

UKRAINIANS ARRIVALS SPONSORS HANDBOOK





PURPOSE OF THIS HANDBOOK

This handbook has been created to help Sponsors (aka “Hosts”) know what is available in Watford to help best support and provide for Ukrainian arrivals (referred to as “Guests”) in their care.

This handbook is targeted at Sponsors and support volunteers (who may be assigned to Sponsors) in order to advise and guide them through the offering of goods and services in and around Watford.

It is Watford Specific but also complementary to existing websites and guidebooks put out by government, local authorities and support groups.

This handbook assumes all the necessary visas and property checks have taken place, and starts from the point at which Guests are due to, or have already, arrived.

The scope of this handbook is therefore limited to supporting information and services that will make their Ukrainian Guests’ stay in Watford as enjoyable as possible and they feel welcomed and cared for.

The other purpose of this handbook is to help both Sponsors and Guests avoid spending their limited financial funds where it is not necessary and support is available.

Please check back regularly as this handbook will be updated and uploaded to the website www.watford.gov.uk/watford-welcomes-people-ukraine-1





STRUCTURE AND TOPICS

The following is a comprehensive, but not exhaustive list of the typical items that a Sponsor is expected to help their Guests source or establish.

It contains items and services that will likely be needed on arrival alongside additional options that may be needed over the period Guests will be in the UK and in their Sponsor's homes.

NOTE: This handbook attempts to reflect the best and most reliable sources of local items and services for Guests staying in Watford. There are other ways to cover the items listed below, but **our hope is this handbook helps save time and money.**

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PRE-ARRIVAL AND NATIONAL RESOURCES

This page lists some of the resources available that will help both Sponsors and Guests in pre arrival preparation and for some of the critical things needed on arrival in relation to accommodation and visas etc.

Due to the dynamic and fluid nature of the situation it is best to use these online national resources as they should be kept up to date, and several sites are available in multiple languages to help arriving Guests.

There are national and Hertfordshire wide resources and information that Sponsors and Guests (some are translated) will find useful, for example:

UK Government Guidance and FAQs (National)

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

Web: www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions

Hertfordshire Country Council

Web: www.hertfordshire.gov.uk

Email: contact@hertfordshire.gov.uk

Phone: 0300 123 4040

National Careers Advice

Web: <https://nationalcareers.service.gov.uk>

Phone: 0800 100 900

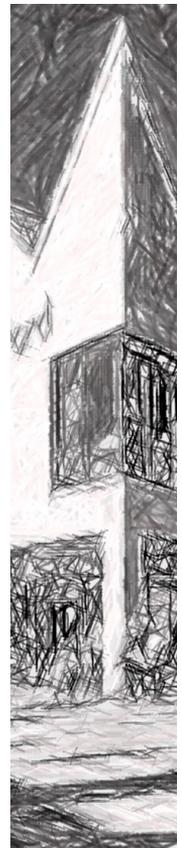
National Universal Credit Process

Web: www.gov.uk/universal-credit/how-to-claim

Phone: 0800 328 5644

National General Ukrainian Support (Select Ukrainian option)

Web: <https://www.redcross.org.uk/get-help/get-help-as-a-refugee>





OBTAINING TRANSLATION SERVICES

Firstly it is worth looking to social media and community groups where there may already exist individuals who are happy to help translating into Ukrainian or Russian.

However, such services are voluntary in nature and so dependant on the availability of individuals and it is not always clear the quality of translation being given.

Therefore we suggest using the Community Action Dacorum "Herts Interpreting and Translating Service" (known as HITS for short) who are able to offer translation service both spoken and written.

Please note that the HITS website listed below contains mostly information about training services, it is best to email or call about direct translation that you or your Guests may require.

HITS Can be contacted as follows:



01442 867212



interpreting@communityactiondacorum.org.uk



www.hertsinterpreting.org



HELP LEARNING ENGLISH (ESOL)

Some Guests may be very keen to start learning English or may already know some English but want to enhance their language skills.

ESOL, which stands for English for Speakers of Other Languages are classes that cover 5 levels from those who only know a few English words to those who are relatively fluent but struggle with unfamiliar terms or situations.

ESOL classes are often free of charge and typically cover reading and writing, vocabulary, speaking and listening and punctuation and grammar.

There are many ways to help enrol your Guests on ESOL classes, a recommended route would be via Watford Women's Centre (classes are available for both for male and female learners) :



01923 816229



dirin@watfordwomenscentre.org.uk or
smita@watfordwomenscentre.org.uk



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





CONNECTING WITH A COMMUNITY

There are multiple ways for Ukrainian Guests to connect with communities of people from their nation. By far the most active sources of connection is through the various local FaceBook groups.

The most active groups for the Watford area are called:

- Watford & Surrounds "раді знайомству" Welcome to our community!**
 This group is in Ukranian and is excellent for sharing events and activities to connect, as well as special offers and useful information and links for both Sponsors and Guests.
- Watford & Surrounds "раді знайомству" Watford area Ukraine support group**
 This group is for people in Watford & surrounding villages wishing to support Ukrainian families coming to the area, and is particularly useful for Sponsors and a good place to ask questions.

To find these groups simply search "Watford & Surrounds" in FaceBook and ask to join. If you do not have FaceBook there is a contact number you can use (below).

 01923 233683



FINDING A PLACE OF WORSHIP

Ukraine is a majority (80%+) Christian country, most Ukrainian Christians are "Orthodox" which is an eastern form of, teaching centred, Christianity. There are no Christian Orthodox churches in Watford but there is a Ukrainian Orthodox Autocephalic Church, 1a Newton Ave, London W3 8AJ. Tel: 07729 251283

However, many Ukrainians may be happy to visit a local Christian church and a good approach would be to ask the guest what type of church they like (lively, strong on children's work, conservative etc.?) and then utilise Christians Across Watford for advice on what churches meet those preferences.

Christians across Watford can help identify a suitable church and you can use the directory on their website or the email form on the site:



info@christiansacrosswatford.org



www.christiansacrosswatford.org



Note, for non-Christians (e.g. Muslims) coming from Ukraine who are looking for a place of worship we recommend you contact info@onevisionproject.org





BUYING (NEW) SHOES/FOOTWEAR

While there may be various routes to obtain footwear, it is always good if Guests can obtain new footwear and have the dignity of choosing it. Footwear can also become expensive and again is a cost that eats into any finances.

Thankfully Shoezone work with a Watford based church and are willing to offer vouchers, 1 per family member, to use towards new shoes etc. These vouchers are sufficient to buy their lower priced footwear or can be used to offset the price of more expensive items.

The vouchers can be obtained on request by contacting Christ First Church in Watford, the best route is via email as you will likely get a same day response.

Vouchers can either be delivered physically or sent for you to print, each one has a unique code and can only be used once.



07802 426 765



ukrsupport@x1church.com



www.shoezone.com (info only, scheme is not on website)

shoezone



ACQUIRING NEW TOYS

It is most likely that many toys will be made available to Guests through the hundreds that have been donated. The best route initially is to use the FaceBook and community groups that are up and running.

However, if new or specific toys are required The Entertainer store in Watford are willing to offer Guests money towards their purchase to the amount of £25 per child under 16.

This would need to be by appointment and so the Guest, or Sponsor, would need to contact the links below and arrange a day and approximate time to visit the store.

Please do not turn up at a store without an appointment, staff need to be briefed by head office beforehand to expect the Guest and the amount they can spend free of charge.



07802 426 765



ukrsupport@x1church.com



www.thetoyshop.com (info only, scheme is not on website)





LEISURE ACTIVITIES (SPECIAL OFFERS)

Watford is blessed with a wide range of leisure facilities and so, in many ways, Guests are spoilt for choice. However, if your Guests would prefer activities/classes led by Ukrainian or Russian speakers check via the email address below.

This can also be expensive, but Everyone Active and partners have many offers including free leisure centre membership (free to use, gym, swimming and classes) to Ukrainian Guests as well as many activities with various partners.

The Central Watford Everyone Active Leisure Centre offers the following:

- Free Swimming Watford Central – Sunday 15:00-16:00
- Free Swimming Watford Woodside – Saturday 16:00-17:00
- Junior active at both leisure centres
- Women's only swimming on a Friday

Here are examples of activities on offer to Ukrainian Guests via various partners:

- Free guided cycling rides (including women only), discounted confidence booster classes in partnership with Watford Cycle Hub
- Gentle exercise sessions at various Health & Wellbeing clubs with W3RT
- Discounted Love to dance session (older adults) with Saracens
- Free U18 "Kicks" sessions with Watford Community Sport & Education trust
- Free Strength and Balance classes for the older adult
- Discounted Learn to Run lessons, and Keep on running sessions (up to 5K) for adults in partnership with Learn to Run
- Discounted Yoga or stroller fitness sessions with Mums of Steel
- Discounted learn to Nordic walk sessions in partnership with Nordic walking
- Discounted "Fellas Fitness" with Watford Community Sport & Education trust
- Discounted "Back to Netball" session for adults with England Netball
- Older adult fitness class and badminton with orbital community centre
- Free open access to 4 parks tennis courts
- Free open access to outdoor gyms
- Free open access to 2 astro cricket strips in parks
- Free table tennis in parks / town centre



07712- 549610 (Leanne Rodriguez)



LeanneRodriguez@everyoneactive.com



<https://www.everyoneactive.com/centre/watford-leisure-centre-central>

everyone
ACTIVE





REGISTERING WITH A GP

The practice for registering with a GP is one of the first things Sponsors should help their Guests do. The process is not complicated and is simply a case of finding a local GP practice and making contact, there is no need for proof of address or immigration status to register with a GP.

The logical process is for Sponsors to first contact their own GP practice and look to help ensure their Guests register there. If you need to find a different or new local practice use the national search tool listed below.

It is highly unlikely your GP will offer anything when it comes to translation services. So if your Guest(s) do not speak English we suggest you call to register them with the GP and make that clear as they may have specific advice on how to best manage the language issues.

Please note: COVID vaccinations are not dependant on being registered with a GP, walk-in services are still available to all: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/>

 www.nhs.uk/service-search/find-a-gp



FINDING A DENTIST

All Guests are entitled to dental services via the NHS, some services are free and others are at reduced rates. However, it is worth noting that registering with a dentist in Watford will require some effort as many have waiting lists.

For more on this please look here: <https://www.nhs.uk/nhs-services/dentists/dental-costs/understanding-nhs-dental-charges/>

For any emergency dental issues the 111 service should be used as a first response, simply call 111 from any phone. They will advise on next steps and whether an A&E appointment is required.

For general, ongoing, dental care use the national database to find a dentist local to you, you will then need to make contact to see if your Guest(s) can be registered with that dental practice.

 <https://www.nhs.uk/service-search/find-a-dentist>





VOLUNTEERING

Volunteering is a great way for Guests to integrate into the community and meet new people. It also helps people feel able to contribute and exercises body and mind to help others.

There are many routes to volunteering at local and county level.

Watford & Three River's Trust have a portal called the Golden Volunteer Platform which is a searchable list of volunteering roles with reputable organisations. The tool can be searched on your postcode and will reveal volunteering opportunities and links on how to make contact with the relevant organisations.

There will also be community groups across Hertfordshire where Guests and Sponsors can volunteer, please take a look at the links in the "Finding a Community" section of this handbook.

 07908 209 908

 cvs@w3rt.org

 <https://w3rt.communityvolunteering.org/>



FINDING WORK

Jobcentre Plus helps people move into work and helps employers advertise jobs. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.

It provides a free employment advice service to everyone of working age, they can provide access to training opportunities and signpost to trusted partner organisations for specialist support.

They also have public computers to help your Guests in a job search and advisors on hand.

Finding job vacancies in Watford: As well as visiting the Job Centre there is also a searchable list of jobs in Watford via the web-link below.

 0800 169 0190

 <https://www.jobcentreguide.co.uk/watford-jobcentre>

jobcentreplus

For careers advice: Call 0800 100 900 for help. There is more information here: <https://nationalcareers.service.gov.uk/>





GETTING A LAPTOP/TABLET

Digital items such as laptops and tablets are extremely expensive and not a good use of the limited funds Sponsors and Guests may have access to. Thankfully there is a programme run called “Staying Connected” which is deigned to help everyone in Hertfordshire get online and digitally enabled regardless of income.

By filling out the online form Guests can receive reconditioned and ready to use (as new) laptops and tablets.

This is a referral system and so Sponsors can do this on behalf of their Guests or help them to fill out the online form themselves. This is a county wide scheme but local administered for Watford by Watford & 3 Rivers Trust (W3RT) under the banner of “Digital Inclusion”.

W3RT can also offer the support of digital advocates who will help with setting up laptops or tablets.



07908 209 908



cvs@w3rt.org



www.W3rt.org/digitalinclusion (click on “How the Ssaying Connected Project Works... and then referral form)



GETTING ABOUT & LOCAL TRANSPORT

Watford is extremely well connected in terms of transport systems and options.

“Watford” is a stop on the London Underground system (Metropolitan Line) – it takes 45 minutes to get from Watford to Baker St in central London

Watford Junction Station connects to London (Euston station) and to towns and cities in the midlands like Coventry and Birmingham

There are a range of buses that bring people to neighbouring towns and to airports like London Luton and London Heathrow. Watford Junction, Watford High St and Beechen Grove are key bus stop locations

Watford runs a bike share scheme called Beryl which uses an app called Beryl – Ride Sharing available on Android and iOS (Apple) phones. See link below.

Watford also runs an on demand bus service which will take you anywhere you want to go in the town: download the app (ArrivaClick Watford) or use the weblink below to find out more



<https://beryl.cc/bikeshare/watford>



<https://www.arrivabus.co.uk/arrivaclick/arrivaclick-watford>

