

WELCOME TO GLOUCESTERSHIRE

Useful Information



Gloucestershire
COUNTY COUNCIL

Contents

1. What to do in an emergency.....	4
2. Introduction and welcome.....	4
3. When you first arrive	5
3.1 Suggested checklist.....	5
3.2 What to expect when you first arrive	5
3.3 Welcome visits	6
3.4 Digital Access.....	6
3.5 Proof of address.....	6
4. Healthcare	7
4.1 Registering with a doctor (GP)	7
4.2 Protection against infectious diseases	7
4.3 Mental health	8
4.4 Young Gloucestershire	8
5. Extra support from Gloucestershire County Council.....	8
5.1 Extra support if you or your children are vulnerable	8
6. Immigration and eVisa.....	9
6.1 Help with Immigration	9
7. Finances, employment, and benefits	10
7.1 National Insurance Number	10
7.2 Opening a bank account	10
7.3 Universal Credit.....	11
7.4 Job Centre	11
7.5 Benefits	11
7.6 Modern Slavery, trafficking, minimum wage and how to get help	12
7.7 Recognition of your qualifications in the UK	13
8. Education and childcare.....	13
8.1 Finding a place at school	13
8.2 Further Education Colleges	14
8.3 University Process	14
8.4 Finding childcare, antenatal care and parent support groups	15
8.5 Learning English, post 16 and post 19 education and training	16
9. Transport.....	17
9.1 Driving licenses, bringing your car, and moving to the UK	17
9.2 Transport Links	17
10. What to do if you have a problem and useful contact details	18

10.1	My sponsor wants us to leave, or I want help finding somewhere else to live.	18
10.2	Help with housing and renting.....	19
10.3	Help with other issues.....	20
10.4	Local Support Groups.....	22
11.	The Ukrainian Association	23

You can find a copy of this information online at:

www.gloucestershire.gov.uk

Scan the QR code to go to the online Welcome Pack.



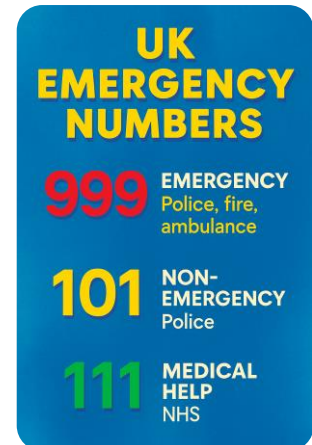
1. What to do in an emergency

If you feel that you or someone else is unsafe, threatened or needs emergency attention you should call **999** from any telephone.

If English is not your first language, we use a language line service so a translator can speak to the operator on your behalf.

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

You should call **111** for non-emergency medical advice.



If you have concerns about the welfare of a vulnerable adult or a child, including yourself or your children you should speak to GARAS by messaging at info@garas.org.uk or email us at hfuteam@gloucestershire.gov.uk.

2. Introduction and welcome

Welcome to Gloucestershire.

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

Our email address to contact us is: hfuteam@gloucestershire.gov.uk

We are working in partnership with **GARAS** (Gloucestershire Action for Refugees and Asylum Seekers) who are a local charity with a huge amount of experience in helping those who have come to the UK due to war at home.

GARAS run drop-in sessions at their centre in Gloucester (The Trust Centre, Falkner St, Gloucester, GL1 4SQ). These are on a **Monday, Wednesday, Friday 10:00 – 14:00**. You can contact **GARAS** on **01452 550528** / info@garas.org.uk.

Our priority is to provide a safe and welcoming environment for you and your children for as long as you stay. If at any point you feel unsafe it is important you let us know or call the Police if an emergency arises. Your visa will not be affected if you contact us because you are feeling unsafe.

This guide provides information on the types of things you will want to do over the coming weeks and the types of support available to you.

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

3. When you first arrive

3.1 Suggested checklist

We have created a suggestion checklist for your first month in the UK. This is just a suggested list for you and your sponsor during your first month (or more). Please do this at your own pace.

Task	√
Get to know my local area and speak to my Sponsor about how we share common spaces and any house rules.	
Register with my local Doctor (GP) and make a new patient appointment to access any medical care I need. Make sure my sponsor knows mine and my family's date of birth(s) in case of medical emergencies.	
Speak to the council about any special care needs anyone in my family may have.	
Create a UKVI account to get access to your eVisa (online immigration status).	
Open a Bank Account.	
Apply for a National Insurance number and any benefits to which I am entitled.	
Apply for a place at school, if necessary.	
Register for English classes.	
For hosts attention – update my local district council's council tax team on your household change. <u>*please do this when you end hosting as well*</u> <i>The amount of council tax you pay will not change while hosting, but your district council need to be notified regardless.</i>	

3.2 What to expect when you first arrive

Your bedroom(s) should be big enough for you and your family: you should not have to share a room with anyone outside of your family. In UK law you can only be expected to share a room with your adult partner, your child, or your sibling. Siblings of different genders above the age of ten should also have their own, separate, rooms. Your host must not charge you rent or ask for any payment for staying with them.

When you arrive and find that the arrangements seem different to these, or you are worried about something you have seen in the home, and you don't want to speak to your Sponsor about it, then you should contact the council immediately on [hfuteam@gloucestershire.gov.uk](mailto:hfutuream@gloucestershire.gov.uk).

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

3.3 Welcome visits

Shortly after you arrive, you will receive a visit from our Welcome Team to introduce ourselves and discuss this pack's contents.

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

The Welcome Team will give you:

- **A card with £200 per person**, which you will be able to use in shops until you get a bank account set up. This is for you to use as you wish. You will not need to pay this back.
- **A bus pass with 50 free trips** to be used within Gloucestershire.

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

3.4 Digital Access

Your sponsor may let you use their devices but that is entirely at their discretion. If you have your own mobile device, you can purchase a cheap SIM card from most supermarkets. This can range in price, with the cheapest being about £10 a month pay as you go for unlimited data.

3.5 Proof of address

If you need a proof of address to register for any services like doctors or schools please contact the Homes for Ukraine team by email [hfuteam@gloucestershire.gov.uk](mailto:hfutuream@gloucestershire.gov.uk) and we will be able to help you.

4. Healthcare

4.1 Registering with a doctor (GP)

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



You can register at any GP Surgery you choose, but it normally makes sense to register with your closest surgery. There is more information available at <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>.

You will not have to pay for any medical care you receive. You may have to pay for prescriptions (no more than **£9.90** per item). Prescription items are free to those under 18, and there is a reduced fee for those claiming Universal Credit.

During your Welcome Visit, you should also be given a guide from the local NHS group with more information on healthcare services in Gloucestershire. This document also contains information about accessing the dentist, opticians, and hearing tests as sometimes these services are not free. To find your nearest dentist please follow the link below: <https://www.nhs.uk/service-search/find-a-dentist>.

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

For life-threatening emergencies dial 999.

4.2 Protection against infectious diseases

When you register with your local doctor's surgery, they can advise you about vaccinations which are available to you and your family. Most vaccinations are free on the NHS. You can find out more information here: <https://www.nhs.uk/vaccinations/nhs-vaccinations-and-when-to-have-them/>.

4.3 Mental health

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

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

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

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

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

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

4.4 Young Gloucestershire

Young Gloucestershire is a specific scheme that supports Ukrainians ages 11 - 25. They can help support you or your child in several aspects of life, including mental and physical wellbeing, planning for the future, building and learning skills and exploring new initiatives. It is also a friendly community to make new friends and build new relationships. Young Gloucestershire employ a Ukrainian-speaking support worker for this initiative.

If you feel you or a family member would benefit from the support provided by **Young Gloucestershire**, please contact the HFU team by emailing: HFUteam@gloucestershire.gov.uk. You can also see more information about Young Gloucestershire on their website here: <https://www.youngglos.org.uk/>.

5. Extra support from Gloucestershire County Council

5.1 Extra support if you or your children are vulnerable

If your child has a disability or special educational needs, you should talk to the HFU team during the Welcome Visit or contact Gloucestershire Children's Services on **01452 426565** / childrenshelpdesk@gloucestershire.gov.uk.

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

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

6. Immigration and eVisa

6.1 Help with Immigration



UK Visas and Immigration (UKVI) are developing a digital immigration system. This means that physical documents are being replaced with an online record of your immigration status. This is known as an eVisa. **This is NOT the same as the Ukraine Permission Extension Scheme.** You'll need to create a UKVI account on www.gov.uk, which is free. As of 2nd June 2025, BRPs are no longer accepted. You need an eVISA. More information including how to apply can be found here: <https://www.gov.uk/evisa>. For a step by

step guide on how to create a UKVI account and get an eVisa please see the link here, scroll down and select the PDF required for your preferred language: <https://www.lancashire.gov.uk/resettlement-in-lancashire/evisas/>.

If you need help with your eVisa, you can contact:

- **Migrant Help UK**
Tel: 07483 170 100
Email: visa@migranthelpuk.org
Website: <https://www.migranthelpuk.org/>
- **Bristol Citizens Advice Bureau**
Telephone: 0117 946 2550
Email: info@citizensadvicebristol.org.uk
- **Central British Fund for World Jewish Relief**
Telephone: 0800 319 6092
Email: evisa@worldjewishrelief.org

More information on the organisations can be found here:

<https://www.gov.uk/government/publications/evisa-community-support-for-vulnerable-people/list-of-organisations>.

If you need advice or help with issues relating to your immigration status, you can contact:

- **British Red Cross**
Tel: 0808 196 3651
Email: info@britishredcross.org.uk
- **Refugee Council**
Tel: 020 7346 6700
Email: info@refugeecouncil.org.uk Website: www.refugeecouncil.org.uk
- **Salvation Army**
Tel: 0800 808 3733
Website: www.salvationarmy.org.uk

7. Finances, employment, and benefits

7.1 National Insurance Number

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

7.2 Opening a bank account

You will need to open a bank account to be paid by your employer or to receive any benefits. You can search on-line to find range of banks or visit your local high street.

Most banks will require proof of identification (such as your passport or an eVisa) and proof of address. The bank will be able to explain what can be used as proof of address.

Bank accounts should be opened in your name only if possible, and you should not let anyone open an account in your name.



7.3 Universal Credit

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

What is Universal Credit?

This is the name of our benefits system where the government helps those who need it most financially. You can find specific information on the different types of benefits the government provides at: <https://www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine/>

You can apply for **Universal Credit** here: <https://www.gov.uk/universal-credit>

There is also **Child Benefit** available for those with children. More information can be found here: <https://www.gov.uk/child-benefit>

If you or a family member are of pension age, please apply for **Pension Credit** - <https://www.gov.uk/pension-credit> or call **0800 991234** and ask for the dedicated Ukrainian Team.

7.4 Job Centre

What is a Job Centre?

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

7.5 Benefits

This website can help you see what benefits you are entitled to: <https://www.entitledto.co.uk/>

P3 are a charity who the County Council work with to help people get support and advice on a range of complex issues. They can support with housing, homelessness, education, employment, finances, mental health, and drug related problems. You can also access advice on benefits by contacting P3 at the following locations:

- **Cheltenham**

Tel: 01242 514417

Webpage: <https://www.p3charity.org/services/cheltenham-accommodation-based-support>

In person: P3 Cheltenham, Unit 1 & 2, St. Georges Business Park, Alstone Lane, Cheltenham, GL51 8HF.

When: Monday – Friday 9am-5pm

- **Cotswolds**

Tel: Cirencester 01285 652340; Moreton in Marsh 01608 653377

Webpage: <https://www.p3charity.org/services/cotswolds-community-based-support>

In person: P3 Charity Cirencester, Northway House West, The Forum, Cirencester GL7 2QY

In person: The Windrush, High Street, Moreton-in-Marsh GL56 0LH

- **Stroud**

Tel: 01453 750480

Webpage: <https://www.p3charity.org/services/stroud-community-based-support>

In person: P3 Charity Stroud, Daniels Industrial Estate, Suite 5, Fern House, Bath Rd, Stroud GL5 3TJ

When: Monday – Friday 10am – 2pm.

- **Gloucester**

Tel: 01452 505425

Webpage: <https://www.p3charity.org/services/gloucestershire-accommodation-based-support>

In person: P3 Charity Gloucester Hub, 72 Worcester Street, Gloucester GL1 3AS

- **Forest of Dean**

Tel: 0300 365 2002

Webpage: <https://www.p3charity.org/services/acorn-house-forest-of-dean>

In person: Bellevue Road, Cinderford, Gloucestershire GL14 2AB.

When: Tuesday 10:30am – 1:30pm.

- **Tewkesbury**

Please refer to Gloucester or Cheltenham

For more information please visit their website: <https://www.p3charity.org/p3-housing>

CCP

CCP is dedicated to preventing the causes and reducing the effects of homelessness, family breakdown and exclusion. Please see their website for more information: <https://www.ccp.org.uk/>

You'll find further contact details here: <https://www.ccp.org.uk/contact-information/>

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

We recognise your stay here has been brought about by dangerous conditions in your home country and we are very aware that people may try to take advantage of this and possibly you. We work closely with other organisations to prevent trafficking or any kind of exploitation.

If you are offered paid work, the minimum wage you are entitled to is:

Over 21 years old	18 – 20 years old	16 – 17 years old
£12.21	£10.00	£7.55

You can find out more information at: <https://www.gov.uk/national-minimum-wage-rates>

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

How to get help

If you feel your employer is taking advantage or exploiting you in any way and are in immediate danger, please contact the Police on [999](tel:999) or the **Modern Slavery Helpline** on **0800 0121 700**.

7.7 Recognition of your qualifications in the UK

Some employers or educational institutions will need to see your current qualifications before offering employment or education in the UK. You may wish to obtain a **Statement of Comparability**, which will help institutions and employers better understand your Ukrainian qualifications. An organisation called **ECCTIS** can provide you with a UK ENIC 'Statement of Comparability'. ECCTIS can go through the process of recognition and evaluation of international qualifications and skills, which can be used if you need to provide evidence of the level of your qualification for employment, study, professional registration, or another reason. GARAS have a partnership with this organisation and can advise you on how to obtain a **Statement of Comparability**.

You can find out more information at: <https://www.enic.org.uk/individuals/statement-of-comparability>

What different qualifications mean: <https://www.gov.uk/what-different-qualification-levels-mean>

8. Education and childcare

8.1 Finding a place at school

You can access the school finder at: <https://www.gloucestershire.gov.uk/education-and-learning/find-a-school/>

There is information about applying for a school place at:
<https://www.gloucestershire.gov.uk/schooladmissions/>

You will need to complete a form and apply to the school directly. The form is available at:
<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.gloucestershire.gov.uk%2Fmedia%2Fxadhenxs%2Fin-year-application-form.docx&wdOrigin=BROWSELINK>

Your child may also be entitled to free school meals. There is more information about school meals at <https://www.gov.uk/apply-free-school-meals> and transport to schools at <https://www.gov.uk/free-school-transport>

Contact details for Gloucestershire County Council School admissions email addresses:

school.admissions@gloucestershire.gov.uk
inyear.admissions@gloucestershire.gov.uk



If you need help buying school uniform, please talk to your school who may have second hand uniform. Shops like Tesco, Asda, M&S and Sainsbury do excellent and unbranded uniform and shoes.



The Salvation Army run a pop-up shop every Monday and Tuesday between 10:30am and 2pm where they have brand new and used uniform. This is free of charge and open to everyone. The address is: 43 North Road, Broadwell, Coleford, GL16 7BX. You can also message them on Facebook under “Forest of Dean Salvation Army” if you are not local to the Forest and they can send your requested items to their charity shop in Gloucester.

In Gloucester, the Salvation Army’s charity shop sells heavily discounted new uniforms. You can visit the shop and ask for Sue who will be able to assist you.

The “Forest of Dean Baby Bank” will also assist with free school uniforms – please search them on Facebook.

Please contact Lizzie at Salvation Army if you have any questions: elizabeth.cox@salvationarmy.org.uk.

8.2 Further Education Colleges

If you are 16 – 19 years old you can apply to colleges that offer free, vocational classes, in comparison to universities that tend to offer academic courses.

You can find out more information at: <https://www.careerpilot.org.uk/information/further-education-at-16>

8.3 University Process

In the UK you apply for university through an organisation called **UCAS**. They have a website, and you go through the application process on there, stating which Universities and courses you’d like to apply for. Most University applications open on the January prior to the September start, Oxford and Cambridge open for applications in October prior to the September start.

You can find out more information at: <https://www.ucas.com/undergraduate/applying-to-university>

There is also a later application date called University ‘Clearing’. This is a chance to apply later (summertime). There are not many spaces available in the clearing so try to apply in the first round of applications if possible.

The government provide Student Finance in the form of loans to help people go to university. You can apply for these at any time. There are 2 loans: Tuition and Maintenance. Tuition pays for your course and goes straight to the University. Maintenance helps you with living costs and goes to you.

Information on loans and how much you may be entitled for: <https://www.gov.uk/student-finance/new-fulltime-students>

How to apply for student finance loans: <https://www.gov.uk/apply-online-for-student-finance>

Continuing Ukrainian University Classes online?

If you continue your studies online, you are classed as a full-time student and therefore will not be able to claim Universal Credit. You are also not eligible for a student loan as you are not taking a UK course.

8.4 Finding childcare, antenatal care and parent support groups

Finding childcare

All children in Gloucestershire aged 9 months to 2 years old get 15 hours of free childcare per week for 38 weeks of the year. From September 2025 this will increase to 30 hours per week.

Children who are aged between 3 and 4 years are entitled to 30 hours per week of free childcare for 38 weeks of the year.

You can find out more information by contacting the **Gloucestershire Family Information Service** on **01452 427362** / familyinfo@gloucestershire.gov.uk or go to <https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/family-information-service-fis/>

The Glos Families directory “Information for Families” section is a useful resource for both parents and young people. There are lots of links to helpful services and organisations: <https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/family.page?familychannel=%201>

Antenatal care and parent support groups

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

- **Gloucester:** 0300 421 4667
- **Cheltenham:** 0300 421 6486
- **Cotswolds:** 0300 421 6952
- **Tewkesbury:** 0300 421 6166
- **Stroud:** 0300 421 8967
- **Forest of Dean:** 0300 421 8746

8.5 Learning English, post 16 and post 19 education and training

If you are 19+ years and would like to improve your English language skills, you are entitled to 8 hours of free classes a week.

School aged children receive English classes through the schools they attend.

For 16 – 19 year-olds, please contact Ewen Saunders at Prospects Training on **01452 886888** or EwenS@trainandrecruit.com

You can find out more information at: www.prospect-training.org.uk

For formal classes held in **Cheltenham and Gloucester**, contact Gloucestershire College on **0345 155 2020** / <https://www.gloscol.ac.uk/courses-and-departments/departments/esol/>

For formal classes held in **Stroud**, contact Stroud and South Gloucestershire College on acl@sgscol.ac.uk / <https://www.sgscol.ac.uk/>

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

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

If you have any questions, you can email the County Council at Learn@gloucestershire.gov.uk

For information on University entrance exams for Ukrainian students in the UK, you can find important timetable and further information on how to register and sit the exams at <https://testportal.gov.ua/nmt-2025-kalendar-provedennya/>

British Council Free Online Courses

The British Council has many free tools and activities to help you learn English, no matter how old you are or how well you speak English. Learning English helps you find work and begin your journey to self-sufficiency quicker. You can use the links below to find these tools:

- **LearnEnglish** <https://learnenglish.britishcouncil.org/>

Learn English online and improve your skills through with free online resources – all designed for adult language learners.

- **LearnEnglish Kids** <https://learnenglishkids.britishcouncil.org/>

LearnEnglish kids has lots of free online games, songs, stories and activities for children. For parents, they have articles on supporting children in learning English and videos on using English at home.

- **LearnEnglish Teens** <https://learnenglishteens.britishcouncil.org/>

LearnEnglish teens can help improve your English with reading, writing and listening practice, tips for exams, grammar and vocabulary exercises, games and videos. You can also interact with other teenagers from all around the world.

9. Transport

9.1 Driving licenses, bringing your car, and moving to the UK

You can now drive in Great Britain on your Ukrainian licence in line with the end of your visa, including the Ukraine Permission Extension visa length. This applies to both manual and automatic cars. For more information, please follow the link: <https://www.gov.uk/government/consultations/extension-of-ukraine-driving-licence-exchange>

Registering your car

You do not need to re-register or tax your Ukrainian plated vehicle if you are on the Homes for Ukraine Scheme (or any other Ukraine visa scheme). This applies for the first 3 years you are in the UK, however, this exemption will apply for up to 4 years and 6 months (54 months) from the date you entered the UK if you were initially granted a 36 month stay under the HFU scheme and have been granted a further 18 month visa extension under the UPE visa scheme.

This only applies to personally imported vehicles with Ukrainian number plates, including:

- **Motorcycles**
- **Cars weighing up to 3,500kg**

Your vehicle must remain registered in Ukraine to benefit from this exemption. In most cases, you will need to put your car through an MOT test to make sure it is road legal and safe. You will also need to make sure you are insured to drive it.

9.2 Transport Links

Alternative Transport for remote areas

“**The Robin**” is an on – demand minibus service that has been set-up to help transport those living in more remote areas that have no standard bus route.

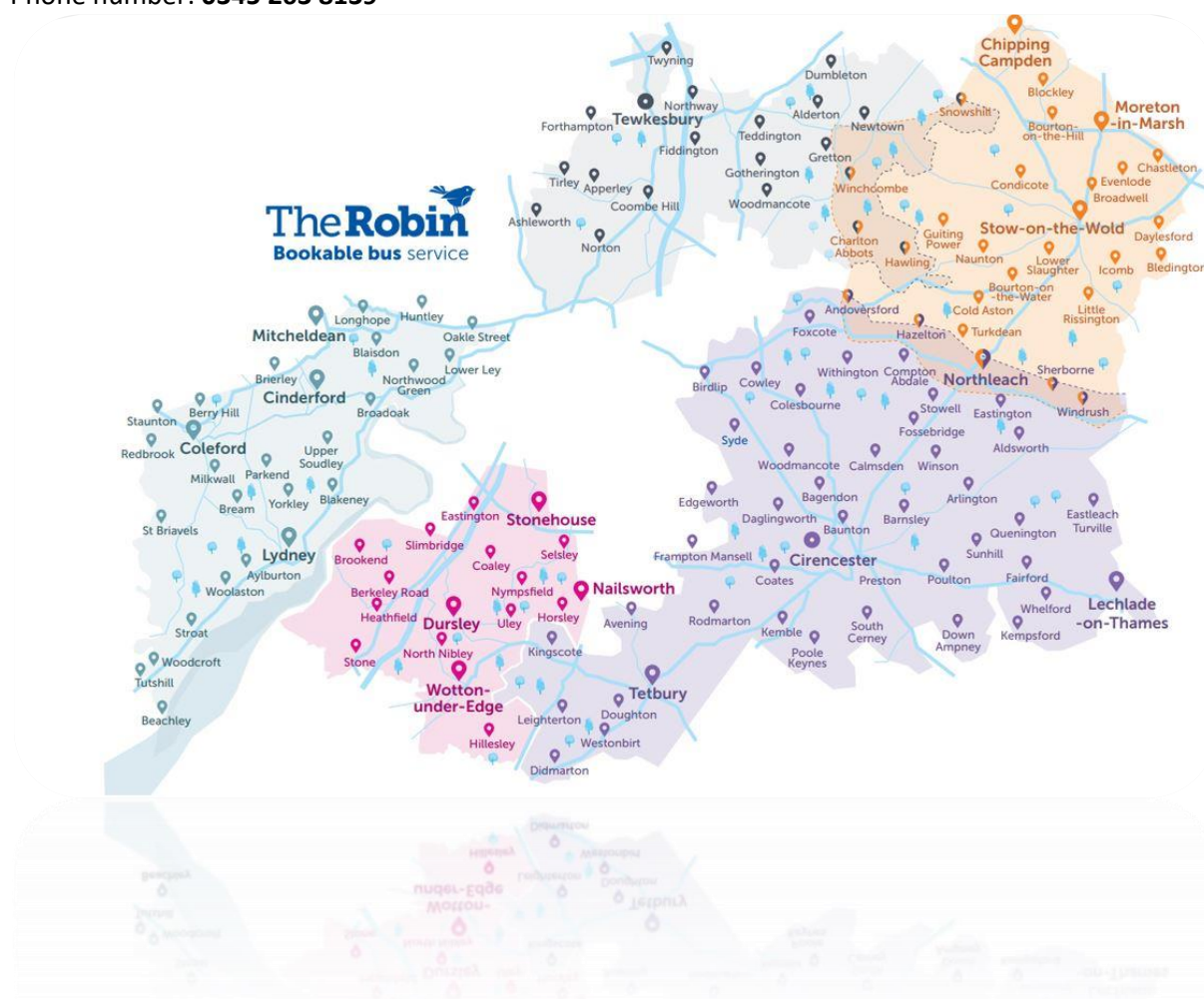
The Robin is a bookable service and on-demand. There is no timetable. You can book via the website, the phone app or over the phone.

The prices range from £1 - £4.

The service runs from 7am to 7pm.

More information: <https://www.gloucestershire.gov.uk/transport/the-robin/>

Phone number: **0345 263 8139**



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

10.1 *My sponsor wants us to leave, or I want help finding somewhere else to live.*

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

If you are worried that you may lose your accommodation or if you feel your current arrangements are putting you or your family at-risk you should contact your local district council's Housing team as soon as possible.

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

Cotswold District Council

Tel: 01285 623300

Email: Housingadvice@cotswold.gov.uk

Cheltenham Borough Council

Tel: 01242 387615

Email: Housing.options@cheltenham.gov.uk

Forest of Dean District Council

Tel: 01594 810000

Email: Housing.advice@fdean.gov.uk

Gloucester City Council

Tel: 01452 396396

Email: heretohelp@gloucester.gov.uk

Stroud District Council

Tel: 01453 766321

Email: Housing.advice@stroud.gov.uk

Tewkesbury Borough Council

Tel: 01684 272212

Email: Housingadvice@tewkesbury.gov.uk

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

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

10.2 Help with housing and renting

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

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

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

Guests will have access to public funds and, after leaving your home, will be able to rent a property like anyone else. If they need to, they'll be able to claim the housing part of Universal Credit or Housing

Benefit. The UK Government has useful information on renting a property which is available in the **How to Rent Guide** - <https://www.gov.uk/government/publications/how-to-rent>

Can I get housing and/or homelessness assistance?

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

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

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

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

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

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

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

If you decide to move to private rented accommodation in the future, please contact the HFU team to discuss support available.

Can I get help to access advice/different services?

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

10.3 Help with other issues

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

For help with issues related to drugs, alcohol and addiction

- ❖ **Change Grow Live**
Tel: 01452 223 014

Website: <https://www.changegrowlive.org/>

For help related to experiences of domestic abuse

❖ **Gloucestershire Domestic Abuse Support Service (GDASS)**

Tel: 01452 726570

Website: <https://www.gdass.org.uk/>

For help related to rape of experiences of sexual assault

❖ **Sexual Abuse Centre for Gloucestershire**

Tel: 01452 305421

Website: <https://www.glosrasac.org/> and <https://www.hopehouse.nhs.uk/sarc/>

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

❖ **Gloucestershire Children's Services**

Tel: 01452 426565

Email: childrenshelpdesk@gloucestershire.gov.uk

For help related to additional support needs for adults

❖ **Gloucestershire Adult Services**

Tel: 01452 426868

Email: socialcare.eng@gloucestershire.gov.uk

❖ **Age UK**

Website: <https://www.ageuk.org.uk/>

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

❖ **Gloucestershire Gay & Lesbian Community**

Website: www.gglc.co.uk

Email: info@gglc.co.uk

❖ **GayGlos**

Website: <https://www.gayglos.org/>

10.4 Local Support Groups

Cheltenham		
<i>Name</i>	<i>Contact</i>	<i>Location</i>
Holy Apostles Church	http://www.holyapostles.org.uk/	London Road, Cheltenham GL52 6HW

Gloucester		
<i>Name</i>	<i>Contact</i>	<i>Location</i>
Ukrainian Association	http://www.augb.co.uk/	37 Midland Road, Gloucester GL1 4UL
Ukrainian Church	https://www.ucc-gb.com/gloucester	Derby road, Gloucester GL1 4AE

Cotswolds		
<i>Name</i>	<i>Contact</i>	<i>Location</i>
Campden Baptist Church	https://www.campdenbaptist.org.uk/values	High Street, Chipping Campden GL55 6AL

Forest of Dean		
<i>Name</i>	<i>Contact</i>	<i>Location</i>
Ukrainian Community Hub	https://www.facebook.com/groups/3168159286774851/	Assembly Rooms, East Street, St. Briavels GL15 6TG

Stroud		
<i>Name</i>	<i>Contact</i>	<i>Location</i>
Stroud Stands with Ukraine	https://www.facebook.com/groups/473352667502451	Events throughout Stroud District

11.The Ukrainian Association

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



Homes for Ukraine

Why do we collect information about you?

Gloucestershire County Council will receive information about you in respect of your Homes for Ukraine visa sponsorship scheme application that you have submitted to the Ministry of Housing, Communities & Local Government (MHCLG). This is so that we can process your Homes for Ukraine application and undertake the checks necessary to determine whether your application may proceed. Sponsors who don't have anyone currently to house, can choose to go on a list held by Gloucestershire County Council and they may be matched with Guests at a later date.

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

What information do we collect about you?

Individual sponsors

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

Individual Guests

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

We collect your name, address, contact details (including email) and date of birth. We will also collect and use personal data about your household members or others living in the property. Apart from that, we will also need to know your:

- Visa / passport information.
- Family members information, including any children.
- Disability and health information.
- Ethnicity.
- Information relating to any safeguarding concerns.
- Religion.

Organisations and non-governmental organisations (NGOs)

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

Who do we share the information with?

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

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

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

Information is stored in the UK only.

How long do we keep your information?

Your personal data will be kept only as long as it is necessary for these permitted purposes. Current year plus two years from closing date of the Ukraine Homes Scheme.

Who do we collect information from?

We will collect information from Homes for Ukraine applications made to the Ministry of Housing, Communities & Local Government (Central Government), The Home Office (Central Government), Individual Sponsors and individual Guests via Gloucestershire County Council, as well as Disclosure and Barring service providers.

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

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

Are any decisions about you made by automatic means?

No automated decisions are made about you.
