

Welcome to **East Cambridgeshire**



East Cambridgeshire
District Council



We would like to offer you a *warm welcome* to East Cambridgeshire and hope you settle in well and find our district a friendly and safe place to live.

We are a local government district, with Council offices based in Ely.



Please do not hesitate to *get in touch* if we can be of any further assistance.



East Cambridgeshire District Council

The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE

01353 665555 **customerservices@eastcambs.gov.uk** **www.eastcambs.gov.uk**

This guide
**is an introduction
to living in East
Cambridgeshire
and includes
the following
information.**



About East Cambridgeshire	Banks and accessing cash	Finding work	Transport
Housing and Community Advice	Local councils and MPs	Schools	Your safety
Supermarkets, Markets and Foodbanks	Community support groups	Health	Places of worship
Clothes, furniture and household items	Utilities, phones and WiFi	Libraries	Learning English

You can find a list of frequently asked questions at:

www.eastcambs.gov.uk/content/support-ukraine

About East Cambridgeshire

East Cambridgeshire is a local Government district in Cambridgeshire. The district council offices are located in the City of Ely, which is famous for its beautiful Anglican Cathedral.

The district includes the market towns of Littleport and Soham and a mix of 35 villages and smaller hamlets.

East Cambridgeshire is a rural area and relies heavily on farming and agriculture. We also have a vibrant mix of shops and local businesses, schools, libraries and leisure facilities.

WiFi connectivity is good with free WiFi available in Ely, Soham and Littleport.

The university city of Cambridge and the horse racing capital of Newmarket both neighbour East Cambridgeshire, and London can be reached within an hour on the train from Ely.

East Cambridgeshire has good road, rail and bus links. It's a beautiful place to explore and includes some stunning scenery and parks.

You can find out more:

www.exploreeastcambs.co.uk

This website also includes useful links for getting to know East Cambs and the surrounding area:

www.visitely.org.uk



Some of



our most
notable



landmarks



Housing and Community Advice

At East Cambridgeshire District Council we have a friendly Housing and Community Advice team to assist you with your housing needs.

Part of our role has included checking the suitability of the accommodation you will be staying at and providing funding of £350 a month to host families. When you arrived, you should have received a £200 payment to help you get any essential items you may need. We hope you found this helpful and that you were able to find what you needed. You do not need to pay this back.

Our housing team can also help with:

Accessing grants and benefits

Law and courts

Debt and money

Housing adaptations and repairs

Work and pensions

Tenancy support

Childcare and parenting

Visas and immigration

Links to help and support in your local community

We are open **Monday – Thursday 8.45am - 5pm** and **Friday 8.45am - 4.30pm**.

Telephone: **01353 665555**, or in emergencies - outside office hours: **07710 978900**

Email: customerservices@eastcambs.gov.uk

Visit: Our Customer Service Centre at The Grange, Nutholt Lane, Ely CB7 4EE

Directions to the Council offices: www.eastcambs.gov.uk/maps/directions-council-offices

Or visit our mobile Housing and Community Advice Service which tours the district every week. You can access the bus timetable here: www.eastcambs.gov.uk/housing/community-bus-timetable

Supermarkets, Markets and Foodbanks

Supermarkets

There is a good selection of supermarkets in East Cambridgeshire, including Aldi, Tesco, Sainsbury's, Iceland and Waitrose in Ely; Asda in Soham and Co-ops in Littleport and most of the bigger villages. Many of these have sections selling food from Eastern Europe.

Markets

Ely Markets is open Thursday, Saturday and Sunday for fresh fruit and vegetables, cheese, bread, fish and other foods. There is also coffee and take away street food available every day except Mondays.

www.elymarkets.co.uk

Eastern European shops

There are many shops selling Eastern European food in the larger towns and villages. A good selection can be found in Ely, Soham and Littleport.

Foodbanks

Ely Foodbank is part of a nationwide network of foodbanks, supported by The Trussell Trust. It provides parcels of food to people in times of crisis to help them move forward.

www.ely.foodbank.org.uk info@elyfoodbank.org.uk
01353 468626 (messaging service) / **07988 629721** (direct number)

Foodbank Ely Distribution Centre

Countess Free Church
Chapel Street
Ely
CB6 1AD

Tue 11am - 12.30pm
Fri 1pm - 2.30pm

Foodbank Soham Distribution Centre

St Andrew's Church
Fountain Lane
Soham
CB7 5ED

Thu 11.30am - 12.30pm

Foodbank Haddenham Distribution Centre

Holy Trinity Church
Church Lane
Haddenham
CB6 3TB

Mon 1pm - 2pm

Clothes, Furniture and Household Items

As well as national and local retailers there is also a good selection of charity shops based in the towns and larger villages.

Larger items of second-hand furniture can be purchased locally from:

Emmaus Cambridge, Green End, Landbeach, Cambridge, CB25 9FD

01223 863657 (10am - 4pm)

www.emmaus.org.uk/cambridge/

Emmaus has an online shop and has a stall at **Ely Market every Sunday**.

You can also purchase new and second-hand items from people locally online via Ely Bay on Facebook or by downloading the Gumtree app, or at car boot sales:

www.fordhamcarbootsales.co.uk

www.facebook.com/Kennettcarboot



Banks and Accessing Cash

Most banks offer online banking. The majority of local banks are located in Ely.

Cash points are available in various locations across the district, including most supermarkets.

When you are paying for food at supermarkets you can also ask for cashback.

Many local shops also offer you the option of paying bills or sending or receiving money from abroad. You can find your nearest PayPoint outlet here:

www.paypoint.com



Councils and MPs

Cambridgeshire County Council

Cambridgeshire County Council is the top tier of local government. It is responsible for public services such as education, transport, highways, heritage, social care, libraries, trading standards and waste management.

www.cambridgeshire.gov.uk

East Cambridgeshire District Council

East Cambridgeshire District Council is a smaller district council covering the City of Ely, the market towns of Littleport and Soham and the surrounding villages. It is responsible for local services such as housing, planning applications, licensing, council tax collection and rubbish collection.

www.eastcambs.gov.uk

Parish and town councils

Each parish or town has its own council which is the first level of local government. They provide communities with a democratic voice and a structure for taking community action.

You can find contact details for town and parish councils in East Cambs at:

www.eastcambs.gov.uk/parish-councils/parish-councils

Member of Parliament

Steve Barclay is a Conservative Member of Parliament and has served the North East Cambridgeshire constituency since 2010. Steve was appointed the Chancellor of the Duchy of Lancaster and Minister for the Cabinet Office in 2021.

www.stevebarclay.net

Member of Parliament

Your local Member of Parliament for East Cambridgeshire is Lucy Frazer. She is a Conservative MP who can lobby local organisations and Central Government on behalf of East Cambridgeshire constituents.

www.lucyfrazer.org.uk

Community support groups

There are lots of groups offering support to people in the East Cambs area. You can find a list on our website:

www.eastcambs.gov.uk/content/support-ukraine

www.cambridgerefugees.org



Health

All Ukrainians arriving in England will be able to access NHS healthcare free of charge, including GP and nurse consultations, hospital services, and urgent care centres.

A General Practitioner (GP) is the first doctor you will usually visit when accessing healthcare in the UK. If someone is seriously ill or injured and their life is at risk call 999.

You can also visit your nearest hospital with an Accident and Emergency (A&E) Department if there is a genuine life-threatening emergency. If you have phoned 999 an ambulance may take you to the hospital. Do not use A&E for minor medical problems.

Emergency Telephone: 999

If you urgently need medical help or advice but it's not a life-threatening situation call NHS 111.

Urgent Health Telephone: 111

www.nhs.uk

Local hospitals

Hospital with **accident and emergency (A&E)** and an **Urgent Treatment Centre**

Addenbrooke's Hospital

Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ

01223 245151 www.cuh.nhs.uk

Minor injuries hospital

Ely Minor Injuries Unit

Princess of Wales Hospital, Lynn Road, Ely, CB6 1DN

01353 656675 www.cpft.nhs.uk/service-detail/service/minor-injury-unit-87

Maternity hospital

Rosie Women's and Maternity Hospital

Cambridge University Hospitals, NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ

01223 217617
www.cuh.nhs.uk/rosie-hospital

General practitioner

We encourage refugees to register at a local GP Practice. There is no charge for GP services. ID documents, while useful, are not a requirement to register.

If you have any problems in registering or contacting any of our East Cambs Practices please call 01353 665555 and ask for the Community Advice Team.

You can find your nearest GP here:

www.nhs.uk/service-search/find-a-gp

Mental health

Samaritans provide support for those in emotional distress or struggling to cope

www.samaritans.org

Email: jo@samaritans.org

Tel: 116 123

You can also phone

Lifeline 0808 801 2121,
open 11am - 11pm daily

SANEline 0300 304 7000,
open 4.30pm-10.30pm daily

or refer yourself for mental health services via **Cambridgeshire and Peterborough Foundation Trusts** (CPFT) or speak to your GP.

www.cpft.nhs.uk

Sane Ukraine

Daily online trauma and resilience support sessions for Ukrainians who need practical psychological and emotional support.

www.saneukraine.org

COVID-19

For information on COVID-19, including how to book a vaccination:

www.nhs.uk/conditions/coronavirus-covid-19

Local walk-in vaccination clinics can be found at:

www.thevaccinators.co.uk

If you have had a recognised COVID-19 vaccination abroad, you can get your NHS records updated to show this. For information on how to do this, visit:

www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/tell-nhs-about-coronavirus-vaccinations-abroad

Find the latest information regarding general immunisation here:

generalpracticebulletin.createsend1.com/t/d-l-fldhuhk-tkeikirtu-j/



Pharmacies

You can visit NHS Choices to find your local pharmacy or ask for advice at your GP surgery.

www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Dentists

You can register at a dental surgery as an NHS patient. You can find your nearest dental surgery at:

www.nhs.uk/service-search/find-a-dentist

If you require urgent dental care either:

1. Call your dentist
2. Call NHS 111
3. If it is an emergency go to your nearest hospital with an A&E department.

Hearing and sight

Opticians are available in most of the larger towns and villages. Most of these will also offer a hearing service as well.

Health Visitors and School nursing

If you have a child under the age of 19 years you can ask for health advice from a health visitor or school nurse by calling

0300 029 50 50

or texting

07520 649 887

Information on the Healthy Child Programme can be found at:

www.cambscommunity-services.nhs.uk/what-we-do/children-young-people-health-services-cambridgeshire/cambridgeshire-0-19-healthy-child-programme



Schools and education

You should get in touch with Cambridgeshire County Council to ensure your children are registered in an age appropriate school.

We recommend you review this GOV.UK webpage which provides general information for parents about school admissions and how to apply for a school place.

www.gov.uk/schools-admissions

If you have a child of nursery age (under 5 years old) the Family Information Service at Cambridgeshire County Council can help you find a nursery place for them.

If your child has additional learning needs, you should liaise with the County Council to ensure that their needs are met.

Your child will be given additional support to meet the requirements of education, such as additional English language support. These opportunities will not only enable them to re-engage with their education as quickly as possible, but also help the whole family to adjust.

Cambridgeshire County Council

www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning/education-system

Learning English

Free and informal

The Ely English Language Café (EELC) meets twice a week at the High Flyer public house on Tuesdays and Fridays from 11am. Meetings are friendly, fun and informal and are free to attend, with volunteers ready to help with all aspects of the English language and culture. Places are limited so it is best to email first –

info@elyenglishlanguagecafe.co.uk

Formal courses

The general English courses will focus on practical English skills to help you communicate in day-to-day situations, building your confidence when communicating with English speakers and improving your fluency and accuracy in the language.

For more information visit

www.lyonslanguages.com/part-time-english-tuition



Utilities, phones and WiFi

Please speak with the homeowner regarding water, gas and electricity supplies.

If and when you move into rented accommodation, your water and electricity should already be working. There won't necessarily be gas in all properties, but where there are gas appliances landlords are required to provide you with a gas safety certificate.

If you have a problem you should contact the supplier stated in your tenancy agreement who will make necessary arrangements to set up how you will pay for your energy and water. Gas and electricity can be expensive, so doing things like turning the heating off when you leave the house or keeping windows closed when you have the heating on can save you money.

Make sure that you turn off lights and do not leave electrical appliances on. This also helps to protect the environment, as it creates less waste and pollution. If you smell gas, this could be a sign of a dangerous gas leak. You should call **0800 111 999** immediately if you suspect there is a **gas leak** in your building.

Water and sewerage

For issues related to water or sewerage please contact:

Anglian Water: 03457 145 145

www.anglianwater.co.uk

Phones

There is good mobile phone coverage throughout East Cambridgeshire. To find out more about mobile phone services please contact one of the national providers, such as Vodafone, Tesco, Virgin or O2. Vodafone has said it will offer Sim cards with 20GB of free data for six months as well as access to free calls and texts to 200,000 Ukrainian refugees.

WiFi

Free public access CambWifi is available in more than 200 public buildings and open spaces across Cambridgeshire and Peterborough.

The secure network is free and simple to join, allowing people to work flexibly, access public services, shop and pay bills online, and keep in touch with family and friends.

For details visit:

www.connectingcambridgeshire.co.uk



Libraries

You will find local library services in Ely, Soham, Littleport, Little Downham, Haddenham, Burwell and Bottisham.

Joining the library is free and there is no charge for borrowing books or using the PCs and WiFi.

You can use the library to:

- Access study space
- Use WiFi, PCs with internet and printers
- Browse books and borrow up to 12 items at a time
- Read eNewspapers in many languages

To find out more visit

You can also find a mobile library stop:

www.cambridgeshire.gov.uk/library

www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/mobiles/find-a-mobile-library-stop

Transport

There is a good train and bus network in East Cambridgeshire.

Buses

You can find out about buses in East Cambs here:

www.bustimes.org/localities/ely-cambs

Trains

There are train stations in Ely, Littleport and Soham.

You can find out about train times here:

www.thetrainline.com/stations

Airport

Our nearest airport is Stansted, which is approximately 50 minutes from Ely.

Community transport

If you need to get somewhere, but there is no public transport, or you cannot use it because of health or mobility problems:

www.eastcambs.gov.uk/roads-transport/community-transport



Your safety

The law is enforced by the police, who treat everyone fairly and ensure the safety of all citizens. If you are the victim of a crime or suspect a crime, you should contact the police immediately. The police are required to perform their duties in line with standards of professional behaviour for police officers. If you are not satisfied with the service you have received from the police, you can complain.

To report crime and other concerns that do not require an emergency response, please **call 101** or visit:

www.police.uk

Other useful numbers:

Police, ambulance and fire brigade: 999 for emergencies (freephone, 24 hours)

National Domestic Violence Helpline: 0808 2000 247 (freephone, 24 hours) Run in partnership between Women's Aid and Refuge

LGBT Foundation helpline: 0345 3 30 30 30

CrimeStoppers – if you have information about a crime you can record it anonymously on 0800 555 111





Places of Worship

The UK is a multi-faith society. Many newcomers to the UK have found that they have had support and help through their place of worship and have also made friends who have helped them to adapt and made them feel welcome.

In Ely and the surrounding towns and villages you will find many churches and chapels.

There are mosques, synagogues and other places of worship in Cambridge.

The nearest Orthodox Church is in Cambridge:

www.stathanasios.uk



Finding work

To work in the UK, you will need your **National Insurance number** (NINO or NI number), which will be printed on your BRP. This is a unique set of letters and numbers for each person. It records the tax and National Insurance contributions you make, which pay for your healthcare and other public services. You cannot work or receive benefits without your NI number. To get help to find a job, you should:

- Visit your local Jobcentre Plus – the Jobcentre can help you find jobs or direct you to training to help you get a job

- Look in local and national newspapers or recruitment websites where jobs are advertised
- Register with a recruitment agency who can find jobs for you
- Ask friends and relatives if they know of any available jobs where they work
- Visit local companies to enquire about job vacancies
- Your Jobcentre Plus work coach can help arrange specific skills training to help you find a job

You can find out more here:

www.eastcambs.gov.uk/content/finding-job

www.jobcentrejobs.co.uk



More helpful information

Homes for Ukraine - Frequently asked questions:

www.eastcambs.gov.uk/content/support-ukraine

Welcome: a guide for Ukrainians arriving in the UK - GOV.UK

www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk

Welcome – A guide for new refugees:

www.gov.uk/government/publications/welcome-a-guide-for-new-refugees

