



London Borough  
of Hounslow

# Welcome to the London Borough of Hounslow

*Homes for Ukraine welcome pack*

## Welcome to Hounslow

If you have recently arrived in Hounslow from Ukraine, we would like to welcome you to our borough.

We want to provide some information to help anyone arriving in Hounslow under the Government's Homes for Ukraine Scheme.

If you have access to the internet, please also continue to check [www.hounslow.gov.uk/ukraine](http://www.hounslow.gov.uk/ukraine) which will be kept up to date with the latest information and resources.

The Government has also provided a [Welcome Guide](#) for those arriving in the UK under the Homes for Ukraine scheme.

## Help with money

### £200 to get you started

Everyone coming to Hounslow under the Homes for Ukraine scheme will be given £200.

This will be in the form of a supermarket voucher. It can be used in the supermarkets against which it has been issued and is there to help you buy food and other essentials when you arrive.

In order to receive the voucher you will need to provide us with an email address. You can send your email address to [CSCenquires@hounslow.gov.uk](mailto:CSCenquires@hounslow.gov.uk) with the subject heading Homes for Ukraine scheme.

### Seeking work and claiming benefits

You will be able to seek work while you are in the UK and you will also be able to apply for benefits, which are welfare payments from the Government to help with essential living costs.

Your local [Job Centre Plus](#) will be able to help you with this. You might want to ask your host for help to find your nearest branch. It can also be done online at [www.gov.uk/universal-credit/how-to-claim](https://www.gov.uk/universal-credit/how-to-claim)

### How to set-up a bank account

You will need to set up a UK bank account, which you can usually do in person or via an online form.

Many banks have processes to allow refugees without the usual documents to be able to set up an account.

[Nat West](#) has provided simple information about applying for an account and it has guidance available in Ukrainian and Russian.

## Accessing health care

### Registering for health services

It is important that you register with a GP practice (local doctor) so that you can access free healthcare. The registration form for patients is on practice websites for you to complete online or you can obtain a form from the practice.

Once register your GP will provide your routine, non-emergency medical appointments and treatment.

Doctors of the World have produced information leaflets explaining how to access health services (known as the NHS) which are available in [English](#), [Ukrainian](#) and [Russian](#).

### Get vaccinated

Many people in London and the UK are still catching Covid-19 (coronavirus). You are eligible for a free Covid-19 vaccination through the NHS.

Residents can call 119 to book a Covid vaccination appointment at either a local vaccination site or pharmacy. Walk in clinics are also available in Hounslow and are listed at <https://www.hounslow.gov.uk/vaccinationcentres>

### What should I do if I am seriously sick or injured?

If you or a family member has an accident or a sudden, serious illness you should go to your nearest hospital with an Accident and Emergency (A&E) department, which is free for everyone.

In Hounslow borough there is an A&E department and an Urgent Care facility at West Middlesex University Hospital, Twickenham Rd, Isleworth, Middlesex TW7 6AF.

In an emergency you can call 999 if you need an ambulance to take you or someone you are with to hospital. This number is only for an emergency.

### Non-emergency health advice

If you need some health advice when your GP is not open, but it is not an emergency, you can call the NHS non-emergency number on 111. This is a free service operating 24 hours a day, 7 days a week. If you have internet access you can also go online [www.111.nhs.uk](http://www.111.nhs.uk)

## Accessing education

While you are in the UK you will need to ensure that any of your children aged over 5, but under 16, receive a full-time education.

### Applying for a Primary or Secondary School Place

You can obtain information on which schools have places still available by contacting the Council's Admissions Team on 020 8583 2711 or 020 8583 2721. Please note that some schools will be full and not able to offer a place for your child.

Please [check the table](#) to find out which form you should use to apply for a school place.

Please note if you are applying for a child that is a guest of the 'Homes for Ukraine Scheme' you will not need to provide address verification, as this will be done by the Council.

Should you need assistance please contact the Admissions Team on 020 8583 2711 or 020 8583 2721

More information about the school system in the UK can be found the Government's [Welcome Guide](#) for Ukrainians arriving in the UK.

### Applying for a Sixth Form place (post-16 education)

Sixth form study is normally undertaken by young people aged 16 and over. Such post-16 study will be offered by some schools, sixth form colleges or colleges of further education

The [Connexions Service](#) can provide advice, guidance and information about education courses, training courses and job opportunities (including apprenticeships). If you have internet access visit [www.hounslow.gov.uk/connexions](http://www.hounslow.gov.uk/connexions) or call the Connexions helpline on 020 8583 5151.

## Help if you have concerns

### Reporting a crime

If you, or a member of your family, is a victim of crime while you are in the UK we would encourage you to report it to the police.

You can call the police **non-emergency** number on **101**, 24-hours a day to report a crime or seek advice from police. Or you can report incidents online at [www.police.uk](https://www.police.uk)

**In an emergency**, if a crime is currently taking place or if someone is in danger, always **call 999** for an immediate response.

### Concerns about your safety

Sadly there are people who will attempt to take advantage of those who are in a vulnerable position, including refugees.

If you are concerned that someone is behaving suspiciously and may be trying to:

- Take money from you that is not for them.
- Force you to stay in the accommodation/restrict your freedom
- Force you to carry out activities inside or outside the accommodation.
- Abuse you or your child (including physical or sexual abuse)
- Make you do something that scares you.
- Make you feel unsafe or uncomfortable in the property.

Please contact police if you have any concerns on 101 or always call 999 in an emergency.

### What to do if you cannot remain with your sponsor

Your host has agreed to house you for 6 months, but there might be reasons why you cannot remain at the property, particularly if you have any concerns about your welfare or that of you children or your host. If that is the case, please email [myindependence@hounslow.gov.uk](mailto:myindependence@hounslow.gov.uk)

## Other sources of information and support

### Community Support in Hounslow

#### Hounslow Connect and Community Solutions

[Hounslow Connect](#) is an information and guidance hub which you can use to find lots of other local services and support.

You can also find out more about the [Community Solutions](#) team, which plays a vital role in supporting residents across the borough, particularly those who are vulnerable or isolated. The team has an early intervention approach, working with people to help them across a range of issues.

#### Groundwork Together Hounslow

IMPACT London is part of [Groundwork's TOGETHER](#) programme, a collection of projects delivered by Groundwork London and Groundwork South which support asylum seekers, refugees, and non-EU migrants to settle into life in the UK.

Its projects offer a range of services focussed around three pillars of integration:

- English Language Skills
- Employment Advice
- Social Activities (including wellbeing and resilience post COVID-19)

### Education

#### Education without Backpacks

Free [educational resources](#) for Ukrainian children

#### Reconnect

Offers refugees and asylum seekers [free courses](#) to prepare for higher education. Successful completion of the course allows students to enrol into a higher education or teacher training programme.

#### St Mary's Ukrainian School

A supplementary [Saturday school](#) based in Holland Park, West London

### Learning English

#### Learn Hounslow

Adult learners aged 19+ (on or before 31/08/2021) from the Ukraine Family Scheme, Ukraine Sponsorship Scheme (Homes for Ukraine), or the husband, wife, civil partner of any of the above schemes are eligible for the service.

Participants can book a place at our initial assessment and enrolment sessions on Monday mornings at our Kingsley Academy site on 25 April, 9 May and 16 May.

Kingsley Adult Education Centre (at Kingsley Academy School), Cecil Road, Hounslow TW3 1NX. Please contact 020 8583 6000 or email [courses@hounslow.gov.uk](mailto:courses@hounslow.gov.uk)

## Food

### Local food banks

You can search for details of local food banks on [Hounslow Connect](#)

## Family Support

### Hounslow Family Services Directory

You can find links and information about a [range of services](#) available for families in Hounslow.

## Mental Health

### Groundwork

Rise and Shine free weekly sessions for refugees and non-EU migrants and asylum seekers living in Hounslow.

[Groundwork](#) also offers mental health and trauma support for those in crisis, including translation, one-to-one or group counselling.

## Advice Services

### Citizens Advice Hounslow

[Citizens Advice](#) can help with benefits applications, along with other areas of social welfare advice

## Translation

### Translators for Ukraine

List of [volunteer translators](#) and interpreters for Ukrainian refugees.

## Employment Support

### Work Hounslow

The [skills and employment](#) team for Hounslow Council, helping people to find training and employment.

### Jobcentre Plus

Provides free [employment advice](#) and help for people to get into work. Can also help you to claim benefits.



## Getting to know the area

We are proud that Hounslow is a real community of communities and one of the most culturally diverse areas in the UK. Over 250,000 people live in the borough and there is already a large Ukrainian community in the area.

### Getting around

There are lots of ways to get around. [Transport for London](#) provides many public transport services, including buses and the London Underground. You might find the journey planner a useful way to work out how to get around and it will also help you to understand how long it might take to get somewhere.

To pay for journeys on London Underground you can take a contactless credit or debit card on the yellow card reader or alternatively you can buy an Oyster card in many shops like newsagents.

For railway services outside of London, use the [National Rail website](#) to check timetables and ticket prices.

### Places of interest

Hounslow is an attractive place to live and work, with miles of river, canals, nature reserves and open spaces, Hounslow has much to offer.

The borough has some of the most beautiful parks and open spaces in London, with no fewer than five historic houses and landscaped gardens.

You can find out more about local places of interest and things to do locally on the [inHounslow](#) website