

# Life in the UK Guide

## The British way of life



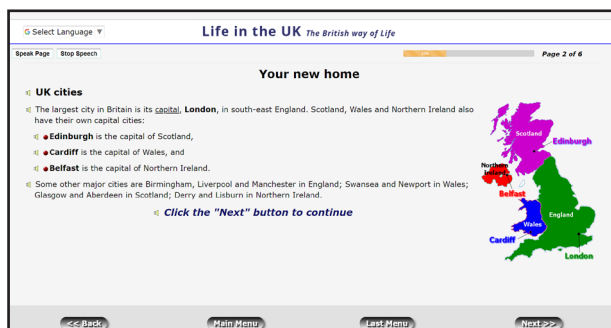
- Support for all newcomers to the UK
- Information about local housing and religion
- Travelling: your own and public transport
- Staying safe and legal
- Health, hygiene and the NHS
- Making a living and benefits and much more..

# An introduction to the Life in the UK

## - The British way of life



*Life in the UK - main menu*



*Life in the UK - your new home*



*Life in the UK - the emergency services*

Life in the UK – the British way of Life is probably the most comprehensive guide to help all newcomers to the United Kingdom.

It explains numerous things that may be different or new to them as they settle in the UK and contains all the basic facts and information needed to help them succeed in British life.

Culture, customs, religion, travelling and public transport, health, hygiene and the NHS, making a living and benefits are among the many topics covered.

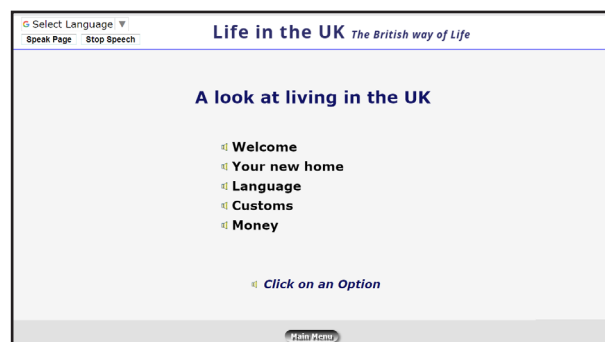


*Life in the UK - the right to vote*

# A look at living in the UK

## Welcome

The guide starts with an explanation of what is in the guide. It explains many of its features like looking up words in the glossary and lots of other features of the program. It then explains some important and useful words and finishes with one of the simple quizzes that are found throughout the guide so that what has been read in the guide has been understood.



*Life in the UK - main menu*

## Your new home

Discovering the four countries of the United Kingdom and some of the major cities in it. There is a look at the British weather and some hints and tips for newcomers to the UK.

## Language

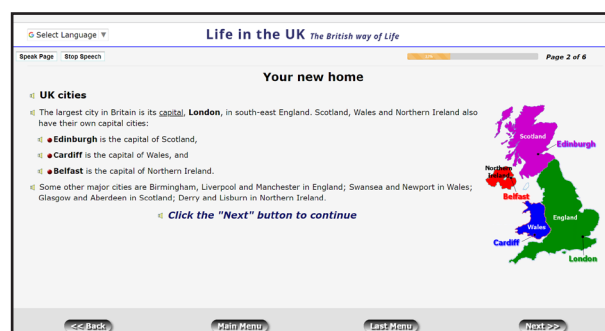
Although most people in the United Kingdom speak English there are some different languages and where they are spoken is explained. There are also many regional accents and some of the major ones are explained. Finally, there are some hints and tips to help people to improve their English and some tips for filling in forms.



*Life in the UK - money*

## Customs

A look at polite ways of speaking and body language that can be seen across in the UK. Learn how to greet people in the UK and the best way to behave in groups and good manners. The guide looks at tolerance of differences within the UK And explains that most people in the UK are okay with all other people. The British government wants people to live together happily.



*Life in the UK - your new home*

## Money

Discover the UK currency and the coins and notes used. We look at some UK customs on taking the change from shopping or other purchases, no matter how small it is, or if it should be left as a tip and how that tip should be paid.

## Life in the UK (The British way of Life) – Topic by Topic

# What you will find near your new home

## Provisions and supplies

This section shows lots of ways where food and other supplies can be bought. It first looks at the types of shops that are in the UK for to buy food from and other necessities. Next it looks at places to eat and the difference between cafes and restaurants. Other places where quick food can be obtained are also explained. There is also a section to show where to find a particular thing that a person may enjoy and shops that sell items from a person's own country. Section finishes with suggestions where shopping can be done more cheaply than in some major stores.

## Accommodation

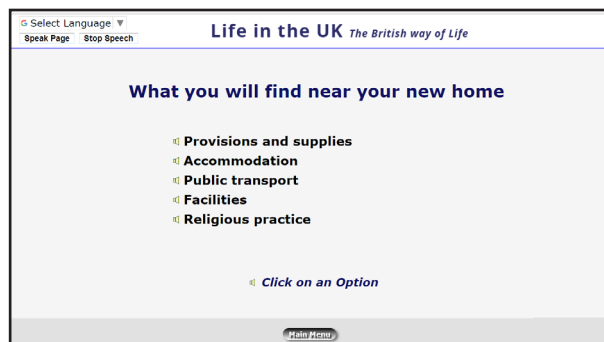
A look at some places to live in that may be suitable for people arriving in the UK. The types of places available are described and many organisations that may be able to help are listed. The types of homes available to rent are described again with links of where to find help. There are many ethnic communities in the UK and anyone preferring to live in one will find help in the guide.

## Public transport

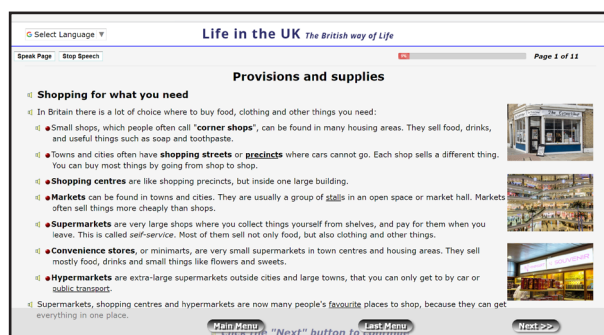
In this section there is a lot of useful information about the public transport within the UK. Buses, coaches, trains, trams, the Underground, taxis and private hire cars are all explained. How the fare for each of these my modes of transport is explained and also the best way to find cheap travel are also covered.

## Facilities

The UK has many public libraries and this section explains what they can be used for and how to find the nearest. There are also a lot of leisure and community centres offering things like a library, museum, gym, swimming pools, sports halls and how to find one is explained. Where to



*Life in the UK - what you will find near your new home*



*Life in the UK - provisions and supplies*

find public toilets (WCs) is covered together with other places that may be available. Next there is a look at postal services in the UK including Royal Mail and other delivery services. Mobile phones and networks are also covered and there is a look at where free Wi-Fi and Internet access can be found.

## Religious practice

Discover more about the UK's religious communities and find places of worship. Festivals and holy days are explained together with links where people can find out more about various religions. There are explanations about how people can carry on with their prayers and rituals. It is where they can find help with their religious needs. This action finishes with a look at diet, dress and grooming in connection with religious beliefs.



# Staying safe and legal

## Documentation

A look at all the documents needed for living in the UK. This includes passports identity cards and visa's. Details of who needs to register with the police are given together with where more information can be found. Licences are needed for some activities in the UK and what they are needed for and where to get them is given.

## Social conduct

The way that the UK recycles rubbish and how anyone can help to take care of the environment. Discover the type of clothing that is acceptable in various places. How children are educated and what they are allowed to do for work is covered too. Find out about how animals are looked after in the UK both as pets and in the wild.

## Drugs and the law

Looking at the rules concerning drinking alcohol, smoking tobacco and controlled substances.

## Safety at home

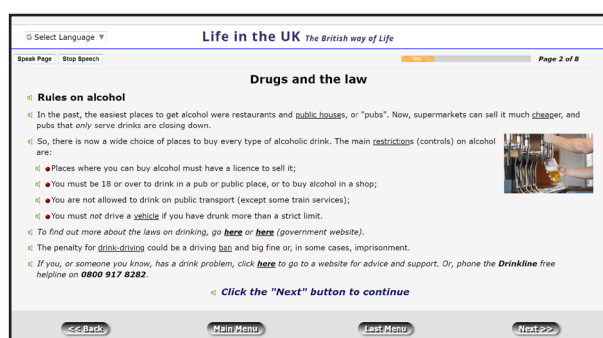
How to deal with and treat infection and infestation. We look at fire and electrical safety, gas and boiler safety including landlord responsibilities and how homes can be kept secure.

## Safety outdoors

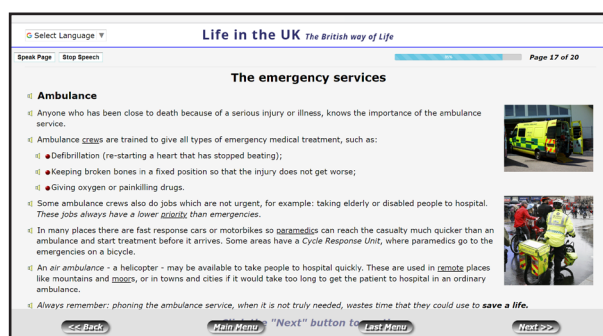
Keeping safe on the roads including ways to cross the road safely and other advice for pedestrians. There is also a brief summary for care drivers. Warnings and help is given covering pickpockets bag snatchers and muggers and racism.



*Life in the UK - staying safe and legal in the UK*



*Life in the UK - drugs and the law*



*Life in the UK - emergency services*

## The emergency services

An outline of the emergency services available in the UK, what each service does and how to contact them. Help on deciding what is a real emergency and several telephone numbers are given for various situations.

# Health, hygiene and the NHS

## Home hygiene

Covering how to treat of body infestations such as head-lice and where to get advice. Food storage is discussed, together with an explanation of the difference between “Best before” and “Use by”. The correct way to dispose and recycle rubbish is explained and the section ends with mentioning the type of pests that may be encountered in the UK and how to control them.

## Nutrition and the NHS

Where to find advice about nutrition and healthy eating, including the NHS choices website. How to avoid becoming ill and stop the spread of infections. For people who have a minor illness there is information about how to treat it.

## Local medical services

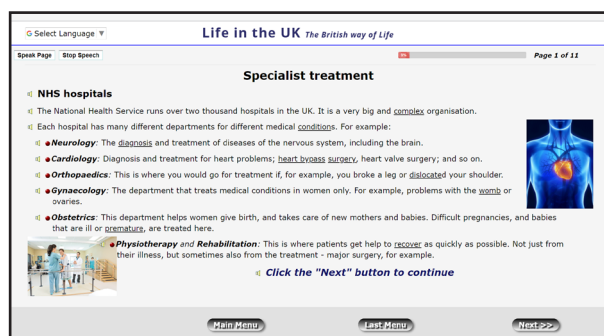
A look at pharmacies, General Practitioners (including how to register, and walk-in centres and minor Injury units. Where to take a prescription and whether payment will be required are covered too. For teeth and eyes, dental and optical treatment is covered with useful links and a number for telephone help.

## Specialist treatment

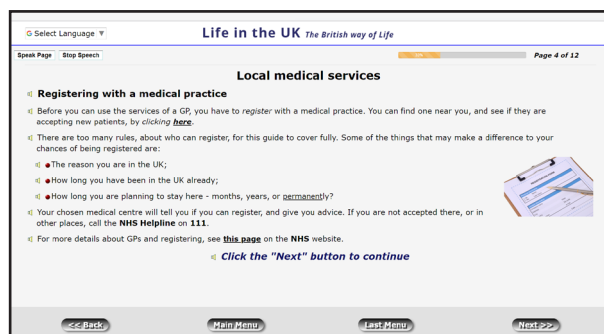
Discover the uses of NHS hospitals and their accident and emergency departments. Some of the alternatives to A & E are pointed out and information about hospital inpatients and outpatients is given. Private hospitals and clinics are also covered in the guide.



*Life in the UK - health, hygiene and the NHS*



*Life in the UK - specialist treatment*



*Life in the UK - local medical services*

# Working and the steps to citizenship

## Steps to citizenship

A look at immigration status and rights, extending or switching visas English language testing and the Life in the United Kingdom test. Other important areas covered include settlement, naturalisation and citizenship.

## Finding work

Who can work in the UK is covered followed by guidance in job preparation and CVs? Then there are some ideas of where to look for job such as job agencies, local advertising and several other places. The role of the government's Find a job scheme and Find a job and Jobcentre Plus are explained.

## Benefits

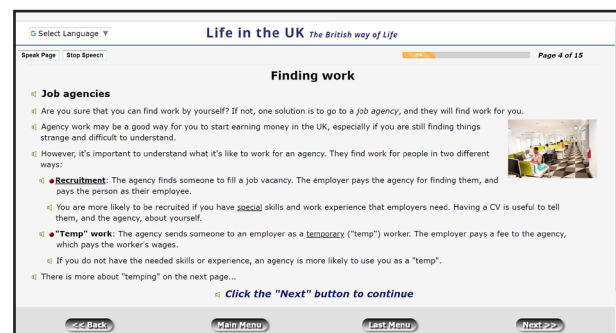
Information about who can apply for benefits and the benefits that a person may qualify for. The UK Universal credit system is explained and together with how to apply for benefits.

## Banking and money management

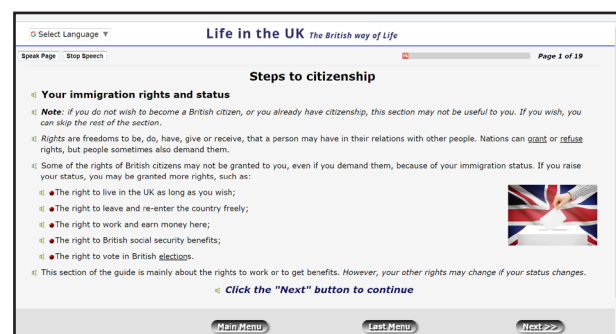
Find out about different account providers and accounts and choosing and opening an account. Bank services like Debit cards, ATM machines, depositing money and direct debits are covered together with understanding bank statements, saving money and budgeting and how to send money overseas.



*Life in the UK - working and the steps to citizenship*



*Life in the UK - finding work*



*Life in the UK - steps to citizenship*

# A better life

## Entertainment and culture

Links to various services are given in the entertainment at home section. Then the guide looks at other ways to spend leisure time such as public houses, bars, cinema, theatre and festivals. For people preferring more cultural entertainment such as museums, galleries, exhibits and art galleries. Finally, discover where to watch and play sport in the UK.

## Your own transport

Public transport was covered earlier in the guide and this section moves bicycles, cars and motorcycles. It moves on to driving a car covering lessons and the test. Then, for people who have a car, the legal requirements of insurance, tax and the MOT test are covered.

## Holidays and travel

The difference between public and bank holidays and when they happen is listed together with holiday entitlement at work. Then, for those wishing to holiday in the UK, some places to visit and links to more information are given. For anyone wanting to travel abroad, some rules are explained followed by information about airports and air travel.

## Children and schooling

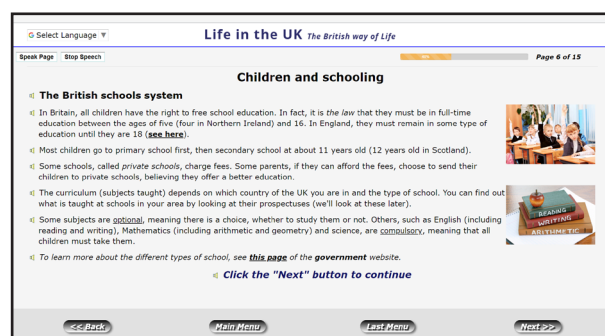
How to find childminding and pre-school places and where help with the costs may be available. The British school system is explained, including the differences between the four countries of the UK. Parents can choose a school for their child and how to do this, together with help finding the most suitable school is given.

## Further education

For people wishing to further their education, many suggestions are given including part-time courses and full-time training. The fees, and possible ways to get them funded are discussed.



*Life in the UK - a better life*



*Life in the UK - children and schooling*



*Life in the UK - the right to vote*

## The right to vote

This section starts with an explanation of the structure of the British government and tax system. It then moves on to looking at the British political parties. There is an overview of who can vote in the UK elections and how to register. Finally, the procedure for voting on election day is explained.



## Useful Links

The guide contains many links. This section brings them all together for easy access. Each page is full of the links to external sites, together with links to the relevant pages of the guide for extra information.



## The Glossary

Throughout the guide there are links to words and terms that may be new to the user. Clicking these links displays the word with its definition.



The whole glossary is also available to view by selecting it from the Main Menu.



## The 220 Soft Support Range

### Guides in the 220 Soft Support Range

The guides are updated versions of the programs that have been licenced to and used in many UK Libraries and other organisations for over twenty years.

#### Universal Credit – Step by Step

A guide to the Universal Credit system that takes you through the steps of setting up your account, how much will be paid and when it will be paid. Other useful areas like budgeting and, for those new to computing, basic computer skills are also covered.

Demo at [universalcredit.220soft.support/phoenix](https://universalcredit.220soft.support/phoenix) \*

#### Job Skills – Find and Succeed

A guide to the skills and techniques you need for finding your new job. Among the many areas covered are interview preparation and techniques, tips on finding your ideal job, your first day at work and how to get the most from your job.

Demo at [jobskills.220soft.support/phoenix](https://jobskills.220soft.support/phoenix) \*

#### Find a job – Step by Step

A guide to the government's Find a job system that takes you through the steps of setting up your account and managing it. Other useful areas like covering letters and creating CVs (with templates) and searching for jobs are also covered.

Demo at [findajob.220soft.support/phoenix](https://findajob.220soft.support/phoenix) \*

#### Life in the UK – The British way of Life

This guide is designed to support all newcomers to the UK. There is lots of useful information including customs, religion, travelling and public transport, health, hygiene and the NHS, making a living and benefits.

Demo at [lifeintheuk.220soft.support/phoenix](https://lifeintheuk.220soft.support/phoenix) \*

### Collections in the 220 Soft Support Range

The collections bring together guides to support people facing changes in their life.

#### Redundancy Support contains:

- Redundancy and adapting to change
- Universal Credit – Step by Step
- Find a job – Step by Step

Demo at [redundancy.support/phoenix](https://redundancy.support/phoenix) \*

#### Find a Job Support contains:

- Adapting to change (The above, Redundancy Support, without the mentions of redundancy)
- Universal Credit – Step by Step
- Find a job – Step by Step

Demo at [findajob.support/phoenix](https://findajob.support/phoenix) \*

#### Life in the UK Support contains:

- Settling in the UK
- Job Skills – Find and Succeed
- Find a job – Step by Step
- Universal Credit – Step by Step

Demo at [lifeintheuk.support/phoenix](https://lifeintheuk.support/phoenix) \*

#### BNO contains:

- Applying for your Hong Kong BN(O) Visa and Settling in the UK
- Job Skills – Find and Succeed
- Find a job – Step by Step

Demo at [bno.lifeintheuk.support/phoenix](https://bno.lifeintheuk.support/phoenix) \*

\* You will need a code to login to the demos. Please contact [info@220soft.co.uk](mailto:info@220soft.co.uk)