

Homes for Ukraine

A guide for our hosts and guests

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Introduction from the Lord Mayor of Portsmouth, Councillor Hugh Mason

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 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 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.portsmouthcc.gov.uk/ukraine

Contacting the council

You can contact us via email: 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 your home fails to pass all of the checks, we will make you aware and it may mean you will be unsuitable to be a host. If this happens, guests should not be encouraged to travel to stay with you; if they do travel the council may look to rematch the guests to an alternative host.

If there are concerns regarding the safety of the arrangement between the host and guest, either party must contact their allocated caseworker, or contact the council at ukrainesupport@portsmouthcc.gov.uk if a caseworker has not been allocated. The case worker, supported by the council, will work with both parties to understand the reasons for the concerns, and work to find a resolution.

If there are immediate concerns for safety and wellbeing which means that the guest must leave the host accommodation immediately, this must be discussed with the caseworker. If this happens outside of normal working hours (Monday to Friday, 8.30am to 5pm), or if the caseworker is not available, a call can be made to the council's housing out of hours team on 023 9282 4244. They will assess the situation and provide temporary support where necessary.

Caseworkers

All guests and hosts will be allocated a named caseworker from The EC Roberts Centre, a local charity, 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. Caseworkers are

required to make regular contact including home visits to ensure the safety and wellbeing of all concerned and compliance with the scheme. Please contact the caseworker if there is anything your guests require that you are unsure of.

Arrivals at Portsmouth International Port

If you are 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 so this can be arranged. The thank you payment of £350 for up to 12 months will be paid in arrears for as long as you are hosting your guests and that the accommodation provided is of a suitable standard. There can only be one payment per residential address.

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. How the council will use your data is outlined in the privacy notice, which can be found at www.portsmouthcc.gov.uk/ukraine

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

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 02392 688793 or 0845 671 0271, or email 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 02392 680 810, or email 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 as it becomes available and will be linked to translations.

If you have further questions about the Government scheme, you can visit

<https://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.portsmouthcc.gov.uk/ukraine

Let us know you have arrived safely

Please email ukrainesupport@portsmouthcc.gov.uk or call 023 9283 4092 to let us know you have arrived. Our phone lines are open 0900 to 1600, Monday to Friday. If you have arrived outside of these hours, please email us and we will respond the following working day.

Your caseworker

After making contact with the council, you will be allocated a caseworker from a local charity, The EC Roberts Centre, 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.

Caseworkers are required to make regular contact, including home visits, to ensure the safety and wellbeing of all concerned and compliance with the scheme.

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

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

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 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 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

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

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

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 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

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 during a visit from your caseworker. The card will be provided 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 6).

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 <https://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

If you have children aged 0 to 4 years old, please visit <https://www.portsmouth.gov.uk/services/schools-learning-and-childcare/early-years-and-childcare/> for more information about finding childcare. Your caseworker can signpost you to further information and support on funding to pay for childcare for 2, 3 and 4 year-olds.

Schools

If you have children aged 4 to 16 years old, please visit <https://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

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

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 <https://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.

Safeguarding

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 to 1700 Monday to Friday)

Phone: 02392 688793 or 0845 671 0271 Email: 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)

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 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 [**visitportsmouth.co.uk/visitor-information**](https://www.portsmouth.co.uk/visitor-information)

There are also numerous cycling routes. Our website

[**https://www.portsmouth.gov.uk/services/parking-roads-and-travel/travel/cycling-around-portsmouth/**](https://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**](https://bikeulike.com/bike-hire) or [**cycle-exchange.co.uk**](https://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 [**portsmouth.gov.uk/services/parking-roads-and-travel/travel/public-transport-information**](https://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**](https://voiscooters.com)



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



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