

Welcome to Gloucestershire

Useful information



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You can find a copy of this information online

at www.gloucestershire.gov.uk

Scan the QR code to go to the online Welcome Pack



1. In an emergency

If you feel that you or someone else is unsafe, threatened or needs emergency attention you should call 999 from any telephone. If English is not your first language, we use a language line service so a translator can speak to the operator on your behalf.

You should call 101 for non-emergency situations that do not need an immediate police response.

You should call 111 for non-emergency medical advice.

If you have concerns about the welfare of a vulnerable adult or a child, including yourself or your children you should speak to the Welcome Team or email them on hfuteam@gloucestershire.gov.uk.

If you or someone you know needs help in a mental health crisis, please call 0800 169 0398. The Mental Health Crisis Team will support individuals aged 11 and over. Visit the NHS's crisis page (<https://www.ghc.nhs.uk/crisis/>) for more information.

2. Introduction and welcome

Welcome to Gloucestershire. We are sorry that you have come to our county under such difficult circumstances, but we are pleased to welcome you here and to provide a safe place for you and your family.

This guide provides information for guests arriving under the **Homes for Ukraine** scheme and is provided by Gloucestershire's Housing Partnership.

The Housing Partnership brings together Gloucestershire's County Council (roughly equivalent to an *oblast* in Ukraine); the six district councils (roughly equivalent to a *raion* in Ukraine); and the National Health Service (NHS). We are also partnering with Gloucestershire Action for Refugees and Asylum Seekers (GARAS).

GARAS is a local charity with a huge amount of experience helping those who have come to the UK due to war at home to make sense of life here: whether it is for just a short time or longer. There is a team of workers who can provide you with any support you might need.

Our priority is to provide a safe and welcoming environment for you and your children for as long as you stay. If at any point you feel unsafe it is important you let us know or call the Police in an emergency. We are here to help. There is information on how to get in touch in this guide, and your visa will not be affected if you contact us because you are feeling unsafe.

This guide provides information on the types of things you will want to do over the coming weeks and the types of support available to you. It is in addition to the national government's Welcome Guide, which you should also read, and explains more about life in the UK in general including important laws and the rights you have while you are here.

Visit the Government website to find their Welcome Guide - <https://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk/welcome-a-guide-for-ukrainians-arriving-in-the-uk>

There is a lot of information here. You do not need to do or learn everything at once, but the pack should help to find information when you need it. Your sponsor should also be able to help you get to know the local area and to support you in accessing local services, like schools and medical care. Gloucestershire also has an existing community of British-Ukrainians who would love to welcome you to the county and help you to adapt in whatever way they can.

All NHS and Gloucestershire County council services contained within the document have access to translation services.

3. When you first arrive

3.1 Suggested checklist

We have created a suggested checklist for your first month in the UK

This is just a suggested list for you and your sponsor during your first month (or more) in the UK. Please do this at your own pace, and do not feel that you must follow it at all.

Task	✓
Get to know my local area and speak to my Sponsor about how we share common spaces and any house rules.	
Register with my local Doctor (GP) and make a new patient appointment so that I can access any medical care I need.	
Speak to the council about any special care needs anyone in my family may have.	
Apply for a Biometric Residence Permit, including making an appointment to provide any biometrics still required.	
Open a Bank Account.	
Apply for a National Insurance (NI) number and any benefits to which I am entitled.	
Apply for a place at school, if necessary.	
Register for English classes.	

3.2 What to expect when you first arrive

By signing up to the Homes for Ukraine scheme, your Sponsor has agreed to provide you with access to cooking and cleaning facilities in their home and to a bedroom. They must not charge you rent or ask you to do anything as a payment for staying with them. A check will have been carried out by the council to check that the home is safe, and that things like the gas supply are working properly. They and any other adults who live or visit the home will also have checks carried out with police records.

Your bedroom(s) should be big enough for you and your family: you should not have to share a room with anyone outside of your family. In UK law you can only be expected to share a room with your adult partner, your child, or your sibling. Siblings of different genders above the age of ten you should also have their own, separate, rooms. When you arrive, if you find that the arrangements seem different to this, or you are worried about something you have seen in the home, and you don't want to speak to your Sponsor then you should contact the council immediately on hfuteam@gloucestershire.gov.uk.

There may not be a lock on your bedroom door, but the council will provide you with a simple device that means you can keep your door shut from the inside, as some bedroom doors in the UK do not have locks. You do not have to use this, and we have no reason to think that you are unsafe, but we understand that for some people it is important to know that you are able to lock your door if you want to.

Once you arrive, your Sponsor should make you feel at home and show you around your local area. During the first few weeks, it is a good idea to talk about basic arrangements for living together under the same roof: such as any agreements you need to make for sharing common areas such as the kitchen and dining room, sharing housework chores, or rules your hosts would like you to follow concerning things like smoking, alcohol or noise.

They should also help to find a local Doctor (GP), register your children for a place in a school and help you to access any other local services you might need. It is important to do this when you are ready to. If they are trying to go too fast, just let them know. Sponsors are keen to help and will understand if you just need some space and quiet when you first arrive.

3.3 Welcome visits

Shortly after you arrive, you will receive a visit from our Welcome Team. This will be from someone who works for the council. This is nothing to worry about. We will mainly be interested in checking that you have arrived safely and to speak to you about any specialist services you need straight away.

If you need immediate medical advice or care, then you should not wait for this visit. You can call 111 for advice, or 999 if there is an emergency. Both numbers are free to call from any phone and have interpreter services available.

The Welcome Team will also give you:

- a card with £200 per person which you will be able to use in shops or online until you get a bank account setup. This is for you to use as you wish. You will not need to pay it back;
- a device so that you can shut your bedroom door from the inside if you want to. We have no reason to think that you are unsafe, but we know that it can be important to feel you have a way of locking your bedroom door and are giving it to everyone; and
- some basic sanitary products just in case you need them and don't feel too comfortable about asking your Sponsor to get these for you.

During the welcome visit, the visitor will ask to speak to you and your family alone. They will also ask to speak to your sponsor alone. This is to give you an opportunity to speak about anything you are worried about privately and in confidence.

3.4 Proof of address

If you need a proof of address to register for any services like doctors or schools please contact the Homes for Ukraine team by email hfuteam@gloucestershire.gov.uk and they will be able to help you.

4. Healthcare

4.1 Registering with a doctor (GP)

One of the first things you should do once you arrive is register with a Doctor (or GP, General Practitioner) at a GP Surgery as soon as possible. Your GP is here to support you and your family, and will be able to help you to access any medical or health treatment, including referring you to specialists. Your Sponsor should help you to do this.

You can register at any GP Surgery you choose, and it will normally make sense to register with your closest surgery. You do not need proof of address or ID to do this. There is more information available at <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/> including on what to do if you are having difficulty registering.

You will not have to pay for any medical care you receive. You may have to pay for prescriptions (no more than £9.35 per item). Prescription items are free to those under 18 and to those claiming Universal Credit. There is more information about how the NHS works in the in national government's welcome pack.

During your Welcome Visit, you should also be given a guide from the local NHS group with more information on healthcare services in Gloucestershire. This document also contains information about accessing the dentist, opticians, and hearing tests as sometimes these services are not free. At present, sadly no NHS dentists are able to register new adults in the country.

For non-emergency healthcare, including advice on how to access medication, you can also dial 111 (the NHS helpline). If you do not speak English, you can request an interpreter by dialling 1 after the recorded message.

For life-threatening emergencies dial 999.

Protection against infectious diseases

NHS vaccinations are free to everyone and give the best protection to children and adults against infectious diseases such as meningitis, mumps, measles, and rubella. All children – irrespective of age - must be fully vaccinated against childhood illnesses prior to starting school or childcare. Details of the UK vaccination schedule can be accessed online or you can speak to your doctor. They are free of charge, and should be arranged through your child or children's GP.

NHS Vaccination schedule - www.nhs.co.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them

4.2 Mental health

If you or someone you know needs help in a mental health crisis, you can contact the Gloucestershire Mental Health Crisis Teams or call 0800 169 0398. The Mental Health Crisis Team will support individuals aged 11 and over. Visit <https://www.ghc.nhs.uk/crisis/> for more information.

If there is an immediate danger to life, please dial 999 or go to your nearest Accident and Emergency (A&E) Department.

For information on mental health services available in Gloucestershire and to check whether you are eligible to refer yourself to the service, go to <https://www.bewellglos.org.uk/> or, for children and young adults, go to <https://www.onyourmindglos.nhs.uk/>.

The Government of Ukraine has launched a specialist service for Ukrainians fleeing the war who are suffering with mental health issues. You can access free psychological assistance through the website <https://tellme.com.ua/>

There are also several organisations in the UK who can help:

- Lifeline: 0808 808 8000 or <https://www.lifelinehelpline.info/>
- Samaritans: Call 116 123 for listening support 24 hours a day, 7 days a week
- Cruse Bereavement Counselling: 0808 808 1677
- ChildLine, for children and young adults: 0800 1111 <https://www.childline.org.uk/>
- Barnardo's Ukrainian Support Helpline - 0800 148 8586, ukrainiansupport@barnardos.org.uk

How to report information about possible war crimes in Ukraine

The Metropolitan Police is supporting the International Criminal Court (ICC) investigation regarding possible war crimes, genocide and crimes against humanity in Ukraine. When you feel ready to, please consider contacting the War Crimes Team to report your experiences, share information and help bring criminals to justice. More information is in the leaflet included in this pack.

5. Extra support from the county council

5.1 Extra support if you or your children are vulnerable

All families with children will receive a home visit from a Children's Services Officer from the council. If your child has a disability or special educational needs, you should talk to us during the Welcome Visit or contact Gloucestershire Children's Services on 01452 426565 / childrenshelpdesk@gloucestershire.gov.uk

Adult social care is available to make sure adults (aged 18 or over) and their carers (including young carers) who need care or support in their daily lives can get the help and advice they need to live as independently as possible. If you think this applies to you then you should speak to us during the Welcome Visit or call Gloucestershire Adult Social Care on 01452 426868 / socialcare.eng@gloucestershire.gov.uk

Many families will face difficulties at some time and some families will have multiple and complex needs. Family support is a way of working with families so they can better manage problems that they may be going through. Find out more about Families First online at <https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/early-help-and-targeted-support/targeted-support/families-first/>

5.2 Bus passes

All guests arriving under the Homes for Ukraine scheme are entitled to a free bus pass. This bus pass has 50 free trips which can be used to explore Gloucestershire or help you get to work. These bus passes only work for buses in Gloucestershire.

6. Immigration and Biometric Residence Permits

6.1 Help with Immigration

Please follow this link to complete the Biometric Residence Permit <https://apply.visas-immigration.service.gov.uk/product/ukraine-scheme-brp>

You need to apply to give your biometrics within 6 months of arriving in the UK if you received a stamp in your passport when you entered the UK.

You will then be able to stay in the UK for up to 3 years.

You do not need to do this as soon as you reach the UK, but you do need to make sure that you have applied to give your biometrics before the 6 months ends. You will be told how to do this in your decision letter. - <https://www.gov.uk/guidance/apply-for-a-visa-under-the-ukraine-sponsorship-scheme#extending-your-stay-in-the-uk>

If you need advice or help with issues relating to your immigration status there are a number of organisations you can contact, including GARAS for local advice. You can contact GARAS on 01452 550528 / info@garas.org.uk They also run drop-in sessions at their centre in Gloucester (The Trust Centre, Falkner St, Gloucester, GL1 4SQ).

Several national charities can also help including:

Migrant Help UK

- Tel: 0808 801 0503
- Email: info@migranthelpuk.org
- **Website: Error! Hyperlink reference not valid.**

British Red Cross

- Tel: 0808 196 3651
- Email: info@britishredcross.org.uk

Refugee Council

- Tel: 020 7346 6700
- Website: www.refugeecouncil.org.uk

Salvation Army

- Tel: 0800 808 3733
- Website: www.salvationarmy.org.uk

6.2 Digital access

Your sponsor may let you use their devices but that is entirely at their discretion.

If you have your own mobile device, you can purchase a cheap SIM card from most supermarkets. These range in price, with the cheapest being about £10 a month pay as you go for unlimited data.

7. Finances, employment and benefits

You are entitled to work while you are in the UK. To do this you will need to apply for a National Insurance (NI) Number first. You can find more information about applying for an NI number at www.gov.uk/apply-national-insurance-number.

The UK also has a benefits system to help those who are unable to work or are in financial difficulty. You can access UK benefits while you are here. You can get a range of support through Universal Credit (UC).

What is Universal Credit?

This is the name of our benefits system, a small amount of money from the government to help those who need it most. There is specific information on the main type of benefit (Universal Credit) for you from the government at www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine.

There is more information on how to apply for a job and on the benefits available in national government's [welcome pack](http://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk) at www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk

What is a Job Centre?

A Job Centre is where you can go to claim benefits and get help with finding work. Careers advisors will help you to find a job. You can find out where the nearest Job Centre is, at <https://find-your-nearest-jobcentre.dwp.gov.uk/search.php> or call them on 0800 169 0190. You will need to book an appointment, and your Sponsor should be able to help you.

If you would like more advice or information on benefits, employment and how to apply then you can contact Gloucestershire's 'Community Based Support' services. These are provided to all Gloucestershire residents by charities on behalf of the county council. There is a table on the next page with information about how to do this in your area.

If you or a family member are of pension age, please apply for Pension Credit. Call 0800 991234 and ask for the dedicated Ukrainian Team.

If you have children, please also apply for Child Benefit.

The Citizens Advice Bureau offers free advice on debt, housing, benefit enquiries, consumer, and employment issues. In future if you have any issues you can contact them to find advice on 01452 527202 or by visiting your closest Job Centre. The Citizens Advice Bureau also has useful information online at www.gloscab.org.uk.

7.1 Opening a bank account

You will need to open a bank account to be paid by your employer or to receive any benefits. Most banks will require proof of identification (such as your passport or biometric residence permit) and proof of address. Bank accounts should be opened in your name only if possible, and you should **not** let anyone open an account or apply for a credit card in your name.

The bank will be able to explain what can be used as proof of address, and many banks are working on how to help those who have arrived through the Homes for Ukraine scheme to open accounts.

Some smaller towns or villages may not have a local bank branch. Your Sponsor should help you to find out which is the closest or most convenient bank. You can apply online, for example with Halifax Bank or Monzo.

7.2 Benefits

P3 are a charity who the county council works with to help people to get support and advice on a range of complex issues. They can support with housing, homelessness or drug and alcohol related problems. You can also access advice on benefits by contacting P3 at the following locations:

Cheltenham

- Tel: 0808 168 2443 or 01242 514417
- Webpage: <https://glos.p3charity.org/index.php>
- In person: P3 Cheltenham, Unit 1 & 2, St. Georges Business Park, Alstone Lane, Cheltenham, GL51 8HF.

Cotswolds

- Tel: Cirencester 01285 652340; Moreton in Marsh 01608 653377
- In person: P3 Cirencester, Unit 4 Carpenters Building, Carpenters Lane, Cirencester GL7 1EE. Tel: 01285 652340
- In person: P3 Moreton-in-Marsh, Upper Floors, The Windrush, High Street, Moreton-in-Marsh GL56 0LH.

Stroud

- Tel: 01453 750480
- Webpage: <https://glos.p3charity.org/index.php>
- In person: Unit 26 Daniels Industrial Estate, Bath Road, Stroud GL5 3TJ. Tel: 01453 750480.

Gloucester

- Tel: 0300 365 2002
- Webpage: <https://www.ccp.org.uk>

- In person: Redwell Centre, Matson, Gloucester, GL4 6JG. 1st & 3rd Tuesday of each month 10.30am-12.30pm
- In person: GL3 Hub, Cheltenham Road East, Churchdown, Gloucester GL3 1HX. Every Thursday, 12pm – 1pm

Forest of Dean

- Tel: 0300 365 2002
- Webpage: <https://www.ccp.org.uk>
- In person: Forest Community Church, Parragate Road, Cinderford, GL14 2LY. Every Monday 10am-12pm.

Tewkesbury

- Tel: 0300 365 2002
- Webpage: <https://www.ccp.org.uk>
- In person: Brockworth Library, Moorfield Road, Brockworth GL3 4EX. Every Monday 10am - 11am
- In person: Northway Hub, Lee Walk, Northway, Tewkesbury GL20 8QG. 1st & 3rd Tuesday of the month, 10am – 11am
- In person: Priors Park, Neighbourhood Project, Jubilee II Building, York Road, Tewkesbury, GL20 5HU. Every Wednesday 10am - 12pm.

7.3 Modern Slavery, trafficking, minimum wage and how to get help

We recognise your stay here has happened under horrible circumstances, and the county council are very aware people may try to take advantage of this. We work closely with other organisations to prevent trafficking or any kind of exploitation happening to you.

If you are offered paid work, you should know the minimum wage you are entitled to is £9.50 per hour. There are different rates if you are younger than 23 years of age. You can find out more information at <https://www.gov.uk/government/publications/the-national-minimum-wage-in-2022>

Good, legal employers will never keep your original personal documents like Passport, ID cards or Visa paperwork from you.

If your employer expects you to travel for work but does not tell you where you are going, this is also a sign that your employer is taking advantage of you.

How to get help

Any workplace or Sponsor you stay with should make you feel safe. If you feel like you are in danger or suspect you are being exploited, please consider contacting the Police on 999.

If you do not wish to speak to Police, there are other options. You can contact the charity Unseen on 0303 040 2888 or the Modern Slavery Helpline on 08000 121 700.

A new website bringing together resources for Ukrainian nationals displaced to the UK is now available at www.ukrainianswelcome.org

It is part of an initiative from anti-slavery groups aimed at keeping Ukrainian refugees safe from trafficking and helping them safely navigate life in the UK.

8. Education and childcare

8.1 Finding a place at school

All children under the age of 18 must be enrolled in school. Your Sponsor should help you to apply for a school for your children.

Gloucestershire County Council has an online tool for helping you find your nearest school. While every effort will be made to place your child at the nearest school, in some instances this might not be possible.

You can access the school finder at www.gloucestershire.gov.uk/education-and-learning/find-a-school/. If the only school place available is too far from your home, the council will pay for or provide transport for your children to get them to the school where a space is available.

There is information about applying for a school place at <https://www.gloucestershire.gov.uk/education-and-learning/school-admissions/applying-for-a-school-place-during-the-school-year/>

You will need to complete a form and apply to the school directly. The form is available at <https://www.gloucestershire.gov.uk/media/2109300/in-year-application-form.pdf>

Your child may also be entitled to free school meals. There is more information about school meals and transport to schools at www.gloucestershire.gov.uk/education-and-learning/school-transport-and-free-school-meals

Contact details for Gloucestershire County Council School admissions email addresses: school.admissions@gloucestershire.gov.uk
inyear.admissions@gloucestershire.gov.uk

If you need help buying school uniform, please talk to your school, the uniform grant is now controlled by the individual schools.

More in-depth info on education can be found in the government welcome pack.

8.2 Finding childcare, antenatal care and parent support groups

All children in Gloucestershire who are aged between 3 and 4 years are entitled to free childcare hours at registered childcare providers. Some 2-year-olds are also entitled to free childcare depending on your financial situation.

You can find out more information by contacting the Gloucestershire Family Information Service on 01452 427362 / familyinfo@gloucestershire.gov.uk or go to www.glosfamiliesdirectory.org.uk.

The Glos Families directory “Information for Families” section is a really useful resource for both parents and young people, there are lots of links to helpful services and organisations <https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/family.page?familychannel=1>

For ante-natal and post-natal support and access to children's health visitors, family centered community groups and children's playgroups, contact the Gloucestershire Health Visitor Team at <https://ghc.nhs.uk/our-teams-and-services/health-visiting/> or call one of their district centres.

- Gloucester – 01452 895235
- Cheltenham: 0300 421 6486
- Cotswolds: 0300 421 6952
- Tewkesbury: 0300 421 6166
- Stroud: 0300 421 8967
- Forest of Dean: 0300 421 8746

8.3 Learning English, post 16 and post 19 Education and Training

If you are 19+ years and would like to improve your English language skills, you are entitled to 8 hours of free classes a week. School aged children receive classes through their school. More details available at www.gloucestershire.gov.uk/esol

For 16-19 year olds, please contact Ewen Saunders at Prospects Training on 01452 886888 EwenS@trainandrecruit.com
www.prospect-training.org.uk

For formal classes held in Cheltenham and Gloucester, contact Gloucestershire College on 0345 155 2020 / [https://www.gloscol.ac.uk/courses-and-departments/course-details/EA1734/english-for-speakers-of-other-languages-\(esol\)/](https://www.gloscol.ac.uk/courses-and-departments/course-details/EA1734/english-for-speakers-of-other-languages-(esol)/)

For formal classes held in Stroud, contact Stroud and South Gloucestershire College on acl@sgscol.ac.uk / <https://www.sgscol.ac.uk/study/leisure-and-wellbeing/esol-for-adults-english-for-speakers-of-other-languages>

For formal classes held in Cirencester, contact Cirencester College on 01285 640994 / https://www.cirencester.ac.uk/adult_course/adult-education-3/esol/

For all other areas and to find information on informal adult classes, contact Rosalind Jones at Gloucestershire Adult Education Services on 01452 583782 or rosalind.jones@gloucestershire.gov.uk

If you have any questions you can email the county council at Learn@gloucestershire.gov.uk

University entrance exams for Ukrainian students in the UK

You can find important timetable and further information on how to register and sit the exams at <https://testportal.gov.ua/nmt-kalendar-provedennya/>

Ukrainian Information Sessions at Gloucestershire College are taking place throughout June. Find out more at <https://www.gloscol.ac.uk/news-and-events/events/2022/06/ukrainian-information-session/>

9. What to do if you have a problem and useful contact details

9.1 My sponsor wants us to leave, or I want help finding somewhere else to live

The Homes for Ukraine scheme is intended to provide you with a safe space in a Sponsor's property for at least six months.

If you are worried that you may lose your accommodation or if you feel your current arrangements are putting you or your family at-risk you should contact your local district council's Housing team as soon as possible. This will not affect your right to stay in the UK.

They can provide you with advice and may be able to support you to find more accommodation. Their contact details are below. If you are unsure which is the right contact for your local area, you can check that at <https://www.gov.uk/find-local-council>.

Cotswold District Council

- Tel: 01285 623300
- Email: Housingadvice@cotswolds.gov.uk

Cheltenham Borough Council

- Tel: 01242 775168
- Email: housingregister@cheltenham.gov.uk

Forest of Dean District Council

- Tel: 01594 810000
- Email: Housing.advice@fdean.gov.uk

Gloucester City Council

- Tel: 01452 396996 (option 5)
- Email: Homeseeke@gloucester.gov.uk

Stroud District Council

- Tel: 01453 766321
- Email: Housing.advice@stroud.gov.uk

Tewkesbury Borough Council

- Tel: 01684 272212
- Email: Housingadvice@tewkesbury.gov.uk

If you find yourself with no place to stay for the night you may be entitled to emergency accommodation. You should contact your local district council's Housing team on the above telephone numbers or through the online self-referral mechanism at <https://www.homeseekeplus.co.uk/choice/>

If it is outside of office hours, contact the Emergency Duty Team on 01452 614194 or edt@gloucestershire.gov.uk.

9.2 Help with housing and renting

What happens at the end of the six-month sponsorship period?

Sponsors are committed to hosting guests for a minimum of 6 months, but may choose to continue beyond the initial six months if you wish to. If you don't want to continue the arrangement beyond 6 months (or at any time after that), your sponsor should let you know in plenty of time so you can make other arrangements.

Sponsors should aim to give notice two months before the end of the 6 months (or with 2 months' notice before any later date).

Guests will have access to public funds and, after leaving your home, will be able to rent a property like anyone else. If they need to, they'll be able to claim the housing part of Universal Credit or Housing Benefit. The UK Government has useful information on renting property which is available in the How to Rent Guide - <https://www.gov.uk/government/publications/how-to-rent>

Can I get housing and/or homelessness assistance?

People granted leave under the Ukraine Family Scheme or the Homes for Ukraine sponsorship scheme are eligible for social housing and homelessness assistance.

For more information or to make a homelessness application you need to approach your local council (contact details below). To check who to contact you can use this online tool - <https://www.gov.uk/homelessness-help-from-council> which will also provide a link to their website.

How do I apply for social ('council') housing?

If you would like to apply for social rented housing in Gloucestershire, please register with Home Seeker Plus by completing an online application at www.homeseeckerplus.co.uk

Properties can be advertised on a daily basis. To make sure that you are able to apply for properties, you should register as soon as possible to allow time for your application to be checked and made active.

Can I get help with my income and paying my rent?

Anyone fleeing Ukraine and provided a visa is entitled to apply for benefits such as Universal Credit, Pension Credit and Housing Benefit from the date they arrive. Your local Job Centre Plus will be able to help you find out which benefits you may be able to access or call 0800 328 5644 for help with Universal Credit.

Can I get help to access advice/different services?

Gloucestershire Action for Refugees and Asylum Seekers (GARAS) are a local organisation that opens the door to support those seeking asylum in Gloucestershire, welcoming them when they arrive, advocating for them in their daily struggles, supporting them if they face being sent back and helping them adjust to their long term future. They can help provide

information, advocacy and advice on asylum, immigration, housing, health, benefits, law, education, careers etc.

Gloucestershire Action for Refugees and Asylum Seekers (GARAS)

The Trust Centre, Falkner St, Gloucester, GL1 4SQ

Telephone: 01452 550528

email: info@garas.org.uk

www.garas.org.uk

9.3 Driving licences, bringing your car and moving to the UK

You can use your Ukrainian driving licence for the first 12 months after you arrive. You'll then need to exchange it for a British licence.

You will not need to register or tax your vehicle in the UK if all of the following apply:

- you have arrived in the UK and are coming from Ukraine
- the vehicle is registered and taxed in its home country
- you only use the vehicle in the UK for no more than 6 months

When entering the UK, you can drive past a customs control point (usually a green channel marked 'nothing to declare') without speaking to a customs officer.

If you become a resident or stay for longer than six months, you must register and tax your vehicle in the UK. It is possible to use foreign number plates in the UK for at least six months.

Useful information can be found on the government website:

Importing vehicles into the UK: Temporary imports - <https://www.gov.uk/importing-vehicles-into-the-uk/temporary-imports>

Bringing personal items to the UK - <https://www.gov.uk/guidance/bringing-personal-items-to-the-uk-as-a-ukrainian-refugee#if-you-arrive-in-a-personal-vehicle>

9.4 Help with other issues

There are several other free and confidential services in Gloucestershire which you can access and might be relevant to you.

For help with issues related to drugs, alcohol and addiction

Change Grow Live

- Tel: 01452 223 014
- Website: <https://www.changegrowlive.org/drug-alcohol-recovery-service-gloucestershire/gloucester>

For help related to experiences of domestic abuse

Gloucestershire Domestic Abuse Support Service (GDASS)

- Tel: 01452 726570
- <https://www.gdass.org.uk/>

For help related to rape of experiences of sexual assault

Sexual Abuse Centre for Gloucestershire

- Tel: 01452 526770
- Website: <https://www.glosrasac.org/> and <https://www.hopehouse.nhs.uk/sarc/>

For help related to additional support needs for children and young adults

Gloucestershire Children's Services

- Tel: 01452 426565
- Email: childrenshelpdesk@gloucestershire.gov.uk

For help related to additional support needs for adults

Gloucestershire Adult Services

- Tel: 01452 426868
- Email: socialcare.eng@gloucestershire.gov.uk

Age UK

- Website: www.ageuk.org.uk

Gloucestershire is an inclusive place, and in the UK, it is legal to be in same sex relationships. For support, information and advice related to LGBT+ (Lesbian, Gay, Bi sexual or Transgender) issues

Gloucestershire Gay & Lesbian Community

- Website: www.gglc.co.uk
- Email: info@gglc.co.uk

GayGlos

- Website: www.gayglos.org

The Ukrainian Association

All Ukrainian guests arriving in Gloucestershire are invited to join the "Ukrainians in Gloucester" WhatsApp group. This is run by the Ukrainian Association in Gloucester. Scan the QR code if you would like to join the WhatsApp group.



Ukrainians in Gloucester

WhatsApp group



This group QR code is private. If it is shared with someone, they can scan it with their WhatsApp camera to join this group.

[Reset QR Code](#)

Homes for Ukraine

Why do we collect information about you?

Gloucestershire County Council will receive information about you in respect of your Homes for Ukraine visa sponsorship scheme application that you have submitted to the Department for Levelling Up, Housing and Communities (DLUHC). This is so that we can process your Homes for Ukraine application and undertake the checks necessary to determine whether your application may proceed.

Sponsors who don't have anyone currently to house, can choose to go on a list held by Gloucestershire County Council and they may be matched with Guests at a later date.

We process the personal data under the public task processing condition.

What information do we collect about you?

Individual sponsors

We collect your name, address, contact details (including email), and details about your property. We may also need to collect and use personal data about others, such as your household members or others living in your property, or someone you have nominated to be a sponsor.

Individual Guests

"Guest" or "guests" refers to an individual or household previously resident in Ukraine, before 1 January 2022, who have secured a visa under the Homes for Ukraine scheme, which enables them to be housed by a sponsor.

We collect your name, address, contact details (including email) and dates of birth. We will also collect and use personal data about your household members or others living in your property.

- Visa / passport information
- Family members information, including any children

- Disability and health information
- Ethnicity
- Information relating to any safeguarding concerns
- Religion

Organisations and non-governmental organisations (NGOs)

We collect your title, name, work email address, other contact details (including address), and details about offers of accommodation that you submit. If you may need to provide personal data about others relating to your offer, we will process this as well.

Who do we share the information with?

So that we may process your Homes for Ukraine application or to assist with any re-matching, your information may be shared with:

- Other public bodies e.g. District Councils within Gloucestershire, Gloucestershire Fire and Rescue Service, Gloucestershire Constabulary .
 - Elected members & MPs (as your representative)
 - Other departments within the authority e.g. Private Sector Housing, Revenues and Benefits, Community Wellbeing.
 - Gloucestershire Action for Refugees and Asylum Seekers (GARAS)
-

Is any information transferred to or stored on servers based outside of the UK or European Economic Area

Information is stored in the UK only

How long do we keep your information?

Your personal data will be kept only as long as it is necessary for these permitted purposes.

Current year plus two years from closing date of the Ukraine Homes Scheme.

Who do we collect information from?

- We will collect information from Homes for Ukraine applications made to the Department for Levelling Up, Housing and Communities (Central Government)
 - The Home Office (Central Government)
 - Individual sponsors and individual guests via Gloucestershire County Council.
 - Disclosure and Barring service providers
-

What are the consequences if we do not collect the data?

The Council is responsible for delivering actions to process Homes for Ukraine applications within its area. We collect data to assist with progressing Homes for Ukraine applications, without this information we would be unable to process your application.

Are any decisions about you made by automatic means?

No automated decisions are made about you.

