

Language Support

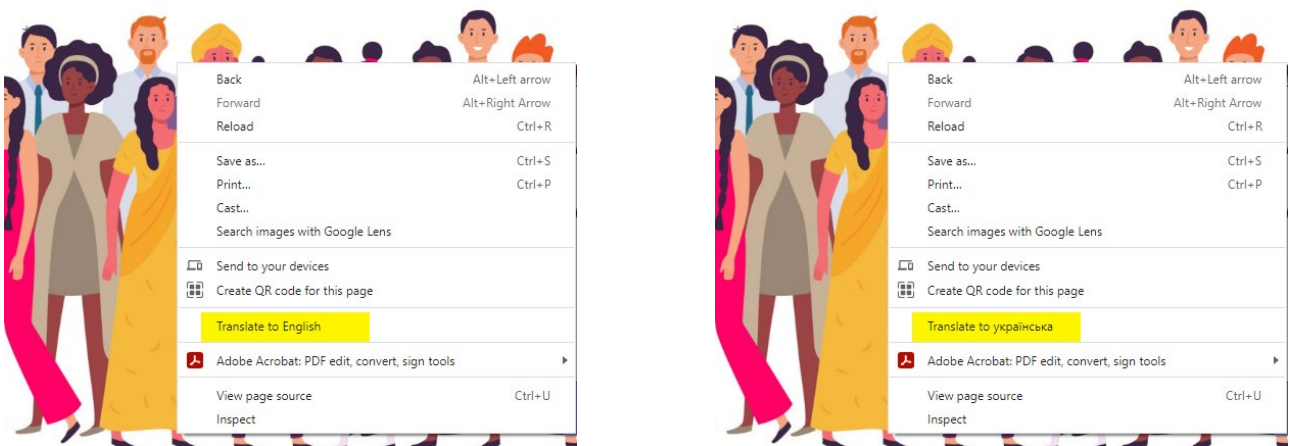
Sussex Interpreting Services (SIS) can help with your language support needs. This includes interpreting at appointments, translation, help understanding correspondence, making appointments or to follow up on any of the information below.

You can contact them in Ukrainian by leaving a voicemail message on 01273 234016, or sending an email to ben@sussexinterpreting.org.uk. A Ukrainian or Russian speaker will get in touch.

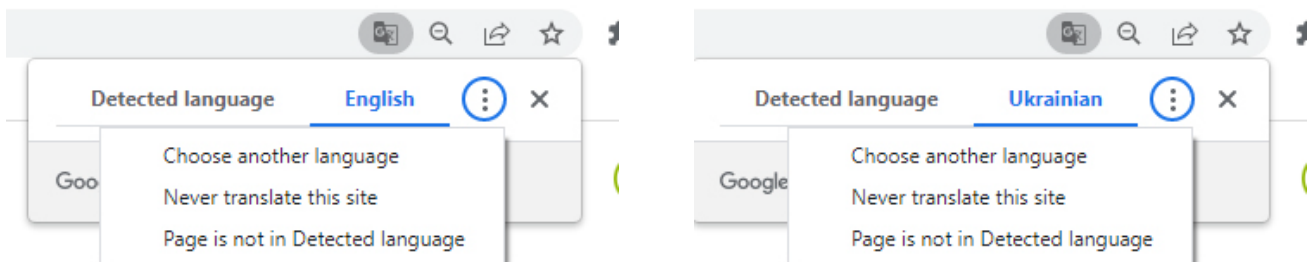
SIS have a fully translated webpage with lots of useful information professionally translated <https://sussexinterpreting.org.uk/ukranian-useful-information/>

All other web links in this document will take you to English pages which can be translated using “Google translate”

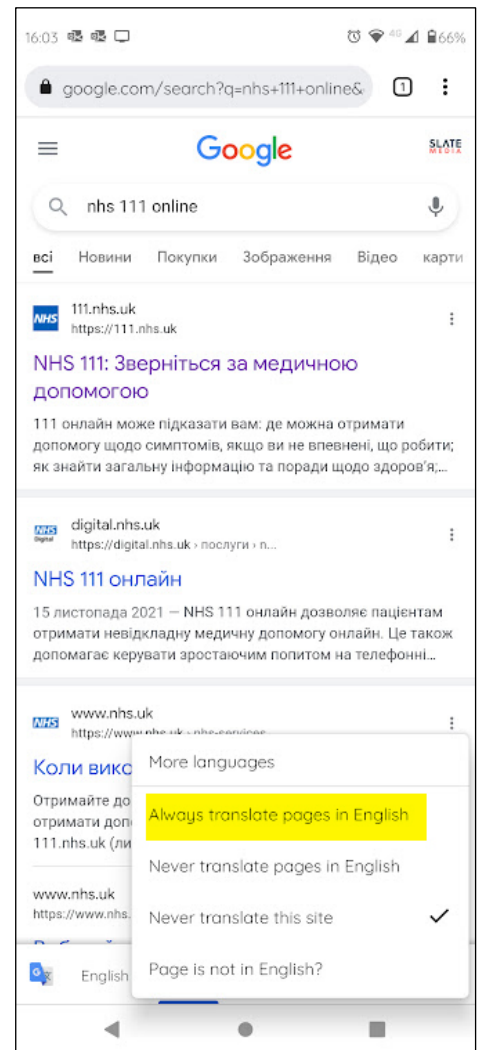
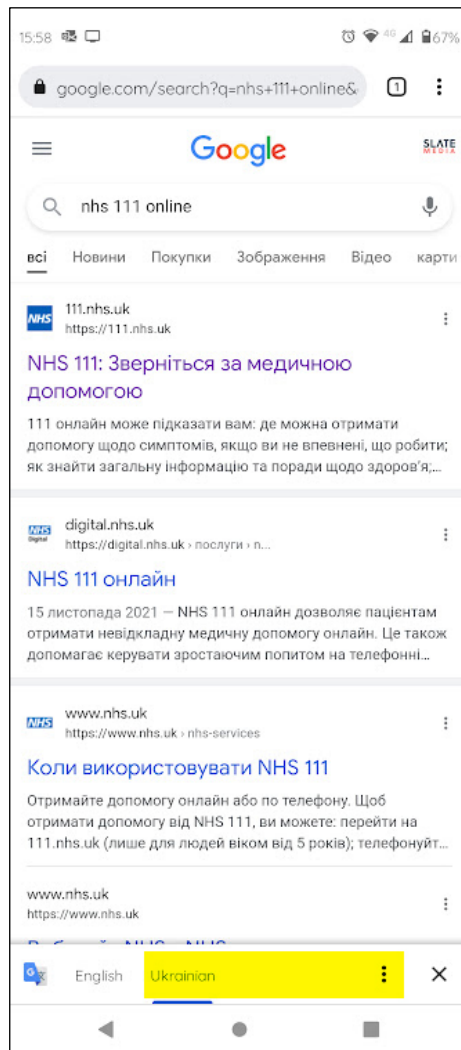
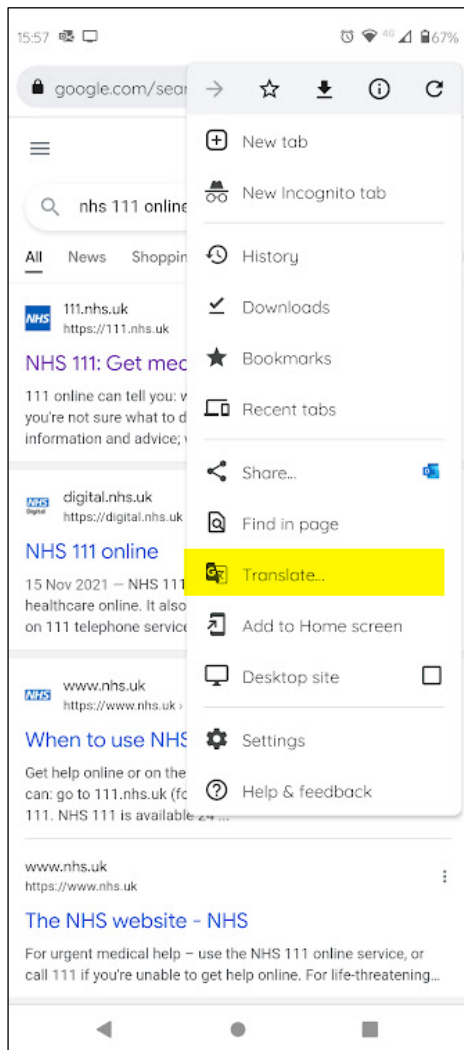
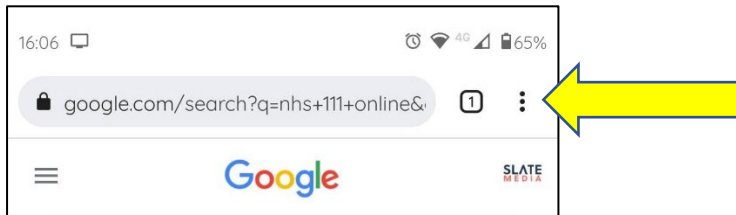
- right click anywhere on the page and choose “Translate to”



- from the pop window in the top right, use the three dots to “Choose another language” and pick Ukrainian from the drop down box



On an Android phone:





Brighton & Hove City Council

Brighton and Hove City Council

Can offer help and advice via their hub <https://www.brighton-hove.gov.uk/supporting-ukrainian-humanitarian-crisis/information-ukrainian-guests>

You can contact them directly by email Ukrainian.Support@brighton-hove.gov.uk to ask any questions you have regarding the Homes for Ukraine scheme and to request information or advice regarding support that you may need.

English language classes

There is a range of ESOL (English for speakers of other languages) courses at the hub, including beginner courses and literacy for ESOL.

ESOL is designed for new UK residents who would like to improve their English language skills to help them engage with their local community or find employment.

Currently ESOL at the hub is non- accredited with a focus on communication and functional English. Our courses are run by experienced tutors at the Adult Education Hub and in community venues.

You can study ESOL for free if you are resident in Brighton & Hove and living on a low income.

If you're interested in enrolling on an ESOL course, please complete the form on the website <https://adulthoodeducation.brighton-hove.gov.uk/english-for-speakers-of-other-languages-esol/> or email the following details to AEH@brighton-hove.gov.uk

- First Name
- Last Name
- Phone Number
- E-Mail
- When is a good time to call you?
- What courses are you interested in?
- Please explain why do you do want to do this course?

Bank Account

You can find advice on opening a bank account from Citizens Advice.

Several online and high street banks are offering accounts to Ukrainians. Some will be easier than others, so try again if the first one you go to is difficult to use.

Some banks with arrangements for Ukrainian refugees include:

NatWest [Ukrainian Refugees - NatWest Bank Accounts](#)

HSBC [Basic Bank Account - HSBC UK](#)

RBS [Ukrainian Refugee Account Opening - Royal Bank of Scotland Bank Accounts \(rbs.co.uk\)](#)

Access to Benefits

The UK has a welfare system which is designed to help those who face financial hardship, or who have specific needs. Your local Job Centre Plus in Brighton or Hove will be able to help you find out which benefits you may be able to access.

This may include

- **Universal Credit** – a payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self-employed or part time) or be out of work.
- **Pension Credit** - extra money to help with your living costs if you are over the age of 66 and on a low income. Applications for Pensions is online or via telephone
- **Disability benefits** – extra money to help with additional costs if you have a long-term physical or mental health condition or disability
- **Carer's Allowance** – extra money if you care for someone at least 35 hours a week.
- **Child Benefit** – extra money to help with the cost of raising a child

Applying for Universal Credit online <https://www.gov.uk/apply-universal-credit> You will need to create an account to make a claim. You must complete your claim within 28 days of creating your account or you will have to start again.

To apply online you'll need:

- your UK bank or building society account
- a UK email address
- access to a phone
- identity documents, for example your passport and/or visa

There are two ways to get help with your Universal Credit claim. You can either call the Universal Credit helpline or use the Help to Claim service.

Calls to the Universal Credit helpline are free 0800 328 5644 13. You can get free support from trained advisers to make a Universal Credit claim. They can help you with things like online applications or preparing for your first jobcentre appointment.

The Help to Claim service is provided by Citizens Advice and is confidential. They will not share your personal information unless you agree. For further information <https://www.citizensadvice.org.uk/helptoclaim>

The main method of paying benefits is into a bank account by direct credit transfer (called 'direct payment'). This means the money goes straight into a bank account in your name. If you make a claim, you will be asked for details of the bank account you want to use for your benefit.

Who can claim?

Ukraine Evacuees who have arrived in the UK with recourse to public funds including the families of 21 children brought in for emergency medical treatment.

Eligible refugees were resident in Ukraine immediately before 1 January 2022 and left Ukraine in connection with the events that took place in Ukraine on and after 24 February 2022

Registering with a doctor

Everyone in the UK is registered with a local family doctor – General Practitioner (GP). This GP is your access point for all your physical and mental health needs including onward referrals to specialist health practitioners.

You can find information and advice on [registering with a GP](#) from the NHS.

If you are pregnant, please let your GP know as soon as you register. You can also contact the Community Midwives office on 01273 664794 to find out more about pregnancy support services.

NHS dentists are hard to find, but if you can pay you can register with a private practice. [Emergency dentistry](#) should be provided by an NHS dentist.

Free Bus Pass for one month

To welcome all our new Ukrainian arrivals to the UK and onto our [Brighton & Hove buses](#), we are really pleased to be providing 4 weeks free travel.

The free travel passes are available to collect from our **1 Stop Travel Shop - 26 North Street, Brighton, BN1 1EB** and Head Office **43 Conway Street Hove. BN3 3LT**

Please ensure you bring your passport and visa, we can then confirm you are eligible to receive a free travel pass. We will immediately issue your free pass. We recognise that not

everyone will have a passport and so your official home office documents will also suffice if needed. We also require:

- Your name and your UK address
- Your date of birth
- An email address – each account needs its own email address
- A photo will be taken for children under 18 which is needed for the child passes, there is no need to bring a photo with you.

For all bus route information go to www.buses.co.uk website .

If you require any further information then please contact customer services team on Email info@buses.co.uk or Telephone 01273 886200

Mobile phones

The mobile phone provider “**Three**” has introduced a support package for Ukrainians arriving in the UK.

You can get a [free, 30 day “pay as you go” SIM card](#) with unlimited UK calls and texts as well as free calls and texts from the UK to Ukraine.

[Virgin Media](#) has removed charges for data use in Ukraine and will also credit charges for calls and texts to and from Ukraine and the UK to support communication between the two countries.

These measures apply to customers on O2 Pay Monthly, O2 Pay as you Go, Virgin Mobile, Virgin Media O2 Business customers, Virgin Media home phone customers, and GiffGaff customers.

Texts and data use, and all calls to and from the Ukraine, will be covered. Charges will be credited back to customers automatically – they do not need to do anything. We will be texting customers to confirm what is happening.

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