank Warehouse & Distribution Centre Fred Winter Centre 41 Guild Street Stratford Upon Avon CV37 6QY</p> <p>Contact No: 07736 929029</p> <p>Email: info@stratforduponavon.foodbank.org.uk</p>

		Warwick & Leamington Foodbank St Paul's Church Leicester Street Leamington Spa CV32 4TE	
		Warwick & Leamington Foodbank Heathcote Parish Church Cressida Way Warwick CV34 6DZ	

Please note that you must be referred to a food bank by a local agency to obtain a food voucher if you wish to access a foodbank. Agencies to contact include:

Citizens Advice, Housing Association (Housing support officers), Children's centres, Social Services (Social Worker), local charities, Family Information Service, your GP, or your local Council.

5.4 Warwickshire County Council (WCC) Migration Team

For general information on WCC Migration services visit the following website:

<https://www.warwickshire.gov.uk/migration-services> or email:
migration@warwickshire.gov.uk

5.5 Employment Support (WCC) Migration Team

The migration team at WCC have an employment officer, Karen Payne, who is happy to signpost families to relevant employability support.

The employment team offer employability classes as well as bespoke 1-1 sessions, interview practice, work experience and support to write a CV.

There are also guaranteed interview schemes and access to volunteering opportunities and training. You can contact the employment team for more details at
migrationemployment@warwickshire.gov.uk

5.6 ESOL (English for Speakers of Other Languages) Provision

Learning English can make you settle easily in the country. It can help you to make friends, find a job, help your child with homework and school, talk to your doctor, and lots more. In the UK, English classes for adults are called 'ESOL classes' - English for Speakers of Other Languages. There are different levels of English classes in Warwickshire, from beginner level to advanced.

Warwickshire County Council has an ESOL Co-ordinator and Women's ESOL tutor on the Team. They ensure families are linked into ESOL mainstream classes and volunteer ESOL provision. They also deliver bespoke classes in response to need and in a flexible way.

To contact the ESOL Team email: migrationesol@warwickshire.gov.uk

6.0 Education Services

6.1 Applying for a School Place in England

If you live in England, you are required to ensure that any of your children aged 5 but under 16 receive a full-time education.

Children will normally begin to attend school full-time in September after their fourth birthday, but you have the option of taking up a place part-time until the start of the term immediately after the child turns 5. Alternatively, you can keep your child at home or in nursery while they are 4 and apply for your child to start school from the start of the term following their 5th birthday – although your choice of school may be more limited. It is likely, at least in your first year in England, that you will need to apply for 'in-year' admissions.

Applications outside the normal admissions timeframe – 'in-year' admissions.
An in-year admission is:

- an application for reception 2 or year 7 after the start of the school year; or
- an application for any other year group at any time.

Although some schools will have places available throughout the year, your choice of school will likely be limited because some of the most popular schools will be full when you apply.

You can obtain information on which schools have places still available from Warwickshire County Council within which the schools are located:

<https://www.warwickshire.gov.uk/admissions>

Applying for a Primary School place:

<https://www.warwickshire.gov.uk/homepage/421/applying-for-a-primary-school-place>

Applying for a Secondary School place:

<https://www.warwickshire.gov.uk/homepage/422/applying-for-a-secondary-school-place>

Moving in year: <https://www.warwickshire.gov.uk/moving-schools-within-school-year>

7.0 Life in the UK

7.1 Money

The currency in the UK is the Pound Sterling (£). £1 (one pound) = 100p (100 pennies, or pence).

7.2 Languages

The UK uses British spelling. There are many different regional accents across the UK. English is spoken in all regions of the UK.

7.3 Public Transport – Paying for a Bus



7.4 Driving

You must have both a full driving licence and in date motor insurance to drive a vehicle on UK roads.

You must obtain a provisional driving licence and pass a UK driving test before the 12 months ends - <https://www.gov.uk/apply-first-provisional-driving-licence>

Applicants for a provisional driving licence will need to complete a D1 application form available from Post Offices: <https://www.postoffice.co.uk> or from the Driver and Vehicle Licensing Agency: <https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency> and send it together with supporting documentation including proof of identity and proof of lawful residency.

If the document(s) you provide is not in English, you will need to provide a translation that has been issued in the UK signed by an official translator belonging to the Institute of Linguists or the Institute of Translation & Interpreting. A translator who is employed by a recognised Translation company or a member of the Association of Translation Companies is

also acceptable. More details can be found here: Association of Translation Companies - Homepage (atc.org.uk)

Further information is available at <https://www.gov.uk/exchange-foreign-driving-licence>



Contact Details



Room 127
Morgan Conference Suite
Warwickshire College
Technology Drive
Rugby
Warwickshire
CV21 1AR



0330 135 6606



advice@equipequality.org.uk



www.equipequality.org.uk



Equip Equality



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