

Appendix A "Crib sheet for hosts"

1. Welcome pack -

Toiletries, blankets, clothes - slippers, dressing gowns, pyjamas, clothing vouchers.

Waterproof coats and umbrellas were welcomed.

UK cash is also a good idea.

Lots of local people are offering clothes on Facebook and from charities.

2. Open UK bank accounts as a top priority - these took 2-3 weeks to sort out, and multiple lengthy visits and they need to be opened before benefit claims can be completed. The snag is having proof of address. They will need to set their phones to UK settings in order to access UK banking apps.

NatWest have a specific account for refugees, which makes it easier.

Lloyds were very helpful with my guests, but needed letters of introduction from their employers (luckily, they both started jobs last week).

Barclays online applications via the app use geolocation which helps with proof of address, but it's still tricky.

3. Emergency cash funds payable to refugees - £200 voucher per person (including children) cashable at local post offices

4. SIM cards - pay as you go. My guests had issues paying the top-ups with Ukrainian cards, so I paid with my card and they insisted on giving me cash.

5. Vodafone offers free sim cards to Ukrainian refugees valid for 6 months. These have to be applied for via a charity. The charity contacts Vodafone under the scheme <https://www.vodafone.co.uk/mobile/everyone-connected/charities-connected>

Vodafone issues free sims to the charity for named refugees. It's taking 2-3 weeks to process.

Charities who may help include <https://www.refugease.org/vodafone-sim>. Other suggestions - Try <https://www.1pmobile.com/> or emailing details to local charities e.g. Salvation Army

6. National Insurance number - needed for benefits claims - arrived after about a week.

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

7. Schools - I contacted local schools to check for places then applied online: (to be completed)

8. Universal Credit claims - start online applications, but you can't complete them until UK bank accounts are opened.

9. Biometrics - the initial visa stamp is just for 6 months. They will need to book appointments for biometric visa assessments asap to extend the visa to 3 years.

<https://www.ukvcas.co.uk/help-support/ourinfo/bookAppointment>

10. Child benefit - This requires original documents to be sent away - birth certificate or passport. My guests waited until after they had opened bank accounts and will apply once their biometric visa has been granted.

11. Work - This has been the top priority for my guests. Transport and language have limited their choices. Local facebook groups and online employment agencies - indeed, etc have been useful.

12. Register with GP - collect forms from a local surgery to register.

Many Ukrainians do not have 3 covid vaccinations - they will need to await their NHS numbers after registering with GP, then contact NHS 119 helpline to book covid vaccinations.

Also, TB is much more prevalent in Ukraine, so advice has been given to GP surgeries locally about referral to TB screening service. If they have symptoms of TB (persistent cough, intermittent fever, night sweats, unexplained weight loss) - will need an appointment to discuss with GP.

13. Kids' activities - ask for help. Local activities clubs have been very generous, offering 3 months' free membership and discounts. Friends of friends have offered support to children for play dates and we're getting a network with other Ukrainians.

14. Social networks - Facebook has been a useful resource for finding information from other hosts and to connect with other Ukrainian guests who live near each other.

15. Recommend bus and train routes and apps.

Show them where to catch buses and where to get off - it sounds obvious, but it's tricky to ask for help if you're not fluent in English.