

Welcome

To the Royal Borough of Kingston
upon Thames



**Homes for Ukraine And Family Scheme -
Guidance and further information**



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES



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Introduction

Hello and welcome to The Royal Borough of Kingston Upon Thames.

This guidebook will provide you with a selection of useful information that you will need to do once you arrive in Kingston.

Biometric Residence Permit (BRP)

The Biometric Residence Permit (BRP) is a residence permit which holds a migrant's biographic details, biometric information, shows their

immigration status and shows their entitlements during their stay in the UK.

We are aware that BRP applications are taking exceptionally longer than expected. Unfortunately, as a local authority we are not directly involved in this. This is managed by the central government's UK Visas and Immigration service who can be contacted on 0808 164 8810 or visit <https://www.gov.uk/contact-ukvi-inside-outside-uk> if you need assistance.

Once you have your Biometric Residence Permit (BRP), you can use it for:

- identification purposes
- evidence of a right to study in the UK
- Access to the Home Office online services on GOV.UK to prove your right to rent property in England to a landlord and right to work in the UK to an employer, by generating a 'share code' which gives them time limited access to relevant data <http://www.gov.uk/prove-right-to-work>
- evidence of a right to public services or benefits you are entitled to

You are advised not to travel outside the UK until you have received your BRP, or you may have problems returning to the UK. You should always carry your current BRP when travelling internationally, as you will need to show this to the carrier you are travelling with and may be asked to present it at the UK border.

Extending your stay in the UK

To complete your visa application to remain in the UK under the Ukraine scheme, visit: bit.ly/Ukraine-Scheme-Visa.

You can do this if:

- you have a Ukraine passport
- you are in the UK
- you applied under the Ukraine Family Scheme or the Ukraine Sponsorship Scheme (Homes for Ukraine) before you arrived in the UK
- your application has not been decided but you received a letter saying you could travel to the UK
- you were given 6 months permission to enter at the border and are now applying to extend your stay

How to set up a bank account

You will need to set up a UK bank account.

To do this, you need to fill in an application form. You can do this in person in a bank or online. To set up a bank account you will need to provide proof of identity. This must include your full name, address and date of birth.

We can support you to set up your bank account. Please ask the Kingston Integration Welcome Team to help you set up your bank account if needed. Please email ukraine@kingston.gov.uk if you need support with this.

Education

Education for children is free and compulsory. In England, children must be in education from age 5 years to 16 years and individuals aged 16 to 18 must be in either full-time education or work (with an educational component).

You can find information about schools in Kingston and how to apply for a place for your child at: www.kingston.gov.uk/schools-education

If you have any questions or difficulties with school registration, please make an appointment and discuss this with the Kingston Integration Welcome team. Contact: ukraine@kingston.gov.uk to book an appointment.

Nursery Education and Childcare

Between the ages of 3 and 4 years, children can get free early education. Some 2-year-olds are also eligible. Early education can be taken at a nursery or with a childminder. For information about nursery education and other childcare, please visit bit.ly/Childcare-Info.

Family Information Service:

The Family Information Service provides information for parents, parents to be, carers and professionals to help support children up to their 20th birthday or 25th birthday if a child has a disability. They can be contacted by sending an email to fis@achievingforchildren.org.uk.

Primary Education (Age 5-11)

Information about the primary, infant and junior schools in the borough and how to apply for a place your child can be found at

www.kingston.gov.uk/schools-education/changing-school-year/1

You can contact the School Admissions team by email at kingston.admissions@achievingforchildren.org.uk

Secondary Education (Age 11-16)

Information about the secondary schools in the borough and how to apply for a place for your child can be found at

www.kingston.gov.uk/schools-education/changing-school-year/1

You can contact the School Admissions team by email at kingston.admissions@achievingforchildren.org.uk

Post 16 Education

Kingston College offers full time and part time courses for young people aged 16 and over. It offers an extensive range of courses to suit all learners in a variety of subject areas. You can find more information on their website at: bit.ly/Kingston-College

Visit ucas.com to find out about the UK's universities.

Kingston Adult Education: will also be able to help you learn new skills. Find out more at www.kingston.gov.uk/adults-education.

Kingston College: Use the link below to contact Kingston College about courses and eligibility: <https://stcg.ac.uk/contact>

The Open University: Free digital skills, careers advice, and CV templates from The Open University's Open Door to Success Open Learn DWP portal. Follow this link for more information:
<https://www.open.edu/openlearn/dwp>

Ukraine School: Provides online teaching and communication solutions to teachers and pupils. Visit their website for more information:
<https://www.ukraineschool.com/web>

How to learn English

English language training for speakers of other languages is known as 'ESOL'. This is designed to help you develop the language you'll need for everyday interactions. ESOL classes are offered at different levels - depending on what your language needs are. Please see the links below for different ESOL options in Kingston.

Information on ESOL Courses:

- You can sign up for courses at Kingston College here: www.stcg.ac.uk/kingston-college/english-esol-efl.
- You can look to Kingston Adult Education: <https://www.kingston.gov.uk/adults-education#:~:text=Our%20Engli sh%20as%20a%20Second,second%20language%20to%20find%20work>.
- If you have full time care responsibilities for children, you can try Family Learning Sessions at Children's Centres. To book in advance please follow this link: <https://docs.google.com/forms/d/e/1FAIpQLSfHyfV5yrCZpCQwyvu38yByHA3U8ITLwc3BAR5xW4PLmIS5hA/viewform>
- You can be referred to Learn English At Home (LEAH):
To do this, please speak to the Welcome Desk at Guildhall 2 and ask them to fill out the LEAH referral form.

For more ESOL options and details on the above classes, please visit our Welcome Desk at Guildhall 2 or email us at ukraine@kingston.gov.uk.

Finding a job

Kingston Council will make you aware of any Job Fairs taking place in our monthly 'Kingston Ukraine Network' newsletter. Sign up to our newsletter here:

https://docs.google.com/forms/d/1Wreo7-nk8NsDyREI9f7TL0k81Wen6LIPI22ZAutQ0xo/viewform?edit_requested=true#responses

Connected Kingston: provides online employment and skills and support, as well as a host of other information on community health and advice support networks within Kingston. Visit the website at www.connectedkingston.uk

Thrive Kingston Career Coaching: provides free 1-2-1 career coaching for 25+ year olds that are either in receipt of universal credit and/or learning less than £25,000 per year. Register via Stay Nimble professional career guidance at a time that suits you: <https://events.staynimble.co.uk/kingston-coaching>

Way2Work: help young people in Kingston and Richmond find local apprenticeship opportunities. Find out more at www.way2work.org.uk

Kingston JobCentre Plus:

<https://www.jobcentrereame.com/jobcentre/kingston-jobcentre-plus/>

Libraries in Kingston

There are seven public libraries in Kingston. They are in Hook, Kingston, New Malden, Old Malden, Surbiton, Tolworth and Tudor Drive. You can find them at www.kingston.gov.uk/libraries.

We also have an online offer and home delivery service. Most people live within walking distance of a library, so please come in and have a look!

Our library service is free to use and open to all residents of all ages.

- Borrow books and other resources
- Use a computer and free wifi
- We have a children's area with books for all ages
- We have events and activities at our libraries and online

Through our online library, we also have newspapers and magazines from across the world. We have 84 magazines and newspapers from Ukraine, and 28 in Ukrainian. You can also get free eBooks and audiobooks.

Find out more on our website: www.kingston.gov.uk/libraries

Visit your local library or email **libraries@kingston.gov.uk**.

Getting healthcare

Healthcare in the UK is provided by the National Health Service, known as the NHS. Many services are provided free of charge, including the following:

- Family doctors, called General Practitioners (GPs)
- Hospitals

- Maternity services.

Please note that you may have to pay for some services such as prescriptions and dental care.

The NHS can also help with lots of other things, including:

- Contraception
- Family planning
- Healthy eating
- Mental health

What is my GP?

Your 'GP' is your main point of contact at the NHS. 'GP' stands for General Practitioner. They are also known as family doctors.

GPs are highly skilled doctors who are trained in all aspects of general medicine. They can provide you with advice about your health. They can also get you in touch with specialist doctors.

How to register with a doctor

To see a doctor you need to register with a practice. A doctor's practice is usually a clinic or medical facility.

To find your nearest practice, use this link: bit.ly/Find-GP

Once you have found your local GP's details, you need to contact them. They will help you to register.

To register you, they will ask for personal details. This includes your name, your date of birthday, and your phone number. They may also ask to see proof of your identity and proof of your address. If you do not have either of these, they cannot refuse to register you.

Please discuss your registration with a GP with the Kingston Integration Welcome Team if you need help registering.

How to book an appointment

To see a GP or nurse, you need to book an appointment. You can do this by ringing your practice.

You can ask to see a male or female GP or nurse and your GP surgery will do their best to accommodate this. Your surgery may offer you a telephone appointment initially.

You may have to wait a few days for a non-urgent appointment.

If you think you need to speak to the doctor urgently, tell the receptionist that you need an emergency appointment. They will try to see you that day. If the GP thinks you are too ill to come to the surgery, they may visit you at home.

GP appointments are usually 10 minutes long. You must make a separate appointment for each family member as the GP or nurse will only be able to see one patient in each appointment. Please make sure

you arrive on time for your appointment or cancel it if you are unable to attend.

If you need support to register with a doctor (GP), you can make an appointment with one of our advisors by emailing ukraine@kingston.gov.uk.

How to book an interpreter for your appointment

If you need an interpreter you must tell the receptionist when you make the appointment.

Tell the staff which language you speak and they will book an interpreter for you or get an interpreter on the phone.

It is important that you and the doctor understand each other so that they can make an accurate diagnosis of your problem.

You will not be charged if you require an interpreter.

Everything discussed in the consultation is confidential including anything discussed in the presence of an interpreter.

What to do if your GP surgery is closed

If your GP surgery is closed and it is not an emergency, for example a minor illness or injury (cuts, sprains, or rashes), you can visit a walk-in

centre, minor injuries unit or urgent care centre. Alternatively call **111** to speak to the NHS about your symptoms or injury.

Visit this link to find your nearest centre:

bit.ly/Find-Walk-In

Accessing medication from the pharmacy

Your GP may want you to take medicines and will write you a prescription. Take your prescription to the pharmacy or chemist. You may need to pay for your medicine.

Visit this link to find your nearest pharmacy:

bit.ly/Find-Pharmacy

The pharmacist can also give free advice on treating minor health problems, such as colds and coughs.

You can buy some medicines from the pharmacy without a prescription, including some painkillers and cough medicines; however, you will have to pay for these medicines.

Support while you are pregnant

If you are pregnant, there are services you can attend for support. When you register with a doctor, they will be able to advise you and put you in touch with a midwife. They will be able to offer you courses to support

you.

There are a number of services you can access in Kingston. These include:

- Babycare courses
- Local children centres
- Parent support groups
- Free baby clothes and equipment from Growbaby. Visit www.growbaby.org
- A 'Health Visiting Service', who can provide advice for parents and carers of children aged 0-5 years or if you are worried about your child

Visit the Connected Kingston website to find these.

For support when you are expecting a baby:

www.connectedkingston.uk/services/expecting-a-new-baby

For support when you have a newborn baby:

www.connectedkingston.uk/services/support-for-0-5-year-olds

Coronavirus (COVID-19)

Many people in Kingston and the UK are still catching coronavirus. Help us to stop people from getting sick by following the below health advice.

- Get vaccinated
- Meet people outside when you can

- Open a window if you meet people indoors
- Wear a face covering in crowded and indoor spaces
- Stay at home if you are unwell
- Wash your hands regularly with soap

Coronavirus vaccination

You are eligible for a free COVID-19 vaccination through the NHS. You do not have to pay. Visit: www.nhs.uk/covid-vaccine to book an appointment.

Dental Care

You normally have to pay for dental care in the UK. In the following cases, it will be free of charge:

- If you are under the age of 18
- If you are pregnant or have had a baby in the last 12 months. You will need a certificate to show in this case.
- Some treatments are free, such as removing stitches or repairing dentures.

You need to register at a dentist surgery. Find your nearest dentist surgery: www.nhs.uk/service-search/find-a-Dentist

If you require urgent dental care either:

- Call your dentist
- Call NHS 111
- If it is an emergency go to your nearest hospital with an Accident & Emergency (A&E) department

What should I do if I am in an emergency or concerned about the welfare of an adult or child?

Emergencies

You can call **999** (free phone) in an emergency for these services:

- Ambulance
- Fire
- Police

If you or a family member has an accident or a sudden serious illness you should go to your nearest hospital with an A&E department which is free for everyone.

Your local Accident & Emergency hospital is:

Kingston Hospital

Galsworthy Road, KT2 7QB

Website: www.kingstonhospital.nhs.uk

Email: khft.pals@nhs.net

Tel: 020 8546 7711

Non-emergencies

You can also get medical help for problems that cannot wait by calling the NHS non-emergency number, **111**.

This is a free service operating 24 hours a day, 7 days a week.

You can also go online <https://111.nhs.uk/>
(for assessment of people aged 5 and over only).

You will be asked for some details, such as your name and address.

If you do not speak English, you will need to either request an interpreter in English at the beginning of the call, or ask a friend or relative to make the call for you to ask for an interpreter.

Reporting non-emergency crimes:

To report crime and other concerns that do not require an emergency response, please call **101**. You can also report an incident by visiting www.police.uk

What to do if you are concerned about the welfare of a child:

If you are concerned about the welfare of a child, call 020 8547 5008.

If you need to speak to someone urgently after hours or at the weekend, call the 'Out of Hours' team on 020 8770 5000.

Call **999** if you think a child or young person is in immediate danger.

What to do if you are concerned about the welfare of an adult:

If you are worried about your own safety or the safety of another person, please contact Kingston Council's Access and Safeguarding Team on:

Telephone: 020 8547 5005.

Email: safeguarding@kingston.gov.uk

This service operates Monday - Friday 9am - 5pm

Mental Health Support

Barnardos

Barnardos Ukrainian Helpline offers a direct, free helpline to support Ukrainian families. This includes access to an interpreter. This is a national offer

bit.ly/BarnardosUkraine

Red Cross

There are a range of online health and wellbeing resources available and support for tracing missing family members on the Red Cross website: bit.ly/Red-Cross-Ukraine

All Saints Church in Kingston

From 11am-12pm on Monday to Saturday mornings a group of trained listeners is available if there is something you want to talk about in confidence.

Address: 14-16 Market Place, Kingston upon Thames KT1 1JP

Website: <https://www.allsaintskingston.co.uk/>

Mind in Kingston

Mind provides counselling for adults aged 18 years and over who have moderate mental health issues e.g. depression, anxiety, panic attacks.

Please call 020 8255 3939 or go to www.mindinkingston.org.uk

Kingston iCope

This service provides a range of short-term, psychological therapies including Cognitive Behavioural Therapy (known as 'CBT') and counselling. Support can be accessed in a range of different ways, such as face-to-face, telephone, group-based courses and online help.

Please call 0203 317 7850 or go to www.icope.nhs.uk/kingston

Samaritans

If you are struggling and wish to speak to somebody, you can talk to a trained volunteer at Samaritans by calling 116 123. You can reach a volunteer 24 hours a day, every day of the year.

www.samaritans.org/branches/kingston-upon-thames

Free counselling from Refugee Action Kingston

Refugee Action Kingston provides free counselling services. You can register by emailing admin@refugeeactionkingston.org.uk. You will be assessed and may be referred on to other appropriate agencies if needed.

Domestic abuse and violence against women and girls

If you are frightened of your partner or frightened for your children, support is available.

Kingston Domestic Violence Hub

The Kingston Domestic Violence Hub (DV Hub) provides free, confidential, non-judgmental and independent support to anyone who is experiencing domestic violence. For more information see www.kingston.gov.uk/domestic-sexual-violence

The Kingston DV Hub can be contacted by phone 0208 547 6046 or email kingstondvhub@refuge.org.uk Monday to Friday, 9am - 5.30pm.

The National Domestic Abuse Helpline offers support outside of these hours: Freephone 24-Hour 0808 2000 247

www.nationaldahelpline.org.uk

Kingston One Stop Shop

The Kingston One Stop Shop is a walk-in service for anyone experiencing domestic abuse to access specialist support. The One

Stop Shop runs every Monday from 9:30 - 12:30pm at the Women's Hub, KingsGate Church, 161A Clarence Street, KT1 1QT.

Racism and Discrimination

In the UK it is illegal to treat anyone differently because of their gender, race, religion, age, disability or sexual orientation.

Racism is unacceptable in the UK. It is a serious offence to injure, harass or verbally abuse someone because of their race or to damage their property for that reason.

It is also against the law to stir up racial hatred. It is unacceptable to discriminate against another person because of their race, ethnicity or where they came from. You should not be treated any differently because of your race when applying for a job, looking for somewhere to live, using the National Health Service (NHS) or just buying something in a shop.

You should not experience racial harassment at work, school or in public (where other people make comments about your race or where you come from that are offensive or make you uncomfortable).

If you or someone you know is the victim of racism, report it to the authorities by:

- Calling **101**
- Calling **999** in an emergency
- Report it online at: www.report-it.org.uk
- Going to the police station in person

Do not try to deal with racism or racist attackers on your own. Get the authorities involved. If you try to resolve it on your own you could get hurt or even get into trouble with the police yourself.

Legal advice

Ukraine Advice Project UK

Ukraine Advice Project UK is a group of volunteer legal professionals with immigration and asylum expertise. They can help to provide those fleeing Ukraine with free legal advice on UK immigration, visas and asylum. For more information, please visit: advice-ukraine.co.uk

Civil Legal Advice

Civil Legal Advice (CLA) is a national advice service for England and Wales, funded by legal aid. You can ask for a free translation service if English is not your first language, and even request a free call back.

They can refer you to a local service if needed. For example, if you need representation at court. Their website gives further detail on what they can help you with.

You can contact Civil Legal Advice on: 0845 345 4 345.

Monday to Friday, 9am to 8pm, Saturday, 9am to 12:30pm

www.gov.uk/civil-legal-advice

You can also contact or visit your local Citizens Advice

Kingston for advice:

Tel: 020 3166 0953

Address: Neville House, 55 Eden St, Kingston upon Thames, KT1 1BW

Places of interest

There are lots of interesting places to see, and things to do both locally and in Central London.

Things to do in Kingston

Kingston is a beautiful part of London with plenty of activities, cultural attractions and more. Find the latest in Kingston:

www.inkingston.co.uk/thingstodo

Activities with children: bit.ly/Kingston-Activities

Events and attractions in London

Timeout is a website that will tell you all about the latest events and activities in London. Visit www.timeout.com/london

Visit London has a list of the top 10 attractions in London: bit.ly/Visit-London-Attractions

Bus tours in Central London

Big Bus Tours London provides a great introduction to the city. Get the best photo opportunities of iconic landmarks from the top deck of a hop on hop off bus. For more information and ticket prices, please visit:

www.bigbustours.com/en/london

Visit Britain

Visit Britain is the official tourism website of Great Britain. It will give you an

overview of the main attractions and events in the UK:

www.visitbritain.com

Ukrainian organisations and locations in London:

Support for young people in the arts

Creative Youth are a local charity who work with young people in the arts. They are able to offer a space during the day with internet for young people or students to carry out work.

They have also offered to provide young people and students with work experience, to help them ease into the community. Creative Youth's members can provide informal careers advice, particularly for anybody interested in the arts.

Email: hello@creativeyouthcharity.org

Ukraine Institute in London

Website: <https://ukrainianinstitute.org.uk/>

Address: Ukrainian Institute London 79 Holland Park, London, W11 3SW

Email: info@ukrainianinstitute.org.uk

The Association of Ukrainians in Great Britain (AUGB)

Website: www.augb.co.uk

Address: AUGB Ltd (Head Office), 49 Linden Gardens, London, W2 4HG

Contact this organisation through the form below:

https://docs.google.com/forms/d/e/1FAIpQLSdbx9ILd8P0dQp3mI3WWvHYvSPuqyxPJm-QU-n_xT1UiiT1oQ/viewform

Ukrainian Restaurant Prosperity

Prosperity Restaurant, 59 York Street, Twickenham TW1 3LP

A Ukrainian run restaurant in Twickenham that also organise humanitarian aid for Ukraine.

<https://www.londondonationsforukraine.org/>

Support and Activities in Kingston

Save the World Club

Saves both items and foodstuffs from landfill or incineration. This food gets donated to vulnerable populations and families.

Items from here can help furnish a new property.

Please visit our Welcome Desk at Guildhall 2 to see if you are eligible for vouchers.

<https://www.savetheworldclub.org/>

Connected Kingston

We have lots of free, family friendly and low cost activities in Kingston to

help you stay fit and well and meet other people. **Connected Kingston** is a website dedicated to helping people find activities, join clubs, volunteer and navigate local services in Kingston. There is a translation function on the top right hand side of the website.

Visit www.connectedkingston.uk to find out more.

Transport in Kingston and London

Journey planning across London is easy using Transport for London's journey planner via this link: www.tfl.gov.uk/plan-a-journey. It gives you options for walking, cycling and cycle hire, as well as public transport.

There are several apps available for tracking bus times, for example London Live Bus Countdown.

The easiest way to pay for public transport in London is to get an Oyster Card.

Paying for public transport in London is cheapest and quickest by using an Oystercard. You can pick one up from most stations. Visit: oyster.tfl.gov.uk

The Kingston Council website also has information about local walking routes and public transport. Visit the website here: www.kingston.gov.uk/publictransportandwalking

Nationwide travel

For national trains or buses, tickets are usually much cheaper if bought in advance.

Times and ticket prices vary across the UK. You can find out more information on the national rail website: www.nationalrail.co.uk or in your local train or bus station.

Travelling to mainland Europe is very accessible from London St Pancras International.

You can plan your journey with Eurostar www.eurostar.com, an international high-speed rail service connecting the United Kingdom with France, Belgium and the Netherlands.

Most Eurostar trains travel through the Channel Tunnel between the UK and France.

Further Queries

We hope this information pack helps you settle into Kingston.

If you need to contact the Kingston United for Ukraine Arrivals and Queries Team please email ukraine@kingston.gov.uk or visit the Welcome Desk at the Guildhall 2 High St, Kingston upon Thames KT1 1EU.

