



Tunbridge Wells welcomes Ukrainian Guests



Welcome to Tunbridge Wells and the UK

Welcome to Tunbridge Wells! Tunbridge Wells Borough Council and other organisations are here to help. We have produced this welcome guide to help you settle in and let you know how to access all the support you need. The guide lets you know what you need on your first few days and provides key information that you will need during the coming weeks and months.

This guide will hopefully give you a lot of information you will need. However, a dedicated website has also been set up to give you more information in one place

www.twhelpsukraine.info

Translations

English

If you need any help translating this information, please contact us on 01892 526121

Ukrainian / Україна

Якщо вам потрібна допомога з перекладом цієї інформації, зв'яжіться з нами за номером 01892 526121

Russian / Україна

Если вам нужна помощь в переводе этой информации, свяжитесь с нами по телефону 01892 526121.

The UK Government has also produced a guide for Ukrainians arriving in the UK which can be found online:

<https://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk>

Other useful information produced by the Government can be found at the following links:

Factsheet:

<https://www.gov.uk/government/publications/homes-for-ukraine-factsheet-for-ukrainians>

<https://www.gov.uk/guidance/move-to-the-uk-if-youre-from-ukraine>

<https://www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions>

Useful guides by the Red Cross

<https://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine>

What you need to know during your first few days

Your sponsor will help you as much as they can

Your sponsor is not only providing you with a room or rooms in which to stay, but will also help you, as much as they can, in adjusting to life in the UK. The first thing they will do is try to make sure you are comfortable in your accommodation, and that you have access to basics such as food, bedding and toiletries. They will also have a lot of knowledge they will be able to share with you about the area in which you are staying.

Where and how to get support

If you cannot find the information you need in this welcome pack, or if you need help or guidance on how to access benefits or any local services, please call the Council on 01892 526121 or visit the Amelia Scott building in Tunbridge Wells. The address is:

The Amelia Scott, Civic Way, Royal Tunbridge Wells, Kent, TN1 1JN

Or contact us on ukraine@tunbridgewells.gov.uk

Community groups in Tunbridge Wells

Ukraine Relief Group

The aim of the group is to get like-minded people together to create a network of volunteers to assist the millions of refugees fleeing war in Ukraine. Find them on Facebook

<https://www.facebook.com/groups/1625341291139927>

Tunbridge Wells Ukraine Refugee Support Group

This group provides the 'wrap around' support for Ukrainian refugees coming to stay in Tunbridge wells with the help of volunteers. The group provides advice and support on processes such as registering to host a family or the visa application process. Find them on Facebook <https://www.facebook.com/groups/747734206222932>

Visits from the Council

The Council will visit you to carry out welfare checks for you and your family members and to inspect your accommodation. The Council will make at least one in-person visit to where you are staying either before or shortly after you have arrived, to confirm that the accommodation is suitable. If we visit before you arrive, another visit will be made to check that you are well and that there are no serious safeguarding or welfare concerns. The Council will also undertake basic DBS checks on all the adult hosts in your sponsor household. In households where you are bringing children/or vulnerable adults, an enhanced DBS check with barred lists check will be required for all adults in the sponsor household.

If you are coming to the UK under the Homes for Ukraine scheme, you will receive £200 to buy items during your first few days. This money does not need to be repaid.

Where am I located in the UK?

Tunbridge Wells is a borough (like a Raion) in the County (like an Oblast) of Kent. The main town in the borough is Royal Tunbridge Wells (population 60,000), a historic 17th century spa town. Today the town is famous for its cultural sites, parks and range of different shops which attract many visitors from far and wide. Outside of Royal Tunbridge Wells there are a number of beautiful small towns and villages including Cranbrook, Paddock Wood and Hawkhurst, which you might be staying in. Most of the borough is countryside, with lots of good walking and cycling paths.

Kent borders the counties of Surrey to the west, East Sussex to the south-west and Essex to the North. We also border Greater London to the north-west.

Opening a bank account and using money in the UK

You will need to open a bank account to make transactions and receive benefits and other payments from the Government and your employer (if applicable).

To open a UK bank account, you'll need to go to a local bank with two documents: one to prove your identity and one to prove your address. You need your passport, driving licence or identity card (if applicable).

For more information, here is a guide produced by the Refugee Council on opening and using a UK bank account:

<https://media.refugeecouncil.org.uk/wp-content/uploads/2020/11/05142710/Banking-Guide-for-Refugees-English.pdf>

Some banks in Tunbridge Wells will be offering translation services, so do ask.

How money works in the UK




The currency used in the UK is the Pound Sterling, commonly referred to as pounds. This currency comes in the form of banknotes and coins. There are one hundred (100) pence (p) in every pound (£1 = 100p). £1 is equivalent to 38.62 Ukrainian Hryvnia (exchange rate on April 4, 2022).

Most people use a bank card or pay using a mobile phone to make chip/pin and contactless payments, which are available in almost every shop in the UK.

Coins

There are 7 coins:

Coin name	What the coin looks like
1p (One penny)	
2p (Two pence)	
5p (Five pence)	
10p (Ten pence)	
20p (Twenty pence)	

Coin name	What the coin looks like
50p (Fifty pence)	 A silver-colored, heptagonal coin featuring a seated figure holding a torch and a laurel wreath. The words "FIFTY PENCE" are inscribed around the top, and "50" is at the bottom.
£1 (One pound)	 A gold-colored, circular coin featuring a royal coat of arms with a lion and a unicorn. The words "ONE POUND" are inscribed around the bottom.
£2 (Two pounds)	 A gold-colored, circular coin with a complex, circular, sunburst-like design in the center. The words "TWO POUNDS" are inscribed around the top, and "1997" is at the bottom.






Bank notes

There are 4 different notes:

Note name	What the note looks like
£5 (Five pounds)	
£10 (Ten pounds)	
£20 (Twenty pounds)	
£50 (Fifty pounds)	

Shopping prices

Below are some items that are typically found in a shopping basket and the average price in a UK supermarket. Prices will vary from store to store.

Item	Average Price
Milk (4 pint bottle) 	£1.25
Loaf of bread 	£1.00 - 1.50
6 eggs 	£1.30
1 whole chicken (small) 	£4.00 - £7.00
1 kg of carrots 	£0.45p

Where to get essential items: food and clothing

Please discuss with your host any essential items which you need urgently. Clothing and other items such as toys and toiletries are being coordinated by local community groups. Contact Ukraine Relief Group via Facebook to find their collection points. Please ask your host to help you get there.

If you need emergency food supplies, Nourish Community Foodbank will supply enough food for three days. Visit <https://www.nourishcommunityfoodbank.org.uk>

A list of local community groups and their contact details can also be found on a dedicated website www.twhelpsukraine.info

How to find a job

To get a job you need a UK address (you can use the address of your host family) and a National Insurance Number. The best way to start your job search is to use the free Government service: <https://www.gov.uk/find-a-job>. There is a Jobcentre Plus in Tonbridge, you can either give them a call (08001690190) or visit them at:

Crown Buildings, Bradford Street, Tonbridge, TN9 1DX

How to get a 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>.

When you make an application, you will need to give a copy of your passport and proof that you have the right to work.

Claiming Social Security Benefits

Until you are able to support yourself, you will receive financial support from the government, known as 'benefits', to pay for your living expenses. Which benefits you receive will depend on your circumstances. The department that deals with benefits is called the Department for Work and Pensions (DWP). Local offices are referred to as Jobcentre Plus offices and they also assist people to find work.

It is important to note that whilst you are living with your sponsor you will not be charged rent for the first 12 months and therefore you do NOT need to claim benefits for housing costs. If you do later rent a property you may be able to get Universal Credit or Housing Benefit to help with these costs, up to certain limits.

Below is a very brief overview of the main benefits that are likely to be relevant to you and your family when you first arrive. The list does not cover every scenario but gives you some idea of what you might apply for.

Name of the Benefit	Who/what this is for
Universal Credit	People who are on a low income, whether they are working or not. This is the main benefit that most people under the age of 66 will need to claim when they arrive in the UK.
Child Benefit	Help with the costs of children.
Pension Credit	Help for pensioners (currently from age 66) on a low income.
Disability Living Allowance	Help for disabled/chronically sick children up to age 16.
Personal Independence Payment	Help for disabled/chronically sick adults aged 16 – 64.
Attendance Allowance	Help for disabled/chronically sick adults aged 65 and above.
Carers Allowance	For people who are caring for a sick/disabled person for at least 35 hours per week.

Please note the following:

- All the above benefits have several additional criteria that you must meet to become eligible.
- You must tell the DWP/Job Centre if you are doing any work (even part-time) as this may affect the amount of benefit you receive and whether you are still eligible for the particular benefit you are receiving.
- If you fail to tell the Job Centre about all your income, savings etc (including from work) and any other relevant circumstances (e.g. if you live with your partner, whether married or unmarried) you can be asked to repay benefits you have been paid and also prosecuted in some circumstances.

How do you claim?

Universal Credit

You can claim universal credit online at www.gov.uk/apply-universal-credit

To make a telephone claim use the universal credit helpline: 0800 328 5644

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/help-to-claim>

Pension Credit

Telephone 0800 991 234 to make a claim over the phone or get a form sent to you.

Child Benefit

You can download the form from www.gov.uk/child-benefit/how-to-claim or obtain a form by ringing 0300 200 3100.

If you need help understanding the benefits you may be entitled to or need assistance making a claim, you could approach Citizens Advice. They may give advice face to face, over the phone or online. For more information, including where to find your local Citizens Advice to go: <https://www.citizensadvice.org.uk/>

What to do during your first weeks

Sign up to free English courses

Kent Adult Education offer a range of courses to support learning English. Most of these are FREE.

Visit www.kentadulteducation.co.uk or call 03000 41 22 22 and ask to speak about English for speakers of other languages (ESOL) lessons. A special section for Ukrainian learners has been created on the website at the following link:

<https://www.kentadulteducation.co.uk/about-us/contact-us/>

Learners should select from the 'Please select who your message is for' dropdown 'Ukrainians applying for ESOL courses'.

They will see what class is best for you and find you a place to learn. There are many courses all over Kent. The courses offered are:

- Cambridge EFL
- Trinity ESOL from pre-Entry to L2
- Trinity SELT*
- Preparation for OET (Nurses)
- Functional Skills & GCSEs
- Integration into British Society

Great resources can also be found for learners to use here:

<https://esol.excellencegateway.org.uk/content/learners>

<https://www.youtube.com/channel/UCBha5xeBsF0PTBzcx6VrUew>

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

<http://www.bbc.co.uk/learningenglish/>

You can access other resources to help you learn English at your local library.

To help you support yourself and your family it is important that you sign up to the free English lessons that will be provided. Learning or improving English language will help you when it comes to accessing services, meeting new people, supporting your children in education and finding work.

Self-help language learning via apps

If you own or have use of a smartphone, you can download the Duolingo or Falou applications through the Apple Store, or Google Play Store, which are good for fast learning every day. However, it is important to know that these may be paid for apps.

Education for your child

State provided education is free and compulsory for children aged 5 to 18.

- Primary and Junior schools are for children aged 4 to 11 and your child can start school in the September following their 4th birthday.
- Secondary schools are for children aged 11 to 16, or sometimes 18.
- Children who leave school at 16 then go to college, undertake an apprenticeship or some form of training until they are 18.

There are various options available for education after the age of 18. These may include college or university.

You may be able to enrol pre-school aged children at a nursery. A certain number of hours of childcare are provided free of charge to 3 and 4-year-olds. Some 2-year-olds are eligible for free childcare also.

The school year starts in September and ends in July. Generally, there is a six-week holiday over the summer, two weeks at Christmas and two weeks at Easter. There are also three one-week 'half term' holidays, between the longer holidays.

Children of school age must attend school Monday to Friday and parents can be fined if their children miss school without a good reason.

How do I access education for my children?

If you are looking to secure school places for your children during the academic year, you will need to apply through Kent's In Year Admissions process. Details of that process can be found via <https://www.kent.gov.uk/education-and-children/schools/school-places/move-to-a-different-school>

Parents or carers need to complete the In Year Admissions Form https://www.kent.gov.uk/_data/assets/pdf_file/0012/3522/in-year-application-form.pdf for each child that needs a school place and then send this form to the school they would like their child to attend. Ukrainian children and young people will be offered places at the schools that have enough spaces. Unfortunately, schools cannot offer places if they are already full.

Families with more than one child needing a school place may need to travel to a school further away from their home to make sure that all siblings can attend the same school. If a school place cannot be found within a reasonable distance from the child's home, the council will make sure local alternatives are provided, although this will require discussions with schools before a space can be identified.

Families can get help to find schools with spaces by contacting the In-Year Admissions Team at kentinyearadmissions@kent.gov.uk with:

- the name of their child or children
- their date of birth(s)
- the full address (including postcode) of where they are staying.

Parents and carers should be aware that Kent County Council is currently undertaking admissions processes to finalise school spaces for Primary, Junior and Secondary schools for next year. This will impact children in the following age ranges:

Reception Year - for children born between 1 September 2017 and 31 August 2018

Year 3 (Junior school) - for children born between 1 September 2014 and 31 August 2015

Secondary School – for children born between 1 September 2010 and 31 August 2011

If your child falls into any of these date ranges, please email Kentonlineadmissions@kent.gov.uk for further advice.

Secondary schools

In Kent we have non-selective and selective secondary schools. The selective schools are known as grammar schools. Children must be assessed to apply for a place at a grammar school.

Further Kent resources on education and activities for children

Reconnect website: <https://www.kent.gov.uk/education-and-children/schools/reconnect> and the HAF website: <https://www.theeducationpeople.org/holiday-activities-and-food-programme-kent/>

Further Education to 19 years old

Further education (FE) includes any study after secondary education (normally for young people 16 or over) that is not part of higher education - that is, not taken as part of an undergraduate or graduate degree.

All young people in England are required to continue in education or training until their 18th birthday and most continue until the end of the academic year in which they turn 18. As an individual living in the UK under the Ukraine Family Scheme or the Local Sponsorship Scheme for Ukraine you are eligible to enrol as a student, although colleges may ask to see evidence of your eligibility.

Further information on Further Education courses and funding is available at: <https://www.gov.uk/further-education-courses> Further information on Further Education courses and qualifications for 14 to 19- year-olds is available at: <https://www.gov.uk/courses-qualifications>

Further and Higher Education for adults

After school, young people can apply for places at universities or colleges all over the UK as well as apprenticeships. The following links may help you:

<https://www.ucas.com/>

<https://study-uk.britishcouncil.org/find/study-options/undergraduate>

Some institutions allow you to complete your qualification via distance, online learning. One of the main institutions providing such courses (full or part-time) is the Open University. Go to <https://www.open.ac.uk/> to find out about courses and help with funding.

You can find information on further education courses, including educational courses for adults, at: <https://nationalcareers.service.gov.uk/find-a-course>

Healthcare – finding a doctor and how the National Health Service works

In the UK it is free for people to see a doctor. If you ever need hospital treatment this is also free.

Local Doctors (GPs)

As soon as possible you should register with a local doctor (also known as a General Practitioner - GP). All the family should visit your GP as soon as you can so that health checks can be carried out, you can access appropriate wrap around health services and, if needed, referrals to specialists can be made.

Everyone has a right to register with a GP and you do not need proof of address, immigration status, ID or an NHS number (you may be asked to provide ID but it is not a requirement). Advice on your nearest practice can be found at the following link:

<https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

If you have difficulty in registering with a GP practice or would like advice on which practice covers your address then please ring 01634 335095 Option 6, or email Kmccq.primarycare@nhs.net

At most GP surgeries you have to make an appointment in advance to see a doctor or a nurse. Most GP surgeries are closed after 6pm and closed all day on Saturday and Sunday.

Children between the ages of 0-4 must be registered with a health visitor. Your GP will arrange this once you have registered with them.

NHS 111 service

You can contact the NHS free phone line by dialling 111

- This service is for those who are seeking medical advice for illness and injuries which are not life-threatening.
- This phone line is available all day every day
- You can ask for an interpreter in your language by saying "interpreter please"

111 Online (111.nhs.uk) can also tell you:

- where to get help for your symptoms if you're not sure what to do
- how to find general health information and advice
- where to get an emergency supply of your prescribed medicine
- how to get a repeat prescription

Accident and Emergencies (A & E)

Accident and Emergency (A&E) hospital departments deal with life-threatening emergencies. These are open all the time (24 hours a day). Your nearest A&E department is Tunbridge Wells Hospital: 01622 729000 <https://www.mtw.nhs.uk>

An A&E is not an alternative to a GP appointment. If your GP practice is closed you can call NHS 111, which will direct you to the best local service to treat your injury.

Walk-in or Urgent Treatment Centres

Alternatively, you can visit an NHS walk-in centre (WIC), which will also treat minor illnesses and injuries without an appointment.

Find your nearest walk-in centre online: <https://www.nhs.uk/Service-Search/other-services/Walk-in%20centre/LocationSearch/663>

Pharmacy

Pharmacists (chemists) can also advise on treatments for minor health problems.

Find a local pharmacy: <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

If your doctor prescribes medicine, they will give you a 'prescription' – a piece of paper with information about what you need. You take the prescription to a pharmacist (chemist) who will provide the medicine. Prescriptions are free for some people including most people who receive benefits. For information on who qualifies for free prescriptions, visit the link below:

<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/>

Dentists

You will be entitled to help with dental problems under the NHS but most people have to make some payments towards this. Those entitled to completely free dentistry include:

- People aged under 18, or under 19 and in qualifying full-time education
- Pregnant women or women who have had a baby in the previous 12 months
- People in receipt of certain benefits or on a low income

Follow the link to find out further details: <https://www.nhs.uk/nhs-services/dentists/who-is-entitled-to-free-nhs-dental-treatment-in-england/>

If you need urgent dental help, call the NHS phone line 111

Not all dentists offer services under the NHS.

To find your nearest NHS dentist look at the following website: <https://www.nhs.uk/service-search/find-a-dentist>

Eye Care

You can make an appointment with any high street optician to have an eyesight test or get help with your glasses or contact lenses. There may be costs unless you are eligible for a free NHS eyesight test or optical vouchers. To find out if you are eligible for a free NHS sight test or an optical voucher follow the link:

<https://www.nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/>

Mental Health

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. We understand that you have been through a very traumatic time and been exposed to huge mental stress. There are Mental Health Services available throughout Kent that can help you if you are struggling. Further details can be found at the following links:

<https://www.kentandmedwayccg.nhs.uk/mental-wellbeing-information-hub>

<https://livewellkent.org.uk/>

If you, or someone in your family, need help this is often best arranged through making an appointment with your GP. If you are struggling but cannot talk to a GP, there are a wide range of support organisations that can also help. These include:

For Adults

Release the pressure: If you are in distress, you can get immediate support from trained staff 24-hours a day. Call 0800 107 0160 or text the word 'Kent' or 'Medway' to 85258.

www.releasepressure.uk

Safe Havens: If you need to see someone face-to-face, there are Safe Havens across Kent and Medway open to anyone over the age of 16 living in Kent and Medway. Available between 6pm-11pm, 365 days a year. www.kentandmedwayccg.nhs.uk/safe-havens

Kent and Medway NHS and Social Care Partnership Trust: If you need urgent mental health support, advice and guidance, call the 24-hour helpline 0800 783 9111

NHS Talking Therapies: Sometimes it takes more than one conversation to make a difference. You can access a range of NHS therapies at www.helpkentandmedway.co.uk

Live Well Kent and Medway: Is your mental health impacting your life, work, money, housing or relationships? Live Well can help through a range of groups, programmes and services. Find out more at www.livewellkent.org.uk

For Children

Kent Children and Young People's Single Point of Access: Concerned about a young person's mental health? Not sure what help is needed? Call the Single Point of Access (SPA) 0800 011 3474

Kooth: For children and young people aged 10-25 in need of mental health support, including online counselling. www.kooth.com

Coronavirus (Covid)

The majority of people in the UK have received at least one of their coronavirus vaccines and it is likely that all adults in your host's household will have received theirs. For the latest

guidance on what to do if you have or suspect you have the virus, please visit the UK Government's COVID-19 advice webpage: <https://www.gov.uk/coronavirus>

Booking a coronavirus vaccination: you are eligible for a free COVID-19 vaccination through the NHS. If you are registered with a GP, you can book your vaccination through this web link if you are in England <https://www.nhs.uk/conditions/coronavirus-covid19/coronavirus-vaccination/book-coronavirus-vaccination/>

'Walk in' sites are also available and able to offer help to those who have not yet registered with a GP. A list of locations can be found at this web link:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-awalk-in-coronavirus-covid-19-vaccination-site/>

If you have already had a Covid-19 vaccine in Ukraine or elsewhere, speak to your GP about which further doses you should have in the UK and when you should have them. You should also tell the NHS about any Covid-19 vaccinations that you have had outside of the UK. This is so the NHS can update your vaccination record. Bookings to make an appointment to get your previous vaccinations recorded can be made online using the National Booking Service or by calling 119. 119 will also have translators available.

How to travel around Tunbridge Wells

When you arrive, it is likely you will need to travel around the local area. Some places may be too far to walk to, in which case you will need to use public transport. All the information on local rail and bus services can be found below:

Rail

There are four railway stations in the borough: High Brooms, Royal Tunbridge Wells, Ashurst, Paddock Wood. Trains go to London and take about 40 minutes.

To see a map of the local railways, please visit www.southeasternrailway.co.uk

To plan a trip and see how much your tickets will be, please go to:

www.nationalrail.co.uk

Getting a Bus

There are a number of local bus routes around Tunbridge Wells which will help you travel to different locations in and outside of the borough. Details on the different routes, timings and costs can be found on the following website:

Plan your journey, visit: www.traveline.info

Community Transport Schemes

Community transport gives you access to a bus or car service if you can't access public transport. For information about community transport schemes local to you visit:

<https://www.kent.gov.uk/roads-and-travel/travelling-around-kent/community-transport>

Such schemes can be particularly helpful for getting to hospital appointments etc. and can be a cheaper way of travelling.

Driving in the UK

You must have both a full driving licence and an in-date motor insurance to drive a vehicle on UK roads. If you have a full driving licence issued in Ukraine, you may use this licence to drive small vehicles (such as motorcycles, cars, and vehicles up to 3500kgs or with up to eight passenger seats) for up to a year in the UK. The licence must cover the vehicle being driven and must still be valid. To continue to drive after this, you must obtain a provisional driving licence and pass a UK driving test before the 12 months ends -

<https://www.gov.uk/apply-firstprovisional-driving-licence>

Key information about the UK

Around 67 million people live in the UK. 56 million people live in England, while around 5.5 million people live in Scotland, 3.1 million in Wales and 1.9 million in Northern Ireland. The UK is ethnically diverse with a multi-cultural and multi-faith society. Some areas of the UK are more diverse than others, especially larger cities. In 2011, over 14% of the population identified themselves as being part of an ethnic group other than white. This includes mixed ethnic groups, Asian, African, and Arab people. The largest religion in the UK is Christianity, with 33.2 million followers (59% of the population). The second largest religion is Islam, with 2.7 million followers (5% of the population). Around a quarter of the UK population practise no religion.

Cultural and religious differences, tolerance and fairness are important values. People are allowed to practise or celebrate their beliefs or identity, provided they respect the belief or identity of others and are not in conflict with UK laws. You are free to practise your religion. You can find churches, mosques, synagogues, or other places of worship in many towns and cities, though there are fewer in rural areas. Christianity is the official religion and festivals such as Christmas and Easter are widely celebrated. People must respect each other's views, religion, and dress, even if it is different from what they are used to. It is illegal to treat people in a bad or different way because of where they come from, their gender, sexuality, religion, political views, age, disability, or other characteristics.

The UK is a constitutional monarchy and a parliamentary democracy. This means that the monarch is the head of state, but power rests in the democratically elected parliament. The Prime Minister leads the government. The government is usually formed by the largest political party who are elected through free and fair elections. The power to make laws rests in the two Houses of Parliament: The House of Commons and House of Lords. The House of

Commons is made up of 650 representatives (Members of Parliament or MPs) from geographical constituencies, elected every five years by the general public. The House of Lords is made up of appointed members.

Central Government is responsible for:

Provide: healthcare, emergency services, taxation, pensions, defence, infrastructure, and the rule of law.

Central government website: <https://www.gov.uk>

Kent County Council is responsible for:

Provide: education, social services, transport, highways, libraries, recycling centres, and trading Standards.

Kent County Council website: <https://www.kent.gov.uk>

Tunbridge Wells Borough Council is responsible for:

Provide: housing, planning, recycling and waste collection, recreation, parks and amenities, and local elections.

Tunbridge Wells Borough Council website: <https://tunbridgewells.gov.uk/>

Town and parish Councils are responsible for:

Provide and maintain very localised services, events and democratic representation.

Places of worship and how to find them

Tunbridge Wells has a lot of Church of England (Protestant) and English Catholic churches in the local area. To visit a Ukrainian Orthodox or Ukrainian Catholic place of worship you need to travel up to London. The locations are listed below:

Ukrainian Orthodox Autocephalic Church

1a Newton Ave, London W3 8AJ (07729251283)

Ukrainian Catholic Cathedral

Duke St, London W1K 5BQ (02076291073)

Islamic places of worship

Masjid Al-Noor مسجد

99 Camden Rd, Tunbridge Wells TN1 2QR (07500887399)

Jewish places of worship

Chatham Memorial Synagogue

366 High St, Rochester ME1 1DJ (01634847665)

Other places of worship around the borough will be added to www.twhelpsukraine.info

Bank Holidays and what is open over the weekend

Banks and post offices are usually open Monday-Friday and on Saturday morning, but close on Saturday afternoon and Sunday. However, most shops and restaurants remain open on Saturday and for much of Sunday. There are a number of public holidays throughout the year. Some apply across the entire UK, and some are specific to England and Wales, Scotland or Northern Ireland. Most businesses close, but shops, restaurants and leisure facilities usually remain open.

Laws on Smoking

It is illegal to smoke in enclosed public places and workplaces in the UK. This includes shops, restaurants, buses and trains. It is also illegal to smoke in a car (or other vehicle) with anyone under 18. This is to protect children and young people from the dangers of second-hand smoke.

Things to do in Tunbridge Wells

Lots of visitors come to Tunbridge Wells every year to visit the numerous attractions across the borough. Listed below are a range of different places you can visit:

Get involved with the local Ukrainian Community

The Sunflower Club

Informal gathering of host and Ukrainian guests on Sunday afternoons between 3pm and 5pm at the United Emmanuel Church in Royal Tunbridge Wells. Tea, coffee, and cake will be provided.

More information will be available at www.helpsukraine.info

Things to do outdoors

The borough of Tunbridge Wells is famous for being in an area of outstanding natural beauty. As such, the borough is full of parks, countryside walks and other outdoor attractions. A few are listed below:

- Calverley Grounds (Royal Tunbridge Wells) – An urban park with sports facilities, gardens, paths and benches, children’s play areas and open grass spaces – perfect for lunch
- Dunorlan Park (Royal Tunbridge Wells) is a large 78-acre country park with a big lake in the middle – perfect for walking and cycling
- The Rocks (Southwest of Royal Tunbridge Wells) are a collection of rocky highpoints outside of the town – perfect for exercising and exploring
- The Commons (Royal Tunbridge Wells) are an area of protected green and woodland space in and around the town – perfect for a run, morning walk or a place to take your children to explore
- Foal Hurst Wood (Paddock Wood) a reserve covering 43 acres, it is a peaceful location which can be explored by all
- Bedgebury Pinetum (Goudhurst) 350 acres of countryside to walk and explore (parking charges apply and some activities have costs)
- Tudeley Woods Nature Reserve (Tudeley) An extensive area with mixed woodland, heathland and wildflower meadows
- Walks (near Cranbrook) see www.walkthroughtime.com

Things to do indoors

- The Amelia Scott (Royal Tunbridge Wells) building is opening on the 28 April, it includes art and objects on display, adult library and a children’s library. Internet facilities are available free of charge, seven days a week.
- Cranbrook Museum (Cranbrook) houses a local history collection within a 15th century timber-framed farmhouse bringing to life Victorian Cranbrook – great to explore if you are based in Cranbrook.
- Libraries – There are libraries in Cranbrook, Hawkhurst, Paddock Wood Pembury, Rusthall, Sherwood (Tunbridge Wells), Showfields (Tunbridge Wells) and Southborough.
- Leisure Centres – There are leisure centres (indoor sports, swimming, gyms) in Cranbrook, Paddock Wood and Royal Tunbridge Wells.

Things to do with children

There are a number of local parks and green spaces around the borough. Find your nearest park and play area: <https://tunbridgewells.gov.uk/community-and-leisure/parks-and-play-areas>

The Grosvenor and Hilbert Park (Royal Tunbridge Wells) has a skatepark and lots of space for ball sports – perfect for a game of football. Other skateparks can be found at Southwood Road, Rusthall, St John's, Tunbridge Wells and other facilities in Cranbrook and Paddock Wood

TW Events

Tunbridge Wells is a busy borough with lots of local events on every month. Please visit the Tunbridge Wells events website below to see if there are any upcoming events that you might be interested in: <http://www.tunbridgewellsevents.co.uk/>

Tunbridge Wells Social has been created to establish an online sense of community across our borough and to help combat the social isolation and loneliness we can all feel sometimes: <https://twsocial.co.uk/>

Apply for a GO Card

The Go Card is available for all local people on universal credit – and is valid for you and your family members. The Go Card offers free and discounted entry to sports, recreational, leisure and cultural facilities provided by Tunbridge Wells Borough Council and other participating organisations.

Apply using the following link: <http://www.gotunbridgewells.co.uk/apply/>

Emergencies

You can get emergency help at any time of day or night by calling 999 from a landline or mobile phone. If you need a translator, when the phone is answered, state clearly what language you speak.

Fire

Call the fire service on 999 if something is on fire or at risk of catching fire.

Ambulance

Call an ambulance on 999 if someone is badly injured or very sick, and they can't safely get to hospital or a doctor. If you need medical help but it is not an emergency, call 111.

Police

Call the police on 999 if someone is being attacked or threatened, or someone is trying to steal or damage property. If you need help but it is not an emergency, call 101 instead. The police in the UK are here to help. They prevent and investigate crimes and protect life and property. They also work closely with communities to ensure that everyone is safe.

Coastguard

Call the coastguard on 999 if you are in danger at sea or you see someone in trouble in the sea.

Calling 999

Question asked by Emergency Services	Your answer
<i>What service do you require?</i>	"Ambulance" "Fire" "Police" "Coastguard"
<i>What is your location?</i>	Give them your address or location.
<i>What is your phone number?</i>	Give them your phone number
<i>What exactly has happened?</i>	Tell them what has happened. For example: "My husband has a bad pain in his chest" "There is a fire"

Keeping children and adults safe

If you are concerned about a child, you can call the following telephone number:

03000 41 11 11 (text relay 18001 03000 41 11 11) or email social.services@kent.gov.uk

If you are concerned about an adult, you can call the following telephone number:

03000 41 61 61 (text relay 18001 03000 41 61 61) or email social.services@kent.gov.uk

Out of hours and in an emergency

If you need to make contact outside of normal office hours, for example during the night, call 03000 41 91 91

If you think someone is in immediate danger, the best thing to do is call 999 for the emergency services.

People who need care and support due to illness, disability and old age

If you think you or a family member has any care and support needs, you can contact Kent County Council for a free assessment.

Visit the web link below for information about how to refer yourself, a friend or family member for support

<https://www.kent.gov.uk/social-care-and-health/care-and-support/how-to-get-help>

Or make contact by phone on 03000 41 11 11

Domestic abuse

If you are experiencing domestic abuse, there is help available. If you are in immediate danger, call the police on 999. Below is the contact number for a Kent based service.

Kent Integrated Domestic Abuse Service (KIDAS)

Tel: 0808 168 9111

Hours: 24 hours a day, 7 days a week

How 'Homes for Ukraine' scheme works and your status in the UK

If you have come to the UK via the 'Homes for Ukraine' scheme, you will have been sponsored by your host family and are allowed to live with them rent free for at least 6 months. If you are able to stay with them for longer, you should not be charged any rent for the first 12 months of your stay. To cover their costs during this time, your host family are able to claim an allowance if they wish from the UK Government of £350 per calendar month.

When you entered the UK, you are most likely to have been given a 6 month entry stamp. Some people who have already provided their biometric data will have been given 3 years leave to remain on entry. For those with only 6 months, to extend your stay for up to the three years allowed under this scheme, you will need to apply for a Biometric Residence Permit. This will require you to provide biometric information, including a photograph of your face and a sample of your fingerprints.

The Government will be contacting you shortly after your arrival to explain how to provide this information. You will not need to provide this immediately, but you must have completed your application and provided the biometric information required within your first six months.

Your visa allows you to work, study, claim benefits and have access to all public services, including health and education. In most cases you will be able to claim benefits as soon as you arrive providing you fulfil the eligibility criteria. In some cases, your host will provide you with meals in addition to accommodation, but in other cases you will be expected to provide your own food using your income from benefits or work.

As it may take a few weeks for your benefit claim to be processed, your family will be given £200 per family member so you have some money for essential items as soon as you are

here. Kent County Council will be contacting you to arrange for you to receive this money as soon as possible after your arrival.

When you receive your Biometric Residence Permit it is very important that you keep it safe and don't lose it. We suggest that you carry a photocopy of the card where possible rather than the card itself to prevent loss.

Example of a Biometric Residence Permit



Children Born in the UK

Children born in the UK will not automatically be given British citizenship. The baby will usually be granted the same immigration status as its parents. This is referred to as “Leave in Line”.

All births in the UK must be registered. Should you or one of your family members give birth in the UK you will need to register the birth. You will then receive a birth certificate.

A letter will also have to be sent to UK Visas and Immigration to inform them of the birth. The baby will then be issued with its own residence permit.

Useful Contacts

Kent County Council Ukraine phone line:

03000 412424

Tunbridge Wells Borough Council switchboard:

01892 526121

Kent County Council concerns about a child:

03000 411111 (text relay 18001 03000 411111) or email social.services@kent.gov.uk

Kent County Council concerns about an adult:

03000 416161 (text relay 18001 03000 41 61 61) or email social.services@kent.gov.uk

Kent County Council out of hours and in an emergency:

03000 419191

Citizens Advice Bureau: an organisation which can provide you with confidential information to help you with any legal, debt, benefits, consumer, housing, and many other problems in the UK.

<https://www.citizensadvice.org.uk/> or phone 0800 144 8848.

Notes

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