



Bassetlaw
DISTRICT COUNCIL
— North Nottinghamshire —

HOMES FOR UKRAINE SCHEME FAQ FOR SPONSOR FAMILIES

Bassetlaw Council



 **BCVS**
Bassetlaw Community and Voluntary Service

Introduction



The compassion and generosity shown by the people of Bassetlaw in supporting those that have had to flee Ukraine has been enormous and the Council and community partners are appreciative of those people willing to provide a safe place for individuals and families to live.

How can I help my guests to settle in?



It goes without saying that fleeing your home to a different country to live with people you haven't met before is extremely scary and anxiety-provoking. You will want to ensure that your guest(s) feel as settled and supported as possible in such an uncertain and frightening time.

Your guests are likely to want to help you and you should let them. Include them in daily chores such as putting out the bins, washing up, cleaning, preparing meals, etc.

They may wish to spend more time on their own in their room than you had expected. Be prepared for that.



Set ground rules by discussing how you operate as a household. If you have to go to bed early to get up for work for example, let them know so they understand.

Ask questions, carefully and little by little. You are not going to understand everything about them all in one day. They may have no idea what they want or what they like and don't like, but some basic information can help, for example:

- Do they have any regular medicinal needs?
- Do they have any allergies?
- Are there any foods which they particularly like or do not like?
- Do they have any concerns or questions?

You may not be able to personally help with everything and that's fine too. Find someone who can, or signpost them to support and information services available.

Make sure they have the number for the local police, fire and ambulance services and can use it from their own phone.

Write down any other important telephone numbers for them, including your own, a work number, or trusted friends if they need help when you are not there.

After checking with them, you might want to think about introducing them to neighbours you can trust so that they have options of who they can contact if they need to.

Energy

Make sure they know how to operate the heating, lighting and power sockets. Do they know where the spare bulbs are? How to turn on and off appliances will not only keep them safe but any other occupants too.

Do they need adapters for any devices they have?

Lay down some ground rules (we are all on a budget!), these may include when it's okay and not okay to have loud music playing for example.

The house & the neighbourhood

You will want to provide them with a set of keys and ensure that they are able to lock and unlock the doors, and disable any alarm systems, should they need to exit and re-enter when you are not there.

Consider writing down the instructions for them.

Also, if they are venturing out, make sure they understand where they can go and what they should do if they get lost.

Signs and signposts, friends' houses, police stations, hospitals etc. Being able to recognise these easily will ensure that shelter is always available.

Washing

Use of the shower and bathroom should be available and private either by provision of their own facilities, or a locked door from the inside. If you are living in fairly close quarters then consider making some ground rules about making sure family members stay in a different part of the accommodation to ensure privacy when it is needed.

Additionally, showing your guest where and how clothes washing can be done (washing and drying) with as much privacy as possible. Consider providing a clothes airer for drying clothes in their room for example.

Food & Drink

Make sure there is room in the fridge for them to place their products. If you are thinking of preparing food for them, make sure you understand and enquire about their likes, dislikes and any allergens.

Potential Cultural Differences

As you get to know your guests, you may discover that you see things differently.

The observations below are drawn from the experiences of Ukrainians already living in the UK - but bear in mind that everyone's experience will differ.

As always, the best approach is to talk with your guests about these differences and agree on a way forward.

Communication

Speaking directly is valued by Ukrainians.

If you're not used to it, this can sound brusque or even rude to British ears, as can direct translations of polite phrases that omit 'please' and 'thank you'. Conversely, subtle changes of tone or language on your part are less likely to be noticed as your guests wrestle with the complexities of the English language! Keep it simple; talking about these differences may help your guests navigate conversations with strangers.

Socialising

Making arrangements two months in advance is common here, but much less so in Ukraine. It could be useful to explain that this is normal and no indicator of how close friends are.

There are also various social meet up events in the area to make Ukrainian guests and hosts feel welcome, make new friends and share information with each other.

The Time Machine in Retford meets every Friday morning for an informal meeting for guests and hosts, pop in from 10am for an informal chat.

Additional social meet ups are being arranged in other areas.



Mental Health

Asking for help is tricky in any situation, but many Ukrainians will pride themselves on their self-reliance and stoicism. It may be that your guests are struggling with their mental health but feel unable to show or tell you.

Or they may take it upon themselves to be self-reliant in areas where you could easily help; don't be afraid to proactively suggest different ways in which you can make life easier.

Parenting

When it comes to raising children, Ukrainians also value good behaviour inside the home, and academic and extracurricular achievement at school and elsewhere. The ways your guests encourage this may be more direct than you use yourself.

They may be surprised by some schools' lighter homework routines, and the generally fixed length of an English school day.

Food and drink

It's true, (most) Ukrainians love borshch! Tea is generally drunk with lemon and honey, sugar or even jam but rarely with milk. Bread, sour cream, garlic and onions are all kitchen staples alongside less familiar dishes. Traditionally in Ukraine, lunch tends to be the biggest meal of the day. Local Polish shops are likely to provide the most familiar brands for many guests (particularly for those who have spent time in Polish towns and cities prior to arrival).

Around the house

Your guests may be used to a warmer house than you. They're also likely to wear slippers rather than outdoor shoes around the house and change into indoor clothing too.

Medicines

Many Ukrainians have a close attachment to their GP and routinely take a range of prescribed and over-the-counter medicines for minor ailments. Delays for GP appointments and generic medicines may be unfamiliar.

Welcome Packs

Have you got yours?

'Welcome to Bassetlaw'



Produced by the Bassetlaw Community & Voluntary Service this has information that is specific to the local community.



www.bcvs.org.uk/ukraineresponse

'Welcome to Nottinghamshire'

Produced by Nottinghamshire County Council. It contains useful information for Ukrainian guests and their hosts. Further information on Nottinghamshire's Ukrainian response can be found here:

<https://www.nottinghamshire.gov.uk/business-community/support-for-ukraine>

The County Council Customer Service Centre can also offer support 0300 500 8080



NCC Support



I have Ukrainians staying with me under the Family scheme. What support is available to us and how do we access it?

There is currently no specific support available from the Government for people who enter under this scheme - however, much of the support listed here will be able to provide Family scheme members the same general information that will be available to those arriving via the Homes for Ukraine scheme.

How do I get help with translations and interpreters?

Ukrainian to English language support - including translations of key documents needed for visa applications - is available from Institute of Translation and Interpreting (ITI).

The Bassetlaw Ukrainian Support Group can assist - details are in the contacts section. Older Ukrainians usually speak Russian and we have access to a local translator.

Contact: Stephen.brown@bassetlaw.gov.uk

How does the scheme affect council tax and home insurance?

Council tax discounts will not be affected if people sponsor and host a Ukrainian household in their home. Insurers have agreed that homeowners accommodating Ukrainian nationals do not need to contact their insurers on the basis they are non-paying guests.

Households with mortgages should contact their mortgage provider, while tenants must inform their landlord that they are taking part in the scheme.

Council Tax Information

Contact - 01909 533234

E-mail: customer.services@bassetlaw.gov.uk

What arrangements do I need to consider when housing guests in my own home and self-contained accommodation?

It's best to set a few clear expectations between you and your guests. As a sponsor you may want to draw up an agreement with your guests that sets a few ground rules. One option is to agree 'terms of occupation'. There is guidance on sharing your home with a lodger, and whilst it is written for those living in rented homes, it also covers many of the points that any sponsor will want to think about. Rent should not be charged under the sponsorship scheme and therefore tenancy rights should not be created.

What do we do if the relationship breaks down with our Ukrainian guests?

You will need to contact Nottinghamshire County Council to discuss the possibility of re matching your guests within the local area, to an alternative host. The council will talk you through the process.

Can people bring their pets?



Yes, the Animal and Plant Health Agency will provide quick approvals and relevant quarantine arrangements, for which the UK government will cover costs.

Contact details are as follows

Telephone: - 03000 200 301 and select option 2

Email: - pettravel@apha.gov.uk

It is a matter for you if you are willing to accept pets in your property. You may want to check with your guest(s) prior to their arrival.

Can I get a larger bin as there will be more people in my property?

You may find that with additional guests in your house you are generating more rubbish. A larger bin can be requested if your guests will take the household to 6 or more residents.

There is normally a charge of £41 but this has been waived by Bassetlaw District Council for sponsors.

Once your guests have left your property the additional bin will be collected by Environmental Services.

Contact - 01909 533450

Email: envservicesadmin@bassetlaw.gov.uk



What financial support is available?



This scheme involves a one-off interim payment of £200 for each guest, and a £350 per month 'thank you' payment for you as hosts.

To help the County Council make these payments as quickly as possible, please contact Nottinghamshire County Council (0300 500 8080 Select Option 0) as soon as your guest arrives.

In some cases, there has been a delay in the Government being able to notify us of those who have arrived, which has unfortunately delayed some payments.

Your £350 'thank you' payment will be paid to you monthly in arrears by the County Council and will receive the first £350 payment one month after the arrival of your guest(s).

Once you have contacted the County Council they can immediately process the £200 payments to guests.

Payments

The County Council will use Ukrainian guests with a £200 pay point bar code which can be exchanged at any Pay Point outlet for cash.

Contact Nottinghamshire County Council on 0300 500 8080, select option '0'

How does my guest access public services?

You should try to help direct your guests to public services. For example, this could involve helping them contact and register with a local GP and NHS dentist.

Additional guidance on how to access public services can be found in the Nottinghamshire and Bassetlaw Welcome Packs.

Will Ukrainians be eligible for free health care?

Yes, refugees or guests taking part in the scheme are encouraged to register with a GP and will be eligible for free health care.

How do they get an NHS number?

This should be provided when they register at your GP practice.

How do my guests access places in schools?



All children and young people arriving from Ukraine via the family route, or the sponsorship route, have the right to access education while in the UK.

If guests want to secure a school place, then how this can be arranged depends on the school they wish to attend.

Apply before Sept 2022.

Anyone under 18yrs have a right to a school place:

Are legally required to remain in education or training until the age 18

Application in year transfers (May / June 22) need to be made to the school / 6th Form / college

Applications for school places for September 22 need to be named to the authority where they live (i.e. Notts CC)

Applications for 6th form College places for September 22 need to be made to the institution directly

Secondary school applications for new places in Sept 2022 is via the Nottinghamshire County Council website;

<https://www.nottinghamshire.gov.uk/education/school-admissions/applying-for-a-school-place-september-2022>



Direct school applications during the school year (secondary schools and 6th Forms) will be directly to the school;

Elizabethan Academy | Retford, N Notts | 11 to 16 school and 6th Form |

<https://www.nottinghamshire.gov.uk/search-for-a-school#/details/4456>



Retford Oaks Academy | Retford, N Notts | 11 to 16 school and 6th Form |

<https://www.nottinghamshire.gov.uk/search-for-a-school#/details/4001>



Tuxford Academy | Tuxford, N Notts | school and 6th Form |

<https://www.nottinghamshire.gov.uk/search-for-a-school#/details/4452>



Gainsborough Academy | Gainsborough, Lincs | 11-16 school |

<https://www.lincolnshire.gov.uk/directory-record/61349/gainsborough-academy>



Gainsborough Queen Elizabeth's High School | Gainsborough, Lincs | school and 6th

Form | <https://www.lincolnshire.gov.uk/directory-record/61358/gainsborough-queen-elizabeth-s-high-school>



North Notts College and Retford 6th Form College | Worksop & Retford, N Notts | Post

16 FE College | <https://www.nnc.ac.uk/applynow>



Lincoln College | Gainsborough Campus, Lincs | Post 16 FE College |

https://www.lincolncollege.ac.uk/search/courses?cf_courses_career_choice=16903



Outwood Academy Valley | Valley Road, Worksop | 11-16 School

<https://www.valley.outwood.com/>



Outwood Academy Portland | Netherton Road, Worksop, 11-16 School

<https://www.portland.outwood.com/>



Universal Credit

Universal credit is available to help all our guests and families with their living costs. It is paid monthly in arrears. The payments are made up of a standard allowance plus any extra amounts that apply, for example if the guest has children, a disability or health condition. Initial universal Credit applications can be made face to face at the local Job Centre 23A Grove St, Retford DN22 6JR or Queen's Buildings, Potter Street, Worksop S80 2AH or via the online services below.

- DWP online applications: <https://www.gov.uk/apply-universal-credit>
- Help to Claim service: <http://citizensadvicenottingham.org.uk/help-to-claim>



Once in the DWP system they can also help with job search, further training, CV building, job coaching etc.



If you or your guest needs help through the claim process, the Citizens Advice Service offer a very useful Help to Claim Service which can be accessed by calling 0800 144 8 444.

Bassetlaw Citizens Advice can provide assistance
<https://www.bassetlawca.org.uk/find-us>



Can Child Benefit be claimed?

Anyone coming to the UK under the Ukraine Family Scheme or Homes for Ukraine scheme is entitled to claim Child Benefit immediately, rather than having to wait for the usual three month qualifying period.

For more information call 0300 200 3100 or visit GOV.UK

<https://www.gov.uk/child-benefit>

How do Ukrainians open a bank account?



A number of UK Banks (including NatWest and RBS) have set schemes to enable accounts to be established. There are also a variety of online bank account, such as Monzo, that will allow anyone with a UK address to open a bank account.

The account holder must be 18+, have temporary residence in UK, hold either a Ukrainian passport or National Identity card. They must hold a valid Visa.

Can my guests learn English as a second language anywhere?

Yes, they can access the Inspire Learning ESOL courses for free, if they register a place. These are taking place at Retford Library and Online.

You can book your place and find out more here :
<https://www.inspireculture.org.uk/skills-learning/>



How do my guests extending their stay in the UK?

The entry stamp received on entry into the UK provides evidence of the right to stay in the UK but is valid for the first six months only.

To extend their stay for up to the three years allowed under this scheme, they will need to apply for a Biometric Residence Permit. This will require them to provide biometric information, including a photograph of their face and a sample of their fingerprints. They will be contacted shortly after their arrival to explain how to provide this information.

They will not need to provide this immediately, but they must have completed their application and provided the biometric information required within their first six months. Information can be provided using the UK Immigration: ID Check app or at one of the applications centres in the UK.

Once they have provided this information, they will be issued with a Biometric Residence Permit.

This permit is an important document which must be kept safe as it is evidence of their legal status in the UK and shows how long they may stay in the UK. It is also a useful means by which they can confirm their identity for purposes such as opening a UK bank account. If they travel outside the UK, they will need to take their Biometric Residence Permit with them to allow smooth entry back into the UK following their travel.

The Biometric Residence Permit will record:

- Their name, date and place of birth
- Their fingerprints and a photo of their face (this is their biometric information)
- Their immigration status and any conditions of your stay
- Their right to access public funds, for example financial support and health services



How can I help my Ukrainian guests find a Job?

We know that many Ukrainians will want to work. They have the right to work as soon as they arrive in the UK. They need to be 18-years-old to work full time.

To look for a job, they can use a free government website called 'Find a Job' - <https://www.gov.uk/find-a-job> to be connected with thousands of employers across the UK.

You can search for jobs without an account. But to apply for a job they will need to create an account or sign in. Jobs can also be found through the following approaches:

- You will have an individual work coach assigned through your local Job Centre Plus (Worksop and Retford) office who can help them find and apply for local employment opportunities.
- Look in local and national newspapers or websites where jobs are advertised
- Register with a recruitment agency
- Visit local companies to ask about jobs

You can also register with job agencies on these websites:

• **Indeed** - <https://uk.indeed.com>



• **Reed** - <https://www.reed.co.uk>



• **CV Library** - <https://www.cv-library.co.uk>



• **The Guardian Jobs** - <https://jobs.theguardian.com/jobs>



• **Total Jobs** - <https://www.totaljobs.com>



• **Monster** - <https://www.monster.co.uk>



• **Job Centre** - <https://www.gov.uk/contact-jobcentre-plus>



Employers must check that individuals are allowed to work for them in the UK before employing them. Ukrainians will be able to use their Biometric Residence Permit as evidence of their immigration status in the UK, including their right to work. To prove their status digitally to an employer they can use the online service, which is found at: <https://www.gov.uk/prove-right-to-work>

In the UK, workers are entitled to certain employment rights, including the national Minimum Wage.

For more information on Employment rights, visit <https://www.gov.uk/employment-status/worker>



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

Do Ukrainians have to paying tax?

Your employment status for tax purposes is not the same as your employment status for employment rights purposes. You can use HMRC's employment status for tax tool to check your employment status for tax purposes. <https://www.gov.uk/guidance/check-employment-status-for-tax>



In the UK the Government (through Her Majesty's Revenue and Customs (HMRC)) collects tax on labour and assets. More information can be found here:

<https://www.gov.uk/government/organisations/hm-revenue-customs>



Taxpayer's income is assessed for tax according to a prescribed order, with income from employment using up the personal allowance and being taxed first, followed by savings income (from interest or otherwise unearned) and then dividends.

You have a responsibility to pay the right amount of income tax. Income tax is a set percentage of your yearly income. If you are employed by someone else, it is often deducted directly from your monthly salary through a system called Pay As You Earn (PAYE).

If you are not employed by a company or another person but earn an income, you have a responsibility to declare that income and pay the right amount of tax.

The amount of tax you pay depends on how much you earn. You can check this at <https://www.gov.uk/estimate-income-tax> For further advice, you can contact HMRC directly, or Citizens Advice, as well as professional accountants.

Paying National Insurance contributions (NICs) You pay National Insurance contributions to qualify for certain benefits and the State Pension.

You pay mandatory National Insurance if you're 16 or over and are either:

- An employee earning above £184 a week
- Self-employed and making a profit of £6,515 or more a year

More information on National Insurance can be found on the GOV.UK website at: [National Insurance.gov.uk](https://www.nationalinsurance.gov.uk)



I run a local business and I'd like to offer employment to Ukrainians once they have arrived. How can I do this?

The Government have information on their website for businesses who would like to offer employment opportunities. See [Offering work to people who have come to the UK from Ukraine](#).

Local businesses that would like to offer employment should email DWHI.EmployerOfferInbox@dwp.gov.uk clearly stating that they would like to offer employment to Ukrainians in their email.

How do we find accommodation after the sponsorship ends?

At the end of their six-month sponsorship period, your guest may need to find alternative accommodation for themselves and their family.

How to rent a home

Your guest must prove that they have a right to rent property in England. They will be able to use their Biometric Residence Permit as evidence of their immigration status in the UK, including their right to rent in England.

To prove their status digitally to a landlord or letting agent in England they can use the online service, which is found at: <https://www.gov.uk/prove-right-to-rent>



Rented housing can be found through local lettings agents and on property listings websites.

The types of privately rented housing available is different across the country. Letting agents will carry out any referencing checks within the law as they deem appropriate before accepting them as a new tenant. This may include income requirements or the need for a guarantor, dependent upon the decision of the individual landlord. If providing references proves challenging, it is suggested that the personal circumstances are discussed with the letting agent or landlord about alternative forms of reference that might be acceptable.

When a house or flat is found they will probably need to pay a deposit. A 'tenancy agreement' will need to be signed. This is a legal contract between them and the landlord. The tenancy agreement will set out how much rent needs to be paid and how often, a list of repairs and maintenance that are their responsibility and which are the landlord's responsibility, and any other rules or restrictions e.g. smoking restrictions.

The tenancy will usually be for a fixed period of six or 12 months. The landlord must allow them to stay in the property for a minimum of six months. If they want a longer initial fixed period, they can ask whether the landlord is willing to agree to this. They will be obliged to pay the rent for the duration of the tenancy.

You can find out about your responsibilities and rights as a tenant in the Government's 'How to Rent Guide', which is at:

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-thechecklist-for-renting-in-england>

Do Ukrainians have to pay Council Tax?



Once they have moved out of sponsored accommodation into privately rented property or a home of their own, they will become liable for paying.

Do I need to notify anyone if my guest(s) move on?

If your guests move out you need to let Nottinghamshire County Council know :

- your name
- your address
- name(s) of guest(s)
- date the guest(s) moved out
- Bassetlaw District Council area
- If your guest(s) move out for any reason we must stop payment. It is important that you tell the County as soon as possible if they move out. Otherwise we will ask you to repay the money.



NCC Support

**HELP AND SUPPORT
NOTTINGHAMSHIRE COUNTY COUNCIL**



Should you have further questions about the Homes for Ukraine Scheme please contact the County Council by calling 0300 500 8080 select option '0'

HOMES FOR UKRAINE - BASSETLAW SUPPORT GROUP

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



Ukrainian Centre - Doncaster

The Centre runs Drop-in sessions on Sundays between 12pm - 3pm. All are welcome for a relaxed afternoon.

48, Beckett Road,
Doncaster, S. Yorkshire
DN2 4AD
enquiries@ucdoncaster.co.uk



THE UKRAINIAN CENTRE - DONCASTER

Nottingham Ukrainian Centre

Clawson Lodge, 403 Mansfield Road, Nottingham, NG5 2DP
0115 962 0300
nottingham@augb.co.uk



Ukraine Embassy in London

If you are a resident with friends and family in Ukraine and need information or support about what is happening please contact the Ukrainian Embassy in London:

Address: 60 Holland Park, London W11 3SJ United Kingdom

Telephone: 020 7727 6312

Email: emb_gb@mfa.gov.ua

Website: uk.mfa.gov.ua

Facebook: www.facebook.com/ukraine.in.uk/

Twitter: twitter.com/UkrEmbLondon

LinkedIn: www.linkedin.com/company/embassy-of-ukraine-in-the-uk



For official information on travel advice to and from Ukraine visit GOV.UK.

Barnardo's Ukrainian Support Helpline

The helpline is available to anyone fleeing the conflict in Ukraine. It is staffed by English, Ukrainian and Russian speakers, to offer support to children and families arriving in the UK from Ukraine.

Full details, including opening hours and the phone number, are available on Barnardo's webpage for Ukrainian Support Helpline



Welcome: a guide for Ukrainians arriving in the UK

This is a guide for Ukrainians arriving in the UK. It also includes specific information for those arriving on the Homes for Ukraine scheme.

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

<https://www.refugeecouncil.org.uk/information/information-on-ukraine/>

Free advice for Ukrainian nationals is being provided by the Ukraine Advice Project UK (the link includes advice in Ukrainian). Ukrainians seeking advice can email ukraine@freemovement.org.uk and the lawyers will try to allocate them to a volunteer.



We are learning too

If you come across any questions that are not covered in these FAQ's, please let us know.

If you think there is information that would be useful to include please email stephen.brown@bassetlaw.gov.uk with your suggestions.