

Welcome

A Guide for Ukrainians arriving in the UK

This is a guide for Ukrainians arriving in the UK.

It also includes specific information for those arriving on the Homes for Ukraine scheme.

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Section 1 – Arriving in the UK

1.1: What you need to do in your first few days

Contacting your sponsor

Before travelling to the UK, you should let your sponsor know when you will be arriving and arrange where you will meet. You should discuss with them whether they will meet you at your arrival point or whether you should make your own way to their home. If they ask you to make your way to their home, then they should explain to you the best travel arrangements.

Security checks prior to your arrival

Security checks will be undertaken on your host and their family. These checks are necessary to ensure that both you and your sponsor are kept safe.

Travelling with Medical devices and Medication

If you have a medical device which you need to manage an existing medical condition, you should bring this with you to the UK as part of your personal property. You are also able to bring up to 3 months supply of prescribed medication. If this medication is normally treated as a controlled drug, special rules may apply and you should obtain advice before travelling.

Pre-entry health screening

The UK currently has no requirement for port of entry health screening for arrivals from the Ukraine.

On arrival in the UK

There are 12 major entry points to the UK, including airports, where there will be designated areas (welcome points) for you to meet your sponsor and where you can seek support, including to arrange your onward travel. These are being established at the following locations

Airports	Heathrow	Gatwick	Stanstead
	Edinburgh	Birmingham	Manchester
	Luton	Bournemouth	East Midlands
	Bristol		
Ports	Dover & Folkestone Port Authority		
International Rail Terminal	St Pancras Station, London		

Once you arrive at the entry point, you will need to show your permission to travel to the UK letter to the Border Force officers. They will stamp your passport with a 6

month entry stamp. The entry stamp is evidence of your right to work, rent, study, and claim benefits in the UK. If you have attended a visa application centre and given your biometrics already, you will be given 3 years leave to enter on arrival.

If you have agreed with your sponsor that you will make your own way to their home, you will be eligible for a single onward journey via national rail, bus, light rail and coach, free of charge to your destination anywhere in England, Scotland and Wales. You need only show your Ukrainian passport and your boarding pass or ticket showing arrival into the country within the last 48 hours.

For more information, see www.nationalrail.co.uk/Ukraine

If you have agreed to meet your sponsor at the Welcome Point, but for some reason your sponsor is late or unable to meet you, staff there will be able to assist you to find out what has happened and resolve any immediate problems. This may be through helping you to make onward travel arrangements yourself, or through the provision of emergency accommodation for a brief period until your sponsor arrives.

If you have a working bank card, you will be able to use them at your point of entry to the UK. If you don't, the staff at the welcome point and your sponsor will be able to advise you.

What should I expect in my first few days?

Your sponsor is providing you with accommodation, and will help you as much as they can, in adjusting into life in the UK. The first thing they will do is try and make sure that you're comfortable in your accommodation, and that you have the basics such as food, bedding and toiletries. They will also have a lot of knowledge that they will be able to share with you about the area in which you are staying.

Whilst the sponsor will be able to help you with information such as the location of local schools for your children, local doctors, shops, churches, community centres, council offices and so on, it is important to realise that in many cases they are unlikely to be experts on the provision of services.

Shortly after you arrive at your sponsor's home, you will be visited by a representative from the local council. This is nothing to be concerned or worried about. They are mainly interested in checking that you've arrived safely and that the accommodation you are living in is suitable.

This pack provides a lot of information that will help you access local services, but if you have any questions or concerns, you can raise this when the council worker visits or contact the council afterwards if it's not a good time to do this. They may not be able to give you an immediate answer, but they will be able to put you in touch with other services that can.

Living with your sponsor

We understand that it may be a difficult time for you having just moved into a country, new home and new area under challenging circumstances and that your first priorities are likely to be around getting into your accommodation and organising

essentials such as food, toiletries and access to mobile phones and the internet to stay in touch with your family and friends.

Talk to your host about how you would like to settle in during your first few days including when you need some quiet time.

Once you feel more settled, you should talk to your sponsor about basic arrangements for living under the same roof. This should cover any arrangements for living under the same roof. This should cover any agreements that you may need to make over sharing use of common areas of the property such as the kitchen, dining room, sharing any housework or things like smoking, drinking and noise levels.

As a way of thanking your sponsor for their generosity, they will be offered an optional payment of £350 per month. This will help them with any additional costs. They are not expected to provide you with food or other support.

Your sponsor is not allowed to charge you any rent whilst you are there.

If you are asked to contribute to household bills, then you can raise this matter through the council or any support organisation that you may have engaged with.

Occasionally things do go wrong and if they do, it may be something simple that can be resolved with a conversation with your host. If however, your host asks you to leave or you decide that you want to leave, you can speak to Fenland District Council who will work with you to find alternative accommodation. Just phone 01354-654321 and/or email: housingadvice@fenland.gov.uk

Accessing support while in the UK

The Homes for Ukraine scheme provides you with the right to access a range of benefits and services whilst you are in the UK. As a first step, the government will provide to you, and each member of your family that travelled, with a £200 grant to cover any immediate costs that you may have to settle in. This will be provided through the local council. This is not counted as part of any other benefit scheme which you may be able to claim and will not need to be re-paid.

Section 2 of this pack provides you with information and guidance on how to use commonly used services in the UK, including information on how to set up a bank account, receive support through the council and community groups, obtain medical treatment, seek employment or access the education system. Your sponsor will also have local knowledge that they will be able to share.

Coronavirus (Covid-19) Vaccines

Most people in the UK have received at least one dose of the coronavirus vaccine and it is likely that all adults in your host's household will have received theirs.

For the latest guidance on what to do if you have or suspect you have the virus, please visit the UK Government Covid-19 advice webpage.

www.gov.uk/coronavirus.

All people over 5 years of age are eligible for a free COVID-19 vaccination through the National Health Service (NHS). If you are registered with a Doctor in England (sometimes referred to as a General Practitioner), you can book your vaccination through this web link if you are living in England www.nhs.uk/CovidVaccination

Walk in sites are also available and able to offer help to those who have not yet registered with a doctor. The Vaccinators website providing information on local walk-in sessions without a NHS number is: www.thevaccinators.co.uk/

If you have already had a Covid-19 vaccine in Ukraine or elsewhere, speak to your doctor about which further doses that you may want to have.

You should also tell them about any Covid-19 vaccinations that you have had outside of the UK. This is so that your records are up to date.

What if things do go wrong

We hope that you will find Fenland and the UK a friendly, welcoming and a safe place. If for any reason this is not the case, we want you to let us know as soon as possible. There are many professional people and organisations in the area who are ready to provide you with assistance, should any need arise. You will find contacts in the annex at the later part of this guidance.

If you feel that your safety or the safety of anyone in your family and/ or friends is at risk, then you should contact the emergency services by calling 999 or 112. This number covers the health, fire and police services.

What to do if you are worried about an adult

All adults have the right to live in safety, free from abuse and neglect. If you are concerned about an adult in your family, or an adult in a family you are hosting you can contact Cambridgeshire County Council by:

- Completing an online form at www.cambridgeshire.gov.uk/residents/adults/report-abuse-of-an-adult-at-risk
- Telephoning 0345 045 5202, 8am to 6pm weekdays, 9am to 1pm Saturday
- Outside office hours, if someone is in danger and unable to protect themselves, or cannot remain in the community without immediate intervention, telephone: 01733 234 724
- If you feel that a person(s) or property is in immediate danger, call 999

What to do if you are worried about a child

We all have a responsibility to help keep children safe. If you are concerned about a child in your family, or in a family you are hosting, you can contact Cambridgeshire County Council by:

- Completing an online form www.cambridgeshire.gov.uk/residents/children-and-families/children-s-social-care/safeguarding-children-and-child-protection

- Telephoning 0345 045 5203 8am to 6pm weekdays, 9am to 1pm Saturday
- Outside office hours, if you are concerned that a child or family requires emergency safeguarding and/ or support, telephone: 01733 234 724
- If you feel that a person(s) or property is in immediate danger, call 999

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, who will be able to advise you further.

1.2 What you need to know about the Ukrainian Sponsorship Scheme – the Homes for Ukraine Scheme

The scheme

“Homes for Ukraine” is the UK Government programme to help you and your family arrive safely and adapt to life in the United Kingdom. Under this scheme, you will be “sponsored” by a UK resident who has come forward and offered their home for someone to stay in. That resident may be a friend you already know, or just a resident in the UK who has offered to help.

The scheme is intended to provide you with a safe place for at least 6 months. Under this scheme, your stay can be extended up to a maximum of 3 years and you will have the right to work, study and claim benefits in the UK. During that time circumstances may change, both for you and your sponsor, and you may move on to live with a different sponsor, or to other accommodation that you have arranged for yourself.

Extending your stay in the UK

The entry stamp you received on entry into the UK is valid for the first six months only. To extend your stay for up to three years 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.

You will be contacted shortly after your arrival to explain how to provide this information. You don't need to provide this straight away but you must have completed your application and provided the biometric information required within the first 6 months of your stay. Information can be provided using the [UK Immigration Check](#) app or at one of the application centres in the UK.

Once you have provided this information, you are issued with a Biometric Residence Permit. This permit is an important document which you must keep safe as it is evidence of your legal status in the UK and shows how long you may stay.

It is also a useful way that you can confirm your identity for purposes such as opening a UK bank account. If you travel outside of the UK, you will need to take your Biometric Resident Permit with you to allow smooth and easy access back into the UK following your travels.

Your Biometric Residence Permit will record:

- Your name, date and place of birth.
- Your fingerprints and a photo of your face (this is biometric information)
- Your immigration status and any conditions of your stay
- Your right to access public funds, for example financial help and health services

Section 2 – Getting used to life in the UK

The aim of the “Homes for Ukraine” sponsorship scheme is to help you have a safe and comfortable experience in the UK. We appreciate that this might take some time to adjust to this.

This section of the guide aims to help you to take the first steps towards this by providing some basic information about some key characteristics of the UK and important services that you will want to access.

These services include:

- Opening a bank account
- Claiming social security benefits
- Local council services
- Healthcare services
- Finding a job and paying tax
- Childcare and education services
- Finding accommodation after your initial sponsorship after your initial sponsorship period comes to an end

Your sponsorship, together with community organisations and local authorities, will help you with these initial steps

2.1 Opening a bank account

To open a bank account in the UK, you usually need to show proof of identification such as, passport, biometric residency permit, driver’s licence or recognised identity card. You also need proof of a permanent address. The Government is working with major banks to find a solution to enable you to open an account without the usual permanent address requirement.

Several UK banks already have a system for opening accounts where you do not have a permanent UK address, so please approach more than one if you need to. You may get the help of a local charity to help you to do this. (See attached appendix for details)

2.2 Claiming Social Security Benefits and getting a National Insurance Number

Access to benefits

The UK has a welfare system which is designed to help those who face financial hardship or have specific needs. Your local Job Centre or some charities will be able to help you find out which benefits you may be able to access. (See attached appendix for details)

This may include.

- Universal Credit – a payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self – employment or part time) or be out of work.
- Pension Credit – extra money to help you with your living costs if you are over the age of 66 on a low income. Applications for pensioners is online on Government website or via the telephone. Some charities may also be able to help you access these benefits.
- Disability benefits – extra money to help with additional costs if you have a long term physical or mental health condition or disability.
- Carer's Allowance – extra money if you care for someone for at least 35 hours a week.
- Child benefit – extra money to help with the costs involved in raising a child.

The government website has links to a number of online benefit calculators, to help you check which benefits you may be entitled to. Visit www.gov.uk/benefits-calculators

A link to the different types of benefits provided by Fenland District Council is also available www.fenland.gov.uk/benefits

Applying for Universal Credit online

You will need to create an account to make a claim. You must complete your claim within 28 days of creating your account or you will have to start again.

To apply online you will need:

- Your bank, building society or credit union account details
- An email address
- Access to a phone

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

- Passport
- Debit or credit card

There are two ways to get help with your Universal Credit claim. You can either 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 Universal Credit claim. The advisers can help you with things like online applications or preparing for your first Job \centre appointment. Some appropriate charities may also be able to help you (See attached appendix for details).

Help to Claim service is provided by Citizens Advice and is confidential. They will not share your personal information unless you agree to this. For further information. www.citizensadvice.org.uk/helpclaim

The main method of paying benefits is into a bank account by direct credit transfer (called “direct payment”). This means the money goes straight into a bank account in your name. If you make a claim, you will be asked for details of the bank account that you want to use for your benefit>

You can have the benefit paid into:

- A standard bank or building society account (for example, a current account)
- A basic bank account (also called an introductory account)

For more information, visit www.gov.uk/apply-universal-credit

National Insurance Number

A National Insurance (NI) number is used to make sure your National Insurance contributions and tax are recorded against your name only. This code and letters will never change and relates solely to you.

If you do not currently have a National Insurance number you can find information on how to get one at: www.gov.uk/apply-national-insurance-number When you make an application you will need to give a copy of your passport and proof that you have the right to work.

Employers must do a right to work check on everyone they hire. Having a National Insurance number is not part of these checks and having a National Insurance number does not prove that someone has the right to work.

2.3 Accessing essential public services

Your Local Council (Fenland District Council)

Whichever area you are placed in, you will be able to access support from your local council. If you are unsure who your local council is, you can search for it using this website: www.gov.uk/find-local-council

Precisely how council support is provided does differ dependant on which part of the UK you are staying in but, as a general rule, your local council will organise or tell you how to:

- Support you with any short-term arrival needs, which could include provision of small amounts of emergency cash
- Conduct safety and welfare checks and inspect the accommodation you are living in after you arrive to ensure your safety and welfare
- Provide you with financial support under the benefit system e.g., Universal Credit scheme.
- Provide school places for children aged between 5 -16 years of age.
- Provide advice and referrals to specialist public health services. These services support you if you have specific needs e.g., mental health services, adult social care, and children’s services.
- Support you should you become homeless.
- Support you to integrate into your local communities.

2.4 Accessing Healthcare

Registering with a Doctor – a General Practitioner (GP)

A GP is the first doctor you will usually visit for routine health problems in the UK. A GP can offer medical advice, provide a diagnosis and prescribe medication. They might be your first point of contact for many health and/ or mental health concerns. The GP practice is also responsible for coordinating and managing your long-term healthcare and they can refer you if you need more specialist hospital services.

Everyone has the right to register with a GP and you do not need proof of address, immigration status, ID or a National Health Service number (you may be asked to provide ID but it is not a requirement). We strongly recommend that you register with a GP as soon as possible after you arrive. You can also register temporarily if you expect to be in an area for more than 24 hours but less than 3 months. If you do have ID then this will help make sure that your name is spelt correctly in your NHS records.

To find the nearest GP service to you and obtain more information, please visit

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

Accessing medication

Most GP practices are not co-located with a pharmacy. If your GP wants you to take a particular medication, he or she will provide you with a prescription that you will need to take to your local pharmacy or chemist. The GP surgery will be able to advise you about where you should go to collect your medication. You can also find information about the location of local pharmacies online as well as details of what pharmacies offer. Details of local pharmacies, opening times and details of what pharmacies offer together with details of local pharmacies and opening times. Visit www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/how-your-pharmacy-can-help

There is normally a small charge for prescriptions, which you will be asked to pay when you collect your medication at the pharmacy. However, prescriptions are provided free of charge if you meet certain requirements. There is some variation in what prescriptions are provided depending on where you live in the UK, but generally your prescription will be free if you are:

- Age 60 or over
- Age 16 or under
- Age 16-18 and in fulltime education
- Pregnant (or have had a baby in the last 12 months)
- An inpatient receiving care in an NHS hospital

This list is not exhaustive; free prescriptions may also be available if you have certain specified medical conditions or a continuing physical disability. If you think that this may apply to you then you should ask your GP's surgery who will be able to provide you with advice.

As well as providing you with any prescribed medication, a pharmacist can also give you free advice on treating minor health problems, such as colds and coughs. Some very common medications, such as painkillers and cough medicines, are available for sale over the counter. You will not need a prescription for these types of medication, but you will have to pay for them yourself.

Access to medical support in an emergency

If you or any member of your family has a serious accident or a sudden serious illness you should go to your nearest hospital with an Accident & Emergency department. Emergency treatment is free for everyone.

You can find more information at: www.nhs.uk/nhs-services/urgent-and-emergencycare-services/when-to-call-999

Walk in Centres or Urgent Treatment Centres and Minor Injury Units

If you need treatment or advice that is not an emergency, but cannot wait until you next see your GP, you can obtain advice by calling 111. This is a service operated by the NHS. The person answering this call will be able to refer you to a doctor or to a local urgent treatment centre or provide other guidance, depending on your circumstances and needs.

In many parts of the country, the NHS also provide Walk- in Centres, Urgent Treatment Centres and Minor Injury Units where you can receive treatment for minor injuries such as cuts, sprains and small fractures, or receive urgent medical advice, without having to make an appointment. In Fenland there are Minor Injury Units at the North Cambridgeshire Hospital in Wisbech and at the Doddington Community Hospital. For more information on these services and others in Cambridgeshire visit www.cambridgeshireandpeterborough.nhs.uk/your-health-and-services/minor-injury-units-and-urgent-treatment-centres

Mental Health Services

Mental Health concerns/ problems range from the worries and anxieties we all experience as part of everyday life to serious long-term conditions. We recognise that many people have been through/are still experiencing a very traumatic time and been exposed to a huge mental stress. There are Mental Health Services available throughout the country that can help you if you are struggling. If you, or someone you care for, needs help then this is best arranged through making an appointment with your GP.

If you are struggling, but do not want to talk to a GP, there are a wide range of support organisations that offer helplines where you can talk in confidence to a trained advisor. These include:

- Lifeline 0808 808 8000
- Samaritans on 08457 90 90 90 to talk to a trained volunteer
- Lifeline www.lifelinehelp.info
- Mental Health Organisations e.g., MIND www.mind.org.uk

- First Response Service - a 24-hour service for people in a mental health crisis. This service is for anyone, of any age, who is registered with a GP in Cambridgeshire or Peterborough. Specially-trained mental health staff will speak to you and discuss with you your mental health care needs – instead of you having to go to accident and emergency departments of local acute hospitals.

People in Wisbech do not have option 2 but they can access the service via dialling 111. The call handler will then transfer them direct to the FRS (First Response Service) service.

You might be in crisis if:

- You are thinking of hurting yourself or suicide seems the only option
- Someone you know has made threats to hurt you or someone else.
- You are experiencing extreme distress that seems overwhelming.

Maternity care and services

You will be offered free care when you are pregnant and after you give birth. This is likely to be arranged through your GP. Maternity services cover care from the beginning of your pregnancy through to sign off by the midwife: this is usually around 10 days after the birth but can be up to 6 weeks postnatal. Midwives ensure that personalised care is provided throughout pregnancy, childbirth and the postnatal period. Much of this care will be provided directly by midwives, who will also coordinate the provision of obstetric or other medical involvement if necessary.

You should contact a GP as soon as you find out that you are pregnant. It is important to then see a midwife who are specially trained to care for mothers and babies. They are there to help you, your family and children up to the age of five years old to stay healthy.

Information on all you need to know about pregnancy, labour, birth and NHS maternity services can be found at: www.gov.uk/browse/childcare-parenting/pregnancy-birth

Dentistry/ dental care and services

You are entitled to NHS dental care to help keep your mouth, gums and teeth free of pain. If your tooth is painful then you should call NHS 111 for urgent dental care services.

You can search for local dentists and ask to register for an appointment. NHS dentistry only is free by exemption (for example, if you are aged under 18 or in receipt of low-income benefits). Costs for dental care depend on what treatment you are having. Search for a dentist at www.nhs-services/dentists/dental-costs/how-much-will-i-pay-for-nhs-dental-treatment

Eye Care

You can make an appointment with any high street optician to have an eyesight test or get help with your glasses or contact lenses. There may be costs unless you are eligible for a free [NHS eyesight test or optical vouchers](#).

Protection against infectious diseases

NHS vaccinations are free to everyone and give the best protection to children and adults against infectious diseases such as meningitis, mumps, measles, and rubella.

Speak to your GP if you think that you or your child have missed any vaccinations and an appointment to get these can be arranged.

2.5 Finding a Job and paying Tax

Finding a job

We know that many Ukrainians will want to work. You have the right to work as soon as you arrive in the UK. You need to be 18 years of age to work full time.

To look for a job, you can use the free Government website called “Find a Job” www.gov.uk/find-a-job to be connected to large numbers of employers across the UK.

You can also find a job through the following approaches:

- You will have an individual work coach assigned through your local Job Centre Plus office who can help you find and apply for local employment opportunities.
- Look in local and national newspapers or websites where jobs are advertised.
- Attend local job clubs.
- Register with a recruitment agency
- Visit local companies to enquire about job vacancies

You can also register with job agencies.

Employers must check that you are allowed to work for them in the UK before employing them. You will be able to use your Biometric Residence Permit as evidence of your immigration status in the U, including your right -to-work.

To prove your status digitally to an employer you can use the online service, which is found at: www.gov.uk/prove-right-to-work

In the UK, workers are entitled to certain rights, including a national minimum age.

For more information on Employment rights, visit www.gov.uk/employment-status/worker

Should you require further assistance in understanding your employment rights, contact Citizens Advice: www.citizensadvice.org.uk/work/rights-at-work

Getting a job

To apply for a job, you can send an application form, or a CV – a list of qualifications and experience together with some information about yourself and the job that you are looking for.

Careers advice

You can get careers advice and support from the National Careers Service which gives information to adults, online and on the phone. Young people aged 13 + can call the telephone help line on 0800 100 900 for help. There is also information at www.nationalcareers.service.gov.uk

Get any professional qualifications recognised in the UK

If you have a professional qualification, then you need to get this recognised if you want to work in a profession that is regulated. You will need to do this even if you are doing this temporarily or one- off work.

The UK Centre for Professional Qualifications UK is a free service which can help you to get your qualification recognised in the UK. To contact them you can ring their enquiry service on 0871 226 2850 or look on www.cpq.ecctis.com

Your rights and protection at work

The UK is very happy to extend to you all the rights and protections in law that we extend to our own citizens.

When you go to work, you have the right to be treated fairly and work in a safe place. You also have the right to be able to work without fear or harassment from your employer, colleagues, or customers.

In the UK, when you get a job, you should also get a job agreement. This is normally called a contract of employment and will contain the terms and conditions of your employment. Make sure that you read this carefully, with an interpreter, if necessary, before you sign it.

Your employment rights at work – like the minimum amount you will be paid, whether you are entitled to take paid leave from work as well as holiday and/ or maternity leave.

In the UK, we have three main types of employment status:

- Employees get all employment rights subject to some conditions (for example, some rights need you to have been working continuously in the same job for a certain amount of time to qualify) and have responsibilities towards your employer.
- Workers get certain core employment rights (minimum wage or national living wage, holiday pay and protection against discrimination) but have more flexibility over when, how much, and where they work.
- Self-employed workers have no employment rights but have complete flexibility in deciding how and when they work

If you are a worker, you will be entitled to employment rights such as:

- A minimum wage of £9.50 per hour for people aged 23 and over
- Protection from employers taking money from your wages
- One 20-minute break if you work more than six hours a day
- To work a maximum of 48 hours on average a week or to opt out of this right if you choose to
- Being protected against illegal discrimination
- Being protected if reporting wrongdoing in the workplace
- Being treated the same if you work part-time as someone who works full-time

If you are an employee, you must also get:

- Sick pay
- Maternity pay
- Paternity pay
- Adoption pay
- Shared parental pay

More details on employment status can be found at

www.gov.uk/employment-status

If you think that you are not getting all your employment rights, then you can speak to an organisation called ACAS on 0300 123 1100. They have translators that can help you.

Equality and discrimination at work

Employers must treat everyone fairly at work, and in the way that they recruit people

If you think that you have been unfairly discriminated against then you can get support from Citizens Advice or a local support service.

If you are being forced to work or your employer is not respecting your rights, you can also get advice from the Modern Day Slavery helpline by calling 0800 0121 700

Paying taxes

Your employment status for tax purposes is not the same as your employment status for employment rights purposes. You can use HMRC's employment status for tax tool to check your employment status for tax purposes. Visit:

www.gov.uk/guidance/check-employment-status-for-tax

You have a responsibility to pay tax, it is a set percentage of your yearly income. It is often deducted from your salary through a system called PAYE (Pay As You Earn). The amount of tax you pay depends on how much you earn. You can check this at www.gov.uk/estimate-incometax

If you do not think the amount that you are paying is correct, then query this with your employer. If you cannot resolve this in an amicable way, then see the Citizens Advice or a solicitor.

Paying National Insurance contributions (NICs)

You pay National Insurance Contributions to qualify for certain benefits. You pay mandatory contributions if you are 16 or over and are either:

- An employee earning above £184 a week
- Self-employed and making a profit of £6615 or more a year

2.6 Childcare and Education Services

Childcare Choices is a very useful website to take you through your options www.childcarechoices.gov.uk

You can get help towards childcare depending on your circumstances including:

- Free childcare places for children aged 3 and 4
- Extra free childcare if you are working and your child is aged 3 and 4
- Free childcare if your child is 2 and you are on a very low income

You may also be able to get money off your childcare bills if you are working or are on Universal Credit.

For more information, contact Cambridgeshire County Council or go to: www.gov.uk/get-children

Education

In England, children aged 5 to 16 are required to be in full time education. The local Council will advise you further on this.

Education can be provided by:

- With a free state-funded school
- Within an independent school which normally charge a fee
- You can choose to home educate your child

Children aged 4 can be enrolled into a local primary state funded school which usually teaches children between ages 4 to 11 years of age.

Children 11 and older can join a local secondary state funded school which normally teaches children from 11 to 16 or 11 to 18.

Cambridgeshire County Council can assist with getting a child into school, detailed guidance on how to apply for a school place is at Annex A. It is likely when you first arrive in England, that your application will be under the in-year process, so pay attention to that section in the Appendix.

Further Education to 19 years of age

All young people in England are required to continue their education, or training until their 18th birthday and most continue to the end of the academic year in which their birthday falls.

If you are aged 19 or over and have entered the UK under the Ukrainian Family Scheme or the Local Sponsorship Scheme for Ukraine, you will be able to access adult education, including English for Speakers of Other Languages (ESOL)

Education and training will either be fully funded or co-funded depending upon your age, prior attainment, and circumstances. You'll need to contact your local provider/ college for more information.

Apprenticeships

An apprenticeship allows you to work and earn money, as an employee, with a contract of employment and holiday leave, while learning and receiving training.

To become an apprentice, you must:

- Be 16 and over
- Not already in full time education
- Live in England

Higher Education

You usually have to be 18 or older to take a higher education course. Higher education is provided through

- Universities
- Colleges
- Specialist institutions like an arts school or agricultural college

The Government plans to announce shortly how people arriving from the Ukraine will be able to access funding for higher education

2.7 Finding accommodation after your sponsorship ends

At the end of your six-month sponsorship period, you may need to find alternative accommodation for you and your family

Renting a home

You must prove that you have a right to rent a property in England. You will be able to use your Biometric Residence Permit as evidence of your immigration status in the UK, including your right to rent in England.

To prove your status digitally to a landlord or letting agent in England you can use the online service, which is found at: www.gov.uk/prove-right-to-rent

Rented houses can be found through letting agents and on property listing websites. The types of privately rented housing available is different across the country.

When you find a property, you will probably have to pay a deposit. You will then need to sign a renting agreement. This is a contract between you and the landlord. It sets out how much rent needs to be paid and how often, a list of repairs and maintenance that are your responsibility and which are the responsibility of the landlord, and other rules or restrictions e.g., smoking restrictions.

The contract will usually be for a fixed period of six to twelve months. The landlord must allow you to stay in the property for a minimum of six months.

Homeless Assistance

It can sometimes be difficult settling into and/ or living in a strange home despite everyone's best efforts. If you are finding it difficult and want to leave, please contact Fenland District Council as soon as you can, we might be able to resolve any issues for you. If we can't help resolve your concerns, we can help by arranging a re matching with another family and in the meantime we can move you if you need to move out quickly. Please call the Housing Options Team 01354 654321 or e mail housingadvice@fenland.gov.uk They are there to help and assist you.

Council Tax

If you move out of your sponsored accommodation into privately rented property or a home of your own, you will become liable for paying council tax. This is a set amount for the financial year April to March and, you can pay this monthly. This is a local tax used to pay for the Police, Fire Brigade, education, social services etc.

Section 3 What if things go wrong

Protecting and caring for your children

The UK takes the welfare of your children very seriously. If you are worried about your child or another child, you can contact

- National Society for the Prevention of Cruelty to Children (NSPCC) on 0800 800 5000
- Childline on 0800 1111

If you think that a child is in immediate risk of harm phone the Police on 999 or 112.

Domestic Abuse

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

For further information contact the 24 -hour National Domestic Abuse Helpline on: 0800 2000 247

Emergency Services

The Police, Fire and Rescue and Health Services are there to help and assist you, as part of their role to keep people safe and generally assist people

To obtain assistance phone:

- 999 – In an emergency if you need an ambulance, are a victim of an assault or see a crime, or if there is a fire
- 112 – is a common emergency number that can be dialled free of charge from most mobile phones.

- 101 – this is a number for less urgent situations. For example, if your property has been damaged.

Reporting war crimes in Ukraine

The Metropolitan Police is supporting the International Criminal Court 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 their War Crimes Team.

Phone 020 7230 1212

Section 4 Legal Rights and Responsibilities

Rights and Freedoms

Every person in the UK has the same basic human rights and freedoms, which are protected in law. These underpin how people live in the UK. For example:

- Everyone has a right to liberty
- Every person has freedom of thought and the right to practice their religion

However, it is illegal if, as part of this, you take part in activities which breaks UK laws. It is against the law to discriminate against or persecute someone because of their beliefs.

Values and responsibilities in the UK

Based on the rights and freedoms protected in law, everyone living in or visiting the UK is expected to adhere to a set of shared values and responsibilities.

- Respect and obey the law
- Respect the rights of others, including their rights to their own opinions
- Treat others with fairness

Being a victim of crime

We are confident that Ukrainians who choose to make the UK their home, will be welcomed and able to integrate.

Targeting someone because of their race or other characteristic is completely unacceptable and should not be tolerated and we encourage anyone who suffers a hate crime, or receives a serious threat against them should report this to the police. Either by calling 101, 999 or 112 or online at www.report-it.org.uk . All people should be allowed to live their lives without harassment and fear.

Section 5: Life in the UK

Your local neighbourhood

The town and some villages will have a local post-office, pharmacy, supermarkets and food shops that cater for a range of tastes.

You may also be able to go to parks and libraries, which are both free to use for everyone. There may also be nearby a leisure centre or gym where you can take part in sports and exercise activities.

Libraries offer:

- Free access to computers and Wi-Fi
- Free access to materials to learn English, and access to physical and online resources in other languages
- Free activities and learning resources for children and families
- Trained workforce who can help with access to information and resources
- Signposting to local education, health, and wellbeing services
- Signposting to other Council services
- Signposting to community organisations and resources

Money

The currency in the UK is the pound sterling. £1 (one pound) = 100 pennies

Population

The UK is a multi-ethnic country with a population of around 66 million people. Its cities are known for their diverse communities, and it is committed to the values of freedom, liberty, the rule of law, and mutual respect.

Places of worship

The largest religion in the UK is Christianity, with an estimated 33.2 million people. The second largest religion is Islam with 2.7 million people and around a quarter of the population practice no religion

Many newcomers to the UK have found great support, comfort and new friends through their place of worship. Groups like the Interfaith Network for the UK www.interfaith.org.uk may help you to find a place of worship such as a local church or a mosque.

The Ukrainian Catholic Eparachy of the Holy Family of London (ucc-gb.com) can provide information on Ukrainian Catholic Churches, across the UK.

Languages

The UK speaks predominantly English. There are many different regional accents across the UK. English though is spoken in all. Welsh is also used and taught in Wales and there are other recognised regional languages such as Scots Gaelic, Irish Gaelic, and Cornish.

Weekends and public holidays

The UK weekend falls on a Saturday and Sunday when most offices close. Banks and post offices are usually open Monday – Friday and on Saturday morning, but close on Saturday afternoon and Sunday. However, most shops and restaurants remain open on Saturday and for much of Sunday.

There are a number of public holidays throughout the year. For more information visit www.gov.uk/bank-holidays Some apply across the entire UK and some are specific to England, Northern Ireland, Scotland and Wales. Most businesses close, but shops, restaurants and leisure facilities usually remain open.

Local Government

In the UK, local government is responsible for a range of essential services at a local level. Councils (also known as local authorities) are responsible for children's services, adult social care, schools, housing and planning and waste collection, as well as services such as licensing, business support, registrar services.

Councillors represent and work with local people and partners, such as local businesses, to agree and deliver on local priorities. The decisions are implemented by council staff and council officers. You can also contact your councillors if you feel that you have any local issues you feel that they can raise on your behalf for more information about the services visit www.gov.uk/find-your-local-councillors

If you are living in Fenland then you can find out more about the services it provides via its website at: www.fenland.gov.uk or phone on 01354-654321.

Public Transport.

There is a train and bus network across the UK, particularly in Cities and Urban areas.

For national trains and buses, tickets are usually cheaper if bought in advance. You can find out more on the national website www.nationalrail.co.uk

You don't need to show identification to travel within the UK unless you are travelling by plane.

Driving

You must have both a full driving licence and up- to- date motor insurance to drive a vehicle on UK roads. If you have a full driving licence issued in the Ukraine, you may use this to drive small vehicles (such as motorcycles, cars and vehicles up to 3500kg or with up to 8 passengers' seats) for up to a year in the UK. The licence must cover the vehicle being driven and must still be valid

To continue to drive after this, you must obtain a provisional driving licence and pass a UK driving test before the 12 months ends – www.gov.uk/apply-first-provisional-driving-licence

Applicants for a provisional driving licence will need to complete a D1 application available from Post Offices or from the Driver and Vehicle Licensing Agency www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency and send it together with supporting documentation including proof of identity and lawful residency. If the document(s) you provide is not in English, you will need to provide a translation that has been issued in the UK.

If you took your driving test in a country other than the Ukraine, different rules may apply. Further information is available at www.gov.uk/exchange-foreign-driving-licence

Glossary

Accident and Emergency Department – a medical treatment facility in a hospital specialising in emergency treatment for patients, these departments operate 24 hours a day for illnesses requiring immediate attention and in some cases are life threatening. Patients often arrive by ambulance following a call to the emergency services.

Biometric Residence Permit – is proof of evidence of your right to live, work and study in the UK. This can be used as proof of identity when opening a bank account or renting a property. The electronic chip hosts information such as your name, place and date of birth. It will also have your photograph, fingerprints, and your immigration status.

Child Benefit – a payment made to a parent or guardian of a child or children by the government every four weeks. You will be entitled to receive this benefit if you have a child or children under the age of 16 or under the age of 20 if they stay in approved education or training.

Citizens Advice – An independent charity specialising in providing confidential advice to help people with legal problems, debt management, housing and other problems in the UK. This is free advice.

Community Hubs – There are a number of community hubs in Fenland and some like the Rosmini Centre in Wisbech have people from the Eastern European community that can speak a number of community languages. Their advice and assistance is free. There is other support available at the Queen Mary's Centre, Oasis Centre and Octavia View in Wisbech.

Council tax – a tax paid to the local council to fund services within the area.

Debit Card – a card issued by a bank allowing the holder to transfer money electronically from their bank account when making a purchase.

Direct Payment – a system to allow you to receive cash payments from your local council.

Disability Benefits – a range of disability related financial support which includes payments, grants, tax credits and benefits.

Education – there are 6 stages of education in the UK.

- Early years or nursery (under 5-year-olds)
- Infant (5-7- or 8-year-olds)
- Junior (up to 11- or 12-year-olds)
- Secondary (11 or 12 up to 16-year-olds)
- Further education (16–19-year-olds)
- Higher education (post 18-year-olds)

Emergency Services – The police, fire and rescue, and ambulance services are all called using emergency telephone number which is 999. You will be asked which service that you need, and your call will be directed to the correct agency.

English for Speakers of Other Languages Classes (ESOL) – classes to help you learn or improve your knowledge of the English Language.

Doctor/ General Practitioner (GP) – A medical doctor based in your community that treats patients with minor or chronic illnesses and will refer patients with serious conditions to specialist medical care.

Help to Claim – This service is available through Citizens Advice or community groups in our local community Centres. This is free of charge and you don't need to go to someone who will ask for money to help you.

Identity Card – see Biometric Residence Permit

Jobcentre Plus – a government funded employment agency and social security benefit claims.

Letting agents – a letting agent is responsible for letting houses/ flats for private landlords, finding prospective tenants and in some cases collecting rent on behalf of the landlord.

Local Councils – who provides vital services such as social care, schools, housing and waste collection.

Medical exemption certificate – people with certain medical conditions e.g., pregnant women and women who have had a baby in the last 12 months can get free National Health Service (NHS) prescriptions with a valid exemption certificate. You have to complete a form to apply for this benefit and the Pharmacy or Doctors surgery can explain this to you.

Minor Injury Units – are medical centres for urgent care that isn't immediately life threatening. Appointments can be made via dialling 111 or through your GP.

National Careers Service – a government funded agency providing careers information, advice, learning and training. The service is for anyone aged 13 and over.

National Health Service (NHS) – a government funded national medical and health care service. This is funded by the National Insurance Contributions tax levied in the UK.

National Insurance Number (NI) – a unique “personal” account number ensuring all contributions and tax are recorded on your individual tax account. Everyone over the age of 16 has one and you will need to provide your number when you start a job.

National Rail – the national train service providing travel around the UK. You can buy travel tickets at railway stations or online in advance. You cannot travel without a ticket and can incur a fine if you do so.

Protection for Whistleblowing – if you are a worker, and you are concerned over something you feel is wrong as someone's health or safety is at risk, you are protected by law, if you raise a concern about this. This can be raised in confidence with your employer, and you should not be treated unfairly or lose your job.

School term times – these may vary depending on your local area, however they tend to follow this pattern:

- Summer term: March/ April – July
- Autumn Term: September – December
- Winter Term: January – march/ April

Sponsor – Families, individuals, or organisations who are sponsoring people under the Homes for Ukraine scheme.

State Pension Credit – a financial benefit providing extra money for pensioners to help with living costs if you are over the UK state pension age and on a low income.

The UK Centre for Professional Qualifications (UK CPQ) – is designed by the UK Government to provide advice and guidance on the recognition of professional qualification in an international context.

Universal Credit – the payment is made up of a basic “standard allowance” and extra payments that might apply to you depending on your circumstances.

Urgent Treatment Centre – are medical centres for urgent care that isn't immediately life threatening. Appointments can be made via dialling 111 or through your GP.

Annex A - Applying for a school place in England

Introduction

Those children of families we have welcomed to the UK from the Ukraine are entitled to a school place.

It is parents and carers' responsibility to make an application for a school place. **The School Admissions team** manages school places in Cambridgeshire. We deal with applications for places in all school year groups, apart from sixth forms and colleges.

Most applications from families are likely to be what is called “in-year” admissions

You can obtain information on which schools have places from Cambridgeshire County Council. Their contact details are:

New Shire Hall
Emery Crescent
Enterprise Campus
Alconbury Weald
Huntingdon
PE28 4YE

Quick Guide to Key Services

Introduction

The UK is home to a broad range of various opportunities, this list will help you link up to some of the key services to help you navigate and adjust to life in the UK.

Please note that these lists are not exhaustive and there are more options available if you do not feel the list below meets your needs.

National health Service (NHS)

If you are in need of urgent health and care services, you should always call 999 or 112. This is when someone is seriously ill or injured.

You can always attend an A&E (Accident and Emergency) department in cases where you are seriously concerned about someone's health.

You can find your nearest A&E (Accident and Emergency) department on: www.nhs.uk/service-search/other-services/Accident-and-emergency-services/locationssearch/428

For less severe cases you can always use the NHS website link:

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

Reporting a crime

If you have witnessed or been a victim of crime, you should report it to the police by calling 101 or on their website using this link: www.police.uk/pu/contact-the-police/report-a-crime-incident

If you would like to report a crime anonymously, you can do so to Crimestoppers by calling them on 0800 555 111 or using the website: www.crimestoppers-uk-org

Banks

You should always look to do your own research and find a bank that meets your specific needs. The following list is a range of suggestions, but there are many other options.

HSBC	0345 740 4404
Barclays	0345 734 5345
Lloyds	0345 300 0000
Natwest	03457 888 444
Royal Bank of Scotland	0345 724 2424
Santander	0800 912 3123

Finding a Job

The UK has ample opportunities for jobs, and you are sure to find a job that suits your skill sets. Suggestions on how to obtain one are included in this pack

Early Education and Childcare

In the UK, you will have access to various support to help you with childcare.

If you are residing in England, you can look for these services using the following:

www.gov.uk/find-free-early-education

Children and Young People's service

If you are concerned about your child's overall development and wellbeing, and you think that you may need some extra support, you can use the NHS website for further information and the support that is available: www.nhs.uk/conditions/social-

[carve-and-support-guide-for-caring-for-children-and-young-people/children-and-young-peoples-services](#)

Community Support

Rural Citizens Advice Bureau – 0344 245 1292

Information Advice and Guidance

Rosmini Centre – 01945- 474422

Rosmini Centre Russian speaking line – 07925 313176

The Rosmini Centre is a community centre in the heart of Wisbech offering Information, Advice and Guidance and a variety of activities and events for all ages and nationalities. Staff and volunteers are multi-lingual offering support in English, Russian, Lithuanian, Latvian, Bulgarian and Romanian. It is open every weekday.

ACCESS – 01553- 773905

Russian speakers available

Base in Kings Lynn, ACCESS have a drop in on Wednesday mornings 10am – 1pm in Wisbech

ACCESS exists to help migrants settle into their local communities. We work in partnership with stakeholders to further community cohesion, to offer multi-lingual advice services and to provide practical support to overcome language barriers for our clients

Queen Mary Centre – 01945- 350899

A community Centre in Wisbech who can offer support to families including Food Bank Vouchers.

Oasis Centre- 01945- 461526

The Oasis Community Centre is owned and run by a local charity called the Wisbech Community Development Trust and it has a host of rooms that can be hired out for various groups and organisations. They can offer support to families including foodbank vouchers.

Wisbech Child & Family Centre 01945- 428664

Can offer support to families with children around a whole range of things such as food bank parcels, Nappies and Baby Clothes, as well as supporting them into childcare and schools.

The Fenland Family & Baby Bank, in Wisbech, 07985 727025.

Can offer clothes, equipment, nappies and other supplies at very low cost. Their number is 07985 727025.

