

Hertfordshire's Welcome Pack

Important information to help you settle into Hertfordshire

The information is accurate to the best of our knowledge as of 06/05/2022 and will be updated regularly – v1

WELCOME TO HERTFORDSHIRE

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CONTACT DETAILS FOR HERTFORDSIRE COUNCIL

Contacting us

In Hertfordshire, there are 3 levels of council:

- Hertfordshire County Council – looks after things like social care, education, recycling and waste, libraries
- District and borough councils – look after things like sports and leisure facilities, parks, and local markets. [Find your district and borough council](#)
- Town, parish, and community councils – look after things like allotments, village halls and cemeteries.

You can find out which District you come under by putting in your home postcode here - [Find your local council - GOV.UK \(www.gov.uk\)](#)

Finding information on the council website

There is lots of information you may find useful on the Hertfordshire Council website, [Home | Hertfordshire County Council | Hertfordshire County Council](#). You can select for this to be shown in Ukrainian by going to the bottom of home screen and selecting 'Translate this site'.

On here you will find information about services we take care of like school information, transport information, and adult and child social care information. You can contact the Council using our web form or email us. [Contact us | Hertfordshire County Council](#)

If you can't contact us online, you can **call us** on the phone: - Tel:- 03001234040

Monday to Friday 8am to 6pm, Saturday 9am - 4pm. We are closed on Sundays and on bank holidays.

Out of hours

An out of hours service is available for emergencies.

FIRST THINGS YOU NEED TO DO

HEALTH

Find a GP (General Practitioner)

GPs are doctors that work in local surgeries to provide advice and help diagnose smaller medical issues (non-emergencies). Often, they will prescribe medication for collection from a pharmacy or pass you or your guest onto a specialist at a hospital if needed.

Outside normal working hours you can still phone your GP, but you will usually be directed to an out-of-hours service.

The out-of-hours period is from 6.30pm to 8am on weekdays and all day at weekends and on bank holidays.

Use the link below to find your local GP surgery:

[Find a GP - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Please register with a GP as soon as possible. They will help with lots of health and care needs, and they are the best way to ensure you can access the different services you and your family might need. To register with a GP, you can visit the practice centre or telephone them, and reception staff will be happy to guide you through registering.

You do not need proof of address or immigration status, ID or and NHS number. However, any medical background information they can provide will be helpful.

Find out where they can get a vaccination against Covid-19 (if they need one)

Covid-19 vaccinations are free, safe, and effective and provide the best protection against Covid-19.

You do not need to be registered with a GP or have an NHS number to get a Covid-19 vaccinations – you can just turn up at the nearest walk-in clinic. For more information, please go to:

[Find a walk-in coronavirus \(COVID-19\) vaccination site - NHS \(www.nhs.uk\)](http://www.nhs.uk)

If you are registered with a GP, you also have the option of booking a vaccination appointment at a wider range of locations through the National Booking System:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Please bring details of any previous doses you have received if possible.

Vaccinations are important to protect our health against many infectious diseases, not just Covid. If there are any other vaccinations that you or your family have not received, please speak to your GP practice.

Find a Dentist

You are entitled to receive dental services from the NHS. Some treatments are offered at a reduced rate for NHS patients, and some are free.

NHS dentistry is free when:

- The treatment is minor (e.g., to remove stitches, stop bleeding in the mouth or repair dentures)
- The patient is under the age of 18
- The patient is under the age of 19 and in full-time education
- The patient is pregnant or has had a baby in the last 12 months

To find your local dentist use the link below:

[Find a dentist - NHS \(www.nhs.uk\)](https://www.nhs.uk)

For more information on dental charges and to see if you are exempt please use the link below:

[Understanding NHS dental charges - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Find a Pharmacy

Pharmacists are experts in medicines who can help you and your guests with minor health concerns. They can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

You can find your local pharmacy using this link: [Find a pharmacy - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Often your GP or hospital will send a prescription request for medication to a chosen pharmacy. When you go to collect the prescription, you will be asked if you are eligible for free prescriptions or if you usually must pay.

If you must pay the full amount, the current cost of a prescription in England is £9.35. However, you may not have to pay due to age, income, or medical exemption.

Find out if you can get free prescriptions using the link below:

[Who can get free prescriptions - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Find mental health support

For routine mental health help you or your guest should visit your GP. If you need urgent support, call your 24/7 mental health helpline by calling 111.

For help with emotional health and wellbeing you can access help from

[Mental Health Helpline for Urgent Help - NHS \(www.nhs.uk\)](http://www.nhs.uk)

There are also several helplines run by charitable organisations that you can call:

Organisation	Telephone Number	Opening Hours
Herts Mind Network	020 3727 3600 01923 256 391 – Nightlight Crisis Line & Crisis Cafes	9am-5pm Monday-Friday 7pm-1am (365 nights a year)
Samaritans	Freephone 116 123	24 hours
Sane line	0300 304 7000	4.30pm-10.30pm daily
Rethink	0845 456 0455	10am-2pm Monday to Friday
FRANK	0800 776 600	24 hours
No Panic	0844 967 4848	10am-10pm

EDUCATION

Find a school placement

Please apply via our website: [School admissions and transport | Hertfordshire County Council](#)

you can either

- 1) Use the online forms that are there for in-year admissions making it clear that their previous address was in Ukraine.

Or

- 2) You can download an application form translated into Ukrainian or Russian. Please provide confirmation of the address the child will be living at from the host family (see below) and a copy of the parent and child's entry documentation (copy of Visa and Ukraine passport).

How do we confirm the address?

A simple sheet saying the following will be sufficient for our needs. We can verify this with the Home Office scheme.

“I William Barnard of e.g., 1 Church Mead, Watford, WD25 7JX can confirm that Mrs Sharapova and her son/daughter (name) are accommodated with me under the Ukrainian settlement scheme from __/__/__”.

How do we work out which year group the child should be in?

You can use this checker: [In year admissions – change school during the year | Hertfordshire County Council](#)

Schools have been asked to place children in a year group where their abilities best fit. This is a decision that the school will be best placed to make, so they may decide a younger year group is more appropriate.

When can the children start in the local school in the UK?

We will hope to provide school places quickly, but parents should not feel under any duress to start on the very first date we say they can. If they and their child need a moment to draw breath just agree an appropriate start date with the school so they can plan to admit the child.

Depending on the scale of applications there may be a short delay before the offer can be confirmed in writing by the Admissions Team. However, if the school is able to admit then

this should not stop the school and parent beginning to make the arrangements for a child to start at the school.

Which school should they apply to?

[Vacancies in Hertfordshire schools | Hertfordshire County Council](#) shows school vacancies. Parents should include sensible local school preferences and include any local schools even if the vacancy list does not show vacancies as we will discuss the application with the school(s) concerned.

What are the important things to make sure the application includes?

Please make sure that where any child has special needs that this is indicated on the application, and if they had a Ukrainian equivalent of an education health and care plan that this is mentioned as we will need to ensure our Special Educational Needs team can support any children who need specialist placements.

Are the children entitled to Free School Meals?

The government has indicated that the parents will be entitled to benefits and therefore we expect that most (if not all) of the families arriving will be entitled to free school meals, at least on arrival, and that it is appropriate to work on that basis initially.

School Uniform

Please ask at the school and they will try to assist you.

What if school transport is needed?

If school transport is necessary, applications will be considered sensitively in line with the existing home to school transport legislation and county policies.

Can we apply to grammar school?

Yes, you can, but all grammar schools have a selective admission process, and this may take some time to complete.

Who do we apply to for admission to Sixth Form? (All secondary schools)

Decisions about applications to the sixth form will be a decision of the school as this is beyond both the UK (16) and Ukrainian (15) compulsory education age. You should contact the school direct.

FINDING CHILDCARE

How do I find childcare for my children?

Have a look at our webpage - [Childcare | Hertfordshire Marketplace](#)

Are there different types of childcare arrangements?

You can choose to send your child to a:

- Day nursery which provides care for children from birth to 5 years old all year
- Childminder who provides care in their home
- Pre-school which usually provides care for children between 2 and 5 years old during 'term-time'
- School nursery which usually provides care for children between 2 and 5 years old during 'term-time'

Term-time means the weeks that schools and pre-schools are open (Spring Term January to March, Summer term April to July, Autumn term September to December). Schools and pre-schools are closed for 1 week in February, May, and October; 2 weeks in April and December and 6 weeks from mid-July until the end of August). The term dates for 2022/2023 are: -

School year (2021/22)

Easter holiday: 4 April 2022 – 18 April 2022

Half term holiday: 30 May 2022 - 3 June 2022

Summer holiday: 25 July 2022 - 31 August 2022

School year (2022/23)

Start of term: 1 September 2022

Half term holiday: 24 October 2022 - 28 October 2022

Christmas holiday: 22 December 2022 - 4 January 2023

Half term holiday: 13 February 2023 - 17 February 2023

Easter holiday: 3 April 2023 - 14 April 2023

Half term holiday: 29 May 2023 – 2 June 2023

Summer holiday: 24 July 2023 - 31 August 2023

How do I pay?

If you are an asylum seeker, you will not have to pay for your child to attend for up to 15 hours each week from just after they are 2 until they go to school. The nursery, pre-school or childminder will let them know what their fees are for any additional hours their child attends.

What about education for their child/children?

All the childcare providers - nurseries, pre-schools and childminders follow the Early Years Foundation Stage (EYFS) curriculum. This provides age-appropriate play and experiences for children aged from birth to 5.

How do I apply for a place?

If your child is 2, you will need to get a funding code as not all 2-year-olds are funded, but as an asylum seeker you are eligible. You can get this code by applying online [2 year old Early Years Education online application](#) - [Childcare and free early education | Hertfordshire County Council](#)

If your child is 3 or 4, the nursery, pre-school, or childminder they have chosen will give them a form to complete so they can have a funded place.

What if my child is under 2?

Please contact the Family Centre Service for more information - [Family Centre Service \(hertsfamilycentres.org\)](#) The family centre service offers support, fun play sessions and a chance to meet new people.

Information from the government

The Department for Levelling Up, Housing and Communities will shortly be providing a Welcome Pack for refugees from Ukraine which will also include further advice on obtaining a school place.

Hertfordshire Adult Learning

Once you have settled, you may wish to enrol onto some adult learning courses. We offer interesting and exciting opportunities for adults to fulfil their ambitions, further their interests and achieve their potential through learning and training – this includes English language courses. We have something to suit everyone. Courses range from one-day to one-year, and we cover beginner through to advanced levels, offering daytime and evening flexibility.

Our tutors are dedicated and passionate about their subjects. Classes allow you to develop your skills, knowledge, and confidence in an environment where both tutors and learners offer support and encouragement.

Please visit our Hertfordshire adult learning pages - [Step2Skills adult learning \(hertfordshire.gov.uk\)](#)

EMPLOYMENT, CLAIMING BENEFITS AND BANK ACCOUNTS

Finding a job

You have the right to work as soon as you arrive in the UK. You need to be 18 years old to work full time.

You can look here - [Jobs at Hertfordshire County Council](#) – for help getting a job.

It provides:

- Information on jobs and careers in Hertfordshire
- Online job searching tools

There are also many other options to help you look for a job. They can use a free government website called 'Find a Job' - <https://www.gov.uk/find-a-job> to be connected with thousands of employers across the UK. You can search for jobs without an account. But to apply for a job they will need to create an account or sign in. You can also find a job through the following approaches:

- Look in local and national newspapers or websites where jobs are advertised
- Register with a recruitment agency
- Visit local companies to ask about jobs
- They can also register with job agencies on these websites:
 - Indeed - <https://uk.indeed.com/>
 - Reed - <https://www.reed.co.uk/>
 - CV Library - <https://www.cv-library.co.uk/>
 - The Guardian Jobs - <https://jobs.theguardian.com/jobs/>
 - Total Jobs - <https://www.totaljobs.com/>
 - Monster - <https://www.monster.co.uk/>
 - Job Centre - <https://www.gov.uk/contact-jobcentre-plus>

Employers must check that they are allowed to work for them in the UK before employing you. You will be able to use your Biometric Residence Permit as evidence of your immigration status in the UK, including your right to work.

To prove your status digitally to an employer they can use the online service, which is found at: <https://www.gov.uk/prove-right-to-work>

Getting a job

To apply for a job, you can send an application form, or a CV ('curriculum vitae' - a list of their qualifications and experience) and a letter with some information about yourself and the job they are looking for.

Careers Advice

You can get careers advice and support from the National Careers Service which gives careers information to adults in England – in the community, online and on the phone. Young people aged 13+ can call the telephone number 0800 100 900 for help. There is more information here: <https://nationalcareers.service.gov.uk/>

In the UK, workers are entitled to certain employment rights, including the national Minimum Wage. For more information on employment rights, do visit: <https://www.gov.uk/employment-status/worker>

Should you require further assistance in understanding your employment rights, contact your local Citizens Advice office: <https://www.citizensadvice.org.uk/work/rights-at-work>

Further details about employment in the UK can be found here: <https://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk>

Do you qualify for benefits and how to apply?

People fleeing the Ukraine war can claim benefits, including Universal Credit, Pension Credit, Personal Independence Payment, Child Disability Living Allowance, and Attendance Allowance immediately in the UK. Contributions-based Employment and Support Allowance (ESA), and Jobseekers Allowance (JSA) are also available for all Ukrainians who meet the criteria.

Translation services are available to help new arrivals with phone applications, with Work Coaches in Department of Work (DWP) Jobcentres on hand to support people making claims online.

DWP staff are also delivering additional face-to-face assistance to those who need it – including tailored support to find work and advice on benefit eligibility – and will continue to do so.

People arriving from Ukraine will not be subject to the Habitual Residence Test, meaning they will not have to wait up to three months before being able to receive income-related benefits, including Universal Credit.

Access to Benefits

The UK has a welfare system which is designed to help those who face financial hardship, or who have specific needs. Your local Job Centre Plus will be able to help you find out which benefits you may be able to access.

This may include:

- Universal Credit – a payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self- employed or part time) or be out of work
- Pension Credit - extra money to help with your living costs if you are over the age of 66 and on a low income. Applications for Pensions is online or via telephone
- Disability benefits – extra money to help with additional costs if you have a long term physical or mental health condition or disability
- Carer's Allowance – extra money if you care for someone at least 35 hours a week.
- Child Benefit – extra money to help with the cost of raising a child. A link to the different types of benefits you could receive can be found here.

Applying for Universal Credit

Applying for Universal Credit online You will need to create an account to make a claim. You must complete your claim within 28 days of creating your account or you will have to start again.

To apply online you'll need:

- your bank, building society or credit union account details
- an email address
- access to a phone You'll also have to prove your identity.

You'll need some identity documents for this, for example your:

- passport
- debit or credit card

There are two ways to get help with your Universal Credit claim. You can either call the Universal Credit helpline or use the Help to Claim service. Calls to the Universal

You can get free support from trained advisers to make a Universal Credit claim. They can help you with things like online applications or preparing for your first jobcentre appointment.

The Help to Claim service is provided by Citizens Advice and is confidential. They will not share your personal information unless you agree. For further information -

<https://www.citizensadvice.org.uk/helptoclaim> The main method of paying benefits is into a bank account by direct credit transfer (called 'direct payment'). This means the money goes straight into a bank account in your name. If you make a claim, you will be asked for details of the bank account you want to use for your benefit.

You can have benefit paid into:

- a standard bank or building society account (for example, a current account)
- a basic bank account (also called an introductory account) <https://www.gov.uk/apply-universal-credit>.

National Insurance Number

A National Insurance (NI) number is used to make sure your National Insurance contributions and tax are recorded against your name only. This is a code with letters and numbers and never changes.

If you do not have a National Insurance number, you can find information on how to get one at: <https://www.gov.uk/apply-national-insurance-number>.

How can I set up a bank account in the United Kingdom?

Opening a bank account

There are a range of banks, and you can choose one that suits you best. There are also online-only providers which you can use.

To open a bank account in the UK, you usually need to show proof of ID such as passport, biometric residency permit, driver's licence, or recognised identity card. You also need proof of permanent address. The Government is working with major banks to find a solution to enable you to open accounts without the usual permanent address requirement. A number of UK banks already have a system for opening accounts where you do not have a permanent UK address. You may need to get the help of a local charity or your local authority to help you do this.

Royal Bank of Scotland (RBS) have a page on their website that allows Ukrainians with a passport or ID card apply for an account.

The guidance is translated into Ukrainian too. [Ukrainian Refugee Account Opening | Royal Bank of Scotland Bank Accounts \(rbs.co.uk\)](#) Other banks may offer this service too.

Your Pets

If you were choosing to travel with your pet from Ukraine to the UK, you would normally have to follow a protocol to assure all legal requirements are met. The government has agreed to cover the costs of quarantine for pets bought in from the Ukraine and will expedite license approvals and make the necessary quarantine arrangements.

If you have travelled to the UK with you pets, they would have had a veterinary risk assessment to determine the quarantine needs upon entering the UK.

If for any reason, your pet has not had a veterinary risk assessment, you should complete the attached form to get your pet risk assessed in a timely manner and follow the appropriate process. Please complete the attached form.



Figure 1 Ukrainian pet assessment form

Volunteering – how else can I get involved?

Volunteering is a great way to give back or make a difference to the community around you. It's a way to meet people, build new skills or use your existing experience and knowledge to help others. Anyone can make a difference!

Volunteers are vital to the work of charities and community groups across the county. Some have been set up directly to help Ukrainian people arriving in Hertfordshire; others will be providing a whole range of community activities and services to anyone who needs them.

Volunteers give their time for free – but usually you are reimbursed things like travel costs so that volunteering doesn't leave you out of pocket. If you are receiving state benefits, you can still volunteer but there are some rules to be aware of - this guidance from **NCVO** (National Council for Voluntary Organisations) sets out-

[what you need to know about volunteering and benefits.](#)

#TeamHerts Volunteering:

[#TeamHerts Volunteering](#) are the one-stop-hub in Hertfordshire for any volunteering enquiries or advice.

#TeamHerts Volunteering run [GoVolHerts](#), a website which makes it easier than ever for Hertfordshire residents to find their ideal volunteering role. You can choose from over 200 diverse volunteering opportunities with more than 140 incredible charities/ community groups across the county. To find an opportunity which suits your interests and availability, click [HERE](#)

If you would like more information about volunteering, you can call #TeamHerts Volunteering for an informal chat on 01462 689409 or email info@thvolunteering.org.uk

CONTACTING EMERGENCY SERVICES

- **If you are a victim of a crime or see a crime happening:**
The police exist to protect the public. The police are there to help and assist you and you should not be afraid to approach them. If you need the police because of a crime, then you should call the following telephone numbers:
- **999** – This is the number to call if you have an emergency, for example if you are the victim of an assault or see a crime taking place. When you call, say you need ‘police’, as this is also the number to call an ambulance or if there is a fire.
- **101** – This is the number to call for less urgent situations, for example if your property has been damaged, to give police information about a crime, or any general enquiries.
- **If there is a fire:**
Call **999** and tell the person who answers the call that there is a fire; they will ask you for the location of the fire and send the Fire and Rescue Service out.

Medical Emergency 999

If it is an extreme medical emergency **call 999** and ask for an ambulance to take you or your guest to the emergency department (also known as Accident and Emergency) at your nearest hospital.

This service is free of charge and should only be used in an emergency.

Extreme medical emergencies can include:

- Loss of consciousness
- An acute confused state
- Fits that are not stopping
- Chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds

This also includes mental health emergencies when:

- Someone's life is at risk – for example, they have seriously injured themselves or taken an overdose
- You do not feel you can keep yourself or someone else safe

The local A&E departments are:

Lister Hospital

Tel: 01438 314333

Address: Coreys Mill Lane, Stevenage, Hertfordshire, SG1 4AB

Watford General Hospital

Tel: 01923 244366

Vicarage Road, Watford, Hertfordshire, WD18 0HB

Urgent Medical Help

Call 111 if you have an urgent medical problem that is not an emergency, and you cannot speak to your GP.

You will be asked to answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

You can ask for a translator if you need one.

Based on the information you provide you will be advised where to go to get the right help or told how to get any medicine you or your guest need.

Conditions that can be treated at an urgent treatment centre include:

- Sprains and strains
- Suspected broken limbs
- Minor head injuries
- Cuts and grazes
- Bites and stings
- Minor scalds and burns
- Ear and throat infections
- Skin infections and rashes
- Eye problems
- Coughs and colds
- High temperature in child and adults
- Stomach pain
- Being sick (vomiting) and diarrhoea
- Emergency contraception

Urgent Mental Health Help

In an emergency dial 999 or call Samaritans 116 123 or Nightlight Crisis Line 01923 256 391

Samaritans A national charity providing confidential support for people in distress 24 hours a day.
Email: jo@samaritans.org Tel: 116 123 www.samaritans.org

HPFT Single Point of Access (SPA) The SPA receives and screens all HPFT mental health services referrals in Hertfordshire and is open from 8am - 7.30pm. Tel: 0800 6444 101.

Nightlight Crisis Services Nightlight Crisis Line is open every evening for calls, and Nightlight Cafes throughout Hertfordshire. 7pm-1am. Tel: 01923 256 391

If you need help for your mental health urgently, but it is not an emergency, call your local NHS urgent mental health helpline. Find your local helpline using the link below:

[Mental Health Helpline for Urgent Help - NHS \(www.nhs.uk\)](http://www.nhs.uk)

You can call for:

- 24-hour advice and support – for you, your child, your parent, or someone you care for.
- Help to speak to a mental health professional.
- An assessment to help decide on the best course of care.

PRACTICAL SUPPORT

HertsHelp

HertsHelp is an independent information and advice service linking into both the community and statutory organisations. They will listen to you and help you find the support and information you need - for all aspects of life.

Call **0300 123 4044** or email info@hertshelp.net

Monday - Friday 8am – 8pm Saturday - Sunday 10am - 6pm.

Community Help Herts Voluntary and Community Infrastructure Charities offer a range of Ukrainian refugee support.

Local Organisations Support

- Outreach to Mutual Aid Groups and provide support to the small local groups that are being created
- Build links with established support organisations

Community Support, including for Hosts, Guests and Refugees

- Hertfordshire-wide virtual support network and district level in-person mutual peer support groups
- Community ESOL and Interpreting services
- Connect with community transport to help bring people together
- Signposting to local facilities and services

Hertsmere and St Albans	welcome@communities1st.org.uk	020 8386 4006
Watford and Three Rivers	cvs@w3rt.org	01923 216950
Dacorum	welcome@communityactiondacorum.org.uk	01442 617639
Welwyn Hatfield	office@whcvs.org.uk	01707 274861
Broxbourne and East Herts	michal@cvsbeh.org.uk	0300 123 1034
North Herts and Stevenage	info@nhcvs.org.uk	01462 689400

Association of Ukrainians in Great Britain – Waltham Cross Branch

28 Flamstead End Road
Cheshunt
Herts
EN8 OHT
walthamcross@augb.co.uk

The association are meeting twice a month from 1.30 – 4.00 (starting 14th May 2022) as a place to spend time to come meet other Ukrainians that have lived in Hertfordshire for a number of years, speak the language and keep the culture, heritage alive as well as having a Ukrainian school on a Saturday morning.

Google Translate App. - [Google Translate on the App Store \(apple.com\)](https://apple.com/google/translate)

Citizens Advice- [Offering to let someone from Ukraine stay with you - Citizens Advice](#)

What they do

We provide free, confidential, and impartial advice. Our goal is to help everyone find a way forward, whatever problem they face. We value diversity, champion equality, and challenge discrimination. We act as a voice for our clients with the problems they face.

Where to find Citizens Advice

There are 10 offices across Hertfordshire, these offices can see clients that live or work in the specified area:

- Broxbourne
- Dacorum
- East Hertfordshire
- Hertsmere
- North Hertfordshire

- St Albans
- Stevenage
- Three Rivers
- Watford
- Welwyn Hatfield

Advice they can provide

We provide information and advice on the following areas:

- Benefits
- Debt and money
- Work
- Housing
- Immigration
- Consumer
- Relationships and family
- Law and courts
- Health and community care

Advice for people from Ukraine

Bringing family members from Ukraine to the UK

- Check if you can sponsor a family member
- Who can you sponsor?
- Who can your family member bring with them?
- How can your family member apply to come to the UK?
- Your family member's rights whilst living in the UK

Advice on the Homes for Ukraine Scheme

- Checking if you can apply
- Checking whether hosting will affect your finances
- What hosting involves
- How to apply
- What happens when your guest arrives in the UK

Advice if your visa is ending

Advice on benefit entitlement, housing, immigration issues, accessing emergency food support and more.

How to contact Citizens Advice

By phone: Adviceline **0800 144 8848** lines are open 9am to 5pm, Monday to Friday

Online: <https://hertscitizensadvice.org.uk/contact-us/>

Social media: Twitter: @HertsCAS

Avoiding scams – advice from Trading Standards

Your payment for £200 will come from the Council via HertsHelp who are a council funded independent information and advice service. If you receive other emails or texts asking for your bank information so that payments can be made, treat these with extreme caution and our advice is NOT to click on the links. If you need to go to a website, go there independently using a URL you know e.g. gov.uk. or your council website.

*Top tip – if you hover your mouse over the sender of an email you can see who it is really from (on a phone tap the senders name).

Unfortunately, the fraudsters may try to target you with scams, so we ask that you familiarise yourself with the possible scams so to prevent being a victim of a scam.

These may be too good to be true offers such as

- job offers – but there is an upfront fee to pay
- easy way to earn money by letting someone else use their bank account – money mules
- fake grants sometimes offered via email or text– but scammers just want personal or banking information

We ask that you keep up to date with the current scams by following our social media pages and subscribing to our fortnightly newsletter, TS Alert. We also run regular scam awareness webinars, so feel free to attend!

- TS Alert: <https://scc.newsweaver.co.uk/tradingstandards> ([Click here to subscribe](#))

For consumer advice or to report a matter to Trading Standards please call the Citizens Advice Consumer Helpline: 0808 2231133 or go online:

<https://www.citizensadvice.org.uk/consumer/get-more-help/report-to-trading-standards/>

To report a scam, call Action Fraud on 0300 123 2040 or go online:

<https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime>

Report a scam email by forwarding it to report@phishing.gov.uk

Report a scam text by forwarding it to 7726

If you think you have lost money to a fraudster or compromised your bank details, please contact your bank immediately and report it as above.

The Ukrainian Institute of London has set up a dedicated website for support.

[Ukrainian Refugee Support \(ukrainianinstitute.org.uk\)](https://ukrainianinstitute.org.uk)

ADULT SOCIAL CARE

Adult Social Care

Adult social care provides support to Hertfordshire residents aged 18+ with a long-term illness, disability, or health condition, helping them to remain living as independently as possible. They offer practical support with personal care, such as help at home from a carer, as well as equipment and technology to help with daily tasks. They also help people who provide unpaid care to someone with a health condition or disability – for example, a family member of someone you live with.

The first step to getting help from adult social care is to ask for a care needs assessment. This will identify what needs you or your guests have and what help you may benefit from.

If you provide unpaid care to someone, you can ask for a carer's assessment. This will find out if there is any support that could help you. - [Adult care – how to get care and support from us | Hertfordshire County Council](#)

If you are concerned that an adult might be at risk of abuse or neglect, please contact the Safeguarding Team on 0800 137 915 or 0800 999 7677 (outside of working hours).

Social Care

Report a concern about a child or an Adult

If you have any concerns about the safeguarding of a child or an adult, as a professional or a member of the public, you can report this online.

If you're a member of the public, you have the option to remain anonymous.

[Report concerns about a child or request support | Hertfordshire County Council](#) or call us on 0300 123 4043

[Report a concern about an adult | Hertfordshire County Council](#) or call us on 0300 123 4042

If a child or adult is in immediate danger, call 999 or report a crime on 101.

Finding activities and Family Information Service support in Hertfordshire

Our pages offer a wealth of information, support, childcare, and things to do for families, children and young people aged from birth to 19 years (up to 25 years with a disability/additional need).

We have many family centres who provide a range of open-access sessions and universal health services to families with children and young people aged from birth to 19 years (up to 25 years with a disability/additional need). Please do our visit our webpages for more information

[Family Centre Service \(hertsfamilycentres.org\)](https://hertsfamilycentres.org)

Visit your local library

We have many libraries within Hertfordshire, which provide access to a number of resources, such as books, eBooks, audiobooks, newspapers, magazines, DVD's, access to computers, printing, photocopying, scanning and many more.

[Find your local library - Library opening hours and locations | Hertfordshire County Council](#)

Things to do

Hertfordshire has a range of things to do for residents and people visiting the county.

This includes:

- visiting our range of large shopping centres: -
 - Intu, Watford
 - The Marlowes, Hemel Hempstead
 - Westgate Shopping Centre, Stevenage
 - and smaller ones in villages
- taking a walk around one of our [THE 10 BEST Parks & Nature Attractions in Hertfordshire - Tripadvisor](#)
- looking around a [THE 10 BEST Museums in Hertfordshire - Tripadvisor](#)

Tourist Information

You may also like to visit our tourist information centres for local information about events, local attractions, or offer help and advice about council services.

Please follow the link to find your nearest centre. [Hertfordshire Tourist Information Centres and websites](#)

See the [Things to Do & Places To Stay In Herts - Visit Herts](#) website for an up to date list of events going on in the county.

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[Ukrainian Refugee Support \(ukrainianinstitute.org.uk\)](http://ukrainianinstitute.org.uk)