

# Welcome

To the Royal Borough of Kingston  
upon Thames



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



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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.

## Your immigration status

### 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.

All the BRP plastic cards are valid until 31 December 2024. We advise you to retain your expired BRP and take it with you if you travel outside the UK.

### eVisa

UK Visas and Immigration (UKVI) are developing a digital immigration system. This means that physical documents (including BRPs) will be replaced with an online record of your immigration status. This is known as an eVisa.

An eVisa is an online record of your immigration status and the conditions of your permission to enter or stay in the UK. You need to create a UKVI account to be able to access your eVisa. You can [find out more details about eVisas and how to get it here](#).

### Ukraine Permission Extension Scheme

If you have been given permission to be in the UK under one of the Ukraine Schemes, you may be able to apply for a further 18 months permission to stay in the UK under the new [Ukraine Permission Extension scheme](#). The scheme will open to applications on 4 February 2025. If you require further support, please email [ukraine@kingston.gov.uk](mailto:ukraine@kingston.gov.uk).

## 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 email [ukraine@kingston.gov.uk](mailto:ukraine@kingston.gov.uk) if you would like to book an in-person appointment for further support.

## 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).

### 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](mailto:fis@achievingforchildren.org.uk).

### 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 AfC website.](#)

### 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

<https://www.kingston.gov.uk/schools-education>

You can contact the School Admissions team by email at [kingston.admissions@achievingforchildren.org.uk](mailto: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

<https://www.kingston.gov.uk/schools-education>

You can contact the School Admissions team by email at [kingston.admissions@achievingforchildren.org.uk](mailto:kingston.admissions@achievingforchildren.org.uk)

### **How to apply**

If you have any questions or difficulties with school registration, please email [ukraine@kingston.gov.uk](mailto:ukraine@kingston.gov.uk) to book an appointment with one of our caseworkers at Guildhall 2, High Street, Kingston upon Thames, KT1 1EU.

### **St Mary's Supplementary School**

St Mary's Supplementary School is a Sunday school held weekly in Kingston. It offers a broad curriculum including Ukrainian language, history, culture and more, as well as providing a free lunch for pupils and a range of activities such as music and sports.

St. Mary's School was established in 1955, with the aim to ensure that children from Ukraine living in the United Kingdom can learn about their home. A number of schools have since been set up across London. The curriculum is for primary and secondary school age children and includes all core aspects of language learning - reading, writing, speaking and listening.

To register your child, please contact the school headteacher, Oksana Korinetska at [o.korinetska@stmarysukrschool.co.uk](mailto:o.korinetska@stmarysukrschool.co.uk) or call 07535461742.

### **Post 16 Education**

Kingston College is a local institution that 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](https://bit.ly/Kingston-College)

Contact details

020 8546 2151

[Admissions.Kingston@stcg.ac.uk](mailto:Admissions.Kingston@stcg.ac.uk)

Visit [ucas.com](https://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](http://www.kingston.gov.uk/adults-education).

**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>

**Richmond and Hillcroft Community College:** An array of courses including:

- English, Maths and Science
- Technology (IT)
- Technology laptop loan system

Follow this link for more information:

<https://www.rhacc.ac.uk/free-digital-courses-kingston-residents>

## 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](http://www.stcg.ac.uk/kingston-college/english-esol-efl).
- You can contact with Kingston Adult Education: [https://www.kingston.gov.uk/adults-education](http://www.kingston.gov.uk/adults-education).
- If you have full time care responsibilities for children, you can try Family Learning Sessions at Children's Centres. To enquire about availability and book in advance please email [esol@kingston.gov.uk](mailto:esol@kingston.gov.uk).
- You can be referred to Learn English At Home (LEAH):  
To do this, please speak to one of our caseworkers in the Ukraine Welcome Area at Guildhall 2 and ask them to fill out the LEAH referral form.
- Richmond and Hillcroft Adult Community College offer ESOL lessons as well as many other subjects. You can be referred by your caseworker from the Ukraine Welcome Area at Guildhall 2. Their Hillcroft Campus is by Surbiton station: 12 South Bank, Surbiton KT6 6DW. Please see the website for more information: <https://www.rhacc.ac.uk/>
- You can engage in independent learning:

- [OpenLearn](#) has various levels of free English courses to undertake at home in your own time.
- [The English with Ukrainians Youtube channel](#) has classes on a variety of topics.
- All of [Babbel's English courses](#) are free for Ukrainians.
- [Ba Ba Dum](#) is a free online language learning game.

For more ESOL options and details on the above classes, please visit our Welcome Area at Guildhall 2 or email us at [ukraine@kingston.gov.uk](mailto:ukraine@kingston.gov.uk).

## Finding a job

Kingston Council will make you aware of any Job Fairs taking place at Guildhall in our monthly 'Kington Ukraine Network' newsletter. Sign up to our newsletter here: <https://www.kingston.gov.uk/ukraine-1/sign-newsletter>

**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](http://www.connectedkingston.uk)

**Thrive Kingston Career Coaching:** provides free 1-2-1 career coaching for anyone in Kingston or the surrounding area aged 25-65, are either in receipt of universal credit and/or are earning less than £30,000 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](http://www.way2work.org.uk)

**Kingston JobCentre Plus:**

<https://www.jobcentrenearme.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 <https://libraries.kingston.gov.uk/home>.

They provide an online offer and vulnerable residents can get books delivered to their door. Most people live within walking distance of a library and everyone is welcome to 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.

Visit your local library or email [libraries@kingston.gov.uk](mailto: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. They also provide free vaccinations as part of the NHS Vaccination Programme for children, adults and pregnant women. See: [NHS vaccinations and when to have them](#). It's best to have vaccines on time, but you can still catch up on most vaccines if you/your child miss them.

## **How to register with a doctor (GP)**

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

To find your nearest GP Doctor's practice, use this link: [bit.ly/Find-GP](https://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.

If you need help registering with a GP (doctor), please email [ukraine@kingston.gov.uk](mailto:ukraine@kingston.gov.uk) to book an appointment with the Kingston Integration Team.

## **How to book an appointment**

To see a GP doctor 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. 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 caseworkers by emailing [ukraine@kingston.gov.uk](mailto:ukraine@kingston.gov.uk).

### **How to book an interpreter for your doctor's (GP) appointment**

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

Tell the GP reception 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' health 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 health centre: [bit.ly/Find-Walk-In](https://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](https://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 (GP), 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](http://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](http://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](http://www.connectedkingston.uk/services/support-for-0-5-year-olds)

## **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 (discuss getting a certificate with your GP doctor or Health Visitor).
- Some dental treatments are free, such as removing stitches or repairing dentures.

Find your nearest dentist surgery: [www.nhs.uk/service-search/find-a-Dentist](http://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 (Accident & Emergency) department which is free for everyone.

Your local Accident & Emergency hospital is:

Kingston Hospital  
Galsworthy Road, KT2 7QB  
Website: [www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)  
Email: [khft.pals@nhs.net](mailto: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](http://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.ï

### **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](mailto: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](http://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](https://bit.ly/Red-Cross-Ukraine)

## **All Saints Church in Kingston**

From 11am-12.15pm 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](http://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](http://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](http://www.samaritans.org/branches/kingston-upon-thames)

## **Free counselling from Refugee Action Kingston**

Refugee Action Kingston provides free counselling services. You can be referred by your caseworker at Guildhall 2 or register yourself by emailing [admin@refugeeactionkingston.org.uk](mailto: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](http://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](mailto:kingstondvhub@refuge.org.uk).

The National Domestic Abuse Helpline offers support outside of these hours: Freephone 24-Hour 0808 2000 247  
[www.nationaldahelpline.org.uk](http://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 - 12:30 pm 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](http://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](http://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.

[www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

You can also contact your local Citizens Advice Kingston for advice:

<https://www.citizensadvicekingston.org.uk/>

## **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](http://www.inkingston.co.uk/thingstodo)

Activities with children: [bit.ly/Kingston-Activities](http://bit.ly/Kingston-Activities)

## **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](mailto:hello@creativeyouthcharity.org)

## **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](http://www.timeout.com/london)

Visit London has a list of the top 10 attractions in London: [bit.ly/Visit-London-Attractions](http://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](http://www.bigbustours.com/en/london)

## **Eventbrite**

Eventbrite is a website that advertises local events. A lot of them are free. You can sign up to events here:

<https://www.eventbrite.co.uk/>

## **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](http://www.visitbritain.com)

## **Ukrainian organisations and locations in London:**

### **The Hub**

A local place near central Kingston for the Ukrainian Community to meet fortnightly. You are welcome to come and meet other Ukrainians, play board games, read books or learn about projects for Ukrainians. If you would like to find out more details, please email [ukraine@kingston.gov.uk](mailto:ukraine@kingston.gov.uk).

Address: 8 Surbiton Road, Kingston-Upon-Thames, KT1 2HX

### **Ukraine Institute London**

Ukrainian Institute London is an independent charity that champions Ukrainian culture and shapes the conversation about Ukraine in the UK and beyond. They engage experts, creatives, policymakers and active citizens to explore Ukrainian perspectives on global challenges.

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

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

Email: [info@ukrainianinstitute.org.uk](mailto:info@ukrainianinstitute.org.uk)

### **Ukrainian Social Club**

154 Holland Park Avenue, London, W11 4UH

The club is a Ukrainian community space and has a cafe and kitchen. They have a lot of classes for children and adults throughout the week and often gather the Ukrainian community to celebrate Ukrainian holidays or commemorate important dates in the history of Ukraine.

<https://www.facebook.com/p/London-Ukrainian-Club-Karpaty-100057043556376/>

## **The Association of Ukrainians in Great Britain (AUGB)**

Website: [www.augb.co.uk](http://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/1FAIpQLSdbx9ILd8P0dQp3ml3WWvHYvSPuqyxPJm-QU-n\\_xT1UiiT1oQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdbx9ILd8P0dQp3ml3WWvHYvSPuqyxPJm-QU-n_xT1UiiT1oQ/viewform)

## **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 Kingston Integration Team 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.

There are sections on The Cost of Living Crisis, Staying Healthy, Mental Health, Employment and much more.

Visit [www.connectedkingston.uk](http://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](http://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.

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](https://oyster.tfl.gov.uk)

## **Trains**

Depending on your age and needs, you may be eligible for a Railcard to provide a discount on rail tickets. To check the criteria and fees, please follow the link below.

<https://tfl.gov.uk/fares/free-and-discounted-travel/national-railcard-discount>

The Kingston Council website also has information about local walking routes and public transport. Visit the website here:

[www.kingston.gov.uk/publictransportandwalking](http://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](http://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](http://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](mailto:ukraine@kingston.gov.uk) or visit the Kingston Integration Team at the Guildhall 2 High St, Kingston upon Thames KT1 1EU.