



## A Quick Start Guide for Hosts and Guests from Ukraine from QPARA

## INTRODUCTION:

We are very proud to welcome our Ukrainian guests and wanted to offer a short guide for guests and their hosts to help navigate the most important steps in getting settled in the UK. It is not comprehensive but should provide a value resource to get things started.

The document will be updated with shared learning as we discover more about the Homes for Ukraine scheme and as hosts and guests feed their experiences back to us.

## BEFORE YOUR GUESTS ARRIVE

- Have a read of the government's Welcome Guide for Ukrainians arriving in the UK: [www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk/welcome-a-guide-for-ukrainians-arriving-in-the-uk](http://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk/welcome-a-guide-for-ukrainians-arriving-in-the-uk) This is a good, comprehensive reference document.
- The *Financial Times* has also published a short Q&A that may be useful: [www.ft.com/content/732a2cb2-3160-4f4a-b736-dc282ccbdd83](http://www.ft.com/content/732a2cb2-3160-4f4a-b736-dc282ccbdd83)
- Order a free SIM: Vodafone is offering 20GB per month and free calls and texts for six months: [www.refugease.org/vodafone-sim](http://www.refugease.org/vodafone-sim)
- A free 30-day SIM card is also available from any 3 store.
- General Practitioners (GP's) are the general doctors who connect with other specialist services. Get GP registration forms from your local GP surgery (e.g., Lonsdale Medical Centre)
  - After your guests arrive, they will need to bring in the completed forms, their passports, proof of host's residence (e.g., utility or council tax bill) and letter from the host confirming the guests are staying with them.
  - If you need further info on Health contact Brent Health Matters Advice Line on 020 8102 3456 option 4.
  - Registration takes approximately 3-4 days after which your guests will have also have an NHS number.
- All hosts are required to complete a Disclosing & Barring Service (DBS) check. If you have not received notification from Brent about your DBS check, please contact Jasu Varsani at [jasu.varsani@brent.gov.uk](mailto:jasu.varsani@brent.gov.uk)

## THE FIRST 48 HOURS

- The Biometric Residence Permit (BRP) is important. Getting one is required within six months and is necessary to extend the initial stay from six months to three years. Your guests should apply for one as soon as they can after arrival: [apply.visas-immigration.service.gov.uk/product/ukraine-scheme-brp](http://apply.visas-immigration.service.gov.uk/product/ukraine-scheme-brp)
- The BRP will have National Insurance number but guests can apply for a NI number separately: [www.gov.uk/apply-national-insurance-number](http://www.gov.uk/apply-national-insurance-number)
- Let the council know your guests have arrived by emailing [ukrainesupport@brent.gov.uk](mailto:ukrainesupport@brent.gov.uk).
- You will receive a welcome email like this:

I am writing to you because you have notified us about your guest's arrival. Please find the information below and note that the "thank-you" payments can be made only once all checks have been completed.

According to our system, your accommodation check is still outstanding. I have already emailed the relevant team and asked them to prioritise your property since your guests are already there.

### **Welcome information for guests**

The government has produced a welcome guide for Ukrainian guests which your guests may find useful: [www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk/welcome-a-guide-for-ukrainians-arriving-in-the-uk](http://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk/welcome-a-guide-for-ukrainians-arriving-in-the-uk)

Your guests are eligible for free NHS medical care. For any health matters, including help with registering with a GP and any other health needs, please contact our Brent Health Matters advice line: 020 8102 3456 option 4.

Your guests can also receive support in applying for school places; applying for benefits; looking for work; attending ESOL classes; etc. Our community support officers can provide this support to your guests and will be in contact with you to arrange an initial visit. On this first visit, the community support workers will arrange for guests to receive money to tide them over while they wait for their benefits applications to be processed.

### **Thank-you payments**

Once your guests arrive, you will be eligible to claim thank-you payments. These are payments of £350 for every month up to one year, for which your guests stay in your house. The payments are made at the end of the month. If you would like to sign up to receive these payments, please complete [this form](#) with your details. Please note that the payments can be made only once you have passed the DBS and housing checks.

### **Host guidance**

The Government has provided guidance for hosts – it is available here:

[www.gov.uk/guidance/homes-for-ukraine-sponsor-guidance](http://www.gov.uk/guidance/homes-for-ukraine-sponsor-guidance)

Just a reminder, although you cannot charge your guests rent, you can ask them to contribute towards household bills such as heating, food, water, etc.

- Brent will also put you in touch with the Community Support Officer for the Homes for Ukraine scheme at Brent. This is Nivin Abdei ([nivin.abdei@brent.gov.uk](mailto:nivin.abdei@brent.gov.uk), mobile 07917 078828, office 020 8937 2976)
- Nivin works all week but is only in the office on Tuesdays. She will arrange an appointment with your guest to action the following:
  - Provision of a £200 cash debit card for your guest. In order to access this, your guests must have arrived, and your DBS and accommodation checks be completed.
  - Nivin can nudge the Housing Office to set up your accommodation check, if it hasn't yet been completed.
  - If you haven't received it, Nivin will send you a link for sign-up for the monthly host thank you payment of £350.
  - Nivin will also take you through the necessary steps for registration for benefits including child support and school registration where applicable. All this will involve either a visit (Tuesdays) or a phone appointment.

- If your family need help with learning English, Nivin will send you information, but there are also resources here: [www.brent.gov.uk/brentstart](http://www.brent.gov.uk/brentstart) and [salisburyworld.org.uk](http://salisburyworld.org.uk)
- Also, the British Red Cross is offering a £50 payment to help guests on arrival. Call 0808 1963651 to set this up. Your guests will need their passports, Border Force stamp showing leave to remain in UK and their Home Office letter showing successful application to Ukraine Scheme.
- Most banks have set up a simplified application process for Ukrainian refugees with various offers for accounts.
  - Applications are currently taking 10-14 days to process.
- There is an active Ukrainian community in London:
  - Ukrainian Institute: [ukrainianinstitute.org.uk](http://ukrainianinstitute.org.uk)
  - The institute has a useful 'Settling into the UK' guide
    - [refugee-support.ukrainianinstitute.org.uk/settling-into-the-uk](http://refugee-support.ukrainianinstitute.org.uk/settling-into-the-uk)
  - The website also has a Ukrainian translation of the UK Govt document.
  - There is also a HOW2UK guide in English and Ukrainian written by Ukrainians living in the UK.
- Ukrainian Social Club: Reviews mention good company and authentic Ukrainian beer and food.
  - Opens in the evenings
  - Find them on Facebook
- For places of worship, the Ukrainian Catholic Cathedral can be found here: [parish.rcdow.org.uk](http://parish.rcdow.org.uk) and there is a Ukrainian Orthodox Autocephalic Church at 1a Newton Avenue, W3 8AJ. Tel. 07729 251 283

## LEARNING ENGLISH APPENDIX:

### **English courses for refugees in North West London**

English for Speakers of Other Languages (ESOL) is the term used for courses designed for refugees and migrants. They are sometimes shown under the *Skills for Life* heading.

*(English as a Foreign Language or EFL is for visitors, au pairs, and professionals who are here for a short time to learn English. These courses usually charge fees)*

#### **A. Face-to-Face ESOL courses**

Brent offers courses at all levels from pre-beginners. Many of them are accredited i.e. they offer exams which lead to ESOL qualifications which are useful for job applications. Courses tend to run for 1.5 or 2 hours on two days a week during term times.

Note: the ESOL course levels can be confusing. This is how it works:

Pre-entry: complete beginners  
Entry 1 = beginners  
Entry 2 – pre intermediate  
Entry 3 – intermediate  
Level 1 – higher intermediate  
Level 2 – advanced

These courses are usually free for refugees (unless they have income above a certain level), even though fees may be advertised in the brochure. Applicants will need to do an assessment and provide proof of status.

Many schemes, including Brent, are no longer accepting students on accredited courses for the Summer term. For September entry, it is important to apply as early as possible – preferably before the end of the Summer term.

Brent START <https://www.brent.gov.uk/brentstart>

<https://ebsontrackprospect-brent.tribal-ebs.com/page/findcourse>

The nearest Centre to Queen's Park is Willesden Green Library Centre, with courses at most levels.

Granville centre runs informal conversation classes

<https://www.brent.gov.uk/children-young-people-and-families/support-for-parents-and-families/family-wellbeing-centres/granville-plus-family-wellbeing-centre>

Monday 10-12: ENGLISH CONVERSATION basic level - creche available

Tuesday 10-12 ESOL at Salusbury World

College of North West London (Willesden Campus) has courses at all levels.

[https://www.cnwl.ac.uk/courses/section/course/esol-\(english-for-speakers-of-other-languages\)](https://www.cnwl.ac.uk/courses/section/course/esol-(english-for-speakers-of-other-languages))

Camden (including Working Men's College) and Westminster run ESOL courses in different parts of their boroughs. Camden has an ESOL advice service: 020 7974 1618  
[esol@camden.gov.uk](mailto:esol@camden.gov.uk)

Grand Junction (with Westminster AES): near Warwick Avenue: at St Mary Magdalene's Paddington.

<https://grandjunction.org.uk/learning/adult-classes/>

All classes (beginners and Entry 1: Monday and Weds mornings) are free. There is an informal 'language café' on Monday lunchtimes. Runs until 22 June. Phone: 07541 477677 (Phayaphi) / 07719 854505 (Julia).

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## **B. Online courses and blended courses**

New Citizens Gateway runs free non-accredited ESOL courses up to Entry 3, most of which are currently online: Contact: [theodore@ncgateway.org.uk](mailto:theodore@ncgateway.org.uk)

Notre Dame Refugee Centre runs free non-accredited ESOL courses up to Level 1. Some are blended i.e. students can attend online or in person (Leicester Square).

Contact: [volcoordinator@notredamerc.org.uk](mailto:volcoordinator@notredamerc.org.uk)

City Lit offers accredited online (as well as face to face) courses. They usually attract a small concessionary fee although some bursaries are available. For information about these Contact [ian.wollington@citylit.ac.uk](mailto:ian.wollington@citylit.ac.uk) <https://www.citylit.ac.uk/courses/essential-skills>

## **C: Other resources**

Two free websites with a huge variety of exercises, many interactive, which students can use to practise:

<https://www.bbc.co.uk/learningenglish/>

<https://learnenglish.britishcouncil.org>

All public libraries, including Queens Park, have a section with ESOL textbooks, grammars, readers etc.

*If you would like further help with accessing courses – or if you discover other courses which we need to add, feel free to contact:*

*Ruth Kitching: [hmrkitching@gmail.com](mailto:hmrkitching@gmail.com)*

*Vivien Barr: [qpara.newsletter@gmail.com](mailto:qpara.newsletter@gmail.com)*

## **QPARA**

If you wish to get in touch with QPARA's Ukraine Support Network, please feel free to contact Robin Sharp ([robisharp@googlemail.com](mailto:robisharp@googlemail.com)) or Celia Frank ([QPARAUkraine@gmail.com](mailto:QPARAUkraine@gmail.com))