

# 10 STEPS TO GETTING SETTLED

## 1 Get a UK phone number

Call PARCA on **01733 563420**, or go to **PARCA, Northfield Road, PE1 3QH** between 9am – 4pm from Monday – Friday and ask for a free UK sim card to use in your mobile phone.

## 2 Get a UK bank account

To open a bank account, you need to go to a bank and show documents that prove:

- Your identity
- Your immigration status
- Your current address

## 3 Access financial support

You can get financial support through Universal Credit while you look for work, or if you are unable to work. Universal Credit is a payment that is paid monthly and you need to apply for it online here: <https://www.gov.uk/apply-universal-credit>. To get help with making your claim online, call **0800 328 5644** (Monday to Friday, 8am to 6pm).

When you complete the online application, the website will tell you if you need to go to a local Job Centre to progress your application and get a national insurance number.

## 4 Buy food

You can buy food for your household in person or online. Your host should be able to provide you with more information.

If you need support, the Red Cross are providing practical help for refugees they can give help with essentials including: food, small amounts of cash and toiletries.

Call Red Cross on **0808 196 3651** (open between 10am - 6pm daily).

If you need a support line interpreter, you can call and say: 'can I speak to an interpreter?' (Якщо вам потрібен перекладач лінії підтримки, зателефонуйте і скажіть: (Ukrainian) )

## 5 Travel around the city

### BUS

There is an extensive train and bus network across the city. You can buy a bus ticket online, using the Stagecoach app on a smartphone, or when you enter the bus.

You don't need to show identification to travel within the UK unless you are travelling by plane.

### DRIVING

You must have both a full driving licence and in date motor insurance to drive a vehicle on UK roads.

If you have a full driving licence that was issued in Ukraine, you may use this licence to drive small vehicles (such as motorcycles, cars, and vehicles up to 3500kgs or with up to eight passenger seats) **for up to a year in the UK**. The licence must cover the vehicle being driven and must still be valid.

To continue to drive after this, you must obtain a provisional driving licence and pass a UK driving test **before the 12 months ends** - <https://www.gov.uk/apply-firstprovisional-driving-licence>

## 6 Get registered with a GP

Try to register with a GP as soon as possible after you arrive. A GP, is the first doctor you will visit for routine physical and mental health concerns. They can refer you if you need more specialised hospital services.

Everyone has a right to register with a GP and you do not need proof of address, immigration status, ID or an NHS number. To find your nearest GP service go to [www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery](http://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery)

If you have any problems registering with a GP surgery call the NHS England Customer Contact Centre on **0300 311 22 33**

## 7 Find a job

You have the right to work as soon as you arrive in the UK. You need to be 18-years-old to work full time. To look for a job, you can use a free government website called 'Find a Job' - [www.gov.uk/find-a-job](http://www.gov.uk/find-a-job) to be connected with thousands of employers across the UK. You can also find a job through the following approaches:

- Visiting your **local Job Centre Plus** office who can help you find and apply for local jobs.
- Register with a recruitment agency
- Visit local businesses to ask about jobs

**Peterborough Job Centre Plus** is located at 45 Bridge Street, Peterborough, PE1 1HF. For more information call: **0800 169 0190** (Monday to Friday, 8am to 6pm).

### RIGHT TO WORK

You will be able to use your Biometric Residence Permit as evidence of your right to work in the UK. To prove your status digitally to an employer you can use the online service: <https://www.gov.uk/prove-right-to-work>

## 8 Apply for a school for school place for your 5 - 17 year old child

If your child is **aged between 4 and 16** you will need to apply for a school place for them. To do this you need to complete an application form. For further information on how to make an application please access:

[Apply for a school place - Peterborough City Council](#)

Once the team receive an application, they will process it as quickly as possible and be in touch as soon as they have done so.

Some children may require additional support and most get this from their school. However, on occasions the Special Educational Needs teams assist in supporting children who may require an Education Health Care Plan.

You can find out further information through the link below:

[SEND Information Hub \(Local Offer\) | Peterborough Information Network](#)

Most children in England are educated in schools. However, the law states that a 'suitable education' can include alternatives such as private schooling and home education.

If you want to home educate your child, you are advised to access the following link:

<https://www.peterborough.gov.uk/residents/schools-and-education/home-education>

## 9 Find childcare for your 0 - 4 year old child

If your child is under 4 most children will attend a nursery/pre-school setting where children focus on learning through play. Childcare Choices is a useful website to take you through your options -

<https://www.childcarechoices.gov.uk/>

Find information about local provision here: <https://fis.peterborough.gov.uk/kb5/peterborough/directory/family.page?familychannel=1>

### HELP WITH CHILDCARE COSTS

You can get help towards childcare depending on your circumstances, including:

- Free childcare places for children aged 3 and 4.
- Extra free childcare if you are working and your child is aged 3 and 4.
- Free childcare if your child is 2 and you are on a very low income

You may also be able to get money off your childcare bills if you are working or are on Universal Credit.

For more information call **01733 864446** or email [fis@peterborough.gov.uk](mailto:fis@peterborough.gov.uk)

## 10 Sign up for English lessons

If you are aged 19 or over and have entered the UK under the Ukraine Family Scheme or the Local Sponsorship Scheme for Ukraine, you will be able to access English for Speakers of Other Languages (ESOL) lessons.

This will either be fully funded or co-funded (approximate 50% Government contribution) depending upon your age, prior attainment, and circumstances.

There are several local course providers, including:

- City College <https://citycollegepeterborough.ac.uk/course/english-for-speakers-of-other-languages-esol/>
- Peterborough Regional College <https://peterborough.ac.uk/course/ESOLPTB1S/esol-parttime-evening/>
- PARCA - to book please email: [esol1@parcaltd.org](mailto:esol1@parcaltd.org)
- GLADCA - to book please e-mail: [hamaira.hanif@gladca.org](mailto:hamaira.hanif@gladca.org)

For any further queries, call **01733 747474**

# HEALTH CARE INFORMATION

1

## Accessing NHS Healthcare

Ukrainian refugees will be guaranteed **free access to NHS** healthcare on a similar basis as other UK residents.

2

## Checking your symptoms

Call NHS 111.

3

## Accessing pharmacies near me

If your GP wants you to take a particular medication, he or she will provide you with a prescription that you will need to take to your local pharmacy or chemist. The GP surgery will be able to advise you about where you should go to collect your medicine. You can also find information about the location of local pharmacies online at: [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

**There is normally a small charge for prescriptions, which you will be asked to pay when you collect your medication at the pharmacy.**

However, **prescriptions are provided free of charge if you meet certain requirements.** There is some variation in what prescriptions are provided depending on where in the UK you are living, but in general, your prescription will be free if you are:

- Age 60 or over
- Age 16 or under
- Age 16 to 18 and in full-time education
- Pregnant (or have had a baby in the previous 12 months)
- An inpatient receiving care in an NHS hospital

This list is not exhaustive; free prescriptions may also be available if you have certain specified medical conditions or a continuing physical disability. If you think this may apply to you, you should ask your GP who will be able to provide you with advice.

## OTHER MEDICATION

Some very common medications, such as painkillers and cough medicines, are available for sale over the counter. You will not need a prescription for these types of medication, but you will have to pay for them yourself.

# HEALTH CARE INFORMATION

## 4

### GET CHILD IMMUNISATIONS

Book an appointment with the registered GP for access to childhood vaccines. Find out more here: [www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/](http://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/)

## 5

### MENTAL HEALTH SUPPORT

#### UNIVERSAL SELF-SERVE SUPPORT

- Wellbeing information support for both Children and Adults can be found at: <https://www.keep-your-head.com/> . The site has Google Translate so the language can be switched to Ukrainian on the top of the page.
- Self-serve support for young people can be found here: <https://www.kooth.com/> (not-translated)

#### REQUESTING MENTAL HEALTH SUPPORT

- For **more serious mental health needs** – please go to your GP they will direct you.
- **Counselling support** is available from the **Cambridgeshire and Peterborough Foundation Trust**. Individuals must complete the self- referral form at <https://www.cpft.nhs.uk/psychological-wellbeing-service/> and note on the referral form, if you are Ukrainian and need support related to the crisis. Then the service will work with you through a tailored route.

#### REFUGEE-SPECIFIC THERAPUTIC SUPPORT

Individuals can self-refer by emailing [admin.ww4ri@refugeecouncil.org.uk](mailto:admin.ww4ri@refugeecouncil.org.uk)

- ✓ Only for Ukrainian nationals under the Ukraine Family Scheme OR Homes for Ukraine scheme
- ✓ You will need to say which scheme you came to the UK on and evidence this with your visa paperwork (passport/travel document and permission letter).
- ✓ You will be triaged and your eligibility will be checked.

There is sometimes a waiting list for this service.

# EMERGENCY SERVICES

## 1

### IF YOU ARE IN DANGER

Call **999** or **112** to access emergency services if you feel that you / anyone you are with is in immediate danger AND/ OR a crime is in progress. This number covers emergency police, fire and health.

For **urgent mental health needs** or crisis, dial **111** and **choose option 2** for mental health services.

## 2

### REPORTING HATE CRIME

If you are affected by a crime that is committed on the basis of your identity or perceived identity (disability, race or ethnicity, religion or belief, sexual orientation and gender Identity) you can use one of the routes below to report this:

- Telephone police “**101**” (Non-Emergency)
- Report at [www.report-it.org.uk](http://www.report-it.org.uk)

#### VICTIM SUPPORT

Victim & Witness’ Hub in Cambridgeshire on 0800 781 6818 (Monday to Friday 8.00am-7.00pm and Saturdays 9.00am-5.00pm). Email: [victimandwitnesshub@cambs.pnn.police.uk](mailto:victimandwitnesshub@cambs.pnn.police.uk)