

# Homes for Ukraine

A guide for our hosts and guests

# Contents

- Introduction from the Lord Mayor of Portsmouth, Councillor Frank Jonas BEM .....3**
  
- Information for hosts.....4**
  - Thank you ..... 4
  - This booklet ..... 4
  - Contacting the council..... 4
  - Making sure everyone is safe..... 4
  - Case workers ..... 4
  - Arrivals at Portsmouth International Port ..... 5
  - Thank you payments ..... 5
  - Data protection and privacy ..... 5
  - Media interest ..... 5
  - Safeguarding ..... 5
  - Further information ..... 5
  
- Information for guests .....6**
  - Welcome to Portsmouth..... 6
  - This booklet ..... 6
  - Let us know you have arrived safely ..... 6
  - Your caseworker ..... 6
  - Your health ..... 6
  - Money ..... 8
  - Helping your children settle in ..... 8
  - Adult care and support ..... 9
  - Your housing ..... 9
  - Travel in Portsmouth..... 10

# Introduction from the Lord Mayor of Portsmouth, Councillor Frank Jonas BEM

On behalf of the city and people of Portsmouth, may I welcome our guests from Ukraine and thank their hosts for opening their homes.

I express all the hopes of our city that you will enjoy harmony in Portsmouth for as long you decide to stay.

Our community's response to the war in Ukraine has shown a large amount of compassion for your country. Now we are pleased to welcome her citizens to our proud city, and we make our services available to you.

It is my privilege as Lord Mayor to represent the city of Portsmouth. As a member of the council, I know that the men and women who work here have worked tirelessly to make sure everything is ready for your arrival and will continue to help as best they can.

I can only imagine the difficulties and concerns caused by setting up home in a foreign land with all the differences in language, customs and culture.

You will find details about how to access and use some of the vital services for daily life in Portsmouth within this booklet.

If you have questions which this booklet or our council's website [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk) cannot answer, please contact your case worker.

I sincerely hope that there will soon be a chance for me, as Lord Mayor, to meet some of our hosts and guests. Until then, I hope that you settle into life in Portsmouth and can enjoy the benefits of being in this historic city by the sea.

# Information for hosts

---

## Thank you

Thank you for opening your home to the Homes for Ukraine scheme and for your assistance with the checks that Portsmouth City Council is obliged to make so that your guests can settle in.

---

## This booklet

The information in this booklet is intended to provide some initial information for hosts and guests, and is provided in English, Ukrainian and Russian. Additional information will be provided online as it becomes available and will be accessible via the council's website at [www.portsmouth.gov.uk/ukraine](http://www.portsmouth.gov.uk/ukraine).

---

## Contacting the council

You can contact us via email: [ukrainesupport@portsmouthcc.gov.uk](mailto:ukrainesupport@portsmouthcc.gov.uk) or by calling the city helpdesk on 023 9268 8020 from 9am to 4pm, Monday to Friday

Please contact us when you know when your guests will arrive and how they will come to the UK, as well as any onward journey to Portsmouth.

We can also help with general enquiries about the scheme.

---

## Making sure everyone is safe

The council is making accommodation and safeguarding checks to prepare for guests' arrivals and to make sure everyone is safe. We will complete this process as soon as we can but there has been a lot of interest in the scheme and conducting all our initial visits will take time. We may also make further routine visits during the lifetime of the Homes for Ukraine scheme.

If you have received this booklet before we have contacted you regarding an initial inspection, please call or email us as soon as possible using the contact details above so we can arrange the initial checks as soon as possible.

---

## Case workers

All guests will be allocated a named case worker, who will act as their point of contact and will be able to provide support with their health, care, education and financial needs. They can also help our guests to settle into life as Portsmouth residents. You will be provided with contact details for your guests' allocated case worker. Please contact the caseworker if there is anything your guests require that you are unsure of.

---

## Arrivals at Portsmouth International Port

If you're collecting a guest from the port, you may park for free in the multi-storey car park. When you enter the terminal, make your way to the security desk. They will validate your free parking and advise you where to meet your guest.

---

## Thank you payments

If you wish to receive the monthly Government thank you payments, you will need to email your name, address and bank account information to [ukrainesupport@portsmouthcc.gov.uk](mailto:ukrainesupport@portsmouthcc.gov.uk) so this can be arranged.

---

## Data protection and privacy

It is important that you do not share any personal information about your guests without their consent. This includes their names, dates of birth, telephone number or email address.

---

## Media interest

There may be interest in your participation in the scheme from local or national media. If you need advice following an approach from a journalist, you can contact the council's communications team by emailing [communications@portsmouthcc.gov.uk](mailto:communications@portsmouthcc.gov.uk).

---

## Safeguarding

Safeguarding adults and children means protecting the most vulnerable people from abuse and neglect.

If you are aware of a child experiencing, or at risk of, abuse or neglect please contact Portsmouth Multi Agency Safeguarding Hub (MASH).

During office hours (8am–5pm Monday to Friday) call 023 9268 8793 or 0845 671 0271, or email [MASH@secure.portsmouthcc.gov.uk](mailto:MASH@secure.portsmouthcc.gov.uk).

Out of office hours (5pm–8am Monday to Friday, at weekends and during public holidays) please call 03005 551373.

If you think an adult might need this help, you can contact the Portsmouth adult safeguarding team on 023 9268 0810, or email [PortsmouthAdultMASH@portsmouthcc.gov.uk](mailto:PortsmouthAdultMASH@portsmouthcc.gov.uk).

If it is an emergency with an immediate risk of harm, call 999.

---

## Further information

More information will be made available on the council website at [www.portsmouth.gov.uk/ukraine](http://www.portsmouth.gov.uk/ukraine) as it becomes available and will be linked to translations.

If you have further questions about the Government scheme, you can visit [www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions](http://www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions).

# Information for guests

---

## Welcome to Portsmouth

Portsmouth City Council is the local government authority and provides many of the services which you might need during your time here. Below is information about health, care, education, money and transport which we hope you find useful.

---

## This booklet

The information in this booklet is intended to provide some initial information for hosts and guests, and is provided in English, Ukrainian and Russian. Additional information will be provided online as it becomes available and will be accessible via the council's website at [www.portsmouth.gov.uk/ukraine](http://www.portsmouth.gov.uk/ukraine).

---

## Let us know you have arrived safely

Please email [ukrainesupport@portsmouthcc.gov.uk](mailto:ukrainesupport@portsmouthcc.gov.uk) or call 023 9283 4092 to let us know you have arrived. Our phone lines are open 0900-1600, Monday to Friday.

---

## Your caseworker

After making contact with the council, you will be allocated a case worker who can support you with accessing education, health and state welfare services. They can also help you with settling into life as a Portsmouth resident, such as finding a job or taking part in community activities if you wish to. You will be given contact details for your case worker so you can get in touch with them.

---

## Your health

---

### COVID-19 vaccinations

You are eligible for free COVID-19 vaccinations. These can be booked through the NHS National Booking System at [www.nhs.uk/covidvaccine](http://www.nhs.uk/covidvaccine). You do not need to be registered at a GP practice yet or have an NHS number to receive the vaccine. Find out more, including clinics where you don't need to book an appointment, at [www.portsmouth.gov.uk/covidvaccine](http://www.portsmouth.gov.uk/covidvaccine).

---

### Registering with a doctor

General practitioners (GP) are highly skilled doctors who support patients throughout their lives. They work alongside other healthcare professionals at a GP practice.

Please register at the same practice as your host and provide details of any existing medical needs you have. Practices may ask to see proof of identity and proof of address. However, they cannot refuse to register you if these are not available.

---

## Registering with a dentist

Please also register with the same dentist as your host. Charges are made for appointments and treatment. If you need further advice on finding a dentist in Portsmouth or have a dental emergency and cannot see your own dentist, visit [www.wessexdentalhelpline.nhs.uk](http://www.wessexdentalhelpline.nhs.uk) or call using the NHS 111 service.

---

## If you develop symptoms of disease or illness, or suffer an injury

Your host should be able to advise which healthcare service is best to use. This is a brief guide. If you are unsure, you can visit NHS 111 online at [www.111.nhs.uk](http://www.111.nhs.uk) or call 111 free of charge and they will help.

### Emergency

If there is a life-threatening illness or severe injury, please call 999 and ask for an ambulance to transport you to a hospital. This service is free of charge and should only be used in an emergency. You may also make your own way to our nearest emergency department at Queen Alexandra Hospital.

### Urgent treatment centre

For minor conditions, such as sprains, broken bones, minor burns and wounds, you should attend an urgent treatment centre.

The centre in Portsmouth is at St Mary's Health Campus and is open every day.

### Pharmacies

If your GP writes a prescription for a course of medicine, your local pharmacy will be able to provide it. They can also give advice and treatment for minor ailments.

### GP practice:

The practice you are registered with will be able to provide you an appointment with a doctor or other healthcare professional if you have persistent symptoms, such as back ache, headaches or coughs. If you are pregnant, or discover you become pregnant while in Portsmouth, contact your GP practice. Your practice might be able to provide a consultation using their website or over the telephone.

### Sexual health

There are local clinics to provide help if you have symptoms of a sexually transmitted infection, need emergency contraception or need advice about new or existing contraception. Call 0300 300 2016 or visit [www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk).

---

## Mental health services

If your mental health is concerning you, there are a number of ways in which to get help free of charge and discretely.

**Every Mind Matters** provides online resources to help you spot the signs of common mental health concerns, offering practical self-care guidance, and explains when to seek further support. Visit [www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters).

**PositiveMinds** can help anyone aged 18 years or older suffering with low mood or anxiety, feeling helpless or overwhelmed. Call 023 9282 4795 or visit [www.positivemindsportsmouth.org.uk](http://www.positivemindsportsmouth.org.uk).

**The Harbour** provides out of hours support for anyone aged 18 years or older who needs short-term support for poor mental health. Text or call 07418 364 911 seven days a week, from 1630 to 2300.

**Talking Change** are a team of mental health therapists and researchers that offer free and confidential advice through talking therapies to help you cope and feel better. It's available to anyone aged 16 years or older. Complete the online form at [www.talkingchange.nhs.uk](http://www.talkingchange.nhs.uk) or call 0300 123 3934.

**Kooth** is a free online counselling and emotional wellbeing support service for young people aged 11-18 years. Visit [www.kooth.com](http://www.kooth.com).

You can also call **the Samaritans** free anytime, from any phone on 116 123. They are available 24 hours a day, 365 days a year. In an emergency, call 999.

---

## Money

---

### Initial financial support

Under the Homes for Ukraine scheme, each guest will receive a welcome payment of £200. This will be given to you in the form of a pre-paid card that can be used like a debit card in shops and cash machines. You will also be supplied with a personal identification number. Instructions on how to use the pre-paid card have been translated into Ukrainian and Russian and will be provided with the cards. You will receive your card when you have contacted us following your arrival in Portsmouth (see Let us know you have arrived safely on page 5).

If you have children aged under 18 with you, their £200 welcome payment will be added to the card of an accompanying adult.

---

### Accessing financial benefits

The UK Government has said that people who left Ukraine because of the current conflict can apply for state welfare payments. For more details visit [www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine](http://www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine). Your caseworker will help you to make your application.

---

### Opening a bank account

To receive state welfare benefits, you need to open a bank account. To do this, you usually need to show proof of identity and proof of address. You may also be asked for proof of your immigration status.

---

## Helping your children settle in

We will help you and your children to settle in as quickly as possible to life in Portsmouth. Safeguarding checks have been made to protect you and your children.

---

### Early Years

We will contact you if you have children aged 0 to 4, to provide names of early years providers (childminders, pre-schools or nurseries). We will also provide information and support on how to access funding to pay for places for 2, 3 and 4 year olds.

---

## Schools

If you have children aged 4 to 16 years old, please visit [www.portsmouth.gov.uk/schooladmissions](http://www.portsmouth.gov.uk/schooladmissions) for more information about starting school here. Your caseworker can help you complete the application forms.

There is a useful online guide for children, about what to expect in school, in English and Ukrainian, at [www.phoenixgrouphq.com/tools](http://www.phoenixgrouphq.com/tools).

---

## Post 16 colleges, careers and advice

If you have young people aged 16-19 years old in your family and you would like support with looking for education and training options, please contact Julie Laws: [julie.laws@portsmouthcc.gov.uk](mailto:julie.laws@portsmouthcc.gov.uk).

---

## Additional support

The council provides a wide range of services for people with children.

You can find more information about early years provision and schools at [www.portsmouth.gov.uk/services/schools-learning-and-childcare/](http://www.portsmouth.gov.uk/services/schools-learning-and-childcare/), as well as information about other activities for children in the city such as parks, libraries and events held during school holidays.

Accessing children's social care: If you are concerned that any child or young person has suffered neglect or abuse, please contact Portsmouth Multi Agency Safeguarding Hub (MASH).

During office hours (0800-1700 Monday to Friday)

Phone: 02392 688793 or 0845 671 0271 Email: [MASH@secure.portsmouthcc.gov.uk](mailto:MASH@secure.portsmouthcc.gov.uk)

Out of office hours (1700 to 0800 Monday to Friday, at weekends and during public holidays) please call 03005 551373.

If a child is at immediate risk of harm at any time, call the police on 999.

---

## Adult care and support

The council offers support and advice to adults who might need help to stay independent, perhaps because of a disability, long-term health condition or frailty in old age.

Adult social care can offer help and support like identifying care needs, providing equipment or help at home, supporting people who are caring for others and providing advice and information.

If you think you, or a family member who has travelled here with you, might need support like this, you can contact adult social care by email or by telephone: 02392 680 810 or

[OPPDSWResponseTeam@portsmouthcc.gov.uk](mailto:OPPDSWResponseTeam@portsmouthcc.gov.uk).

---

## Your housing

Ahead of your arrival, the council checked your accommodation to make sure it is suitable for the duration of your stay in Portsmouth. However, we know that circumstances can change and you might need our help finding alternative accommodation. Please speak to your caseworker if this happens.

---

# Travel in Portsmouth

Portsmouth is relatively easy to travel around, especially by foot or bicycle. There are a range of public transport options.

---

## Driving

Visitors to the UK wanting to drive will need a full licence, and you will need to be at least 17. Some basic tips on driving:

- Vehicles drive on the left side of the road
- Don't drive if you are over the legal blood alcohol limit
- You must stop at all STOP signs and red traffic lights
- Everyone in the vehicle must wear a seat belt
- Obey all directions given by police officers
- Give way to all emergency vehicles which have their sirens and/or lights flashing.

The highway code has all the information you will need to use roads safely, including what road signs mean and speed limits. You can order a copy of The Highway Code book online at [www.safedrivingforlife.info/shop/official-dvsa-highway-code](http://www.safedrivingforlife.info/shop/official-dvsa-highway-code) or buy a copy from most high street bookshops.

---

## Walking and cycling

There are maps available of some of the most commonly used walking routes around the city at [www.visitportsmouth.co.uk/visitor-information](http://www.visitportsmouth.co.uk/visitor-information). There are also numerous cycling routes. Our website [www.portsmouth.gov.uk/services/parking-roads-and-travel/travel/cycling-around-portsmouth](http://www.portsmouth.gov.uk/services/parking-roads-and-travel/travel/cycling-around-portsmouth) contains further details, and you can find local bike hire and products at [bikeulike.com/bike-hire](http://bikeulike.com/bike-hire) or [cycle-exchange.co.uk](http://cycle-exchange.co.uk).

---

## Buses and trains

There are several bus routes in Portsmouth with frequent stops and pickups. A day pass for the bus will cost £4.50, paid to the driver when boarding. There are five train stations in the city and frequent services to London which takes 1.5 to 2 hours. For more information visit [www.portsmouth.gov.uk/services/parking-roads-and-travel/travel/public-transport-information](http://www.portsmouth.gov.uk/services/parking-roads-and-travel/travel/public-transport-information).

---

## Voi e-scooters

To use one of the Voi e-scooters which you might see across the city the rider will need a United Kingdom driving licence. However, if you are over 18 and apply for a UK driving licence the e-scooters can be rented using the Voi app. For more information, go to [voiscooters.com](http://voiscooters.com).





You can get this information in large print, Braille, audio or in another language by calling 023 9268 8020

Produced by: [marketing@portsmouthcc.gov.uk](mailto:marketing@portsmouthcc.gov.uk) • Published: April 2022 • Ref: PCCU