

## Supporting Ukrainians in Queensferry

To register as a host [www.homesforUkraine.org.uk](http://www.homesforUkraine.org.uk)

For many families arriving in Queensferry under the Scottish super host scheme much of the following will already have been done but some things slip through the net!

**Arrival:** everyone should go to Gogarburn welcome hub on arrival to be registered in the country irrespective of what visa scheme is used. There is immediate medical care available if needed at this point. There is free transport from the airport and access from Waverley.

If meeting a family here drive past the bank then building on right after this there is a free car park.

Ukraine families will receive a welcome pack, approx.50pounds per person, rucksack with toiletries and baby equipment required including babybox.

They will be allocated temporary accommodation if no direct sponsor identified. Remember more settled accommodation for the 6 months could be anywhere in Scotland under the super host scheme.

### **Welcome Payment**

Attend the customer welcome hub at 279 High street Edinburgh EH1 1YJ (up ramp next to city chambers) to claim remainder of 200 pounds personal allocation. They should also receive a free 20-journey travel pass.

There is an interpreter present along with housing advice, benefits advice and DWP staff are present on a Tuesday and Thursday. Opening hours Mon - Fri 10-12 AND 2-4 Your guest may be told to wait for an appointment, but it is not necessary - they can drop in any time.

**Open bank account:** Monzo has worked online, as have both Bank of Scotland and Royal bank of Scotland. do this as quickly as possible as is needed to apply for University Credit.

**National Insurance number** is accessed as part of the claiming Universal Credit system (do not apply separately as it becomes very confusing). The form for claiming benefits can be started online and an appointment booked - you can ask for an interpreter but sometimes need to push to have this telephone support. The person needs to have a bank account before the first meeting as this is where benefits will go. The allocated job centre for Queensferry is 20 High Riggs EH3 9HU behind Bread Street. The first appointment is to check

documents against what has been submitted online. Second appointment is called commitments where they make the applicant promise to do certain things by certain dates.

It is only on the 3<sup>rd</sup> of 13 weekly appointments with the work coach that people start to look at the jobs market and English classes. Keep bus tickets to reclaim. Part of the first session is verifying right to residence and this has to be complete before getting a national insurance number. Worth checking on the second appointment that this has been progressed as sometimes sits waiting for someone to action.

**Child benefit** is a separate application and needs a nat insurance number. Can be requested online or if job centre marks that they have seen your documents it can be by mail. The job centre may provide a paper version of the Child Benefit form with "Ukrainian Fast Track" on the top. This may speed up the process.

#### **Advice and Support:**

- [www.edinburgh.gov.uk/ukraine](http://www.edinburgh.gov.uk/ukraine) City of Edinburgh supporting Ukraine and its people
- **24-hour Council helpline** 0131 200 2306 (interpreter available)
- **Edinburgh Citizen's Advice Bureau** 0131 510 5510 (help to apply for benefits and information on other entitlements, housing issues and more. can access interpreting service.)
- **Specialist Help to Claim Universal Credit helpline:** 0800 023 2581 (can access interpreting services)
- **AUGB (Ukraine club)** 14 Royal Terr Tuesday 10-1 drop-in session for chat and advice. Have limited supply of bus passes and SIM cards
- [www.gov.uk](http://www.gov.uk) Welcome; a guide for Ukrainians arriving into UK
- **Red Cross 0808 196 3651** daily 10-6 varied support including family tracing, access to sim card and, in some cases, also £50 financial support.
- **Barnardo's helpline (holistic support for Ukrainians: practical, therapy, advice)** 0800 148 8586 / ukrainiansupport@barnardos.org.uk
- **Local Library** varied support including access to computers and national entitlement travel card for 5-21 years. Need a photo for 11-21. Over 16 must apply themselves.

**Education:** Early years have limited spaces for **two year olds** at Queensferry nursery but referrals are through the health visiting team.

**Commented [1]:** I think this comment refers to the eligible 2s. It said "younger"...

Pre-school children aged 3 and 4 are entitled to 1140 hours of free childcare per year (around 30 hours per week term time). This can be used at school nurseries, registered childminders and some private (partner) nurseries.  
Primary age 4½ to 10½ in the August of the school year.  
Secondary age 11½-17

City of Edinburgh school catchment has a map of the school for your address - there have been changes in this area recently. Phone the catchment school for place availability (during the holidays you will have to wait until staff return on Monday 15<sup>th</sup> August 2022. Remember that St Margaret's is also available and may have space when others do not- the child does not have to be Catholic to attend. City of Edinburgh is creating an information sheet in Ukrainian. We have a translated and English copy of the application form to make it easier to complete in advance. Please contact Anne Mitchell if you wish this.

#### **Free school meals and clothing grant.**

All children p1-5 receive free school meals in term time, however any parent receiving universal credit or housing benefit can apply through DWP (at customer hub) for a school clothing grant, free school meals and holiday lunches. Even parents of P1-P5s should apply so they receive the clothing grant and the non-term time food allowance.

Parents of under sixes may also be entitled to Scottish Child Payment [www.mygov.scot/scottish-child-payment](http://www.mygov.scot/scottish-child-payment) and Best Start Grants [www.mygov.scot/best-start-grant-best-start-foods](http://www.mygov.scot/best-start-grant-best-start-foods)

#### **English lessons.**

Edinburgh Council and Edinburgh College both have English Classes although many classes in Edinburgh are full. Nevertheless it's worth getting in touch as they may be able to put guests on a waiting list for lessons, even if not available immediately.

[www.edinburgh.gov.uk/adult-learning/english-speakers-languages/1](http://www.edinburgh.gov.uk/adult-learning/english-speakers-languages/1)  
[www.edinburghcollege.ac.uk/international/courses-for-international-students/english-language-courses](http://www.edinburghcollege.ac.uk/international/courses-for-international-students/english-language-courses)

From 8<sup>th</sup> July in Queensferry we have a group meeting in the Community Centre school lane on a Friday 1-4 allowing guests to get together and have some English lessons as well as socializing. There is also an informal teaching session on a Monday evening.

**Housing:** Host receives 350 pounds as a gesture from the government for up to 12 months under the Scottish sponsorship scheme and direct hosts registered through homes for Ukraine but not family sponsorship. Any difficulties [www.edinburgh.gov.uk/ukrainianhostpayment](http://www.edinburgh.gov.uk/ukrainianhostpayment). The host will not be eligible for payment until the local authority has inspected the home to check for safety including current fire alarm laws. Hosts will need to have PVG. Remember if you are letting your property the landlord may not allow you to sublet. Many insurance companies (through the Association of Home Insurers) have confirmed that there is no change or notification required for hosting Ukrainians for the first 12 months, but it is worth checking with your individual insurer if this is the case. This is if the guests are staying in your own home. If they are staying in a separate property or annex, the rules may be different.

Ukrainian guests can apply for private let properties or council houses for the end of the 6-month period. From mid-July the City of Edinburgh housing officer will be based in Rosebery hall every Monday for drop-in sessions 9-3. There is also Your homes team who can advise around accessing housing who are in Rosebery hall every Wednesday from 10.

Sanctuary foundation <https://www.sanctuaryfoundation.org.uk> have a link to baby basic who can provide cots prams guard rails high chairs etc.

### **Health**

Anyone who expects to be in an area for more than 3 months should register with the local GP. The GP practice will obtain a CHI number. There are 3 forms to complete we have copies of each in English and Ukrainian so that you can complete ahead of time (contact Anne Mitchell for these). The NHS can provide an interpreter if requested.

If pregnant please register with midwife as soon as possible even if a temporary resident.

Any children under 5 should be registered with the health visitor. Both midwife and HV are separate to the GP service and need a separate approach.

Vaccine the nearest drop in facility for this area for anyone 12 years or over is either Strathbrock or the Gyle. It is possible to have existing vaccines translated for a Scottish passport here. Age 5- 12 vaccines are given at Sighthill by appointment.

Currently there are no NHS dentist appointments in Queensferry - please let us know if you find one nearby.

Optician both the local one and Boots will provide NHS care.

**Biometric resident identification**; information is required to apply to extend the initial visa from 6 months to 3 years. (occasionally families will already have the 3 years visa if they were processed by a visa application centre but most do not)

Application can be done online but over 16 need photos and fingerprints.

On the online application, you can select an appointment location. The nearest to South Queensferry is St Andrews square.