

Homes for Ukraine Guest Quarterly Newsletter

April

2024

Hello!! We are thrilled to introduce the Homes for Ukraine quarterly newsletter for Guests. Our aim is to keep you up to date with crucial developments and opportunities arising from this initiative. So far, 168 guests in total have been welcomed into the Borough.

HELP NEEDED:

We are interested in learning more about how the war in Ukraine has impacted our guests on the scheme, with the aim of sharing this knowledge with hosts and other services you may come in contact with. We would really value your input! If any guests are open to sharing their lived experiences with us, we'd love to hear from you. For more information, please contact the EEBC Homes for Ukraine team on homesforukraine@epsom-ewell.gov.uk

Thank you!

Ukraine Students part way through their course

Where a person's Ukraine Permission Extension Scheme leave expires during their course and they are granted further leave to remain under one of the standard immigration routes, they will continue to be eligible to access home fee status in order to complete their studies. See link :

[Written questions and answers - Written questions, answers and statements - UK Parliament](#)

Homes for Ukraine Scheme Updates – April 2024

Please be advised that there have been changes/updates to the scheme including new Sponsor eligibility and other areas: Please see update guidance via the following link:

<https://www.gov.uk/guidance/apply-for-a-visa-under-the-ukraine-sponsorship-scheme#overview>

Extension of visa Homes for Ukraine - Ukraine Permission extension scheme

The Ukraine Permission Extension scheme provides an additional 18 months of permission to remain in the UK to eligible applicants who have come to the UK through Ukraine schemes. Applicants need to apply 3 months before their existing visa is due to expire. For more information about the eligibility criteria and how to apply, please see the GOV.UK website: <https://www.gov.uk/government/publications/ukraine-permission-extension-scheme-information/ukraine-permission-extension-scheme-information#:~:text=The%20Ukraine%20Permission%20Extension%20scheme,be%20free%20to%20apply%20for>

Please call UK Visas and Immigration (free of charge) on + 44 808 164 8810 – select option 1
Monday to Thursday, 9am to 4:45pm and Friday, 9am to 4:30pm

Extension of thank you payments (TYP)

We are pleased to announce that the H4U thank-you payments to hosts have been prolonged to match the 18 month visa extension where applicable. More information can be found here:

<https://www.gov.uk/guidance/paying-sponsors-homes-for-ukraine#:~:text=Sponsors%20of%20Ukrainian%20guests%20on,months%20of%20their%20guests'%20stay>

Surrey-Wide Opportunities for H4U Guests

- **Surrey County Council temporary bus pass scheme** has been extended and will now continue until **31 March 2025**. For more information, please see <https://www.surreycc.gov.uk/community/refugees/support-for-ukrainian-nationals/bus-pass>
- **Bike offer for displaced Ukrainian people** – A massive thank you to everyone who go in touch with us to access a free recycled bike. Please be advised that this offer has now closed.
- **Free driving e-learning module** available in Ukrainian and English via the following link: <https://www.drivetech.co.uk/global-business-fleet-solutions/drive-confident/>
- **Ukrainians who travelled to the UK in their own vehicles can get a 12-month on street resident parking permit** – to access please email parking@surreycc.gov.uk
- **Citizen Advice Bureau Epsom and Ewell's new financial and wellbeing service:** This service is delivered in partnership with Citizens Advice Epsom & Ewell (CAEE) who will deliver expert money and debt advice. Mary Frances Trust (MFT) will deliver specialist emotional support. Case Workers from both organisations will work with each client to support them to improve their financial situation and emotional wellbeing in the short and long term through a series of face-to-face, telephone or online appointments, as part of one seamless service. To access this service please contact their team using the below-listed details:
 - **Mary Frances Trust:** Email: fwss@maryfrancestrust.org.uk Tel/SMS: 07380 567708
 - **Citizens Advice Epsom & Ewell:** Email: fwss@caee.org.uk Tel: 01372 300421

EERN Updates

Epsom & Ewell Refugee Network (**EERN**) provides various forms of assistance to refugees, including practical support, language skills development, access to education and employment opportunities, and integration into the local community. EERN often organises events and activities, such as holiday craft activities, and works closely with Epsom & Ewell Borough Council to support Ukrainian refugees and hosts who are part of the Homes for Ukraine Scheme. Please email eern@goodcompany.org.uk to be added to our mailing list!

Support Work

Olha Zatyk is the Ukrainian Support Worker for EERN, and provides a wide range of support to all guests who are part of the Homes for Ukraine Scheme in Epsom & Ewell Borough. Olha can be contacted by email: olha@goodcompany.org.uk or phone: 07475 679029. To make a time to meet with Olha, you can call or email – or you are always welcome to drop into the Ukraine Hub! We have free tea and coffee available for all visitors.

English Classes

The Spring Term of English classes will finish on March 28th. There will be a two week break over the Easter holidays, and the Summer Term will begin on April 15th. We welcome new students, so if you are interested in joining English classes then please email eern@goodcompany.org.uk to arrange a time to have an assessment so you can be placed in the correct level.

General Support Services:

Surrey County Council Community Helpline: Surrey County Council offer a helpline community line for anyone in the area who requires financial, wellbeing, and welfare support.

- **0300 200 1008**- open Monday to Friday from 9am until 5pm (excluding bank holidays).

STEP Ukraine – an Employment programme for Ukrainians in the UK – Employment Adviser Maria Makarova – CV writing, job applications, interview preparation, support with job search, specialist workshops. Contact details: maria.makarova@csva.co.uk , 07770 931932

Epsom and Ewell Skills and Employment Hub - a free employment and skills service, designed to help local residents plan their next steps. They offer personalised advice to help people choose the right career path.

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

Epsom Job Centre for support in looking for work and to access benefits.

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

Citizens Advice Epsom and Ewell - Offers a free advice service to people that live, work or study within the Epsom and Ewell area. They offer advice people need for the problems they face. Their advisers will research your options and look at the possible outcomes of different courses of action.

They also offer a drop-in session at the Ukraine Hub on the 1st and 3rd Tuesdays of the month from 11:00am to 13.00pm. <https://www.cae.org.uk/>

Opening times and out of hours contact details

- Epsom and Ewell Borough Council Homes for Ukraine Team can be contacted on 01372 732076 - homesforukraine@epsom-ewell.gov.uk
- Epsom & Ewell Refugee Network (EERN) supports refugees and asylum seekers in the local area. Our opening hours are 9.30 to 16.30, and we can be contacted on 07432 660653 - eern@goodcompany.org.uk
- Both the Council and EERN are closed over the weekend and all UK Bank Holidays.
- For new arrivals over the weekends & Bank Holiday– please leave a message, or email into the Council and you will be contacted as a matter of priority on our return to work.
- Should there be any need for contacting Housing over a weekend or Bank Holiday, please call 01372 732000, and email the Homes for Ukraine inbox so that this can be responded to at the earliest convenience.

Useful safeguarding information

For medical concerns:

All Guests arriving into the UK should register with a GP. If however, this has not been possible due to your recent arrival, or a GP appointment is not available, please utilise **NHS 111 service**. For help in other languages - call 111 and then ask for an interpreter.

You may also wish to attend the **Urgent Treatment Centre at Epsom Hospital**. This service is open 24hrs per day and located at Epsom Hospital, Dorking Road, Epsom, Surrey, KT18 7EG

Mental and emotional health support:

There are several options for support.

The **Telephone Counselling Service** can be accessed via calling 0808 802 5000 / Text 07537 432411 for information and advice regarding general emotional and mental health queries.

Should you have more serious concerns about your mental and emotional wellbeing, and feel you need more immediate support, you can call **Surrey's Mental Health Support Line**: 0800 915 4644 / text service 07717 989 024. For speech and hearing difficulties dial 18001 0800 915 4644

If you are worried about a child's mental health, call 0800 915 4644 and select option one.

You can also call 111 who can advise.

In the event of a medical emergency with risk to life please call **999**.

Any concerns about risk:

Should you witness threatening, intimidating or abusive behaviors from those who are hosting you:

- For any emergency where there is a threat to life – please call 999
- For non-emergencies, but where you feel the Police need to be notified, call 101
- Surrey County Council for concerns about abuse of another adult or child call 0300 470 9100 (Monday-Friday 9am – 5pm) For out of hours (after 5pm or at the weekend) call 01483 517898