WELCOME TO MANCHESTER

This booklet has been designed to help you to adjust to living in the UK, and Manchester in particular, by providing you with information on a wide range of topics. It is intended to give you an overview and signpost you to other sources of information. Thank you for choosing The University of Manchester as your employer and we hope that you will settle in smoothly.

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Please note that any fees quoted in this document are correct at time of publication.
The Basics

Police registration
Certain nationalities are required to register with the police within seven days of arrival in the UK. Please check the stamp in your passport/visa to see if you need to register. If you are required to register, you must make an appointment to visit the International Registration Office, which is located at:

Greater Manchester Police
Bootle Street
Manchester
M2 5GU

tel 0161 856 3320
email gmp.ivro@gmp.police.uk
website www.gmp.police.uk

Opening hours
Monday, Tuesday, Thursday, Friday:
8.30am - 4.45pm
Wednesday: 8am - 12noon

You must take with you:
• Your passport
• Your visa
• One passport size photo
• Your employment contract
• £34 registration fee per person in cash.
You will be asked to fill in an application form when you get to the office.

Please note that during September there will be a high number of international students using this service and you will have to book an appointment in advance. You must make the appointment within 7 days of arrival, but due to the large numbers of students arriving, the Registration Office may not be able to see you for several weeks. This will not affect your immigration status and Greater Manchester Police confirm that as long as you have made an appointment within 7 days of your arrival you will have fulfilled your legal obligations and your immigration status will be secure.

Safety and security
Manchester is a safe place to live, but as in all cities you need to be aware of your own safety and security. You can get more information on safety and security on campus and how to reduce your risk of crime here:

www.estates.manchester.ac.uk/crimereduction/crimereduction.html
#personalsafety

Induction
Every new member of staff should receive an induction. This will provide you with information about:
• Your employment contract and its terms and conditions
• How to apply for a staff card
• Car parking, season ticket loans, and transport information
• How to get a computer and email account
• University policies, for example the Equal Opportunities Policy and the Bullying, Harassment and Discrimination Policy
• University procedures

Further information on all these things and more is available on the University’s Staffnet pages online at:

www.staffnet.manchester.ac.uk

‘Ask Me’
The ‘Ask Me’ campaign operates at the start of term and is designed to provide information for students, but as a new member of staff you might also find it helpful. People new to the University are encouraged to ask for help from the 3,000 staff and students around the University wearing purple ‘Ask Me’ badges located on the ground floor of University Place (building 37 on the campus map).

Accommodation

One of the most important things you’ll need to think about will be your accommodation. However, it can be difficult to arrange accommodation in the UK while you are abroad, so many new staff make arrangements to stay temporarily in hotel accommodation or bed and breakfast while viewing prospective properties.

Letting and buying
Depending on your circumstances and whether your relocation to Manchester is short or long term, you have two accommodation options: to let or to buy.

Buying a property means that you buy the deeds to a property and become the owner. Because of the expense, the majority of people in the UK opt not to buy a property outright and arrange a mortgage with a bank. There are a great many options when it comes to mortgages and buying property; if you are considering this option, you should seek the advice of independent financial advisors and estate agents.

How to find property
The Accommodation Office is responsible for the University-owned halls of residence; however, the University has very little accommodation available to visitors because it is primarily allocated to students. There are a number of more appropriate resources available in your search for accommodation.

Manchester has numerous letting agencies which can easily be found with an internet search. This link may also prove useful:

www.rightmove.co.uk/estate-agents/Manchester.html

There are also a number of properties available on the University intranet:

www.themarketplace.staffnet.manchester.ac.uk
Estate agents

There are a large number of estate agents in the Manchester area that have properties to let or buy. Most have their own websites with contact and branch details; some also allow you to preview properties. Examples of these include: www.rightmove.co.uk and www.findaproperty.com

These operate on a national level, though there are many local estate agents that specialise in Manchester properties. It is a good idea to check with the department that you are visiting or joining as they may have knowledge of local accommodation.

We advise you to read any lease/contract very carefully and, if in doubt, to seek advice.

Time frame

You should allow one to two weeks before you start work to find accommodation; this will allow you time to search for and view rented properties. Buying a property typically takes two to three months but varies depending on the property; you may wish to consider rented accommodation while you are looking for somewhere to buy.

Furnishings and fittings

Rented accommodation normally states whether it is furnished, part furnished or unfurnished. Unfurnished means that no furniture is supplied, although carpets, curtains and light fitting are normally supplied as standard.

Definitions of Furnished and Part Furnished in self-catered accommodation will vary according to the size and type of accommodation rented. No hard and fast rules can be laid down about what should be provided so you should always check carefully to ascertain what services and equipment are provided by the person you are renting from - known as the landlord/landlady before signing a contract or agreement.

However, rooms are expected to be clean and comfortable, well lit and adequately heated. A vacuum cleaner is usually provided and if the landlord asks that the garden be kept tidy, a supply of garden tools is normally provided. Carpets, curtains and light fittings should be supplied as standard equipment. Some landlords include extras such as a television, washing machine, telephone etc.

Cooking and dining facilities should be appropriate to the number of people in the property houses, as should bathroom and toilet facilities.

You will want a bed, an adequate wardrobe and drawer space for storing clothes. These should be provided in furnished accommodation.

Occupancy requirements

Rent

Rent is fixed by the owner of the accommodation and will vary depending on the location of the property, the type of accommodation, the standard of decoration and furniture provided etc. Rent is normally payable throughout the year, including vacations. It is common for rent to be paid monthly by direct debit or standing order rather than in cash. The exact arrangements will depend on what you agree with your landlord/landlady.

Utility bills

Rent usually excludes payment for gas, electricity and water, these will normally be covered by the tenant. There are a number of providers that offer these services and you should investigate your options. Please note that depending on a property's cooker and type of heating it may not have a gas supply.

When you move, if you do not know who is currently supplying the property, you need to find out. Call 0870 608 1524 for gas and contact the electricity distribution company for your area. You can find out who this is on the National Grid website: www.nationalgrid.com/uk/Electricity/AboutElectricity/DistributionCompanies

You should immediately take the meter readings in the property as you will need to tell the provider these and it helps to ensure you only pay for what you use. Keep these readings as you will want to check they are correct against your first bill.

Some properties have meters that work by token, key or card. This is a 'pay-as-you-go' option and is more expensive than having a credit meter. You should contact the supplier immediately to request a new key or payment card, or to enquire about changing to a credit meter.

More information can be found on the Directgov website (www.direct.gov.uk) and for more specific information please contact the utility supplier directly.

Council tax

All properties are liable for council tax, which is a tax on individual domestic dwellings. Council tax bills depend on the home's valuation band. If you do not rent a property for a full 12-month period, you will only pay a proportion of the council tax.

If you are the sole occupant of a property you will be eligible for a single occupancy discount.

For more information please visit: www.manchester.gov.uk/counciltax

TV licences

Everyone who has a television set or who watches live TV through another device legally requires a television licence. This allows the person named on it and any member of the household to use one or more television sets.

To purchase a television licence you need to complete a form and pay a fee at any post office or make payment online at: www.tvlicensing.co.uk

A TV licence will last you for one year from the first day of the month of issue.

Rubbish and recycling

All local councils in the UK, including Manchester City Council, offer rubbish and recycling collection services. The days and frequency of these collections, and what can be recycled, is specific to the property's location.

This information is available on this website: www.manchester.gov.uk/bincollections
Free health treatment is available on the UK’s National Health Service (NHS) to all staff working in the UK for longer than six months, as well as to all citizens from EU countries and those with reciprocal health agreements.

Registering with a doctor
If you are working here for six months or more, you must register with a local doctor (known as a general practitioner or GP) within a mile radius of where you live to be eligible for free health care. Lists of doctors are available from local post offices and Occupational Health at the University.

Register with a doctor as soon as possible. You will receive a National Health Card after a few weeks.

Free medical treatment does not apply to visiting relatives, only to your immediate family i.e. your spouse and children.

When making an appointment, please be aware that it is usual to wait for 2-3 days before you can see a doctor. For non urgent cases this wait can be around one week.

Prescriptions
If appropriate, a doctor may issue you with a prescription for medicine which you can collect from a pharmacy. Prescriptions, issued by a doctor incur a small charge, currently £7.85. If you need to be on continued medication, you may find it cheaper to get a Prescription Pre-Payment Certificate. Your doctor will be able to advise you further.

Medical insurance
Any staff or spouse here for less than six months is advised to take out medical insurance, unless you are from an EU country or a country with a reciprocal health agreement. It is best to do this in your home country as medical insurance in the UK can be very expensive.

Accident and emergency
Treatment is free for everyone via hospital accident and emergency departments, although there may be a small charge in the case of road traffic accidents if you are taken to hospital by ambulance. Communicable diseases, compulsory psychiatric treatment and family planning services are also free of charge. In an emergency you should dial 999 and ask for an ambulance. This call is free of charge and can be made from any telephone.

For non-urgent problems - i.e. cold, throat infection, hayfever you can always consult a pharmacist at your local chemist.

Dental
Staff are encouraged to register with an NHS dentist. Always check if the dentist offers NHS treatment (there is a scale of small, fixed charges) as some dentists do not offer this. Free treatment is available from the Dental Hospital but only with emergency dental problems and you still need to be registered with a dentist.

If you do have a dental emergency, you should go to the Dental Hospital (building 41 on the campus map) which is open Monday to Friday. You should go early (from 7.30am) as you may have to queue. Alternatively, you can call the Emergency Dental Hotline 0845 601 8529.

Opticians
Anyone who needs optical treatment can make an appointment with any optician of their choice. There is a minimum charge for eye tests. If you are on a low income, you may be able to receive help towards the cost of optical treatment. You should collect a HC11 form either from a pharmacy. There is an optician based in the Carys Bannister Building (building 70 on the campus map).

Pharmacies
There are many pharmacies/chemists in Manchester - some of them are open late and can provide expert help by trained professionals on a wide range of health issues. See www.nhs.uk/livewell/pages/pharmacyfacts.aspx for further information

Smoking
Smoking is not permitted in any University buildings; indeed it is illegal to smoke in any enclosed public space. Even when you are outside, you will need to check whether you are in a no smoking zone as sometimes these are outside of buildings to protect people working inside.

Additional University help
The University also operates a free occupational health service. Please note this is not a GP practice and staff are advised to register with a doctor.

Health Service for Staff (Occupational Health)
Waterloo Place
184 Oxford Road
9am–5pm (weekdays)
Tel +44 (0)161 275 2858

HC11 forms
If you are on a low income, you may be eligible to receive help towards cost of prescriptions, dental treatment and opticians. An HC11 leaflet and form is available at all these service providers, pharmacies and online (www.nhs.uk) and outlines who is eligible.

If for any reason you are taken ill and have not registered with a GP, you can go to the Primary Care Emergency Centre (Walk-in centre) at Manchester Royal Infirmary. It is open Monday to Friday 8.30am - 10pm and weekends and bank holidays 10am - 10pm.
TRAVEL

Buses
Several bus companies operate services within Manchester and the surrounding areas. There are enquiry offices at most terminals where you can ask for timetables and the cost of journeys. The main local bus company is Stagecoach Manchester (tel +44 (0)161 273 3377) (www.stagecoachbus.com/manchester) but there are other local companies, including Finglands and Magic Bus. All companies charge different fares and offer a variety of passes. Passes and saver tickets can save you money; details of these are available at: www.tfgm.com.

Taxis
Although travel by taxi in Manchester is not as costly as it is in London, it is still an expensive method of travel. Before you decide to make a journey by taxi (or cab), you should ask the driver for the likely cost of your journey and ensure that you have enough money with you. You can hail (stop) a “black cab” in the street, but a “private hire cab” must be booked in advance. This is a legal requirement for insurance purposes. The fare in a private hire cab is often cheaper. Most taxis will only take cash payment and unless you have checked in advance you should assume they do not accept credit or debit cards.

Most local bus journeys begin or end in Manchester city centre, either at Manchester Piccadilly Bus Station or Cross Street. Regular services run to and from these stations to The University of Manchester. Services in the evening or very early morning are less frequent and if you wish to travel at these times please check the appropriate timetable.

Manchester has an excellent network of local bus, rail and tram services, all operating at very reasonable costs, making it a very convenient city to get around without a car or motorbike. For more information visit the public transport site for Greater Manchester: www.tfgm.com.

The 147 Bus
The Oxford Road Link 147 bus offers free accessible bus travel for University of Manchester staff between the Sackville Street and Oxford Road areas of the campus. You just need to show your staff card to qualify for free travel. The buses run every ten minutes throughout the day, Monday to Friday between 7.15am and 6.15pm.

More information: www.sustainability.manchester.ac.uk/campus/travel/buses

Trains and railcards
National and local train services are available in the city centre from Piccadilly, Victoria and Oxford Road railway stations. Remember to check at which station your journey will begin or end.

A 24-hour passenger information service is available by telephoning 0845 748 4950 or at www.nationalrail.co.uk, which offers advice on travel and timetables.

Most stations have an enquiry office which also sells tickets, or you can book a ticket online at www.thetrainline.com. Always ask about “Apex” fares which are substantially cheaper but must be booked at least one or two weeks in advance. Dates and times of trains must be specified when booking — any change in your travel plans will result in your having to pay the standard fare.

On short journeys within the Greater Manchester area you can buy tickets from the ticket inspector on the train. You should check which routes you can do this on at the enquiries desk at your station.

The “Family Railcard” offers discounts on rail travel to families. Applications should be made to any principal British Rail station or a travel agent that sells train tickets. More information is available on the web at: www.railcard.co.uk

Metrolink tram system
The network consists of six lines which radiate from Manchester city centre and terminate at Altrincham, Bury, Didsbury, Droylsden, Eccles, and Rochdale. A tram also runs between Piccadilly Bus Station and Piccadilly Railway Station, and the service is very frequent. You should buy tickets from a machine on the Metrolink platform. Travelling without a ticket carries a heavy fine and sometimes prosecution. Full details from: www.metrolink.co.uk

Travel costs for children
Up to two children under five years old, who are travelling with a fare-paying adult, can travel free on buses and Metrolink trams in Greater Manchester and on all trains in the UK.

If your children are aged between 5 and 15 years they pay a concessionary fare on all buses, trains and Metrolink trams in Greater Manchester. If a child looks 16 or over it may be appropriate to carry proof of age when purchasing tickets to ensure they get the discount they are entitled to. The Greater Manchester bus companies require that children aged 11 to 16 carry an IGO pass in order to get their concessionary fare. Further details on these and other passes are available from bus and rail stations and online (www.trgm.com).

Travel on a school bus within Greater Manchester is subsidised but not free; an overview of school bus fares is available on the Transport for Greater Manchester website (www.trgm.com) and you should ask the school for more details.
Driving in the UK
The UK has strict laws about driving. You should check that you meet all the legal requirements before driving any vehicle. You should also familiarise yourself with the correct procedures that are likely to be different from your home country. Please note that it is illegal not to wear a seatbelt in a vehicle where one is available.

You must have a licence that allows you to drive in the UK. Whether you have this or not will depend on where your licence was issued. This will also determine how long you are permitted to drive in the UK for. You will either be able to drive in the UK using your current licence or will have to apply to convert your current licence to a UK licence.

If you bring a car from outside the UK into the UK for more than six months, you will need to register and tax the vehicle. This can be costly and you may wish to consider alternatives such as buying a second-hand car or using public transport.

Running a car in the UK can also be expensive; petrol, insurance, licensing and tax are all expensive, as are the costs of any repairs.

If you do decide to own a car in the UK you will need to make sure the vehicle has an up-to-date MOT, and is taxed and insured. It is illegal to drive your vehicle without any of these. There is further information in the expanded version of this booklet, available online at: www.manchester.ac.uk/staffnet/equalityanddiversity

Please make sure you visit the Driver and Vehicle Licensing Authority’s (DVLA) website (www.dvla.gov.uk) and the British Government’s website (www.direct.gov.uk) for detailed information on driving and owning a car in the UK.

Road safety
The driver of a car and all the passengers must wear seat belts. There are strict laws against drinking alcohol and driving. It is also illegal for drivers to use mobile phones or any other electronic devices whilst in the driver’s seat with the engine running.

Traffic in the UK travels on the left-hand side of the road. Remember this if you are driving and also when you are crossing the road. You should always check the traffic flow from the right.

Further information about road safety, relevant for pedestrians and the drivers of all vehicles, can be found in the booklet “The Highway Code”, which you can buy in bookshops and on the government’s website (www.direct.gov.uk). There is a version available for children known as the Green Cross Code.

University travel schemes
The University operates a number of schemes to help its staff save on travel costs and be more environmentally friendly.

www.staffnet.manchester.ac.uk/employment/benefits-rewards

Season ticket loan
The University offers an interest-free loan for staff wishing to buy annual public transport tickets. More information is available on Staffnet.

Cyclescheme
The University is signed up to Cyclescheme. With this scheme you may be able to get a bike tax-free:

www.cyclescheme.co.uk

LIVING COSTS

It is difficult to estimate how much you will need to cover basic living expenses as these will differ based on your individual circumstances. Goods such as alcohol, tobacco and petrol/diesel are subject to high tax rates and are likely to be more expensive than your home country.

What to calculate for
Private rented accommodation costs are likely to be your main expense and will vary considerable based on the area you live in and the type, size and standard of your accommodation.

Other key factors in living costs are:

• Food
• Utility bills (Electricity, gas, water, council tax, TV licence)
• Travel fares
• Motoring costs
• Clothing and footwear
• Leisure activities (going to the cinema, eating out etc.)
• Childcare
• Toiletries

Supplementing your income
Please don’t expect to be able to earn additional money. You are not allowed to undertake paid or unpaid work additional to that for which you have been given permission by the Home Office. (This prohibition does not extend to EEA nationals).

The entitlement of your spouse to undertake employment will be dependent upon your conditions of entry. Your eligibility to undertake employment should be clear from the immigration stamp in your passport. If in doubt, contact your HR department who will be able to advise you.
National Insurance Number
In order to work in the UK you need a National Insurance number. If you do not already have one, you must contact the Jobcentre Plus National Insurance number allocation service on 0845 600 0643 and apply for one. Your National Insurance Number is unique to you and will never change; it is your reference number in the social security system. We will give you a ‘P46 Employee Without a P45’ form to fill in when you arrive so we can automatically deduct taxes from your earnings; you need a National Insurance Number to complete this form. At the end of the financial year you will receive a P60 End of Year Certificate showing your total pay, tax and National Insurance contributions for the year.

Income tax
Income Tax is paid on earnings, pensions and benefits. It is only paid on income over your tax-free allowance; almost every UK resident can receive a certain amount of income per year that they do not pay tax on. This amount changes yearly. Any income you receive above this amount is taxable and the rate of tax you pay varies depending on your income. Up-to-date information on income tax rates is available at: www.direct.gov.uk.

As an employee of The University of Manchester your income tax will be automatically deducted from your pay using the Pay As You Earn system (PAYE) that all UK employers use. This is calculated by the tax code you are given. Your tax code is visible on your pay slip. If you think you are paying too much or too little tax, you need to contact Her Majesty’s Revenue and Customs (HMRC) immediately as you may have been given the wrong tax code. They will be able to advise you and change your tax code if necessary.

Tax returns
As a foreign national working in the UK you may have to fill in a self-assessment tax return. This is a form that looks at all your income and decides whether you are paying the right amount of income tax. A tax return is filled in after the financial year has ended (the financial year begins on 5 April), so for example a tax return for the tax year 2010/11 is filled in after April 6 2011. There are strict deadlines for tax returns and if you miss them you can be fined. The HMRC website (www.HMRC.gov.uk) has details of all the important dates and has guidance on how to fill in the form.

National Insurance contributions
You will pay National Insurance contributions if you earn above a certain amount and are under the state pension age. This is a compulsory tax and it is automatically deducted from your wages.

Goods and services taxes
When you purchase goods or services one or more taxes are included in the price you pay. Valued added tax (VAT) is paid everywhere in the European Union (EU) and is normally included in the price you see. The standard rate of VAT, like any tax, can change; it is currently 20%. There are certain items that you pay a reduced rate of VAT on; these include children’s car seats and gas and electricity for your home. The reduced rate of VAT is 5%. You do not pay any VAT on basic food items, books, newspapers and magazines, children’s clothes, and items provided in special circumstances, for example, equipment for disabled people.

Fuel duty is paid on petrol, diesel and LPG gas. This is included in the price you see. Excise duty is paid on alcohol and tobacco. This is included in the price you see.

Pensions
The University of Manchester has a number of pension schemes available to its employees. You will be automatically enrolled on the appropriate scheme relevant to your position. Should you have any questions, you can contact the University’s dedicated Pensions Office: Room G.029, John Owens Building (Building 48 on campus map) 0161 275 2043

A proportion of your wages will automatically be paid into the scheme by the University. There are two pension schemes currently available for new members of staff:

University Superannuation Scheme (USS). This is available to academic staff and academic related employees.

University of Manchester Superannuation Scheme (UMSS). This is available to support staff.
**BANKS AND BANKING**

University salaries can only be paid into a UK bank account or building society account. There are a number of banks and building societies from which to select.

National Westminster and Royal Bank of Scotland have branches on campus, but there are other major banks and building societies operating in the UK that have branches in Manchester city centre. Most banks and building societies offer a comprehensive range of financial services (including overseas transfers) but interest rates, charges and time penalties may vary. Information about the services which individual banks and building societies offer are explained in leaflets from their branch office and in most branches there will be advisors to assist you.

**Managing your account**

There are many different types of account available in the UK. It is also possible to have more than one account and they need not be at the same bank or building society. Please note that some banks and building societies will charge to transfer money into accounts not managed by them.

The advisors in the banks and building societies will be able to advise you on the types of account which best suit your requirements.

**Cash cards**

This plastic card allows you to withdraw money from your account via a cash machine without charging you. You will be issued with a four-digit Personal Identification Number (PIN). You should not share this number with anyone and should never have it written down and kept with your card.

**Debit cards**

A debit card looks very similar to a cash card, but it also has a metallic chip. This card allows you to withdraw money directly from your account via a cash machine. You can also use it at most shops in place of cash or cheques, though some shops require you to spend at least £5 in order to use it. When you use it to pay at certain shops (most commonly supermarkets) you may be able to use it to withdraw cash from your account without being charged, this is called ‘cashback’. Debit cards can be used to pay for things on the Internet but you should always check the webpage payment is secure.

As with a cash card you will be issued with a four-digit Personal Identification Number (PIN) which you should not share with anyone and should never have it written down and kept with your card. Most shops have ‘chip and PIN’ machines where you have to insert the card and then enter your PIN to pay.

**Cheques**

Cheques are another means of paying for goods and services instead of paying in cash. If you decide to get a cheque book you will need to ask the bank to show you how to fill cheques out as the process may be different from your home country. Along with a cheque book you receive a cheque guarantee card that you may have to present in shops; this allows them to ensure they will receive payment even if the cheque ‘bounces’ (is refused). Most shops in the UK have or are in the process of phasing out the use of cheques but they can still be used to pay for some services. In the UK cheques are not returned to the customer once they have been processed but they will appear on your statement. With most accounts cheques take five to seven days to be processed so you need to make sure the money is available in your account on the correct date or the cheque will ‘bounce’ (be refused) and you will incur a charge from most banks and building societies.

**Standing orders and direct debit**

These facilities allow you to set up an automatic payment and are commonly used to pay for rent and bills. In most instances you can choose the frequency and the date that the money will be withdrawn from your account and as such many people opt for them to be paid on or around their pay day.

**Current accounts**

Current accounts differ from bank to bank. They can offer a range of conveniences, such as cash cards, debit cards and cheque books so you should ask the bank or building society what is available to you. They generally offer some interest on your account but this is traditionally not as high as savings accounts. You may only be able to open a basic account at first (you may only have a cash card instead of a debit card) but then be able to upgrade at a later date. The bank or building society will tell you what is available to you.

**Savings accounts**

A savings account is designed to help you save money. Many people in the UK have a savings account as well as a current or basic account to help them save by making the money harder to access. Some savings accounts will only issue you with a cash card or state that you have to withdraw money in a branch office to discourage you from spending your savings. The rates and types of savings accounts vary widely and you should get more information about your options before committing.

**Credit cards**

Most banks can offer credit cards e.g. Visa, Access, Mastercard. These are separate from your main account and do not need to be with the same bank or building society. You can use a credit card to pay in the place of cash in shops.
and online. You can withdraw cash or get ‘cashback’ but most cards will charge you for this facility. You will receive a monthly bill for items registered against your card. This can be paid off monthly or you can pay a minimum amount each month. These cards charge interest against any outstanding amounts not cleared each month and if there are items registered against the card you have to pay a minimum amount each month.

**How to open an account**

Once you have decided which bank or building society best meets your requirements you will need to open an account. You can do this by visiting the relevant branch office during its opening hours. You will need to take with you:

- a sum of money to deposit
- your passport
- a copy of your employment contract or other proof of income
- your tenancy agreement

If applicable, you should take your residence permit along with you also. This documentation is required because the bank or building society will usually want to confirm your identity and address.

Once at the bank you will need to fill in an application form then to pay a deposit into the account. Any cards and cheque books will be sent to you through the post. The bank or building society will provide you with more information about these aspects of your account and its management.

You can use a website such as [www.moneysavingexpert.com](http://www.moneysavingexpert.com) to compare different types of bank account from different banks.

**Statements**

These are sent to your home or email address, usually once a month, and will show all transactions since your last statement. They will also show the current balance of your account. If you have any queries about the details shown on your statement you should raise these with your bank or building society as soon as possible.

**Interest**

Interest may be paid to you if your account is in credit (although not all accounts offer interest). This money is taxable and the bank will deduct the appropriate tax before placing the balance of interest in your account. Interest is paid by you if the account is overdrawn (if you have removed more money from your account than you have deposited). Some accounts have an agreed overdraft limit. If you go over an agreed overdraft limit the bank or building society will normally charge you a fee at a high rate to discourage the practice. In these circumstances the bank may refuse to pay your cheques or direct debits causing them to ‘bounce’ (be refused), for which you will incur an additional fee. These charges can be costly and banks and building societies will have leaflets and information explaining the charges they make.

Both types of interest vary according to circumstances.

**Children**

If you decide to bring your family with you the UK has facilities for your children. If you are considering bringing a child or children to Manchester please read the following notes carefully.

**Pregnancy and infants**

The NHS has a comprehensive range of services available to help you through pregnancy, childbirth and with infant children. As soon as you find out you are expecting a baby you need to get in touch with your GP who will be able to inform you of the antenatal services available in your area. These services include appointing you a midwife to help you through pregnancy, the birth and infant health checks, and antenatal classes to help you prepare for the birth and how to look after and feed your baby. In some areas these classes are available for women whose first language is not English. There are also a number of tests available including blood tests and ultrasound scans. Your GP and midwife will be able to advise you on all the services available to you.

Around ten days after the birth you will see a health visitor. These are specialist nurses whose role is to help families, especially those with babies and young children. Your health visitor will be able to answer all your baby-related questions and inform you of NHS support groups available. As with all NHS services these services are free to you, your spouse and your children.

The NHS website ([www.nhs.uk](http://www.nhs.uk)) outlines the services available. Another resource you may find helpful, both during pregnancy and afterwards, is the National Childcare Trust (NCP); a charity dedicated to providing impartial information to parents. They also offer a range of courses and support networks, not all of which are free.

**Children aged four years or younger**

Childcare for children under four years of age is not usually available free of charge in the UK. The range and cost of childcare varies considerably, but it is generally expensive. You should expect to pay at least £35 per day per child for childcare.

**Day nurseries**

Nurseries accept pre-school children from as young as three months but the exact age varies from nursery to nursery. There are two nurseries on the University campus.

- **The Dryden Street Nursery**
  - tel: +44 (0)161 272 7121

- **Echoes Day Nursery**
  - tel: +44 (0)161 200 4979

There is a wide range of nurseries available in Greater Manchester and you should find one that meets your needs and requirements. With Dryden Street Nursery, Echoes Day Nursery and other nurseries you should not assume you will be able to obtain a place immediately; your child/children will probably have to be placed on a waiting list.

**Nursery schools**

Most primary schools in Manchester have a nursery class which children attend on a part-time basis (morning or afternoon) from the age of three. They are free but there is usually a waiting list for places.

**Playgroups**

There are also playgroups which children over two and a half years old can attend on a part-time basis.

**Child minders**

There are a number of registered child minders in the Greater Manchester area (child minders are people who look
after children in their own homes in return for payment). You are advised to contact the Manchester Children’s Information Service for further details: tel +44 (0)161 234 7111.

More information is available on the Manchester City Council Website: www.manchester.gov.uk/info/200016/children_and_childcare

Ofsted

Ofsted (Office for Standards in Education, Child Services and Skills) is an independent regulator for the British government. It inspects and regulates services that care for children and young people, and those providing education and skills for learners of all ages. They produce a report on all facilities that they inspect and these are available on their website: www.ofsted.gov.uk

Children over the age of four

Children in the UK begin school in the September after their fourth birthday. The earliest they can leave is at the age of 16. If your employment will keep you in the UK for a period of 12 months or more, then your children are required by law to attend school. The Local Education Authority will provide a place, free of charge, for them in a school near your place of residence. Lists of schools can be obtained from Manchester Council’s Education Department. There are also private schools in Manchester for which you pay fees. For all information relating to schools, please visit:

www.manchester.gov.uk/education

Many schools in Manchester employ specialist staff to help children whose first language is not English. You will need to check with the headteacher of the school you are considering for your child to find out what language assistance is available. School hours are normally from 9am to 3.30pm, however some schools may start earlier and/or end later. In addition, many schools run after-school activities and/or clubs in which your child may be eligible to participate. Please check these details with the school. If you require further assistance in finding a school for your child, you should contact the International Advice Team, tel +44 (0) 161 275 5000.

Please note, some schools are known as ‘private’, ‘public’ or ‘independent’, i.e. they are not part of the state system, therefore you will have to pay fees for your child.

Primary schools

If your children are of school age (5 to 16 years) you should be able to find a school to take them. Primary schools cater for pupils from 5 years to 11 years; they can be split into infant schools for 5–7 year olds and junior schools for 7–11 year olds.

Usually children go from primary school to high schools or secondary schools.

High schools

High schools (also known as middle schools) cater for 10–14 year olds or 11–14 year olds.

Secondary schools

At 11 years old pupils attend secondary schools until they are at least 16 years old.

In their final year at secondary school children take their General Certificate of Secondary Education (GCSE) exams.

After the age of 16 there are many options for students: they can remain in education for a further two years and take AS-Level and A-Level exams, transfer to another type of college and undertake a different sort of qualification, for example a BTEC or NVQ, or they can get a job.

SPORT AND FACILITIES

ICT

If you require any help with registering for your University computer account, or are having any other IT problem please contact IT Services. They have helpdesks in the Joule library (building 1 on the campus map) and the John Rylands Library (building 55 on the campus map).

Alternatively you can telephone them on 0161 306 5544 (or extension 65544), or send a help request online on their webpage:

www.itServices.manchester.ac.uk

Catering

There are a wide variety of catering outlets located on campus. Visit www.foodoncampus.manchester.ac.uk for more information:

Food In Advance

You can receive 10% off all purchases in Food on Campus Outlets. See this link for details.

Library

The John Rylands University Library, the University’s library service, is one of the best resourced academic libraries in the country, providing the largest collection of electronic resources in the UK as well as having more than four million printed items in stock. It provides a comprehensive range of services and support, including:

- A dedicated online library catalogue
- Electronic resources via the web
- Long opening hours
- A postal loan service if you cannot visit the library in person
- Areas for group work, a training suite and computer clusters
- Additional resources for disabled and visually-impaired users

The library service main library (building 55 on campus map) holds the principle collections for teaching and research in humanities, education, law, medicine, science and the social sciences. The service also operates a number of smaller specialist libraries located around campus.
Legal Advice Centre
If you need any legal advice during your stay here, then contact the Legal Advice Centre for an appointment. This is a free and confidential service run by the School of Law and its students during term time. Please note – there may be a long waiting time for services as it is a term time only operation.

tel +44 (0) 161 306 1264
www.law.manchester.ac.uk

Disability Support Office (DSO)
The University of Manchester welcomes staff with additional support needs as a result of a medical condition, disability, mental health issue or specific learning difficulty (for example, dyslexia). If you would like information about the type of support that is available, the DSO is happy to advise you before or after your arrival at the University.

All enquiries are treated confidentially. We strongly advise you to let the University know if you do have a disability so that we can identify what support can be provided.

Second Floor, University Place
tel +44 (0) 161 275 7512
www.manchester.ac.uk/disability

International Society
The International Society is based within the University campus and is a thriving centre for international students and staff in the Manchester area. Members of the society total over 3,000 and come from more than 150 countries.

The Society is a great place to make friends and contacts during your time in Manchester. Each semester there is a varied programme of social and cultural activities. In addition there is a comprehensive programme of day and overnight visits during the whole year to many places of interest. These provide a good opportunity for you to see many parts of Britain during your stay.

There is also a full timetable of informal language classes running each term. There are English classes from beginners to advanced as well as other languages from around the world. A range of other classes and activities are also held throughout the year.

A Women’s and Children’s Group meets each week giving the opportunity for staff, students or the partners of staff or students and their children to socialise together, go on trips to local places of interest and listen to guest speakers such as health visitors. The Society has its own halal cafe which has a diverse international menu.

William Kay House
tel +44 (0) 161 275 4959
www.internationalsociety.org.uk

Sport
The University of Manchester has a wide range of sports facilities and operates a number of support groups.

Further information on all these facilities is available through SPORT Manchester.
tel 0161 275 6991
www.manchester.ac.uk/sport

We also have over 100 health, fitness and well-being classes taking place on campus every week in everything ranging from yoga and bollywood dance to meditation.

The University of Manchester runs two well-being rooms on campus. They offer a holistic approach to health and well-being. They are located in the Dover Street Building (building 70 on campus map) and Room H11, Sackville Street Building (building 1 on campus map).

Further out there is Wythenshawe Sports Ground with 27 full-sized football pitches, a rugby pitch and a modern pavilion.

In Fallowfield is the Armitage Sports Centre. Here you’ll find a modern gym, fitness studios, football pitches, squash courts and astroturf pitches.

Manchester Aquatics Centre (situated on Oxford Road), located right at the heart of the campus is a superb venue consisting of two 50-metre swimming pools and a fitness complex. Many national swimming events are staged here.

Sugden Sports Centre (building 22 on campus map) is a purpose-built sports facility with a large fitness suite, workout studio, two sports halls, six squash courts and two outdoor football pitches. All of the above provide discounted rates for University staff.

Places of worship
A number of Christian, Buddhist, Hindu, Islamic and Jewish places of worship are detailed at:

www.staffnet.manchester.ac.uk/employment/newstaff/international-staff/support-and-facilities/places-of-worship

More comprehensive information is available from St Peter’s House Ecumenical Chaplaincy (building 32 on campus map).

You can also collect a ‘Student Guide to Churches’ – a directory that has contact details and addresses of all the churches around Manchester, and the ‘Sacred Spaces Trail’ which is a guide map for places of worship of all faiths in and around campus.

Staff network groups
The University has a number of staff network groups that promote equality and diversity. Any member of staff can join these groups even if you do not fall under any of the equality groups currently represented. More information is available at:

www.staffnet.manchester.ac.uk/services/equality-and-diversity/staff-network-groups

Counselling Service
The University of Manchester Counselling Service offers confidential help with any personal issues affecting work, self-esteem, relationships, mental health and general well-being and is freely available to all staff and students at the University.

More details can be found here:

www.staffnet.manchester.ac.uk/personalsupport/counselling
LIVING IN MANCHESTER

By moving to the UK you are moving into a new culture and it takes time to adjust. It is impossible to say what situations and problems you will encounter but here are a few things you should bear in mind.

Diversity
As a major UK city Manchester is ethnically and religiously diverse. You might well find the culture in Manchester quite different from your home country because of the unique mix of people that make up the city. Diversity is something to be valued and everyone in the UK has the right to be treated fairly and is protected from discrimination by law. This includes age, gender, sexual orientation and disability discrimination among others. There are a number of staff support groups at the University that represent and support these other groups. Please visit the Equality and Diversity website for more details: www.staffnet.manchester.ac.uk/services/equality-and-diversity

Weather
Although many people think of Britain as a cold country the British weather is mostly moderate but can vary considerably depending on the season. The seasons impact upon the daily lives of people in the UK and affect what people wear, what activities they do and even what they eat. You may also find that at certain times of the year daylight hours are significantly shorter than you are used to.

Things to do in Manchester
As a large UK city Manchester has a lot of amenities and facilities including theatres, sports facilities, restaurants, museums and art galleries, public libraries, shopping, nightlife and parks. The Manchester City Council website (www.manchester.gov.uk) has information about local council run events and facilities. www.visitmanchester.com is also an excellent place to find information. Keep an eye out for posters around the city because events and exhibitions will be advertised this way. It can also help you find out about the wide range of activities and facilities in Manchester.

Manchester is excellently placed to allow you to easily visit other areas of Britain. It has good rail links to other UK cities, including London, Edinburgh and Birmingham, as well as many easily accessible motorways. Manchester is close to a number of Areas of Outstanding Natural Beauty, including the famous Lake District National Park and the Peak District National Park.

English and English classes
Like many places in Britain Manchester has a unique accent and phraseology. This can make it difficult to understand what people are saying. Even confident English speakers can struggle to understand the different accents and dialects in Britain. If English is not your first language you may wish to get some English lessons; taking classes in Manchester could help you adjust to its accent as well as develop your English. The International Society runs English courses for members but there are also a number of different types of course available in Manchester: there are adult education courses in English for Speakers of Other Languages (ESOL); there are language schools offering group classes and one-to-one sessions; there are private tutors. Make sure you take the time to find the right class for you. You may also find this website useful: www.us2uk.eu

Campus map http://tinyurl.com/m36ceon  Disabled Go map http://tinyurl.com/lsdjb1n
IMPORTANT NUMBERS AND CONTACT INFORMATION

UNIVERSITY SERVICES

University of Manchester StaffNet (Intranet)
www.staffnet.manchester.ac.uk

Campus Security
0161 306 9966

Safety and Security Advice
http://man.ac.uk/HUS8Ui

International Society
0161 275 4959
www.internationalsociety.org.uk

Disability Support Office
0161 275 7512
www.manchester.ac.uk/disability

Legal Advice Centre
0161 306 1264
www.law.manchester.ac.uk

SPORT
0161 275 6991
www.manchester.ac.uk/SPORT

IT Support
0161 306 5544
www.it-services.manchester.ac.uk

Catering
www.foodoncampus.manchester.ac.uk

Human Resources
0161 275 4499
www.staffnet.manchester.ac.uk/ask-hr

Counselling Service
0161 275 2864
http://man.ac.uk/UH8TCe

Equality and Diversity Office
0161 306 5857
http://man.ac.uk/RJRU3I

ACCOMMODATION/UTILITIES

Accommodation is often advertised on the University Staff Intranet (StaffNet) in The Marketplace
www.staffnet.manchester.ac.uk

Rightmove
www.rightmove.co.uk

Zoopla
www.zoopla.co.uk

National Grid Gas
0870 608 1524

National Grid Electricity
http://tinyurl.com/nkbu3ju

TV Licensing
www.tvlicensing.co.uk

HEALTH

If you have a non-emergency health problem you should arrange to see a GP or go to the Primary Care Emergency Centre (Walk-in Centre) at Manchester Royal Infirmary. Open Monday to Friday 8.30am-10pm and weekends and bank holidays 10am-10pm.

NHS
www.nhs.uk

Manchester NHS Services
www.manchester.nhs.uk

Emergency Dental Hotline
0845 601 8529

University Occupational Health Service
0161 275 2858

University Counselling Service
0161 275 2864

POLICE/EMERGENCY

Greater Manchester Police
0161 872 5050
Call this number to report a non-emergency incident or to make an enquiry.

Police/Fire/Ambulance Services
999
This number is for emergencies only

University Campus Security
0161 306 9966

GENERAL

Manchester City Council
www.manchester.gov.uk

The British Government Information Site
www.gov.uk

UCU – University and College Union (academics)
www.ucu.org.uk

TRAVEL

Transport for Greater Manchester
www.tfgm.com

Stagecoach Bus
0161 273 3377
www.stagecoachbus.com/manchester

National Rail
0845 748 4950
www.nationalrail.co.uk

TAX AND PENSIONS

Jobcentre Plus National Insurance Number Allocation Service
0845 600 0643

HMRC
www.hmrc.gov.uk

University Pensions Office
0161 275 2043

CHILDREN

Ofsted
www.ofsted.gov.uk

The Dryden Street Nursery
0161 272 7121

Echoes Day Nursery
0161 200 4979

Manchester’s Children Information Service
0161 234 7111

International Advice Team
0161 275 5000

Please note – we are not responsible for content of external websites

Trainline
www.thetrainline.com

Railcard
www.railcard.co.uk

Metrolink
0161 205 2000
www.metrolink.co.uk

Driver and Vehicle Licensing Agency (DVLA)
www.dft.gov.uk/dvla