

# safe & sound

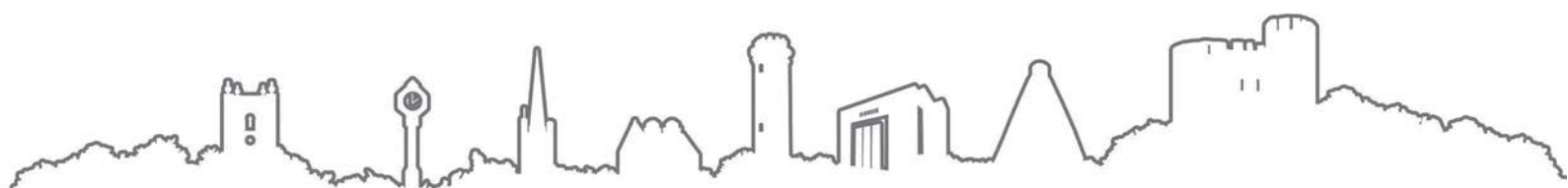
Dudley's Community Safety Partnership

# Living in Dudley Borough

For information about Dudley Council Services visit:

[www.dudley.gov.uk/residents/](http://www.dudley.gov.uk/residents/)

or call **Dudley Council Plus** on **0300 5552345**



## Welcome to 'Living in Dudley Borough'

The below information will help you to find out how to access a range of services available within the borough, as well as how to keep yourself and others safe

Please note some services may be subject to availability or eligibility



## Housing

For information about Dudley's housing services visit:

[www.dudley.gov.uk/residents/housing/](http://www.dudley.gov.uk/residents/housing/)

Most people rent from private landlords, often through a letting agency. This can be expensive as there are often deposits and fees to pay before the tenancy starts. Some people share houses with people they are not related to and these are called houses in multiple occupation (HMO). These properties require extra fire protection and easy means of escape. If the property you live in needs repairs and the landlord/agent has not done them, or you are worried about the fire protection in a HMO, please contact the council's Private Sector Housing Enforcement team on **01384 815118** between the hours of 09.00 to 17.00 hours Monday to Friday.

Read your tenancy agreement carefully before signing. Always check whether you are allowed to alter a property. Subletting is not normally allowed. You have a right to report unfair treatment by a landlord or risks to your health in properties. Dudley Council housing advisors provide free and confidential advice and assistance on finding accommodation, preventing homelessness, housing, welfare benefits and understanding your legal rights.

Help is available from the Department for Work and Pensions for people who have been granted leave to remain in the UK. Call **0800 055 6688**.

Housing advice for refugees can be obtained from the Housing Rights information website at [www.housing-rights.info](http://www.housing-rights.info)



# Health

Hospital and Accident and Emergency:  
Russell Hall Hospital, Dudley DY1 2HQ Tel: **01384 456111**

Details of local health services can be found at:  
<https://www.nhs.uk/nhs-services/services-near-you/>

## West Midlands ‘Choose Well’

The West Midlands ‘Choose Well’ model gives the following advice:

1. Self-care - treat minor illness and injury at home using a well-stocked medicine cabinet.
2. Pharmacy (chemist) - visit for advice and treatment for minor illness and injuries.
3. NHS 111 – call **111** for advice on what the best treatment is and where to go for it
4. Doctor (GP) - call for advice and, if symptoms persist for more than a few days, make an appointment.
5. Walk-in centres - open out-of-hours to treat minor illnesses and injuries.
6. Call for an ambulance on **999** - life threatening

If you or your family are unwell, you may not always need to see a doctor. You can get advice from a pharmacist (chemist) or by calling **111**.

You should only call **999** for emergencies. If you are worried, depressed or anxious, and this is affecting how you feel day to day, you should talk to your doctor. They will listen and help you get the right support, advice and treatment.

Visits to your doctor are free but you will need to book an appointment. Most doctors are open between 8am and 6pm, Monday to Friday.

Accident and emergency (A&E) is for people who have an emergency or need to be seen urgently. This service is free. If you urgently need medical advice but it is not an emergency, you can call **111**. If you are unwell your doctor may refer you to hospital for treatment or further tests.

Some people will be charged for hospital treatment that is not an emergency. Information is available at [www.nhs.uk](http://www.nhs.uk)

If you are pregnant you should visit your doctor as early as possible. They will arrange regular checks for you and your baby and you can choose a hospital to have your baby. When you are pregnant you get free dental care and free prescriptions from your pharmacist.

You can also register with a dentist near where you live. You can find a dentist by using the NHS website [www.nhs.uk](http://www.nhs.uk) Some NHS patients are not charged for dental care because of age, pregnancy or income. Please complete a HC1 certificate (available from dentist or GP).



# Schools - education and learning

## Schools

You must register your child / children at a school. You can only allow your children to miss school if they are too ill or if you have permission from the school. This includes taking children out of school during term time. You may be fined or taken to court if you take children out of school for no legitimate reason. For enquires about applying for school places and more information about learning and schools visit: [www.dudley.gov.uk/residents/learning-and-school/](http://www.dudley.gov.uk/residents/learning-and-school/)

There are three terms in a school year, starting in September, January and usually April. Compulsory school age begins at the start of the term following a child's fifth birthday.

On leaving school, you must do one of the following until you are 18: stay in full-time education; start an apprenticeship or traineeship; or spend 20 hours or more a week working or volunteering, while in part-time education or training. More information is available at:

[www.gov.uk/know-when-you-can-leave-school](http://www.gov.uk/know-when-you-can-leave-school)

All schools must comply with equality laws. If you suspect unfair treatment or discrimination affecting your child, you should report it.

## Adult and family learning

Dudley Adult and Family Learning run day and evening classes in a variety of subjects. For course information and advice visit:

[www.dudley.gov.uk/residents/learning-and-school/adult-and-community-learning/](http://www.dudley.gov.uk/residents/learning-and-school/adult-and-community-learning/)



# Family support

The law does not say an age when you can leave a child on their own, but it is an offence to leave a child alone if it places them at risk. Normally you would not leave a child under 12 alone during the day and under 16 overnight.

Parents can be prosecuted if they leave a child unsupervised 'in a manner likely to cause unnecessary suffering or injury to health'.

## Early help for children and families

In Dudley, we are passionate about the wellbeing of our children young people and families. Our vision is that Dudley is a place where children and young people thrive.

If you are struggling or need help and advice you can check out our Early Help and Family Information Service at: <https://www3.dudley.gov.uk/Synergy/FSD/>

Visit or telephone one of our Family Centres:

**Stourbridge** Family Centre - Forge Rd, Stourbridge DY8 1XF, **01384 818780**

**Halesowen** Family Centre - Lye By-Pass, Stourbridge DY9 8HT, **01384 813954**

**Brierley Hill** Family Centre - 18 Parkes Street, Brierley Hill DY5 3DY, **01384 813322**

**Dudley North** Family Centre - Bayer Street, Bilston WV14 9DS, **01384 813096**

**Dudley Central** Family Centre - Selbourne Road, Dudley DY2 8LJ, **01384 812440**

For more information visit: <https://www.dudley.gov.uk/residents/care-and-health/children-and-family-care/early-help-for-children-and-families/>



## Council Tax

You'll usually have to pay Council Tax if you're 18 or over and own or rent a home.

Further information on this and the exemptions/support available can be found at <https://www.dudley.gov.uk/residents/council-tax/>



## Bins and recycling

These collections are FREE in Dudley. For information about collection days visit:

[www.dudley.gov.uk/residents/bins-and-recycling/](http://www.dudley.gov.uk/residents/bins-and-recycling/)



# Keeping people safe

If you think that a child, young person or adult is at risk or is being abused you can report it at: [www.dudley.gov.uk/residents/early-years-and-childcare/safeguarding/](http://www.dudley.gov.uk/residents/early-years-and-childcare/safeguarding/)

OR

- If you are concerned about a child or young person call **0300 555 0050**
- If your concern is about an adult call **0300 555 0055**

## Emergency services

In an emergency, call **999** to get an emergency response from the police, fire service or ambulance service.

## West Midlands Police

West Midlands Police focus on preventing crime, protecting the public and helping those in need.

You can help the police to help you by **only using 999 in an emergency** (life at risk/serious injury or crime is happening now AND offenders are present/nearby).

For non-emergency policing matters visit WMPolice Online [www.west-midlands.police.uk](http://www.west-midlands.police.uk) which includes Live Chat.

If you do not have access to the internet you can call **101**.

To stay updated and get involved in what is happening in your local community you can sign up for neighbourhood policing alerts at [www.wmnow.co.uk](http://www.wmnow.co.uk). You can also find out more about the work we by following West Midlands Police on social media:

[www.twitter.com/wmpolice](http://www.twitter.com/wmpolice)

[www.facebook.com/westmidlandspolice](http://www.facebook.com/westmidlandspolice)

[www.youtube.com/westmidlandspolice](http://www.youtube.com/westmidlandspolice)



# Keeping people safe

## West Midlands Fire Service

If you're unlucky enough to have a fire, everything including lives could be lost in minutes. Fortunately, there are lots of things you can do to stop fire breaking out in the first place. Whether you're inside or in the garden, watching TV or off to bed, get into the habit of thinking about fire safety visit [www.wmfs.net/your-safety/at-home/](http://www.wmfs.net/your-safety/at-home/) to see how you can keep yourself and your family safe from fires.

### Did You Know....

- You're twice as likely to die in a fire if you don't have a smoke alarm that works
- 90 people die each year because the battery in their smoke alarm was flat or missing
- Over half of home fires are caused by cooking accidents
- More than five fires a day are started by candles
- Every three days someone dies from a fire caused by a cigarette
- Faulty electrics (appliances, wiring and overloaded sockets) cause around 7,000 house fires across the country every year

### Safe and Well visits

Our Safe and Well visits are carried out by our firefighters and have helped to protect thousands of people in the West Midlands from the risk of fire in their home.

The visits have built on what we used to call Home Safety Checks and include advice to help people to improve their health and wellbeing - with the ultimate goal of reducing their risk from fire.

We still assess the physical risks of fire in a home but now also look at health, social and lifestyle factors. There can be clear links between health and a person's vulnerability to fire.

In addition to fitting smoke alarms and to keep people safe, WMFS can fit specialised fire prevention and fire suppression equipment such as letterbox protectors and other fire retardant items if those risks are identified.

### How to arrange a Safe and Well visit

To find out if we can offer you or someone you know a Safe and Well visit, please call us free on: **0800 389 5525**

You can find more information at:

[www.wmfs.net](http://www.wmfs.net)

[www.twitter.com/westmidsfire](https://www.twitter.com/westmidsfire)

[www.facebook.com/WestMidsFire](https://www.facebook.com/WestMidsFire)



# Keeping people safe

## Safety when walking

Always walk on the pavement/footway. If you need to cross the road try not to cross between parked cars and find a place where you can be easily seen.

Look for safer places to cross that you can use such as light controlled crossings. At these crossings you need to push the button and wait for the green man to appear on the lights. Once you can see the green man you can cross the road as long as the traffic has stopped. If the red man is showing you should not cross the road.

You can find information about crossing the road safely at

<https://www.highwaycodeuk.co.uk/rules-for-pedestrians.html>

## Hate crime

Hate crime is the term used to describe an incident or crime against someone based on a part of their identity. Currently hate crime falls into five categories when a person is targeted because of their:

- disability
- race or ethnicity
- religion or belief (which includes non-belief)
- sexual orientation
- gender identity.

Hate crime can be any criminal or non-criminal act such as graffiti, vandalism to a property, name calling, assault or online abuse using social media.

Experiencing hate crime can be a particularly frightening experience as you've been targeted because of who you are, or who or what your attacker thinks you are. Unlike non-identity related offences, the attack is very personal and specifically targeted, which means it's less likely to be a random attack.

Please visit [www.dudleysafeandsound.org/hatecrime](http://www.dudleysafeandsound.org/hatecrime) for more information on hate crime and to learn about the different ways you can report it

### Remedi Hate Crime Victim Service

Remedi run a victims' service which seeks to support those who have experienced hate crime. The service provides emotional, personal and practical support for **all** victims of hate crime and accepts referrals from the police and other agencies as well as self referrals.

**Freephone, operating 9am-5pm, Mon to Fri - 0800 488 0894**





# Keeping people safe

## Domestic violence and abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship.

It isn't just physical violence - domestic abuse includes emotional, physical, sexual, financial or psychological abuse. It includes forced marriage, so-called 'honour' based violence and female genital mutilation (FGM).

Anybody can experience domestic abuse, but nobody should. If you or someone you know is experiencing domestic abuse, get help. Always call **999** if you or someone else is in immediate danger, or if a crime is in progress.

For information and advice around domestic violence and abuse visit:

[www.dudleysafeandsound.org/domesticabuse](http://www.dudleysafeandsound.org/domesticabuse)

For information and advice around stalking visit:

<https://www.dudleysafeandsound.org/stalking>

For information and advice around forced marriage and so-called 'honour' based abuse visit:

[www.dudleysafeandsound.org/forcedmarriage](http://www.dudleysafeandsound.org/forcedmarriage)

For information and advice around sexual assault and abuse visit:

<https://www.dudleysafeandsound.org/sexual-assault-and-abuse>

For information and advice around female genital mutilation (FGM) visit:

[www.dudleysafeandsound.org/violenceagainstwomenandgirls](http://www.dudleysafeandsound.org/violenceagainstwomenandgirls)

## Modern slavery and human trafficking

If you suspect someone is a victim of modern day slavery, or see something suspicious no matter how small, you can contact the Modern Slavery helpline confidentially , 24 hours a day, 365 days a year on **08000 121 700** or visit [www.modernslaveryhelpline.org/](http://www.modernslaveryhelpline.org/)

**Examples of modern slavery can include:**

- Forced labour - forcing people to work long hours for little or no pay in poor conditions under threats of violence to them or their families.
- Child trafficking - under-18s moved into and around the UK to exploit them for work, prostitution or sexual abuse..
- Domestic servitude - forcing people to work, usually in private households, doing chores and childcare duties. They may work long hours for little or no pay and have their freedom restricted.
- Criminal exploitation - making people commit crimes, such as pick-pocketing, shoplifting, growing cannabis and drug trafficking.

More information on modern slavery how to report it and other useful contacts can be found at:

[www.dudleysafeandsound.org/modernslavery](http://www.dudleysafeandsound.org/modernslavery)



# Keeping people safe

## Child sexual exploitation (CSE)

CSE is when a young person is coerced or forced to take part in sexual activity in return for some kind of payment, such as drugs, money, gifts or even protection and affection. Children or young people may be tricked into believing they're in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. This sexual activity does not have to be in person, it could be via phones or the internet in the form of images or videos. Young people do not give consent to being sexually exploited – it is a form of sexual abuse.

If you have a concern **about a child or young person call 0300 555 0050**

## Online safety

The internet and new technologies is a positive thing, it gives us opportunities to communicate with people across the world, carry out research (homework!), book travel and do our banking and shopping. However as with 'offline' life there can be risks to those who use it.

People who want to harm children, young people and adults now have more ways of doing so. Personal information that could be used to exploit or groom an individual is more accessible via the internet and various social networking sites. Websites promoting extreme or illegal behaviour can be seen as well as websites that look reliable but are in fact incorrect and sometimes illegal. We can download material that may be inappropriate and upload photos and images in seconds, without thinking about possible consequences. We can also find ourselves victims of identity theft and other types of fraud

For information about how to stay safe online and what to do if things go wrong visit:

[www.dudleysafeandsound.org/onlinesafety](http://www.dudleysafeandsound.org/onlinesafety)



# Your rights and the law

Everyone has the right to be treated with dignity and respect and everyone should have an opportunity to achieve their potential. The Equality Act 2010 protects individuals from unfair treatment and promotes a fair and more equal society. The law legally protects people from direct and indirect discrimination, harassment and victimisation in services and public functions, work, education and transport.

## Flytipping (dumped rubbish) and littering

Dumping waste where it is not allowed, or allowing others to do so, is a criminal offence. You could face very large fines and even be sent to prison. The Environment Agency work with Dudley Council to tackle the illegal dumping of waste. Where a really serious crime is being committed, the Environment Agency will get involved and we aim to prosecute.

Section 98(5A) Environmental Protection Act 1990 defines litter to include the discarded ends of cigarettes, cigars and similar products. It also includes chewing gum.

Generally, a bag of waste or less may be considered to be littering, while anything larger is usually thought of and recorded as fly-tipping.

## Anti-social behaviour (ASB)

Anti-Social behaviour can include any behaviour that causes other people alarm, harassment or distress. This can include:

- Behaviour that makes others feel threatened (for example hanging around in groups)
- Noise nuisance (for example loud music and barking dogs)
- Other unreasonable behaviour (for example littering, spitting and dog fouling)

There are laws that can be used to stop people acting in an anti-social way, Dudley Council takes this issue very seriously and will work with partners and residents to tackle any Anti-Social behaviour within the borough. For more information on ASB visit:

[www.dudleysafeandsound.org/asb](http://www.dudleysafeandsound.org/asb)

If you are suffering from any form of anti-social behaviour, please contact us on **0300 555 2345** and we will be able to discuss with you the best way of tackling the situation.

## Drugs and alcohol

It is against the law to use, possess, manufacture or supply any un-prescribed drugs. For information about the law in relation to drugs visit

[www.gov.uk/penalties-drug-possession-dealing](http://www.gov.uk/penalties-drug-possession-dealing)

In some areas of Dudley you are not allowed to drink alcohol in a public place. For information about the law in relation to alcohol visit [www.talktofrank.com/drug/alcohol](http://www.talktofrank.com/drug/alcohol)



# Your rights

## Driving in the UK

To drive a car in the UK the following documents are required:

- A driving licence for the type of vehicle driven, European licences can be used in the UK as long as the licence is valid. Licences from all other countries are valid for 12 months from the day you entered the UK. After this period you need apply for a provisional licence and retake your test.
- All vehicles must be insured, only the people listed on the insurance document are allowed to drive the vehicle.
- An MOT is a yearly test that needs to be done on vehicles aged three years and over.
- Vehicles require road tax. The money from this is paid to the government to help maintain the roads [www.gov.uk/vehicle-tax](http://www.gov.uk/vehicle-tax)

All vehicles must be driven at the correct speed limit for the road that they are being driven on. Information on speed limits and road signs can be found in the highway code [www.gov.uk/guidance/the-highway-code](http://www.gov.uk/guidance/the-highway-code)

It is illegal to use your mobile phone while driving or drive under the influence of drugs or alcohol. It is also illegal to smoke in a car with anyone aged under 18 you will be fined if you are caught doing any of these things.

If you are ever involved in an accident you **MUST**; stop, give your personal details to the other people involved and call the police if anyone is injured.

When travelling in a vehicle as either a driver or passenger you must wear your seatbelt and any passengers must also use seatbelts and appropriate child car seats. You as the driver are responsible for making sure that everyone in the car does this.

Motoring offences - [www.advicenow.org.uk/tags/motoring-offences](http://www.advicenow.org.uk/tags/motoring-offences)

Legal obligations for drivers and riders - [www.gov.uk/legal-obligations-drivers-riders](http://www.gov.uk/legal-obligations-drivers-riders)

The law in relation to seatbelts - [www.gov.uk/seat-belts-law](http://www.gov.uk/seat-belts-law)

The law in relation to child car seats - [www.gov.uk/child-car-seats-the-rules](http://www.gov.uk/child-car-seats-the-rules)

The law in relation to MOT tests - [www.gov.uk/getting-an-mot/the-mot-test](http://www.gov.uk/getting-an-mot/the-mot-test)

## Stop and search

Under certain circumstances a police officer has powers to stop and ask you what you are doing, why you are in the area and/or where you are going. You can find information about your rights at [www.west-midlands.police.uk/your-options/stop-and-search](http://www.west-midlands.police.uk/your-options/stop-and-search)



# Information, advice and support

## Citizens Advice Dudley borough

Citizens Advice provide independent, confidential and impartial advice and campaign on big issues affecting peoples lives. Their goal is to help everyone find a way forward whatever the problem they face call them on **0300 3309 044** or visit [www.citizensadvisedudley.org](http://www.citizensadvisedudley.org)

## Dudley libraries

There are libraries spread across the borough, offering a range of services which include free wi-fi and internet access at all libraries. For more information about Dudley's libraries visit [www.better.org.uk/library/dudley#](http://www.better.org.uk/library/dudley#)

## Places of worship

For information about Places of worship in the borough please visit <https://dudleyci.co.uk/categories/faith-groups>

## Immigration advice

For free, confidential and impartial legal advice, regardless of immigration status call **0300 3309 044** or visit <http://www.citizensadvisedudley.org/get-advice/immigration/>

You can also contact The Refugee and Migrant Centre on **01902 311 554** or at [www.rmcentre.org.uk](http://www.rmcentre.org.uk)

## Community information service

The directory is an online tool to find out about activities, clubs, support, health services and much more in Dudley borough and surrounding areas.

The searchable online directory also contains details of a wide range of care providers, services, self-help groups, community and voluntary organisations and much more. <https://dudleyci.co.uk/>



# Information, advice and support

## Councillors / elected members

Dudley has seventy-two councillors, three for each of the twenty-four wards in the borough. The councilors are elected by the community through a voting process.

The role of councillors includes:

- Representing the community within the council and to other agencies, such as the police and health services.
- Talking to residents in their community, and helping to find solutions to local issues.
- Telling residents in their area about the work of the council and other public agencies.

For more information and to find out how to contact your local Councillor please visit

[www.dudley.gov.uk/council-community/councillors/](http://www.dudley.gov.uk/council-community/councillors/)

## Safe & Sound

Dudley's community safety partnership, safe & sound's website has a useful topic-based Help Hub for community safety related concerns - visit

<https://www.dudleysafeandsound.org/help-hub>

## Crimestoppers

An independent charity helping law enforcement to find criminals and solve crimes. They have an anonymous 24/7 telephone number to call to pass on information about crime. You can also report via their website. Their number is **0800 555 111** or you can give information online at

<https://crimestoppers-uk.org>

## Samaritans

A charity aimed at providing support to anyone in emotional distress, struggling to cope or at risk of suicide. You can call them free of charge at any time on **116 123**.

## Victim Support

A national charity that provides information, practical help and emotional support to people who have experienced or witnessed a crime. They offer support and advice to their families and friends. You can contact the West Midlands victim care team on **0300 303 1977** or the national support line on **08 08 16 89 111** which is open 24 hours. You can also access support at [www.victimsupport.org.uk](http://www.victimsupport.org.uk)



# Information, advice and support

## Access Social Work Team based at Lye Community Project and Brierley Hill Health and Social Care Centre

The team of qualified social workers and assistant care coordinators are the first point of access and work with a range of partner organisations, offering initial information, advice and support. We refer and signposting to other services, including our preventative community-based partners

We work with a range of partners that include but not exclusively:

- Citizens advice bureau
- Housing support
- Carers Network team
- Dementia Gateway
- Police
- Integrated Community Teams with GP Surgeries.

Please contact us via the single point of access 0300 555 0055, Monday to Friday, 9.00am to 5.00pm or Email [accessteam.dachs@dudley.gov.uk](mailto:accessteam.dachs@dudley.gov.uk)

Website <https://www.dudley.gov.uk/resident/care-health/adult-health-social-care/>

## Resilience and emergency planning

Everyone should be aware that emergencies can affect individuals, families and communities without warning. Dudley Council and the Government ask all members of the community to be aware of the possibility of emergencies occurring within the locality of their homes, workplace, educational establishments or within their social activities.

In order to ensure that the council comply with this the Resilience & Emergency Planning section have produced a booklet which is available to download to advise people how to prepare for these situations. For more information visit

[www.dudley.gov.uk/council-community/emergencies/public-advice](http://www.dudley.gov.uk/council-community/emergencies/public-advice)

**If you have any feedback on this document, email [community.safety@dudley.gov.uk](mailto:community.safety@dudley.gov.uk)**