



















## Help and Advice from Local Organisations

The resource centres can be found at:-

Imerys Site	Location	Opening Times	Resource Centre Administrator
Drinnick	Drinnick Yard, Contract Services Building	08:30 – 15:00	Frank Bowman
Lee Moor	Main admin offices: Old School House	08:00 – 17:30	Jayne Jones
Par Docks	Par Dryers Main Office	08:30 – 16:30	Mary Shepherd
Par Moor	D Block Canteen	08:30 – 17:00	Tracy Gay
Treviscoe Labs	Treviscoe Lab Meeting Room	07:00 – 16:00	Sheila Caddy

### Restormel Borough Council

#### Council Tax and Housing Benefit

The Benefits section helps people of a low income towards their rent and council tax costs.

The amount of benefit you can get is based on your income and family circumstances. You will need to supply evidence of your income, household and rent costs for us to work out your benefit. Any savings you have will also be taken into account. If you have more than £16,000 in savings you will probably not be eligible to claim.

If you would like to make a claim or want more information, the offices at Penwinnick Road, St. Austell and Marcus Hill, Newquay are open from 9.00am to 5.00pm Monday to Friday. Alternatively you can telephone 01726 223584 or 01726 223582 or visit [www.restormel.gov.uk/index.cfm?articleid=3192](http://www.restormel.gov.uk/index.cfm?articleid=3192).

#### Housing

The Housing Options section offer advice and assistance for individuals, families and landlords in the Restormel area. It is very important that if you are having difficulties with the security of your tenure, paying your rent, or mortgage that you contact the Housing Options team as soon as possible. The Council has resolved the problems with finding accommodation in nearly seven hundred cases and prevented homelessness.

## Help and Advice from Local Organisations

Many of the households approaching the Council for advice and assistance are facing difficulties and the Council offers a wide range of prevention measures including:

- Information on single homeless schemes, and other services available in the area
- Providing lists of letting agents and advice on how to look for properties
- Mediating with landlords and parents to resolve the problems
- Negotiating with landlords and Mortgage companies
- Advice on Court proceedings and illegal eviction
- Providing tenancy support to sustain current accommodation
- Providing rent bond or finders fees to pay deposits (subject to conditions)
- Tenancy top up, a short-term measure for affordability issues and in some circumstances tenancy savers to reduce arrears.

Further information can be obtained by contacting the Housing Options Service on 01726 223414 or by visiting the Council's website: <http://www.restormel.gov.uk/index.cfm?articleid=13792>

### Jobcentre Plus

The following information describes the way to make a claim, how to look at vacancies held by Jobcentre Plus and the addresses, telephone numbers and opening hours of the Jobcentres in the Restormel area. Contact the Jobcentre on your first day of unemployment.

#### To make a claim for Jobseeker's Allowance:

To make a claim for Jobseeker's Allowance the first stage is to ring the First Contact Centre on 0845 6021036. This service is available Monday to Friday from 8.00am to 6.00pm.

#### To look for a job:

Visit the Jobcentre Plus website at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) or telephone Jobseeker Direct on 0845 6060234.

## Help and Advice from Local Organisations

### The Jobcentres in the Restormel area are:

#### St Austell

St Austell Jobcentre Plus  
17 South Street  
St Austell  
PL25 5TY

Tel: 01726 294000

#### Newquay

Newquay Jobcentre Plus  
32 East Street  
Newquay  
TR7 1BH

Tel: 01637 894900

Opening Hours for both of the above Jobcentres are:  
Monday, Tuesday, Thursday & Friday – 9.00am – 5.00pm  
Wednesday – 10.00am – 5.00pm

## Cornwall County Council

### Free School Meals and School Clothing Grant

The County Council operates a free school meals service for over 9000 students in Cornwall. Details of eligibility are to be found on the County Council website: <http://www.cornwall.gov.uk/index.cfm?articleid=507> or by calling 01872 324411 or 01872 324412.

For pupils eligible for Free School Meals and entering Year 7, a clothing grant of currently £30 may be available. Details of eligibility are to be found on the County Council website: <http://www.cornwall.gov.uk/index.cfm?articleid=11539> or by calling 01872 324411 or 01872 324412.

### School Transport

Details of the County Council school transport policy are to be found on the County Council website: <http://www.cornwall.gov.uk/index.cfm?articleid=474> or by calling 01872 322407.

# Help and Advice from Local Organisations

## Cornwall Enterprise

Cornwall Enterprise is the economic development arm of Cornwall County Council. Services include the following:-

**JobLine Staffing** is a temporary staffing agency providing staff to the public sector including the County Council, District Councils and Health Authority. Vacancies covered range from administrative to driving and construction. Further details can be found on the JobLine Staffing website: [www.joblinestaffing.co.uk](http://www.joblinestaffing.co.uk) or by calling 0800 085 6484.

**Enterprise Edge** is a specialist business research and information service, which may be of interest to anyone preparing a business plan to start their own business. Further details can be found on the Enterprise Edge website: [www.enterprise-edge.co.uk](http://www.enterprise-edge.co.uk) or by calling 0800 052 3942.

## Cornwall & Isles of Scilly Primary Care Trust

The threat of redundancy can affect your mental well-being and it is important that you look after yourself and be aware of the warning signs that you are not coping. For example, lack of energy and motivation; disturbed sleep; changes in mood; increase in alcohol / tobacco consumption; feelings of despair and / or worthlessness.

### What can you do:

Make sure you are getting enough nutrients in your diet and drink plenty of water to avoid lethargy; increase your physical activity levels as this can give you more energy and help you feel better about yourself; stop smoking and reduce alcohol intake; SEEK HELP ... don't be afraid to talk to someone whether it be your GP or Practice Nurse, your friends or family; or the Samaritans who can be contacted on 08457 909090.

## Help and Advice from Local Organisations

### Citizens Advice Bureau

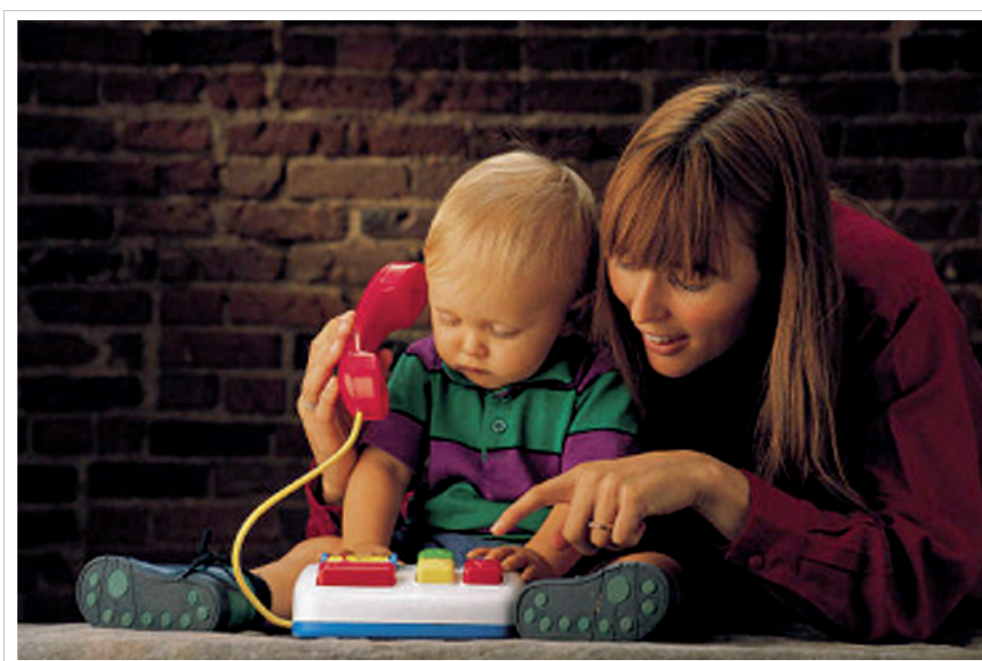
The Citizens Advice Bureau can help you to resolve your legal, money and other problems by providing free, independent and confidential advice. They can offer a wide range of advice including working out which bills you should pay first, helping you to fill in benefit forms and giving you legal advice. For more information please contact the Citizens Advice Bureau on 01726 63131. If you are unable to get through please ring 01726 66181 and leave a message.

### The Family Information Service

The Family Information Service can help with free information and advice on registered childcare and family support services within the St Austell area. For more information please contact them on their freephone number - 0800 587 8191 or if you would like a face-to-face chat please contact the Information Advisor for the Restormel District on 01726 874010. Help is also available from their Help! Guide or online service directory at [www.cornwall.gov.uk/cypfdirectory](http://www.cornwall.gov.uk/cypfdirectory)

### Children's Centres

Children's Centres are multi agency centres bringing services into one place to be accessed by parents and carers as needed. Primarily aimed at parents and carers with children aged 0-5, many have childcare on site and offer a variety of activities.



## Help and Advice from Local Organisations

### Children's Centres

<p><b>Bugle Children's Centre</b> Bugle Village Hall 18 New Street Bugle St Austell PL26 8PG</p> <p>Telephone: 01726 850008</p>	<p><b>Luxulyan Children's Centre</b> Luxulyan Village Hall Kitts Place Luxulyan St Austell PL30 5EE</p> <p>Telephone: 01726 850373</p>
<p><b>Newquay Children's Centre</b> Trenance Infant School Trenance Road Newquay TR7 2LU</p> <p>Telephone: 01637 874532</p>	<p><b>Roche Children's Centre</b> Roche CP School Fore Street Roche PL26 8EP</p> <p>Telephone: 01726 891597</p>
<p><b>St. Austell Family Centre</b> Woodland Road St Austell PL25 4RA</p> <p>Telephone 01726 74969</p>	<p><b>The Burrows Children's Centre</b> Lamellyn Road Par PL24 2DD</p> <p>Telephone: 01726 815958</p>
<p><b>Treverbyn Children's Centre</b> Treverbyn CP School Stenalees St Austell PL26 8TL</p> <p>Telephone: 01726 852737</p>	<p><b>Kidstart St. Dennis</b> St Dennis CP School Carne Hill St Dennis PL26 8AY</p> <p>Telephone: 01726 822700</p>

# Help and Advice from Local Organisations

## The Learning and Skills Council

### How can the Learning and Skills Council (LSC) help you?

The LSC plan and fund post 16 education, so if you want to boost your skills to help you get another job or help you develop in your current post you may wish to take some advice from 'nextstep' (funded by the LSC) who offer information and advice on learning and work, or you may wish to contact one of the colleges in Cornwall (also funded by the LSC) who will offer all sorts of training from improving your English and Maths skills to full qualifications that will help you progress in your career.

### Further information is available from the following:

Organisation	Telephone number	Website address
Learning and Skills Council West of England Regional Office	0870 900 6800 0845 019 4168	<a href="http://www.lsc.gov.uk">www.lsc.gov.uk</a>
nextstep	0845 8 50 50 70	<a href="http://www.nextstep-cds.org.uk">www.nextstep-cds.org.uk</a>
Cornwall College (St. Austell)	01726 226626	<a href="http://www.st-austell.ac.uk">www.st-austell.ac.uk</a>
Truro College	01872 267000	<a href="http://www.trurocollege.ac.uk">www.trurocollege.ac.uk</a>

## Link into Learning

Link into Learning can help you respond to the challenge of redundancy. Free and flexible learning centres can offer:

- Communication, English and Maths skills
- National qualifications, achievable in weeks if you lack GCSE's
- Interview, presentation, CV writing, and jobsearch skills
- A brush up on basic computer skills

## Help and Advice from Local Organisations

Contact your nearest centre to arrange a start date or for an informal chat.

Link into Learning Centre	Contact	Telephone Number
St. Austell	Jean Budd	01726 69475
St. Dennis	Tina Kutter	01726 824319
Bodmin	Anne Jones	01208 77956
Wadebridge	Hilary Allen	07971919043
Newquay	John Elliott	01637 872527

For centres across the rest of Cornwall please contact Link into Learning's Head Office on 01726 816550.

Link into Learning offers free, friendly, flexible help with the essential skills of adult literacy, numeracy and English for speakers of other languages.

**Literacy** Covers English reading and writing skills including spelling, punctuation and grammar, as well as the communication and study skills which will help you move on to further learning.

**Numeracy** Involves handling the numbers, data, diagrams, measurements and money calculations which you might come across at work or in everyday life. It goes up to the equivalent of GCSE level maths.

### Connexions

**Connexions Cornwall and Devon Ltd – one company providing two services**

**nextstep** – a service for adults aged 20 and over.

**nextstep** advisers are dedicated to helping you deal with your situation and plan your way forward.

## Help and Advice from Local Organisations

### nextstep offer free:

- support – talk to them in confidence about your situation, they have local knowledge and experience.
- advice – they will discuss your options and help you sort out your ideas.
- information – contact details and resources, giving you what you need.

For further information please visit [www.nextstep-cds.org.uk](http://www.nextstep-cds.org.uk) or phone the nextstep enquiry line on 0845 8 50 50 70

**Connexions Cornwall and Devon**, a service for young people aged 13-19, delivers impartial information, advice and guidance on learning, training and work opportunities available to young people. The service also helps young people on a whole range of issues including relationships, health, money and much more.

For further information please log on to [www.connexions-cd.org.uk](http://www.connexions-cd.org.uk) or phone 0800 97 55 111

### The Court Service

Difficulties that you may encounter are court proceedings for debt, bailiffs calling to enforce payment, re-possession of property, divorce and family proceedings. If you find yourself with problems in any of these areas the court may be able to assist. The staff at the court can take you through the court procedures and can assist you if you encounter difficulties with forms; they can arrange for you to attend the court for a pre-hearing visit. The bailiffs can often arrange for payment to be made over a period of time and can liaise with the creditor on the Defendant's behalf.

Communication with the court is always important. A duty solicitor attends the court on certain dates when it may be possible to obtain free legal advice on re-possession and eviction (depending on your circumstances).

The Court has an extensive range of leaflets that explain procedures fully and can be contacted on 01208 74224. Free legal information, help and advice is available from the Community Legal Service Direct on 0845 345 4 345 or [www.Clsdirect.org.uk](http://www.Clsdirect.org.uk).

## Effect on Welfare Benefits

### How will my last payment affect the benefits I get?

#### Redundancy Payment

Will be treated as capital and may affect your entitlement.

#### Pay in Lieu of Notice and Holiday Pay

You will be treated as working for any period covered by payment in lieu of notice and holiday pay. However you will still need to make a claim for Jobseeker's Allowance at the Jobcentre to protect your National Insurance contributions. Telephone the First Contact Centre on 0845 602 1036.

Payment in lieu of notice and holiday pay will also affect entitlement to:

- Housing Benefit
- Council Tax Benefit

#### Occupational and Personal Pensions

If you are in receipt of an occupational, private or personal pension this may affect your Jobseeker's Allowance entitlement.

#### Passport to Other Benefits

If you receive Income Based Jobseeker's Allowance you may be entitled to help with the cost of:

- *Housing Benefit and Council Tax Benefit*  
Further details can be obtained by contacting the Benefits Section at Restormel Borough Council on 01726 223584 or 01726 223582 or at [www.restormel.gov.uk/index.cfm?articleid=3192](http://www.restormel.gov.uk/index.cfm?articleid=3192).
- *Free School Meals / Milk tokens for children under school age*  
Further details can be obtained by contacting Cornwall County Council on 01872 324411 or 01872 324412 or via their website at [www.cornwall.gov.uk/index.cfm?articleid=507](http://www.cornwall.gov.uk/index.cfm?articleid=507).

## Effect on Welfare Benefits

- *NHS health costs*

This includes help towards:

- Prescriptions
- Dental treatment
- Sight tests
- Glasses and contact lenses
- Travel to hospital for NHS treatment

A leaflet is available from the NHS, which gives further guidance and advice. Please contact the NHS on 08701 555 455 and ask for leaflet HC11 or search for HC11 at [www.dh.gov.uk](http://www.dh.gov.uk).



### Help with health costs

Can you get help with the cost of:

-  Prescriptions
-  Dental treatment
-  Sight tests
-  Glasses or contact lenses
-  Wigs or fabric supports from a hospital
-  Travel to hospital for NHS treatment?

PICK UP LEAFLET  
**HC11 HERE**  
OR RING  
**08701 555 455**  
AND ASK FOR  
**LEAFLET HC11**  
OR SEARCH FOR HC11 AT  
**www.dh.gov.uk**

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# Job Search

## Applying for a job

Once you have found a job you are interested in you will find that there are lots of different ways of applying. Companies may want you to:

- complete an application form, or
- write to them enclosing your CV.

A CV is a short account about you, your work experience and qualifications. It should ideally be two sides of A4 giving a potential employer key facts about you. If you have a disability which means you are unable to produce a written, or typed, CV, you could send an audio version.

## Going for an interview

You need to prepare for your interview before the day.

- Try to get as much information about the company and the job as you can
- Find out if the interview involves a test and what it might entail
- Plan your journey and leave plenty of time for getting there
- Prepare for questions you might be asked
- Think about questions you may want to ask them
- Take plenty of time to get ready
- Think about what you will wear

## At the interview

- Try to be relaxed
- Take any supporting documents with you, for example certificates, driving licence etc
- Take a copy of the application form, to remind you of what you have said
- Be polite and friendly
- Look interested, but don't talk too much!
- Sell yourself and be positive.

Remember that employers like people who listen, answer questions with examples, come prepared and appear confident.

## Job Search

### If you get the job

Congratulations! You will need to formally accept the job and agree a start date. You will also need to let your Jobcentre know if you are claiming benefits, so your payments can be made up to date. They will send you a new P45 to take to your new employer. Contact your local Jobcentre by telephoning 01726 294000 (St. Austell) or 01637 894900 (Newquay).

### If you don't get the job

Don't get disheartened. Remember every interview is a chance to gain more experience and to improve your techniques. Always ask the employer for feedback, you can use this information to improve for your next interview.

### Work trials

A work trial is an opportunity for you and an employer to try each other out. You could try out a job for up to three weeks. You will still get your benefits as well as receive travel and meal expenses while you are on a work trial. Talk to your local Jobcentre Plus adviser for more details. Contact your local Jobcentre by telephoning 01726 294000 (St. Austell) or 01637 894900 (Newquay).

### Alternative ways of making a living

Self Employment: A helpful contact for advice on how to set up your own business is Business Link Devon & Cornwall. Visit their website at [www.blde.co.uk](http://www.blde.co.uk) or ring 0845 600 99 66.

### Voluntary Work

Volunteering can provide you with a wealth of experience and new skills to enhance your chances of getting a job. The National Association for Voluntary and Community Action (NAVCA) is a national organisation looking for volunteers in your area. Visit their website at [www.navca.org.uk](http://www.navca.org.uk) or contact them on 0114 278 6636. There is also the Cornwall Centre for Volunteers and you can visit their website at <http://www.ccfv.co.uk> or contact them on 01872 265305.

## Useful Contacts and Websites

### Useful contacts, websites and telephone numbers

All Cornish libraries have access to the Internet through the People's Network. The first half an hour of computer use is FREE FOR EVERYBODY. If you need a computer for longer than this, or if you need to print, charges will apply.

If you are entitled to concessions you can have one free hour and can extend free use by two further half hour sessions if no other customers are waiting. The concessions apply to people in receipt of the following benefits:

- Council Tax Benefit
- Housing Benefit
- Job Seeker's Allowance (income-based)
- Working Tax Credit
- Income Support
- Pension Credit

If you are entitled to concessionary use, you will be asked for proof each time you visit unless you become a library member.

Details of libraries within the Restormel area can be found in the table below.

Cornwall Library Service	
Fowey Library	<a href="http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=9">http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=9</a> 01726 832332
Lostwithiel Library	<a href="http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=18">http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=18</a> 01208 872747
Newquay Library	<a href="http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=19">http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=19</a> 01637 873538
Par Library	<a href="http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=24">http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=24</a> 01726 814853

## Useful Contacts and Websites

St. Austell Library	<a href="http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=21">http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=21</a> 01726 73348
St. Columb Library	<a href="http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=30">http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=30</a> 01637 881480
St. Dennis Library	<a href="http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=46">http://db.cornwall.gov.uk/librarydb/info/details.asp?lbid=46</a> 01726 823149
<b>Employment</b>	
Jobseeker Direct	<a href="http://www.jobcentreplus.gov.uk">www.jobcentreplus.gov.uk</a> 0845 606 0234 01726 294000 (St. Austell) 01637 894900 (Newquay)
Jobline Staffing	<a href="http://www.joblinestaffing.co.uk">www.joblinestaffing.co.uk</a> 0800 085 6484
Enterprise Edge	<a href="http://www.enterprise-edge.co.uk">www.enterprise-edge.co.uk</a> 0800 052 3942
Penna	<a href="http://www.penna.com">www.penna.com</a> 01736 756295
National Association for Voluntary and Community Action	<a href="http://www.navca.org.uk">www.navca.org.uk</a> 0114 278 6636
Cornwall Centre for Volunteers	<a href="http://www.ccfv.co.uk">www.ccfv.co.uk</a> 01872 265305
<b>Training</b>	
Link into Learning (Head Office)	01726 816550
Jobcentre Plus	<a href="http://www.jobcentreplus.gov.uk">www.jobcentreplus.gov.uk</a>
Connexions (Careers Service)	<a href="http://www.connexions-cd.org.uk">www.connexions-cd.org.uk</a> 0800 97 55 111

## Useful Contacts and Websites

Business Link Devon & Cornwall	<a href="http://www.bldc.co.uk">www.bldc.co.uk</a> 0845 600 99 66
Learndirect Course and Centre Information Careers Advice	<a href="http://www.learndirect.co.uk">www.learndirect.co.uk</a> 0800 101 901 0800 100 900
Learning and Skills Council West of England Regional Office	<a href="http://www.lsc.gov.uk">www.lsc.gov.uk</a> 0870 900 6800 0845 019 4168
nextstep Advice on learning and work	<a href="http://www.nextstep-cds.org.uk">www.nextstep-cds.org.uk</a> 0845 8 50 50 70

### Money Matters and Redundancy Advice

Jobseeker's Allowance	0845 602 1036 (First Contact Centre)
Department of Trade & Industry	<a href="http://www.dti.gov.uk">www.dti.gov.uk</a> 0845 145 0004
Department of Work & Pensions	<a href="http://www.dwp.gov.uk">www.dwp.gov.uk</a>
The Insolvency Service	<a href="http://www.insolvency.gov.uk">www.insolvency.gov.uk</a>
Redundancy Payments Helpline	0845 145 0004
Occupational Pensions Advisory Service	<a href="http://www.opas.org.uk">www.opas.org.uk</a> 0845 601 2923
The Pension Service	<a href="http://www.thepensionservice.gov.uk">www.thepensionservice.gov.uk</a> 0845 60 60 265
National Debtline	<a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a> 0808 808 4000
Citizens Advice Bureau	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a> <a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a> (Online advice) 01726 63131

## Useful Contacts and Websites

Child Support Agency	<a href="http://www.csa.gov.uk">www.csa.gov.uk</a> 08457 137 000 08457 137 217 (minicom)
Restormel Borough Council Council Tax & Housing Benefits Housing Options Service	<a href="http://www.restormel.gov.uk">www.restormel.gov.uk</a> 01726 223584 or 01726 223582 01726 223414
Cornwall County Council	<a href="http://www.cornwall.gov.uk">www.cornwall.gov.uk</a> 01872 322000
Bodmin County Court	01208 74224
Community Legal Service Direct	<a href="http://www.Clsdirect.org.uk">www.Clsdirect.org.uk</a> 0845 345 4 345
<b>Trade Unions</b>	
Trade Union Congress (TUC)	<a href="http://www.tuc.org.uk">www.tuc.org.uk</a> <a href="http://www.worksmart.org.uk/rights">www.worksmart.org.uk/rights</a> <a href="http://www.unionlearn.org.uk/southwest">www.unionlearn.org.uk/southwest</a> 01209 611604 (Cornwall) 0870 600 4882 (National)
ACAS	<a href="http://www.acas.org.uk">www.acas.org.uk</a> 08457 47 47 4708456 06 16 00 (Textphone Users)
Transport & General Workers Union(T&GWU)	<a href="http://www.tgwu.org.uk">www.tgwu.org.uk</a> 01726 76043
GMB	<a href="http://www.gmb.org.uk">www.gmb.org.uk</a> 01752 660219
Amicus the Union	<a href="http://www.amicustheunion.org.uk">www.amicustheunion.org.uk</a> 01752 675970

## Useful Contacts and Websites

### Health & Well-Being

Department of Health	<a href="http://www.dh.gov.uk">www.dh.gov.uk</a> 08701 555 455
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Samaritans	08457 909090
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### Children's Centres

The Family Information Service	<a href="http://www.cornwall.gov.uk/cypfdirectory">www.cornwall.gov.uk/cypfdirectory</a> 01726 874010
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The Burrows Children's Centre	01726 815958
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Treverbyn Children's Centre	01726 852737
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Roche Children's Centre	01726 891597
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Kidstart St. Dennis	01726 822700
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Bugle Children's Centre	01726 850008
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Luxulyan Children's Centre	01726 850373
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Newquay Children's Centre	01637 874532
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St Austell Family Centre	01726 74969
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**Restormel**  
Borough Council



**IMERYS**



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**CORNWALL**  
COUNTY COUNCIL



TRANSPORT & GENERAL WORKERS' UNION

**connexions**

CORNWALL AND DEVON



Part of the Department  
for Work and Pensions

**Family**  
Information Service  
Putting children and families first



Services for  
Children  
Young People  
& Families

the charity for  
your community



Penna

**dcbc**  
DEVON & CORNWALL BUSINESS COUNCIL  
THE BUSINESS VOICE FOR A BETTER FUTURE