



Homes for Ukraine

In Partnership with Caritas Social Action Network

Information and
guidance for anyone
considering hosting a
family from Ukraine



December 2022



We are hugely grateful for your compassion to help those fleeing the war in Ukraine. Yet, this is not a minor undertaking, so it is important to consider what this can mean for you and the people you live with.

We prepared this manual to provide you with a general understanding of the type of assistance you would be expected to offer to your guests through the Homes for Ukraine Scheme.

This manual was created to give a quick overview of the programme to anyone considering signing up as a host and inviting a Ukrainian family into their home. It has been created to help you get a better understanding of the requirements of the scheme and the factors you should take into account. The scheme, by its very nature, develops and evolves as the situation changes both in Ukraine and the UK, thus it is not an exhaustive reference to every facet of the scheme. In addition, we've provided some information that may be helpful while you are waiting for your guests and during the first few weeks after you've welcomed a family into your home.

This book has been created from a variety of sources which are listed throughout and at the end of the document.

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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 (SJOG) 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 learning disabilities, those with complex needs, older communities and community support.
- In 2004, SJOG became an independent charity.
- If you wish to know more about the organisation or our other projects, please visit our [website](#).

1.1.2 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.



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1.2. About CSAN

Inspired by the life and example of Jesus Christ, Caritas Social Action Network (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 shares in the mission of the Catholic Church.



ABOUT HOMES FOR UKRAINE PROJECT BY SJOG AND CSAN

SJOG and 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.

Together we are working to enable the generous people willing to open up their homes as sponsors and match them with people displaced by the war in Ukraine. We aim to support people on their journey and provide opportunities to integrate into our community in the UK.

The SJOG and CSAN Homes for Ukraine project provides:

- 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 speaks English, Polish, Ukrainian and Russian and are ready to help

3 WHO IS ELIGIBLE TO BE SPONSORED?

3.1 General information

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 (see Appendix A for more detailed information if you are planning to sponsor a child from Ukraine).

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

The person/people being sponsored will not have refugee status or be recognised as a "refugee" in the UK under the Geneva Convention. Instead, they will have three years' leave to enter the UK. They will be eligible to access public funds, health care and education, and those of working age will be permitted to work.



4 WHO IS A TYPICAL UKRAINIAN DISPLACED INDIVIDUAL?

Mothers with children (of any age)

The most common category of people coming from Ukraine. The rationale for moving for such family units is to find a safe place for the children. Education facilities in the area will be a priority for such families.

Young people 18+

Single young people tend to be more mobile and are likely to be coming to the UK with the intention of finding full-time employment. Some of them might be completing university degrees online or pursuing education in UK institutions.

Young couples 18+

This is not a common category since men of fighting age are not allowed by law to leave the country. However, some men may have already been out of the country by February 24 or might be exempt from military service and thus able to leave Ukraine.

Families

Although men of fighting age are not allowed to leave the country, there are some exceptions in place. Hosts can expect to host a Ukrainian family.

Elderly people

Another frequent category of people coming from Ukraine. Hosts can expect to house elderly people, single or couples. This category of people is more likely to have limited English language abilities.

Elderly people with children

Although a rare and potentially problematic category (documents regarding legal guardianship), sponsors can expect to receive a family unit consisting of grandparents and child(ren).

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BEFORE YOU HOST: KEY CONSIDERATIONS

5.1. Number of guests

You should consider how many people you can accommodate so that everyone has sufficient space. Two people should not be in one room unless they are: adult cohabiting partners; a parent and child; two siblings of the same gender if aged over 10; two siblings regardless of gender if aged under 10. **Individuals who did not previously know each other must not be given the same room.**

5.2 Have all household members, including children, been consulted and are in agreement with taking on the responsibility of hosting a Ukrainian family?

Hosting is a significant commitment, particularly if it is going to be for at least 6 months. It is important that individuals and whole households take time to properly reflect together on your ability to take on such a responsibility and the ways that hosting might impact your life.

5.3. What would you want from a hosting situation?

Imagine you had suddenly been forced to leave behind your home, your loved ones, your job, your country and everything that was familiar to you. Try to think about what kind of support you might need if you were in that situation. It's also important to remember that people are individuals with their interests, beliefs and personal stories, so their support needs will vary considerably.

5.4. Do you know what statutory or voluntary sector support is available to you and your guest(s) in your area?

Are you able to respond to the varying support needs of the individual(s) you may host? It's vital for the safety and wellbeing of both guests and hosts that consideration is given to what support might be needed for both parties and how to access it, not just at the outset of the hosting arrangement but throughout. Are there Ukrainian community centres in your area? Is your gym providing free membership for Ukrainian guests? Did you know that many charities and volunteers are offering free counselling sessions for Ukrainians, both in English and Ukrainian? Do you have a reliable support network outside of your household? Do you know other sponsors in your community or online support forums? Putting support in place before you might need it will make a successful hosting arrangement more likely.

5.5. Financial Considerations

You might want to think about the impact hosting guests from Ukraine will have on your financial outgoings, e.g., utility bills, council tax or rent, insurance etc.

You will be entitled to the £350 'Thank you' payment per month for hosting, while your guest will have access to the £200 'Welcome' payment upon their arrival in the UK. The welcome payment can be claimed for a 12-month period (i.e. two hosting rounds of 6 months). (Some councils may offer a higher amount as a 'Thank you' payment for hosting. It is your responsibility to check with your local council what the exact amount you will receive is.)

If you are offering a room in your own home, you cannot charge rent. You may agree with your guests that they will contribute to the payment of utility bills should this be your preference. **Such arrangements should be clearly discussed before your guest moves in.**

Here is a useful [document](#) developed by NACCOM to help you understand if hosting is right for you.

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WHAT HOSTING IS

Hosting is simply where someone offers a private room and access to shared facilities in their own home to a person or persons in need, free of charge. As well as providing a safe, temporary home, hosting can give people fleeing the war in Ukraine vital stability that enables them to access the support they need to move forward with their life.

6.1. Requirements for your home

The UK Government is asking people to sponsor Ukrainians to come to the UK and to offer them accommodation for at least 6 months. The UK Government states:

All accommodation will be different and while there is no set expectation, your accommodation needs to be free from serious health and safety hazards. You should make sure your home is safe for your guests and that it is in suitable condition.

Your accommodation should meet the following conditions:

- be kept clean and in a reasonable state;
- have adequate kitchen and bathroom space;
- have access to drinking water;
- have a working smoke detector on each floor of the property and other fire safety precautions suitable for the building e.g. fire doors or escape routes as appropriate. Further information on making a home safe from fire can be found [here](#).
- have safe and working electrics, which a qualified electrician can help with if you are unsure;
- be almost entirely free of damp or mould;
- have doors and windows at entry level that lock properly;
- be easy and safe to move around in, without excessively steep staircases that may cause harm;
- have access to communication (telephone, internet)

For more information, please access the government's [website](#).

6.2. Checks by local authorities

Your local authority will complete checks on the accommodation and living arrangements, along with safeguarding checks (including Disclosure and Barring Service (DBS) checks) to determine your suitability as a sponsor. Your local authority will decide which type of DBS checks are required in line with government guidance. You will not be charged for these checks.

You should expect a visit and housing inspection from your local authority prior to, or shortly after the arrival of your guests.

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WHAT HOSTING ISN'T**7.1. Provision of food and clothing**

You are not expected to provide your guest with meals or clothing. If you are considering giving away your clothes to a charity shop, you might want to ask your guest if they would like to take some of the things you are planning to give away.

7.2. Payment of transportation costs

You are not expected to cover your guests' travel and transportation costs or give a lift every day to their workplace or education facility. Your guests will have an opportunity to travel to your home for free within 48 hours of arriving in the UK. You might like to suggest that they get a Railcard or use buses instead of trains to save on travel expenses.

7.3. Casework or legal support

You are not expected to provide legal support to your guest. You can direct them to services that might be able to provide legal and immigration advice. Citizens Advice service is a good starting point.

7.4. Phone top-ups and provision of pocket money

You are not expected to pay for your guests' phone top-ups or give pocket money. Red Cross is offering free SIM cards for Ukrainian guests with 6 months of free calls and Internet. Some hosts choose to give the 'Thank you' payment entirely to their guests; however, this is not expected of you. If you wish to give your guests the £350 payment for personal expenses, you may wish to think about how it will affect their eligibility for welfare payments, such as Universal Credit.

7.5. Medical assistance

You are not expected to attend your guests' medical appointment in a chaperone role. You may be able to help by directing your guest to the nearest medical centre or their online registration portal.

7.6. Trauma counselling

You are not expected to help your guest process the trauma they have experienced. You might want to think about helpful services you could direct them to, as well as setting up a comfortable arrangement and clear boundaries to make sure your guest has sufficient alone time to process their emotions and seek the help they might need.

7.7. Housework in return for hosting

You should always remain mindful of the power dynamic in your home. Your guest might feel indebted to you and obliged to clean your house on a regular basis to compensate for the help you are offering. Of course, your guest may wish to help you and share some of the household responsibilities, however, be mindful of the healthy balance regarding looking after your home.

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FIRST CONTACT AND COMMUNICATION WITH YOUR GUEST

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

- Set up a time to connect with the guest (family) over video – MS Teams, Zoom, WhatsApp video etc.
- Consider the fact that it might be a practical challenge and require multiple approaches to set up a call if your guests are still in Ukraine or if their access to an Internet connection is only intermittent.
- 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.

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

- If both you and your guests 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);
- Covid vaccinations;
- Contribution to utilities (if you expect your guests to contribute to utility costs);
- Transport in your area - if you live outside a big city, try to be very clear about the transport options available and if they are at all limited;
- Do your guests have any connections in the UK or people they are likely to want to visit? Are these places accessible from where you live?
- What kind of job or schooling your guests would like to access?
- Are there any particular services or support your guests feel they would need to access?
- Do they have family or friends who may be planning to join them at a later date?
- Anything you need to know about the pets they are bringing with them (if this is the case).



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VISA APPLICATION PROCESS

Once you know who you wish to sponsor, either you or your guest can apply for a visa online. The visa is free, but the application form is available in English only. However, the government's guidance is also available in Ukrainian and Russian and can be found [here](#).

Regardless of who decides to fill in the application, you will need to share personal data and documents with one another. It is really important you do this safely. If, for example, you've been connected through social media, do not provide your personal information or upload copies of your documents onto these sites, rather, send copies via disappearing messages on WhatsApp or via email, asking the recipient to delete copies once they've been uploaded.

If your guests are completing the application, you will need to share copies of your ID and proof of address with them. You will also need to let them know your immigration status in the UK (British citizen, settled or pre-settled status, refugee status etc.)

If possible, make yourself available for questions as your guests fill in the form.

As a sponsor, it will be useful to have the following documents at hand as you will need them at different stages throughout the process.

- Email address
- Phone number
- Digital copy of sponsor's valid passport
- Digital copy of the valid passports of everyone in the household over 18
- The month and year you have moved into the property

If the guest holds a valid Ukrainian international passport or an expired Ukrainian international passport with a formal extension stamp issued by the Ukrainian government, they will need to complete an application online and will need the following:

- Digital copy of passports for every person in the group, regardless of age
- Proof of address in Ukraine
- Email address
- Contact phone number
- Proof of stay in Ukraine on January 1, 2022
(a digital copy of a utility bill, bank statement etc.)

A new visa application can be logged through this [link](#).

We don't provide legal advice or guidance but we do provide instructions in advance to help with the visa application process.

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TRANSPORT TO THE UK

Your guests will have up to 90 days to arrive in the UK after their visa is approved. We tend to see people arriving much sooner than that and often immediately after their visa is approved, but not everybody may be ready to do so. This is for various reasons, but most commonly because your guests may need to tie up loose ends before they leave their jobs, rental contracts or make sure their family members are safe.

SJOG Homes for Ukraine provides arranged transport for Ukrainian nationals and their family members from the Polish border to London, with free travel across the UK available for the following 48 hours to get to sponsors' accommodation. If guests wish to travel outside of our prearranged trips, then this will have to be organised and paid for by them.

Staff at welcome points will be able to support guests on their 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 you arrive to collect your guests.

The Welcome Points will be able to support guests 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.

You are not obliged to arrange your guests' travel to UK. However, if you wish to help your guests book their travel, you can find more information about travel options available to your guests in Appendix B.

What can I do as I wait for my guests to arrive?

Try to keep in touch with your guests, this will make them feel safe and supported and will likely reduce the level of stress throughout the trip.

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PREPARE YOUR PROPERTY

When preparing the property or room you are offering, please take in consideration the following:

- Ensure that plenty of storage is available if needed, if not in the same room, in a place where guests can have unrestricted access to it;
- Clean bedding (sheets, duvet covers, duvets, pillows, and pillowcases) and towels;
- Provide spare keys so your guests can be free to go out as they please. Ensure you provide your full address so that your guests can find their way back should they get lost;
- Make sure they have space to store their own food in fridges and cupboards;
- Access to kitchen facilities and cooking equipment;
- Provide a welcome pack of items you can give to your guest. This could include toiletries, nappies for babies, crockery, age-appropriate food or toys for children;
- Bathroom storage space for personal items;
- Access to laundry facilities;
- Access to an eating area;
- Privacy for both the hosts and guests;
- If your guest is bringing a pet, you can point them to a supermarket, a pet shop or a local charity shop where they will be able to buy pet food and everything else required.
- If your home is non-smoking, and your guest is a smoker, be clear with your guest where they can and cannot smoke;
- Everyone will have 'house rules' – we advise discussing those in advance with all members of the household and making them clear to your guests once they've had a bit of time to settle in.

If young children are present, then these additional provisions might be needed:

- Cupboard locks on cupboards housing cleaning products, medicines, and other hazardous materials;
- Window locks on upstairs windows;
- Socket covers in unused electrical sockets;
- Stair gates at the top and bottom of any stairs;
- Access to age-appropriate equipment, cots, bed guards, highchairs etc.;
- Secure and safe gardens with locks on gates;
- Provision of some age-appropriate toys if appropriate.

You may want to consider leaving a note for your guest in their bedroom that will contain useful information, such your Wi-Fi password, directions to the closest shops and parks, your home address, your contact numbers, some emergency contact numbers, like 999, and a contact email for your local authority in case your guests need it. If your guests don't speak English well, you can try to use photos of the different steps needed to use the washing machine, for example, or a map with different shops circled on it.

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**WITHDRAWING
(YOU'VE CHANGED YOUR MIND)****12.1. Withdrawing before a guest arrives**

You should seriously consider whether you can commit to sponsorship for a minimum of 6 months, ahead of application. However, we recognise that circumstances change, and in a minority of cases it may be that you are no longer able to act as a sponsor once an application has already been submitted or where a visa has already been issued. Where this occurs, you should inform the guest that you are no longer able to sponsor them under Homes for Ukraine and contact your council as soon as possible to ensure that the guest can be supported to find alternative arrangements.

We can offer a rematch with a new guest applying from Ukraine or EU or those guests who are already staying in the UK under the Homes for Ukraine Scheme. There is no guarantee that this will be achieved within the 90-day visa window.

12.2. Withdrawing after a guest arrives

While existing sponsorship relationships should be sustained for 6 months or longer, we recognise that circumstances change, and it may be that you are unable to fulfil your commitment to host a Ukrainian family for the entire 6 months. If you are considering withdrawing, or your sponsorship breaks down, or you are worried it is about to break down, you should contact your council as soon as possible to make them aware. Where possible, you should aim to give your guests 2 months' notice ahead of withdrawing. If appropriate, your local council may offer a rematch with a new guest within the Homes for Ukraine Scheme.

12.3. If my guest decides to move on early or the sponsorship breaks down, can I be rematched with a new guest?

In SJOG Homes for Ukraine Programme, we try our best to ensure that you are matched with the most appropriate profile based on your application. We are also working on preventing relationship breakdown. Nevertheless, if your initial sponsorship breaks down or your guest moves on early, we recommend contacting our team and notifying your local council. If the breakdown is due to any illegal or harmful activity, you should inform the police. The local authority would be required to confirm the rematch, and you will be entitled to receive monthly "Thank you" payment after being matched with a new guest.

We can offer a rematch with a new guest applying from Ukraine or EU or those guests who are already staying in the UK under the Homes for Ukraine Scheme.

12.4. Can I offer a home to Ukrainian displaced individuals already staying in the UK?

Ukrainian families staying in the UK can apply for a rematch before or after the 6 months period of placement is over.

Many Ukrainian displaced individuals who arrived in the UK under the Homes for Ukraine Scheme attend English language classes, find jobs and can afford to rent a room or apartment and live independently after or within 6 months period of placement. However, sometimes within or after initial matching Ukrainian families might look for a new host. In most cases, displaced people who are in need of domestic rematch in the UK have their paperwork ready and can navigate the system, so the integration process will go smoothly for them and might be a better option for you. If you wish to host a Ukrainian family staying in the UK, kindly mention this in your registration form, and remember that property and DBS checks will still need to be completed by your local authority.

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OTHER WAYS TO HELP AND SUPPORT UKRAINIAN GUESTS IN YOUR AREA

Of course, hosting is not for everyone for many reasons.

One of the most important aspects of making the Homes of Ukraine Scheme truly beneficial and supportive for those coming to the UK will be the day-to-day support that guests are provided when they are here, and not just the provision of accommodation.

It will be extremely important that we build support networks in our parishes and pastoral areas to help and support the hosts and the visiting families. Furthermore, it will be great that the families have a community of Ukrainians close by that can meet in parish halls together to maintain and support each other and their cultural identity. Can your parish provide a place for families to meet and gather together?

Once the families from Ukraine arrive in our parishes, they will need support in many different areas, both practical and emotional, such as: registering with a GP and seeking medical assistance, opening a bank account, translation, enrolling children in schools and seeking support or counselling for dealing with possible trauma. Even if you are unable to host, you might be able to help by providing integration support. Beware of your neighbours and acquaintances hosting Ukrainian guests and ask for ways in which you can help, such as by occasionally providing lifts or helping set up a bank account.



PART 2

**Welcoming your guest
and learning to live
together**

14

PRIVACY

Everyone has a right to live their lives with dignity and privacy. If you're sharing your home with someone, you're likely to encounter personal information. Make sure you check with the people you sponsor how they would like to be introduced, or how they would like to be referred to. Referring to someone as 'my refugee' shows a disrespect for their individuality and dignity. They may not want to be referred to as refugees at all.

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 guests. Respect what they decide. You have a right to privacy too, of course.
2. Sharing private information. Do not retraumatise your guest by asking for details of what happened prior to their displacement. If your guest asks questions that you do not wish to answer, explain this is the case and move the conversation along.
3. Uncomfortable situation. You should ensure that you do not inadvertently put either yourself or your guest 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 guests. For example, ensure that you knock and obtain permission prior to entering rooms that have been allocated to your guests. 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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AGREEMENTS

It is best to set a few clear expectations between you and your guests. As a host, you may want to draw up an agreement with your guests that sets a few ground rules, such as sharing the use of common areas of the house or concerning things like smoking, alcohol, noise or guests.

There is no requirement to use either kind of agreement under the Homes for Ukraine Scheme but it could be helpful in ensuring all parties are clear on the terms of their arrangement.

There are two kinds of agreement that could be used depending on the circumstances as recommended by the No Accommodation Network (NACCOM):

If your guests are sharing accommodation with you, for example using guest bedrooms and sharing a kitchen with you, the Excluded License Agreement is most suitable.

[Excluded Licence Agreement](#)

If your guests are living in self-contained accommodation (such as a holiday let) then the Excluded Tenancy Agreement is most suitable.

[Excluded Tenancy Agreement](#)

16

COMMUNICATION

16.1. Guest communication

However you meet the people you will 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 guests and their hopes for life in the UK, be respectful and mindful of the experience they have been through.

If your guest doesn't speak English or has 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 your guest in their native language. If you have a few devices to work with, you'll be able to have an imperfect conversation. Some tips for using translation apps are:

- Be sure to use simple, straightforward language
- Avoid using acronyms - they won't translate
- Be mindful of regionally/UK specific language.
There are 20 different ways to say bread roll in the UK!

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16.2. Conflict situations

To prevent conflict in early phases, try to communicate openly what you like and what you dislike, your household rules and personal boundaries. Clear and honest communication is key to ensuring a successful and pleasant 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 guest 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 despite your best intention to help.

Please see the "Withdrawing" section (Section 12) for more guidance on what to do in case of a breakdown of a relationship.

MAINTAINING BOUNDARIES

Guests may have experienced trauma and may tell you about very distressing experiences, or they may not want to say much at all about what they have been through. It is important, therefore to be able to set boundaries to look after yourself, and to respect other people's boundaries.

In fact, we all have boundaries - both you and the people you will host. As per the empowerment approach, we all need to be ready that someone might not want our help, or it might not be appropriate. It may be that you don't have the time to help someone in the way that they would like to be helped. This is absolutely ok!

Being open about your boundaries is crucial. This may look like:

- Not wanting to provide lifts in your car or share mealtimes together.
- Those you host may not want to talk about what happened in their home country leading to their displacement. Respect this and do not push people to have conversations that they are not comfortable with.
- Being consistent as a household in keeping boundaries;
- Being clear and open - if you cross a boundary, apologise and move forward - we all make mistakes at times!

17.1. How to empower decision making while hosting

When asked for advice, always remember the empowerment approach so that your guest is making their own decisions without you doing this for them. This might feel difficult to get to grips with - you might feel that you can do something quicker or have clear ideas about what you would do in a particular situation, but your role here is to listen, inform and empower.

You can avoid influencing someone's decisions and choices by:

- Presenting all facts as you know them to be, recognising where these facts come from;
- Asking open questions about the action someone wishes to take, once all options are considered;

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- Running through the consequences of a decision while remaining impartial;
- Being a sounding board for someone as they make a decision – if they would like this!
- Once a decision has been made, do not question or suggest this might be the wrong decision;
- Reflect together on how the process worked

Below is an example of one living arrangement between a host and guest to give you an idea:

Juliette is a 63-year-old woman hosting Katya, a guest from Ukraine. When Katya arrived, Juliette set out some very clear ground rules and said that she would be uncomfortable if these rules were broken. Juliette is not a morning person and likes her personal space in the mornings. Specifically, she likes to use the kitchen to make her breakfast and have her morning coffee, and she doesn't like being disturbed during this time. She has set up a little kitchenette (which has a kettle, a coffee maker and a toaster) upstairs in the house and has asked Katya to use it to make breakfast and to avoid using the main kitchen until 11 am. Another rule Juliette asked to be respected is that Katya does not invite guests into her house. Juliette also asked that there is no separation of food in the fridge, there is no "this is mine" and "this is yours". The rule is that everything in the fridge can be used, and if the guest is cooking dinner, then everyone in the house (3 people) is invited. When the host cooks, everyone is invited also. Katya was happy that Juliette was able to articulate her boundaries so clearly, and having followed the house rules, the atmosphere in the house has remained warm, pleasant and respectful throughout this living arrangement, which lasted just under 6 months.

A useful resource about the empowerment approach to hosting can be found [here](#).

SAFEGUARDING

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

We all have a responsibility to one another to prevent from harm. 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 the person you are sponsoring should it be needed.

Abuse can come in many different forms:

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

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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 your guest is being exploited, you can report this to the [Modern Slavery and Exploitation Helpline](#).

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

Ensure that when your guests arrive, you speak to them about how to contact the emergency services. 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. Make sure you explain that if someone does not speak English, they can say the name of the language they do speak (in English) for the call handler to source an interpreter.

CULTURAL DIFFERENCES

19.1 Communication

19.1.1. "Small talk"

"Small talk" does not have a part to play in Ukrainian interactions – your Ukrainian guests may not know what to say when a conversation begins about the weather, or if you ask your guest how they are, they are likely to tell you truthfully how they are, not avoiding sensitive issues as people may do in the UK – or they may seem surprised that you are asking a question that is regarded to them as personal. People from Ukraine tend to understand and answer questions more literally than in the UK.

19.1.2. Getting along

Ukrainians tend to be more blunt than British people. In a direct translation saying, 'Can you pass the salt?' is very polite, and typically a 'please' wouldn't be necessary. Much of manners is expressed through phrasing something as a question rather than by using specific phrases. It is a small thing but worth keeping in mind that your guests will not be accustomed to saying 'Please' and 'Thank you' as often as people do in the UK. They might also not understand subtle hints such as 'Would you mind doing X' – for them a direct question demanding a yes or no response might be easier to understand. It might be worth using simpler phrases such as 'Please do X' while you are finding a common tongue with your guest.

19.1.3. Expressing gratitude through gifts

In Ukraine, people pay a lot of attention to interpersonal relations and buying flowers, chocolate or alcohol for someone who's been very helpful is common.

19.2. Home living

19.2.1. Heating

Ukrainian houses tend to be very warm in winter. Many people live in apartment blocks, and those are often heated by the central heating system. It is a surprise to most Ukrainians when they visit their British friends how cold their houses are. You may consider providing your guests with an extra blanket or a hot water bottle while they adapt to their new home.

If your household switches the heating on and off on a schedule throughout the day to save on energy bills, you may wish to explain this to your guests so they can be aware and cooperate with you.

19.2.2. Saving water

Saving water and high energy bills is not a typical concern in Ukraine, as is the case in many European countries (e.g. Germany). Be sure to communicate with your guest and kindly remind them to be mindful of their water consumption (to avoid taking unnecessarily long showers, to turn off the tap while not in use).

19.2.3. Recycling

Recycling is certainly gaining popularity in Ukraine. Even though Ukraine does not have a national recycling programme, you will find recycling points all over Ukraine. It is possible that your guests might not know how to sort rubbish. The recycling rules also differ across the UK, with some counties requiring washing your plastics before putting them in a recycling bin, whereas in other areas, that is not necessary. You will need to explain the peculiarities of recycling in your area to your guest, as well as inform them of when the black bins or the recycling bins need to be taken out on specific days.

19.2.4. Drinking water

In Ukraine, drinking water out of the tap is not considered the norm and most households either have a separate tap for filtered water or buy water in big 6L bottles. You may advise your guests that tap water is safe for drinking in the UK to save them the cost of buying and storing water in big bottles.

19.2.5. Food

Your Ukrainian guests may not know that Polish shops are common in the UK and will often stock foods that are very similar to Ukrainian. In most UK towns there will be a Polish shop that will stock items your guests will be familiar with, such as varenyky (stuffed dumplings), sour cream, cottage cheese etc. In larger cities, there will likely be a Polish section in supermarkets. Your guests might feel more comfortable shopping there at the start while they learn about foods common and popular in the UK.

19.2.6. Wearing shoes inside the house

Ukrainians tend to be very clean and usually keep their houses in excellent cleanliness conditions. Your guests may be surprised and find it unusual that wearing shoes inside the house is considered quite common in the UK. You may wish to prepare slippers for your guests so that they feel more comfortable.

19.3. Health

19.3.1. 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 'family doctor'.

19.3.2. Prescription medication

There is a much wider availability of medication that can be bought over the counter in Ukraine. Your guest may be surprised that even mild antibiotics require a prescription.

19.3.3. Visiting a doctor

It is much more common in Ukraine to visit a doctor with mild symptoms. It is also much more common to be prescribed a range of over-the-counter medicines. It may come as a surprise that a common treatment in the UK is to take paracetamol and rest rather than be prescribed something specific.

19.4. Society and cultural differences

19.4.1. Religion

The religious landscape of Ukraine is diverse. According to one study (Razumkov Centre, 2019), 64.9 per cent of Ukrainians consider themselves to be Orthodox, 9.5 per cent Greek Catholic, 1.6 per cent Roman Catholic, and 1.8 per cent Protestant. Other religions, such as Judaism and Islam, make up no more than 0.1 per cent each. Another eight per cent of Ukrainians consider themselves to be 'just Christians', and 12.8 per cent do not affiliate themselves with any religion. The level of religiosity is higher among the rural population, and there are especially many religious rites and traditions in the West of Ukraine. According to statistics, 91% of the population are Christian religion (Orthodox, Greek Catholics, Protestants). However, this high percentage does not indicate strong religiosity, half of those who call themselves believers do not attend church, do not pray, do not know, and do not observe church traditions.

19.4.2. LGBTQI+

The number of LGBTQI+ participants at public marches is increasing every year. More and more Ukrainians are becoming tolerant towards members of the LGBTQI+ community. There are, however, conservative Ukrainians who might not be aware of the sensitivity around this topic. Older people who grew up in USSR or people who come from rural communities might be less aware and might show insensitivity around the topic, whereas younger people tend to be more open and accepting of the LGBTQI+ community. If your guest shows insensitivity about the topic, you should make it clear that such attitudes are not acceptable in the UK and that there is solid legal support for the members of the LGBTQI+ community.

19.4.3. Attitudes to work

Ukrainians tend to be hard-working and value their independence and would likely feel uncomfortable receiving social benefits for a prolonged period of time. Many Ukrainians have an entrepreneurial attitude to work, and many of those coming are likely to have been small business owners in Ukraine. Starting your own business may not be as easy for them to do in the UK, and it might take some adjustment to accept the fact of having to find employment working for an employer. It is worth keeping in mind that many Ukrainians coming to the UK will have had highly-skilled jobs in Ukraine, which may be unavailable to them due to a lack of language skill and will have to accept lower-skilled work in the UK. This might be hard to accept and is likely to affect your guests' wellbeing.

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19.4.4. Educational system

The Educational systems differ in the UK and Ukraine. There are many study options in Ukraine by level of education, as well as state and privately owned. There are schools, gymnasiums, lyceums, colleges, and universities. University students in Ukraine have more contact hours than in UK institutions and are expected to do a lot of independent study on top of lectures. If you are expecting to host a young person, you may wish to tell them that they will be eligible for student finance and a student loan on a home-student basis or even free of charge and encourage them to explore their options.

WELLBEING SUPPORT

Many displaced Ukrainians may have suffered traumatic experiences and may be feeling loss and sadness about the war in Ukraine and be fearful and anxious about the future. Many will be deeply worried about other family members and friends who either haven't been able to leave Ukraine or are displaced elsewhere. You may notice they are having difficulty sleeping or lack appetite. It could be useful to think of opportunities for you and your guests to connect with others going through similar experiences. This could include directing them to local support networks or providing information on how they can receive the necessary emotional support.

We recommended the below ideas and tools that can help individuals stay grounded in the present moment and not get lost in worries:

- Connecting with others (meeting and integrating with members of the local community, including other Ukrainians)
- Being physically active (getting fresh air or taking time to exercise by going for a walk or a run)
- Being kind (volunteering, being a good listener, encouraging others to get support)
- Practicing mindfulness (breathing exercises, The 5 Senses Rule)

It may be helpful to explain to your guest that after registering with a doctor's surgery they can make an appointment to see a GP about stress-related issues. You may also find the following digital wellbeing services helpful, both for yourself and for those you're supporting:

- ✓ ["Good thinking"](#)
- ✓ [Helpful wellbeing tips](#) from the NHS
- ✓ A helpful [resource](#) from NACCOM about understanding trauma
- ✓ ["Coping with trauma" workbook](#) from the NHS
- ✓ An online platform [BetterHelp](#) is offering 6 months of free counselling for Ukrainian individuals, although this service is only available in English.
- ✓ [Complicated](#) are also offering free counselling for anyone affected by the war in Ukraine, both in English and in Ukrainian.
- ✓ [Here](#) is a list of organisations that provide free counselling services to Ukrainians in Ukrainian.

The role of a sponsor and the most effective thing you can do is to offer a safe, secure, and welcoming place for a Ukrainian family. Your local council is the best place for guests to turn to for support with trauma or mental health concerns.

Basic information about how to access social, medical, educational, and legal services can go a long way towards lowering anxiety, while community centres, religious settings, and social gatherings can foster supportive networks that reduce isolation, and allow for the sharing of experiences, information, and resources.

We often believe we need to 'do something' when people experience sadness. We forget that listening with empathy and respect is actually the very thing we need to be doing.

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INTEGRATION SUPPORT

Your local authority could provide you with the necessary information for the people you host. You may also want to ask what other local support or services are available for them.

Your local council is responsible for support like:

- Registering children with local schools;
- English for Speakers of Other Languages (ESOL) classes;
- Giving advice and referring guests to mental health services and to specialist services if needed;
- Advising on how to access local JobCentre Plus services and explaining what their role is

As a sponsor, you can also help your guests to explore the area and we suggest showing:

- Local shops – both supermarkets and local shops. Talk through how you get the best value for money (e.g., Waitrose vs Asda/Aldi/Lidl), buying own brand rather than branded products, any customs (e.g., avoiding the carrier bag charge by bringing your own bag).
- Organising a town or city tour. This will help you to find out what is important and of interest to your guests. Please consider that sometimes questions such as, 'What would you like to do?' aren't helpful, as a newcomer won't know what there is to do locally. Simply going out for a coffee and chatting is a great way to get to know people.
- Community services – places of worship, community centres, local leisure activities, healthcare centres, libraries, and banks. Do not hesitate to ask what interests your guests have.

Please keep in mind that your guests are likely to be on a low income initially, so try to keep the activities you invite them to free or low-cost.

21.1. BRP

In the past, Ukrainian guests had to arrange an appointment at the visa application centre (VAC) to collect their Biometric Residence Permit (BRP). Your guests no longer need to do this (in most cases). The government has developed a mobile app which allows your guests to scan their biometric documents using a mobile phone, and the BRP can usually be collected from the local post office upon arrival to the UK. You can support your guest by directing them to the post office they stated in their application. If, however, your guest does need to attend the VAC, you can help them locate the VAC and advise on the best way to travel there.

21.2. Universal Credit / Pension

Under the conditions that your Ukrainian guests will be allowed to stay in the UK, they will be eligible to apply for these state benefits. The JobCentre will be able to offer translation services to your guests, so you do not need to accompany them to their appointments. However, it could be helpful to advise them on the location of the nearest JobCentre and the best way to get there.

21.3. Interim Payments

Your guests will be entitled to receive a £200 'Welcome' payment from your local council. You can help your guest by providing them with the contact details of your local council so that they can get in touch and arrange for this payment to be collected. If your guest doesn't speak English, you may wish to help by contacting the council on their behalf to request this payment.

21.4. British Red Cross and SIM cards

Vodafone UK have teamed up with charities to offer free sim cards for Ukrainians fleeing the war and arriving in the UK. For more information, please visit this [page](#). We would advise calling the charities prior to travelling there to collect the sim card to make sure of availability and opening times.

21.5. GP

All those arriving will have the right to access healthcare and will need to register with a GP. Help your guest find their local GP surgery and the registration process; offer to provide assistance in completing registration forms if needed and go through the booking system with them.

Please inform your guests that GP surgeries are confidential health services, where interpreters can be provided on request. Everything discussed remains between the doctor and the patient. The GP can refer to specialists, prescribe medication and provide support around family planning and mental health services.

21.6. Bank accounts

Your guests 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 your guests upon their arrival in the UK.

21.7. 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 life in the UK, you can offer budgeting tips and ways to save money.

21.8. Transport

Transport can be expensive; help your guests to explore how they can reduce costs. You could help them to find a cheap second-hand bicycle on Facebook Marketplace, Gumtree or Free Cycle and a further resource is the [Bike Project](#).

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

21.9. Education

21.9.1. School

All children and young people arriving in the UK from Ukraine via the family route or the sponsorship route have the right to access education and childcare (for children below compulsory school age) whilst in the UK.

Any families moving to the UK should speak to the local authority school admission team in their chosen areas for information on how to apply for a school place. Local authorities should support parents in choosing schools, which includes providing information on where schools have vacancies and how to apply.

As a host, you can contact the local authority regarding your guests' children's admission to schools if you wish to support your guest in this way. This is not expected of you, however, and you can assist your guests by providing the contact of your local authority so they can contact them directly and ask about the availability of spaces in local schools and for more details about the admissions process.

More information about admissions to a UK school can be found on the government [website](#).

21.9.2. 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. [Read the Minister for Higher and Further Education's announcement](#).

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](#).

The Department for Levelling Up, Housing and Communities has included information about access to higher education in the [Welcome Guide for Ukrainians](#) (p. 36):

21.9.3. English language courses

The government has confirmed that all Ukrainian adults and their family members supported through the Ukraine Family Scheme and Ukraine Sponsorship Scheme are immediately eligible for [funding for Level 2 and 3 courses](#). That this covers the cost of certain college (pre-university) courses (including English language). Read more about [qualification levels in the UK on GOV.UK](#) and contact your local college or JobCentre to see what courses are available to your Ukrainian guests.

After giving your guest enough time to settle in and process everything they've been through, and if they express an interest in education, you can support your guests towards future independence in the UK by telling them about classes they may be eligible for, both young people and adults. If you are unsure about how you can help your guests access English language classes, get in touch with your local council, they will be able to direct you to the local colleges offering free language courses for Ukrainians.

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SUPPORTING YOUR GUEST TO ACCESS SERVICES - HOMES FOR UKRAINE:

If you are looking for immigration advice on behalf of your guest or if your guests is looking for advice, below are some useful resources:

- 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 refugee children and young people, whether they are separated or in families.
[Email: mcpadvice@coramclc.org.uk](mailto:mcpadvice@coramclc.org.uk)
- [Settled](#) is offering advice by email for EU citizens with settled/pre-settled status in the UK who have family members from Ukraine that they wish to bring.

SOURCES:

Reset
Gov.uk
Homes for Refugees
NACCOM
Opora
SJOG
STAR network
Caritas Diocese of Northampton



Appendix A:
Providing a safe home for a child from Ukraine

Unlike sponsoring an adult or a family, you will need to get parental consent and permission from your local council before you can apply for a visa.

If you want to sponsor a child who is not travelling with or joining a parent or legal guardian, you need to:

- Personally know the child’s parents or legal guardian (unless there are exceptional circumstances), and you should have known them before the war started on 24 February 2022.
- Agree to sponsor the child for the whole 3 years of their permission to stay in the UK or until they turn 18. If the child you want to sponsor is 17 and a half or older, you must sponsor the child for at least 6 months (in line with the requirements of sponsors hosting adults under the wider Homes for Ukraine Scheme). If the child will turn 18 during their 3-year stay in the UK, you should discuss with the parent or legal guardian to inform them if you will be able to continue hosting their child after they turn 18.
- Commit to continue living in the UK for the duration of the sponsorship agreement, because you (for example):
 - Are a British Citizen.
 - Settled in the UK (also known as indefinite leave to remain).
 - Have permission to stay in the UK for at least 3 years from the date of the Homes for Ukraine Scheme application.
- Complete safeguarding checks by filling out an online application form. Following this the visa application process for new applications from eligible children can be submitted online. Applicants can apply from Ukraine or any other country.
- Receive from the parent or legal guardian the two different forms of parental or legal guardian consent (this is explained in the [‘Parental or legal guardian consent’](#) section on [www.gov.uk](#)).
- Pass the required safeguarding checks before the child’s visa application can be approved. This is explained in the ‘Sponsor approval process’ section on [www.gov.uk](#).

Parent or legal guardian consent

All children applying to the Homes for Ukraine Scheme, who are not travelling with or joining a parent or legal guardian, must provide two different forms of parental or legal guardian consent:

1. Proof of parental or legal guardian consent for the child to leave Ukraine notarised by an authority approved by the Ukrainian Government:

- If in Ukraine, then this must be certified by either the notary authorities or the Guardianship Service of the city or regional council in Ukraine.
- If in another country, then this must be certified by the notary authorities in that country or by the Ukrainian Embassy or Consulate.

2. A completed and signed UK sponsorship arrangement consent form for the council (or Health and Social Care Trusts in Northern Ireland) where the child will be living. It will contain useful information from the parent or legal guardian to help you care for their child, including:

- Confirmation that they believe it is in their child’s best interests to come to the UK and stay with a known sponsor.
- Whether it is you or any accompanying adult relative who will have day-to-day responsibility for the care of their child (for example to take everyday decisions including ones about education and medical treatment).
- Confirmation that they have discussed with you and any accompanying adult relative the specific needs of their child (including any medical, developmental and special adjustment needs), and that you and/or any accompanying adult relative is able to meet these needs.
- The parent or legal guardian’s contact details so the council can check they agree to the sponsorship arrangements and so they can be contacted if there are any changes in their child’s circumstances.
- If an accompanying adult relative will also be staying with you.
- Their child’s next of kin’s contact details (who will be contacted in emergencies if the parent or legal guardian cannot be reached).
- Their child’s details.
- Information on how the parent or legal guardian knows you.
- Confirmation that they have discussed with you and any accompanying adult relative financial responsibility for their child for the duration of their stay in the UK.
- Confirmation that if the parent or legal guardian wants to end the sponsorship arrangement early, they will notify you. You will then notify the council.
- Confirmation that they understand the council may need to take responsibility for making arrangements for their child’s care for safeguarding purposes if the sponsorship arrangement ends before the child turns 18 (this is explained in the ‘Ending of sponsorship arrangement’ section).
- Confirmation that they understand the UK government will make every effort to facilitate the return of their child to Ukraine once martial law ends there, in accordance with their wishes and the best interests of their child.
- If their child will be traveling alone or with an adult relative.

Make sure you have read and understood the guidance for sponsoring a child fleeing Ukraine Homes for Ukraine: Guidance for sponsors (children and minors applying without parents or legal guardians) - GOV.UK ([www.gov.uk](#)) without their parent or legal guardian. Read the eligibility sections carefully, especially the requirement that you should know the child’s parents unless there are exceptional circumstances.

Appendix B:
Transport options to the UK

With time it has become more challenging to find free or low-cost travel options from Ukraine to the UK. To help you and your guests arrange transport to the UK, 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 6th September 2022.

1. Flights

Wizz Air is now again offering free flights for Ukrainians. There are a limited number of free tickets on flights between 15th September and 8th December 2022. You can look for free flights with a Ukrainian passport number through [this link](#).

2. Ferries

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. You can learn more and book [here](#).

3. Railway

3.1. 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. You can search for tickets [here](#). Look for connections marked as TLK, which offer the cheapest tickets.

3.2. 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](#).

3.3. 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 the following stations: Paris Nord, Lille Europe.

3.4. Belgium
Free onward travel for those arriving with Deutsche Bahn’s can be found [here](#).

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

3.5. Netherlands
Ukrainian are eligible for a free [1 day one-day ticket](#) on Dutch railway.

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

3.6. Romania
A free [‘Help Ukraine Ticket’](#) is available for collection at railway stations.

3.7. Hungary
[Free solidarity tickets](#) are available for Ukrainian citizens (you need to scroll through information in Hungarian to get to the information in English).

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

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

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



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