

Settling in: A guide for Bristol people hosting Ukrainian refugees

Last updated: 10.3.23 *Latest updates are in red.*

This guide is designed to help people hosting Ukrainian refugees in the Redland area of Bristol – but it will also be helpful to hosts elsewhere in the city. We hope you find it useful. If you're struggling with something, remember that there are lots of people in the local community who want to help hosts – as well as support from Bristol City Council and Bristol charities working with refugees. Reach out to the Redland Welcome Hub (or your local hub) for information, support and, in some cases, financial help to help you meet the cost of basic provisions e.g. new bedlinen for your guests. Email welcomhub@redland.church.

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BEFORE YOUR GUESTS ARRIVE...

Key things to consider

- **Visa applications:** It seems to be easier for hosts to complete these, having obtained all relevant documentation from guests via email or Whatsapp. You may need to nominate a Post Office so your guests can collect ID cards and paperwork on arrival. **You can find guidance on Gov.uk [here](#).**
 - If you/your guests have made a mistake in a visa application, it is suggested that you either: start a completely new application *or* contact the UK Visas and Immigration helpline on **0808 164 8810** (select option 2). The line is open Monday to Friday from 9am to 5:30pm. This is a free phone number, but network charges may still apply.
- **A house information pack:** Think about the basic information your guests will need to know about your house/neighbourhood e.g. Wi-Fi code, your full postal address, closest food shops, any house rules e.g. smoking/vaping. You might find this [form](#) helpful. (You could put this information in a folder in your guests' rooms – translated into Ukrainian via a translation app.)
- **Immediate provisions:** Consider what basic provisions your guests will need immediately e.g. soap, towels, bed linen (two sets per guest)?
 - This [checklist](#) might be useful.
 - Some welcome hubs (including Redland) have set up a fund to help hosts with one-off initial costs e.g. bed linen.
- **Food:** You may want to acquaint yourself with local grocery stores catering to Eastern European food tastes. There are several Polish food shops on the Gloucester Road e.g. the ABC store at 393 Gloucester Road. Familiar foods your guests may enjoy include fresh dill, crème fraiche/soured cream, beetroot, potatoes, carrots, cabbage, onions, garlic, salad onions, unrefined sunflower oil, canned tomatoes, honey, streaky bacon and kabana sausages (long, thin dry pork sausages – available from most supermarkets). Cookbooks include: Amber & Rye: A Baltic Food Journey by Zuza Zak; Carpathia by Irina Georgescu; and Recipes and Reminiscences From Every Corner of Ukraine, and Mamushka, both by Olia Hercules.
 - There's no obligation for you to cook for your guests or eat with them – this is something you'll need to sort out with your guests depending on both your needs and work commitments.
- **A weekly check-in:** Consider how you and your guests can give one another feedback (there are bound to be niggles on both sides!). A regular weekly check-in right from the outset might be useful. Refugee Welcome Homes have produced a useful [household agreement toolkit](#) to help you and your guests establish boundaries and live together amicably.
- **Cultural understanding:** Country Navigator's [Cultural Guide to Hosting Refugees from Ukraine](#) gives lots of practical advice to help you understand, support and communicate with your guests. [“The Ungrateful Refugee: What](#)

Immigrants Never Tell You” by Dina Nayeri also offers valuable insight into the refugee experience.

- **Free flights:** Your guests may be able to get free flights to the UK. Check with individual airlines.
- **Free travel from airport:** Tell your guests that on arrival in the UK, they can travel free on the national rail network to their final destination – they just need to show their Ukrainian passport and a boarding pass/flight ticket. Many bus and coach operators are also offering free onward travel to final destinations.
- **Free parking at Bristol airport:** If you’re picking up your guests from Bristol airport, you can enjoy free parking in the short stay car park. Don’t validate your ticket at one of the payment points. Instead, when you’re leaving, just buzz the ‘information’ button at the exit barrier and say that you’ve been picking up a Ukrainian refugee.
- **Making your guests feel welcome:** You might want to learn a few Ukrainian phrases such as laskavo prosymo (welcome) and yak ty (how are you?). Charities experienced in working with refugees recommend that you:
 - Give lots of smiles and clear communication about where your guests are going to sleep, the layout of your house, and if they’d prefer to cook for themselves or eat with you.
 - Offer a hot/cold drink and a snack on arrival. Your guests may feel too overwhelmed to eat a full meal.
 - Avoid asking your guests about their journey as it may have been very harrowing.
 - Make your guests comfortable just like you’d do for a friend – and don’t expect them to be grateful or on their best behaviour. They will be using their emotional energy to cope with the situation.
 - Show your guests dignity rather than pity and try to empower them to make their own decisions.

Tips from other hosts

- “Don’t feel you have to tell your guests everything in the first week.”
- “Organising times for use of the kitchen and bathroom(s) is important so everyone can get out of the door on time in the morning.”
- “You don’t have to change everything about how you live to fit around your guests.”

Government/council support for you and your guests

- **Government support:** Under the ‘Homes for Ukraine’ scheme, hosts are **currently (until March 2023) entitled to an optional payment of £450 a month to help towards your hosting expenses. (This amount increases to £550 a month if you have two guests and £650 a month if you have 3 or more guests).** During your minimum commitment of six months, you’re not allowed to charge your guests rent but you are allowed to ask them to make a reasonable contribution towards common costs e.g. your energy bills. See Gov.UK [here](#) for guidance for hosts. If your guests have entered under the Ukraine Family Scheme, you won’t be entitled to receive the monthly £350

payment. However, Bristol City Council may still give your guests cash grants and food vouchers (see below). **It's also recommend that you refer guests who have entered under the Ukraine Family Scheme to the British Red Cross as they can provide lots of support. A referral form is in the Redland filestore.**

- **Council support:** Bristol City Council will conduct DBS checks on you and check that you're providing suitable accommodation (e.g. space is private, there's sufficient storage and guests have access to running water). This could be before or after your guests arrive.
 - Council officials in charge of home assessments: Dan Berlin arranges the home visits to do the assessments and hands out the travel vouchers etc - **07884 735 984** (this is the main number for the Homes for Ukraine team). Anne James is the main coordinator - **07807 608 240**. If you are experiencing slow/no responses from the team to emails, please tell your Hub leader (welcomehub@redland.church) so they can flag this up to the council. The team is currently quite stretched, rematching guests to new hosts.
 - Tell the council as soon as your guests receive their visas (email homesforukraine@bristol.gov.uk) and also let them know as soon as your guests arrive.
 - The council will visit your guests after their arrival and give **each** guest a cash grant of £100. In addition, **each** guest will receive £300 in food vouchers. These will be emailed to guests. The council will also give guests aged over 5 who have entered under the Homes For Ukraine scheme, a free one-month bus pass. Guests are entitled to receive a second free one-month bus pass when this expires if they wish. If your guests need their free bus pass urgently, contact Barbara Sullivan on barbara.sullivan@bristol.gov.uk and she can arrange for the pass to be collected in person from the council reception.
- **Welcome Hubs:** Your local Welcome Hub is a key source of support for you as well as your guests. Run by volunteers and supported by the council, they offer guests coffee mornings, language classes, and help with employment skills. Some also organise trips out and organise social events. Redland Welcome Hub, for example, runs from Redland Church Halls in Redland Church Halls, Redland Green Road, Bristol BS6 7HE and offers a coffee morning every Wednesday plus many other events. Welcome Hubs are also a way for you to connect with other hosts, access training and support and keep up to date with changing developments. Contact anne.james@bristol.gov.uk if you're not sure where your local Welcome Hub is.
- **Free training for hosts:** Refugee Welcome Homes offer free training to hosts. Email support@refugeewelcomehomes.net to find out when the next sessions are. Also see [Eventbrite](#) for details of other online training and support for hosts.
- **Host breakdowns:** If you are experiencing problems in your hosting arrangement, contact [Refugee Welcome Homes](#) who will be able to mediate in the first instance. If they can't mediate, they will bring in the council team and, if a new host is needed, a third party (e.g LoveBristol) will try to find one.

- **Host Zoom drop-in sessions:** Refugee Welcome Homes and Dan Berlin from Bristol City Council are currently running weekly drop-in sessions. These are a good way to get timely responses to your queries. The sessions will run from Thursday 16 March to Friday 28 April 2023. See [here](#) for links and times.

ONCE YOUR GUESTS ARE WITH YOU...

Language and communication needs

- **Preferred language:** The very first thing you'll want to do – if you haven't already done so – is establish your guests' preferred language for communicating. It won't necessarily be Ukrainian. Some guests will have Russian as a first language. Others may prefer English.
- **Bi-lingual volunteers/Translation apps:** At their first visit to guests, the council will offer the services of a bi-lingual volunteer. If your guests don't have good English, you will also need to use a translation app like Google Translate which you can download from wherever you usually download apps. This offers both [live voice translation](#) and document translation. You can also use [Google Docs](#) to translate documents. Hosts are also finding the [SayHi Translate app](#) useful – many report that it's easier to use for live voice translation than Google Translate.
- **Email address and UK SIM card:** Your guests will need their own email address and a mobile phone with a UK SIM card. They'll need this so that GPs and other service providers can communicate with them directly. You can get SIM cards from many places e.g. Tesco at Golden Hill and Eastgate and M&S at Eastgate & Avonmeads.
- **Interpreters:** Your local Welcome Hub may be able to put you in contact with local Ukrainian/Russian speakers who have helped other hosts.
 - The council's Refugee Resettlement Team should also be able to put you in touch with Ukrainian/Russian speakers who can interpret. Ask about this when they first visit your guests.
 - Another option is to book an interpreter through Bristol City Council's Translation and Interpreting Service. Contact: TIS@bristol.gov.uk Tel: **0117 903 6400**. There are also commercial organisations offering translation and interpreting services.
 - GPs will arrange their own interpreters for consultations as necessary. The city council will also use interpreters if they're meeting your guests and discussing their needs.
 - Translation services are available for a fee from the Association of Ukrainians in Great Britain on 020 7229 8392.
- **English lessons:** These are available through Bristol's ten Welcome Hubs. For example, the Redland English Club runs on Wednesdays from 1.30 pm to 2.30 pm at Redland Church Halls, Redland Green Road, Bristol BS76 7HE. The classes are open to anyone aged over 16 and guests can sign up by emailing penny@stevenfaux.plus.com or calling Penny on 07981 786995. Details of lessons at the other hubs are on the Redland filestore – look for the document 'Hub ESOL information. Other options include:

- Free English conversation clubs (both online and face to face) from Bristol City Council. For details, see www.esolcc.org or contact Aggie on: esolconversationclubs@bristol.gov.uk or 07768500673.
- City of Bristol College runs courses for both adults and teenagers aged 16 to 18. However, they are currently at maximum capacity and no longer taking referrals, potentially until September 2023).
- **Lessons from Impact, a scheme run by Groundwork. Email impactbristol@groundwork.org.uk. To refer your guest, complete this [referral form](#).**
- There are free courses and other resources from the BBC while commercial options include Future Learn.
- The charity Education First is offering Ukrainian refugees free online English lessons for a year. Guests need to search for and download the app 'English Live-Help Ukraine' from their 'Play Store' or wherever they usually download apps from. There are instructions in Ukrainian.
- **Seetec is currently running a free 12-week English course. It started on 6 March 2023 but may take latecomers. For info, contact Stuart McDougall. stuart.mcdougall@seetecpluss.co.uk or call on 07442 491165.**
- **Useful language books:** First 1000 useful words by Dorling Kindersley (£9.99 from Amazon); Phonic workbooks from WH Smith, Ages 5-6 but suitable for older people with no English (£3.99); English/Ukrainian School Picture Dictionary (£8.35 from Amazon).
- **Tips for helping guests with English:** Put labels on things in English e.g. 'chair', 'window', 'door'; play word games; and practise key questions (and answers) with school age children e.g. 'Where are the toilets?', 'Can I sit next to you?' etc.
- **Free Ukrainian phrasebook for hosts:** Lonely Planet have made their Ukrainian phrasebook (for English speakers) free via pdf download. The Duolingo app on smart phones is also available for free download and has a section for learning Ukrainian.

Opening a bank account

- It's important that your guests open a bank account as soon as possible. This is because they can't apply for Universal Credit until they have a UK bank account that money can be paid into.
- Bristol City Council may be able to help guests open a bank account.
- The host family of one guest who had no ID other than a Biometric Residence Permit (BRP) e.g. no passport or ID used Lloyds Bank in Cabot Circus and found them 'extremely helpful'. They were able to open a free current account there and then. Another host family have found NatWest helpful. Other possibilities include Bank of Scotland, TSB and Barclays. Money Saving Expert suggests the Nationwide basic account as, at the time of writing, this was the only UK bank offering a basic account (basic/standard accounts are best if your guests can't show a credit history).

- The documentation required varies but all banks will want proof of identity and right to stay in UK e.g. Ukrainian passport or Ukrainian national ID card and valid visa or similar.
- Generally, you start the application online and then do the final bit in person – so choose a bank that actually has a Bristol branch (e.g. the closest RBS branch is in Bath).
- Money Advice Service have this [video](#) on how to choose a bank account.

Signing up for welfare benefits

- **Welfare benefits:** Ukrainian refugees are entitled to apply for all the main [welfare benefits](#) including Universal Credit, Pension Credit, Disability benefits, Carer's Allowance and Child Benefit.
- **Applying for Universal Credit:** Your guests can apply for this [online](#). To do so, your guests will need their UK bank account details, an email address and access to a phone. They'll also need some identity documents e.g. passport, debit/credit card.
 - Your guests can create an account and get their application started before they've got a UK bank account but they need to complete their application within 28 days.
 - At some stage in the process, your guests will probably need to book and attend an interview at their local [Job Centre Plus](#) so their identity can be verified.
 - It generally takes five weeks for claimants to receive their first payment. However, if they want, your guests can get an advance on their universal credit. They can request this through their 'universal credit journal', accessible once they've started their application.
 - For help with an application, you can call the Universal Credit helpline for free on 0800 328 564 or use the [Help to Claim service](#) from Citizens Advice.
 - At your guests' first Universal Credit interview, staff may also be able to apply for a National Insurance (NI) number for your guests as they have all the information that's needed. Ask if they can do this.

Applying for a biometric residence permit

- When your guests arrive, they will probably have an entry stamp in their passports allowing them to stay for six months (in some cases, it's three months). If so, they'll need to apply for a [Biometric Residence Permit](#) (BRP) to extend their stay for up to three years.

- To apply for this, they will need to provide biometric information, e.g. a photo of their face and a sample of their fingerprints. (Your guests may already have this information.)
- Guests can provide this information through the [UK Immigration: ID Check app](#) or at one of the UK application centres. UK immigration will contact your guests shortly after they arrive and explain all this.
- Several Bristol hosts have reported difficulties helping their guests get appointments at Kingswood for Biometric Residence Permits (BRPs), particularly for families when several appointments are needed. Hosts who have succeeded suggest: widening the search to Bath (or even further) as well as Kingswood; to 'keep looking and looking for appointments'; and, when several appointments are needed, to use multiple devices (eg PC, laptop and mobile) and to hold off confirming the time for the first appointment until you've found second/third appointments on your other devices near the time of the first appointment.
- If your guests have entered under the [Ukraine Family Scheme](#), it seems they have to collect their three-year visa from a UK Post Office.

Finding work/National Insurance numbers

- **Getting a National Insurance number:** Your guests are entitled to work in the UK and to apply for a National Insurance number (this makes sure that their NI contributions and tax are recorded against their name only). They can apply for an NI number [here](#) – they should have passport and smartphone ready. The helpline is 0800 141 2079. Alternatively, Job Centre Plus staff may be able to help guests apply for an NI number when guests attend their first Universal Credit interview (see 'Signing up for welfare benefits').
- **Finding a job:** Redland Hub has developed a separate **Ukraine work guide** and **list of current job opportunities** (regularly updated) to advise your guests on finding work and how to obtain the right paperwork. You can download both these documents from [here](#) (scroll down to the very bottom of the page). The documents are in both English and Ukrainian but the Ukrainian versions may not always be up to date.
 - Strictly speaking, guests do NOT need to have a Biometric Residence Permit in order to work. The passport visa stamp is proof that they can work in the UK. Unfortunately, many employers, including recruitment agencies, are not aware of this and are insisting on a BRP. For this reason, if your guests are hoping to find work, it makes sense for them to get a BRP as soon as possible.
 - Bristol Council's [One Front Door](#) service is offering Ukrainian refugees bespoke advice and support from job coaches by phone (translators are available). There are two dedicated coaches – currently Lily Howells and Faye Johnson. To apply, guests need to fill in the 'contact form' on the [website](#) (scroll down to the bottom of the page) or email onefrontdoor@bristol.gov.uk. Make sure you/your guests mention 'Homes for Ukraine'. The site also has a jobs board and details of jobs

fairs so is a useful resource for guests who want to find work (information will translate into Ukrainian.)

- **Setting up a business:** Your guest may want to set up their own business. If so, Bristol Council's One Front Door service is a good first port of call. They can refer guests to ACH, the social enterprise organisation that aims to give refugees the tools they need to lead self-sufficient lives. [The Grace Network](#) also offers a range of training and support.

Accessing healthcare

- **Registering with a doctor:** All refugees have the right to register with a GP. They don't need proof of address, immigration status, ID or an NHS number to do so – but it's helpful if they *do* have ID. A suggested process is:
 - Find out if your guests have any immediate medication/health needs. If you can't register them immediately with a GP, you might want to take them to your nearest walk-in centre or ring 111 for advice. (Broadmead walk-in centre is currently closed.)
 - Find out if your own GP surgery can take your guests. If not, see this NHS advice on finding a local GP and how to register.
 - To register, visit your chosen surgery in person with your guests and as much formal documentation as possible e.g. passport, birth certificate, visas.
- **NHS numbers:** Registering with a GP seems to create NHS numbers – at least that is how it worked for others. Once your guests have successfully registered with a GP, ask the GP if your guests now have NHS numbers. If so, find out what they are and give them to your guests.
- **Emergency numbers:** Tell your guests about the NHS 111 service, also the 999 and 112 emergency numbers and A&E departments at Southmead and Bristol Royal Infirmary.
- **The Haven:** This is a specialist primary health care service for refugees in Bristol and surrounding area. It operates out of Montpelier Health Centre in Montpelier. Guests can self-refer, either by calling 0117 970 3887 or turning up in person at their reception in Montpelier Health Centre. The Haven hold clinics on Monday, Tuesday, Thursday and Friday mornings between 8.30 am and 12.30 pm. As well as offering medical advice, vaccinations etc, The Haven can signpost to counselling services and, in due course, will be offering trauma counselling to Ukrainian refugees.
- **Mental health:** Bristol Mind offer affordable counselling – for an application form, email counselling@bristolmind.org.uk. Network Counselling also offer low-cost counselling. Meanwhile, the national charity saneukraineonline.org is offering daily trauma support sessions in Ukrainian while the charity amna.org also provides emotional and wellbeing support for refugees.
 - There's a helpful video on YouTube called 'Someone To Talk To' which gives advice to refugees on dealing with trauma. Put together by Avon & Wilshire Mental Health Partnership NHS Trust, it's super informative and well worth a listen by both hosts and guests.
 - For general information on mental health services in Bristol, North Somerset and South Gloucestershire, see here.

- **How the NHS works:** Doctors of the World have produced a nifty [infographic](#) explaining how the NHS works. It's available in both Ukrainian and Russian so you might want to email/print off the relevant pdf for your guests once they've arrived.
- **Covid-19 vaccinations/Childhood vaccinations:** Guests may not have been able to have Covid-19 vaccinations and may want information on how to get these. Also, guests with young children may want them to have the usual childhood vaccinations (e.g. for measles, mumps, rubella) before they start primary school. If so, advise them to contact their GP.

Registering with a dentist

- Ukrainian refugees are entitled to NHS dental care – the issue in Bristol is finding any dentist willing to take on new patients, either NHS or private.
- You can search for an NHS dentist near you on [this site](#). You can find out the costs of NHS dental care [here](#). In theory, many Ukrainian refugees will be entitled to free NHS dental care (as they will be claiming low-income benefits) – but this assumes they can find a dentist who will take them on as an NHS patient. If you can't find a dentist, you can ask NHS England's Customer Contact Centre for advice – call **0300 311 2233**.
- In an emergency, your guests could try Bristol Dental Hospital. However, their [criteria](#) for what constitutes an emergency are strict. Access to the urgent dental care service is by appointment only – there's no walk-in service. Call **0117 342 9525** (8.30am - 10.30am, Monday to Friday). It's recommended that you call as close to 8.30 am as possible.
- In practice, if one of your guests has a dental issue, you may want to ring up your own dentist, explain the issue and see if they will treat your guest on a one-off basis.

Applying for a school place/child care

- **Applying to schools:** Bristol City Council will help find places for children who arrive under the Homes for Ukraine scheme. **However**, many schools in Bristol (particularly secondary schools) are already quite full. If your guests want help finding a school place for their child, email [**attendanceandbelongingteam@bristol.gov.uk**](mailto:attendanceandbelongingteam@bristol.gov.uk).
 - If your guests are applying for a secondary school place, they might want to go straight to the Fair Admissions Panel. (This is because secondary schools are so full.) Again, email: [**attendanceandbelongingteam@bristol.gov.uk**](mailto:attendanceandbelongingteam@bristol.gov.uk)
 - If your guests don't get the school they want or the closest schools are not suitable, it's worth considering appealing. See: <https://www.bristol.gov.uk/schools-learning-early-years/secondary-school-new-year-7-admissions-appeals>

- It looks like families who arrive under other schemes e.g. the Ukraine Family Scheme will have to make their own arrangements. If this applies to your guests, a suggested process is:
 - Phone local schools and find out if they have places in the required age group. For children **aged 5 to 11**, see [Find a local Primary school](#). For children aged **11 to 16**, see [Find a local Secondary school](#). For more information about applying to Bristol schools generally, see: [School admissions - bristol.gov.uk](#)
 - Find out whether your guests' children have any particular gifts/needs e.g. talented musician. Ideally, look at [OFSTED reports](#) for the schools in question. You can also compare schools on [this website](#).
 - Visit schools with parent, child and interpreter and encourage your guests to ask as many questions as possible.
 - Apply for the chosen school by filling in an '[in year](#)' [application form from Bristol City Council](#) (form seems to apply for both primary and secondary).
 - There may be volunteers at your local Welcome Hub who can help you and your guests with finding a school place.
 - **Redland Hub hosts:** The council's very helpful admission officer covering the Redland and surrounding area is Peter Brown (peter.brown@bristol.gov.uk). Also, a Redland volunteer with the Welcome Hub is happy to help with school applications.
- **Confirming a school place:** It's important that guests let Bristol City Council know when they have been offered a school place – and have accepted it. They simply need to email attendanceandbelongingteam@bristol.gov.uk.
- **Childcare:** Guests with younger children are entitled to free childcare places for children aged 3 and 4 but this is limited to 15 hours a week or 30 hours in some circumstances. If guests are on a very low income, they will be entitled to free childcare if their child is 2. There is also government help with childcare costs for all school pupils regardless of age e.g. the Government will pay up to 85% of childcare costs if you work and also claim Universal Credit. You can find out information about government support with childcare [here](#). Information about Early Years (aged 0 to 4) provision in Bristol can be found [here](#).
- **Free school meals:** Children in both primary and secondary schools are entitled to free school meals if their parents are receiving Universal Credit and have a low income. You apply [online](#).
- **Transport to school:** Guests can apply for support with costs of getting children to school if they're on a low income/temporary accommodation/school is far away/child is disabled. You apply [online](#).
- **Children aged 16-18:** Information about 'Post 16' (16-18 years) education provision in Bristol can be found [here](#).

Finding a place to worship

- Many Ukrainians have a deep religious faith and are practising Orthodox Christians. Local Orthodox churches include:

- A new Ukrainian church (led by Nik and Marko) at E5 (Jamaica Street) on Sunday afternoon from 5pm.
- The Orthodox Church of the Nativity of the Mother of God in University Road Clifton, BS8 1SP opposite Browns in the centre of town (near Wills Memorial Building). This is *not* in the Russian Orthodox Church.
- The St John Fisher Church at 56 Begbrook Park in Frenchay. This is a Russian Orthodox church.

Musical opportunities

- **The Dovetail Orchestra:** This orchestra (run by Dovetail Music Workshops) is for asylum seekers and refugees based in Bristol. It meets every Tuesday from 1.30 to 3 pm at St Ambrose Church, Stretford Avenue, BS5 7AN. It welcomes musicians of all levels as well as those new to music. To apply, fill in the form [here](#).
- **Beginner Guitar Course:** Dovetail Music Workshops are also running a Beginner's Guitar Course on Saturdays from 5 to 6pm at the Beehive Centre, BS5 7AW. Text 07875 220879 or email hello@dovetailmusicworkshops.co.uk to apply or find out more.
- **International Choir: Anna Pyshniuk is running an international choir for people with any level of musical ability. Rehearsals are currently on Mondays, from 4 pm to 6 pm at Redland Church Hall, Redland Green Road, BS6 7HE. Times and days may change so please contact Anna on aurora77712777@gmail.com for information.**

Sources of support for your guests

- **Welcome Hubs:** These are a key source of support (see above under 'Government and council support').
- **Redland After-School Hub: Redland Welcome Hub is launching a fortnightly After-School Hub on Thursday afternoons after Easter. This is a session for Ukrainians of all ages to meet up, chat, play tabletop games and enjoy some craft activities. It will run from 3.30 pm to 5.45 pm on 20 April, 4 May and 18 May, and then fortnightly from 8 June to 20 July.**
- **Teenagers' youth group:** There's a [youth group](#) in Stokes Croft run by Ukrainians for Ukrainian teenagers.
- **Government guide:** The Government has put together [this guide](#) for Ukrainian refugees. There is also a [Ukrainian version](#).
- **School uniforms:** Free school uniforms, adult clothing and other essential items can be collected from Aid Box Community's free shop at 174 Cheltenham Rd on weekdays between 11 am and 3 pm. Guests can also access a befriending service and activity groups.
- **Women's Group:** Aid Box Community also run a [Women's Group](#) for refugees and asylum seekers. It runs on a Monday and Thursday, 11 am to 1 pm, term time only at the Trinity Centre, Trinity Road, BS2 ONW. Your guests can self-refer by filling in this [form](#).
- **Local/national charities offering support:** Bristol is a City of Sanctuary and has lots of other great charities working with refugees and asylum seekers. You can find a list of them [here](#). Services offered include supper clubs, art therapy,

volunteer befriending, and counselling. National charities offering information and guidance on sponsorship include refugeesathome.org and sanctuaryfoundation.org.uk. You and your guests may also find the following charities useful sources of support and advice:

- Refugee Welcome Homes have developed FAQs for new hosts and also a guide to Bristol organisations offering services to Ukrainian refugees. You can find these documents [here](#).
 - Case workers at [Refugee Women of Bristol](#) currently have some capacity (at the time of writing!)
 - [British Red Cross](#) is working with guests who arrived via the Ukraine Family Scheme (but not Homes for Ukraine guests).
 - [ACH](#) provide refugee employment services.
 - [Impact](#), a scheme run by Groundwork, is offering various programmes for refugees including language classes, employability skills training and cultural workshops. **For more information, text, WhatsApp or call Asia on 07736 132450 or Muna on 07702 532767 or email impactbristol@groundwork.org.uk.**
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- **Help for professionals:** Some professional organisations including the healthcare sector have schemes e.g. observership roles, to help integrate professionals into the UK system. We suggest you contact the relevant professional organisation if this applies to your guests.
 - **Phone top-ups:** pc4r.org is providing phone top-ups so that refugees can stay in touch with families and communicate with support agencies. Vodafone and Three UK also support mobile packages.
 - **National Trust passes:** If you belong to the National Trust you can get six-month renewable passes for your guests. If you're not members, you can get community passes for them. Call **03448 001895**. Local properties include Tyntesfield and Dyrham Park.
 - **Everyone Active membership:** Everyone Active are offering free one-year gym membership to Ukrainian guests. Contact your local sports centre.
 - **Free e-books and audiobooks in Ukrainian:** The multimedia content provider Odilo has launched a free app for both [Android](#) and [iOS](#) phones. The app gives free access to thousands of e-books and audiobooks including 1,700 Ukrainian titles and 500 in English. There is material for both children and adults.
 - **Free entry to Botanic Gardens:** Bristol's Botanic Gardens is offering free entry to Ukraine guests. Guests should email botanicgardens@bristol.ac.uk giving the date of when they would like to visit.

Move-on issues

- **Guidance on your options:** Many of you are now coming to the end of your initial six-month hosting period. Some of you want to extend the arrangement to 12 months, others want to stop hosting and others want to host again (e.g

because your Ukrainian guests have returned to Ukraine or moved into private rented accommodation). Bristol City Council have produced a helpful 'move-on guide' in [English](#), [Ukrainian](#) and [Russian](#) explaining your different options. **There's also guidance on Gov.UK [here](#) for hosts coming to the end of their initial six-month hosting period.**

- Refugee Welcome Homes have also produced a useful 'Move-on Toolkit' summarising your options and what you need to do. For a copy of this toolkit, email support@refugeewelcomehomes.net.
- **Key move-on points to remember:**
 - Have the move-on conversation with your guests.
 - Let Bristol City Council know if you no longer wish to host – email homesforukraine@bristol.gov.uk.
 - Also, let the council know if you'd like to extend your placement to 12 months or now want to host a single person instead of a family. Again, email homesforukraine@bristol.gov.uk.
- **Switching from hosting to providing lodging to Ukrainian refugees:** If your guests have come to the end of their six /12 month hosting arrangement and you'd like them to stay on as paid lodgers, Refugee Welcome Homes can help you with the paperwork and rental agreement. Email support@refugeewelcomehomes.net
 - **Spread the word:** If you have friends or relatives who might be up for renting a spare room in their house to a Ukrainian lodger, this [video](#) can tell them more.
- **Finding private rented accommodation for your guests:** Bristol City Council and Refugee Welcome Homes are working together to find private rented accommodation for Ukrainian guests. Single guests can register their interest [here](#). It's also a good idea to encourage your guests to look for accommodation themselves via letting agents and sites like Right Move, Gumtree etc
- **Practical move-on help for guests:** If your guests need practical help with move-on tasks over and above what you can do, remember to ask your local Welcome Hub for support. Redland hosts should email welcomhub@redland.church. For example, your guests might want help with moving their belongings to their new home; finding kitchen equipment and other items; setting up gas and electricity accounts; signing up for benefits such as the housing element of universal credit or reduction in council tax (if they're eligible); looking for new schools, doctors etc.
 - **Household items:** The Aid Box Community on Gloucester Road can help supply kitchen items. The neighbourhood network [Nextdoor](#) might also be a way to source household items.
- **Financial move-on help for guests:** If your guests need financial help with move-on costs, you (Redland hosts only) can apply to the Redland Ukrainian/refugee Support Fund. You need to apply on your guests' behalf. Download an application form from the Redland Welcome Hub Hosts' File Store and email your completed form to Amanda Tettmar at welcomhub@redland.church

Useful documents – the Redland filestore

Redland Welcome Hub have set up a filestore (online library) to help Redland Hosts in their hosting journey. If you're a new host and would like to access this, please email Sue@redland.church.

Happy hosting!

This guide was written by Zita Adamson on behalf of Redland Welcome Hub and can be downloaded from <https://redland.church/ukraine-response> (scroll to the bottom of the page) or from the Redland filestore (Redland hosts only). Zita is updating the guide regularly.