**Welcome to Suffolk**

**An information pack for Homes for Ukraine sponsors in Suffolk**

Firstly, we want to say thank you for offering your home or property as a safe place for a Ukrainian person or family. This pack has been created to support you in your role as a sponsor.

It is a reminder of the extraordinary generosity of local people. We are sure you will provide the safety and sanctuary that those arriving from Ukraine need at this time.

It has a range of information for both you and the Ukrainian national you are hosting. We hope it will help you prepare for their arrival, make their transition as smooth as possible and support your whole household throughout the sponsorship.

Where information in this pack refers to “sponsor” (sponsors of visas) it equally applies to hosts (people that are now hosting but were not the original visa sponsors).

If you haven’t had them already, there will be checks (background and in-person) on you, your family and the accommodation that you will provide. Current government guidance is that any benefits entitlements remain unchanged if you take in a Ukrainian person or people.

If you receive single person discount on your council tax, this remains unchanged.

**Useful Online Information**

* [Suffolk County Council ‘Frequently asked questions (sponsors)’](https://www.suffolk.gov.uk/community-and-safety/communities/community-engagement/support-for-refugees/support-for-ukraine/ukraine-information-for-sponsors/)
* [Homes for Ukraine: sponsor guides - GOV.UK (www.gov.uk)](https://www.gov.uk/government/collections/homes-for-ukraine-sponsor-guides)
* [Governments Guidance to guests in English - GOV.uk](https://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk)
* [Governments Guidance to guests in Ukrainian - GOV.uk](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1066799/Ukraine_Welcome_Pack_and_Beneficiary_Guidance_-_UK.pdf)
* [Governments Guidance to guests in Russian - GOV.uk](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1066783/Ukraine_Welcome_Pack_and_Beneficiary_Guidance_-_RU.pdf)
* [Homes for Ukraine Campaign](https://homesforukraine.campaign.gov.uk/)
* [Cultural Sensitivity Sheetshttps://www.linkscvs.org.uk/news/cultural-sensitivity-sheets](https://www.linkscvs.org.uk/news/cultural-sensitivity-sheets)

# Content

|  |  |  |
| --- | --- | --- |
| **Introduction** | Page 1 | |
| **Content** | Page 2 | |
| **Homes for Ukraine Scheme**   * After Arrival * Arrangements and agreements for my guest(s) * Ukraine Host “Thank you” Payments * Guest Absences * How does my Guest Receive their one off £200 Arrival Payment? * How To Speak in Clear and Simple English to the Refugee in Your Home * 4 – 6 Months after Guests have Arrived * Welfare Checks at 4 Months * Recruitment of New Hosts * Moving on at 12 Months | | Page 5 |
| **Support for Ukrainian Refugees**   * Making a Life * Tailored Approach to Work * Moving them Forward * Supporting Links * Suffolk Library Services | Page 11 | |
| **Schemes & Financial Benefits**   * Completing Ukraine Scheme Status in the UK * Ukrainian Family Scheme Visa * Ukrainian Extension Scheme * Universal Credit * Benefits * Setting up a Bank Account * Food Banks * National Debtline * Cost of Living Support | Page 13 | |
| **Health Services**   * Registering with a GP * Health Advice from 111 * Walk-in & Urgent Treatment * Emergency Services * Prescriptions & Pharmacists * Dentistry Services * Optician Services * Maternity & Midwifery Services * School Nursing * Covid-19 and Flu Vaccine * Living Safely with Respiratory Infections (including Covid-19) * Health Info in Other Languages * Bereavement Support * End of Life Care * Drug & Alcohol Treatment Services * Sexual Health Services * Staying Healthy & Active * Patient Advice & Liaison Services (PALS) | Page 16 | |
| **Mental Health & Emotional Wellbeing**   * Children & Young People Support * Support for Adults * Mental Health Organisations | Page 21 | |
| **Getting Support for a Vulnerable Adult**   * Customer First * Adult Social Care * Care Support for Adults | Page 22 | |
| **Getting Support for a Vulnerable Child**   * Serious Concerns for Child Welfare * Child or Family Support Service * Complex Needs Support | Page 23 | |
| **Applying for School Place & Funded School Travel**   * Post 16 * Free School Meals (FSM) * School Attendance in the UK * Online Learning * Homework Club | Page 24 | |
| **Finding Early Years Education & Childcare**  **Access to Higher Education** | Page 26 | |
| **Emergency Services**   * Fire Safety * Water Safety * Road Safety | Page 28 | |
| **Pets from Ukraine** | Page 30 | |
| **Immigration Support**   * Migrant Help UK * The Salvation Army * Refugee Council * British Red Cross * Suffolk Refugee Support * Language Resource * Slavery & Exploitation | Page 31 | |
| **British Red Cross Ukraine Crisis Support Offer**   * Support Line * Welcome/Arrival Hubs * Psychosocial Support * Practical Support * Online Resources * Additional Red Cross Services * Cost * Accessing British Red Cross Support | Page 32 | |
| **Citizens Advice** | Page 34 | |
| **Connecting with the Local Community**   * Suffolk Infolink * Facebook Groups * Transport & Travel Links * Suffolk Churches ‘Welcome Ukrainians’ | Page 35 | |
| **Things to do in Suffolk**   * Leisure Centres * Parks and Open Spaces * More thing to do in Suffolk | 36 | |

# Homes for Ukraine Scheme

**After Arrival**

It is very important that as soon as your guests arrive that you email [r**efugeesupport@suffolk.gov.uk**](mailto:refugeesupport@suffolk.gov.uk) with the following information:

* Your name
* Your address
* Name(s) of the guest(s)

Ukrainian nationals arriving under the scheme will be able to:

* live and work in the UK for up to three years
* access healthcare
* claim benefits
* receive employment support
* access education
* and English language tuition.

**What arrangements/agreements should I put in place with my guests and what model agreements can be used?**

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

There are two kinds of model agreement that could be used; an Excluded Licence Agreement or an Excluded Tenancy Agreement. It is not mandatory to use either kind of agreement as part of the sponsorship scheme. Signing an agreement would be beneficial for the guest and host to ensure that they are clear on the terms of their stay. Some mortgage lenders may ask for an agreement to be signed; you should refer to their websites for instructions.

If your guests are sharing accommodation with you, for example using guest bedrooms and sharing a kitchen with you, the [Excluded Licence Agreement](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1064719/220330_FAQ_ExcludedLicencingAgreement_Final.odt) (ODT, 31.6 KB) is most suitable.

If your guests are living in self-contained accommodation (such as a holiday let) then the [Excluded Tenancy Agreement](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1064718/220330_FAQ_ExcludedTenancyAgreement_Final.odt) (ODT, 35.9 KB) is most suitable.

**Ukraine Host ‘Thank you’ Payment**

Government guidance advises that sponsors who have applied via the Homes for Ukraine scheme will be eligible for a monthly “thank you” payment. As part of the initial contact with sponsors, Suffolk County Council will be asking if you wish to claim the monthly payment and, if so, will request bank details from the lead sponsor. Payments will be made at the following levels:

* £350 per month where guests have been in the country less than 12 months and hosts have been on the scheme less than 6 months;
* £500 per month once **guests** have been in the UK for 12 months;
* £350 + £150 Suffolk County Council uplift once **hosts** have been hosting for at least 6 months. You will be asked to opt-in to the additional payment. This is in recognition of the generosity of Suffolk hosts who have either continued to host the same guest(s) or have taken in new guest(s) after the initial 6 month period. You can read Cllr. Bobby Bennett’s statement here: [Further support for Homes for Ukraine Sponsors - Suffolk County Council](https://www.suffolk.gov.uk/council-and-democracy/council-news/further-support-for-homes-for-ukraine-sponsors)

Government guidance states that the payments can only start once the following five checks have been completed:

* The sponsor's residential accommodation exists;
* The sponsor's accommodation has been visited and is suitable;
* The DBS checks have been submitted (this means that all relevant host household members have completed their details on the DBS link they are sent, SCC has been able to verify three forms of ID and submit applications for checks against registers to commence);
* The refugee guests have arrived at the sponsor’s accommodation;
* A welfare check has been carried out, meaning that guests have been visited at their accommodation.
* Payments are paid a month is arrears.

Payments are made monthly in arrears on the second Wednesday of the month. If the above checks are complete, the table below shows the date by which your guest must have arrived for you to start receiving monthly payments and payment processing dates.

|  |  |
| --- | --- |
| Payment Date | Guest needs to have arrived by |
| 8 March 2023 | 14 February 2023 |
| 12 April 2023 | 16 March 2023 |
| 10 May 2023 | 15 April 2023 |
| 14 June 2023 | 16 May 2023 |
| 12 July 2023 | 15 June 2023 |
| 9 August 2023 | 16 July 2023 |
| 13 September 2023 | 16 August 2023 |
| 11 October 2023 | 15 September 2023 |
| 8 November 2023 | 16 October 2023 |
| 13 December 2023 | 15 November 2023 |

Your payment will arrive in your bank account about a week to 14 days after the payment date.

**Guest Absences**

Where all guests plan to be absent from your accommodation for more than 4 weeks, or 4 weeks have passed and no guests have returned, sponsors/hosts have a responsibility to inform Suffolk County Council by emailing [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk). Thank you payments will then be paused. If all your guests leave your property (for example to return to the Ukraine ) or you are unsure how long they will be away, please email [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk) with the date they leave and email again when they return. When payments restart, they will follow the usual monthly in arrears Thank You payment cycle.

The responsibility rests with the sponsor/host to update Suffolk County Council of guest absences over 4 weeks.

**How does my Guest Receive their one off £200 Arrival Payment?**

Once your guest(s) have arrived at your address, please email [**refugeesupport@suffolk.gov.uk**](mailto:refugeesupport@suffolk.gov.uk) and use the title ‘Refugee £200 payment’ in the subject line.

So that we can make direct payments to your guests, please provide the name(s) of the refugee(s), their own personal mobile phone number and own contact email, plus the address where they are living and the date of arrival.

Where there are children in the group, please provide the names of the children but include the email address or phone number of their responsible adult from the refugee group. If the refugee guests do not have their own mobile phone number or email address, we can arrange to post the e-vouchers to them.

The refugee guest(s) will receive one e-voucher per person (for example, a parent with two children will receive three e-vouchers. They all look the same, so they will need to make sure that they open all three text messages or emails in order to access all three E-vouchers). The e-voucher link can be opened directly from the text or email; there is no need to download the Wonde app, but if your guest has any difficulty opening the e-vouchers, please email us at [**refugeesupport@suffolk.gov.uk**](mailto:refugeesupport@suffolk.gov.uk).

The e-vouchers can be cashed at Post Offices, and your guest can choose to cash all three at the same time, or separately on different dates. Please note that it can take up to 3 working days for the Post Office computer system to be able to recognise and redeem the voucher number and provide the cash payment. This means, for instance, this means that any e-vouchers we request on a Friday are not live on the Post Office system before the following Tuesday.

**How To Speak in Clear and Simple English to the Refugee in Your Home**

English Unlocked provide communication courses for hosts of refugees which can support you to learn language techniques to help you better communicate with your guest.  
  
They run regular online workshops. [Visit their events page to find out more or to sign up.](https://www.eventbrite.com/cc/english-unlocked-supports-the-refugee-crisis-250189?utm-campaign=social&utm-content=creatorshare&utm-medium=discovery&utm-term=odclsxcollection&utm-source=cp&aff=escb)

**4 – 6 Months after Guests have Arrived**

When you are coming up to the 4-month anniversary of the arrival of your guest you will receive a letter from the government advising you on what can happen at 6 months. An example of the letter (for those with guests that arrived before 31 May) with the guest version in Ukrainian and Russian is available <https://www.suffolk.gov.uk/assets/Ukraine/4-month-mailshot.pdf>.

In Suffolk, Secondary welfare checks will be undertaken four months after the guest has arrived. It is important that before the welfare check meeting, you have had a conversation with your guests about your expectations at 6 months – are you expecting them to move on or are you happy to host for 12 months? If you continue to host beyond 12 months, your thank you payment will rise to £500 per month and be payable for a further 12 months.

If you are unable to continue to host your guests after 6 months, you need to give your guests two months’ notice and inform [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk) if you have not reported this in your 4-month check. It would be helpful if you could say whether you are withdrawing from the Homes for Ukraine scheme or if you would be prepared to host again in the future.

Government guidance received on 5 August 2022 advised that guests on the Homes for Ukraine scheme who are not ready to leave sponsorship and move into their own alternative accommodation, but cannot stay with their current host after 6 months, should try to find a new host.

The following guide [Continuing to live with your host or rematching: Homes for Ukraine - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/continuing-to-live-with-your-host-or-rematching-homes-for-ukraine) should be given to Ukrainian guests if hosts do not wish to continue to host them after 6 months. This tells them where to look for new hosts. If guests wish to stay in the same area they could contact local faith groups, community groups or the original charity that helped them, for example Reset, to find out if new hosts are available. If they find someone, they need to ensure they are registered on the Homes for Ukraine scheme [Homes for Ukraine: record your interest - GOV.UK (www.gov.uk)](https://www.gov.uk/register-interest-homes-ukraine) assuming that new host wishes to receive the thank you payment. New hosts can now register direct with Suffolk County Council at[**Ukraine: Could you help a family in need? - Suffolk County Council**](https://www.suffolk.gov.uk/community-and-safety/communities/community-engagement/support-for-refugees/support-for-ukraine/could-you-help-a-family-in-need)

Guests may wish to look for a host in another area of the UK. They may find it helpful to contact one of the Recognised Providers (Find a sponsor using recognised providers: Homes for Ukraine - GOV.UK (www.gov.uk) , who can help guests from Ukraine find sponsors in the UK. Where the guests find a host in a new area, they need to email [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk) so Suffolk County Council can contact the new council to confirm they will accept the rematch and ensure the necessary checks are made to confirm that the new living arrangements are suitable.

If you find a new host, they can register direct with Suffolk County Council at [Ukraine: Could you help a family in need? | Suffolk County Council](https://www.suffolk.gov.uk/community-and-safety/communities/community-engagement/support-for-refugees/support-for-ukraine/could-you-help-a-family-in-need/) and do not have to register on the government website.

In all cases, when the guest has found a new host they must tell Suffolk County Council at [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk). So that accommodation and safeguarding checks can be completed on the new host before the guest moves in.

If your guest is struggling to find a new host on the Homes for Ukraine scheme, for example in the local area where they already have children at local schools, or because they are pregnant, or been assessed as vulnerable, contact Suffolk County Council at [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk). For all other groups, when it’s a month before they are due to leave and they have been unsuccessful in finding a host, then they can contact Suffolk County Council at [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk) for help but be aware that due to the availability of hosts, the County Council may not be able to meet location and timescale requests.

Your guests may prefer to look for their own accommodation and become independent. They will need to think about what they can afford, talk to friends about sharing and look at the private rented market. A short [guide to private renting](https://www.suffolk.gov.uk/asset-library/imported/2022-11-04-moving-on-housing.pdf) is available in English, Ukrainian and Russian. Additional advice on rights and responsibilities as tenants plus a guide to help guests understand how to rent in England [Renting private accommodation: Homes for Ukraine - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/renting-private-accommodation-homes-for-ukraine)is available in Ukrainian and Russian.

If guests have difficulties with the landlord requirements and finding the deposit, they should approach your local district council. If they need help with sourcing employment or benefits, they should approach Suffolk Refugee Support.

**Welfare Checks at 4 months**

The Suffolk County Council Casework team will undertake the welfare checks at 4-6 months after your guests’ arrival. Hosts will receive a form to complete to indicate their intentions at 6 months. Please complete this as soon as you receive it, as this will help us to help you if you need assistance.

A member of the SCC Casework team will then visit your guests to ask them more questions. You are not required to attend this appointment but you may choose to be around so you can ask the caseworker any questions you have. If your 4-month anniversary has passed or is coming up,  you will receive a phone call soon from a member of the Suffolk County Council Casework team, The number may come up as “withheld,” but please be assured the caller will confirm they are from Suffolk County Council.

Please do not wait for the 4-month check or the on line form to tell Suffolk County Council if you do not want to continue to host at 6 months. If it is now less than 2 months to your 6-month anniversary, **email** [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk)immediately.

**Recruitment of new hosts**

Many sponsors of visas enabling Ukrainian refugees to come to Suffolk are happy to continue hosting their guests for a further 6 months. However not all are able to continue to offer accommodation and some guests are not ready to move on to private rented property. There is a shortage of affordable private rented accommodation, so it is vitally important that we find new hosts to house guests.  New hosts coming forward to help accommodate guests that are already in Suffolk do not have to register on the government website.  They are not required to sponsor visas; just to offer their homes to accommodate guests for a minimum of 6 months. As long as they pass the safeguarding and property checks, they will be eligible to receive the thank you payment. The thank you payment is £350 a month if guests have been in the UK for under 12 months, after which is rises to £500 for up to another 12 months, as long as guests continue to reside with you.

There is now a webpage on the County Councils website [Ukraine: Could you help a family in need? | Suffolk County Council](https://www.suffolk.gov.uk/community-and-safety/communities/community-engagement/support-for-refugees/support-for-ukraine/could-you-help-a-family-in-need/) where potential new hosts can sign up direct with the County Council. If you know people that might be interested, please encourage them to read the above page.

**Options at 12 Months**

We hope you will consider helping your guests beyond 12 months – at that point there are 3 options:

1. **Continued hosting:** If you are able to continue hosting and your guests wish to stay with you, then your payment will rise to £500 per month for the next 12 months as long as your guests remain with you. It is your responsibility to email [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk) if your guests leave and your payments will be stopped.

2. **Change to a renting arrangement:** You might want to talk with your guest about moving to a more formal arrangement, if your guest would still like to live in your property or move to another property that you own. This would mean that you may need to become a landlord, which could require you to take on more responsibilities. Your rights and responsibilities could be different depending on whether the guest remains living in your property or moves into another property you own.

Information on what this means is available in the [How to Let  in England](https://www.gov.uk/government/publications/how-to-let) guide, as well as:

* [renting out a property](https://www.gov.uk/renting-out-a-property)
* [rent a room in your home](https://www.gov.uk/rent-room-in-your-home)

This will help guests when they are ready and able to move out of sponsorship into independent accommodation. This guide is now available in [Ukrainian](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1093993/How_to_rent__easy_read_Ukrainian_translation.pdf) and [Russian](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1093994/How_to_rent__easy_read_Russian_Translation.pdf).

If you start to charge rent YOU MUST inform Suffolk County Council immediately by emailing [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk) as you will not be entitled to the thank you payment and these payments will be stopped. Please be aware that checks on hosting arrangement will be undertaken between 12 and 24 months.

You could draw up a licence (for more information on a licence see Shelter Legal England - [What is a licence?](https://england.shelter.org.uk/professional_resources/legal/renting/introduction_to_security_of_tenure/what_is_a_licence#:~:text=Shelter%20England%20Professionals%20Legal%20What%20is%20a%20licence%3F,arising%20out%20of%20an%20estoppel%20Shared%20occupancy%20arrangements) - Shelter England) or an Assured Shorthold tenancy agreement, see [Model agreement for a shorthold assured tenancy](https://www.gov.uk/government/publications/model-agreement-for-a-shorthold-assured-tenancy) - GOV.UK (www.gov.uk) This would give your guests some continuity, especially if they have children in local schools.

3. Private rented: At 12 months guests may wish for greater independence and would like to rent their own accommodation. They will need to think about what they can afford, talk to friends about sharing and look at the private rented market. [A short guide to private renting](https://www.suffolk.gov.uk/asset-library/imported/2022-11-04-moving-on-housing.pdf) is available in English, [Ukrainian](https://www.suffolk.gov.uk/asset-library/imported/2022-11-04-moving-on-housing-ukrainian.pdf) and [Russian](https://www.suffolk.gov.uk/asset-library/imported/2022-11-04-moving-on-housing-russian.pdf). Additional advice on rights and responsibilities as tenants, plus a guide to help guests understand how to rent in England [Renting private accommodation: Homes for Ukraine - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/renting-private-accommodation-homes-for-ukraine)is available in Ukrainian and Russian.

If guests have difficulties with the landlord requirements and finding the deposit they should approach your local district council.

Social housing is unlikely to be a viable option as guests would join existing waiting lists and some social landlords may not be able to offer a tenancy given the restrictions around leave to remain in the UK. The current demand for social housing exceeds availability and waiting times may exceed the period offered under leave to remain arrangements, therefore private rented accommodation will be the quickest route.

# Support for Ukrainian Refugees

[Homes for Ukraine: Guidance for guests - GOV.UK (www.gov.uk)](https://www.gov.uk/government/collections/homes-for-ukraine-guidance-for-guests) gives detailed links to the topics below.

**Making a Life**

Ukrainians will receive a 6-month entry stamp on their passport. This entry stamp is evidence of their right to work, rent, study and claim benefits in the UK. Within 6 months, Ukrainians will need to apply for a Biometric Residence Permit.

**Tailored Approach to Work**

Accepting a Claimant Commitment is a basic condition of entitlement to Universal Credit. Work Coaches will determine a claimant’s capability and personal circumstances so that they can take these matters into account whilst exploring work history, job goals and skills / abilities with the claimant. This approach produces a set of requirements which are tailored to the needs and circumstances of each claimant, making them realistic and achievable.

Work coaches will meet with claimants based on the needs of the individual and their current circumstances. Work coaches will provide support to build skills, explore different job options and training opportunities.

Work coaches will also provide signposting to available benefits. This may include: Universal Credit, Pension Credit, Disability Benefits, Carer's Allowance & Child Benefit

**Moving Them Forward**

The most appropriate support to claimants is ensuring they make full use of both national and local provision to move them into work, closer to work or increase their earnings. Alongside localised support, Claimants can be referred to national initiatives that often have local delivery:

* Work & Health Program - Provision to support people into full or part-time employment. The programme lasts for 456 days with a possibility of extending to 639 days.
* JETs- To assist claimants who have been unemployed for over 13 weeks and need light touch support to get back into work.
* SWAPs - Short Training Courses with guaranteed job interviews

**Supporting Links**

The process for making a claim to Universal Credit is online via Gov.UK. For those that need support, Citizens Advice nationally has been contracted by the DWP to provide support. [Contact us about applying for Universal Credit - Citizens Advice](https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/) - Interpreters are available

For Pension age customers: Pension Credit: How to claim - GOV.UK ([www.gov.uk](http://www.gov.uk)) Claims are usually taken from the first point of contact, so we would encourage people to make a claim ASAP. <https://www.entitledto.co.uk/> - can calculate potential benefit entitlement

For wider information on support that is available please look at: Welcome: a guide for Ukrainians arriving in the UK - GOV.UK ([www.gov.uk](http://www.gov.uk))

**Suffolk Library Services**

There are 42 libraries spread throughout Suffolk and anyone can use them for free.

Ukrainian guests can register at any library that offer the following:

* Books in Ukrainian for adults and children (Not all libraries have a large stock, but books can be reserved in for collection at any library.)
* Digital services including [Advice | Suffolk Libraries](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.suffolklibraries.co.uk%2Fadvice&data=05%7C01%7CPaul.Howarth%40suffolklibraries.co.uk%7C6b7ec38b66d94fd3ca2808daa2daaf82%7Cba2d8c75b97144788560022993cfef27%7C0%7C0%7C638001357440657865%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Mc4ETtCX%2BfJs%2BWiDemUsIW34qUHnLWfkAMkT8MCzglA%3D&reserved=0), with many having Ukrainian translation options for the content
* Free use of library computers to access the internet for job searching, UC forms, private rented housing etc.
* Free Wi-Fi for those with their own devices
* Staff can help signpost to sources of further support in all areas (health, finance, benefits, education, wellbeing and mental health etc.)
* Dual language Ukrainian Bookstart packs for children
* A range of activities for adults and children that Ukrainians are welcome to attend although the sessions are usually run in English.

Ipswich Library provides  'Conversation Cafes' every Friday: [https://www.suffolklibraries.co.uk/whats-on/conversation-cafe](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.suffolklibraries.co.uk%2Fwhats-on%2Fconversation-cafe&data=05%7C01%7CPaul.Howarth%40suffolklibraries.co.uk%7C6b7ec38b66d94fd3ca2808daa2daaf82%7Cba2d8c75b97144788560022993cfef27%7C0%7C0%7C638001357440814107%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=w5TW5s%2BRjPUPYTKxA%2FxRtY8rv0F1XyBf1m8gIlA5dfA%3D&reserved=0), an informal social setting for speakers of English as a second language to practice their skills in a safe environment.

# Schemes & Financial Benefits

There are multiple schemes and financial benefits available for Ukrainian Nationals allowing for residency, rights to work, financial support, access to health services etc. Guest can apply for multiple supporting benefits but cannot apply to both the Ukraine Family Scheme and for an EU Settlement Scheme Family Permit so they will need to select one.

**Completing Ukraine Scheme Status in the UK**

Guests can complete their Ukraine Scheme application when in the UK if:

* they have a Ukraine passport
* they are in the UK
* they applied under the Ukraine Family Scheme or the Ukraine Sponsorship Scheme (Homes for Ukraine) before you arrived in the UK
* the application has not been decided but received a letter saying you could travel to the UK
* were given 6 months permission to enter the border and now applying to extend your stay

Guests with a Ukrainian international passport can now use the UK Immigration ID Check App when submitting their Ukraine Family Visa application while in Ukraine. This will avoid the need to enrol at a Biometric Enrolment Centre and will allow Ukrainians to get a digital status without a Biometric Residence Permit (BRP).

Those who already applied without the app, will still need to enrol for a BRP. They must apply online for a visa, and if granted, can travel to the UK and receive entry clearance in their passport. This stamp is valid for 6 months. During this time, they need to apply for the full 3 year visa. The same process applies for the Family Visa and the Homes for Ukraine route.

[To apply visit the Immigration Service: Ukraine Scheme - GOV.uk](https://apply.visas-immigration.service.gov.uk/product/ukraine-scheme-brp)

Once an online application has been completed, they will be able to book a biometric appointment. [For more information visit UKVCAS and BRP](http://www.ukvcas.co.uk/flash-message-detail?flashmessageId=74833)

[Visit UKVCAS to find your nearest biometric centre](https://www.ukvcas.co.uk/locations)

**Ukrainian Family Scheme Visa**

The Ukraine Family Scheme allows applicants to join family members, or extend their stay, in the UK. Everyone must make a separate application, even children travelling with a family member. It will allow UK residency for up to 3 years.

It is free to apply and you will be able to live, work and study in the UK and access public funds. You do not need to pay the immigration health surcharge or biometric enrolment fee for this scheme.

For help contact UK Visas & Immigration by calling: + 44 808 164 8810 – option 1 (24/7 free call line)

Applicants can apply if already arrived in the UK and meet the following requirements:

* be applying to join or accompany your UK-based family member
* be Ukrainian, or the family member of a Ukrainian national who is applying to the scheme to join a UK-based immediate family member
* have been living in Ukraine on or immediately before 1 January 2022

UK-based family members and immediate family members are eligible for the scheme. For more eligibility information visit [Ukrainian Family Scheme Visa - GOV.uk](http://www.gov.uk/guidance/apply-for-a-ukraine-family-scheme-visa#eligibility) and to apply visit [Ukrainian Family Visa Scheme - GOV.uk](http://www.gov.uk/guidance/apply-for-a-ukraine-family-scheme-visa)

If the UK-based family member is a (or an extended family member’s) spouse, civil partner, fiancé(e) or proposed civil partner, the relationship must have started before 1 January 2022. Other family members will be considered where there are exceptional circumstances.

**Ukrainian Extension Scheme**

If a Ukrainian national had temporary permission to stay in the UK on or before 18 March 2022, they can apply to the Ukraine Extension Scheme.

If your guest previously had permission to stay in the UK but it has expired since 1 January 2022, you’re eligible to apply. Your application will be subject to security checks.

[To apply for the Ukrainian Extension Scheme - GOV.uk](http://www.gov.uk/guidance/apply-to-stay-in-the-uk-under-the-ukraine-extension-scheme).

**Universal Credit**

Ukrainian nationals can access Universal Credit as soon as they arrive in the UK. [Apply for Universal Credit and other benefits: Homes for Ukraine - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/apply-for-universal-credit-and-other-benefits-homes-for-ukraine)

Universal Credit is a monthly payment to help with living costs. For information on [How to Claim Universal Credit - GOV.uk](http://www.gov.uk/universal-credit/how-to-claim)

If you have questions about how Universal Credit works you can call:

* 0800 328 5644 to speak to Universal Credit Full Service
* 0800 144 8444 to speak to Citizens Advice Help to Claim

Refugee guests will need to create an account. To apply online you’ll need an email address, access to a phone, and bank, building society or credit union account details.

Your guest will also have to prove their identity with any of the following documents:

* A full or provisional Ukraine photo driving licence
* Any national identity card, except those issued under the UK ID Card Scheme
* A residence permit, registration certificate or document certifying permanent residence
* A Biometric Residence Permit issued by the United Kingdom Border Agency

Once a claim has been made, an appointment with a work coach will be made at your local JobCentre Plus. You will be asked to take all documents to the work coach meeting, who will then notify the Processing Team that the refugee comes under Homes for Ukraine Programme. [Visit to find your nearest Jobcentre Plus Office](https://find-your-nearest-jobcentre.dwp.gov.uk/).

From the date the claim is submitted, the first regular Universal Credit payment is usually paid 5 weeks later.

For help with your claim, call the Universal Credit helpline for free on 0800 144 8 444 or visit [www.gov.uk/universal-credit/how-to-claim](https://www.gov.uk/universal-credit/how-to-claim)

**Benefits**

Ukrainian refugees are eligible for:

* [Housing Benefits](https://www.gov.uk/housing-benefit)
* [Pension Credit](https://www.gov.uk/pension-credit)
* [Personal Independence Payment](https://www.gov.uk/pip)
* [Child Disability Living Allowance](https://www.gov.uk/child-benefit) 
  + [Carers Allowance](https://www.gov.uk/carers-allowance)
  + [Attendance Allowance](https://www.gov.uk/attendance-allowance)

Those who meet the criteria are eligible for the contributions-based Employment and Support Allowance and Jobseekers Allowance. Ukrainian nationals do not need to go through certain checks, such as the Habitual Residency Test, which will speed up any claims they make.

If a refugee is pensionable age, they will need to apply for **Pension Credit**, not UC. The Pension Credit Eligibility criteria is available at [Pension Credit: Eligibility - GOV.uk](https://www.gov.uk/pension-credit/eligibility) They will need to phone the Pension Credit team on 03456 053 000 to be connected to the dedicated team dealing with Ukrainian applications.

**Child Benefit** is paid every 4 weeks to anyone responsible for bringing up a child who is under 16 (or under 20 if they stay in approved education and training) visit [Child Benefits (16-19) - GOV.uk](https://www.gov.uk/child-benefit-16-19) . Only one person can receive for a child and there is no limit to how many children you can claim for. You will need to print off the form and complete the hard copy. The refugee should take this with them to their Work Coach appointment at JobCentre Plus, along with ID documents that the Work Coach can photocopy and verify. You can find out more on [How to Claim Child Benefits - GOV.uk](https://www.gov.uk/child-benefit/how-to-claim)

**Setting up a Bank Account**

To receive Universal Credit and other benefits, your guest will need to open a bank account. Detailed guidance is available for Ukrainian guests at Get a bank account and your arrival payment: Homes for Ukraine - GOV.UK (www.gov.uk)They can open a bank account by visiting any bank. They will need to have documents that show their identity, immigration status and address.

The following banks are offering account set up support:

* [Natwest: Ukraine Refugees](https://www.natwest.com/ukraine-refugees.html)
* [Royal Bank of Scotland: Ukraine Refugees](https://www.rbs.co.uk/ukraine-refugees.html)
* [Santander: Ukraine Refugees](https://www.santander.co.uk/personal/ukraine-support)
* [HSBC: Ukraine Refugees](https://www.hsbc.co.uk/ukraine-appeal/)

**Food banks**

Food banks can provide you with free food and other essential items. [www.trusselltrust.org/Visit Trussell Trust to find a local food bank](https://www.trusselltrust.org/)

**National Debtline**

The National Debtline offers free, confidential, and independent advice about debt and money problems. Visit: [The National Debtline](https://www.nationaldebtline.org/) or telephone 0808 808 4000

**Cost of Living Support**

See[Cost of living support | Suffolk County Council](https://www.suffolk.gov.uk/community-and-safety/communities/healthier/cost-of-living-support/) for help for households through the ongoing cost of living pressures.

**Independent Living Payment**

Suffolk County Council is offering a one-off Independent Living Payment of £2,000 to all Ukrainian guests who are part of the Homes For Ukraine Scheme. This is to support people who are leaving their host accommodation and moving into their own home. In order to issue this payment, Suffolk County Council will ask to see a copy of a valid tenancy agreement in the guest’s name and guest will need to meet the following criteria:

* Guests must be moving from their Suffolk host or sponsor into independent housing after the 1st of April 2023. Tenancy agreements dated prior to this date are not eligible.
* Guests must be registered with Suffolk County Council’s Homes for Ukraine sponsorship scheme.
* Guests must have been living with a sponsor or host under the Suffolk Homes for Ukraine scheme for a minimum of two months.
* Guest must have a valid, current UK bank account in their own name.
* Guests must provide a current tenancy agreement which is signed by the landlord and tenant, correctly dated for the address they are moving in to.
* They have not made an application for the Independent Living Payment previously. Only one claim per household can be made.
* They complete the application for Independent Living payment in full - part filled or incomplete forms will delay any decisions on the success of the application.

Only one claim can be made per new household. Attempts to make multiple claims will be rejected.

The funding can be used for purchasing items to support the move to independent accommodation or to help with the cost of moving. The new accommodation can be either furnished or unfurnished and can be situated out of Suffolk.

The funding can be used for any associated housing costs, including furniture, moving costs or travel to work. The support can be used towards accommodation which is furnished or unfurnished, and accommodation can be in Suffolk or out of county as long as a copy of the new tenancy agreement is provided.

Ukrainian guests can find out more and apply for the Independent Living Payment by visiting <https://www.suffolk.gov.uk/community-and-safety/communities/community-engagement/support-for-refugees/support-for-ukraine/ukraine-information-for-guests> and completing the application form. Application forms can also be requested by emailing [refugeesupport@suffolk.gov.uk](mailto:refugeesupport@suffolk.gov.uk)

Please note that applicants must provide a copy of their tenancy agreement for the property they are claiming for and fit the required criteria, in order to receive the support.

Suffolk County Council reserves the right to claim back any Independent Living Payment made to guests who fail to leave the host or sponsor property to move into independent accommodation. All payments are subject to the guest meeting the set criteria and providing a valid, signed and dated legal tenancy agreement.

# Health Services

A comprehensive guide to health service is available in Ukrainian, Russian and English.

* [A guide to local health services in Suffolk and north east Essex – Ukrainian translation](https://www.westsuffolkccg.nhs.uk/wp-content/uploads/2022/05/NHS-Welcome-to-our-friends-from-Ukraine-a-guide-to-local-health-services-in-Suffolk-and-north-east-Essex-Ukrainian-translation.pdf)
* [A guide to local health services in Suffolk and north east Essex – Russian translation](https://www.westsuffolkccg.nhs.uk/wp-content/uploads/2022/05/NHS-Welcome-to-our-friends-from-Ukraine-a-guide-to-local-health-services-in-Suffolk-and-north-east-Essex-Russian-translation.pdf)
* [A guide to local health services in Suffolk and north east Essex – English version](https://www.westsuffolkccg.nhs.uk/wp-content/uploads/2022/05/NHS-Welcome-to-our-friends-from-Ukraine-a-guide-to-local-health-services-in-Suffolk-and-north-east-Essex-English.pdf)

The following quick guide to key services may also be helpful.

Prescription medicines, dental and eye care are normally not free in England but asylum seekers who are financially supported by the Home Office will be given an HC2 certificate to get full help with these health costs. Anyone can apply for this support, see further advice on how to apply [visit NHS Entitlements: Migrant Health Guide - GOV.uk](http://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide)

**Registering with a GP**

Ukrainian arrivals can receive emergency treatment from a GP surgery for 14 days. After that, they will need to register with a GP by visiting [NHS.uk](https://www.nhs.uk/nhs-services/gps/)

If you are having difficulty registering with a GP you can download a GP Access Card and show this to the GP receptionist. Or phone NHS England (0300 311 22 33 ) or Doctors of the World (0808 1647 686) for help. Visit [Doctors of the World: GP Access Cards](http://www.doctorsoftheworld.org.uk/gp-access-cards/)

**Health Advice from 111**

Get free health advice from the NHS by phoning 111 or visit: www.nhs.uk/111 There is an interpreter service available.

**Walk-in & Urgent Treatment**

If you need urgent medical care for minor injuries such as cuts, sprains and small fractures, or urgent medical advice, you can go directly to a walk-in or urgent care centre without an appointment. These centres are usually open during daytime hours.

**Emergency Services**

Call **999** if someone is seriously ill or injured and their life is at risk. Hospital Accident and Emergency (A&E) departments are open 24 hours every day of the year. You can access these services directly and without an appointment by visiting [NHS Services: Urgent & Emergency Care Services](http://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/)

**Prescriptions & Pharmacists**

Ukrainian nationals will need to visit their new GP to get a prescription. They should then take their prescription to a pharmacy or chemist to receive the medication. They may need to pay for prescription medicines.

Pharmacists can give free advice on minor health problems, such as colds and coughs. [Find a local pharmacy at 'NHS Find a Pharmacy'](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

**Dentistry Services**

Ukrainian nationals can register with a dentist as either an NHS patient or a private patient. [Find a Dentist at 'NHS Find a Dentist'](https://www.nhs.uk/service-search/find-a-dentist)

If your guest is receiving Universal Credit, they should let the practice know and register as an NHS patient. Check-ups and necessary treatments will be free.

For tooth pain call 111 for Urgent Dental Care Services.

**Optician Services**

A number of sight loss charities including Royal National Institute of Blind People and Guide Dogs have come together to offer free advice, support and assistance (including free equipment such as canes and other mobility items) to Ukrainians in the UK.  
   
Support can be accessed by calling the sight loss advice helpline on 0303 123 9999 8:00am – 8:00pm on weekdays and 9:00am-1:00pm on Saturdays. An interpretation service is also available for anyone who needs it. You can find an optician by following the link: [Find a Opticians at 'NHS Find an Optician'](http://www.nhs.uk/using-the-nhs/nhs-services/opticians/)

**Maternity & Midwifery Services**

A GP can arrange appointments with maternity and midwifery services.

**School Nursing Team**

The School Nursing service exists to support school-aged children and their families with issues such as emotional health, alcohol, healthy eating, healthy relationships, drugs, smoking, self-harm, bullying, etc. Please visit [School nursing | Suffolk County Council](https://www.suffolk.gov.uk/children-families-and-learning/childrens-health/school-nursing/) to find out more.

**Covid-19 and Flu Vaccine**

Anyone aged 5 or over is eligible for a free COVID-19 vaccination through the NHS. You do not need to be registered at a GP surgery or have an NHS number to receive the vaccine.

Community pharmacies and other pop-up vaccination sites are available in your local area. For a complete list of local places across Suffolk and north east Essex where you can get the COVID-19 vaccination, please visit [SNEE Vaccine](http://www.sneevaccine.org.uk/).

Please call the Suffolk and North East Essex COVID-19 helpline if you need to speak to someone about booking an appointment – 0344 257 3961. [Find how to get the Covid-19 vaccination at 'NHS Coronavirus Vaccine'](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/)

Information on the Covid and Flu vaccines is available in Ukrainian and Russian:

[**Vaccine information infographic - English**](https://www.suffolk.gov.uk/assets/About/accessibility/Vaccination-information/2022-09-22-Vaccination-information-infographic-English.pdf) (PDF, 277KB)

[**Vaccine information infographic - Russian**](https://www.suffolk.gov.uk/assets/About/accessibility/Vaccination-information/2022-09-22-Vaccination-information-infographic-Russian.pdf) (PDF, 275KB)

[**Vaccine information infographic - Ukrainian**](https://www.suffolk.gov.uk/assets/About/accessibility/Vaccination-information/2022-09-22-Vaccination-information-infographic-Ukrainian.pdf) (PDF, 275KB).

**Living Safely with Respiratory Infections (including Covid-19)**

As we learn to live safely with coronavirus (COVID-19), there are actions we can all take to help reduce the risk of catching COVID-19 and passing it on to others. These actions will also help to reduce the spread of other respiratory infections, such as flu, which can spread easily and may cause serious illness in some people.

COVID-19, along with many other respiratory infections such as influenza (flu), can spread easily and cause serious illness in some people. You may be infected with a respiratory virus such as COVID-19 and not have any symptoms but still pass infection onto others.

There are simple things you can do in your daily life that will help reduce the spread of COVID-19 and other respiratory infections and protect those at highest risk. Things you can choose to do are:

1. Get vaccinated.
2. Let fresh air in if meeting others indoors.
3. Practise good hygiene:

* wash your hands
* cover your coughs and sneezes
* clean your surroundings frequently

1. Wear a face covering or a face mask.

Face coverings/masks can help reduce the chance of you spreading infection, especially in crowded and enclosed spaces, and may protect you from becoming infected by some respiratory viruses.

If you have symptoms of a respiratory infection, such as COVID-19, and you have a high temperature or do not feel well enough to go to work or carry out normal activities, you are advised to try to stay at home and avoid contact with other people. [For Government guidance, visit Living Safely with Respiratory Infections - GOV.uk](http://www.gov.uk/guidance/living-safely-with-respiratory-infections-including-covid-19)

**Health Info in Other Languages**

The NHS has collated a range of health information that is available in different languages, including Ukrainian and Russian. The topics include babies, cancer, heart health and mental health. [www.nhs.uk/about-us/health-information-in-other-languages/](https://www.nhs.uk/about-us/health-information-in-other-languages/)

Doctors of the World has health information in Ukrainian, including a guide on how the NHS works and how to register with a GP.

Top trauma tips for hosts of Ukrainian refugees: [Trauma Treatment International (tt-intl.org)](https://www.tt-intl.org/helping-refugees)

**Bereavement Support**

If you or your family are struggling with grief after the death of a loved one, there are bereavement support services across Suffolk and North East Essex that can help. All the organisations listed below provide bereavement support to adults and children. You can refer yourself or your family at their websites or over the phone.

[St Helena - North and Mid Essex](http://www.sthelena.org.uk/bereavement) or call 01206 984 274

[Living Grief Hub from St Elizabeth Hospice - East Suffolk](http://www.stelizabethhospice.org.uk/livinggrief) or call 0300 303 5196

[St Nicholas Hospice Care - West Suffolk](https://stnicholashospice.org.uk/emotional-and-wellbeing-support/) or call 01284 766133

**End of Life Care**

If you or a loved one is diagnosed with a progressive or incurable illness, your local hospice can support you and your family.

Hospices can provide support in your home, over the phone, or at your nearest hospice. Hospices work together with other services including your GP to help improve your quality of life and to ensure you receive the care and support you need as you approach the end of your life. Your GP can refer you to your local hospice

**Drug & Alcohol Treatment Services**

Drug and Alcohol treatment services for adults and young people in Suffolk are provided by Turning Point in conjunction with Suffolk Family Carers and Iceni. Please call 0300 123 0872 or email suffolk@turning-point.co.uk. Details can be found at [Wellbeing Cloud | Turning Point (turning-point.co.uk).](https://www.turning-point.co.uk/wellbeing-cloud)

Suffolk Family Carers work with Turning Point to provide support to anyone affected by someone else's drug or alcohol use [**Suffolk Family Carers Website (external website)**](https://suffolkfamilycarers.org/)

Iceni work with Turning Point around supporting the whole family affected by drug and alcohol use. Providing family assessment, practical support and life skills; Iceni use a parent-centred approach with child-centred outcomes [**Iceni Website (external website)**](https://www.iceniipswich.org/our-work/)

In north-east Essex, care to substance misusers in the community is delivered by Open Road [www.openroad.org.uk](http://www.openroad.org.uk) which offers access for anyone who would like advice, information, support, assessment and access to more formal treatment.

Essex Alcohol Recovery Community provides support, advice and information around alcohol use for adults living in the county. Call 01376 316 126 or visit [www.phoenix-futures.org.uk](http://www.phoenix-futures.org.uk) #

**Sexual Health Services**

Integrated Contraception and Sexual Health (iCaSH) provides Suffolk’s specialist sexual health clinics. They offer a free, confidential service providing contraception, sexual health advice, and testing and treatment for sexually transmitted infections. This service offers:

* Condoms
* Contraception
* Emergency contraception
* HIV care
* HIV testing
* STI testing
* Support and advice

All iCaSH clinics are self-referral, which means that a GP referral letter is not necessary. The service is free, confidential and non-judgemental. Due to the coronavirus pandemic, the delivery of services has changed. All patients are asked to contact us on 0300 300 3030 in the first instance. You will then be offered either a telephone consultation or a face-to-face appointment as appropriate. Members of the public attending iCaSH in person are required to wear a face covering or mask. Its number is 0300 300 3030/website is [www.icash.nhs.uk](http://www.icash.nhs.uk)

**Staying Healthy & Active**

There is much support to help you to stay fit and healthy. In Suffolk there is a network called **One Life Suffolk** which offers a variety of free services for people living in Suffolk to help create healthier, happier futures. They offer free services which include adult weight management, stop smoking support, help to get active, wellbeing walks, training and NHS health checks. Its website is [www.onelifesuffolk.co.uk](http://www.onelifesuffolk.co.uk) and the contact number is 01473 718193.

**Active Suffolk** works with local partners, believing that the power of physical activity and sport can transform lives. The partnerships do this by continuing to strengthen communities, by providing tools to enable our young to have the best and most healthy start to life, by creating attractive local spaces and places to encourage people to be active, and ensuring that good physical and mental wellbeing can be accessed by everyone. Information about physical activity programmes across the county can be found on the **Active Suffolk** website [www.activesuffolk.org](http://www.activesuffolk.org).

GP’s can refer people to physical activities. Provision differs across the county. Information for West Suffolk can be found at [Active Living | Abbeycroft Leisure (acleisure.com)](https://www.acleisure.com/active-living/).

The library service is currently running free virtual and in person physical activity sessions across Suffolk as part of their Jumpstart programme. The programme has been financed by the Public Mental Health Fund and will be running throughout 2023. Full details can be found on their website with details on how to book [Jumpstart | Suffolk Libraries](https://www.suffolklibraries.co.uk/whats-on/annual-events/jumpstart).

There are now 22 **Parkruns** in Suffolk, both Adult and Junior, across the county which can be found from the following link [parkrun in Suffolk - Suffolk County Council](https://www.suffolk.gov.uk/culture-heritage-and-leisure/most-active-county-find-activities-and-events/parkrun-in-suffolk).

You can also find many activities listed on [Suffolk InfoLink](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page).

**Patient Advice & Liaison Services (PALS)**

If you are struggling to access services, please call one of our system’s PALS teams. East Suffolk and North Essex Foundation NHS Trust - Freephone number 0800 328 7624 (for all hospital related services only)

**West Suffolk Foundation Trust -** 01284 712555

**Suffolk and North East Essex Clinical Commissioning Groups** - 0800 389 6819 option 1 (for all other queries relating to health services that are not provided at hospitals)

**James Paget University Hospital, (Great Yarmouth and Waveney) -** The PALS and Complaints Team are available from 9:00 - 17:00, Monday to Friday (excluding holidays). Telephone: 01493 453240.

**Norfolk and Waveney CCG - Complaints team:** Telephone: 01603 595857

**Useful Links**

* [‘How the NHS works’ co produced with National Health Advisors](https://adph.us14.list-manage.com/track/click?u=72ee72bff2c348f784e9679c8&id=ea073ac102&e=4d9f01e6bf)
* [Psychology Tools has provided free resources about trauma and stress](https://www.psychologytools.com/)
* [Application forms information about schools](http://www.suffolk.gov.uk/children-families-and-learning/)
* [Frequently Asked Questions about school admissions - GOV.uk](https://www.suffolk.gov.uk/children-families-and-learning/schools/school-places/school-admissions-faqs/)
* [Some children are eligible for home to school transport. For criteria and to apply for free school visit - GOV.uk](https://www.suffolk.gov.uk/children-families-and-learning/schools/school-and-college-travel/)
* [For more information and to apply for free school meals - GOV.uk](https://www.suffolk.gov.uk/children-families-and-learning/schools/school-meals-uniforms-and-trips/apply-for-free-school-meals/)
* <https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/infolink.page?infolinkchannel=0>

# Mental Health & Emotional Wellbeing

There is help available if you think your guest(s) need support. It is important to speak to someone as soon as possible so they can get the support they need.

**Children & Young People Support (CYP)**

Information, advice, and support for anyone concerned about the emotional wellbeing and mental health of a child or young person can be found on the [Children and Young People’s Emotional Wellbeing Hub](https://www.suffolk.gov.uk/children-families-and-learning/children-and-young-peoples-mental-health-and-emotional-wellbeing-support/suffolk-children-and-young-peoples-emotional-wellbeing-hub/). Or the [Children and Young Peoples Mental Health Service (CYPMHS)](https://www.nhs.uk/nhs-services/mental-health-services/mental-health-services-for-young-people/children-young-people-mental-health-services-cypmhs/)

**Barnardo’s free helpline to support Ukrainian families**

The helpline is available support to children and families from Ukraine and provides a holistic service.

Barnardo’s free helpline (0800 148 8586) is staffed by English, Ukrainian and Russian speakers and is open Monday – Friday (10:00am – 8:00pm) and Saturday (10:00am – 3:00pm).

Callers will be able to get help and advice on a range of topics.

A dedicated email address [ukrainiansupport@barnardos.org.uk](mailto:ukrainiansupport@barnardos.org.uk) and [www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline](https://www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline) have also been set up for those assisting with the Ukraine response.

**Support for Adults**

Adults can get advice and support from Wellbeing Suffolk.

This service helps people who are experiencing mental health concerns like anxiety and depression. They provide practical advice on how to access appropriate local services.

If a mental health need is more severe, they will advise on the best next steps to ensure you get help as soon as possible. Visit: [www.wellbeingnands.co.uk/suffolk/](https://www.wellbeingnands.co.uk/suffolk/)

Telephone: 0300 123 1503 (8am to 8pm)

Outside of these hours, call 111 and select option 2 for mental health crisis support.

**Mental Health Organisations**

These local and national organisations also offer confidential advice, guidance and support to people struggling with their mental health.

|  |  |
| --- | --- |
| **Inspire**  Telephone: 028 9032 8474 [www.inspirewellbeing.org/contact-us/](https://www.inspirewellbeing.org/contact-us/) | **NHS**  Telephone: 111  <https://www.nhs.uk/mental-health/> |
| **Samaritans**  Telephone: 116 123  [www.samaritans.org/](https://www.samaritans.org/) | **Mind**  Telephone: 0300 123 3393  Email: [info@mind.org.uk](mailto:info@mind.org.uk)  [www.mind.org.uk/](https://www.mind.org.uk/) |

You can also find many organisations and activities listed on [Suffolk InfoLink](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page).

# Getting Support for a Vulnerable Adult

**Customer First:**

If you are concerned that an adult may be at risk of harm please contact [Customer First](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/advice.page?id=NYFIzl7NuJU) or phone [0808 800 4005](https://www.google.co.uk/search?q=customer+first)

**Adult Social Care:**

[Adult’s Social Care service](https://www.suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/contact-adult-social-care/) aims to help vulnerable adults stay healthy, well and safe. Adults who have fled Ukraine may be vulnerable and our services could help them.

**Care Support for Adults:**

If you are experiencing a personal or care crisis ring 0800 917 1109 [or visit Care Support - GOV.uk](http://www.suffolk.gov.uk/care-and-support-for-adults/)

**More information**

Details of service support there is for Adults in Suffolk by visiting [Community Directory](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page)

[Support for people with special or educational needs and disability](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/localoffer.page?localofferchannelnew=0)

# Getting Support for a Vulnerable Child

Fleeing the warzone in Ukraine may place particular strain on children, and it might create difficulties within family relationships. [More about the issues affecting the safety and welfare of children](https://suffolksp.org.uk/)

The purpose of our [Children’s Social Care service](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page) is to keep children safe and well. We intervene if a child is suffering and also provide parents with help and support. This might be if a parent is too unwell to look after their child, or if their child has additional or special needs.

**Serious Concerns for Child Welfare**

If you are worried that a child is being abused, neglected or has been abandoned, please call Customer First **0808 800 4005** or Police **999**

**Child or Family Support Service**

There are lots of [local/national organisations that can provide support to families](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page). They cover a range of needs, including bereavement and loss, mental health, social isolation, and financial concerns.

[Read more about the issues affecting the safety and welfare of children](https://suffolksp.org.uk/) or visit [Children, Families and Learning - GOV.uk](http://www.suffolk.gov.uk/children-families-and-learning/keeping-children-safe/reporting-a-child-at-risk-of-harm-abuse-or-neglect-safeguarding/)

**Complex Needs Support**

If you have concerns about a child’s wellbeing, you or their parent/carer can make a request for intensive support. This might include:

* if a child is at risk of harm or neglect;
* if they have significant behavioural difficulties;
* or if family members are involved in crime, substance misuse or domestic violence.

**SENDIASS in Suffolk**

SENDIASS (Special Educational Needs and Disability Information, Advice & Support Services) provide information, advice and support to parents, carers, children and young people in relation to Special Educational Needs and Disability.

They offer resources on ‘What is SEN’ and ‘How we can help you’ – translated into 9 different languages **(including Ukrainian).** Visit [Suffolk SENDIASS for Leaflets and Resources](https://suffolksendiass.co.uk/leaflets-and-resources/)

# Applying for School Place & Funded School Travel

Full information on how to apply for a school place, SCC funded school travel  and Free School Meals is on our websites:

* [www.suffolk.gov.uk/admissions](http://www.suffolk.gov.uk/admissions)
* [www.suffolkonboard.com/schooltravel](http://www.suffolkonboard.com/schooltravel)
* [www.suffolk.gov.uk/freeschoolmeals](http://www.suffolk.gov.uk/freeschoolmeals)

We will help your child to get a school place but this might not be at your preferred school as we cannot guarantee a place at any school. We will treat your application fairly and cannot give you a higher or lower priority for admission than other people living in the UK.

**Step 1 - Before you apply for a school place**

It is important to understand how your school preferences might affect your child’s eligibility for SCC funded school travel before you make an admission application.

They will only get SCC funded school travel if they attend the nearest school to your current address that has a place available and you are living more than the statutory walking distance to the school.

You can find out which are your three nearest Suffolk schools (based on the statutory walking distance including Public Rights of Way) by putting your postcode into our [**Nearest School Checker**](http://nearestschool.suffolk.gov.uk/)**. The nearest suitable school might not be your catchment area school.** Think about how your child will get to school. Please see more details in **Step 4** on SCC funded school travel.

**Step 2 -  How to apply for an in-year school place (any time except when the child is  starting in September in the school’s year of entry)**

Our Directories of Schools in Suffolk provide school details, including what type of school it is. These are on our website:

* [Primary (including Infant and Junior) Schools](https://www.suffolk.gov.uk/assets/Children-families-and-learning/schools/Admissions/Directory-of-Schools-in-Suffolk-Primary-2022-2023.pdf)
* [Secondary (including High, Middle, and Upper) Schools](https://www.suffolk.gov.uk/assets/Children-families-and-learning/schools/Admissions/Directory-of-Schools-in-Suffolk-Secondary-2022-2023.pdf)

If you want to apply for a community or voluntary controlled school, you need to complete a [CAF2 application](https://www.suffolk.gov.uk/assets/Children-families-and-learning/schools/Admissions/CAF2-application-form-2022-2023.pdf) (Editable version on our website), and send this to the SCC’s Admissions Team who will process this as quickly as they can. This must be processed within 15 school days.

If you want to apply for an academy free or voluntary aided school, you need to complete the school’s application which should be on their website (or if not available please complete an [ADM1 application](https://www.suffolk.gov.uk/assets/Children-families-and-learning/schools/Admissions/ADM1-application-form-2022-2023.pdf)) (Editable version on our website), and send this to the school so that they can process this within 15 school days. If they cannot offer your child a place they will let SCC’s Admissions Team know and we will contact you, or you can call us on 0345 600 0981 (local rate).

It your application is refused you will be given the right to appeal. Information on how to do this will be in your decision letter if relevant.

**Step 3 – SCC funded school travel**

Please refer to the full information and guidance for parents on our [Suffolkonboard](http://www.suffolkonboard.com/schooltravel) website.

SCC funded school travel applies when a child is attending their nearest suitable school with a place available and they are:

* aged under 8 and live at least two miles from the school; or
* aged 8 to 16 and live at least three miles from the school. This would be whether or not an application was made for a place at that school.

For families who have low income and whose children are entitled to free school meals, a child may be eligible for SCC funded school travel under **extended rights eligibility** when parents are in receipt of maximum Working Tax Credit or other relevant benefits. This would apply when the child’s school is:

* the nearest suitable school and is beyond two miles (for children over the age of 8 and under 10); or
* between two and six miles (if aged 11 to 16 and there are not three or more suitable nearer schools); or
* between two and 15 miles and it is the nearest school preferred on the grounds of religion or belief (aged 11-16).

When you have been offered a school place and think you are eligible for SCC funded school travel based on the information above, you should [opt-in](https://www.suffolkonboard.com/school-travel/opt-in-apply/). More details are on the website.

A brief guide to applying for Suffolk County Council funded school travel can be found in this film <https://youtu.be/Oa-XMqauOvQ>

**Post 16**

There’s lots of choice for young people when it comes to making decisions about where and what to learn when they leave Year 11.

Staying in “learning” after 16, gaining qualifications and skills is considered essential if young people are to progress and have the best chance of making the most of the opportunities available to them. It is considered so important that all young people in England are required to stay in some form of learning until they are 18. ‘Learning’ can take place within a school sixth form, a college, or as part of an apprenticeship or other work with training.

More information, including guidance on the actions to be taken at different points of the year to choose a post-16 option and then make the relevant applications - can be found in a leaflet produced on this topic by Suffolk County Council. This can be found at <https://www.suffolk.gov.uk/children-families-and-learning/youth-support-and-careers-advice-work-experience-and-activities/careers-advice-and-guidance/>

For information on travel Post 16 see the [Post 16 Travel policy](https://www.suffolkonboard.com/content/download/3vpoVpIrlVb8/Post-16+Travel+Policy+2021-2022.pdf), the [Endeavour card](https://endeavour.suffolkonboard.com/) that enables 16 -19 year olds to get at least 25% discount of full price adult fares on participating bus services and [bus timetables](https://www.suffolkonboard.com/buses/timetables/) on [www.Suffolkonboard.com](http://www.Suffolkonboard.com).

**Free School Meals (FSM)**

Children in reception, Year 1 and Year 2 automatically get free school meals.

Children in Year 3 or above may be eligible for free school meals. This includes if their parent is receiving Universal Credit.

Visit: [for more information and to apply for free school meals - GOV.uk](http://www.suffolk.gov.uk/children-families%5b1%5dand-learning/schools/school-meals-uniforms-and-trips/apply-for-free-school-meals/)

**School Attendance in the UK**

In the UK parents are required to ensure their children of compulsory school age receive efficient full-time education suitable to their age, ability, aptitude, and to any special educational needs they may have. Most parents( or person with parental responsibility)  do this by registering their children at a school.

Children reach compulsory school age on the prescribed day following their 5th birthday.  The prescribed days are: 1st September, 1st January, 1st April. They must remain in full-time education until the last Friday in June of the school year (year 11) in which they reach age 16.

Parents/carers whose children of compulsory school age are absent from school without good reason are committing an offence. If a child’s attendance at school raises concerns, an Education Welfare Officer may contact the parent with the aim of supporting the child to return to school. Parents are required to make their school aware on the first day of absence the reason that the child will not be attending that day.

This is particularly important if the family are leaving their registered address for a period, no matter how short or long this period is intended to be. Good communication with the school will ensure appropriate management of the absence and may prevent parents being fined for non-attendance (see your schools attendance policy) or a child’s school place being needlessly removed.

**Online Learning Resources**

‘Ukraine Unlimited Learning’ It is a mobile app that is available on Android & iOS, offering a range of free reading, listening and entertainment material with 3000 e-books and audiobooks in a variety of genres, available in Ukrainian or English and is suitable for both children & adults.  Users are able to learn new languages, cultures, history of the country of residence and many other subjects through virtual classes, book clubs and endless learning experiences.

App on Google Play: <https://play.google.com/store/apps/details?id=es.odilo.ukraine&gl=US>

App on Apple Store: <https://apps.apple.com/bf/app/ukraine-unlimited-learning/id1615037168>

**Homework Club**

During term time Suffolk Refugee Support runs a Homework Club at Ipswich School, Henley Rd IP1 3SG. It is held on Tuesdays 4:30-6:30pm and is open to ages 11-19, offering support with Maths, English and other subjects. For more information, contact [sowens@suffolkrefugee.org.uk](mailto:sowens@suffolkrefugee.org.uk) .

# Finding Early Years Education & Childcare

2,3 & 4 year old children may be eligible for a funded early education and childcare place. There is information about finding and choosing childcare on the council’s website: [www.suffolk.gov.uk/childcare](http://www.suffolk.gov.uk/childcare).

To find a childcare provider, either:

* Go to the [Early Years and Childcare](http://infolink.suffolk.gov.uk/kb5/suffolk/infolink/childcare_early_education.page?infolinkchannel=1) search page and follow these steps:
  1. Enter postcode in the ‘location’ box field
  2. Click on the arrow from the ‘childcare and early education’ box field to select the type of childcare required and click ‘search’. This will bring up a list of all childcare providers in this area.
  3. Click on provider’s record to reveal their details, which includes their Ofsted Grade.
* Or contact the **Suffolk Family Information Service helpline on 0345 60 800 33** or text 07624 801060 (they will call back) or email: [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk).

For further information about eligibility for funded childcare or help to find a place contact the Childcare Brokerage Team using the details above.

**Access to Higher Education**

Those adults arriving under Ukraine refugee schemes qualify for 'home fees' in higher education, see this link for details on the qualifying schemes [UKCISA - international student advice and guidance - England: HE fee status](https://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/England-HE-fee-status#11-persons-granted-leave-under-the-ukraine-schemes)

All UK higher education Institutions subscribe to the UK National information Centre for the recognition of qualifications (UK ENIC) to help with access to appropriate level courses in the UK. [UK: Ukraine: support for the recognition of qualifications and skills of refugees – Ecctis blog.](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fecctisblog.com%2F2022%2F03%2F15%2Fukraine-support-for-the-recognition-of-qualifications-and-skills-of-refugees%2F&data=05%7C01%7CJames.Hadley%40levellingup.gov.uk%7C38490023d80640230b8508da8ff3b9d7%7Cbf3468109c7d43dea87224a2ef3995a8%7C0%7C0%7C637980574202633600%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=48CCRv6qqSiZGtEES0MGWYhkPZ4miwXcS0bM9%2BkMS9c%3D&reserved=0)

University students from overseas are able to apply for student funding in the normal way a UK citizen can: [Student finance login - GOV.UK (www.gov.uk)](https://www.gov.uk/student-finance-register-login)

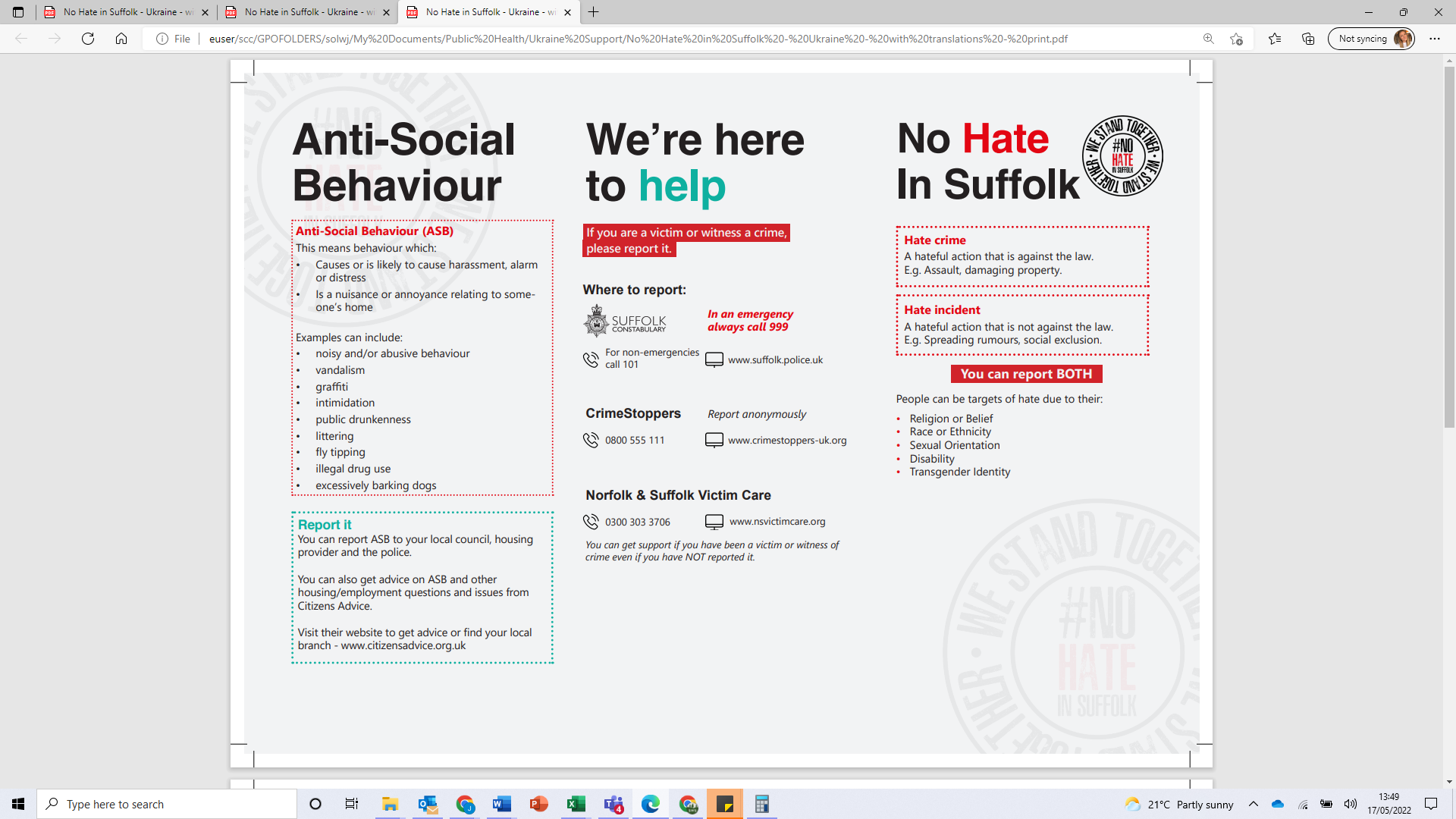
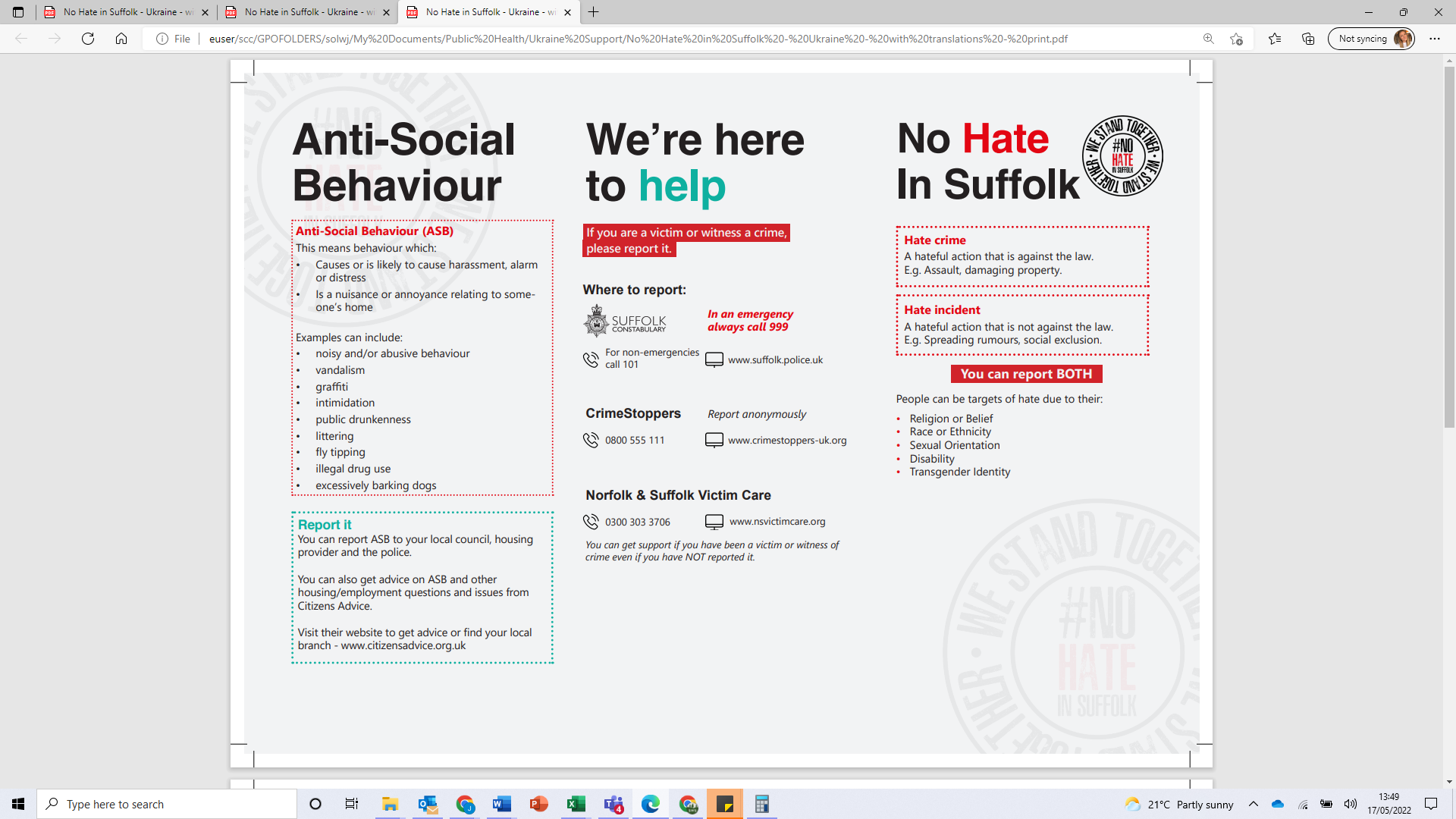
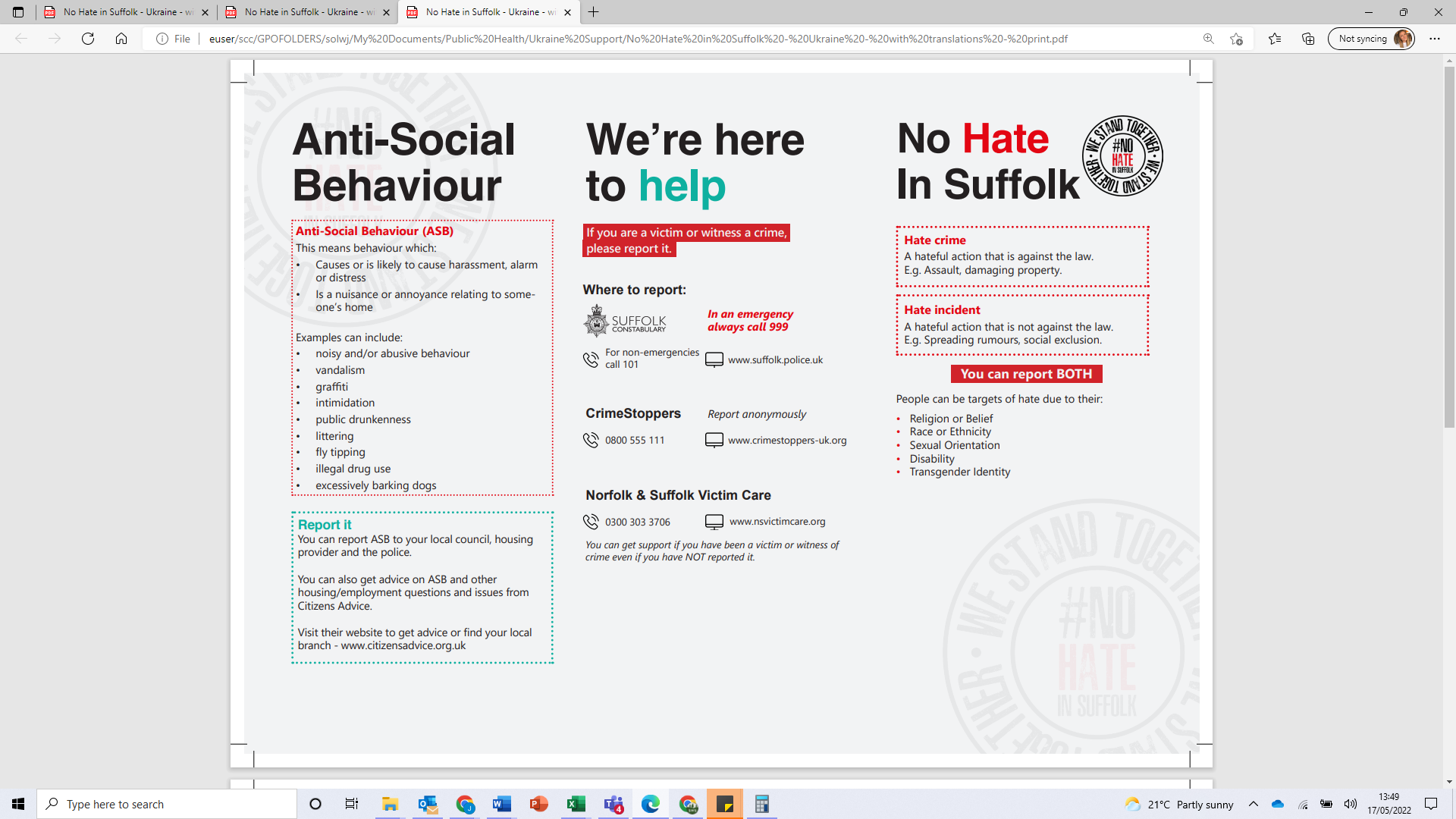
English higher education providers have been allocated some funding for Ukrainian students who are facing hardship, to be used by the end of the 2022–23 financial year  [Funding to support Ukrainian students - Office for Students](https://www.officeforstudents.org.uk/advice-and-guidance/regulation/information-for-providers-on-the-crisis-in-ukraine/funding-to-support-ukrainian-students/)

# Emergency Services

Please advise your guest(s) that in an emergency they should call 999 and speak to the police if:

* a serious offence is in progress or has just been committed
* someone in immediate danger/harm
* property in danger of being damaged
* a serious disruption to the public

They should call 101 for non-emergencies. Submit a crime report online at [Suffolk Police](https://www.suffolk.police.uk/contact-us/report-something/report-crime)



**Fire Safety**

The Suffolk Fire and Rescue Service is here to keep everyone safe. Here is some guidance that can help you and your guest stay safe.

Fires at home are more common than you might think. To stay safe from fire, make sure to:

* Have smoke alarms on every floor of your home and test them regularly
* Avoid leaving cooking unattended or using chip pans and lots of hot oil
* Avoid overloading electric sockets – most can take a maximum of 13 amps
* Keep matches and lighters away from children
* Keep clothes away from heaters and open fires
* Put out and dispose of cigarettes properly
* Avoid charging mobile phones, tablets or e-cigarettes overnight
* Plan an escape route in the case of a fire and make sure everyone in the property knows how they can get out

For more information visit [Suffolk Fire & Rescue Service - GOV.uk](https://www.suffolk.gov.uk/suffolk-fire-and-rescue-service/). Advice on fire safety is available in leaflets that are translated into Ukrainian.

[Make Your Home Fire Safe PDF: Ukrainian](file:///C:/Users/solwj/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/9K2OIT5J/Fire---make-your-home-safe-v4---Print-ready4.pdf)

[Make Your Home Fire Safe PDF: English](file:///C:/Users/solwj/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/9K2OIT5J/Fire_-_make_your_home_safe_v4_easy_read.pdf)

**Water Safety**

If someone else is in trouble in water, **call 999 immediately**. Throw them something that floats so they can hold onto it. If you go swimming or are near water, remember:

* Only swim at the beach and other places if lifeguards are present
* It’s colder than it looks, which can affect your ability to swim if you get into trouble
* Don’t go too far and always swim parallel to the shore
* If you get caught in a riptide, swim with the current so you don’t tire yourself out.
* Don’t swim alone – always take someone with you
* If you are in trouble in water, shout for help and float or swim on your back.

**Road Safety**

To drive in England, your guest needs a valid driver’s license and insurance. The vehicle should be taxed and roadworthy. Ukrainian nationals will be used to driving on the right side of the road.

* Don’t drive under the influence of alcohol or drugs
* Don’t use a mobile phone while driving
* Stay within the speed limit
* Wear your seatbelt and make sure passengers do too
* Call 999 if you are involved in a collision and it is an emergency
* Download the What3Words app so emergency services can find you

# Pets from Ukraine

In Spring 2022 the government put in place emergency support for those fleeing Ukraine with their pet, using an emergency licence.  In October 2022 the government updated the guidance and introduced a new online application service. The streamlined system covers the costs of any necessary stays in quarantine for the pets of those fleeing Ukraine.

The guidance [Bringing your pet to the UK from Ukraine - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/bringing-your-pet-to-the-uk-from-ukraine) sets out the circumstances in which pets can be brought into the UK without going into quarantine and what arrangements need to be made if quarantine is required.

ALL guests with pets need to apply to bring their pets into UK   [Start Application (defra.gov.uk)](https://import-your-pet-from-ukraine.trade.defra.gov.uk/Start)

For your information:

Guests can bring a pet dog, cat or ferret **without it going into quarantine or isolation** if it has:

* been microchipped
* been vaccinated against rabies and had a blood test 30 days later to confirm the vaccine worked, and waited 3 months after the blood test to travel to the UK
* a [GB pet health certificate](https://www.gov.uk/government/publications/pet-travel-apply-for-a-gb-pet-health-certificate)
* had tapeworm treatment (dogs only) between 24 hours (one day) and 120 hours (5 days) before travel

If the pet does not have a GB pet health certificate but does have an EU pet passport, guests need to call the Animal and Plant Health Agency on +44 3000 200 301 for advice.

**Guests need** **a licence** to bring their pet to the UK if the pet:

* does not meet all these requirements
* meets these requirements, but does not have proof.

Guests should not travel to the UK with a pet before they have a licence and have arranged with the Animal and Plant Health Agency (APHA) when to travel. They will need to arrive at an approved port or airport with their pet.

If APHA has given the pet a licence to isolate at home in England the pet has to attend an appointment at the Pet Vet Check Centre in Dover or Folkstone. Note the guest and pet must have access to transport (such as a car) to take the pet to the home where they will be staying as they cannot travel on public transport. APHA will assign a vet to the pet while it is isolating at home. If the pet is unwell you should contact this vet. You will not have to pay for any essential healthcare for the pet while it is isolating. You must follow the home isolation conditions until the end of the isolation period. The pet may have to go into quarantine if you do not follow the conditions.

If you have any concerns about a pet that arrived before October that may not have had the appropriate checks please contact Suffolk Trading Standards on 01473 264859 (option 3) or email [trading.standasrds@suffolk.vo.ik](mailto:trading.standasrds@suffolk.vo.ik) during normal working hours. Outside normal working hours plea contact the Animal and Plant Health Agency  telephone 03000 200 301

# Immigration Support

**Migrant Help UK**

Migrant Help UK provides advice and support to asylum seekers, refugees and victims of modern slavery and trafficking.

Telephone: 0808 801 0503  
Email: [info@migranthelpuk.org](mailto:info@migranthelpuk.org)

[www.migranthelpuk.org/pages/category/asylum](https://www.migranthelpuk.org/pages/category/asylum)

**The Salvation Army**

The Salvation Army provides support and advice to refugees and asylum seekers and support victims of modern slavery.

Telephone: 0800 808 3733  
Website: [www.salvationarmy.org.uk](https://www.salvationarmy.org.uk/)

**Refugee Council**

Refugee Council provides support and advice to refugees and asylum seekers.

Telephone: 0207 346 6700  
Website: [www.refugeecouncil.org.uk](https://refugeecouncil.org.uk/?doing_wp_cron=1649263725.7451410293579101562500)

**British Red Cross**

British Red Cross supports refugees, providing emergency provisions for those facing severe hardship to giving orientation support and friendly advice to the most vulnerable.

Telephone: 0808 196 3651  
Email: [info@britishredcross.org.uk](mailto:info@britishredcross.org.uk)

Website: [www.redcross.org.uk/](http://www.redcross.org.uk/)

**Suffolk Refugee Support**

Suffolk Refugee Support provide help for refugees and asylum seekers, including free advice sessions and dedicated activities.

Telephone: 01473 400785

Website: <https://suffolkrefugee.org.uk/>

**Language Resource**

The ESOL Research Group have developed some free language translation videos for Ukrainians. Every episode has speaking ideas for teachers/host families to do with their students/guests. [Visit their Youtube Channel](http://www.youtube.com/channel/UChzPezzBTkm8bu2lrr5y0UA/videos)

**Slavery and Exploitation**

Brief guides are available on:

* modern slavery (please link the item attached)
* county lines (please link the item attached)

These indicate what to look out for and you are advised to read and advise your guests accordingly.

Further information can be found on Suffolk County councils website [Modern Slavery | Suffolk County Council](https://www.suffolk.gov.uk/community-and-safety/communities/community-safety/modern-slavery/) and [Criminal Exploitation | Suffolk County Council](https://www.suffolk.gov.uk/community-and-safety/communities/community-safety/criminal-exploitation/)

For people who have suffered labour exploitation and labour abuse contact the Slavery and Exploitation Helpline Telephone: 08000 121700.

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# British Red Cross Ukraine Crisis Support Offer

The British Red Cross is ready to help support Ukrainians arriving in the UK. This document outlines how we can effectively support in the short-term. Our long-term support is being finalised and will be shared shortly. We hope this document provides a useful overview of the support we can provide.

**Support Line**

The British Red Cross National Support Line (**0808 196 3651**) is available daily from 10am – 6pm. An interpreter can be requested when the call is connected. This free and confidential support line can:

* Provide telephone-based psychosocial support.
* Signpost to British Red Cross information webpages.
* Signpost to other organisations nationally that can offer support.
* Provide information on donations.
* Facilitate emergency cash/vouchers

**Welcome/Arrival Hubs**

The British Red Cross can help set up and staff meet and greets at entry points in England, and welcome hubs in the devolved nations, at locations where Ukrainians might be arriving. This includes airports, train stations and seaports, and is an opportunity for statutory services and voluntary sector organisations to come together to offer multi-faceted support to those arriving. It may also be the location where those arriving from Ukraine meet their host families if they arrive under the Homes for Ukraine visa scheme. A standard meet and greet might look like the following:

* A room or secure location where arrivals can speak to relevant parties, including local council or government representatives, and other relevant parties from the voluntary and community sector.
* Information, including next steps for arrivals, support that is already in place, and signposting to other support networks.
* Provision of psychosocial support to arrivals, and practical items (e.g., phones, sim cards, power adapters etc)

If a welcome hub is being set up and you would like the British Red Cross to attend, please contact us: [ERLondon@redcross.org.uk](mailto:ERLondon@redcross.org.uk) or call 0300 023 0700

**Psychosocial Support**

British Red Cross volunteers are trained in providing psychosocial support using the BRC ‘[CALMER](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjWwoa9y_z2AhUDmVwKHYmKARgQwqsBegQIAxAB&url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DcU5c08k--lo&usg=AOvVaw3-or0tE-YNPq6daPuVJF1_)’ framework to help people care for themselves. Volunteers are trained to talk to people in crisis to help them feel safe and better equipped to deal with a crisis. Volunteers will be able to provide psychosocial support to anybody who may need help, including Ukrainians arriving in the UK, people acting as visa sponsors, and any staff responding to the Ukraine Crisis.

**Practical Support**

The British Red Cross will endeavour to meet the practical needs of Ukrainians arriving in the UK. Depending on the needs identified, the British Red Cross will try to meet needs either through the charity’s partners and connections, Local Authorities and other VCS partners. For example:

* Drawing on our experience and working with your teams we would identify the needs of those seeking support and rapidly pool together information, immediate welfare support (cash/food/clothing vouchers), and material resources (hygiene packs, toys etc).
* We are also able to bring together other voluntary sector organisations to provide a broad range of services (e.g., children focused services, mental health support for trauma) within a welcome area, pop up hub or remotely.

**Online Resources**

The British Red Cross has a series of webpages with useful information on issues to do with the Ukraine crisis. These include:

* [Help for Ukrainian nationals](https://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine) – information and support for people from Ukraine
* [Wellbeing Resources](https://www.redcross.org.uk/get-involved/donate/donation-questions/emergency-appeals/ukraine-crisis-appeal-faqs#Transporting%20goods) – such as dealing with trauma, coping with a personal crisis, Wellbeing Guide and Psychosocial support for people separated from family in Russian and English
* [How to support people in Ukraine](https://www.redcross.org.uk/get-involved/donate/donation-questions/emergency-appeals/ukraine-crisis-appeal-faqs#Host) – Answers to questions about donating to the Ukraine crisis appeal.

**Additional Red Cross Services**

International Family Tracing – The International Family Tracing Service may be able to support people who are looking for missing family in Ukraine**.** People can email their full name and telephone number to [findyour\_family@redcross.org.uk](mailto:findyour_family@redcross.org.uk) and someone from the International Family Tracing service will be in contact.

Mobility Aids – Wheelchairs and other mobility aids are available free of charge from the British Red Cross to support Ukrainians in the UK. To find out more information, please call 0300 456 1914.

**Cost**

Cost recovery will be assessed on a case-by-case basis with a focus on staff time, cash and location facilitation costs.

**Accessing British Red Cross Support**

We are anticipating this conflict to last for many months. Our offer of support is designed to provide immediate support where necessary but also to be sustainable over the medium – long term, as the needs and pressures on Ukrainian arrivals change.

To access any of the support outlined above, please contact us directly using the details below.

# Citizens Advice

You or your guest(s) can get advice on issues including benefits, employment, immigration, debt and legal advice from your local Citizens Advice. They also offer a Help to Claim scheme that can support people to apply for benefits. Visit: [www.citizensadvice.org.uk/](https://www.citizensadvice.org.uk/) Telephone: 03444 111 444

**East Suffolk – Felixstowe Office**

Website: [www.felixstowecab.org.uk/](http://www.felixstowecab.org.uk/)

Telephone: 0300 3309016

**Ipswich**

Website: [Citizens Advice: Ipswich](https://www.citizensadviceipswich.org.uk/)

Telephone: 0300 3301151

**East Suffolk – Leiston Office**

Website: [www.leistoncab.org/](https://www.leistoncab.org/)

Telephone: 01728 832193

**East Suffolk – North East Office**

Website: <http://nesuffolkcab.org.uk/>

Telephone: 01502 518510

**Mid Suffolk**

Website: [www.midsuffolkcab.org.uk/](http://www.midsuffolkcab.org.uk/)

Telephone: 01449 676060

**West Suffolk**

Website: <http://suffolkwestcab.org.uk/>

Telephone: 0300 3301151

**Sudbury & District Citizens Advice**

Website: [www.sudburycab.org.uk/](http://www.sudburycab.org.uk/)

Telephone: 01787 321400

# Connecting with the Local Community

**Suffolk Infolink**

Explore thousands of activities, services, and events across Suffolk via [Infolink, the Community Directory](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page)

**Facebook Groups**

We have a closed Facebook group for Homes for Ukraine hosts in Suffolk.It is called **Together for Suffolk Ukraine Support Group.**

**Waveney:** “Waveney Hosts Together”- A peer to peer online support group for families hosting Ukrainians. You can request to join the group via [www.facebook.com/search/waveneyhoststogether](https://suffolknet.sharepoint.com/sites/PHCD/Directorate%20Work/Healthier%20People%20%26%20Futures/Community%20Safety,%20Inclusion,%20Substance%20Misuse%20%26%20Sexual%20Health/Inclusion%20%26%20Equalities/Refugee%20and%20Migrant/Ukraine/www.facebook.com/search/waveneyhoststogether)

**Bury St Edmunds:** Group for Ukraine hosts & guests. [www.facebook.com/groups/713170023173638](http://www.facebook.com/groups/713170023173638)

If you are a community group seeking support, then please contact Community Action Suffolk via [ukrainesupport@communityactionsuffolk.org.uk](mailto:ukrainesupport@communityactionsuffolk.org.uk)

**Transport & Travel Links**

Information on Suffolk bus and train timetables, cycle and walking routes, school travel, rural transport, concessionary travel and the Endeavour card can all be found on [www.suffolkonboard.com](http://www.suffolkonboard.com). Links to key information are given below:

* [Bus timetables](https://www.suffolkonboard.com/buses/timetables/), Public Transport maps and how to [download bus times using a smartphone, tablet , laptop or PC](https://www.suffolkonboard.com/content/download/xzyj3XHj0Pq9/2019-06-07++-+Download+Bus+Timetables+Online.pdf)
* [Plan a journey](https://www.suffolkonboard.com/mdv/journeyplanner/?action=search&origin=&destination=)
* [Cycle routes in key towns](https://www.suffolkonboard.com/cycle/)
* [Concessionary travel](https://www.suffolkonboard.com/concessionary-travel/) -  for age related or disabled person free travel pass
* [Endeavour card](https://endeavour.suffolkonboard.com/) – free for those aged 16-19 to get at least 25% discount off full price adult fares on participating bus services

In [rural areas](https://www.suffolkonboard.com/rural-transport/) Communities transport services operate throughout Suffolk to transport people that do not have access to a regular bus service. See the [video](https://youtu.be/xmIXSw-phYg) for how to use it

and our [leaflet](https://communities.suffolkonboard.com/content/download/G7Y9NyUB63aw/2022-01-14+-+Connecting+Communities+Optimised.pdf) for booking times and service hours.

If you are in the Wickham Market Station, Framlingham, Snape, Blaxhall area you can try [Katch](https://www.katchalift.com/), the electric taxi bus. There is a [video](https://youtu.be/eo1hQsZyIYA) showing how to book the service.

**Suffolk Churches ‘Welcome Ukrainians’**

Churches in Suffolk have developed an information pack to help Ukrainian Nationals to settle in Suffolk. [View the information pack](https://www.communityactionsuffolk.org.uk/wp-content/uploads/2022/06/16-June-2022-version.pdf)

# Things to do in Suffolk

**Leisure Centres:**

* **Brandon**: [www.acleisure.com/centres/brandon/](https://www.acleisure.com/centres/brandon/)
* **Bury St Edmunds:** [www.acleisure.com/centres/bury-st-edmunds/](https://www.acleisure.com/centres/bury-st-edmunds/)
* **Gainsborough (Ipswich) Sports Centre:** [www.ipswichfit.co.uk/gainsborough-sports-centre/](http://www.ipswichfit.co.uk/gainsborough-sports-centre/)
* **Hadleigh Pool and Leisure**: [www.acleisure.com/centres/hadleigh-pool-and-leisure/](https://www.acleisure.com/centres/hadleigh-pool-and-leisure/)
* **Haverhill**: [www.acleisure.com/centres/haverhill/](https://www.acleisure.com/centres/haverhill/)
* **Ipswich Crown Pools:** [www.ipswichfit.co.uk/crown-pools/](https://www.ipswichfit.co.uk/crown-pools/)
* **Mid Suffolk**: [www.everyoneactive.com/centre/mid-suffolk-leisure-centre/](https://www.everyoneactive.com/centre/mid-suffolk-leisure-centre/)
* **Mildenhall**:  [www.acleisure.com/centres/mildenhall/](https://www.acleisure.com/centres/mildenhall/)
* **Newmarket**:[www.acleisure.com/centres/newmarket-leisure-centre/](https://www.acleisure.com/centres/newmarket-leisure-centre/)
* **Lowestoft:** [www.everyoneactive.com/centre/waterlane-leisure-centre/](https://www.everyoneactive.com/centre/waterlane-leisure-centre/)
* **Sudbury Kingfisher**: [www.acleisure.com/](https://www.acleisure.com/)

**Parks and Open Spaces:**

* **East Suffolk:** [www.eastsuffolk.gov.uk/leisure/parks-and-open-spaces/](https://www.eastsuffolk.gov.uk/leisure/parks-and-open-spaces/)
* **Ipswich:** [www.ipswich.gov.uk/parks](https://www.ipswich.gov.uk/parks)
* **Mid Suffolk & Babergh:** [www.babergh.gov.uk/communities/open-spaces-and-playgrounds/](https://www.babergh.gov.uk/communities/open-spaces-and-playgrounds/)
* **West Suffolk:** [www.westsuffolk.gov.uk/leisure/parks/](https://www.westsuffolk.gov.uk/leisure/parks/)

**More things to do in Suffolk:**

* **Suffolk Libraries:** [www.suffolklibraries.co.uk/](http://www.suffolklibraries.co.uk/)
* **Theatres:** [www.thetouristtrail.org/guides/suffolk-guides/theatres-in-suffolk/](https://www.thetouristtrail.org/guides/suffolk-guides/theatres-in-suffolk/)
* **Visit Suffolk**: [www.visitsuffolk.co.uk/categories-what-to-do](http://www.visitsuffolk.co.uk/categories-what-to-do)
* **Infolink Suffolk** [Suffolk InfoLink](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page)