

NEW ARRIVAL?

Your A-Z guide
to East Lothian



“ find out what
to know and
where to go! ”

Helping
New Arrivals to
the East Lothian area

welcome...

This essential guide will help you to find the information you need when you arrive in East Lothian.

Find out how to get around, learn some useful Scottish words, use our essential **A - Z GUIDE** and read our top tips. Enjoy the area, there is lots to see and do.

“find out what to know and where to go!”



East Lothian has a population of nearly **100,000** and this includes many people who have come to live here from other countries.

what's inside?..

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ENJOY THIS ESSENTIAL
A-Z GUIDE OF THE AREA

Also available on <http://ellp.net>

about East Lothian

East Lothian is not far from Edinburgh, Scotland's capital city. It is one of the 32 council areas in Scotland.

It has over 40 miles of coastline with lots of great beaches. The main towns are Dunbar, Haddington, Musselburgh and North Berwick. There are also many small villages in the area. It is a friendly area to live in and you can always find something to do.



EAST LoTHIAN HAS OVER
40 MILES OF MAGNIFICENT
COASTLINE TO EXPLORE



transport links

TOP TIPS

Check that your bus is going where you want to go - you can look on the front of the bus or ask the driver - e.g. "Are you going to Tranent?"

Make sure you have lots of coins for the bus because you will not get any change.

Remember a Day Ticket might be cheaper if you're making more than 2 journeys but you cannot use tickets bought with one bus company in another one.

You can find bus prices at the bus-stop or ask the driver.



Public Transport

For public transport information call Traveline Scotland on ☎ 0871 200 22 33 or visit www.travelinescotland.com. Libraries also have local bus route information.

Trains

A service runs between North Berwick and Edinburgh and between Dunbar and Edinburgh. Visit www.nationalrail.co.uk or call National Rail enquiries on ☎ 08457 48 49 50.

Taxis

There are taxi ranks on the main streets of the big towns. You can use Yellow Pages (a phone directory delivered to all homes) to find private taxi companies, visit www.yell.com or call ☎ 118 247. Some supermarkets have free phones for calling a taxi.

Buses

The 2 main companies in East Lothian are Lothian and First Bus.

LOTHIAN BUSES

☎ 0131 555 6363

www.lothianbuses.co.uk

The Lothian Bus numbers for travel between Edinburgh to final destinations in East Lothian are:

Wallyford 44

Musselburgh 15, 30

Seton Sands 26

Tranent 26, 44

Pencaitland 44

FIRST BUSES

☎ 08708 727271

www.firstgroup.com

The First Bus numbers for travel between Edinburgh to final destinations in East Lothian are:

Musselburgh 129, 133

Wallyford 44

Cockenzie 110

Seton Sands 129, x29

North Berwick 121, 124, x24

Dunbar 44D, x44, x45

Haddington 44C, 121, 123

Pencaitland 44B, x13

There are also local buses:

Don Prentice

☎ 01620 822620

www.donprenticecoaches.co.uk

The 123 links Gifford, Pencaitland, Tranent, Haddington and smaller villages.

Eve Coaches Ltd

☎ 01368 865500

www.evecoaches.co.uk

The Gaberlunzie travels around the smaller villages and links to different towns on particular days. Eve buses also run from Dunbar & North Berwick to Edinburgh and to Jewel & Esk College.

Perrymans Buses

☎ 01289 308719

www.perrymansbuses.co.uk

Service 253 Berwick to Edinburgh via Dunbar, East Linton, Haddington and ASDA Edinburgh.



“useful scottish words”

Scottish people sometimes have a unique way of saying things. **Hopefully we can help you understand some of the most popular words you might hear...**

“Hen...”
a friendly word said only to women

Aye!
Yes!

DINNAE!
please don't!

“WEE”
Small

“Bairn...”
Child

Nae bother...
No problem

LADDIE
Man or Boy

TA!
Thanks!

CHEERS!
'Thank you' or 'good health'

“Brolly...”
Umbrella

“Cheerio”
Goodbye

Your essential A-Z guide

This essential guide tells you what's available in the East Lothian area.

Activities

There are lots of things to do in East Lothian. All large towns have a sports centre and swimming pool with many different activities. You can find local information in the community centres and also in libraries where you can get free maps of local walks and find out what's on. Some things are free!

Visit www.eastlothian.gov.uk or www.livingeastlothian.co.uk to find information on hundreds of clubs, societies and organisations in the local area.

"there are lots of things to do in East Lothian"



Adult Education

There are many local courses for personal and professional development including English as a Second Language (ESOL).

Community Centres - All community centres have adult education classes. To find out information contact your local centre. Visit <http://ellp.net> and click on **centres**.

Colleges - Jewel & Esk College, Newbattle Abbey College and Queen Margaret University are all nearby. They offer full and part-time courses where you can gain qualifications in many subjects e.g. hairdressing, engineering, hospitality etc. Jewel & Esk College also has ESOL classes. To find the main Edinburgh and Lothian colleges and universities visit <http://ellp.net> and click on **partners**.

Over 50s can also try www.eastlothianu3a.org.uk to find out about all the courses available with University of the Third Age. There is a wide range of activities and talks throughout the year. No qualifications necessary but you need to become a member.

You might be able to apply for an Individual Learning Account (ILA) which can pay for certain courses. To find out more information visit www.ilascotland.org.uk.



Advice

You can get **free** advice about money, benefits, education, employment, housing, discrimination and many more issues.

Citizens' Advice Bureaux

Haddington Citizens Advice Bureau
46 Court Street, Haddington, EH41 3NP

☎ 01620 824 471
Email: cab@haddingtoncab.casonline.org.uk
www.haddingtoncab.co.uk





Advice (continued)

Musselburgh Citizens Advice Bureau
141 High Street, Musselburgh, EH21 7DD

☎ 0131 653 2748

Email: bureau@musselburghcab.casonline.org.uk
www.musselburgh.cas.org.uk

Visit www.adviceguide.org.uk
for lots of useful information.

Welfare Rights

Welfare Rights Team
Brunton Hall, Ladywell
Musselburgh, EH21 6AF

☎ 0131 653 5230

www.eastlothian.gov.uk and enter
welfare rights in the search box

Guideline (Education, Training or Employment Advice)

If you are an adult over 25 looking for work or thinking about education or training, Guideline can help you with information and advice on education, careers and training options. It can also help with CVs, applications and interview preparation. This is a **free service** for people living in East Lothian.

☎ 01620 827 606

NARIC

If you have qualifications from another country and would like information about the equivalent qualification in the UK, an organisation called NARIC can help.
Please visit www.naric.org.uk or call ☎ 0871 330 7033.

All of these organisations offer free, confidential and impartial advice.



Banks

There are many banks to choose from. To open a bank account you will need to provide:

- proof of identity (passport or driving licence)
- proof of your address (tenancy agreement or letter from your employer) or a gas/electricity bill
- proof of employment is sometimes required



Benefits

If you are not working or if you are not earning much money, you might be able to receive some help from the government. These are called benefits. For information on all benefits visit www.direct.gov.uk and click on **money, tax and benefits**.

Child Benefit

Child Benefit is a tax-free payment that you can claim for your child. It is usually paid every four weeks but can sometimes be paid weekly. For general help and advice about your Child Benefit call ☎ 0845 302 1444 or visit www.hmrc.gov.uk/childbenefit.



Childcare

Looking for someone to look after your child?

A **Childminder** is a qualified person who is paid to look after children from birth to eight years, in his/her own home, for more than two hours a day.

A **Playgroup** is a small informal group for parents to come to with children from birth until 3 years old.



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Childcare (continued)

A **Parent and Toddler Group** is an informal setting where parents, carers, childminders and their children can go to have fun and meet new people. Parents and carers remain with, and are responsible for, their children throughout the session. Most groups meet once a week and welcome children from birth to 3 or sometimes up to school age.

A **Creche** provides "drop-in" care for children to enable adults to join in activities such as further education, shopping or attending a meeting. "Drop-in" means you can just go along without booking a place.

Nursery education provides day-care services, play and educational opportunities for children under school age. There are private, voluntary and council nurseries. If your child is 3 to 5 years old they will get a free place in a council nursery for two and a half hours per day during school terms. To find information about childcare options in East Lothian visit www.scottishchildcare.gov.uk, email childcareinfo@eastlothian.gov.uk or call ☎ 0800 028 8629 (**free call**).



Community Centres

Every town has a community centre. This can be a good place to go to find activities, meet people and find information about your community.

To find your local centre go to <http://ellp.net> and click on **centres**.

Young People

To find information for young people in particular click on **centres** and then on **youth vision** and **young scot**. You can also contact your local community centre where they will tell you about the activities in their centre.



Council Tax

Council Tax pays for local services e.g. rubbish collection, libraries, police, etc. Each March you will be sent a bill telling you how much your council tax is for the following year and what your monthly payments will be.

If you have any questions or problems with your council tax, email counciltax@eastlothian.gov.uk or call ☎ 01620 827 827.



Disabled Groups

To find out about disabled groups in your area you can visit www.eastlothian.gov.uk or contact the Involvement Officer at East Lothian Council on ☎ 01620 827167.

FLIP (Family-Led Information Point) is a group for parents and carers of children with disabilities. It offers members the chance to share experiences and knowledge and information about services and support for children with a disability and their families.



Driving

To be able to drive in Scotland you must be at least 17 years old and have a valid driving licence.

If you already have one from another European country, you can just swap it for a full UK driving licence. Otherwise, you can use your existing licence for up to a year but you will then need to pass a UK driving test to continue driving here.





Driving (continued)

To find out more about exchanging your foreign licence visit the DirectGov website at www.direct.gov.uk and enter **foreign licence** in the search box.

Here are a few rules about driving in Scotland:

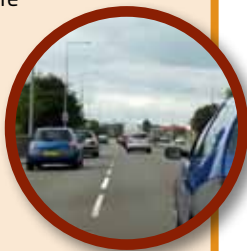
You must drive on the left. This applies to all regions of the UK.

Don't drink and drive - the penalties are severe and include automatic loss of your licence as well as a big fine.

It is illegal to use your mobile phone without a hands-free kit.

It is compulsory for everyone in the car to wear seat belts.

Don't speed - the penalties are strictly enforced.



English Classes

It is a good idea to join an English class when you first arrive in the area. This will help you to improve your English and to meet people.

To find a local class, go to <http://ellp.net> and click on **courses** and then **ESOL**.

Jewel & Esk College also offers English classes. www.jec.ac.uk

You might be able to apply for an Individual Learning Account (ILA) which can pay for certain courses. To find out more information visit www.ilascotland.org.uk.



Health

GPs / Doctors' surgeries / health centres

You need to register with a family doctor (GP) when you arrive in Scotland.

Remember you will have to make an appointment whenever you need to see a doctor. You can ask for an interpreter when you make the appointment.

Pharmacy

Your local pharmacy can treat some minor problems such as allergies and colds and can also provide emergency contraception and some health tests. Ask to speak to the pharmacist.

Pharmacists can help you decide whether you need to see a doctor. You can talk to your pharmacists in confidence and you don't need to make an appointment.



"you need to register with a family doctor"





Health (continued)

NHS Minor Ailment Service

Children and people who don't pay prescription charges can get some medication (e.g. cough medicine) free from the pharmacist without going to the GP. You must register at a pharmacy. You will have to complete forms and take proof of who you are and may need proof that you don't pay for prescriptions.

Dentist

You should register with a dentist when you arrive in Scotland. Children and pregnant women get free treatment.

To find your nearest doctor's surgery, pharmacy or dentist, enter your post-code on the NHS (National Health Service) website www.nhs24.com under **Find Your Local Services**.

Hospitals

Your doctor will refer you to hospital if you need to see a specialist.

Children's Hospital

Children usually go to the Royal Hospital for Sick Children ('Sick Kids') in Edinburgh up to the age of 12.

Royal Hospital for Sick Children
9 Sciennes Road
Edinburgh
EH9 1LF

☎ 0131 536 0000



Health (continued)

Health Visitors

All families with pre-school children have an allocated health visitor. You can contact her for support and advice as well as information about groups and activities available in your community. A health visitor will always visit when you move to a new area and following the birth of a baby.

Accident and Emergency

If you need to go to hospital in the case of an emergency you should go to:

Royal Infirmary of Edinburgh
51 Little France Crescent
Edinburgh
EH16 4SA

☎ 0131 242 1300

NHS 24

The NHS 24 website offers information and advice on most health issues. www.nhs24.com

Information is available in other languages on the website.

If your GP surgery is closed and you are too ill to wait until it re-opens, call NHS 24 on ☎ 08454 24 24 24.



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Housing

There are different types of housing available for rent in East Lothian: council housing, private rented properties or housing association properties. The council website has lots of information on all of these and useful contact numbers for any housing-related issues.

www.eastlothian.gov.uk/housing

If you are looking for privately rented properties you can look on the internet or check for adverts in local newspapers and shops. It is a good idea to check that your landlord is registered. You can do this at www.landlordregistrationscotland.gov.uk.

“look on the internet or check for adverts in local newspapers”



Recycling & Rubbish

Every house has a ‘wheelie bin’ for rubbish and they are normally emptied weekly. You will also be given boxes for recycling paper, glass and plastic. These are collected every two weeks. If you need help call ☎ 01620 827 215. To arrange for large items to be collected call ☎ 01875 824 305. For more information about recycling and rubbish collections visit www.eastlothian.gov.uk and enter **household waste** in the search box.

“Every house has a ‘wheelie bin’ for rubbish which is normally emptied weekly”



Libraries

There are many libraries in East Lothian. They are not just for borrowing books - they have computers, photocopiers, DVDs, daily newspapers and many other services. They also have activities for children and adults.

If you go along to your local library you will be able to join (remember to take proof of your home address) and find out what they offer. It is a friendly and helpful place to find information.

www.eastlothian.gov.uk/libraries



Schools

In Scotland children get free education from the age of 5 (or younger depending on when they were born).

To find out about local schools for children of all ages visit East Lothian Council's website www.eastlothian.gov.uk and click on **education and learning** and then **schools** or email educationenquiries@eastlothian.gov.uk.

“children get free education from the age of 5”





Schools

Out of School Care clubs

Out of School Care clubs are registered with the government and are useful for working parents. They offer care for school-age children before the start of the school day and also at the end of the school day. The clubs open at about 8am, and sometimes include breakfast, and end at about 6pm. There are also some holiday play-schemes for school-age children with lots of supervised activities - you have to pay for this service.

Please ask your local school for information.

Special help for bilingual children

The Outreach Teacher for English as an Additional Language works with schools to advise them on how to help all bilingual pupils to understand lessons. She also works with children who need extra help with English for school work.

Parents can contact the Outreach Teacher to ask about their children's progress and about bringing up children to speak two or more languages. You can speak to your class teacher for more details. Visit <http://edubuzz.org/eal> which has lots of advice as well as word lists for school subjects in a number of languages.



"parents can ask about bringing up children to speak two or more languages"



Volunteering

Volunteering can be a great way to meet people and to get experience which can help you to find a job.

To find out about volunteering opportunities in East Lothian visit:

Volunteer Centre East Lothian
98 North High Street
Musselburgh
EH21 6AS

☎ 0131 665 3300

www.volunteereastlothian.org.uk



Work

If you are looking for work you should go to the local job centre where they will help you to find work:

Musselburgh Jobcentre Plus
North House
Eskmills Park Station Road
Musselburgh
EH21 7DU

☎ 0845 604 3719

You will find many jobs advertised on the Job Centre website. Visit www.direct.gov.uk and enter **jobs** in the search box.

Or you can visit the East Lothian Council website at www.eastlothian.gov.uk and enter **jobs** in the search box.

You can also look on job websites or in local newspapers.





Work (continued)

Self-employed

If you would like to start up your own business visit www.hmrc.gov.uk and enter **self-employed**.

You can also call Business Gateway on ☎ 0845 609 6611 or visit www.bgateway.com for information.

National Insurance

If you're looking for work, starting work or setting up as self-employed you will need a National Insurance number. If you have the right to work in the UK, you will need to call Jobcentre Plus on ☎ 0845 600 0643 (lines are open 8am to 6pm Monday to Friday) to arrange to get one.

For lots of information about working in the UK visit www.hmrc.gov.uk and enter **migrant workers** in the search box.



Work Permit

If you are from a country which is not in the European Union (or you are from a country that joined the EU in 2004) you may need to register for a work permit. For more information visit www.ukba.homeoffice.gov.uk/workingintheuk.



Young People

National Entitlement Cards (Young Scot cards) are free and available to all East Lothian residents aged 11 to 25.

They can be used:

- to access cashless catering in secondary schools
- as your library card in all East Lothian public and school libraries
- to get thousands of discounts in the UK and abroad (the Young Scot website has details of all the discounts available)
- to prove your age with many businesses (e.g. supermarkets, off licences and cinemas)
- to prove your identity on some internal flights (you should always check that this is acceptable with the airline first) and to get cheaper travel

If you're 16 to 18 years old, or a full-time volunteer up to the age of 25, you are entitled to:

- a third off adult single bus journeys if you show your card and a bus travel pass
- a concessionary voucher you can exchange for a free Scottish Youth Railcard that offers 50% off train fares in Scotland

You will be given a National Entitlement Card at school. If you're not at school you can get an application form at your local library.

Visit www.youngscot.org for more information or www.youngscotwow.org to find out what's on in your local area - sport, music, youth clubs, cinema etc.

If you are looking for careers advice you can contact Careers Scotland. Visit www.careers-scotland.org.uk or call ☎ 08458 502 502.



50% OFF

Feeling safe in your community



Police

If you have been a victim of crime or been involved in an accident but it is not an emergency you can contact Lothian and Borders Police on ☎ 0131 311 3131 or visit www.lbp.police.uk to find contact details for your local community officer.

An interpreter will be able to help you if your English is not fluent.



Community Wardens

Community Wardens work with local communities to improve the quality of life for all residents and the appearance of the local environment.

The wardens wear red and black uniforms and you will see them walking around your local town. They deal with anti-social behaviour while encouraging good citizenship and promoting social inclusion.

Some examples of anti-social behaviour are:

- constant loud noise or disturbance from a neighbour
- drunken disorder
- intimidating or threatening behaviour
- violence
- vandalism or graffiti

To report anti-social behaviour email asb@eastlothian.gov.uk or call ☎ 0845 601 8518.

ELREC

If you are the victim of harassment or discrimination you can contact Edinburgh & Lothians Regional Equality Council (ELREC) for help.

ELREC
14 Forth Street
Edinburgh, EH1 3LH

☎ 0131 556 0441
www.elrec.org.uk



OUR TOP

TEN TIPS

1

Make sure you register with a doctor and dentist when you arrive in East Lothian – don't wait till there's an emergency!

2

Ask for an interpreter for your appointment with the doctor.

3

Scottish people love to queue (stand in a line) at bus-stops and in shops.

4

You cannot take children into all pubs in Scotland – make sure you check before you go!

5

There are lots of charity/second-hand shops in East Lothian – they're great places to find cheap clothes, toys, furniture, books etc.

6

Join an English class – it's a great way to meet new people and improve your English. Local classes are usually free.

7

Register with the job centre if you are looking for a job.

8

Your local library has more than just books – it is a good place to visit for information about the local area.

9

You can enjoy the beautiful parks, beaches and hills in East Lothian for free!

10

People are friendly – don't be afraid to ask for help!

USEFUL

999

In an emergency or a situation where you need immediate help, such as a house fire or car accident, call ☎ **999** for **Fire, Police or Ambulance.**



CALLS ARE FREE

CONTACTS

NHS 24

Emergency medical helpline

NHS 24 is a 24 hour helpline for medical advice when your local doctor's surgery is closed.

☎ **08454 24 24 24**

(available in many languages)

www.nhs24.com

East Lothian Council

☎ **01620 827 827**

www.eastlothian.gov.uk

Talent Scotland

Useful information about living, working and studying in Scotland.

www.talentscotland.com

Many thanks...

This booklet was produced by a group of ESOL learners in East Lothian:

- > Rosa Tejada from Spain
- > Araya Paton from Thailand
- > Sylwia Spiewak from Poland
- > Selvete Statovci from Kosovo

with support from Tutor/Project Co-ordinator Jane Davidson and Tutors Jean Perrett & Fiona McArthur.

We used our experience of coming to live in East Lothian and asked others to find out what we should include in the booklet. We have learnt a lot and enjoyed working on this project: visiting places; taking photos; finding out lots of information; searching the internet and working with the design agency to put together this booklet.

We would like to thank everyone who helped including:

Tutors and students who distributed and completed our questionnaires
Health visitors and schools for distributing our questionnaires
Libraries and Jewel & Esk College - both helped to distribute our questionnaires and welcomed us for an interesting visit
Guideline for their visit and useful advice
Scottish Government for funding
Martin at MS Creative for design and production advice

“We hope you enjoy living here as much as we do!”



“ thanks to everyone who helped with the booklet ”



“

We hope you enjoy this essential **A-Z GUIDE** of the area and find it useful. **GOOD LUCK!**

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