

Advice for Host Families

Introduction

Welcoming people into your home can be a wonderful and rewarding experience, both for you as a host family and for your guests. But it is important to understand that it is also a big commitment, both physically and emotionally. You are not just providing a roof over their heads; you are providing a safe environment where your guests can begin recovering from their ordeal. Whilst everyone's experience will be different, people arriving from Ukraine are likely to have suffered trauma on a variety of different levels and require sensitive and trauma-informed support. This guide provides practical advice and links to sources of support for host families who welcome new arrivals from Ukraine into their households.

First and foremost, your home and your family should be a safe and welcoming environment for your guests. It is important to ensure you establish this environment as reasonably practical for your guests and everyone in your household. Before you welcome people into your home, please read this guideline in full and share its content with other members of your family. Ensure that you and all members of your household understand their role in keeping your guests safe and creating a calm, welcoming environment for them. Through the information set out in this guide, you can help arrivals become more oriented in their local neighbourhood. You may also wish to share more of your local knowledge, such as locating parks and other play facilities depending on the age of any children.

Whilst it may seem obvious to most, you or any member of your family must never use any form of violence, either verbal, physical, sexual, emotional, or psychological, towards your guests. You must also respect their physical space (see below for more detail) and do as much as you can (within limits, see section on trauma below for more detail) to support their emotional and psycho-social wellbeing. This approach includes not pushing your guests for information on their personal circumstances - which may be sensitive and difficult to talk about. Please refer to the section below on safeguarding for more detail.

Across the different nations with the UK, different resources and guidance are available. This guide provides an overview of guidance for host families across the United Kingdom and includes a list of further sources of support within the Appendix. For further advice in different nations, see:

Northern Ireland - <https://www.nidirect.gov.uk/campaigns/ukraine-crisis>

Scotland - <https://www.gov.scot/publications/ukraine-super-sponsor-scheme-guidance-for-hosts/>

England - [Homes for Ukraine: sponsor guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/homes-for-ukraine-sponsor-guidance)

Wales - <https://gov.wales/ukraine>

Practical advice - Preparing your home for arrivals.

It might be helpful for you to have an open conversation in advance about the challenges, as well as the rewards, of welcoming visitors to your home who may be distressed and potentially traumatised.

The following provides a checklist of things to consider pre-arrival to ensure you can achieve the above:

- Ensure that the spare room or accommodation where people will be staying is clean and any personal items you need access to are removed.
- Ensure that your spare room or accommodation is available for up to 6 months – if not for this duration, make sure you have discussed this with your local council and your guests before they arrive.
- Ensure all existing residents in your home understand the space allocated for the guests will be private and that they are also entitled to private space. There should be a lock on the bathroom door for privacy boundaries.
- Create unrestricted and private access to as much storage space as possible for the people who will be staying with you.
- You may wish to provide bed linen, towels, and other items they may need, e.g., toiletries, sanitary products, nappies, crockery, and toys.
- Ensure emergency telephone numbers are available (visibly if possible), including your mobile or landline number.
- Make sure that you provide spare keys for your guests and ensure they understand they have the freedom to come and go as they wish. Provide the ability to lock the bedroom (if possible), especially at night.
- Ensure that your home is as accessible as possible in case any guests have a disability or require additional support.
- Create a welcome pack with your full address, directions to your home, WIFI password, and advice on local transport.
- Make enquires as to whether there are any particular storage needs related to any faith or cultural practices you may be unfamiliar with.
- Ensure new arrivals have space to store their food in fridges and cupboards.
- If the people living with you are bringing a pet, make sure they have the items they need.
- Try providing, if possible, windows with curtains and privacy screens to ensure privacy.
- Establish [who your local council](#) is, as they will be able to offer ongoing support.

Practical advice - Ongoing support for arrivals

As a host, it is important to offer ongoing practical advice on navigating life in the UK because of the societal and cultural differences between Ukraine and the UK. You can begin by sharing with arrivals the UK government's [Welcome! A guide for Ukrainians arriving in the UK](#). People fleeing the Ukraine arriving in Great Britain can also contact Barnardo's free helpline on **0800 148 8586** (see [here for more information on Barnardo's helpline](#)). [The Scottish Refugee Council](#) also have a free helpline on **08081967274** for information and advice on refugee and asylum issues. [Sanctuary \(the Welsh Government\)](#) also have a helpline on **0808 175**

1508 or use **+44(0) 20 4542 5671**. The [Northern Ireland Community of Refugees and Asylum Seekers](#) provides advice by calling **078 7852 5870**.

It is vital that people coming from Ukraine have inclusive access to the services and support they are entitled to. The following provides more detailed practical advice for host families to help ensure they have the support they require.

Online safety

You may need to offer assistance and support on how to get in touch with services such as Housing Benefit, Pension Credit, Personal Independence Payment, Child Disability Living Allowance and Carers Allowance, and Attendance Allowance. In Ukraine, most services require in-person visits to the authorities, and guests may be unfamiliar with or suspicious of sharing information virtually.

In response, make sure to share online safety advice about visiting official sites instead of responding to unexpected emails or pop-ups that may be linked to fraud. Additionally, share advice around viewing or accessing inappropriate or distressing content. If your visitor's children are using devices that access your internet, ideally, there should be supervision (for very young children) and security and firewall programs to prevent inappropriate content from being accessed. It's advisable for hosts to be aware of what content is being viewed online or on the TV that may cause distress to your visitors, for example, war movies or violent content. Having a conversation first around what may be traumatic in the household is helpful in avoiding this situation.

Importantly, do not take photos or share photos of your guests without consent.

Sharing a language

It is necessary to have conversations with the people you live with about individual preferences of how each wish to be referred to. People may have different preferences to their official names, and dislike or find disrespectful labels such as 'refugee' or 'victim'. Refrain from referring to someone as 'my refugee'; this can show a disrespect for their independence, their livelihood, and dignity.

You may speak a different language to the people who come to live with you, and it is normal to find this challenging at times. It may be that arrivals require support learning English if they have not previously learnt the language, practised it, be of an older generation, or have difficulties with verbal communication. Learning a language and remembering new information while experiencing stress can be particularly challenging. To offer support, you can:

- Write key information down; this will also help them with the spelling.
- Install an interpreting app on your phone, e.g., [Google Translate](#), [Tilde](#), or [Microsoft Translator](#).
- Download a Ukrainian or other language, as appropriate, keyboard option on your phone.
- Try to learn some Ukrainian e.g., download [uTalk](#), a free App to learn Ukrainian.

- Share with your guests this [free App for Ukrainian speakers](#) to learn other languages.
- Signpost arrivals to the various translation and interpreting services available (see attached Appendix for an extensive list of resources).
- If a person is aged 19 or over and has entered the UK under the Ukraine Family Scheme or the Local Sponsorship Scheme for Ukraine, they will be able to access adult education, including ESOL (English as a second language) courses. Research and talk to your local council to see if ESOL classes are available locally or online.
- Look for further online language education resources and print some activities out ahead, especially for children, e.g., [Twinkl](#).

Financial support

You should never ask your guests for money, rent or mortgage payments or request ANY services in return as payment for the accommodation; this includes asking them to cook, clean, look after children, work, or other domestic activities.

Your guests have the legal right to live and work in the UK for up to 3 years with access to benefits, healthcare, employment, and support. You are expected to provide accommodation for up to 6 months.

As a first step, the government will provide new arrivals and each member of their family that they have travelled with a £200 grant to help cover any immediate costs and any delay in accessing the benefits they are entitled to. Your guest(s) will need to contact their local council to claim this payment. Guest(s) should also contact their local council if they have any questions or if they are yet to receive their payment. You can help your guest [find their local council here](#).

As a sponsor, you will be offered an optional payment from the UK Government of £350 per month. It is important always to undertake your own research to find a bank that meets your specific needs, and guests may need assistance with this. The [Welcome: a guide for Ukrainians arriving in the UK \(publishing.service.gov.uk\)](#) provides a list of suggestions for setting up a new bank account.

If you need advice on the benefits that your guests can claim in the UK, you can contact Citizens Advice on 01633 227948. Citizens Advice are also able to provide advice around a range of issues including housing, employment, and discrimination.

You can also direct guests to their local [Job Centre Plus](#) which can provide guidance and support in accessing social welfare benefits. They will need to register for their Universal Credit payments, which the local authority can offer support. Furthermore, [Turn2Us](#) have a useful website to explain the benefits process.

Establish your own safe boundaries

You are also entitled to privacy and respect. If the people you have welcomed into your home ask questions you do not wish to answer, explain this is the case and have open communication around what boundaries are comfortable for both.

Having conversations regarding the basic arrangements of living under one roof can be helpful for you and your new arrivals. You may wish to plan together who is responsible for different tasks such as cooking, cleaning, washing up, washing clothes, and changing bed linen. Share the basic rules you live by, such as rules no smoking in the household, what gets recycled or the days to take the bins out. As highlighted above, you must not request ANY services in return for the accommodation, including asking them to cook, clean, etc.

Hosts should be aware that within the same expectation for visitors not to pose a risk to host families and individuals – hosts must also not encourage, coerce or pressure their visitors to do or say things that feel uncomfortable or breach their privacy. Sexual harassment is a serious offence, and that includes behaviours and requests such as asking visitors to share a bed with you, not providing a lock on the bathroom door, pressuring visitors to go out for meals in an intimate or romantic setting, asking for private or intimate information such as relationship or dating history, or taking photos of visitors and their families without their consent.

If you have children, speak to them regularly about your visitors. If your visitors have spoken about anything potentially disturbing or upsetting that your children might have overheard, talk to your children to find out if they need support or would like to talk about the things they have heard.

When you have people in your house who are strangers, this can increase some risks – for example, risks to children, including your own. While not commonplace, it is possible that children can harm other children, and this can include sexual abuse. Encourage your children to share their thoughts and feelings with you about those staying with you, and do not insist on children always being positive or welcoming when talking about your guests. It's ok and natural for children sometimes to resent strangers who receive attention from their own caregivers, which can be discussed calmly and in a supportive way. This means that if in the future anything goes wrong or your child is harmed, they are more likely to talk to you about it. Encourage children to tell you if they are worried about anything to do with your guests, and keep an eye on the interactions between children, notice if anything feels uncomfortable and take action early on by challenging inappropriate behaviours, and ensuring you do not tolerate sexual harassment or sexualised 'banter' from older children. Do not allow your children to sleep overnight in the same room as your guests and ensure that your children have as much age-appropriate privacy as your guests do.

Education and childcare

If you have children or young people (up to 19 years old) living with you, you should offer support in understanding how the UK's education system operates. Firstly, all children are entitled to a school place.

In England and Wales, they should follow the [Department for Education's guidance](#) on how families arriving from Ukraine apply for a school place and child care. [Further education opportunities for 16 to 19-year-olds](#) are also available. Any families arriving in the UK should speak to the local authority school admission team (please do support them in finding the phone number) in their chosen areas for information on how to apply for a place with an education provider. The local

authority will be able to offer support and be responsible for registering children and young people in schools/ education providers.

In Northern Ireland, every child aged between four and 16 is entitled to a school place. If your child is eligible for primary or post-primary school, you must apply for their place. For more information see:

<https://www.nidirect.gov.uk/articles/applying-school-place>.

In Scotland, every child aged 4 ½ - 18 years is entitled to free school education. Your local council is responsible for providing school education in your area. You can find full information on applying for all school places and placing requests at <https://www.scis.org.uk/information-for-parents/>.

Families arriving from Ukraine may need assistance in applying for free school meals once their benefits have arrived, preparing children to go to school, and navigating the cultural differences in the education system. Share with families school time-tables, when the school holidays take place, the nature of parents' evenings, assemblies, the approach to homework, and when and how examinations/ assessments typically take place.

Consider talking to the school or College about how staff and students can welcome new arrivals and understand their circumstances. Being accepted and brought into friendship groups can be hugely positive for children and young people and help to support good mental health.

Ensure adults are aware they can also look for education and training courses available at <https://nationalcareers.service.gov.uk/find-a-course>. Opportunities will either be fully funded or co-funded (approximate 50% Government contribution) depending upon age, prior attainment, and circumstances.

If you are in Scotland, you can also contact the Student Awards Agency Scotland (SAAS) for further information on eligibility and access to funding support: <https://www.saas.gov.uk/contact-us>.

For further detail on available education opportunities for children, adults, and children and young people with Special Educational Needs and Disability (SEND) see [Welcome: a guide for Ukrainians arriving in the UK \(publishing.service.gov.uk\)](https://publishing.service.gov.uk).

Finally, the Ukrainian Ministry of Education has set up an online school platform to enable Ukrainian students to continue with their learning as per their national curriculum. The resource is a very well designed app, organised by grade and subject, with many videos, learning materials and tests (see here <https://lms.e-school.net.ua/> and for a specific link to the guide on how to join the online school see <https://youtu.be/NsGC-UM7-8>).

Healthcare

There are some cultural and economic differences in healthcare between the UK and Ukraine. You may need to offer advice that some medications sold in Ukraine without a prescription, such as antibiotics, cannot be accessed in the UK without

getting a prescription from a GP first. Share with arrivals the NHS website ([NHS England](#), [NHS Scotland](#), [NHS Wales](#), [NHS Northern Ireland](#)), so they can search independently for advice on their symptoms/ medical need and the treatments/ services available.

It is also important to explain that within the UK, everyone has the right to access free healthcare. Social services for people with mental illness are limited or absent in Ukraine [[WHO Special Initiative Country Report 2020](#)]. Support your guests to find their local GP ([search here for NHS Northern Ireland](#), [search here for NHS England](#), [search here for NHS Wales](#), [search here for NHS Scotland](#)) and then through the registration process. Explain that mental health support is available also from a GP. You may need to offer help in completing registration forms and advice on how to make appointments.

It is beneficial to ask if there are any medical conditions that you need to know about in an emergency such as diabetic insulin, asthma, epilepsy, serious allergies etc. However, remember always to respect their privacy and confidentiality; do not ask your guest to share their medical history or needs with you. Instead, provide the below overview of where they can access different support.

- **GP surgery** - confidential health service that can provide interpreters on request. The GP can refer to specialists, prescribe medication and provide support around family planning and mental health services.
- **Pharmacy** – this is where a prescription that a GP has made can be picked up. Your prescriptions are free if you are registered with a local GP in Northern Ireland, Scotland, and Wales. In England, it will most likely be that people arriving from Ukraine are also entitled to free prescriptions, but explain they should [check this guidance first](#) to understand their eligibility and how to apply/claim. If not eligible for free prescriptions in England, it is £9.35 per item (see [here for more detailed costs of prescriptions in England](#)). Pharmacists can offer advice for common or less serious medical conditions and have an extensive range of medication for which you do not require a prescription.
- **Dentist** – arrivals from Ukraine are entitled to access NHS dentists, although it may be helpful to explain the significant current delays in NHS dental care across the UK. You can register at a dentist that is accessible to you by contacting the practice directly. Dental costs vary across the different nations within the UK, but people arriving from the Ukraine will likely be eligible for free dental treatment. For further information you can read [here about costs in NHS dental treatment in Wales](#), [here for NHS dental costs in Northern Ireland](#), [here about costs in NHS dental treatment in England](#), and [here about costs in NHS dental treatment in Scotland](#). You can access emergency dental care by calling 111 for a referral, but this will not cover ongoing treatment.
- **Mental Health Services** – support is available via the GP, alongside other local and online services, e.g., Barnardo's offers therapy with a qualified psychotherapist on their [helpline for anyone fleeing the Ukrainian conflict](#), and [Дужа Україна онлайн - Sane Ukraine Online](#) (see further sources of support in Appendix below).

- **Coronavirus vaccination** – arrivals from Ukraine are entitled to a free COVID-19 vaccination. For details on how to access see [here for England](#), [here for Scotland](#), [here for Northern Ireland](#), and [here for Wales](#).
- **NHS 111** – explain you can ring 111 if you have an urgent medical problem and you are unsure on what to do. You can request a translator if you require (see [here](#) for more information on NHS 111).

Employment

All adults who arrive through the Homes for Ukraine programme will be able to work. [Job Centre Plus](#) is responsible for assisting in job searches. It may also be helpful to share your experiences in applying for jobs and volunteering opportunities and practical guidance for preparing for interviews. There are some specialist recruitment agencies that can offer support, such as [Bridge of Hope](#) and [Refugee Employment Network](#).

Transport

In your welcome pack, you should have provided an overview of local transport networks to reassure guests of their independence. Transport advice will differ across regions and reminding guests of the different approaches and requirements to travel may be useful. Explain where they can use cash and card, if they will need to provide ID, where they buy tickets, how to travel securely and safely, and what discounts are available e.g., rail cards or oyster cards.

Pets

If you have welcomed a new pet into your household, share with their owner the [animal welfare legislation in the UK](#).

Information on Ukraine

Everyone's identity is *intersectional*, meaning people's social identity is composed of different understandings of their identity, e.g., gender, race, ethnicity, age, culture, social class, religion, sexual orientation, ability, and gender identity. As a host, it is important to understand that the identities of the people arriving from Ukraine are diverse, and thus, they will each require different support when they arrive in the UK.

Parenting

Despite a reduction in recent years as a result of campaign efforts by various organisations, the use of corporal or physical and humiliating punishment as a means to discipline children remains more widespread in Ukraine than in the UK. In Wales and Scotland, corporal punishment of children is now illegal, and in England and NI, it is less and less socially acceptable with parents looking to use more positive ways of disciplining their children and building healthier relationships with them. Whilst all parents will adopt different parenting styles, it is important to let your guests know that physical or humiliating punishment

should not be used towards any child. The [NSPCC offers positive parenting tips and advice](#), and [Barnardo's Parenting Support Programmes](#) provides information on positive parenting approaches for arriving families. The Parenting for Lifelong Health team at the University of Oxford has also set up [this website](#) to provide tips on evidence-based parenting to support families impacted by the ongoing war in Ukraine. Also, see the section on safeguarding below for more detail.

Religion and spirituality

It is important to consider how someone's religion and faith may impact their adjustment when arriving in the UK. According to the national survey conducted by the Razumkov Centre (see [Ukraine - United States Department of State](#)), the largest religion in Ukraine is Christian (62.3% Orthodox, 9.6% Greek Catholics, 1.5% Protestants, 1.22% Roman Catholic, 8.9% 'simply a Christian'). Other religious identities included 0.1% Jewish, 0.5% Muslim, and 15.2% said they do not belong to a religious group. The remainder of the population identified in small numbers as Buddhists and Hindus, or not wishing to disclose their identity. Practising religion varies across different regions, where religion is practised more extensively in the central and western parts of Ukraine. Religiosity is also higher in more rural landscapes, although a large proportion of people in Ukraine who identify as religious do not practice their religion by praying and attending places of worship.

It is important to share that they are free and welcome to practice any religion they wish to and provide an overview of the contact details of local Ukrainian and Russian speaking places of worship. If your guest chooses to share with you their religion, you can help research an appropriate local place of worship.

Food

Borscht, a beetroot soup, is the most famous dish in Ukraine. Deruny or draniki (potato pancakes) and varenyky (boiled dumplings) are also widely eaten. Food in Ukraine often contains potatoes, cooked cabbage, onions, bread, garlic, and cereals (the most common being buckwheat and wheat porridge). Chicken, beef, lamb, and pork is widely used in Ukrainian cuisine. In particular, pork lard (salo) is a very popular dish often served with thin slices of garlicky bread. Research and share where you can find local Eastern European food with your guests, e.g., Polish stores usually supply food that is typical in Ukraine. You can find some local recipes online for free; for example, learn how to make [paska bread and pickled cucumbers recipes from Ukraine](#). Remember, leaving various snacks in the room for the first few days would also be sensible, as they may not wish to or feel comfortable enough to go into the kitchen.

LGBTQI+

Unfortunately, as seen across the world, the LGBTQI+ community in Ukraine are still discriminated against. According to the research by the [PEW research centre in 2019](#), 69% of people in Ukraine surveyed said homosexuality should not be accepted by society. It is important to explain to people the anti-discrimination laws in the UK, and also sign-post to support for LGBTQI+ people arriving from Ukraine. LGBTQI Ukrainians in the UK can access LGBTQI+ specialist support from

[Micro Rainbow's](#) outreach officers, including dedicated peer support groups and [social inclusion](#) and [employability](#) programmes.

Homelife and differences

Air temperature in homes – People in Ukraine are accustomed to higher temperatures in the home. Children more commonly dress much warmer all year round than children in the UK. Make sure you speak regularly about if they are comfortable with the house temperature. Support new arrivals by providing blankets/heating pads/water bottles, if possible, as they acclimatise to the UK weather.

Utilities – People in Ukraine typically filter their water before drinking. Note that tap water is safe to drink in the UK, and explain how to use both taps. Share how utilities are private and how to look for the best deal online; this will support people arriving from Ukraine if they come to live in their own private accommodation.

Recycling - Ukraine does not have a national recycling system. Make sure to share your process for recycling rubbish and the days to leave bins out. Provide the detail of your local council's recycling guidance and the locations of recycling centres.

Making conversation

You may find cultural differences in how each other approaches conversation. Despite the intention, it may be that a question somebody asks may alarm or surprise one another. It is important to react calmly and offer a further explanation for your feelings if required and move the conversation onwards. Refrain from asking questions or starting discussions on political issues such as the country's leadership. While political divisions exist in Ukraine, the topic will likely be painful and uncomfortable for people fleeing Ukraine following the Russian invasion. Within the Appendix of this guide, there are various translation resources listed that can be accessed by yourself and your guest.

Bereavement and mourning traditions

In Ukraine, a 40-day mourning period is observed for bereavements. During the 40-day mourning period, the Ukrainian community has memorial feasts on the third, ninth, and fortieth days after the death. On these days, special services are ordered in the church. They also have feasts on the six-month and one-year anniversaries of the deceased's death.

Information on trauma, it's presentation and impact

What is trauma?

Many people who go through a [traumatic event](#) are likely to experience upsetting emotions, thoughts and memories. However, most people will feel better over time. When these unpleasant reactions don't go away, and interfere with

someone's daily life, they might be experiencing poor mental health or a mental illness.

Traumatic events are shocking because it is difficult to make sense of them. They don't fit with our sense of what the world should be like. Each person who experiences trauma and adversity will do so in a different way and be affected in different ways depending on their unique experiences.

What is the impact of experiencing traumatic events and situations?

The potential impacts of trauma on people are wide-ranging and can be both emotional, psychological, and physical. These are not things that are certain to happen, but people are at greater risk of these effects if they have been exposed to traumatic events.

When speaking to people who have become displaced due to conflict, it is important to recognise that the movement is also likely to have been difficult and distressing in addition to the trauma of the conflict itself. They are likely to experience feelings of loss and grief for their:

- friends and family members left behind or lost to the conflict
- pets
- communities
- homes
- work or schools
- activities.

They may have experienced or witnessed stressful or traumatic events. In their home country and during their displacement, people or systems that they previously held trust in may not have been trustworthy or safe.

Mental health challenges are very common among displaced people. It is important to recognise that mental health is a continuum, with mental health and mental illness at the two extreme ends. Depending on the internal and external faculties of a person at any time, he/she/they can lie at one point of the continuum and shift position as their situation improves or deteriorates. Without timely and appropriate support, mental health can deteriorate.

Common mental health problems in those that have experienced or fled from conflict include:

- Sleep disruption/poor quality sleep
- [post-traumatic stress disorder \(PTSD\)](#)
- [depression](#)
- anxiety disorders.

There are high rates of grief, distress, and mental health problems in people under the age of 18, especially in the context of experiencing the many traumatic events of conflict.

It is also important to be aware that people's responses to trauma are likely to look and feel different. In some circumstances, when a person is 'triggered' (they are reminded of the trauma and feel fearful), they may respond in a variety of

ways. It is important to understand that 'behaviour is communication'. You can read about this further in these resources:

- [Safe Hands thinking minds](#) - trauma defence behaviours we might see
- [Beacon House](#) - what survival looks like at home
- [NCSTN](#) - Ready to Remember: Jeremy's Journey of Hope & Healing (a story about traumatic grief).

What approaches are there to caring for children and families after trauma?

Being a member of a collaborative network of care and support can lessen the longer-term impacts of trauma on people who have been displaced. Approaches include:

- receiving timely social support
- having a safe space to talk about and begin to make sense of what happened
- building/strengthening relationships to create trust and greater networks of support.

It is clear that integrating children and their families into caring relationships and social arrangements and ensuring that they are offered social support from families and peers, have strong, helpful effects.

Helping children and families should be based on the principles of psychological first aid, which include:

- **Good communication** – Being calm and understanding, not pressuring people into speaking, and remaining aware of your words and body language.
- **Preparing** to speak to people by learning about their situation and experiences, the services available to support them and how they can access them.
- **Looking, listening, and linking** – Look to see if the person and/ or their family have any urgent unmet needs, might be experiencing further harm, or is having serious distress. Find out what their needs and concerns are and link them with health, housing, financial and legal services.
- **Creating trusting relationships** – Trustworthiness is important – this means keeping promises and not promising things that you cannot deliver or offering false reassurance.

It is important to help your guests to feel welcome from the start, which can promote a greater sense of safety. This can include providing them with a space where they can feel welcome and safe, respecting cultural norms and being sensitive to possible trauma histories.

It is important to remember that the adults in children's families may also be struggling with their experiences, their health may be affected, and they may have difficulty in reassuring their children. Often, children worry about parents and other family members. It may be that families aren't staying with you for a long time, but *'every interaction is an intervention'* (Dr Karen Treisman), meaning every time we communicate, we have a chance to create a positive experience, a

positive connection, and a positive step. This does not have to be 'big' things; it can be the smallest of gestures or the friendliest of smiles. These small moments can build a pattern that creates safety and trust.

It is natural to want to offer physical reassurance (for example, hugs or a shoulder to cry on), but not all people want physical contact, and it is important to respect physical space.

You can find a range of resources to support a trauma-informed approach in the Appendix. Begin by understanding further about what trauma is by looking at this trauma infographic by Dr Karen Treisman - [Safe hands thinking minds](#), and listening to [Anna Freud's "In the Mind" Podcast](#) - 'What is Trauma and how does it affect the brain?'

Safeguarding and what to do and where to go if you have concerns?

Nothing is more vital than ensuring children and vulnerable adults are safe, and their wellbeing is protected. It is everyone's responsibility to prevent ourselves and one another from harm. As the [NHS advises](#), supporting people when concerns are raised about abuse or neglect can be very difficult and distressing for everyone involved. Deciding what's the right thing to do can be stressful, particularly if the person you are concerned about is reluctant to accept support. As detailed below, if you are unsure what to do, you can always seek advice and support.

We can protect children, young people, and adults at risk by working proactively together. If you notice anything that is of concern, or believe someone may be at harm or risk, you should report your concerns and share information with the relevant statutory services (ideally with the consent of the people concerned, where possible). Statutory services are public services that have a legal duty to protect adults and children, such as The Police, Local Authority/ Council, Child and Adult Social Services and the NHS. These services can also be contacted in non-emergencies for guidance or support with the safeguarding situation you might be involved with. In England, [NHS England Safeguarding App](#) can advise who to contact locally, and across the UK, the [NSPCC Helpline](#) can offer advice and support. If someone is at immediate risk of harm, call 999.

Your local authority will have a Local Safeguarding Children/ Adults Board composed of a set of multi-agency bodies and often a Multi-Agency Safeguarding Hub (MASH), the referral "front door"; local MASHs can also offer advice and information. Local Authority Social Services have a statutory duty to safeguard and promote the welfare of children and adults at risk. Local Authorities have a designated officer (designated senior manager in Wales) responsible for the management of allegations against people who work with children. To be prepared, you should contact your local authority in advance to ask how you can report a safeguarding concern relating to the person you are supporting.

Although it may feel challenging, it is crucial to speak to everyone in your household about your safeguarding responsibilities and what is expected in the UK. The UK government provides a range of guidance and policies on [safeguarding children](#) and [safeguarding vulnerable adults](#). The use of corporal punishment is more common in Ukraine than here. It is important to share that

it's illegal to smack a child in Scotland and Wales and include information on positive parenting approaches for arriving families. For example, see [Barnardo's Parenting Support Programmes](#).

When your guests arrive, speak to them about how to contact the emergency services. In Ukraine, they have various numbers for the different services, so it is important to outline that in the UK, we have 999 for emergencies and 101 for non-emergency police contact, and 111 for non-emergency healthcare. Make sure you explain that if someone does not speak English, they can say the name of the language they speak (in English) for the call handler to source an interpreter.

What if the hosting arrangement goes wrong?

With so many people coming into the country, it is inevitable that some sponsorship arrangements will not go as intended. It is better to alert someone to this sooner rather than later before the sponsorship completely breaks down. If for any reason you, or your guests, need to end the sponsorship arrangement early, you or they should inform the housing team at your local city or district council as soon as possible.

Many local councils also have specific helplines for people arriving from Ukraine, so please do ensure that you know what this number / email is and provide it to your guests.

Appendix – Further resources and sources of information

Support with safeguarding

CELCIS - Worried about a child? Find out who to talk to (Scotland).

Advice and guidance on who to contact if you are worried about a child.

CELCIS: Protecting Children Microsite - Resources on child protection, and related areas (Scotland). Support for those working to ensure that the lives of babies, children and young people are protected from abuse, harm, and neglect.

Local Government Association – Making Safeguarding Personal toolkit.

The practice toolkit handbook guides you through the best approach and effective application of safeguarding with a range of helpful tools and practice-based case examples.

Missing Children Europe- Guidance on how to report a missing Ukrainian child. Also, resources to support missing children and their families fleeing Ukraine.

NHS – NHS England Safeguarding app. A comprehensive resource for healthcare professionals, carers, and citizens. It provides 24-hour mobile access on up-to-date legislation and guidance. The app also provides information on how to report a safeguarding concern and has a directory of safeguarding contacts for every local authority in England, searchable by region.

NHS – How to raise a safeguarding concern. Advice on safeguarding.

NSPCC – Helpline. Trained professionals who can provide expert advice and support. Contact 0808 800 5000 if you're concerned about a child, if you're a parent or carer looking for advice, or if you're a professional in need of information and guidance.

NSPCC – Safeguarding children and child protection. Guidance and resources on how to safeguard children and support child protection.

Scottish Government - Getting to Scotland: information for displaced people from Ukraine. Advice, guidance, and resources for displaced people from Ukraine who would like to travel to Scotland.

UK Government – How we deal with safeguarding concerns. Guidance for the public on how to get help if you have concerns that someone is being abused or neglected under a lasting power of attorney, enduring power of attorney or deputy court order.

UK Government – Safeguarding children. A range of policies, legislation, and guidance for safeguarding children.

UK Government – Safeguarding vulnerable adults. A range of policies, legislation, and guidance for safeguarding children.

UNICEF - Guidance for protecting displaced and refugee children in and outside of Ukraine. Guidance on how to help keep children displaced by the war in Ukraine safe from trafficking and other forms of exploitation and abuse.

UNICEF - In search of safety: children and the refugee crisis in Europe. Resources for teachers to help primary and secondary pupils make sense of the current refugee and migrant crisis in Europe, within a children's rights framework.

Free helplines and support for people arriving from Ukraine

Barnardo's (Great Britain) – Practical advice and free helpline. Telephone: 0800 148 8586. Email: ukrainiansupport@barnardos.org.uk

Just Right (Scotland) – Free legal helpline. Telephone: 0800 995 6045. Email: ukraine@justrightscotland.org.uk

Northern Ireland Community of Refugees and Asylum Seekers (NICRAS – Northern Ireland) - Supporting and representing refugees and asylum seekers in Northern Ireland. NICRAS provides advice, information, support and activities for refugees and asylum seekers in Northern Ireland. Telephone: 078 7852 5870

Refugee council (UK) - Support and information for people affected by the crisis in Ukraine - A summary of the Refugee Council's most recent support and information for people affected by the crisis in Ukraine.

Sanctuary (Welsh Government) – Website and free helpline to help sanctuary seekers to understand their rights. Telephone: 0808 175 1508 or use +44(0) 20 4542 5671. Advice available in Ukrainian and English.

Scottish Refugee Council (Scotland) – Practical advice and support. Telephone: 08081967274. Email: ukraine@scottishrefugeecouncil.org.uk. Various support and guidance offered.

The Law Society (England and Wales) – Find a Solicitor. Free service for anyone looking for information about organisations or people providing legal services in England and Wales that are regulated by the Solicitors Regulation Authority (SRA).

Welsh Refugee Council (Wales) – Practical advice and support - Telephone: 0808 196 7273. Email: info@wrc.wales. Various support including free ESOL classes and Play Group for children and families.

Official advice on government sponsorship scheme for hosts and arrivals

Citizens Advice - Advice for sponsors on being a host.

Dedicated home office line for sponsorship queries. Telephone: 0300 303 2785

[GOV.UK](#) - **UK visa support for Ukrainian nationals** - Guidance on support available to Ukrainian nationals and their family members.

[GOV.UK](#) - **Welcome: a guide for Ukrainians arriving in the UK.** Advice for arrivals from Ukraine.

[Homes for Ukraine](#) - **A Reset service for community welcome** – Information and how to register for the UK's Homes for Ukraine scheme, led by Reset, for sponsors and people interested in being sponsored.

[Nidirect](#) – **(Northern Ireland) Supporting Ukraine** – Guidance on how to support people arriving from the Ukraine.

[Nidirect](#) - **(Northern Ireland) Ukraine assistance centres** - Support for people arriving from Ukraine in centres that are in Ballymena, Belfast, Craigavon and Newry.

[RESET](#) - **Homes for Ukraine sponsor toolkit.**

[Scottish Government](#) - **Super Sponsor Scheme and Homes for Ukraine: guidance for local authorities.** Guidance for local authorities on the Scottish Government's Super Sponsorship Scheme and Scotland's responsibilities under the UK Government's Homes for Ukraine scheme.

[Education resources of support](#)

[Clanbeat](#)– **App to promote teachers wellbeing.**

[Електронні версії підручників](#) - **Online library with reading books.** organised by age.

[ELLIS](#) - **All in one user-friendly platform for early childhood education administration.**

[Навички дошкільняти](#) - **Online platform for pre-primary education.**

[Schoolaby](#) - **A digital platform to manage study journeys', currently offering 11th grade Math courses for free.**

[The Ukraine Ministry of Education](#) - **Online education platform.** [Youtube](#) - **Guidance on how to join the online school.**

[Triumpf Hero](#) - **App to promote children's wellbeing.**

[Wkasa Haqi](#) - **Distance learning sessions platform**

[Accessing government services and support](#)

[Department for Education](#) - **How do families arriving from Ukraine apply for a school place and childcare?** Guidance on how families arriving from Ukraine apply for a school place and childcare.

[Department for Education](#) – Further education opportunities for 16 to 19-year-olds. Guidance on opportunities and funding available.

[Job Centre Plus](#) – Benefits and job-seeking support. Search engine for locating local Job Centre Plus to source guidance and support in accessing social welfare benefits.

[National Careers Service](#) – Find a course. Search for opportunities available for further education and training.

[NHS](#) - Healthcare advice and support. Search for advice and guidance for treating various healthcare conditions and symptoms.

[NHS](#) – Find your local GP. Search engine for locating your closest GP surgeries.

[NHS England](#)– Book your coronavirus vaccination. Arrivals from Ukraine can use this link to book their free vaccination once registered with a GP in England.

[NHS England](#) – Costs of dental treatment in England. Information and advice on eligibility for free dental treatment in England.

[NHS Northern Ireland](#) - Costs of dental treatment in Northern Ireland. Information and advice on eligibility for free dental treatment in Northern Ireland.

[NHS Northern Ireland](#)– Guidance on booking your COVID-19 vaccination in Northern Ireland. Arrivals from Ukraine can use this link for guidance on how to access their free COVID-19 vaccination.

[NHS Scotland](#) - Costs of dental treatment in Scotland. Information and advice on eligibility for free dental treatment in Scotland.

[NHS Scotland](#)– Guidance on booking your COVID-19 vaccination in Scotland. Arrivals from Ukraine can use this link for guidance on how to access their free COVID-19 vaccination.

[NHS Wales](#) - Costs of dental treatment in Wales. Information and advice on eligibility for free dental treatment in Wales.

[NHS Wales](#) – Contact details for your local health board to access your COVID-19 vaccination in Wales.

[Office of the Immigration Services Commissioner](#) - Immigration advice - from an immigration adviser if you need help with getting permission to stay in the UK.

[UK Government](#)– Find your local council. Search here to find your local council.

Wellbeing and mental health support

Anna Freud Centre - Advice, guidance and resources for parents and carers. Supporting a child or young person who may be struggling with poor mental health.

Barnardo's - **Ukraine support line.** Offers free counselling with Ukrainian/Russian speaking therapists and interpreters. People fleeing Ukraine are encouraged to contact the team directly to refer themselves by calling: 0800 148 8586/ or via the website.

IFRC Psychosocial Centre - **Mental Health and Psychosocial Support for Refugees, Asylum Seekers and Migrants on the Move in Europe.** Advice and guidance on protecting and supporting the mental health and wellbeing of refugees, asylum-seekers and migrants.

Red Cross - **Emotional support line.**

Sane Ukraine Online – **Trauma educators and therapist support.** Dedicated to all Ukrainians – ex-pats, refugees, and those staying in the country – that need **practical psychological and emotional support** in the current situation. This is led by experts and translated into Ukrainian.

YoungMinds. - Resources on supporting the mental health needs asylum seeking and refugee children.

Information in Ukrainian

Подолання наслідків травмуючої події - Coping after a traumatic event.

Посттравматичний стресовий розлад (ПТСР) - Post-traumatic stress disorder (PTSD).

Information in Russian

Как справиться с последствиями пережитых психотравмирующих событий - Coping after a traumatic event.

Посттравматическое стрессовое расстройство (ПТСР) - Post-traumatic stress disorder (PTSD).

Supporting a trauma-informed approach

Anna Freud "In the Mind" – 'What is Trauma and how does it affect the brain?' Podcast help understand what trauma is.

Barnardo's - **Talking to children about war.** Guidance for parents and carers.

Beacon House - **Talking to children about war and conflict.**

[Beacon House](#) - What survival looks like at home

[Beacon House animation](#) – Window of Tolerance. Explains trauma responses that we may see when we become overwhelmed (outside of our window of tolerance).

[CELCIS](#) - Safe Spaces, Thriving Children: Embedding Trauma-Informed Practices into Alternative Care Settings. Practice guidance on understanding trauma and addressing the needs of children and young people affected by it through trauma-informed care practices.

[Child Mind Institute](#) - Multi-lingual resources. Including in English and Ukrainian - for parents and families about talking to children and young people about potentially traumatic events.

[Complicated Life](#) - Therapists and councillors supporting people from Ukraine.

[Dr Karen Treisman](#) - “Every Interaction is an Intervention”

[Echo parenting](#) - Supporting Someone who has suffered trauma.

[Echo Parenting](#) - Impact of Trauma.

[Echo Parenting](#) - Potential physical effects of trauma.

[Education Scotland](#) - ‘Being me’ through adversity and trauma. Resources for professionals and families to help develop an understanding of adverse and traumatic experiences in childhood and understand their impact.

[MindEd](#) - Trauma and Coping. Resource for families.

[NCSTN](#) - Ready to Remember: Jeremy’s Journey of Hope & Healing - Story about traumatic grief.

[NHS Education for Scotland](#) - The National Trauma Training Programme. Training to support all sectors of the workforce to embed and sustain trauma informed practice.

[NHS Education for Scotland](#) - Transforming Psychological Trauma: A Knowledge and Skills Framework for the Scottish Workforce. Guidance on delivering quality, evidence-based trauma informed or trauma specific services to people affected by traumatic events.

[Parentzone](#) - Helping your child cope with media coverage of traumatic events.

[Safe Hands thinking minds](#) - Trauma Defence Behaviours we might see.

[Safe hands thinking minds](#) - Types of trauma. Infographic by Dr Karen Treisman.

Sowing the Seeds: Trauma Informed Practice for Anyone Working with Children and Young People (NHS Education for Scotland).

TEDx Talk by Zarlisht Halaimzai - What it's like to be a war refugee.

The Association for Child & Adolescent Mental Health (ACAMH) – “Trauma topic guide”. Explains how childhood trauma affects mental health.

UK Trauma Council - Resources on nurturing and protecting children and young people following trauma.

UNODC and the University of Manchester - Caring for children through conflict and displacement. Advice and guidance for parents who have lived through war and trauma on how they can help themselves feel better, and how they can help their children in difficult times.

Supporting children fleeing conflict

British Red Cross - Resources for teachers on helping children and young people to challenge assumptions about migrants, asylum seekers and refugees, and to develop mutual respect, empathy and understanding.

Changing the way we care - Critical Considerations for Movement of Children During a Humanitarian Crisis. Guidance for service providers who are working with children, families, and separated children in response to the current humanitarian situation in Ukraine and surrounding countries.

Education Scotland - Conflict and War. Advice and resources on discussing war and conflict with children and young people.

Office of the Children and Young People's Commissioner Scotland - When the news is scary, you still have power. Advice for children and young people on what can be done to help make sense of what is happening in Ukraine.

The Alliance for Child Protection and Humanitarian Action - Resources to support those working with refugees from Ukraine.

The Mental Health and Psychosocial Support Network and NIDOS - Working with the unaccompanied child. Guidance on practices and working methods on the reception and protection of unaccompanied children in Europe.

The Office of the Ukrainian Parliament Commissioner for Human Rights - Resources supporting Ukrainian children's right to education. Guidance for parents, children and teachers on current web resources and portals to enable Ukrainian children to continue their education if they have been displaced.

UNICEF - How to talk to children about conflict and war. Guidance for parents on talking to children about conflict and war.

Guidance on International Framework

[Joint General Comment \(2017\) on the general principles regarding the human rights of children in the context of international migration](#) - This General Comment provides guidance which outlines the appropriate measures that should be taken by States to ensure compliance with the obligations under the Convention on the Rights of the Child to fully protect the rights of children in the context of international migration

[Moving Forward: Implementing the Guidelines for the Alternative Care of Children](#) - This handbook supports the implementation of the Guidelines for the Alternative Care of Children through connection with national policy and direct practice. Chapter 11 addresses care provision abroad and in emergency situations.

[UNCRC General Comment No. 6 \(2005\) on the treatment of refugee and migrant children outside their country of origin](#) - This General Comment outlines the challenges faced by States in ensuring the rights of unaccompanied and separated children are upheld, and provides guidance on the protection, care and treatment of unaccompanied and separated children.

[United Nations General Assembly, Resolution A/RES/71/1 \(New York Declaration for Refugees and Migrants\)](#) - This Resolution considers how the international community should best respond to large movements of refugees and migrants, as well as the needs and circumstances of children. Of particular relevance are paragraphs 29, 32, 33, 59, 70, 81 and 82; and Annex I, paragraphs 5 (a) (b) (e); para 6 (b) (c).

[United Nations General Assembly, Resolution A/RES/74/121 on the Rights of the Child](#) - This Resolution outlines States' commitments to provide care and protection, and access to services and support for children without parental care, including children who are refugees, migrants, unaccompanied or separated from their families. Of particular relevance are paragraphs 9, 12, 13, 14, 37, 38, 39.

[United Nations Guidelines for the Alternative Care of Children](#) - These international standards provide guidance to States on the implementation of the Convention on the Rights of the Child, with specific reference to children in care, or children who are at risk of losing parental care.

[Supporting recruitment and financial support](#)

[Bridge of Hope](#) – **Inclusive recruitment.** Advertises thousands of vacancies from inclusive employers who know that diversity enriches their workplaces and enables them to better meet the needs of their entire target market.

[Refugee Employment Network](#) – **Employment support.** A charity that ensures that refugees in the UK can access appropriate, fulfilling, paid employment or self-employment.

[Turn2Us](#) – **Benefits Calculator and Grants Search tools.** A useful website to explain the benefits process.

Working with children arriving from Ukraine with SEND

IPSEA - Supporting children with SEND arriving from Ukraine in England.

Working with LGBTQI+ people arriving from Ukraine

Micro Rainbow's – Connecting UK sponsors with LGBTQI Ukrainian Nationals. Providing peer support, social inclusion activities, and support with employability.

Language support - Translation & Interpreting

Apps and online resources

Google Translate – Translation services. A free app to support translation.

Microsoft Translator. – Translation support. A free personal app to support translation.

Tilde – Translation support. A free app to support translation.

Twinkl – Language resources children. A free set of resources and activities for Ukrainian speaking children

uTalk – Learn English. A free App for Ukrainian speakers to learn other languages.

uTalk – Learn Ukrainian. A free App for English speakers to learn Ukrainian.

NGOs & Volunteer Initiatives supporting humanitarian efforts and/or refugees:

Respond Crisis Translation - For individuals and organisations needing Language Support (Ukrainian/Russian): Ukraine@respondcrisistranslation.org

The International Association of Conference Interpreters (AIIC) - Linguistic assistance provided on a pro-bono (free) basis: [Interpreters](#) and [Translators](#).

Translators Without Borders - info@translatorswithoutborders.org

***The following companies have expressed various offers of support to NGOs and/or individuals - please contact them directly to ask about free or discounted language support - costs may apply.**

ATLAS Translations: Translation services from Ukrainian to English: team@atlas-translations.co.uk

Eurasian Linguistics: Translation services from Ukrainian/Russian to English: els@eurasianlinguistics.com

Global Voices: Interpreting and translation service:
info@globalvoices.co.uk

KUDO - *software: Free use of video conferencing platform for NGOs & Volunteer Interpreters

Lingua Services - Certified translations from Ukrainian/Russian to English: info@linguaservices.co.uk

Mastermind Translations Ltd: Pro-bono (free) translation of medical documentation for patients from Ukraine receiving treatment in Poland or elsewhere in Europe or the US. Supported languages: Ukrainian to Polish and Ukrainian to English. Other languages upon request:
info@mastermindtranslations.co.uk

My Language Hub Ltd: Translation services English/Ukrainian:
admin@mylanguagehub.com

Notable Notaries: Ukrainian/English document certifications and translations

Talk Russian Ltd: Certified translations from Russian to English:
enquiry@talkrussian.com

The Big Word: Donating 5000 minutes of Telephone Interpreting for organisations supporting refugees through WordSynk TI App

Translayte: Translation services from Ukrainian to English:
hello@translayte.com

TRANSLIT: Offering its interpreting technology, Translit RSI, to Irish government agencies, non-governmental organizations (NGOs), charities, and refugees:

TTC wetranslate: Translation services English/Ukrainian:
info@ttcwetranslate.com

Verbatim Services: Certified translations from Ukrainian to English:
info@verbatimservices.co.uk

Language Associations & Companies (A-Z): *Additional links to find language support - costs will apply.

Association of Translation Companies - Translation Services

Chartered Institute of Linguists (CIOL) - Find-a-Linguist.



[Clear Voice Interpreting Services](#) - Interpreting services English/Ukrainian.

[Institute of Translation and Interpreting \(ITI\)](#) - Find a professional.

[National Register of Public Service Interpreters \(NRPSI\)](#) - Find an interpreter.