



INFORMATION PACK FOR **UKRAINIAN FAMILIES** LIVING IN WILTSHIRE

Information pack for Ukrainian families living in Wiltshire

Welcome

Welcome to Wiltshire! I am pleased you are coming to stay in Wiltshire. It's a beautiful place to live and I'm sure you will find people are friendly and welcoming.

My name is Richard Clewer and I'm the leader of Wiltshire Council and as the local authority we are working hard with residents and professional partners to ensure you have what you need for your stay in Wiltshire.



We know this has been a difficult time for you, your family and friends. Having to leave your country and then having to stay in a new place is unsettling and difficult to do.

It is important that you know we will do everything we can to help you settle into Wiltshire. The changes you have had to make have not been easy but please be assured that you are coming to a welcoming place where we will all do what we can to make you feel at home.

We have pulled some important information together which we hope you will find useful. This includes information on health, schools and money and how we will support you during your stay.

Please take time to have a look at the information and if you need anything further, please contact us at refugees@wiltshire.gov.uk

Also please have a look at the government welcome pack which has a range of advice on health, money, schools and general advice. [Welcome: a guide for Ukrainians arriving in the UK - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk)

Thank you to our sponsors proving a home for Ukrainian refugees

Firstly, I want to say thank you.

Thank you to the many warm-hearted people of Wiltshire who have offered up their homes for Ukrainian refugees. We are grateful to you for taking that leap of faith and

offering your home to people who you do not know but who have touched your heart and you want to help. We know your words are matched with generous actions and you are offering a safe place to stay for many fleeing the ravages of war.

This welcome pack has been designed to help your Ukrainian guest have the information they need to settle in Wiltshire. I'm sure you will find it useful to read as well.

Officers may have already visited your home or are in the process of visiting you to ensure everything is ready for your Ukrainian guests when they arrive. We will also be working with you to provide the £350 a month to you. We will also be in contact with your guests regarding accessing benefits, health and school places. We hope you find this guide useful too. There is also a government guide for sponsors which has a lot of important information and you can find this at [Homes for Ukraine: sponsor guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/homes-for-ukraine-sponsor-guidance) along with some [Frequently Asked Questions](#)

Thank you again for your support.

Cllr Richard Clewer, Leader of Wiltshire Council

Key advice for Ukrainian Refugees

How will I get money when I arrive?

When you first arrive in the UK you will be given an electronic voucher code worth £200 which can be spent in a variety of shops and will help you financially when you arrive

We will also work with you to set you up on ongoing financial assistance – this is called benefits. Benefits are monthly payments to support you with costs such as travel and food.

How will I access benefits?

One of our team will be able to explain how to access benefits and the amount you can get. Please also look at the information on the government welcome pack guidance. This guidance also includes information on how to set up a bank account

[Welcome: a guide for Ukrainians arriving in the UK - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/welcome-a-guide-for-ukrainians-arriving-in-the-uk)

How will I find work?

Find out more about accessing a job on this site - [Find a job - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/find-a-job)

What if I have health issues?

Details on registering with a doctor, getting medicines and medical support in an emergency is detailed in this government advice - [Welcome: a guide for Ukrainians arriving in the UK - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/welcome-a-guide-for-ukrainians-arriving-in-the-uk)

This page tells you how to register with a doctor [How to register with a GP surgery - NHS \(www.nhs.uk\)](https://www.nhs.uk/healthcare/how-to-register-with-a-gp-surgery)

This page tells you how to register with a dentist [Find a dentist - NHS \(www.nhs.uk\)](https://www.nhs.uk/healthcare/find-a-dentist)

How can I book an interpreter for my appointment?

When you call the doctor's surgery please tell them you need an interpreter. Tell them which language you speak and they will book an interpreter for you or get an interpreter to the phone. You will not have to pay for this.

Everything you discuss with your doctor or nurse is confidential including anything discussed if an interpreter is with you. Your interpreter may speak to you over the phone rather than in person.

What support will I have if I'm pregnant?

Please see general government advice on support if you are pregnant. [Welcome: a guide for Ukrainians arriving in the UK - GOV.UK \(www.gov.uk\)](#)

[How to apply – Get help to buy food and milk \(Healthy Start\)](#)

Please also see local information for support:

[Maternity - Maternity \(bswpartnership.nhs.uk\)](#)

[Home - Wiltshire Children's Services \(wiltshirechildrenservices.co.uk\)](#)

[Best Start in Life Toolkit - Wiltshire Council](#)

You can also find children's centre services in Wiltshire which will provide support to you and can offer a range of advice and support when you are pregnant and after you've had your baby. More information is available here [Children's centres in Wiltshire - Wiltshire Council](#)

I'm concerned about a child what do I do?

If you are concerned a child is at risk of significant harm, contact 0300 4560108, 8.45am-5pm, Monday-Thursday and 8.45am-4pm Friday; Out of Hours 0300 456 0100. Or if there is immediate danger, phone the police or emergency services on 999.

For less urgent enquiries, email <mailto:mash@wiltshire.gov.uk>

I'm concerned an adult is in danger what do I do?

If you are worried about your own safety or the safety of another person, please call Advice and Contact on 0300 456 0111 for out of hours 0300 456 0100.

How can I get mental health support?

Local support for mental health issues is available through Alabare [Riverside Sanctuary - Alabare](#)

For young people there is information on local and national help [On Your Mind – We can help](#)

[Wiltshire CAMHS | Oxford Health CAMHS Oxford Health CAMHS](#)

[Mental health and wellbeing - Wiltshire Council](#)

How can I get help for domestic abuse?

In Wiltshire, you can call Splitz on **01225 775 276**.

For out of hours call **0300 456 0100**

How do I get a school place for my child?

Applying for a school place (In Year Transfers)

If your child was born between 31/08/2006 and 01/09/2016 you will need to complete an In Year Transfer application using this link [Apply for a school place - Wiltshire Council](#) to apply for a school place for your child. Once you have clicked on the link please scroll down to the In Year Transfer applications section and click on the + symbol. This will then take to the section where you complete the form. Please don't worry if you do not know which year group the child will be in, you can just select the year group that you think is correct and we will work out this out for you. Once we have received your application, it will be processed within 15 school days.

For information on local schools please look at this link, [Forms, guides and policy documents - Wiltshire Council](#) . You will find a map showing schools and a also downloadable guide for each area of Wiltshire which lists all our schools.

If you want to visit schools before applying, please contact them directly to arrange a visit.

How can I apply for a school place?

Reception entry September 2022

If your child was born between 01/09/2016 and 31/08/2017, then your child will start primary school for the first time in September 2022. Unfortunately, these applications cannot be submitted online.

To make an application please complete the Primary Application Form 2022, which you will be able to do by typing your details in to the form and then emailing it back to admissions@wiltshire.gov.uk .

Alternatively, you can print a copy of the form, complete it and then post this back to the address on the application form.

[Forms, guides and policy documents - Wiltshire Council](#)

Year 7 secondary entry September 2022

If your child was born between 01/09/2010 and 31/08/2011, then you child will start secondary school for the first time in September 2022. This means that you will also need to complete the online In Year Transfer application form above for your child to start in a primary school now and then this form for them to start secondary school in September 2022.

To make an application please complete the Secondary Application Form 2022, which you will be able to do by typing your details in to the form and then emailing it back to admissions@wiltshire.gov.uk .

Alternatively, you can print a copy of the form, complete it and then post this back to the address on the application form.

[Forms, guides and policy documents - Wiltshire Council](#)

If you have any questions about the admissions process in Wiltshire please call 01225 713010 or email admissions@wiltshire.gov.uk .

There is more information on this and early years provision on the government guidance [Welcome: a guide for Ukrainians arriving in the UK - GOV.UK \(www.gov.uk\)](#)

How can I get a place for my child who is in early years?

In Wiltshire we have a wide range of different Early Years settings that are available for you to send your child to. We have nurseries, pre-schools and childminders, all offer high quality care and education. Our settings all follow the Early Years Foundation Stage curriculum which will ensure your child gets the best possible start to their education. More details are here [Early years and childcare - Wiltshire Council](#)

Where can I access free WiFi?

There are a number of locations that offer free WiFi. All our libraries offer free WiFi. A list of library locations and opening times and other information about the library service can be found at <https://www.wiltshire.gov.uk/libraries>.

You can also use this WiFi map which has places listed for towns in Wiltshire and Swindon [WiFi Map - #1 WiFi Finder](#) -

What kind of community activities are available?

The Wiltshire Together website has useful links on events, activities and local support. www.wiltshiretogether.org.uk

For more information on community groups and local activities, refer here to find your local Community Engagement Manager from Wiltshire Council [Find your local CEM or Councillor - Wiltshire Council](#)

Where can I go if I need general support and advice?

Wiltshire Citizen's Advice can provide support and advice on benefits, housing, debt, employment and relationships would be perfect.

and have produced a leaflet with more detail. [Bilingual Ukrainian Leaflet Heritage.pdf - Google Drive](#)

You can find more detail on their website at citizensadvicewiltshire.org.uk

What sort of activities are available in your leisure centres?

We have a number of leisure centres throughout Wiltshire so you will be able to find a centre near to you. We offer many different sports activities at our leisure centres for people of all ages; including swimming and swimming lessons for children and adults, gyms, group exercise classes and racquet sports plus much more. Have a look at this link to find out more - [Leisure and sport centres - Wiltshire Council](#)

What activities are there at Wiltshire libraries?

There are 30 libraries across Wiltshire that offer:

- Free access to WiFi, computers and scanners, plus printing for a small charge
- Staff who can help you find the information you need and to use the computers
- Free access to books, eBooks and eMagazines for children and adults
- Access to materials to learn English
- Free activities for children and families, including rhyme times

It's free to join the library. To join, visit any Wiltshire library and we'll provide you with a library card. No proof of ID will be needed. A list of library locations and opening times and other information about the library service can be found at <https://www.wiltshire.gov.uk/libraries>.