

Please note that this is not an exhaustive list. Homes for Ukraine - Taunton Hosts
Do please advise if anything is missing or incorrect – Version 06.05.2022 v2.0

***** What to do once visas are approved *****

- 1) Arrange **transport** (see FB post about free rail travel in Europe). Please note that this information is changing, and you must check:
Several travel companies are offering free travel to get to the UK:

The **Ukrainian Displaced Persons Travel Scheme** offers free rail journeys across all train operators in England, Scotland and Wales. All Ukrainians who arrive in the UK will have 48 hours from arrival to access free tickets and complete their journey. You will need to show a Ukrainian passport and a boarding pass or ticket to access this offer. You will also be able to travel for free across London using TfL's London Underground, Docklands Light Railway (DLR), and bus and tram services.

Eurostar offers free tickets to help Ukrainian nationals travel to London St Pancras International from any Eurostar station. Individuals who have been granted a valid visa to enter the UK can show this together with their Ukrainian passport to a member of the Eurostar team at Paris Nord, Brussels-Midi, Lille Europe, Rotterdam Centraal or Amsterdam Central stations, and they will issue a ticket for travel to London

Airline **Wizz Air** supports Ukrainian nationals by offering 100,000 free seats on flights from Ukraine's border countries (Poland, Slovakia, Hungary and Romania). They are also offering €29.99 rescue fares on flights from other locations (excluding the UAE, Iceland and the Canaries, which are €69.99).

- 2) Complete the **Welcome Pack** request form to let Issy Bella and Michelle Edwards (via FB) know the arrival date.

- 3) Contact Jo Woodland (via FB) to borrow a **flag**
- 4) **Airports** – please note that several airports have Ukrainian welcome hubs, where refreshments are provided, whilst volunteer advisers provide guidance for onward travel within the UK. This is the case for Luton and Bristol (and others too). Please note that parking for collection can be very expensive, and some airports are making concessions for hosts – it is worth checking beforehand.
- 5) Ensure you have **registered with Somerset CC** for the home check.
<https://services.somerset.gov.uk/ukraine-sponsor>
- 6) Once you know that visas have been issued and have an arrival date for your guest(s), please notify HomesforUkraine@somerset.gov.uk The council may not get notification when your guest(s) arrives.
The Homes for Ukraine Business Support Team will contact you to initiate your **DBS application**. The type of application you require will depend on the profile of your Ukrainian guests. The replies you provide on the digital form above will help us determine which application you need. However, if you are still unsure, please notify the Business Support Team when they contact you, and they will assist you.
For those who require Enhanced DBS checks, we will arrange to see your DBS certificates once all certificates have been returned by your household.
- 7) As soon as you have an arrival date – please would hosts fill out the form for the welfare check. This will let CCS know that your guests are arriving so that they can get them booked into a Talking Cafe for the welfare check and £200. The link to the form is below -
https://forms.office.com/Pages/ResponsePage.aspx?id=6rDslanzbkKlaMTvMrIkz7A6USUAjrhPi_ALDxfXEIRURDg0U11MVjhMSkFaNVBPVEo1RkhCSUM1Vi4u&fbclid=IwAR1q1EL4FfsCRYzbx7aYm2nTm2qbRWbAv_8T3i-V_wDc1dGCUyO2Y1A2Ro8

- 8) Invite your guests to join the **Ukrainians in Somerset FB group**
<https://www.facebook.com/groups/1984469395069683/>
and the **Jobs for Ukraine Somerset FB group**
<https://www.facebook.com/groups/3086327174957211/>
- 9) Read the useful **Dos and Don'ts**
<https://www.facebook.com/photo/?fbid=10228384890871705&set=pcb.402870805004070>
- 10) Ensure any **pets travelling have their paperwork** from APHA, and you have contacted an agent in this country and the country of export (see featured post - this should be done at the time of visa application to ensure you leave enough time to sort the paperwork for travel)
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**** What to do once guests arrive - checklist ****

- 11) Open a bank account. There are lots of online banking options, and the following High street banks have set up Ukrainian refugee accounts opening:
- Royal Bank of Scotland** – <https://www.rbs.co.uk/ukraine-refugees.html?msclkid=35e2561cac5611eca9a85efa873d1550>
- Natwest Bank Accounts – Ukrainian Refugees**
<https://www.natwest.com/ukraine-refugees.html>
- Virgin Money UK** <https://uk.virginmoney.com/current-accounts/m-account/ukraine/>
- 12) Notify HomesforUkraine@somerset.gov.uk The council may not have received notification that your guest(s) were on their way.
- 13) Register with your local surgeries for **doctor/dentist**

- 14) **Apply for NI number** This can be done online <https://www.apply-national-insurance-number.service.gov.uk/apply/welcome>

To apply for a National Insurance number, you must:

- be in the UK
- have the right to work or right to study in the UK
- Call the National Insurance number application line to apply.

National Insurance number application line Telephone: 0800 141 2075 or
Textphone: 0800 141 2438 from Monday to Friday, 8 am to 6 pm.

After you've applied, you'll get a letter from the Department for Work and Pensions (DWP) asking you to come to a National Insurance number interview at Jobcentre Plus.

The letter will also tell you which documents to bring to prove your identity, such as:

- passport or identity card
- residence permit
- birth or adoption certificate
- marriage or civil partnership certificate
- driving licence

- 15) Sort out any **benefits payments** (PIP, DLA, Universal Credit, Child Benefit, carers allowance) from the Department for Work and Pensions (DWP).

Universal Credit <https://www.gov.uk/universal-credit> Universal Credit is a payment to help with your living costs, and it's paid monthly.

How To Claim Online: <https://www.gov.uk/apply-universal-credit> Telephone 0800 328 5644 (enquiries or you have no access to the Internet)

Child Benefit <https://www.gov.uk/child-benefit> You get Child Benefit if you're responsible for bringing up a child under 16 or under 20 if they stay in approved education or training. Only one person can get Child benefit for a

child. It's paid every four weeks, and there's no limit to how many children you can claim for.

How To Claim Online: <https://www.gov.uk/government/publications/child-benefit-claim-form-ch2> (opens claim form which can be completed and printed) Helpline 0300 200 3100

Personal Independence Payment <https://www.gov.uk/pip> Personal Independence Payment (PIP) can help with extra living costs if you have both: a long-term physical or mental health condition or disability, difficulty doing certain everyday tasks or getting around because of your condition. You can get PIP even if you're working, have savings, or get most other benefits.

How To Claim: Telephone: 0800 917 2222

Carers Allowance <https://www.gov.uk/carers-allowance> You could get £67.60 a week if you care for someone at least 35 hours a week and get certain benefits.

How To Claim Online: <https://www.carersallowance.service.gov.uk/ui-citizen-claim/allowance-benefits>

Pension Credit <https://www.gov.uk/pension-credit> Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income.

How To Claim Online: <https://apply-for-pension-credit.service.gov.uk/start>
Phone 0800 99 1234

Disability Living Allowance for children <https://www.gov.uk/disability-living-allowance-children> Disability Living Allowance (DLA) for children may help with the extra costs of looking after a child who: is under 16, has difficulties walking or needs much more looking after than a child of the same age who does not have a disability

How To Claim Online:

<https://www.gov.uk/government/publications/disability-living-allowance-for->

[children-claim-form](#) Helpline 0800 121 4600

Attendance Allowance <https://www.gov.uk/attendance-allowance>

Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you and you are over state pension age.

How To Claim Online:

<https://www.gov.uk/government/publications/attendance-allowance-claim-form> (opens claim form which can be completed and printed). Send

the completed form to: 'Freepost DWP Attendance Allowance'. Helpline 0800 731 0122

- 16) Apply for **BRP**. Apply within six months to extend the initial visa to 3 years (there is a link to do this from the visa letter). This is completing your Ukraine Scheme application when you applied outside the UK and were allowed to travel to UK. <https://apply.visas-immigration.service.gov.uk/product/ukraine-scheme-brp>
- 17) The **British Red Cross** supports people from Ukraine who are in the UK. For more information about the British Red Cross or emotional support, please call the free British Red Cross support line: 0808 196 3651 (open between 10 am - 6 pm daily).

The British Red Cross is giving £50 financial support for the Ukrainian Guests and a choice of 2 free sim cards. Please direct your guests to the British Red Cross Support line number 08081963651, open daily between 10-6 pm. They must be applied for within the first 14 days after arrival, and it must be the guest themselves, not the host (they have translators ready). Call the above number and select option 3.

The Red Cross will complete a form. The form will be emailed to you to check, and you return with photos of: the photo passport page, visa, and

date of entry stamp. A preloaded credit card to a home address by mail within 24-48 hours but may take longer as they are busy.

Can request one of two types of phone card at the same time:

Vodafone - free calls, texts, 20gb data for six months (UK only)

Tesco - 3 months of free calls to Ukraine, 1000 minutes of calls in the UK, 5000 texts and 8GB of data.

- 18) Attend the **welfare check** (the Community Council for Somerset carries this out) at venues throughout the county - you should be invited by phone) for the guest to receive their £200 payment. CCS is a Somerset charity supporting the Local Authorities by providing welfare checks for Ukrainian guests. Once your guests have arrived, if you haven't heard from your local Village Agent within a few days, please get in touch with them via <https://tinyurl.com/5n8z25rh>. They can then book you into a local Talking Cafe to register. It is strictly appointment only.
- 19) Arrange any **clothes or items needed** (RAFT can help with this) <https://www.facebook.com/refugeeaidfromtaunton> or refugeeaidfromtaunton@gmail.com.
- 20) **Sort out schooling for any children** - you can make an In-Year application directly to a school of your choice (although admission is strictly subject to place availability). You can ask for a discount at the uniform shop on East Reach, Taunton, and obtain a voucher from Cooper Associates to help towards the cost of any items needed for your guests (see featured post). A useful document in English and Ukrainian [How do families arriving from Ukraine apply for a school place and childcare? / Як родинам, що приїжджають з України, подавати заяви на отримання місць у школі та допомоги з оплати послуг з догляду за дитиною? - The Education Hub \(blog.gov.uk\)](#).

- 21) Follow **CHARIS refugees** <https://www.facebook.com/CHARISrefugees> (<http://www.charisrefugees.org/> 07493410580) and **Taunton Welcomes Refugees** (<http://www.tauntonwelcomesrefugees.co.uk/> Tel 07876 775401) for details of any training/social events
- 22) Any **host payment queries** can be addressed to Mark Antonelli at Mark Antonelli | Benefits Specialist | Somerset West and Taunton Council | Deane House | Belvedere Road | Taunton | TA1 1HE
Direct dial: 01823 219715 | Mobile 07767 646993 | Switchboard 0300 304 8000 Email : m.antonelli@somersetwestandtaunton.gov.uk
- 23) **Use the ID check app** to complete biometrics Using the 'UK Immigration: ID Check' app - GOV.UK (www.gov.uk) <https://www.gov.uk/guidance/using-the-uk-immigration-id-check-app>
- 24) **Work**
Contact Stuart Wright <https://somersetjobs.co.uk/> or 01823 777000 and Jobs for Ukraine Somerset FB group <https://www.facebook.com/groups/3086327174957211/>
Elizabeth Gallagher is a National Careers Service advisor in Taunton and West Somerset. She works closely with the Somerset County Council and the Jobcentre. If your guests need career or CV support when they arrive in Somerset, then please get in touch:
<https://helpforukrainesomerset.co.uk/jobs>
- 25) **English Language courses** are available from **ESOL** <https://www.somerset.gov.uk/education-and-families/english-courses/>
CHARIS ESOL – Contact CHARIS to book a place in these group sessions. The classes are taught by qualified ESOL teachers, with volunteers to assist, giving students plenty of opportunities to practice speaking, listening, reading and writing. The course length is one year and is free.

Location: CHARIS, 2a Church Square, Taunton, TA1 1SA

Classes: Monday 10am to 1pm (English level E1 to E3. Wednesday 10am to 1pm pre-entry E3. Email: georgiawillcocks@charisrefugees.org / Phone: 07542 567067.

And **SSL** <https://www.sslcourses.co.uk/about/news/offering-refugees-a-helping-hand/?fbclid=IwAR2GXpuCDidbOmr2j3U8X-1w9xiREhoy8bA9stTwRUhYPVSK64-JAn9vesU>

There has been a huge registration of interest for Ukrainian guests wanting to access English to Speakers of Other Languages (ESOL) classes across the county. Different organisations are organising courses in response to this need.

Requests for classes can be registered via this form:

<https://forms.gle/jtzWT6Ajzj55TCQQ9>

Please complete this form for requests for classes in the Sedgemoor area:

<https://forms.office.com/Pages/ResponsePage.aspx?id=FZZg3DVetU2DEyaOcSmv2DQnH2HQvMIPIAWNyoeKRBdUQk5QM1BVRUhDU1E0VkJHSjJSRUK2MjhXQS4u> Thank you for your patience as classes are being established.

- 26) **Emotional support** is available from Barnardos. The conflict and ongoing violence in Ukraine have caused families to forcibly leave their homes, searching for safety, with many arriving in the UK. Children and adults may need continued support during this distressing and uncertain time. Call our free Helpline on 0800 148 8586. Following discussions with the Association of Ukrainians in Great Britain, Barnardos have set up the Ukrainian Support Helpline to provide a holistic support service. The Helpline is available to anyone fleeing the conflict in Ukraine. https://www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline?mc_cid=b775830037&mc_eid=4be068e639
- 27) Please don't forget to invite your guests to the Ukrainians on the Somerset FB page. There are also WhatsApp groups for hosts whose guests have arrived and Ukrainian people to meet and make friends. Please let Admin know if you would like to be added.

<https://www.facebook.com/groups/1984469395069683/>

- 28) General guidance from **the Ukrainian Institute London**
<https://refugee-support.ukrainianinstitute.org.uk/> This page includes useful links, information and advice for UK hosts looking to support Ukrainians and Ukrainians arriving in the UK. The Ukrainian Institute London manages this page. We are an independent charity dedicated to broadening knowledge about Ukraine in the UK and beyond. If you have suggestions of additional links and information to add to this site, please write to us at info@ukrainianinstitute.org.uk.
- 29) **General guidance from UK Gov** <https://www.gov.uk/guidance/move-to-the-uk-if-youre-from-ukraine#working-in-the-uk>
- 30) **General Guidance from Somerset County Council**
<https://www.somerset.gov.uk/ukraine/information-for-ukrainian-guests/> and
<https://www.somerset.gov.uk/ukraine/ukraine-information-for-sponsors/>
- 31) **Ukraine Embassy, London** <https://uk.mfa.gov.ua/en>