

Welcome to the Town of Wiveliscombe and surrounding villages

The information below is specific to Wiveliscombe and the 10 Parishes.

In addition you should be given a Somerset County Council information pack to help you with what arrangements to make after arrival including opening a bank account, applying for Universal Credit and Child Benefit, school and doctor registration and applying for a full visa. This is also enclosed with this pack.

See: [SCC Info for Ukrainian Guests.pdf](#)

There is so much to do on arrival, what should I do first ?

See **[Appendix - Crib sheet for hosts](#)** for one host's useful recommendations of the order in which to make arrangements and applications.

Also see **[Appendix - Information for Homes for Ukraine hosts. Useful links and advice including on benefits claims from the Citizens Advice Bureau](#)**



Wiveliscombe and nearby villages

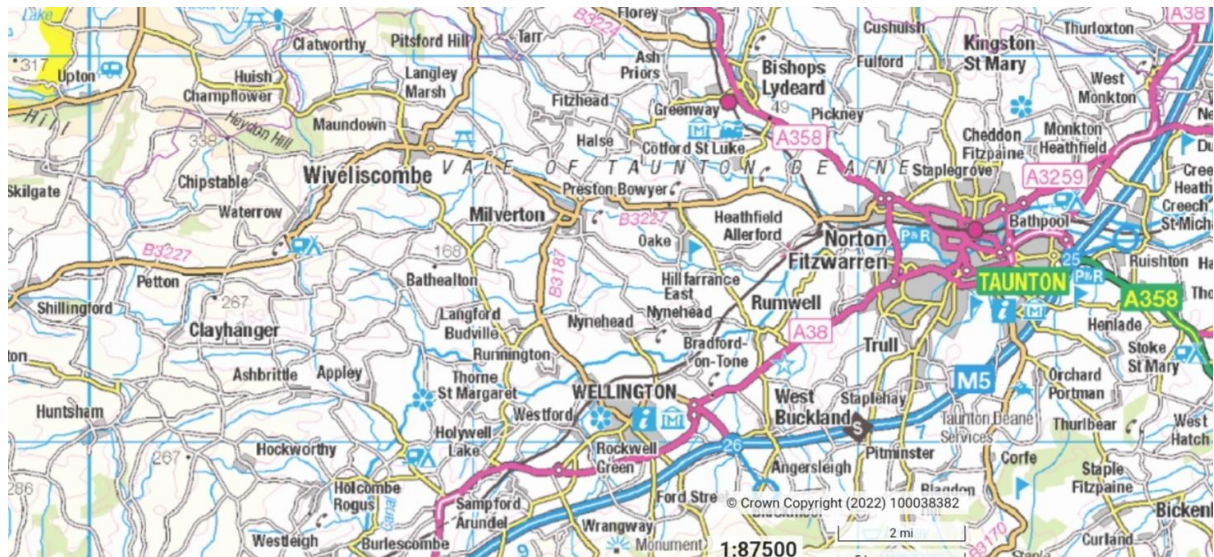
Wiveliscombe is a small South West country town, with a population of around 2,500, 9 miles west of the larger town of Taunton. It is known locally as “Wivey” and has a primary school and a secondary school and shops, cafes, pubs, a Post Office and churches.

Wiveliscombe is known for being a sociable place to live with a strong community spirit and many sporting and leisure activities including a tradition of Rugby and Cricket playing and an outdoor swimming pool. It is a central hub for several villages nearby and is set amongst lanes, fields and hills with many small farms.

It is home to many retired people and employment locally includes small companies such as light industry, building-related trades, self-employment including in craft and

arts, farms and rural work. Others travel to work in towns such as Exeter or Taunton, where there are larger employers such as schools, hospitals and County Councils. For a map of Wiveliscombe Town Centre, see **[Appendix “Wivey Map in Ukrainian.jpg”](#)**

For more detail on the villages for which Wiveliscombe is a hub, see: <https://www.wiveliscombe.com/parishes/>



The above map was obtained from Roam Somerset, based on Ordnance Survey maps

If you are living with a host in one of the villages near Wiveliscombe, see **[Appendix: “Village Information”](#)** <https://www.wiveliscombe.com/parishes/>

The Community Office Information Centre

The ‘Wiveliscombe Area Partnership’ runs an Information Centre in the centre of Wivey, (open mornings), a volunteer-driven minibus transport service ‘Wivey Link’ (usually payment by subscription and bookable in advance, but if Ukrainian guests living with hosts are struggling to find transport to get somewhere they may be able to help). It also organises an annual festival and arts week with artists opening their studios, exhibitions and a day with stalls, music and carnival parade.

The Town Council

The County of Somerset is currently governed by a County Council and 4 District Councils, but from 1st April 2023 these will merge into one. They run public services such as roads, schools, social care and housing.

Each area, such as Wiveliscombe, also has a Town or Parish Council with locally elected representatives. Each household pays an annual Council Tax (separate to and in addition to Income Tax on earnings) and a small percentage of this goes to the Parish Council to use locally.

See: <https://wiveliscombetowncouncil.com/>

Local Schools

In England state schools are free, though there are costs for school uniforms, meals (some children are entitled to free school meals) and extra activities. Many state primary schools have links to the Church of England. Most children attend the school nearest to where they live, but parents are allowed to apply for places in other schools if they want to. If you want your child to start during the school year you should contact the school directly.

The school year starts in September and ends in July.

For 2022-23 Term Dates see enclosed [Somerset Term Dates and holidays.pdf](#)

Primary Schools for Children aged 5 to 11

School Uniform

For uniform grants for Wiveliscombe Primary School contact the school on:

office@wiveliscombeprimary.com For phone numbers of all local schools see the attached list.

For 2nd hand uniform, book bags, etc the PTFA (Parents, Teachers and Friends Association) Wivey primary contact is Annette McHardy 07818 891059

Secondary Schools for children aged 11 to 16

At 16 most young people attend College and then at 18 go on to University.

Pre Schools /Nursery /Playgroups

Most children aged 3-5 attend a pre-school. Pre-schools charge fees, but parents are entitled to 15 hours per week per child for free. Some pre-schools are attached to schools and some are not, but in either case the best place to get information on local pre-school provision is your local primary school. See [Appendix Schools List and Contacts.pdf](#)

Transport

Buses – The No 25 bus runs from Wiveliscombe to Taunton and takes 50 mins.

In the opposite direction some buses go to the small picturesque town of Dulverton in Exmoor National Park. **See timetable in pack:**

[First Somerset route 25 Saturday 05-09-21 until-further-notice.pdf](#)

Wiveliscombe to Taunton costs: Approx. £7 return adult fare. Child 5 to 16 half price.

Your host may be able to help link you with a Wiveliscombe Welcomes Refugees volunteer to take you somewhere if the bus is too expensive or not at the times needed.

From Taunton there are buses to other parts of Somerset, but for those further away such as Minehead or Glastonbury it may be difficult to get from Wiveliscombe there and back in one day.

Coaches - Usually less expensive than trains.

Berrys Coaches - www.berryscoaches.co.uk National Express - www.nationalexpress.com

Trains - Taunton Station is on the main line from London to Penzance in Cornwall. It is also possible to get to Cardiff in Wales, Bristol, Bath and north to Birmingham, Scotland etc.

www.gwr.com

Airport – Bristol Airport is about 1hr 30 mins away by car.

Health and Wellbeing

Local Doctors (GP - General Practitioner practices)

In England there is a good free National Health Service (NHS). We access services via our GP (General Practitioner = Doctor) and so it is important to register with your local GP Surgery when you first arrive. You will either be treated by the GP or be referred on by them for hospital treatment.

See **Appendix List of local GP's and contact details**

There is also a medical telephone helpline for urgent care (phone 111).

In the case of an emergency you can go directly to the hospital emergency department or call an Ambulance (**phone 999 also for Fire or Police**).

Dentists

The NHS also includes a dental service, but because of a shortage of NHS dentists it is very difficult to find one who will accept more patients. Private dental care is available but is very expensive. To find an NHS dentist try <https://www.nhs.uk/service-search/find-a-dentist>

In an emergency you may be able to find a dentist by using the NHS helpline – phone 111

Hospitals

Musgrove Park Hospital in Taunton is the main local hospital with an Accident and Emergency dept., In- and Out-patient services and a maternity unit.

For the main switchboard Telephone: 01823 333444

Certain specialist services are available at other hospitals such as Exeter or Bristol.

Website : <https://www.somersetft.nhs.uk/musgrove-park-hospital/>

<https://www.somersetccg.nhs.uk/health/local-services/pharmacies/> - for prescriptions and medical/personal items - local opening times as below

Day Lewis (Wiveliscombe) - Mon-Fri 09.00-13.00, 14.00- 17.30, Sat 09.00-13.00, Sun closed

Bishops Lydeard pharmacy - Mon-Fri 09.00-13.00, 14.00- 18.00, Sat closed, Sun closed

Boots in Norton Fitzwarren - Mon-Fri 09.00-17.30, Sat 09.00-13.00, Sun closed

Boots in Wellington - Mon-Fri 08.30-18.30, Sat 09.00-12.00, Sun closed

Superdrug in Wellington - Mon-Fri 08.30-17.30, Sat 09.00-17.30, Sun closed

Village Agent - If someone is feeling, vulnerable, lonely or in need of help, a Village Agent may be able to help find the right source of help for you. For the Wiveliscombe area it is: Elaine Gardner 07494 883134 elainegsomersetcc.org.uk

For practical tips for hosts and guests on dealing with emotional and mental

health issues: The organisation VITA provides a collection of practical and downloadable resources with Ukrainian translation, aiming **to help with trauma and recovery**. Sections for refugees and for hosts

<https://vita-network.com/saferefuge/>

Meeting fellow Ukrainians

Compass is an organisation working with refugees in Taunton who have a venue where refugee families can meet each other and take part at very low cost in **childrens' activities**, such as Stay and Play. They run the **Pantry Packers** scheme, delivering a welcome pack of food and personal essentials to those arriving with host families and have collected and delivered equipment and medical supplies to

Ukraine.

https://m.facebook.com/pg/compasswellbeingtaunton/posts/?ref=page_internal

Wiveliscombe Drop in and conversation. St Andrews Church has a room where you can drop by, meet with others and make a drink. Just call in at the church or if you would like someone to go with you the first time, your host may be able to link you with a volunteer. ***There is also somewhere for quiet prayer.***

Association of Ukrainians in Great Britain (AUGB)

augb.co.uk/ukrainian-refugees-wanting-to-come-to-the-uk-or-are-already-here

Opening a Basic Bank Account

A Basic Bank account is an option to consider if credit checks are not possible or certain documents not available. They usually provide a debit card and allow debit and credit transactions online or via a mobile phone app. There are usually no fees unless the account is overdrawn. Foreign transactions may not be possible.

The Refugee Council guide below includes a list of the banks which have these Basic Bank Accounts.

Cash can be paid into some banks at the Post Office. ***See post office link below for a list of these***

See Pack for: [Banking-Guide-for-Refugees-English.pdf](#)

<https://refugeecouncil.org.uk/latest/news/refugee-council-launches-new-guide-to-help-refugees-open-a-bank-account/>

<https://www.postoffice.co.uk/everydaybanking>

Leisure – things to do in Wiveliscombe and the wider area

There is a wide range of activities that you can get involved in – some of these are free, others involve a membership or small fee. The lists below give a ‘flavour’ of what is available – your hosts may be able to make suggestions for activities more local to you. Any of these are a great way of meeting people and making new friends.

- Wiveliscombe has its own Library – books and other resources are free, they also have computers for people to use
- There are Museums in Taunton and Wellington, entrance is free
- In and around Wivey there is a network of public footpaths – there is a map resource where you can find your way around
<https://roam.somerset.gov.uk/roam/map> or you can join a walking group
- There are open spaces such as the Recreational Grounds in Wivey and Milverton, and Wivey’s Jubilee Gardens, plus children’s play areas with swings
- There are Acoustic Music sessions in Wivey’s White Hart pub once a month
- Wivey and surrounding areas have their own radio station 10Radio

www.10radio.org

For more detail see Appendix “Leisure activity contacts”

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This information pack has been put together by Wiveliscombe Welcomes Refugees, a voluntary Community Group who offer coordination and support for hosts and their guests. We aim to help link to volunteers and provide information and to coordinate where hosts or their guests would like to be in touch with each other. We will do our best to keep this information pack up to date and accurate, so please let us know if it would be helpful to include anything else or if amendments are needed.

<https://wiveywelcomesrefugees.org.uk>

<http://www.facebook.com/wiveywelcomesrefugees>

wiveywelcomes@gmail.com

Attachments

11