



Homes for Ukraine Host Toolkit.

A resource for those sponsoring
or hosting Ukrainians in Norfolk

Getting involved.

Thanks to the generous support of people like yourself, Norfolk has welcomed over 1,000 Ukrainians in the first year of the scheme. It's incredible that you have decided to support people fleeing Ukraine. This is not a small undertaking nor something you should go into without seriously considering what this might mean to you and those who you live with.

This toolkit is designed to give you an outline of the support you might need to provide if you welcome a guest or guests through the Homes for Ukraine programme. This toolkit is not designed for those who have arrived through the Ukraine family visa scheme but might contain some useful information.

[Visit the GOV.UK website for up to date information on the Homes for Ukraine scheme.](#)

There are several ways that you can welcome guests through the Homes for Ukraine scheme.

- **Become a sponsor** - where you make a match with a Ukrainian yourself and support their visa application
- **Host a guest who is already in the UK or has a visa under the scheme** - this is known as 'rematching'

We describe both these ways of supporting as 'hosting'.

You might find that on consideration, you do not wish to participate in the Homes for Ukraine programme. Don't forget that there are lots of ways in which you can support refugees and ensure our communities welcome newcomers. You might wish to [explore our Migrants, refugees and asylum seekers webpages](#), [connect with Norwich's City of Sanctuary group](#) or [visit the Together with Refugees website to find ways to campaign](#) to show that those who are displaced from their homes are welcome here.

Welcome hubs

We are running a variety of drop-in sessions for hosts and/or guests in several local libraries and some council offices. [Visit our Ukraine: Community Help sessions webpage for further information.](#) Library staff as well as other agencies will be on hand to answer most straightforward queries. Where we can't resolve a question at a welcome event, we will refer you or your guest on to someone who can help

Please keep in mind that if something goes wrong once your guests have arrived, or the placement is not working out, then please speak to your local council immediately. Call 0344 800 8020 or email ncchomesforukraine@norfolk.gov.uk

If you have any questions about the support available for you or your guest(s) please email us at ncchomesforukraine@norfolk.gov.uk

Contents.

Getting involved	2
Understanding the Homes for Ukraine programme - Being a sponsor	4
Who is eligible to be sponsored?	4
Who is eligible to be a sponsor?	5
How does becoming a sponsor work?	6
Understanding the Homes for Ukraine programme - other hosting arrangements	7
Working with your local council	8
Vetting arrangements	8
Finding local support	9
Thinking about your support: Empowerment, Power and Boundaries	10
Empowering your guests	10
Setting boundaries	11
Preparing your property for hosting	12
Financial matters	13
Safeguarding	16
Integration support	17



Understanding the Homes for Ukraine programme.

Being a sponsor

As a result of the ongoing conflict in Ukraine, the need for Ukrainians to seek safety remains an international priority.

The UK Government is asking people to sponsor Ukrainians to come to the UK and to offer them accommodation for a minimum of a six-month period. The accommodation can either be a room in the sponsors' home, or a self-contained property.

If you are offering a room in your own home, you cannot charge rent. If your guest is able to access self-contained accommodation for which they have a tenancy agreement, they may be eligible for the Housing Benefit part of their social welfare benefits (Universal Credit) and will be able to pay rent at the [Local Housing Allowance rate](#). You should note the [Housing Benefit portion of Universal Credit](#) falls short of most market-rate rental costs.

People who have Ukrainian guests staying with them in their own home will be eligible for a 'thank you' payment of £500 a month subject to satisfying their security checks. The payments are linked to the time your guest has been in the UK, and last for 24 months from the date they arrived. If you are hosting

guests in a standalone property you can either charge rent or receive a 'thank you' payment, but not both.

Who is eligible to be sponsored?

Those applying to be sponsored in the Ukraine Sponsorship Scheme must be Ukrainian, or the immediate family member of a Ukrainian national who:

- has been residing in Ukraine on or immediately before 1 January 2022 (including those who have now left Ukraine)
- is currently outside the UK
- has a UK-based sponsor

An immediate family member is your:

- spouse or civil partner
- unmarried partner (you must have been living together in a relationship for at least 2 years)
- child who is under 18
- parent (if you are under 18)
- fiancé(e) or proposed civil partner

Ukrainians can apply for this scheme from Ukraine or any other country.

The person/people being sponsored will not have refugee status or be recognised as a "refugee" in the UK under the Geneva Convention. Instead, they will have three

years' leave to enter the UK. They will be eligible to access public funds, health care and education and those of working age will be permitted to work. The Department for Levelling up, Housing and Communities (DLUHC) has produced more [guidance for guests available on the GOV.UK website](#).

Who is eligible to be a sponsor?

You must be based in the UK and have at least six months leave to remain. You can be of any nationality and able to prove your identity. You must have a place for your guests to stay, this could be a spare room or separate property, it cannot be a bed in shared living space.

What do I need to provide as a sponsor?

Sponsors must provide accommodation to an individual or family for a minimum of six months. You will also need to provide a welcome to your area. The local authority is responsible for wrap-around support for the people you sponsor, but you should expect to provide some support yourself. Later in the toolkit, we will cover the different types of assistance: registering with a GP, dentist, accessing local and public services and opening a bank account.

The accommodation you provide will need to be safe for your guests.

The Government states:

"All accommodation will be different and while there is no set expectation, your accommodation needs to be free from serious health and safety hazards. You should make sure your home is safe for your guests and that it is in a suitable condition. You should also consider how many people you can accommodate so they have sufficient space. Two people should not be in one room unless they are: adult cohabiting partners; a parent and child; two siblings of the same gender

if aged over 10; two siblings regardless of gender if aged under 10. Individuals who didn't previously know each other should not be given the same room."

Further to this we ask that accommodation:

- be kept clean and in a reasonable state;
- has adequate kitchen and bathroom space;
- has access to drinking water;
- has a working smoke detector on each floor of the property and other fire safety precautions suitable for the building e.g. fire doors or escape routes as appropriate ([further information on making a home safe from fire](#));
- has a working carbon monoxide detector in any room containing a solid fuel burning appliance (e.g. a coal fire, wood burning stove);
- has sufficient heating to keep the property at a comfortable temperature;
- has safe gas appliances, fittings and flues and have undertaken a Gas Safety check within the last year. [Visit the Health and Safety Executive website for more information.](#)
- has safe and working electrics, which a qualified electrician can help with if you are unsure;
- be almost entirely free of damp or mould;
- has doors and windows at entry level that lock properly;
- be easy and safe to move around in, without excessively steep staircases that may cause harm." [More information can be found on the Government's website](#). Please also make sure you have [read the guidance on leases, tenancies, mortgages and tax](#).

You should expect a housing inspection from your local authority before the arrival of your guests.



How does becoming a sponsor work?

As a sponsor, you must name the person you wish to sponsor. If you do not know someone to sponsor, you can apply to be matched with someone looking to come to the UK via www.homesforukraine.org.uk, a service run by Reset.

If you know the name of the person you wish to sponsor, either you or they are able to [apply for a visa on the GOV.UK website](#). Every individual in the family applying to enter the UK must complete an individual form, irrespective of age.

Organisations such as [IOM](#) are able to provide support in country for those coming to the UK with the visa process. If someone wishing to come to the UK does not have a valid Ukrainian passport, they must visit a visa application centre.

[For more details and to find a visa application centre visit the GOV.UK website.](#)

Once the visa application has been submitted, the UK Government will inform us an application has been made to a host in our area. We will be in contact with you to arrange a home visit and carry out safeguarding checks.

Once the Home Office has approved the visa application, providing a permission to enter letter to those outside of the UK, and the local authority are satisfied, the person coming to the UK will be able to travel here. Responsibility for travel lays with the guest or sponsor. UK train companies are offering free travel to Ukrainians who show their Ukrainian passport and travel by train within 48 hours of arriving in the UK. [Visit the National Rail website for more details on the Ukrainian Displaced Persons Travel Scheme.](#)

Throughout the six months you sponsor someone to the UK, we will be in regular contact with you to provide wrap-around support for the people you sponsor. If you are unable to continue providing accommodation after six months, you

should give as much notice as possible and no less than two months' notice to your guests and to us to enable local authorities to support your guest(s) to find onward accommodation.

Understanding the Homes for Ukraine programme

Other hosting arrangements

As well as looking for sponsors who have already matched up with a guest from Ukraine, the Government are looking for people to become hosts for Ukrainians already on the scheme, who are either already in the country or have visas. This is called rematching. [Prospective hosts can express an interest in this on the GOV.UK website.](#)

Rematching helps to support guests already on the scheme who are not ready to move into independent accommodation and can't stay with their current host. This could be for several reasons, such as the guest having to move for work, or their current sponsor/host no longer being able to share their home.

People who are interested in being a host for a rematch should be willing to host a guest for a minimum of six months. Respite hosts should be willing to host for around two weeks to two months, with an agreement

that the guests will then return to their original hosts. The local council will also need to carry out a home visit and carry out safeguarding checks before a guest can move in. Hosts for rematches can receive the same 'thank you' payments as sponsors – but remember, the payment is linked to your guests and lasts for 24 months from the time they first arrived in the UK, not the time they begin their stay in your property.

If you have already been a sponsor or host on the Homes for Ukraine scheme, your guest has now moved on and you are interested in being matched with a new guest then let us know at ncchomesforukraine@norfolk.gov.uk, or [register your interest via the GOV.UK website.](#)



Working with your Local Council.

Your local district council will undertake the initial accommodation and welfare checks and will work with officers from Norfolk County Council to provide the wrap-around support for your guests. Depending on the level of needs, this support could be light touch, but for other guests this could be of a more intensive nature involving a social worker or other professional with expertise in supporting migrants and refugees.

Norfolk County Council receives funding from DLUHC for each guest in order to provide support. This funding is used to provide the wrap-around support, and some of the money is given to district councils to enable them to provide a more localised level of support and to undertake the initial screening and checks. Norfolk County Council is responsible for making the £500 'thank you' payments to hosts who share their homes with their Ukrainian guests. Where children are hosted within a family unit, we will also be able to claim funding for education for two to 18-year-olds, which is then directed to support local schools.

Vetting arrangements

Your local district council will be in contact with you once your guest's visa application has been submitted to the Home Office. Please take time to understand the demands and pressures they are under in offering support and do keep in mind that they will have the best interests of your guests at the forefront at all times.

Be prepared to answer questions in relation to the support you might be offering the people you host; this might feel a little invasive, but it is the responsibility of your local council to ensure everyone welcomed is safe. You can discuss together how you can work as a partnership.

When you are visited by a council officer, ensure you ask them about what to do if things don't go well, or you or the people you support are not comfortable. Having open and honest conversations at the outset will make things easier if things don't go as planned. You may also want to ask what other local support or services are available for the people you support.

Finding local support.

We know from our work receiving Syrian refugees and those who were forced to flee Afghanistan in 2021 the best welcome is created when communities get together to offer a warm welcome. While you're waiting for your guest to arrive, start researching organisations or services that might be of interest to someone just arriving. Don't overwhelm new arrivals with information, instead, be ready to offer signposting to activities that might be of interest. [You can find out more about local support services on our How to get support webpage.](#)

Search local social media sites to see if there is a local group who are sharing ideas and resources. Networking in your local community will be crucial. Get out there and ask what is happening! Make sure people know what you are hoping to achieve and be open to working with others. You might find that some organisations set up to support refugees or those seeking asylum aren't able to assist, so find others who may be willing to help; could your immediate neighbours offer to provide some local orientation for when your guests arrive? Helping your guests to explore the local area is a key activity for hosts. We ask you to be guided by what your guests would like to see and do, but you'll need to be mindful that they are not going to know what is available and if you feel comfortable, share the things you enjoy doing locally.

At a minimum, we suggest showing:

- **Local shops** – both supermarkets and local shops. Talk through how you get best value for money (e.g., low cost/budget supermarkets), any customs (e.g., using self-service check outs and avoiding the carrier bag charge). It may be that your guests wish to access culturally appropriate food and products – if you don't know where these shops are locally, now's the time to find out! The cost of produce in the UK might come a surprise; so being ready to talk through budget saving tips can be helpful.
- **Organise a town or city tour**, this will help you to find out what is important and of interest to your new guests, and from this you can build the rest of your support. Keep in mind that asking, 'what would you like to do?' isn't helpful, as your new guests won't know what there is to do locally or may be bewildered by choice. Don't forget simply going out for a coffee and chatting is a fantastic way to get to know people.
- **Community services** – places of worship, community centres, local leisure activities, healthcare centres, libraries, and banks. Don't forget to ask what hobbies and interests your guests have they might like to share.
- **Keep in mind your guests are likely to be on a low income initially**; keep the activities you invite them to free or low-cost.



Thinking about your support:

Empowerment, Power and Boundaries

Successful support is all about helping those you welcome feel confident and able to navigate life in a new country. This can be achieved through adopting an empowerment approach – never doing something for someone without them. The people you support have been forcibly displaced from their homes. They’ll be adjusting to a new culture, way of working, and new customs. They may be navigating this alone, with no connection with people they work with or in their new neighbourhood.

Empowerment

- Nothing for someone without them
- Be mindful of the power you hold
- Listen to challenges and concerns
- Make clear what you can and cannot do
- Be aware of your own boundaries and limitations

Hosts can provide the support and local expertise to navigate this adjustment. Feeling integrated is a difficult concept, we will all feel it to different degrees at times and it doesn’t happen overnight. Integration is firmly based in our own feelings, experience, and ambitions.

Empowering your guests

Thinking about an empowerment approach can help someone make an informed decision, rather than decide for them about their lives. This might feel difficult to get to grips with – you might feel that you can do something quicker or have clear ideas about what you would do in a situation, but your role here is to listen, inform and empower. Some people find it easier to think about how you can help to build someone’s confidence to do something on their own. For example, if you make phone calls on someone’s behalf to book a GP appointment because it’s quicker and you know what you are doing, how would they do this if you weren’t available? Working with someone to make the call themselves, with you in the background supporting them doing this for the first time will help them do this without help the second time. Similarly, driving your guest to appointments does not empower them to achieve this

independently. Subject to accessibility to public transport in some rural areas of the county, it would usually be more appropriate to accompany your guest on public transport and support them to learn how to plan the route, pay for a ticket, and accompany them the first time, so that next time they are able to do this without your help.

Power imbalance

You are likely to know more about your local area, British customs, and norms than your guests. With this knowledge comes a potential power imbalance of which you should always be mindful. New guests will rely on what you share with them about life in your neighbourhood. You can avoid influencing someone’s decisions and choices by:

- Presenting all facts as you know them to be, recognising where these facts are from
- Asking open questions as to the action someone wishes to take, once all options are considered
- Running through the consequences of a decision while remaining impartial
- Be a sounding board for someone as they make a decision – if they would like this
- Once a decision has been made, do not question or suggest this might be the wrong decision
- Reflect together on how the process worked

Setting boundaries

We all have boundaries; both you and your guests. However, your motivation to host is likely to have been that you would like to help someone. Similar to the empowerment approach, we all need to be ready that someone might not want our help, or it might not be appropriate.

It may be you don’t have the time to help someone in the way they would like. This is absolutely OK!

- Being open about your boundaries is crucial. You might not want to share mealtimes together – this is OK.
- Those you host may not want to talk about what happened in their home country leading to their displacement or what they have witnessed or experienced. Respect this and do not push people to have conversations they are not comfortable with.
- Communication is key; be steered by what people say and respect these boundaries, try to be consistent as a household in keeping boundaries. If you cross a boundary; apologise and move forward – we all make mistakes at times.

Privacy and confidentiality

Everyone has a right to live their lives with dignity and privacy. If you’re sharing your home with someone, you’re likely to encounter personal information. Make sure you check with your guests how they would like to be introduced, or how they would like to be referred to. Referring to someone as ‘my refugee’ shows a disrespect for their individuality and dignity. They may not want to be referred to as refugees at all. Also, ensure you ask permission before taking photos or sharing photos of your guests. Respect what they decide.

You have a right to privacy too, of course. If your guest asks questions you do not wish to answer, explain this is the case and move the conversation along.



Preparing your property for hosting.

When preparing the property or room you are offering, consider the following:

- If you are offering a spare room in your home to a guest, make sure it's clean and any personal items you need access to are removed. Ensure the guest staying in that room feels and knows it belongs to them, and you will respect their privacy.
- Ensure there's plenty of storage available if needed, if this is not in the same room, make sure your guest can have unrestricted access to this. Imagine if you had brought everything you own with you, and how important those items would be to you.
- Provide bed linen, towels and other items they may need, including spares.
- Provide spare keys so your guests can come and go as they please. Ensure you provide your full address so they can find their way back should they get lost; help to install google maps on a phone if needed.
- Make sure they have space to store their own food in fridges and cupboards.
- Provide a welcome pack of items you can give to your guest. This could include toiletries (don't forget towels or tampons for women), nappies for babies, crockery, culturally appropriate food or toys for children.
- If your guest is bringing a pet, make sure they have the things they need.
- If your home is non-smoking, and your guest is a smoker, be clear with your guest where they can and cannot smoke.
- You may decide between host and guest that you will cook and eat together; or you may not. Be open and clear with one another about what you would like.
- Everyone will have 'house rules' – discuss with those who already share your home in advance what these are, and ensure your guest knows these too. Living with someone is hard - be prepared to be clear, and to compromise.

Financial matters.

You may not charge your guest rent or bills whilst you host them in your own home. However, if they live in a separate property with a rental agreement, they may be able to pay rent at the [local housing allowance rate](#) as they should qualify for the housing benefit part of their Universal Credit. If they stay in your home with you, you can receive a £500 monthly 'thank you' payment towards your costs. The payment is linked to your guests and lasts for 24 months from the time they first arrived in the UK. If your guests are living in a separate property you own you can either charge rent or receive a 'thank you' payment, but not both. Some hosts choose to give some or all of this funding to charity – but there is no obligation to do so. For example you might wish to donate to the [Bishop of Norwich's Refugee Fund](#) which helps local refugees in Norfolk, or you could choose another charity.

It's likely your guest(s) will be on a low income initially in the UK and helping with budgeting and understanding living costs in the country will be useful.

Bank accounts

Your guest may need help opening a bank account when they arrive. Because your guest is new to the UK it will be more complicated than your experience of opening an account. Having a UK bank account is essential for receiving benefits. A useful guide to opening a bank account for refugees has been put together by Refugee Council.

[View the banking guide for refugees on the Refugee Council website.](#) Whilst those you host will not have refugee status; it will still be useful. When we carry out the welfare visit, staff will provide a letter to your guest which acts as proof of address, which they will need when opening a bank account.

If your guest approaches you for assistance, be ready to support and to discuss options. This could include:

- Visiting branches with your guest to find out what documentation they require to open an account
- Explaining the availability of online accounts (e.g., Monzo, Starling, Monese) and how these work
- Talking openly about the ways to pay in the UK – use of debit cards, phones and watches; it might be that the newcomers are more used to a cash-based system. Do explain how to spot cash machines that charge, and how to keep your banking details safe.

Talk openly about how there are scammers in the UK, and why it's important to never give out your personal details or bank details unless you are sure who this is for. [The Money Saving Expert website provides a guide on how to avoid scams.](#)

Cost of living/budgeting

Once your guest has arrived and we have carried out the welfare visit we will post out a debit card to the lead guest with £200 credited per guest. This money is designed to cover food and living expenses



whilst guests are waiting for their universal credit applications to be processed and / or they find employment. Guidance on how to use the card is included with the information sent out with the card.

It can feel very awkward to talk about money, and those you host absolutely do not have to do this with you. However, if this does come up, don't shy away from talking about the cost of living.

The UK is an expensive place to live. For example, 1kg of apples is 80% more expensive in the UK than in Ukraine. The Numbeo website offers an [online cost of living in countries comparison tool](#).

Whilst you can't change the overall cost of life in the UK, you can offer budgeting tips and ways to save money. Your local council can provide further information about budgeting tools and tips, and our specialist social work team have devised a budgeting worksheet that is particularly helpful for migrants to learn to budget on a low income in the UK.

Transport

Transport can be expensive; help your guests to explore how they can reduce costs. Bicycle Links in Norwich is a social enterprise who run a Welcome Wheels scheme for refugees and asylum seekers. Referrals must be made by a social / support worker from our specialist social work service because funding is limited. Alternatively, you could help your guest to find a cheap second-hand bicycle on Facebook Marketplace, GumTree or Free Cycle. Remember that your guest might also need to obtain a cycle helmet, lock, lights, and hi-visibility jacket as well as needing to learn the Highway Code. If your guests are under 25, they may wish to apply for a young person's

railcard, reducing the cost of train tickets: These are also available for those aged 26-30 and a [TwoTogether railcard](#) if you have two guests staying with you who frequently travel together.

Help your guests to explore discount schemes available locally. For example: it might be cheaper to purchase an annual bus pass. The council does not provide free bus travel for refugees. There are several community transport schemes in Norfolk, and one may cover your area offering cheap local travel.

Financial hardship

We understand that increased living costs in the UK may add additional financial challenges when considering hosting, and that these might affect both you and your guests. We greatly appreciate your willingness to take part in the scheme and [support is available for those experiencing financial strain](#). There is also [support available from the government](#).

If your guests are facing financial hardship, their local council can signpost them towards organisations that can offer clothing and other items such as toiletries. [Information is also available about food hubs and food banks](#).

Safeguarding.

We all have a responsibility to one another to prevent ourselves and one another from harm. If you have a safeguarding concern about your guest, you should report it immediately by telephoning us on 0344 800 8020.

Your role is not to take on the place of statutory services, but we all have a role to report whether there are concerns about the welfare of children or vulnerable adults and take action to address them where appropriate. Ideally you should report your concerns with the consent of the person you are concerned about, where possible and work with the council with them to address the concern.

Don't shy away from talking about safeguarding responsibilities with your guest, it's important for them to understand what is expected in the UK. For example, sharing how the use of positive parenting is expected is extremely useful information. If you have a safeguarding concern regarding your guest, or you are concerned about their behaviour, you should contact us immediately on **0344 800 8020**. If it is an emergency, contact **999**.

Emergencies

Ensure that when they arrive, you speak to your guest about how to contact the emergency services. In Ukraine, they have different numbers for the different services, whereas in the UK we have **999** for emergencies, **101** for non-emergency police contact, and **111** for non-emergency healthcare. Make sure you explain that if someone does not speak English, they can say the name of the language they do speak (in English) for the call handler to source an interpreter.

Out of hours support from us

Hosts or guests in need of urgent support from our People from Abroad Team may contact **0344 800 8020** to ask to speak to the member of staff on-call. This should only be used if the matter cannot wait until the next working day.



Integration support.

When your guest arrives, there are likely to be several areas they will need assistance with. Be mindful where your responsibility ends and local authority responsibility begins, if you are in doubt, check with your local council.

Benefits – all those arriving will be eligible for social welfare benefits. Those you support will need to register for their Universal Credit payments, which the local authority will help them with. There will be a delay between registering and receiving their first payment. The local authority will be providing initial cash payments of £200 per person to cover this period. Turn2Us have a great website to explain the benefits process: <https://www.turn2us.org.uk/Get-Support> Current Universal Credit processing time is 5-6 weeks, so supporting your guest to budget with their £200 payment will be crucial to make sure they don't run out of funds in the interim.

Employment – all adults who arrive through the Homes for Ukraine programme will be able to work. The Job Centre is responsible for assisting in job searches; however, you may wish to talk to your guest about how the application process for jobs or volunteering has worked in your experience. Offering to help practice interviews can also be helpful. The People from Abroad Team have an Employment Skills Adviser who

is part of a regional project supporting non-EU migrants with the right to work to prepare for entering the job market, including some vocational ESOL lessons to improve their English. Guests must be 18 or over and be able to speak English at Entry Level 3 or above to be eligible.

Healthcare – all those arriving will have a right to access healthcare and will need to register with a GP. Help your guest find out their local GP surgery and the registration process; offer to help completing registration forms if needed and go through the booking system with them. Most GP practices can register new patients via their practice website.

There is no need for you to know, or for your guest to share, their medical history or needs with you. It will be useful to remind your guest of the different local medical services they can access:

- **GP surgery** - confidential health service, where interpreters can be provided on request. Everything discussed remains between doctor and patient. The GP can refer to specialists, prescribe medication and provide support around family planning and mental health services. This includes referral to the People from Abroad Team's specialist health team for complex matters.

- **Pharmacy** – not only where you pick up your prescription that the GP has made but will be able to advise on common or less serious medical conditions and will have an extensive range of medication you do not require a prescription for. Do explain how prescriptions are charged, and that exemption for charges only applies once a relevant welfare benefit has been awarded. If your guest requires a prescription urgently before their benefit has been awarded, ensure they obtain an NHS Receipt and a Refund Form (FP57) from the Pharmacy when they pay.

- **Dentist** – guests should be able to access NHS dentists, however, there are huge delays in many areas for free dental care for everyone, and it's usual to have to wait. Emergency dental need can be treated by calling **111** for a referral, but this will not cover ongoing treatment.

- **Mental health services** – support is available via the GP.

Language support – it might be your guest can speak English or might need to learn. It can feel challenging when you support someone who you do not share a language with, but it is not impossible to manage. Make sure you have an interpreting app installed on your phone, such as google translate – the translation might not always be perfect, so be ready to try in other ways. There are ESOL (English as a second language) classes available locally and online. [Find out more on our website.](#)

Schools – Norfolk County Council is responsible for registering children in schools; once your guest has chosen a school for their child / children you might wish to support them to [apply for a school place online](#). Your guests might require assistance in applying for free school meals once their benefits have arrived, or preparing children to go to school, as well as navigating the differences in the schooling system. Make sure you speak to your local council about what support you offer. We are offering some initial grants to schools for the first three terms to enable schools to purchase additional resources and learning equipment. We are also offering a one-off £170 per child [school uniform grant](#) to parents of children attending secondary school, and £80 per child for primary school children. Children might also be eligible to receive [assistance with transport to school](#).

Welcome hubs

We are running a variety of drop-in sessions for hosts and/or guests in several local libraries and some council offices. [Visit our Ukraine: Community Help sessions webpage for further information](#). Library staff as well as other agencies will be on hand to answer most straightforward queries. Where we can't resolve a question at a welcome event, we will refer you or your guest on to someone who can help.

