



In Partnership with Caritas Social Action Network

Information and
guidance for anyone
considering coming to
the UK on the Homes
for Ukraine Scheme



February 2023



We want to extend a warm and heartfelt welcome to you as you arrive in the UK. We understand that your journey here has likely been difficult and filled with uncertainty, as you have had to leave behind the familiar comforts of your home and loved ones in Ukraine due to the ongoing war.

This is not the way any of us would want to start a new life, and we cannot begin to imagine the pain and loss that you have experienced. Our hearts go out to you and we offer our sincerest condolences to all those who have suffered at the hands of violence and turmoil.

Despite the challenges you have faced, we want you to know that you are not alone. The UK stands with you and is here to support you as you begin this new chapter in your lives. This welcome guide is just one small way that we hope to help you navigate your new surroundings and adjust to your new home. It is our hope that, with time, you will find some measure of comfort and security in your new life here in the UK.

We are honoured to have you join our community and we look forward to getting to know you and supporting you in any way we can. Please do not hesitate to reach out to us if you have any questions or need assistance as you settle into life in the UK.



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Welcome to SJOG and Homes for Ukraine Scheme

1

ABOUT SJOG AND CSAN

1.1. Who are SJOG Hospitaller Services?

- Saint John of God Hospitaller Services is a national charity helping people lead fulfilling lives.
- We are part of an international family of 500,000 co-workers, working in 500 centres of care in 50 countries and impacting over 7 million lives every year.
- Our main areas of work are homelessness, modern-day slavery, supporting people with autism, disability services, older communities and community support.
- If you wish to know more about the organisation or our other projects, please visit <https://sjog.uk/>.

1.2. SJOG Hospitaller Services History

Our founder

SJOG is inspired by our founder's drive to 'do good'. We follow his example and continue to add new stories to his 500-year legacy.

Born in 1495, João Cidade dedicated his adult life to caring for the poor and sick, creating hospitals that changed the medical practices of the day. Having experienced first-hand treatment for mental illness, he fought to change the practice so that people were treated with love and compassion. He looked after people no one else would and people soon followed his way, the Hospitaller way. His following grew into a religious order and a worldwide movement.



2

ABOUT HOMES FOR UKRAINE SCHEME

'Homes for Ukraine' is the government's programme to help you and your family arrive safely and adapt to life in the United Kingdom. Under the Scheme, you will be 'sponsored' by a UK resident who has come forward and offered you a home to stay in. That resident may be a friend you already know, or just a resident of the UK who has offered to help. The scheme is intended to provide you a safe space for at least 6 months. Under this scheme, your stay here can be extended up to a maximum of 3 years and gives you the right to work, study and claim benefits in the UK. During that time circumstances may change for you and your sponsor; you may move on to live with a different sponsor or to another accommodation you have arranged for yourself.

3

ABOUT HOMES FOR UKRAINE PROJECT BY SJOG AND CSAN

SJOG Hospitaller Services and Caritas Social Action Network (CSAN) are part of the Community Sponsorship movement in the UK offering a matching, training and support service to sponsors and guests under the Homes for Ukraine Scheme.

Our organisation works to connect people who are willing to open their homes as sponsors with those who have been displaced by the war in Ukraine. We strive to provide support and resources to help individuals like yourself to integrate into your new community in the UK. Our goal is to create a positive and welcoming environment for guests and sponsors alike, and to help facilitate a smooth transition to life in the UK.

1.3. About CSAN

Inspired by the life and example of Jesus Christ, CSAN was established by the Catholic Bishops' Conference of England and Wales to develop the Church's social action in these parts of the United Kingdom. CSAN share in the mission of the Catholic Church.



The SJOG and CSAN Homes for Ukraine project offers:

- Matching of hosts with guests to the requirements of both parties, such as area, home and health requirements, diet and pet preferences
- Mediating first e-meetings between hosts and guests
- Toolkit for hosts and a Welcome book for Ukrainian guests in a native language
- Online training about the hosting process
- Transfer from the Poland-Ukraine border to London
- A “Welcome box” for the Ukrainian family upon arrival
- Support during the first month of placement
- Re-matching service
- Ensuring support from local communities
- Multilingual team that speak English, Polish, Ukrainian and Russian and are ready to help

3.1. Who can apply for the Homes for Ukraine Scheme?

1. Ukrainian nationals who were residents in Ukraine prior to 1 January 2022. It is also open to their immediate family members and family members of such Ukrainian nationals: (these individuals may be of other nationalities)
 - a spouse or civil partner;
 - an unmarried partner (must have lived together in a relationship for two years);
 - children under-18;
 - parent if you are under-18;
 - fiancé(e) or a proposed civil partner.
2. Children who are currently outside of the UK can use the scheme to reunite with their parent or legal guardian who is currently living in the UK if they are the child's sponsor.
3. The scheme is also open to children under 18 who are not travelling with or joining their parent or legal guardian.

3.2. What rights will Ukrainian individuals have in the UK?

As an individual arriving from Ukraine, you will not have refugee status or be recognised as a “refugee” in the UK under the Geneva Convention. Instead, you will have three years’ leave to enter the UK. This means that you will be allowed to stay in the UK for a period of three years, after which you will need to reapply for leave to remain or apply for another type of immigration status. **The three years leave to remain under the Homes for Ukraine Scheme will not count towards settlement and lead to a path of gaining citizenship in the UK.**

You will be eligible to access public funds, health care and education, and if you are of working age, you will be permitted to work. This means that you will be able to receive financial assistance from the government if you are in need, and will have access to the National Health Service (NHS) for medical treatment. You will also be able to enroll your children in school and receive an education.

If you are of working age, you will be permitted to work in the UK. This means that, as long as you meet the eligibility requirements for employment, you will be able to find a job and earn an income during your time in the UK.

4

HOW DO I KNOW THAT MY HOST IS A SAFE PERSON?

The UK Government will conduct security checks on the sponsor. As part of the visa process, you will be required to provide the details of your sponsor so that these checks can be carried out. To ensure the reliability and trustworthiness of the sponsor, we ask that sponsors provide a reference from someone outside their household, such as a member of the community, a priest, or anyone who knows them well. This will help us confirm the sponsor's identity and evaluate their suitability to support an individual arriving in the UK.

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WHAT TO DO IN CASE OF EMERGENCY?

We hope you will find the UK a friendly, welcoming and safe place. If, for some reason, that is not the case, we want you to let us or your local council know about it as soon as possible. There are many professional bodies in the UK who are ready to provide you with assistance should the need arise. If you feel that your safety or the safety of

anyone in your party is at risk, you should contact the emergency services by calling **999 or 112**. This number covers emergency police, fire and health. If you have concerns or worries that are troubling you but do not present an immediate threat to your safety, **you should contact your local council**, which will be able to advise you further.

If your sponsorship breaks down, or you are worried it is about to break down, you should contact your local council to make them aware as soon as possible. There are different types of support your local council could offer you. For example, they may offer you advice, emergency housing, or they may also offer to rematch you with a new sponsor.



Getting started, applying for a visa, meeting your host, traveling to the UK

HOW DOES IT WORK?



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MEETING YOUR HOST AND FIRST COMMUNICATION

Once you are in touch with the potential host, you should decide if the match is right for both parties:

- Set up a time to connect with the host (family) over video – MS Teams, Zoom, WhatsApp video etc. We will mediate the first meetings to help you introduce yourself and discuss anything that might be important for a successful living arrangement.
- Talk about your and their families' lifestyles, ask about their current location.
- Do not be afraid to ask difficult questions at this point if you have concerns.

6.1. What to ask your future sponsor?

To help you decide if this is a good fit for your long-term arrangement under the scheme, you may wish to discuss the following topics during a video call with your potential hosts:

- If both you and your host have small children - whether your approaches to parenting align sufficiently to live in the same house (bedtimes, meals, expectations regarding children staying at home alone);
- Vaccinations;
- Contribution to utilities (if the host is expecting you to contribute to utility costs);
- Transport in the area - if your host lives outside a big city, ask them about the transport options available and if they are at all limited;
- Do you have any connections in the UK or people you are likely to want to visit? Are these places accessible from where your host lives?
- What kind of job or schooling you would like to access?
- Are there any particular services or support you feel you would need to access?
- Do you have family or friends who may be planning to join you at a later date?
- Anything you need to know about pets if your host has pets, or if you are planning on bringing your pets with you;
- How many people live in the household;
- Religious affiliation of sponsors and respect for it;
- Cultural background and traditions;
- Dietary preferences (Is your host vegetarian? Will they have an issue with you cooking meat in the shared kitchen?)
- Allergies

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APPLYING FOR A VISA

SJOG Homes for Ukraine is providing instructions but not assistance with visa applications. Usually, guests apply for a visa, but sometimes hosts may need to apply for the visa on behalf of the guest(s).

This is the link to the visa application on the UK government website. It explains how the visa process works: <https://www.gov.uk/guidance/apply-for-a-visa-under-the-ukraine-sponsorship-scheme>.

There are also organisations offering help, including 'Here for Good' which has guides to filling in the application: <https://www.hereforgoodlaw.org/ukraine>.

7.1. If you have a valid Ukrainian international passport

You can use the 'UK Immigration: ID check' app to prove your identity if you have a valid Ukrainian international passport. You do not need to attend a visa application centre to give your biometric information, or apply to extend your stay once you arrive in the UK.

If your sponsor is making an application on your behalf, you will still need to use the app to prove your identity. Once your sponsor has created your account details online, they will get instructions for you to start using the app.

You will have created a UK Visas and Immigration (UKVI) account when you applied using the [ID Check app](#).

You will need to use your UKVI account credentials to [sign into the View and Prove service on GOV.UK](#), where you can access information about your immigration status (your eVisa).

7.2. If you have an expired Ukrainian international passport with a formal extension stamp

You can use the stamp in your passport, or your entry clearance vignette attached to your passport or to a Form for Affixing a Visa (FAV) (or another document given to you at the border). This provides proof of your UK immigration status to ensure you can access the benefits and services you are entitled to during that period. However, **you must apply to extend your stay within six months of the date you entered the UK**, to continue to live and work in the UK.

You can't use the 'UK Immigration ID check' app if your passport has expired, even if it has a formal extension stamp issued by the Ukrainian government.

You don't need to attend a visa application centre to give your biometric information. Instead, **you must give your biometric information within 6 months of arriving in the UK**.

During your application you must provide copies of both:

- The page of your expired passport
- The page of your expired passport with the formal extension stamp

You can upload electronically these documents using the commercial partner document upload app once you've completed your application. This will be either by the companies TLS Contact or VFS Global depending on which country you are applying in. You can download the app from the TLS Contact or VFS Global website when you make your application. If you need support to upload copies of your documents, you can still book an appointment at a visa application centre.

7.3. If you don't have a valid Ukrainian international passport, or an expired Ukrainian international passport with a formal extension stamp by the Ukrainian government

You will need to book and attend an appointment at a visa application centre (VAC) outside the UK. This also applies to child applicants. The VAC in Ukraine is closed, however, there are other VACs operating throughout Europe including:

[Budapest, Hungary](#)

[Chisinau, Moldova](#)

[Warsaw, Poland](#)

[Bucharest, Romania](#)

[Paris, France](#)

You can upload your documents online before your visit the Visa Application Centres (VAC). During the online application process, you'll be asked to upload copies of any identity documents you may have such as:

- A Ukrainian national identity card
- A combination of official documents – for example, a photo driving license and birth certificate
- An emergency certificate issued by a Ukrainian authority since March 2022

It is not mandatory to provide these documents, but it may help support your application if you are able to. You can upload your documents using a commercial partner document upload app. This will be either TLS or VFS depending on which country you are applying in. You can download the app from the TLS or VFS website when you make your application.

7.4. What is going to happen at the VAC?

You will need to have your photograph and fingerprints taken at a visa application centre (VAC). Children under the age of 5 will not have their fingerprints taken but they still need to book and attend a VAC appointment and have a digital photograph taken.

At the VAC you will be given:

- A paper document called an entry clearance vignette, attached to your passport or to a Form for Affixing a Visa (FAV), to use when travelling to the UK
- A letter outlining the next steps including collection of your Biometric Residence Permit (BRP)
- You also need to confirm the address at which you expected to be living in the UK. VAC staff will have helped you to select a UK Post Office near the address, where your BRP will be made available for collection.

After arriving in the UK, you should collect your Biometric Residence Permit as soon as possible.

If you can't use the app and you have a valid Ukrainian international passport, you don't need to attend a visa application centre to give your biometric information. Instead, **you must give your biometric information within 6 months of arriving in the UK**.

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TRANSPORT TO AND IN THE UK

7.5. Help once you have a UK visa account (UKVI)

If you need help viewing or using your UKVI account or online services, you can contact the UKVI Resolution Centre. Telephone: 0300 790 6268 Monday to Friday (excluding bank holidays), 8am to 8pm Saturday and Sunday, 9:30am to 4:30pm. If you cannot contact UK 0300 numbers, use +44 (0)203 875 4669. **This service is only available in English.** If you do not speak English, you can ask a friend or a family member to make the call on your behalf.

The Resolution Centre provides telephone and email support to all UKVI account holders and can also help if you are experiencing technical issues. If you need access to a device or the Internet, many libraries in the UK have computers where you can access the Internet, and in some locations, printing facilities. Please visit your local library to access these facilities.

Once your visa is approved, you will have up to 90 days to arrive in the UK from the day you stated in your application as the intended day of travel. SJOG Homes for Ukraine provides up to £50 per each person travelling to contribute to transport costs for Ukrainian nationals and their family members from the Ukrainian border to the closest airport in the UK to your sponsor's home, with free travel across the UK available for the following 48 hours to get to sponsors' accommodation.



8.1. Preparing for travel

While you are waiting for your visa to be issued, we recommend you visit all the necessary doctors and dentists in Ukraine before coming to the UK. Also, it is important to check and collect all the documents such as school, college, and university diplomas, employment history, etc. We recommend translating those documents into the English before arriving.

Before travelling to Poland (or other counties from where you will fly to the UK) it is important to check the available transport. It can be a bus, a train, or a hired private vehicle. There are resources which show you the queues on the Ukrainian-Polish border. One of them is a Telegram channel "Genuine custom" https://t.me/Customs_ier_kiev.

8.2. Travelling from Ukraine to the nearest airport

8.2.1. If you want to depart from Moldova

Chisinau airport

Getting there:

- Direct train - #351/352 Kyiv → Ungheni, Chisinau. Runs three times a week. Regular buses from Kyiv and Odesa run every day. From Odesa to Chisinau, buses stop near the airport in both directions. From the Chisinau railway station to the airport is 30 minutes by taxi (there are no Uber or Bolt there, there is itaxi.md), or you can take bus #30 for 6 lei with cash or card.

If you are traveling by car:

- Parking at the airport - <https://airport.md/ru/services/parking?checkin-warn>
- Buy a vignette - <https://evinieta.gov.md/>

8.2.2. If you want to depart from Romania

Suceava airport is located 85 km from Chernivtsi.

Getting there:

- Any train to Chernivtsi + bus Chernivtsi - Suceava.
- Check out the schedule on the websites in the links, the bus takes about 3 hours, taking into account the border - it's really close.
- Parking at the Suceava airport - <https://aeroportsuceava.ro/uk/2016-01-29-10-35-29/parcare-cu-plata>

Cluj-Napoca is another major international airport

- Connection via train Chernivtsi + bus to Suceava + train 6 hours to Cluj-Napoca. The train runs 3 times a day - <https://www.cfrcalatori.ro/>.
- To get there by car, use <https://www.roviniete.ro/ro/>.
- Parking at Cluj-Napoca Airport - <https://www.airportcluj.ro/transport-si-acces/parcare/>

8.2.3. You want to depart from Poland

How to get to Przemyśl:

Trains:

- No. 36/35 Odesa → Przemyśl
- No. 32/31 Dnipro, Zaporizhzhia → Przemyśl
- No. 53/54, No. 705, No. 715 Kyiv → Przemyśl

Getting from Przemyśl to other cities in Poland:

Trains:

- IC №3602 Przemyśl → Wrocław (via Rzeszów, Kraków)
- IC №3700 Przemyśl → Poznań (via Rzeszów, Kraków, Katowice, Opole, Wrocław)
- IC No. 31104 Przemyśl → Warsaw
- IC No. 105 Przemyśl → Graz (via Kraków, Katowice, Ostrava, Vienna)
- IC No. 37104 Przemyśl → Zielona Góra (via Kraków, Wrocław)

Link to the website for booking train tickets: <https://www.intercity.pl/pl/>.

Getting to Warsaw:

Trains:

- Direct train 67/68 Kyiv → Warsaw-Wschodnia
- #53/54, #705, #715 Kyiv → Przemyśl + C #31104 Przemyśl → Warsaw.
- #24 Kyiv → Chełm + IC #28106 Chełm → Warsaw, Pila.

International buses run every day and there are also operator bus charters. Uber taxis run freely in Warsaw. There are two airports in Warsaw.

Within the city - Frederic Chopin International Airport <https://lotnisko-chopina.pl/>

There are buses 148, 175, 188, and 331 from the city centre to Chopin Airport, and only one bus at night, N32. You can buy a ticket on the bus with a card in the machine. By taxi, it takes about 25-30 minutes without traffic jams from the centre.

And Warsaw-Modlin Airport is outside the city, <https://modlinairport.pl/>

Travelling by car:

There are no toll roads to Warsaw and Rzeszów, but keep going:

- Toll road map http://cs.wikipedia.org/.../D%C3%A1lnice_a_rychlostn%C3
- Electronic tolls on toll roads <https://etoll.gov.pl/>
- Rzeszów Airport parking lot <http://rzeszowairport.pl/.../pidizd-ta-parkovka/parkinh2>
- Warsaw Airport parking lot <https://www.parklot.pl/uk/avtostojanka-warshava-aeroporto/>
- Modlin Airport parking lot <https://www.parklot.pl/pl/parking-lotnisko-modlin/>

8.2.4. If you want to depart from Hungary

Train:

- Train #749 Kyiv → Budapest-Keleti - there are also two trains from Mukachevo Mukachevo → Budapest-Nyugati
- No. 33 Mukachevo → Záhony + IS 33 Záhony → Budapest-Nyugati

8.3. Transport from the Ukrainian-Polish border to the airport

Depending on where you are planning to fly to in the UK there are plenty of options how to get from the Ukrainian-Polish border to the airports. The most popular ones are buses and trains. It is easy to get a train ticket at the train station or online. <https://www.pkp.pl/>. Also, there are bus companies operating from Ukraine to Polish cities and inside Poland. The most popular one is FlixBus <https://www.flixbus.co.uk/>. Other popular websites with buses: Busfor, Infobus, EuroAvtoBus, Pan Bus.

8.4. Preparing for the flight

You should complete online check-in for the flight 24 hours (if you didn't select seats) or 48 hours (if you selected seats) before the flight. It can be done both on a computer or smartphone. If there is any problem with check-in, you should inform the project officer or project manager at SJOG Homes for Ukraine, and they will offer help.

8.5. Bringing personal belongings to the UK

There is an option to bring personal belongings to the UK using private delivery companies, usually, they charge 1,5-2 pounds for 1 kilogram. They can easily be found in Facebook groups which are popular among Ukrainian people. For example, Ukrainians in London, Ukrainians in Manchester etc.

8.6. Flights

8.6.1. From Poland

8.6.1.1. Ryanair

Rzeszow to:	Krakow to:	Warsaw Modlin to:
<ul style="list-style-type: none">• Bristol• East Midlands• London Luton• London Stansted• Manchester	<ul style="list-style-type: none">• Belfast International• Birmingham• Bournemouth• Bristol• East Midlands• Edinburgh• Glasgow• Leeds• Bradford• Liverpool• London Luton• London Stansted• Manchester• Newcastle	<ul style="list-style-type: none">• Birmingham• Bristol• Edinburgh• Glasgow• Leeds• Bradford• Liverpool• London Stansted• Manchester
Katowice to:		
<ul style="list-style-type: none">• Edinburgh• London Stansted• Manchester		

8.6.1.2. Wizz Air

Rzeszow to:	Katowice to:	Warsaw Chopin:
• London Luton	• Bristol	• Birmingham
Krakow to:	• Leeds	• Edinburgh
• Birmingham	• Liverpool	• Leeds
• Leeds	• London Luton	• Liverpool
• London Gatwick		• London Luton
• London Luton		

8.6.1.3. Easy Jet

Krakow to:
• Belfast
• Bristol
• London Gatwick
• Liverpool
• London Luton
• Manchester

8.6.2. Romania

8.6.2.1. Wizz Air

Bucharest to:	Bacau to:	Satu Mare to:
• Birmingham	• London Luton	• London Luton
• Edinburgh	Constanta to:	Sibiu to:
• Leeds	• London Luton	• London Luton
• Liverpool	Craiova to:	Timisoara to:
• London Gatwick	• Birmingham	• London Luton
• London Luton	• London Luton	Targu-Mures to:
Cluj-Napoca to:	Iasi to:	• London Luton
• Birmingham	• Liverpool	
• Leeds	• London Luton	
• Liverpool		
• London Luton		

8.6.3. Moldova

8.6.3.1. Wizz Air

Chisinau to:
• London Luton

8.7. Buses

Rzeszow, Krakow, Katowice, Warszawa

Sindbad, Polonia transport, Agat, Autokar Polska, PKS Warmia, Eurobus (27.5 h)

Price £50- £80, Warsaw over £100 per person

All stop in the cities on their way like Dover, Portsmouth, Southampton.

8.8. Driving

As of 27 July 2022, new temporary EU rules ensure that people fleeing Ukraine can continue to use their Ukrainian driving licence, without needing to exchange it for an EU driving licence or to sit a new driving test. The new Regulation sets specific rules on expired, lost and stolen Ukrainian driving licences to reduce the administrative burden for those residing in the EU under the temporary protection regime. Digital driving licences issued by Ukraine (DIIA) may also be recognised once verification tools have been made available and deployed by Ukraine.

[BlaBlaCar](#) – it is possible to find car sharing opportunities for journeys across Europe. There is a cost attached to each journey, but it is always a very affordable option.

Facebook Group ‘[Liftshare – Calais and Dunkirk Refugee Camps](#)’ – is a very active group with lots of volunteers crossing over from Calais/UK nearly everyday. You may need to join the group and ask on there if anyone could take you. (this is always free travel, with maybe a bit of petrol money needed)

8.9. Ferries (for cars only)

DFDS offers free journey to Ukrainians on ferries with UK destinations (these are Calais – Dover, Dunkirk – Dover, Dieppe – Newhaven, Amsterdam – Newcastle – all of these connections are for car traffic only and do not accept foot passengers) any travel needs to be booked at least 48h in advance.

8.10. Railway

We provide a link to a useful resource put together by Reset with a list of suggestions as to what transport options are available in different countries across Europe. This list below is correct as of 20th December 2022.

8.10.1. Poland

The train journeys are no longer free for Ukrainians, however, train tickets in Poland are a lot cheaper than they are in the UK and there are ways to travel very cheaply. You can search for tickets [here](#). Look for connections marked as TLK, which offer the cheapest tickets.

8.10.2. Germany

Ukrainians are able to get a free ticket to get through Germany, it is possible to use it to travel onwards to following countries: Belgium, Luxembourg, the Netherlands, Denmark, to Paris and Marseille in France (ICE, TGV and Thalys), Austria, Switzerland, Slovakia and Italy/South Tyrol. More information [here](#).

8.10.3. France

SNCF offers 1 free journey through France and to neighbouring European countries upon presenting Ukrainian passport or ID card, more information [here](#).

Eurostar offers [free travel](#) to London St Pancras from following stations: Paris Nord, Lille Europe.

8.10.4. Belgium

Free onward travel for those arriving with Deutsche Bahn's [Help Ukraine ticket](#).

Eurostar offers [free travel](#) to London St Pancras from Brussels-Midi.

8.10.5. Netherlands

Free [1 day one-day ticket](#) on Dutch railway

Eurostar offers [free travel](#) to London St Pancras from following stations: Rotterdam Central, Amsterdam Central.

8.10.6. Romania

Free '[Help Ukraine Ticket](#)' available at railway stations.

8.10.7. Slovakia

[Free rail journeys](#) for Ukrainians. Information on the website is only available in Slovak and in Ukrainian.

8.10.8. Spain

Renfe are offering [free travel](#) on the rail network in Spain.

8.10.9. Other countries

[Trainline](#) has a good and up to date list of what different countries are offering.

8.11. Car Sharing

[BlaBlaCar](#) – it is possible to find car sharing opportunities for journeys across Europe. There is a cost attached to each journey, but it is always a very affordable option.

Facebook Group '[Liftshare – Calais and Dunkirk Refugee Camps](#)' – is a very active group with many volunteers crossing over from Calais/UK nearly every day. You may need to join the group and ask on there if anyone could take you. (this is always free travel, with maybe a bit of petrol money needed).

8.12. Travel within the UK

[National express](#) offers free travel within the UK.

Rail companies [offer free journeys](#) for the first 48h after someone enters UK.

[You can get free train or bus travel in Northern Ireland](#) within 7 days of arriving.

8.13. Travelling with Pets

It is possible to travel with pets on trains, it may also be possible to travel with pets using car-sharing websites, however, you would need to check with the driver first.

[This page](#) provides a detailed guide on traveling with pets from Ukraine to the UK.

Staff at welcome points will be able to support you on your arrival to the UK and resolve any immediate problems. This may be through helping make onward travel arrangements or through answering any questions they may have until your host arrives to collect you. The Welcome Points will be able to support you by providing access to a rest area, toilet facilities, telephone, telephone charging facilities and translation services. In addition, they can provide any necessary immediate assistance, including food, drink, (over the counter) medical supplies and other sundries, and signposting access to public services and advice.

PART 3

Once you are in the UK

9

FIRST STEPS

9.1. Interim Payment

You will be entitled to receive a £200 "Welcome" payment from your local council. To arrange this, you will need to contact your local council to let them know you have arrived and to arrange for the collection of the "Welcome" payment. If you have limited English, you can ask your sponsor to help you by contacting the council for you.

9.2. British Red Cross and SIM cards

You are entitled to a free preloaded sim-card and £50 financial assistance from the British Red Cross. To arrange this, please call 08081963651. You can only apply for this benefit if you call between 10:00 and 18:00 within 14 days of your arrival in the UK. You will only be able to provide your information in English. If your language skills are insufficient, please ask a friend or your host for help. SJOG Hospital Services have partnered with Vodafone and you will receive a free preloaded sim card in the Welcome Box that you get from us upon your arrival in the UK.

9.3. Extending your stay in the UK: BRP

The entry stamp you received on entry into the UK provides evidence of your right to stay in the UK **but is valid for the first 6 months only**. To extend your stay for up to the 3 years allowed under this scheme, you will need to apply for a [Biometric Residence Permit](#). This will require you to provide biometric information, including a photograph of your face and a sample of your fingerprints.

If you do not do this, you will lose your right to live and work in the UK and any benefit payments you are receiving will stop.

If you used the 'UK Immigration: ID Check' identity app when applying for your visa, or visited a Visa Application centre abroad to give biometrics, then you automatically applied for your BRP as part of that and should be able to collect it on arrival in the UK from your nominated Post Office. [Check your Permission to Travel letter for full details on how to do this and what documents to take with you.](#)

If you did not use the 'UK Immigration: ID Check' app when applying for a visa, then you need to apply for a BRP using the following link:

<https://apply.visas-immigration.service.gov.uk/product/ukraine-scheme-brp>

This needs to be done within 6 months of arriving, but we recommend doing this as soon as possible as it can enable other things. If you need to leave the country and re-enter, then it's **highly recommended** to have a BRP first as it makes this much easier.

A list of addresses will come up of your nearest biometric centres where you can give your data in person. Applying for the BRP and booking the appointment are two separate steps which both require you to create an account. You can select to have an interpreter. It may look like it is 'charging' you for services, but it will then subtract those charges so you don't pay anything. You have to attend in person with your passport and QR Code which is on the email that is sent to give you the appointment. Have your Permission to Travel letter email on your phone also.

9.4. National Insurance number

The National Insurance number (NI number, or NINo) is like an 'identity number' which is required if you expect to be working in the UK, or if you need to claim Pension Credit.

Your NI number is a unique alphanumeric reference used to track both your own personal income tax and national insurance contributions. **Make sure you only have one NI number.**

If you recently applied for a visa, then visit your eVisa Immigration Account to check if you already have a NI number. You can view your NI number by logging onto your account and looking at the 'View and Prove' service. See [Immigration Account](#) for details on how to log in.

If you don't have one, you can ask your JobCentre to help you to apply for one or you can do this by yourself on the website by going to the following link:

<https://www.gov.uk/apply-national-insurance-number>

There is an online form to fill in which requires your UK address, which will be your host address if you are here under the Homes for Ukraine Visa scheme. Once the form is completed, an email application number is sent to you, informing you that your application is being processed. Within 3 days, a NI number should be sent to you in the post to your host's address.

If you applied for benefits before applying for a National Insurance number, you will be issued with a National Insurance number as part of the benefits process.

9.5. Bank accounts

You will need to open a bank account in the UK. A passport, biometric residency permit, driver's license, or another recognised identity card, as well as proof address, may be requested by banks.

[This resource](#) outlines different banking options that will be available to you upon arrival in the UK.

[Here](#) is another useful resource explaining the different banking options you have in the UK and how to open an account.

9.6. Universal Credit / Pension

Universal Credit is a benefits system in the UK that provides financial support to people on a low income or out of work. As a Ukrainian individual in the UK, you are eligible for Universal Credit until you find work. Your local Jobcentre Plus will be able to help you find out which benefits you may be able to access, or you can [check online](#) (this page is only available in English). More information about the different benefits you could be eligible for can be found [here](#).

You can [find your nearest Jobcentre here](#).

You can apply for Universal Credit by yourself, or someone from the council can come and help you with this (it depends on the council, sometimes they come, sometimes you need to do this by yourself)

You can apply for Universal Credit online, which is a payment for those of working age (18 and over), to help with your living costs if you're on a low income. To apply online you'll need:

- your bank, building society or credit union account details
- an email address
- access to a phone

You'll also have to prove your identity. You'll need some identity documents for this, for example your:

- passport
- debit or credit card

[Apply for Universal Credit](#)

There are two ways to get help with your Universal Credit claim. You can call the Universal Credit helpline or use the Help to Claim service.

Calls to the Universal Credit helpline are free - Telephone: 0800 328 5644. You can get free support from trained advisers to make a Universal Credit claim.

The [Help to Claim service](#) is provided by Citizens Advice and is confidential. They will not share your personal information unless you agree.

When making a Universal Credit claim you will need to enter your bank account details. You should use your own bank account details and ensure that you are the only person with access to your account.

9.6.1. Get an advance on your first payment

If you need help to pay your bills or cover other costs while you wait for your first Universal Credit payment, you can apply to get an advance. The most you can get as an advance is the amount of your first estimated payment.

You can apply for an advance payment in your online account or through your Jobcentre Plus work coach.

You'll need to:

- explain why you need an advance
- verify your identity (you'll do this when you apply online or on the phone with a work coach)
- provide bank account details for the advance (talk to your work coach if you cannot open an account)

You'll usually find out the same day if you can get an advance.

This advance must be paid back and you will start paying it back out of your first payment. You can choose how many months you pay the advance back over, within the time limit. You do not pay interest on it - the total amount you pay back is the same.

9.7. Getting Healthcare

As a Ukrainian individual in the UK, you are entitled to receive healthcare through the National Health Service (NHS). The NHS is a publicly funded healthcare system that provides free medical treatment to all UK residents.

To access healthcare services through the NHS, you will need to register with a GP (general practitioner). This is a doctor who is responsible for your overall healthcare and can refer you to specialists if necessary. To find a GP, you can search online or ask for recommendations from your host.

Legally, you do not need any documents to register with a GP.

In practice, some GP practices may ask for:

- Your NHS card
- Proof of address (usually 1 or 2 bills with your name on it) in order to prove that you live in the area
- Your passport in order to prove your identity and to check what type of Visa you have.

But no GP practice should refuse to register you either because you are unable to provide this documentation or because you have a certain type of Visa. If they do, tell them that you will be raising this issue with NHS England. If you have a comment or complaint about a GP, dentist, pharmacy or optician that can't be resolved locally with the Practice Manager, please, contact the NHS England at england.contactus@nhs.net. You can also contact the NHS England on **0300 311 22 33**.



Once you have registered with a GP, you will be able to access a range of healthcare services, including medical consultations, prescriptions, and hospital treatment. Some services, such as dental care and eyecare, may require additional fees.

You can find your nearest GP surgery by typing in your postcode [here](#).

More information on how to register with a GP can be found [here](#).

9.7.1. Mental health support

In addition to physical healthcare, it is important to also consider your mental health and wellbeing. The UK has a range of mental health services available, including therapy, counseling, and support groups. These services can be accessed through your GP or through independent organisations. (More information on accessing mental health support can be found in Section 27.2 of this guide).

9.8. Education

9.8.1. School

If you have children who will be attending school in the UK, it is important to familiarise yourself with the education system and the process of enrolling in a school.

Education system in the UK: The UK has a comprehensive education system that is divided into four main stages:

- Early years: This stage includes nursery and pre-school education for children aged 3-4.
- Primary education: This stage includes primary school for children aged 5-11.
- Secondary education: This stage includes secondary school for children aged 11-16.
- Further education: This stage includes post-16 education, such as sixth form colleges, vocational training, and university.

When looking for a school for your child, you will need to consider factors such as location, reputation, and the type of education offered. You can search for schools online or contact your local council for a list of schools in your area.

It is a good idea to visit the schools you are interested in and speak with the staff to get a sense of the school's culture and programmes.

Once you have found a school that you would like your child to attend, you will need to apply for a school place. This process varies depending on the school and the local council, but you will typically need to complete an application form and provide proof of your child's identity and address.

It is important to apply for a school place as soon as possible, as places can be competitive and may be offered on a first-come, first-served basis.

If your child has special education needs, such as learning disabilities or physical disabilities, you may need to provide additional information and documentation when applying for a school place. The school may also have additional resources and support available to meet your child's needs.

More information about education in the UK can be found [here](#).

A helpful resource that explains the school system in the UK can be found [here](#).

9.8.2. University

The Department for Education has confirmed that individuals who are in the UK on the Ukraine visa schemes (Homes for Ukraine, Ukraine Family Scheme, and Ukraine extension Scheme) will have access to student finance and will be treated as home students for fees purposes in England. [Student finance](#) refers to government-sponsored student loans to cover tuition fees and living costs while studying at university. Additional funding will also be given to universities to support current students from Ukraine who are in need of financial hardship assistance.

The Scottish government has announced that individuals on the three schemes will be eligible for [free tuition and living cost support](#) and the Welsh government has published information about [support for Higher Education students seeking sanctuary from the war in Ukraine](#).

9.8.3. English language courses

After giving yourself enough time to settle in and process everything you've been through, and if you have an interest in education, get in touch with your JobCentre, they will be able to direct you to the local colleges offering free language courses in your area.

9.9. Transport

Transport can be expensive.

You could find a cheap second-hand bicycle on Facebook Marketplace, Gumtree or Free Cycle.

You can also ask the JobCentre for a free bicycle.

There are a few different Railcard options available for purchasing of rail tickets at a discounted price. More information can be found [here](#).

If you are planning on bringing your own vehicle to the UK, you can read about the terms of doing this [here](#).

9.10. Cost of Living

The UK is an expensive place to live. For example, 1kg of apples is 80% more expensive in the UK than in Ukraine. You can look up more comparisons between cost of living in countries [here](#).

Whilst you cannot change the overall cost of living in the UK, there are many ways in which you can budget and save money. Some budgeting tips include:

- Take buses instead of trains
- Apply for a Railcard [here](#) to get up to 30% discount on train fares
- Aldi and Lidl are cheaper supermarkets than Tesco, Sainsbury, or Waitrose. Compare the prices in different supermarkets to find the best deals
- Many supermarkets in the UK have a "reduced" section for food that is close to the "Use by" date. You can find food at discounted prices and freeze it.
- Get ClubCards for each supermarket to access discounts
- Check out charity shops for second-hand clothes, bedding, kitchen utensils
- There is also an app called [Too Good to Go](#), where you can find discounted food from restaurants when they want to give it away at the end of the day.

[This resource](#) contains useful information about different shops in the UK.

9.10.1. Food banks

Food banks are community organisations that can help if you can't afford the food you need.

You'll usually need to get a referral to a food bank before you can use it. This includes all food banks run by the Trussell Trust.

You can get a referral for yourself and any family members you live with - including your partner.

You might be able to use some food banks without a referral - for example, if it's run by a church. Contact your local food bank to see if you need a referral.

You can find your nearest Food Bank using this [website](#).

9.10.1.1. Getting a referral

You can [ask Citizens Advice to refer you to a food bank](#). They'll usually make an appointment for you to discuss your situation with an adviser first.

The adviser will ask you some questions to check you're eligible for the food bank. If you're eligible, they'll give you a voucher for your nearest food bank.

They can also check if you should be getting any benefits you're not currently claiming and tell you about other local help you could get. The adviser can give you advice about budgeting and any debts you have.

9.10.1.2. If you can't go to Citizens Advice

You can ask for a referral from another organisation - for example your GP, housing association or social worker.

Your local council might be able to tell you how to get a referral to a food bank. You can [find your local council's contact details](#) on GOV.UK.

When you contact your local council, ask if they can also help you with other essential costs like clothes and petrol. They might give you help from their 'household support fund' or 'welfare assistance scheme'.

9.10.1.3. Going to a food bank

When an organisation refers you to a food bank, they'll give you a voucher and tell you where the food bank is. Check if the voucher is only valid on a specific day - you can ask the person who refers you.

If the food bank is run by the Trussell Trust you can [check the address on the Trussell Trust website](#).

The food bank will give you a food parcel. Your parcel will usually contain enough food for 3 days. The food bank might also be able to give you essential toiletries, like toothpaste or deodorant.

When you visit the food bank, let them know if you have any allergies or dietary requirements - they should be able to help you.

The food bank might be able to deliver your food parcel if:

- you live in a rural area and can't afford to travel
- you're sick or disabled and can't travel

Contact the food bank to check if they can deliver.

If the food bank is run by a church or other religious group, they'll still help you if you're not religious or from a different religion.

9.10.1.4. If you need to use the food bank again

You'll need to get another referral before you can use the food bank again.

Some food banks have a limit on the number of times you can visit - but it's still worth asking if you really need the food. If you're in this situation, [talk to an adviser](#).

The adviser will ask you some questions about why you still need to use the food bank. They'll refer you if they agree it's the best way to help you. Even if they can't refer you they'll give you advice on debt or problems with benefits if you need it.



PART 4

Getting along with your host

10

COMMUNICATION

No matter how you meet your sponsor, it is going to be essential to build a warm and equal relationship from the outset.

Leave space to listen to what is important to your host and their house rules and customs, including things like saving on energy bills or not leaving a mess after yourself. Be respectful and mindful of the dynamics in the house.

If you don't speak English or have limited English, navigating these conversations will be more complicated. There might be some conversations where you'll want to use email or text, as it will be easy for both of you to translate text using translation apps like [Google Translate](#) or [Say Hi](#). These apps also do voice translation, where you can speak into the app and it will speak back to you in your native language.

11

CONFLICT SITUATIONS

To prevent conflict in early phases, your host should communicate with you clearly the house rules and behaviours they expect from you while living in their home, such as not having guests over, not using certain rooms at certain times when your host doesn't want to be disturbed. Hopefully, your host will be able to communicate their rules and boundaries clearly. In turn, you should be mindful and respectful of these rules and remember that it is always better to ask directly if you are unsure about something (Can I turn the radiator in my room on and for how many hours per day? Can I take a shower after 11pm? Are there any house rules you would like me to be aware of?) Clear and honest communication is key to ensuring a successful living arrangement for everyone involved.

National Family Mediation and the Association for Family Mediators of Ukraine are providing free conflict mediation: [Homes for Ukraine Mediation - National Family Mediation \(nfm.org.uk\)](#).

Despite everyone's best efforts, sometimes things may go wrong. Often a chat and a cup of tea can resolve many problems, but there are occasions when the problems are insurmountable. If your relationship with your host has broken down, you must let us and your local authority know as soon as possible and seek support from your friends and family or other organisations that will be able to offer wellbeing support due to the breakdown of a relationship.

12

MAINTAINING BOUNDARIES

As someone who had to leave your country fleeing from war, you have experienced trauma and may have gone through very distressing experiences. Be mindful of how much personal information you share with your host. Sharing some information can help bond with your host and allow them to understand what you have gone through. They may choose to tell you personal information in return. However, your host is not a therapist and oversharing and expecting your host to provide a lot of emotional support can put a strain on the relationship and cause tension.

Boundaries will be something you and your host figure out in the process of living together. Your host may not want to share mealtimes together or provide you lifts in their car. If they are not prepared to do this, you will have to respect and accept their boundaries. They may feel that by providing accommodation, they have already helped and may be unwilling to go further. Other hosts will be happy to help you fill out all the documents, open a bank account, register with a GP surgery, share mealtimes and give you lifts in their car or even allow you to borrow their car. The extent of support varies from host to host and it will take time to see how your relationship evolves over time. But it is always better to rely on yourself and not expect that your host will help you at every stage of your settling in in the UK. This will help avoid disappointment and frustration and prevent conflict.

13

CULTURAL DIFFERENCES**13.1 Communication****13.1.1. "Small talk"**

In the United Kingdom, small talk is often used as a way to build rapport and establish social connections. This may be different from the Ukrainian culture, where small talk is not as common and conversations tend to be more direct. It may be helpful to think about small talk as not a sign of insincerity or lack of interest, but rather a way for British people to establish a connection with others. Remember that small talk is often a way to build connections and show interest in someone, rather than a lack of interest. Try not to jump to conclusions too quickly or presume that your host is insincere or disinterested. Instead, try to be open-minded and understand and appreciate the different ways of communicating and building connections in the UK.

13.1.2. Getting along

In the UK, people tend to be more polite in their language and use phrases like "please" and "thank you" more frequently. Be aware that in the UK, saying "Can you pass the salt?" would be considered quite rude and saying "Can you please pass the salt?" would be considered polite. In Ukraine, simply phrasing something as a question will create the polite form, whereas in the UK, saying "Please" and "Thank you" is extremely important in communication.

In Britain, manners are considered very important and your sponsors may not understand the direct ways of communication or phrasing that is common in Ukraine. Try to be aware of these differences and adapt your communication style as necessary.

13.2. Home living**13.2.1. Heating**

Houses in the UK tend to be generally colder in comparison to Ukrainian houses, especially in the winter. You may find that the temperature inside is not as warm as you are used to.

Many British homes have central heating systems that are not always kept on, as a way to save on energy bills. This can be a surprise for people who are used to having a constantly warm home.

Be mindful of energy saving practices when in the UK. It is a common practice in Britain to switch off the heating on schedule throughout the day to save on energy bills. The best thing to do would be to have a conversation about it with your host and abide by their rules and be respectful of their way of life, even if this causes you inconvenience. Layering clothes, wearing a warm jumper inside the house, using a water bottle or buying a warmer duvet might be ways to mitigate the cold temperatures inside British homes.

13.2.2. Saving water

In the UK, it is important to be mindful of water consumption due to the high cost of water and the effort to conserve resources. This may be different from what you are used to in Ukraine where water and energy costs may be lower and less emphasized.

Be mindful of water usage when showering and brushing your teeth, try to keep the duration shorter and turn off the tap while brushing your teeth.

It's also important to be mindful of other water usage activities like running the dishwasher and washing machine, try to only run them when they are full.



Communicate with your host about your water usage and any concerns you might have. They may be able to offer tips on how to conserve water and provide you with more information about the cost and usage of water.

Be respectful of the environment, saving water is not only important for financial reasons but also for environmental concerns, as water is a finite resource and conserving it is important for sustainability.

It's important to remember that these habits may take time to adjust, but with time and effort, you can learn to conserve water and contribute to the effort to protect the environment while also helping to keep costs down.

13.2.3. Recycling

Recycling is an important part of daily life in the UK. Even though recycling is gaining popularity in Ukraine, the system and rules may be different in the UK. Be prepared to learn new ways of sorting your waste and properly disposing of recyclable materials.

The rules for recycling can vary across the UK, with some areas requiring specific materials to be cleaned before placing them in the recycling bin, while other areas do not have this requirement. Make sure to ask your host or check your local council's website for the recycling rules in your area.

Be mindful of the schedule of collection days and put your recycling and trash out on the correct days. Failure to do so can result in a fine.

Keep an open mind and be willing to learn and adapt to the new recycling rules and practices in the UK. Not only it is good for the environment, but it is also an important part of the local culture and a way to integrate and become part of the community.

It's worth to remember that recycling is an ongoing process that takes time, effort, and getting used to. By understanding and being mindful of the recycling rules and practices in the UK, you can do your part to help protect the environment and fit in with the local culture.

13.2.4. Drinking water

In the UK, tap water is considered safe to drink, and you can save money by drinking it instead of buying bottled water. Adapting to new things may take time, but with a bit of getting used to, you'll soon become comfortable with the idea of drinking tap water and not worry about buying bottled water.

13.2.5. Food

In the UK, you may come across Polish shops and supermarkets that stock a variety of familiar items such as varenyky (stuffed dumplings), sour cream, and cottage cheese. These shops are quite common in most UK towns and cities.

It may be helpful for you to visit these shops at first, while you are still getting used to the different foods and products available in the UK. This will allow you to find familiar and comfort foods that will help you feel more at home.

Additionally, in larger cities, there may be a Polish section in some supermarkets where you will find the products that are similar to those you are used to in Ukraine.

Be open to exploring and trying new foods, but don't hesitate to seek out these shops and familiar products if it helps you feel more comfortable.

13.2.6. Wearing shoes inside the house

In the UK, it is considered quite common to wear shoes inside the house and it might be different from what you are used to. To feel more comfortable, you may wish to bring a pair of slippers with you and wear them inside the house.

13.3. Health

A useful guide on how the NHS works can be found [here](#).

More information on health-related issues can be found [here](#).

13.3.1. GPs

The way of dealing with any medical concerns is very similar in the UK and in Ukraine. An equivalent of a GP in Ukraine is known as a "Family doctor".

13.3.2. Prescription medication

In the UK, there is a stricter regulation on the availability of medication, even over-the-counter. This may be different from what you are used to in Ukraine, where there may be more medications that can be bought without a prescription.

In the UK, even mild antibiotics, such as for a simple sore throat or mild infection, may require a prescription from a doctor.

You should also be aware that some over-the-counter medications may not be available or have a different name from what you're used to in Ukraine.

If you are taking prescription medication, be sure to bring them with you enough to last you two months to give yourself enough time to register with the GP and get the prescription medication in the UK, which may require an assessment from a specialist doctor, which may take time.

13.3.3. Visiting a doctor

In Ukraine, it is more common to visit a doctor for mild symptoms and to be prescribed a range of over-the-counter medicines.

In the UK, a common treatment approach is to manage mild symptoms with over-the-counter medications such as paracetamol and rest, instead of prescribing specific medication.

It may come as a surprise that healthcare professionals in the UK often recommend self-care and self-management for minor health issues.

13.4. Society and cultural differences

13.4.1. Religion

The religious landscape in the United Kingdom is diverse, and the country has a long history of religious tolerance. Christianity is the largest religion in the UK, with the Church of England, the Church of Scotland, and the Roman Catholic Church being the main denominations. There is also a large Muslim population, as well as Hindu, Sikh, Buddhist, and Jewish communities. In recent years, there has been an increase in the number of people identifying as atheist, agnostic, or not having any religious affiliation. The freedom of religion is protected by law and the government has policies to promote religious tolerance and to protect the rights of religious minorities. There are also many places of worship for different religions throughout the country, and religious festivals and holidays are celebrated by different communities.

13.4.2. LGBTQI+

The UK is generally more accepting of the LGBTQI+ community, and the number of LGBTQI+ participants at public marches is increasing every year.

In the UK, it is important to be aware that attitudes towards LGBTQI+ community are generally more accepting and any kind of discrimination or insensitivity towards them is not acceptable and can be illegal.

Be respectful, open-minded, and mindful of the different attitudes and beliefs you may encounter in the UK, and remember to communicate with people respectfully and understanding that some people may be less aware or less familiar with the topic.

It's important to remember that cultural attitudes towards the LGBTQI+ community can vary greatly between countries, and it is important to be aware and respectful of the cultural context you find yourself in while in the UK. It is also important to point out that in the UK there are laws that protect the rights and well-being of the LGBTQI+ community.

13.4.3. Parenting

It's generally acceptable for women to publicly breastfeed in the UK. Many people in the UK express the opinion that kids should be allowed to fall and hurt themselves, because it's a learning experience, however, until children are 12 years old they are generally accompanied by an adult when they attend primary school or when they go out in the streets. Children should attend school regularly. British consider that children need to have good numbers of hours sleep and therefore encourage them to go to bed early at least until they go to High School at 11 years of age. More than 90% of English children wear uniforms to school. There is broad agreement that uniforms are a good idea—that they improve discipline and focus, and level class distinctions. UK school calendars are split into three terms, with most schools having additional half-term breaks in the middle of each term meaning that children generally get six breaks per school year. It is legal to take photographs in public, even of other people or children, without the permission of the people in the photograph (or their parents, in the case of children) but it is polite to ask permission and you should not take photos of strangers without asking first. British parents tend to explain their children why they shouldn't do something instead of just setting rules for them. British tend to encourage children to practice a sport and/or play a musical instrument. British children are expected to demonstrate a mild-mannered demeanour and be polite. British parents are not permitted to use immoderate chastisement on their children and on the whole physical punishments are frowned upon. Most British parents restrict their children's access to sugar, fried food and salt for reasons of health. They are encouraged to feed their children at least 5 portions of fruit and vegetables per day.

13.4.3.1. Children under the age of 12 are left at home without supervision.

In the United Kingdom, it is prohibited to leave children alone unless they are 12 years or older. If the host has volunteered or agreed to look after the guests' child, it's not a problem. If you leave the child alone and go away even for half an hour (without mentioning this fact), this could lead to misunderstandings.

PART 5

Safety and security

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SAFEGUARDING

Safeguarding and risk management are key components of a successful hosting arrangement.

Your local authority will have a safeguarding board and when you meet, you should make sure that you ask about how you can report a safeguarding concern relating to your host should it be needed.

Abuse can come in many different forms:

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse

Signs of abuse and neglect include, but are not limited to:

- Being aggressive or angry for no obvious reason
- Looking unkempt or neglected
- Sudden changes in weight
- Sudden changes in character, such as appearing helpless, depressed or tearful
- Physical signs, such as bruises, wounds, fractures or other untreated injuries

If you suspect that you are being exploited, you can report this to the [Modern Slavery and Exploitation Helpline](#).

If you have a safeguarding concern regarding your host, or you are concerned about their behaviour, you should contact your local authority immediately. If it is an emergency, contact 999.

Ensure that you speak to your host about how to contact emergency services when you arrive. The numbers of emergency services are different in Ukraine, whereas in the UK 999 is for emergencies, 101 for nonemergency police contact, and 111 for non-emergency healthcare. If you don't speak English, you can say the name of the language you do speak (in English) for the call handler to source an interpreter.

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PRIVACY AND CONFIDENTIALITY

Everyone has a right to live their lives with dignity and privacy. If you're living in someone else's home, you're likely to encounter personal information.

Some areas where you should be aware of privacy are:

1. Taking and publishing photos.

You should ensure you ask permission before taking photos or sharing photos of your host(s). Respect what they decide. You have a right to privacy too, of course.

2. Sharing private information.

Neither you or your guest have to answer questions if they are deemed too private. If you do not wish to talk about what you have experienced fleeing the war, politely explain this and move on. If your host is not comfortable with answering personal questions about themselves, respect that. If you do come across personal information, do not share it with other people.

3. Uncomfortable situations.

You should ensure that you do not inadvertently put either yourself or your host in an uncomfortable situation, an example of this could be visiting the bathroom at night or dressing for comfort in hot weather or during the evenings. Ensure that there is adequate privacy for both you and your host. For example, ensure that you knock and obtain permission prior to entering rooms that have not been allocated to you. Always knock on closed bathroom doors to ensure they are vacant before entering.

Be aware of personal space and respect each other. People are all different, and what is normal for some may not be normal for others.

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PROTECTING AND CARING FOR YOUR CHILDREN

The UK takes the welfare of all children very seriously. Be mindful of things like leaving your child home alone for a prolonged period of time, smacking your child or shouting at them. Such attitudes to children can have serious legal implications in the UK.

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DOMESTIC ABUSE

Domestic abuse is a serious crime in the UK. Anyone of any gender who is violent or abusive towards their partner, spouse or another family member, whether they are married or living together, or separated can be prosecuted.

Domestic abuse can include a wide range of behaviours and is not limited to physical violence; it can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse.

Domestic abuse can continue and may escalate after a relationship ends so it is important to seek help at the earliest opportunity.

Domestic abuse can have a significant impact on children and young people and families may need support from children's social care to help ensure children are not at risk of harm and to help them to stay safe and address any trauma they have experienced through abuse.

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SEXUAL VIOLENCE

Sexual violence and sexual crimes are very serious matters in the United Kingdom. Sexual crimes include rape and sexual assault as well as crimes like exposure, where there may not be contact between the perpetrator and victim.

Rape and sexual violence are devastating crimes that can have long-lasting and severe impacts on the people affected. If you would like to report a crime, you can contact the police on 999 in an emergency or 101 in a non-emergency situation.

You do not have to report to the police if you do not want to. If you have experienced sexual violence or abuse at any time, there are services that provide different types of support that you may still access. You may:

- Speak to your doctor (GP);
- Attend a Sexual Assault Referral Centre (SARC). SARCs offer a range of services, such as crisis care, emergency contraception and testing for sexually transmitted infections. SARCs can also collect evidence that may be useful if you decide to report to the police. You can request this evidence to be collected even if decide not to report to the police. It is important that this evidence is collected as soon after the assault as possible, because forensic evidence will wash and wear away. A SARC can also refer you to other support such as independent advice or mental health services. Find more information about SARCs and how to find your nearest SARC on the [NHS website](#).
- Speak to a voluntary organisation that can provide advice and support, such as Rape Crisis, The Survivors Trust, Safeline or the Male Survivors' Partnership.
- You can also call the Male Survivors' Partnership helpline on 0808 800 5005, The Survivors Trust's helpline on 0808 801 0818 or Rape Crisis's helpline on 0808 802 9999.

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MODERN SLAVERY AND HUMAN TRAFFICKING

The people of the UK are happy to offer you a warm welcome into the UK. However, as is the case everywhere, there may be a small number of people who may look to exploit vulnerable people.

Modern slavery can affect people of all ages, gender and races and includes a range of different forms of exploitation. There are four main types of modern slavery – labour exploitation, criminal exploitation, sexual exploitation, and domestic servitude. Read [modern slavery awareness and victim identification guidance](#) for more information and how to spot the signs.

More information about the risk of modern slavery can be found [here](#).

A useful resource to help you watch out for getting into an undesirable situation can be found [here](#).

You can also find information on www.ukrainianswelcome.org. This website brings together useful websites, helplines, and other information, including where to go if you feel in danger. More information on what modern slavery is and how the police deal with this crime can also be found at Policing Slavery.

If you have concerns that you or someone you know may be being exploited, there are people who can help you. You can contact:

- The police on 999
- The Modern Slavery and Exploitation Helpline on 08000 121 700 or online at Modern Slavery Helpline.

If you, or someone you know is being forced to work for someone against their will either under threat or menace, then you can report this to the Gangmasters and Labour Abuse Authority on 0800 432 0804 or through their [website](#).

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EMERGENCY SERVICES**20.1. Police**

The police are there to help and assist you as part of their role to keep people safe and uphold the law you should not be afraid to approach them if you are the victim of a crime, see a crime happening, or for general assistance; for example, if you are lost.

To report a crime, you should call the following telephone numbers:

- 999 – This is the number to call in an emergency. For example, if you are the victim of an assault or see a crime taking place. Ask for the 'police' when you get through. This is also the number to call if you need an ambulance or if there is a fire.
- 112 – is a common emergency telephone number that can be dialed free of charge from most mobile telephones, and in some countries, fixed telephones in order to reach emergency services - ambulance, fire and rescue, police.
- 101 – This is the number to call for less urgent situations. For example, if your property has been damaged.

If you are not satisfied with the service you have received from the police, you can complain directly to the police unit or office in question or the [Independent Office for Police Conduct](#), which is responsible for overseeing the system for handling complaints made against police forces in England and Wales, or the Police Investigations and Review Commissioner in Scotland. The role of these institutions is to impartially, independent of the police, investigate conduct and behaviour.

20.2. Fire

If you need to report a fire you should call 999.

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REPORTING WAR CRIMES FROM UKRAINE

The Metropolitan Police is supporting the International Criminal Court (ICC) investigation regarding possible war crimes, genocide and crimes against humanity in Ukraine. If you have personally experienced or have witnessed any crimes, further information can be reported to the War Crimes Team in the Metropolitan Police.

[Report a war crime.](#)



Support

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SUPPORT SERVICES AND ORGANISATIONS

There are many support services and organisations available to Ukrainian displaced individuals in the UK that can provide assistance with a variety of issues, including legal aid and immigration services, financial assistance and benefits, mental health and wellbeing support, cultural and community organisations, and more.

22.1. Legal aid and immigration services:

If you need help with legal issues or immigration matters, there are organisations that can provide assistance. These may include law firms, legal aid clinics, and immigration services. Legal aid is free legal assistance provided by the government to those who cannot afford to pay for a lawyer. To be eligible for legal aid, you will need to meet certain criteria.

- <https://t.me/YurSterlingLaw> - Telegram channel about immigration and legal matters in the UK
- [Citizens Advice](#) is an organisation which can provide you with confidential information to help you with any legal, debt, consumer, housing and many other problems in the United Kingdom. This network of independent charities offers confidential advice online, over the phone, and in person, for free for any problem
- UK Visas and Immigration helpline: +44 808 164 88 10
- The [Ukraine Advice Project](#) is offering a free service to connect Ukrainian citizens in need of free legal advice on UK immigration, visas and asylum with qualified and regulated lawyers.
- The [Work Rights Centre](#) has guidance for people affected by the crisis in Ukraine and is offering immigration support.
- [Coram Children's Legal Centre](#)'s Migrant Children's Project offer one-off email advice from a specialist solicitor on all issues affecting migrant, asylum-seeking and displaced individual children and young people, whether they are separated or in families. Email: mcpadvice@coramclc.org.uk
- <https://t.me/UAConsulUK> - Official Telegram channel of the Ukrainian consulate in London
- <https://t.me/ukukrainiancommunity> - relevant information for people arriving in the UK.

22.2. Mental health and wellbeing support:

If you are experiencing mental health issues, it is important to seek help as soon as possible. There are many organisations and resources available to support your mental health and wellbeing, including the NHS, charities, and independent organisations, such as:

- **Daily support:** [Sane Ukraine](#) offer free online trauma and resilience support sessions every day at 7:30pm Ukrainian time. They share information about specific sessions on their [Facebook page](#).
- You can call the British Red Cross Ukraine support line for emotional support over the phone, see [this page](#) for more information.
- A resource about how to talk to children about war can be found here in [English](#), [Ukrainian](#) and [Russian](#).
- The [Refugee Council](#) provides mental health support to refugees and asylum seekers.

More information about accessing mental health support can be found [here](#).

<https://t.me/kolomeua> - a Telegram channel to help you support your mental health during the war.

Some useful resources for taking care of your mental health during the war:

- lifelineukraine.com
- [Психологічна підтримка в умовах війни \(dovidka.info\)](https://dovidka.info)
- [Куди звернутися по безкоштовну психологічну допомогу – перелік організацій | ZMINA](#)

22.3. Cultural and community organisations:

There may be cultural and community organisations in the UK that can provide support and resources for Ukrainian displaced individuals. These organisations may offer a range of services, such as language classes, cultural events, and social support groups. They can be a great resource for connecting with others from your community and maintaining a sense of cultural identity.

A useful list of Ukrainian organisations in the UK can be found [here](#), but we encourage you to find Ukrainian organisations locally, we will help you find your community of support in your new place by providing you with a list of Ukrainian organisations in your area upon your arrival.

22.4. Staying Connected with Your Culture and Community

As a Ukrainian displaced individual in the UK, it can be important to stay connected with your culture and community in order to feel a sense of belonging and familiarity. There are several ways you can do this:

22.4.1. Maintaining connections with loved ones back home

It can be difficult to be away from loved ones, especially during times of conflict and instability. There are many ways you can stay connected with loved ones back home, including through phone calls, video calls, and social media.

22.4.2. Parish Communities

If you are a member of a specific religion, it can be important to find a place of worship and community in your new home. There may be religious institutions or spiritual communities in the UK that can provide support and guidance.

In our project we are working with Catholic communities and parishes. We aim to link you in with members of the community so you have friendly face for support. There is no obligation to attend church.







22.4.3. Groups on social media

We recommend joining relevant groups on social media by searching “Ukrainians in London”, “Ukrainians in Manchester”, Ukrainians in [insert name of your city or village] upon your arrival.



BELOW IS A LIST OF USEFUL TELEGRAM CHANNELS:

UkraineNow	Official info on war	https://t.me/s/UkraineNow?before=15591
Українська Волонтерська Служба	General Evacuation	https://t.me/VolunteerCountry
Допомагаємо виїхати Helping to leave	General Evacuation	https://t.me/huiivoiine
Українцы и Великобритания	Chat for Ukr in the UK	https://t.me/HomesforUkraineUnited
🇺🇦🇬🇧 Українці в Англії / Украинцы в Англии / Англия: Поддержка украинцев / Homes for Ukraine 🇺🇦🇬🇧	Chat for Ukr in the UK	https://t.me/UA_England
Англия: Поддержка украинцев / Homes for Ukraine	Chat for Ukr in the UK	https://t.me/UK_Ukraine_Help
Евакуація.City	General Evacuation	https://t.me/evacuation_city
Евакуація Донецька область 🇺🇦	General Evacuation	https://t.me/evakuatsiya
🇺🇦 ВОДІЇ ДОПОМОГА ВОЛОНТЕРИ ЕВАКУАЦІЯ 🇺🇦	General Evacuation	https://t.me/avtodopomaga
🇺🇦🇬🇧 Украинцы в Лондоне/Українці у Лондоні	Chat for Ukr in the UK	https://t.me/LondonUkraine
🇺🇦 Українці в Англії 🇬🇧 Допомога 💙💛	Chat for Ukr in the UK	No public link,but I have access
Евакуація_Україна_Закордон	General Evacuation	https://t.me/saveukreineevacuation
UKSUPPORTSUKRAINE	Info portal for Ukr in the UK	https://t.me/uksupportsukraine
Англия: Поддержка украинцев. Refugees Homes for Ukraine	Chat for Ukr in the UK	https://t.me/Refugees_in_UK
UK Homes for Ukraine поддержка украинцев	Chat for Ukr in the UK	https://t.me/UKforUkraine
Trafalgar Girls Помощь Украинцам в Великобритании	Chat for Ukr in the UK	https://t.me/londonukrainehelpgroup
🇺🇦🇬🇧 Опора: допомога українцям у Великобританії	Info portal for Ukr in the UK	https://t.me/oporauk

 Українці у Великій Британії  Naum.me	Info portal for Ukr in the UK	https://t.me/naym_greatbritain
 Украинцы в Великобритании /Українці у Великобританії	Info portal for Ukr in the UK	https://t.me/chatUkraineUK
Masters League. Українці в Англії	Info portal for Ukr in the UK	https://t.me/masters_league_aoe
 UK for Ukrainians 	Info portal for Ukr in the UK	https://t.me/UKforUKRAINIANS
UK Scotland - українцы в Шотландии - ukrainians in Scotland	Chat for Ukr in the UK	https://t.me/UkrainiansInScotland
ОПОРА: житло у Великобританії	Accommodation chat	https://t.me/opora_housing
Житло Англія UA	Accommodation chat	https://t.me/house_uauk
Житло у Великобританії Робота у Великобританії @Ukrainian.uk	Accommodation /jobs chat	https://t.me/rent_uk
Jobs/Робота 	Jobs chat	https://t.me/oleksemployment
Робота у Великобританії @Ukrainian.uk	Jobs chat	https://t.me/job_uk
Робота Англія UA	Jobs chat	https://t.me/jobs_uauk



22.4.4. Ukrainian organisations in the UK

- Association of Ukrainians in Great Britain
<https://www.facebook.com/AUGB.SUB>
<https://en-gb.facebook.com/augblondon/>
<https://augb-london.business.site/>
- London Ukrainian Club Karpaty
<https://www.facebook.com/London-Ukrainian-Club-Karpaty-464037640332880/>
- The Ukrainian Institute London
<https://ukrainianinstitute.org.uk/about-us/>
- UNHCR Ukraine
<https://www.unhcr.org/ua/en>
- Embassy of Ukraine in London
<https://uk.mfa.gov.ua/en>
- British Embassy Kyiv
<https://www.gov.uk/world/organisations/british-embassy-kyiv>
- Ukrainian Welcome Centre
<https://www.ukrainianwelcomecentre.org/home>
<https://www.facebook.com/UkrainianWelcomeCentre>
- Ukrainian Cultural Centre AUGB Manchester
<http://www.augb-manchester.org.uk/?fbclid=IwAR1KchCnkOg7hNqsOgcrQ6EYfWYed0Wf-eEMdA0NjMYHUxBistPZq4OPn6c> <https://www.facebook.com/UkrClubDniproMcr>
- Association of Ukrainian Women in Great Britain
<https://www.augb.co.uk/about-us-and-our-community/association-of-ukrainian-women-in-great-britain>
- Ukrainian-British City Club
<https://ubcc.co.uk/>
- The British Ukrainian Society
<https://www.facebook.com/britishukrainiansociety/>

What to do 4-6 months after arriving in the UK

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LIVING ARRANGEMENTS

23.1. Staying with your host after 6 months

Your host may be happy for you to continue to stay with them for another 6 months. Where this is the case, this is likely to be the best option for you until you are ready to move on.

Not every host can continue to offer accommodation after six months. Where that is the case, we encourage you to develop a plan with your host about how you move on.

23.2. If your sponsorship arrangement ends before 6 months

There is a separate process if your sponsorship ends or is at risk of ending, or you are worried it is about to end, before six months has passed.

Contact your local council to make them aware as soon as possible, because they may be able to help you find a new host. There are two situations where the council will help you to find a new host:

- the council decides it is not suitable or safe for you to stay in your current host arrangement
- if your host has failed their checks

If you do not follow this process and move in with a new host without the agreement of the council, your host may not receive their 'Thank you' payments.

23.3. Finding another host

If you are not able to continue with your current host, but are also not ready to move into your own accommodation, you may want to find a new host. There are a number of ways that you might be able to do this.

23.4. Finding your own host

You have a choice about who your new host is. You may already know someone who could host you, for example, through:

- your local faith group
- other community groups
- your work
- your current host

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SUPPORT FROM YOUR LOCAL COUNCIL

Your local council may be able to help you find a host in the local area. You can search for [your local council](#). They may also be able to direct you to local charities and other community groups that can help.

There are also organisations that offer help to connect people coming from Ukraine with hosts in the UK, as part of the Homes for Ukraine scheme. These organisations may also be able to [help you find a new host](#). You can always apply with us to be matched with a new host. We cannot guarantee that it will be in the same area and that we will be able to find a host quickly.

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MOVING TO ANOTHER AREA OF THE UK

If you want to move to another area of the UK, make sure that you tell your local council. Community groups, local charities and local councils have dedicated websites to give you more information about an area before you make a decision to move.

If you would like to move to a new area, you need to contact your current local council before moving. They will then contact the council in the new area you want to move to, so they can make any necessary checks and can confirm your new living arrangements are suitable.

If you have a child aged between 4 and 16 it is important to consider the availability of school places in the area that you are considering moving to. We recommend you also contact the school admissions team at your [local council](#).

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FINDING WORK IN THE UK

Finding work in the UK can be a challenge, but there are resources available to help you in your job search. Here are some steps you can take to increase your chances of finding employment.

A useful resource about finding work in the UK can be found [here](#).

A list of organisations that help Ukrainians find work in the UK can be found [here](#).

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RENTING PRIVATE ACCOMMODATION

If you are considering renting your own accommodation, make sure you know what your rights and responsibilities are as a tenant.

We have published a guide to help you understand [how to rent in England](#). This will help you when you are ready and able to move out of sponsorship into independent accommodation.

The guide explains that you may be entitled to Housing Benefit or Universal Credit which could help with the cost of rent. The guide also includes an online calculator which can be used to see if you can afford to live in the area you want. This guide is now available in [Ukrainian](#).

Information on renting in [Scotland](#), [Wales](#) and [Northern Ireland](#) is available in English only.

A useful guide on how to rent accommodation in the UK can be found [here](#).

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FINDING ENGLISH CLASSES IN THE UK

You can find information on further education courses, educational courses for adults including English for Speakers of Other Languages (ESOL), by contacting your local council or local further education college directly. You can also search for courses. The DfE have also published more [resources to help children learn English](#).

Training in English for speakers of other languages: [ESOL \(English for Speakers of Other Languages\)](#)

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**OTHER USEFUL RESOURCES
SIMILAR TO THIS WELCOME GUIDE**

A useful guide similar to the one you just read can be found [here](#).

A guide about your first steps in the UK can be found [here](#).

A guide from Red Cross for people arriving in the UK can be found [here](#).

A guide developed by a team of researchers from the Institute for Research into Superdiversity (IRIS) at the University of Birmingham [here](#).

A guide about organisations that help Ukrainians in London can be found [here](#).

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USEFUL CONTACT NUMBERS**Contact UK Visas and Immigration**

You can phone the free Ukraine helpline if you need help:

Telephone: + 44 808 164 8810

Telephone: +44 (0)175 390 7510 (if you cannot contact UK 0808 numbers)

Monday to Friday, 9am to 5:30pm.

Community Bilingual Advocacy Service

(for GP appointments, information and community health services)

Email: huh-tr.advocacy.communityrequests@nhs.net

Telephone: 020 7683 4024

Barnardo's Ukrainian Support Helpline

Advice on a range Of Issues, including housing, employment, therapy and support.

Telephone: 0800 148 8586

Ukrainian Embassy in the UK

The Ukrainian Embassy can often provide help to Ukrainian nationals within the UK. You can contact the Ukrainian Embassy in London by calling 020 7727 6312 or emailing emb_gbh@mfa.gov.uk.

This Welcome Book was created
using the official government guidance
on the Homes for Ukraine Scheme.

Closing word

It is important to take care of your physical and mental health while adjusting to life in the UK. This may include finding ways to manage stress, exercising regularly, and eating a healthy diet. It is also a good idea to establish a routine and set goals for yourself to help you feel more grounded and focused.

One of the most important things you can do to support your transition to life in the UK is to build a network of supportive people. This may include friends, family, and community members who can offer guidance and encouragement as you navigate your new environment. You may also want to consider seeking out professional support, such as a therapist or counsellor, if you are struggling with the transition.

Overall, it is important to be patient with yourself and allow yourself time to adjust to your new surroundings. Remember that it is normal to feel overwhelmed or uncertain at times, and it is okay to seek help when you need it. With time and support, you will find your footing and begin to build a fulfilling and rewarding life in the UK.

We hope this welcome book serves as a valuable resource as you begin your journey in the UK and we at SJOG Hospitaller Services are here to support you every step of the way. May you find comfort and security in your new home and may your experiences here be filled with hope and new opportunities.

Welcome to the UK.





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