



Hull
City Council

Hull



WELCOME TO
HULL



Helpful information for people who have moved to Hull from abroad / overseas

April 2022

The information on the following pages should help you get started with your new life in Hull.

Find support with your housing needs, finding work, your family, living in your neighbourhood, finding schools, local healthcare information, staying safe, driving and transport and much more.

Further information is available if you need it. Contact us on **01482 300 300**, or on our Ukraine specialist help line **01482 300 305**. Alternatively visit our website www.hull.gov.uk, where you can find support and advice on any issues you may face.

Alternatively, visit the council's customer service centre in our city centre location The Wilson Centre, Alfred Gelder Street, Hull, HU1 2AG

Monday - Tuesday 9am – 4.30pm

Wednesday 10.30am – 4.30pm

Thursday - Friday 9am – 4.30pm

Saturday 10am – 1pm

Useful Telephone Numbers

Hull City Council Ukrainian specialist helpline:

01482 300 305

**Dovidkova liniya dlya spetsialistiv mis'koyi rady
Khalla:**

01482 300 305

Police:

101 or 999 in an emergency

NHS advice line:

111

If you would like a copy of this information in your first language please contact the council on 01482 300 300.



Vă rugăm să sunați la **01482 300 300** pentru a comanda o copie a acestei broșuri în limba d-voastră maternă

Моля, позвънете на номер **01482 300 300**, за да поръчате копие на тази брошура на своя език

Ak si chcete objednať kópiu tejto brožúry vo svojom jazyku, zavolajte na číslo **01482 300 300**

Zavolejte prosím na číslo **01482 300 300** a objednejte si tento leták ve vašem jazyce

Jeżeli chcieliby Państwo zamówić egzemplarz niniejszej ulotki w Państwa języku ojczystym prosimy o kontakt telefoniczny pod numer **01482 300 300**

Kérjük, hívja a **01482 300 300** - as telefonszámot, hogy ennek a kiadványnak egy példányát megrendelje a saját nyelvén.

若想得到此冊，請向自己語言的辦事處致電 **01482 300 300**

請撥打電話 **01482 300 300**，以便預定壹份以您自己的語言印制的宣傳冊。

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بلغتكم الأصلية للحصول على نسخة من هذا الكتيب التالي م الاتصال على الرقم 01302736000

تکایه تلهفون بکه بۆ 01302 736000 بۆ داواکردنی روونووسئیکی ئهم ناملیکهیه ب زمانى خۆت.

مہربانی برائے حاصل کرنے کے لیے نی زبان می کو اپنقل کی ایاس کتابچے ک



Housing

Private Housing

When you arrive in Hull it is important to find appropriate housing or accommodation for you and your family. The following websites will help you in your search - www.rightmove.co.uk/property-to-rent.html or www.zoopla.co.uk/to-rent

Social-Rented Housing

Please be aware that you may be eligible to apply for social-rented housing through the council and housing associations. Find out more at www.hull.gov.uk/findahome

Help and Support for Household Bills

Whilst living in Hull, you have a responsibility to pay council tax and for your use of water and energy (such as gas and electric), and there may be other bills such as a TV licence. Find out about council tax here www.hull.gov.uk/council-tax/council-tax-account/register-council-tax. Visit www.hull.gov.uk for help and support to pay these bills.

If you become homeless

If you are unable to find accommodation or cannot pay for it and become homeless, you may receive help from Hull City Council depending on your circumstances. For more information and advice, please visit www.hull.gov.uk/homeless

You can also contact the council for support by telephone 01482 612 040 during working hours or email homeless@hullcc.gov.uk or complete a self-referral form here www.hull.gov.uk/housing/find-home/housing-options-service and an officer will call you back within 48hrs.

If you find yourself homeless and need immediate help outside of these hours, please contact 01482 300 304. Or visit www.hull.gov.uk/housingoptions

If you do not have a phone, you can attend The Wilson Centre where you will be able to use a phone to contact the Housing Options Team located at The Wilson Centre, Alfred Gelder Street Hull, HU1 2AG during the following times:

Monday 9am – 4.30pm

Tuesday 9am – 4.30pm

Wednesday 10.30am- 4.30pm

Thursday 9am – 4.30pm

Friday 9am – 4.30pm



Living In Your Neighbourhood

Fly Tipping

Please be aware it is against the law to leave any rubbish on the street or on grassed areas. You may face a fine or other legal action if you are caught doing this. To find information about the correct ways of disposing of your waste please visit www.hull.gov.uk/bins and www.hull.gov.uk/bulky

Litter and Dog Fouling

Please be aware it is against the law to leave litter, waste, cigarettes, or dog poo in parks or on the street, and you could be fined for doing so. To find more information about this visit www.hull.gov.uk/dogpoo and www.hull.gov.uk/litter

Respecting Your Neighbours

Hull is a city where neighbours and residents respect each other. It is important to avoid any disrespectful or anti-social behaviour such as drinking alcohol on the street, fighting and arguing, and excessive noise.

Respecting your neighbours and their culture is an important part of living in a community. To find out more visit www.hull.gov.uk/antisocialbehaviour or contact 01482 300 300.

Community Support

There are lots of community and religious venues in Hull offering local communities support.

Neighbourhood Network is a Hull based charity, aiming to support and develop good communities where neighbours support one and other - www.nnetwork.org.uk

There is also network of organisations across the city providing support to refugees and asylum seekers, you can find out more information on the types of services offered and contact details for these organisations www.hull.gov.uk/voluntaryorganisations

Support for the Armed Forces

If you or a loved one has served or is serving in the armed forces, there is a wealth of support and activities available in your local area. Visit www.hull.gov.uk/armedforces



Bins and Recycling

In Hull, there are different bins for different types of waste and recycling. Please see below for information on what goes in each bin.

- **Black bin** – all household waste that cannot be recycled
- **Blue bin** – recycling such as paper, cardboard, plastic bottles, tins and cans
- **Brown bin** – food waste – bones, vegetable peelings, plate scrapings and garden waste such as grass, leaves and branches
- **Green Food Caddy** – food waste

The council will regularly come to empty your bins, however, please make sure when filling your bins, the lids are fully closed and placed safely at the edge of your property (without blocking the path or road) ready for emptying by 7am on collection day.

You should bring the bin back in as soon as possible after it has been emptied and store in a safe place.

Your bin collection will happen on the same day each week, with black bins one week, and blue and brown bins the next week. Find more information at www.hull.gov.uk/bins

You can take additional waste or recycling and larger items to Hull's household waste recycling centres. Find more information about the opening times and locations at www.hull.gov.uk/hwrc

Find out when your bin collection day is at www.hull.gov.uk/bins



Please put these items in your black, brown & blue bin

- ✓ Garden waste
- ✓ Grass and hedge cuttings
- ✓ Cut flowers
- ✓ Twigs and small branches
- ✓ Leaves
- ✓ Weeds and small shrubs
- ✓ Houseplants
- ✓ Straw bedding for rabbits, hamsters and guinea pigs
- ✓ Food waste
- ✓ Meat, fish and bones
- ✓ Plate scrapings/leftovers
- ✓ Fruit and veg peelings
- ✓ Tea bags and coffee grounds
- ✓ Egg shells
- ✓ Stale bread and cheese

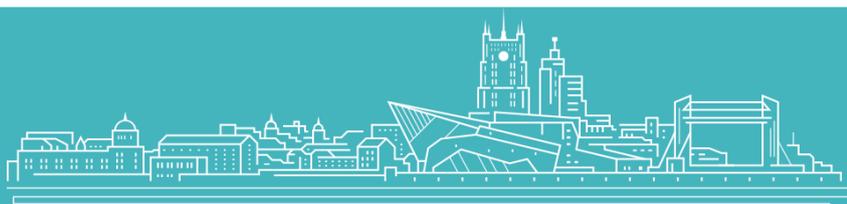
- ✗ No soil, stones or rubble
- ✗ No cat/dog waste
- ✗ No wood/metal
- ✗ No plastics, glass or packaging

- ✓ Crisp packets
- ✓ Bubble wrap
- ✓ Nappies, period and incontinence products and wipes
- ✓ Polystyrene/plastic film
- ✓ Cat/dog waste (bagged please)
- ✓ Covid-19 PPE and home tests
- ✓ Empty plastic plant pots
- ✓ Extinguished cigarette butts
- ✓ Vacuum bag waste/ kitchen cloths

- ✗ No garden and food waste
- ✗ No glass bottles and jars
- ✗ No paper and card
- ✗ No plastic bottles and tubs
- ✗ No batteries

Free caddy liners are available from your Collection Crew, Customer Service Centre, Library or Household Waste Recycling Centres. Visit hull.gov.uk for details.

📍 hull.gov.uk
✉ info@hullcc.gov.uk



YOUR BLUE BIN



YES PLEASE



NO THANKS

No bagged waste.
All items must be free from
food or liquid, and not
inside carrier or bin bags.



- ✓ Clean kitchen foil
- ✓ Empty glass jars and bottles
- ✓ Empty food and drinks cartons (Tetrapak)
- ✓ Magazines/books
- ✓ Telephone directories/catalogues
- ✓ Paper
- ✓ Empty aerosol cans
- ✓ Cardboard
- ✓ Empty tins and cans
- ✓ Empty plastic bottles
- ✓ Empty plastic food containers (not polystyrene)
- ✓ Empty carrier bags



- ✗ No bagged waste
- ✗ No food waste
- ✗ No nappies, period or incontinence products or wipes
- ✗ No clothes/textiles
- ✗ No batteries/electrical items



Need more bins?

📍 hull.gov.uk

✉ info@hullcc.gov.uk

 **Hull**
City Council

If you are unsure if
something can be
recycled, put it in the
black bin.

 **Hull Recycles**

Supporting you in Hull



Money, Banks and Identification

Bank Account

You will need to open a bank account to enable you to make and send payments, including receiving any benefits. A basic bank account is free to open with most banks or with a credit union. You will need appropriate identification to do this. Find out more about how to open a bank account and other financial advice at www.hull.gov.uk/financialsupport

Our Refugee Integration Service (RIS) can support individual refugees who are aged 16 or older who have been granted permission to enter and stay in the UK to open bank accounts, help with benefits, housing, health and well-being, places of worship, employment/training, English courses, education, charitable grants if applicable, family reunion. Find out more at www.hull.gov.uk/RIS

Identification

It is important to have the right identification in order to apply for things such as bank accounts, employment and housing. Identification may include passports, a valid national ID card or a driving licence.

Visit www.hull.gov.uk/benefit or contact for general advice - 01482 224 608 or 0800 144 8848.

For specialist debt advice - 01482 226 859



Working

To be able to work in Hull, you will need a work visa depending on your country of birth. You will also need to have a National Insurance Number. Both documents can be obtained through the national government website at www.gov.uk/browse/working

Finding Work

There is support available in Hull should you need help to find work. The Employment Hub can support you with job searches and applications, as well as help with welfare and benefits. Find out more at www.hull.gov.uk/employment or support for refugees visit www.hull.gov.uk/refugeesupport

Fair Treatment at Work

You should ensure that once you are in work, you are treated fairly and there are rules in the UK to protect you. These include the number of hours you can work per week, the number of breaks you are allowed and the minimum you should be paid for your time. You can find out more at www.gov.uk/browse/working

Legal Working Age

The youngest a child can work part-time is from the age of 13. They can work full-time legally from the age of 16 for a maximum of 40 hours per week. Young people must stay in some form of education or training until the age of 18.



Staying Safe

It is important that you make sure you are safe and happy in Hull and understand where to find help if you think you are not safe. It is also important that residents respect each other and avoid conflict.

Personal Safety and Weapons

It is illegal to carry weapons in the UK. If you feel at risk of harm by another person, you should contact the police by telephone on 101 or online at www.reportingcrime.uk. In the event of an emergency, call 999.

Anti-Social Behaviour

It is important that you respect other residents and that they respect you. Residents should avoid acting in a way that is intimidating or harmful to other residents and the community including being too noisy, vandalism, drinking alcohol on the street and littering.

Local police can stop and search any resident they believe could be causing harm to any other person or within the community.

Keeping Yourself and Your Family Safe

We want to ensure that you and your family feel safe in Hull. If you feel that you or your family, or someone you know is at risk of immediate harm, you should contact the police by telephone on 101 or online at www.reportingcrime.uk. In the event of an emergency, call 999.

If you want to report or raise concerns for someone who may not be safe, you can contact Hull City Council on 01482 300 300 or visit www.hull.gov.uk/antisocialbehaviour

Domestic Abuse

Physical and emotional harm or controlling behaviour towards you or your family by another member of the family, is classed as domestic abuse and is against the law. If you feel that you or another person is at risk of domestic abuse, you can contact Hull DAP on 01482 318 759 or visit www.hull.gov.uk/domesticviolence

If you or another person is in immediate danger, you should contact the police by telephone on 101 or online at www.reportingcrime.uk. In the event of an emergency, call 999.

Important Fire Safety Advice

You can make sure your home is protected from fire, advice is available at www.humbersidefire.gov.uk. In the case of a fire emergency, telephone 999 for help.



Keeping Animals Safely

If you choose to keep animals and pets, you must ensure they are kept and looked after in the right environment, ensuring they, and you, are safe and happy.

Dog fouling is illegal on public land in the UK, and you may receive a fine for this if you do not clean it up. For more information visit www.hull.gov.uk/animalwelfare or contact the council on 01482 300 300

Relationships & Marriage

There are a number of laws and acceptable behaviours around relationships in the UK. The legal age for consent for sexual activity is 16. The legal age for marriage is 18, or 16 with the consent of parents, and you cannot marry a person who is a closely related family member.

Same-sex relationships and marriages are legal and accepted in the UK.

It is also important to note that sex work is illegal in the UK. If you suspect that any person is being encouraged to take part in sex work, forced marriage or is at risk of harm, please contact Hull City Council on 01482 300 300 or www.hull.gov.uk/relationships. Alternatively, contact the police by telephone on 101 or online at www.reportingcrime.uk.

Drugs and Alcohol Consumption

There are laws for drinking alcohol in the UK. It is illegal to sell alcohol to anyone under the age of 18, and for someone under 18 to drink alcohol in licensed premises, except where the child is 16 or 17 years old and accompanied by an adult.

All residents should be respectful when drinking alcohol and ensure their own and others' safety, particularly in public open spaces. It is illegal to drive in the UK under the influence of alcohol or drugs.

You may also face a fine or prison sentence if you take, carry, make, or sell illegal drugs and substances in the UK. For more information / advice visit www.hull.gov.uk/drugalcoholsupport



Health and Wellbeing

Healthcare and support when you are feeling unwell physically or mentally, or suffer an injury is free for residents in the UK. You may have to pay for prescriptions for medicines. You can also purchase some medicines for common illnesses in your local pharmacies and supermarkets.

If you are concerned about your health or the health of your family but are not sure where to find support, you can contact the National Health Service (NHS) by visiting www.nhs.uk or by telephoning 111 (language translators are available).

Finding Advice on Health and Wellbeing

You can access basic health and wellbeing advice at your local pharmacy, or by contacting the National Health Service for advice by telephoning 111 (language translators are available) or by making an appointment with your local health practice.

Registering with Health Practices

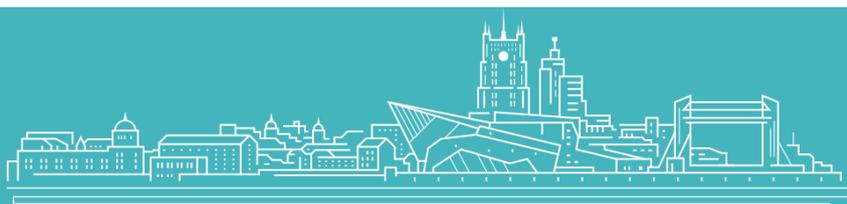
It is important that you are registered with your local doctors and dental practices should you find yourself or a family member are physically or mentally unwell, or in need of support for an injury.

You will only be able to visit your local doctor or dentist if you are registered with them. If you are not registered with your local doctor and need immediate help with an illness or injury you may be able to visit your local out-of-hours or walk-in service.

More information about your local services can be found at www.nhs.uk

How the NHS works: a guide for migrants - <https://swlondonccg.nhs.uk/guides/how-the-nhs-works-a-guide-for-migrants/>

Immunisation for migrants: <https://www.gov.uk/guidance/immunisation-migrant-health-guide>



Hospitals and Emergencies

If you are not sure which service is the right service for your illness or injury, you can contact the National Health Service for advice by telephoning 111 (language translators are available).

Your local hospital, Hull Royal Infirmary, has an emergency service which you can attend in the event of an emergency such as for people who show symptoms of serious illness or injury. If it isn't an emergency, you should use alternative health services.

You can search the internet for "emergency walk in centre, Hull" to find a list of walk-in medical centres.

If you have a life-threatening illness or injury that needs immediate attention, you can contact the ambulance service by telephoning 999 (language translators are available) – this service is for life-threatening emergencies only.

Pregnancy and Having a Baby

If you become pregnant, you should make an appointment with your local doctor to make sure you receive the right support throughout your pregnancy.

In the UK, women can choose to end their pregnancy, and this is legal in the UK, and you should contact your local doctor for support.

When you have a baby, you are legally required to register their birth with the council. You can find out more at www.hull.gov.uk/communities-and-living/births-and-deaths/register-birth



Transport and Travel

You may want to travel around Hull and beyond either using public or private transport. Hull has very good public transport. You can also travel privately using your own car or bicycle, or by private taxi.

You can also find reasonably priced reconditioned bikes from local charity Re-volution visit them here - <https://www.r-evolution.org.uk/> or call 01482 844 422 or 07869 680 943 to find out more.

If you need help with driving or transport but are not sure where to get support, contact Hull City Council on 01482 300 300.

Driving in the UK

In the UK, we drive on the left side of the road, and to be able to drive here you must hold a valid driving licence, vehicle insurance and road tax.

You can drive in the UK on an EU or non-EU driving licence under certain circumstances or obtain a UK driving licence. Foreign licences must be swapped for a UK driving licence within 12 months of being in the country.

You must hold the right insurance to drive the vehicle you are in, and the vehicle must have road tax to be legal. If you are driving a vehicle with non-UK registration plates, you may need to consider changing these. Full information about these requirements is available at www.gov.uk/browse/driving

Cyclists should ensure they wear a helmet and have working front and rear lights. You should ride on the road. However, some of our footpaths and pavement are shared between cyclists and pedestrians. You are permitted to cycle on these where sign posted.

Find out more about how to be road legal at www.gov.uk/legal-obligations-drivers-riders

Safe and Legal Driving and Cycling

There may be some road laws in Hull that are unfamiliar to you, such as lanes that are specifically for cyclists, buses, and taxis. It is also against the law to drive under the influence of alcohol or drugs, to use a mobile phone or device whilst driving and you must drive no faster than the indicated speed limit on each road. You must not smoke in a vehicle with children, or in a work vehicle.



Buses, Trains, Airports and Ports

Hull has public transport links including bus and train travel, and there are bus stops across the city. The transport interchange based in the city centre is the central bus and train station. You will need to pay to use these services. You can find all the information about public transport at www.hull.gov.uk/parkingandtransport

Your local airports are; Humberside International Airport Limited, Kirmington, North Lincolnshire, DN39 6YH or Robin Hood Doncaster Sheffield Airport, Finningly, Doncaster DN9 3XA.

A daily Ferry Service is available to Rotterdam from Hull Ferry Terminal, King George Dock, Hedon Rd, Hull HU9 5QA.

Road Safety

You must act safely and responsibly when driving on or walking near roads and cycling lanes. You should also make sure you are aware which side of the road drivers use in the UK which may be different to what you are used to.

It is a legal requirement that you must wear a seatbelt if you are driving or being driven in a car. Babies and young children must also be in a child seat. Find out more at www.gov.uk/child-car-seats-the-rules



Education and Training

In the UK, a child must be in full time school education between the age of 5 and 16, and in training or education until they are 18. State schooling for pupils aged 5 - 18 is free.

Schools in Hull

You must apply for a school place for your child/children. If your child/ children have additional or special educational needs, they may be more suited to the support of a specialist school. To find out about schools in Hull and how to apply, visit www.hull.gov.uk/schoolapplication

School Attendance and Behaviour

It is a legal requirement for parents to ensure their children attend school, and they may face fines and other legal action if they fail to do so. Children are expected to have a positive attitude towards their learning and good behaviour at school.

Post-16 Education and Training

Young people finishing school at age 16 must stay in some form of education or training until they are 18. This may be post-16 study at a secondary school such as a Sixth Form, a college course, apprenticeship, or private training. Your child's school will support them when they reach 16 to make the right choice for them for when they leave school.

Adults can also access education and training through local colleges and training providers. You may have to pay for these, but some are also free visit www.hcctraining.ac.uk for more detail.

You might also want to consider an 'English for Speakers of Other Languages' course which will support you if English is not your first language. These are offered at community venues across Hull and may help you if you are looking to go onto further education or training, or with finding work - www.hull.gov.uk/voluntaryorganisations



Caring For Your Family

You may want to find activities, childcare and support for your family and there are lots of activities, early education and childcare places for all children in Hull. If you need further support with this, you can contact Hull City Council on 01482 300 300.

Childcare and Early Years

Getting your children into childcare can help them with their development, play and socialisation. You may be able to access free childcare in Hull. There are lots of registered childcare providers and school-based childcare options in Hull.

You can find out more about childcare and whether you can access free childcare by contacting our family information service on email fis@hullcc.gov.uk or by calling 01482 318 318

Alternatively, visit your local children's centre for advice. To find out where your nearest children's centre is, visit www.hull.gov.uk/children-and-families/family-support/childrens-centres

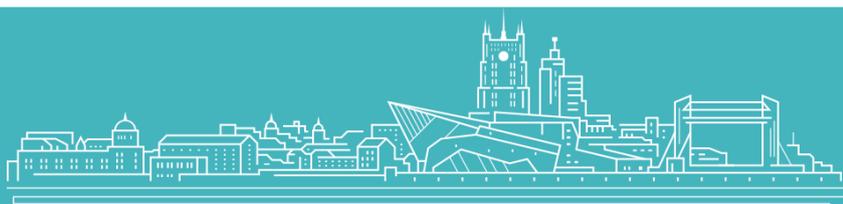
Supporting Children and Adults with Disabilities

There is support available for families who are caring for children and adults with physical or learning disabilities. There are lots of community groups and centres offering care and activities, which may help your loved one and provide you with some time away from caring for them.

There is also support available for you if you are a carer, whether that is advice and guidance or social activities. Find out more about all of these activities at www.hull.gov.uk/children-and-families/advice-and-support-young-people/young-carers or www.hull.connecttosupport.org/stay-independent/carers/support-for-carers

Leaving a Child

It is important to remember that it is against the law to leave a child alone if it may lead to them being at risk of harm. Find more advice on this at www.gov.uk/law-on-leaving-your-child-home-alone



Refugee and Asylum Seekers

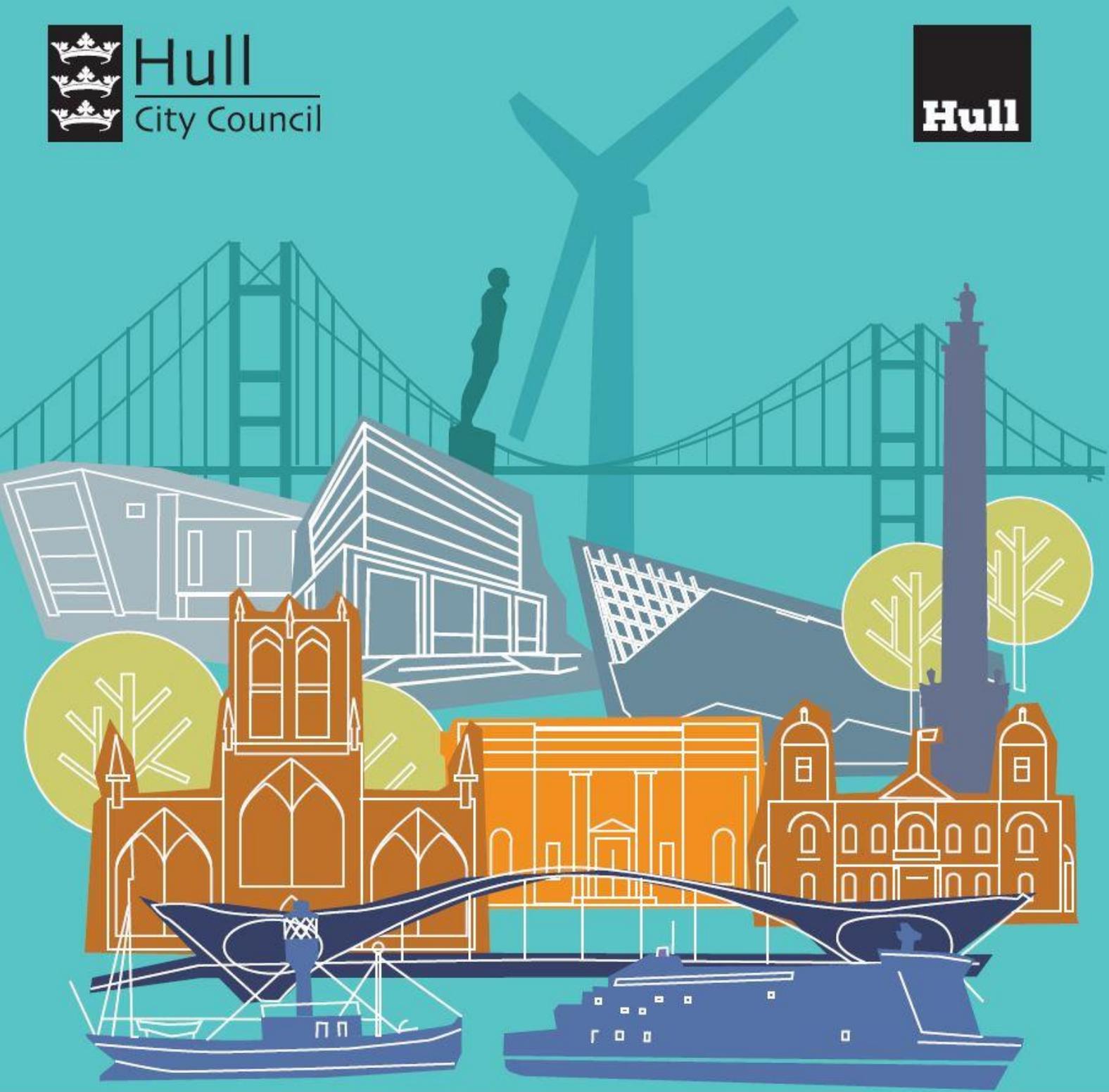
Refugees who arrive in the UK may be able to access support from the council's Refugee Integration Service. You can access information on the service we can provide by visiting www.hull.gov.uk/refugeesupport





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Hull



If you would like a copy of this information in your first language, please contact the council on

01482 300 300.