



SUFFOLK

UKRAINE BULLETIN

Dear all,

Welcome to the Suffolk Ukraine Bulletin. This monthly bulletin provides an update on the situation in Suffolk along with information about the work of the county council and partners within Suffolk's Ukraine Task Group and answers to frequently asked questions.

In this edition you will read about recent Local Matters events, Guidance for Ukrainian Guests about upcoming events such as Bonfire Night and Remembrance Day and feedback and responses about how we share information with you from the recent survey shared in this bulletin.

We are grateful for your support and our regular updates will include further information on how you and your communities can get involved, as we continue to work together to do all we can to help those fleeing the conflict in Ukraine.

The next edition will be on Wednesday 6 December 2023. [You can read previous editions of the Suffolk Ukraine Bulletin on our website.](#)

With best wishes, on behalf of Suffolk's Ukraine Task Group.

Cllr Bobby Bennett,
Cabinet Member for Equality and Communities

Stuart Keeble,
Director of Public Health in Suffolk



Local Matters Events



Suffolk County Council's Homes for Ukraine casework team joined the Local Matters events recently, providing an opportunity for guests and hosts to meet the team.

Those that braved the weather, shared stories of their successes and challenges, asking questions and seeking advice. It was lovely to meet some of the generous people who have opened their homes to Ukrainian guests.

The Homes for Ukraine Team are keen to attend more events happening across Suffolk. If you are aware of any forthcoming events where support to guests or hosts can be offered in-person, please let us know at refugeesupport@suffolk.gov.uk.

Information sheets about upcoming events

Community Action Suffolk have created some information sheets about Fireworks night and Remembrance Day, available in English and Ukrainian.

These can be downloaded using the links below.

Fireworks Night

[English](#)

[Ukrainian](#)

Remembrance Day

[English](#)

[Ukrainian](#)

District and Borough Housing Applications

Many guests have been supported to seek their own accommodation by contacting their relevant housing authority.

The following information may be useful to hosts who are supporting their guests to find a home of their own.

When a Gateway to Home Choice, Jigsaw or Home-link application has been submitted guests must bid on houses monthly and keeping their account active, otherwise it is in

danger of being closed and no further bidding can take place. If your guest has an account with any of these systems, please advise them that they need to ensure that they are using it regularly so that they can benefit from this service.

Certificate of Conviction or No Conviction

From the 1st of November, Suffolk County Council will be seeking additional checks on hosts who have lived overseas before March 2022.

This is following updated safeguarding guidance from the Department for Levelling up, Housing and Communities (DLUHC).

Any Suffolk resident wishing to become a Host who has lived overseas before March 2022 is required to obtain a **Certificate of Conviction or No Conviction** as part of our local checking process, prior to a guest taking residence with them. Only lead hosts need to obtain the certificate. This check will need to be undertaken prior to Suffolk County Council administering 'Thank you' payments.

You can obtain your Certificate of Conviction or No Conviction from the following:

Registering online at: <https://online.mfa.gov.ua/application> (Ministry of Foreign Affairs of Ukraine) and complete the requested information: (please note all information will be required to be completed in Ukrainian)

You will need to provide the following documents:

- completed application form
- a valid original passport
- if required a document presenting power of attorney (third party representatives)

Cost of Certificate:

The cost of the certificate is the responsibility of the applying host and is £25.00. Please

note, further costs may be involved if translated copy is required. However, an un-translated version will require further time to process by Suffolk County Council.

<https://uk.mfa.gov.ua/en/consular-issues/2359-consular-charges>

The certificate is issued after receiving the relevant information from the Ukraine and processing time for Certificate from Embassy or Consular office is to one month.

The process can be sped up by creating an account at:

<https://vytiah.mvs.gov.ua/app/landing> (Electronic Information Services) and following the instructions.

On the basis of this document, the Certificate can be obtained at the Consulate within three working days.

Further advice can be obtained from the following link:

[Homepage | Embassy of Ukraine to the United Kingdom of Great Britain and Northern Ireland \(mfa.gov.ua\)](https://uk.mfa.gov.ua/en/consular-issues/2359-consular-charges)

Or by contacting the Ukrainian Consulate directly on the information below:

Ukrainian Consulate

Consular/Visa Section

Ground Floor

78 Kensington Park Road

London

W11 2PL

Telephone: (+44)0207 243 8923

Fax: (+44)0207 727 3567

Website: <http://uk.mfa.gov.ua/en>

Further detailed information is available in Ukrainian from the link:

<https://uk.mfa.gov.ua/konsulysyky-pitannya/dovidka-pro-nesudimist>

On receipt of the Certificate, a copy should be sent via secured email to

refugeesupport@suffolk.gov.uk.

A complete copy of the certificate is required and must clearly show all pages for processing as part of your application.

Suffolk County Council, alongside its partner organisations will continue to administer and process DBS checks at no cost to the potential host.

18 Month Checks

Many of our Ukrainian guests have been in the UK for almost 18 months and Suffolk County Council have taken the decision to undertake additional checks on both hosts and guests in order to offer support and advice.

If your guest is coming up for the 18 month point from when they arrived in the UK, please remind them that Suffolk County Council's Homes for Ukraine team will be contacting them to arrange a face-to-face visit.

We will also be undertaking checks with hosts which will begin shortly. If you need to speak to a caseworker for support or advice, please contact the team at: refugeesupport@suffolk.gov.uk.

Case Studies and Stories

Suffolk County Council are keen to hear from both guests and hosts to understand their experiences since the Homes For Ukraine Scheme began.

We are interested to hear about positive experiences, as well as any challenges and how they may have been overcome, so please feel free to make contact if you would like to take part. refugeesupport@suffolk.gov.uk

To read previous case studies, please visit: [Ukraine: Could you help a family in need? - Suffolk County Council](#)

Your feedback and suggestions

Thank you to those of you who have responded to requests for feedback via questionnaires.

The feedback received in response to how we contact you has been positive. We will therefore continue to update hosts monthly via the Bulletin, via Facebook and through the hubs. In the event that urgent information needs to reach hosts, Suffolk County Council will send this information via email.

If you have not yet taken the opportunity to provide feedback and would like to contribute, please follow the link:

<https://forms.office.com/e/wbXtu5qk3r>

Below is an overview of some of the feedback received and our answers:

You Said – some of the events or work being done in the community or in the voluntary sector for the guests could be better communicated.

Our answer – We are always happy to hear about what is going on in the community in regard to the work hosts are doing for the guests etc. By all means let us know and we will be happy to 'spread the word' if possible. You can send items for this by emailing refugeesupport@suffolk.gov.uk. Subject 'Events'.

Please also visit the Community Action Suffolk website for more information about events. [Community Action Suffolk](#)

You said – you would like contact numbers and names to reach us, as there is only the email address refugeesupport@suffolk.gov.uk.

Our answer – It is important that the Homes For Ukraine Team are able to respond to queries from hosts and guests in a timely manner. As many of the team are out in the community undertaking visits and offering support, it is not always possible to receive calls or respond to emails quickly. The dedicated email inbox is monitored by staff who are office based. This method ensures the safest and most effective way to contact the team to receive the fastest response possible.

You said – it is sometimes difficult to see where new information has been added to the website page.

Our answer –The Homes for Ukraine Team are working alongside our Digital Content Team to develop our dedicated webpage to ensure that new information published on the Suffolk County Council website, is highlighted for ease of reference.

You said – one of the biggest hurdles is the understanding of cultural differences between hosts and guests at the beginning.

Our answer – Information about cultural differences is available on the Suffolk County Council website. [Ukraine: information for hosts - Suffolk County Council](#). To enhance this, we will be working alongside partner organisations to develop a resource that reflects cultural differences from a guests perspective, moving to the UK.

You said – you would like to see us at local events.

Our answer – We are always eager to attend local events and to speak to existing hosts and guests and to anyone who may want to become a host. If you are aware of any forthcoming event, please email refugeesupport@suffolk.gov.uk and type 'Events' in the subject line and we will be happy to attend where possible.

You said – You would like to know what is happening after March 2024.

Our answer – to date we have not had any government guidance updates in relation to this, once we do, we will release it to you as soon as possible. We are working on strategies for the future and hope that we can give some more feedback and further advice soon.



Could you help a family in need?



We need new hosts to support Ukrainian guests who have been in the UK for 6 months or more, but are not ready to move to independent private rented accommodation.

Following feedback from Ukrainian guests, Suffolk County Council is seeking hosts in the larger towns across Suffolk, such as Ipswich, Bury St Edmunds or Lowestoft, or in other towns which have good transport links to enable those guests who have found employment to be able to travel to work.

Please signpost any friends, family or colleagues that might be interested in hosting to the County Council's website [Support for Ukraine - Suffolk County Council](#) for more

information and to express their interest by completing [the online form](#).

If you have any specific questions about hosting, you can email refugeesupport@suffolk.gov.uk and a member of the team will be happy to arrange a telephone call to discuss.

Frequently Asked Questions

We know you will have questions about what we are doing in Suffolk to support Ukrainian Refugees and how you can help. [You can find answers to common questions on our website.](#)

Our [Information pack for sponsors](#) is also regularly updated.



Guidance updates from the UK Government

Over recent weeks there has been some updates to the guidance provided to Councils from the government. Some of those updates have required updates to policies.

Hosts providing childcare to guests with children.

Hosts are under no obligation to provide childcare to guests who have children, and if childcare arrangements are agreed, these should not be prolonged or frequent. In the event that the host takes responsibility for a guests children for more than 28 days the host

must contact Suffolk County Council Homes for Ukraine team
at refugeesupport@suffolk.gov.uk.

Guidance from GOV.UK:

The government has recently updated its guidance for councils – the updated guidance can be found here: [Homes for Ukraine: council guides - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/homes-for-ukraine-council-guides)

Guidance for sponsors and guests

[Homes for Ukraine: sponsor guides](#)

[Homes for Ukraine: Guidance for guests](#)

Further guidance from GOV.UK can be seen below:

[Guidance for Councils](#)

[Arriving in the UK: Homes for Ukraine](#)

[Guidance for moving to the UK if you're from Ukraine](#)

[Homes for Ukraine Sponsor Guidance](#)

[Bringing your pet to the UK from Ukraine](#)

[Homes for Ukraine campaign page](#)



Visa and arrival data as at 24 October

The data below is issued by The Home Office and available at [GOV.UK](https://www.gov.uk)

The below table shows the number of Visas issued by the Home Office via the Homes for Ukraine Sponsorship scheme and the number of arrivals, by District/Borough (Lower Tier Local Authority) as at 24 October 2023:

Source: Operational data, Home Office (HO), and Department for Levelling Up, Housing and Communities (DLUHC).

Lower Tier Local Authority	Number of Visa applications	Number of Visas issued	Number of arrivals in the UK by sponsor location
Babergh	277	229	204
East Suffolk	572	498	438
Ipswich	265	188	145
Mid Suffolk	357	300	266
West Suffolk	556	440	377

The below table shows the number of Visas issued by the Home Office via the Homes for Ukraine Sponsorship scheme and the number of arrivals, by County (Upper Tier Local Authority) as at 24 October 2023:

Source: Operational data, Home Office (HO), and Department for Levelling Up, Housing and Communities (DLUHC).

Upper Tier Local Authority	Number of Visas applications	Number of Visas issued	Number of arrivals in the UK by sponsor location
Suffolk	2,037	1,655	1,430
Cambridgeshire	2,990	2,593	2,246
Essex	3,307	2,774	2,352
Norfolk	2,308	1,901	1,616

Further information, and Frequently Asked Questions about what we are doing in Suffolk to support Ukrainian Refugees and how you can help, can be found on our website via the following links:

- [Support for Ukraine](#)
- [Information for Sponsors](#)
- [Information for Guests](#)

- [Further information](#)

An information pack for Sponsors in Suffolk, is available on the [Suffolk County Council website](#). This pack is updated regularly and contains information about the Homes for Ukraine programme, access to support and health care services, applying for a school place and more.

Please check these webpages first. If you cannot find answers to your questions here, please email refugeesupport@suffolk.gov.uk and we will endeavour to respond as soon as possible.

Suffolk County Council is committed to protecting your privacy and will treat an individual's personal data in accordance with the provisions of the Data Protection Legislation. Your information will not be used for other purposes or supplied to third parties except in accordance with the law.

Under the Data Protection Legislation, you have a number of rights regarding any personal data held by us in relation to this project. [See our Homes for Ukraine Scheme privacy notices for full details.](#)