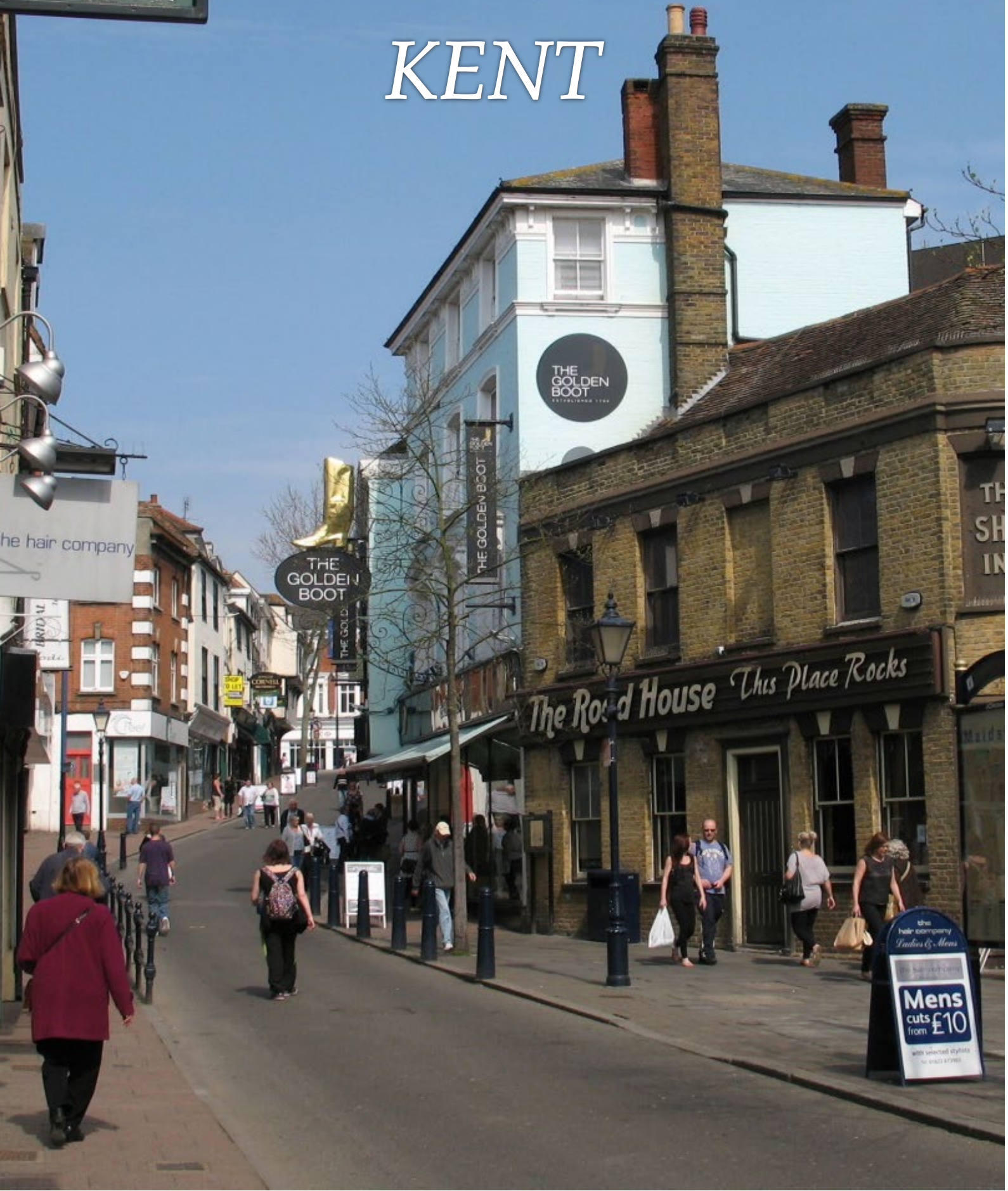


Welcome to *KENT*



Essential information for Ukrainians arriving in Kent under the ‘Homes for Ukraine’ scheme

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WELCOME TO KENT

We are pleased to welcome you and your family to the United Kingdom (UK) and, in particular, to the county of Kent. We want you to feel at home here and we hope you will settle in quickly and soon feel safe and comfortable. We know that people arriving here will come from a wide range of backgrounds. Some of you will already know quite a lot about the UK, whilst for some people everything will be unfamiliar. This welcome pack contains useful information which may help you over the first few weeks and months of your time here.

If you require further assistance to understand the contents in this booklet, please use the following number: **Kent County Council Ukraine Line: 03000 41 24 24.**

The UK Government has also produced a guide for Ukrainians arriving in the UK which can be found online:

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

Other useful information produced by the Government can be found at the following links:

Factsheet:

<https://www.gov.uk/government/publications/homes-for-ukraine-factsheet-for-ukrainians>

<https://www.gov.uk/guidance/move-to-the-uk-if-youre-from-ukraine>

<https://www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions>

Useful guides by the Red Cross

<https://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine>

1. How the 'Homes for Ukraine' scheme works and your status in the UK

If you have come to the UK via the 'Homes for Ukraine' scheme, you will have been sponsored by your host family and are allowed to live with them rent free for at least 6 months. If you are able to stay with them for longer, you should not be charged any rent for the first 12 months of your stay. To cover their costs during this time, your host family are able to claim an allowance if they wish from the UK Government of £350 per calendar month.

When you entered the UK, you are most likely to have been given a 6 month entry stamp. Some people who have already provided their biometric data will have been given 3 years leave to remain on entry. For those with only 6 months, to extend your stay for up to the three years allowed under this scheme, you will need to apply for a Biometric Residence Permit. This will require you to provide biometric information, including a photograph of your face and a sample of your fingerprints.

The Government will be contacting you shortly after your arrival to explain how to provide this information. You will not need to provide this immediately, but you must have completed your application and provided the biometric information required within your first six months.

Your visa allows you to work, study, claim benefits and have access to all public services, including health and education. In most cases you will be able to claim benefits as soon as you arrive providing you fulfil the eligibility criteria. In some cases, your host will provide you with meals in addition to accommodation, but in other cases you will be expected to provide your own food using your income from benefits or work.

As it may take a few weeks for your benefit claim to be processed, your family will be given £200 per family member so you have some money for essential items as soon as you are here. Kent County Council will be contacting you to arrange for you to receive this money as soon as possible after your arrival.

When you receive your Biometric Residence Permit it is very important that you keep it safe and don't lose it. We suggest that you carry a photocopy of the card where possible rather than the card itself to prevent loss.

Example of a Biometric Residence Permit



Children Born in the UK

Children born in the UK will **not** automatically be given British citizenship. The baby will usually be granted the same immigration status as its parents. This is referred to as "Leave in Line".

All births in the UK must be registered. Should you or one of your family members give birth in the UK you will need to register the birth. You will then receive a birth certificate.

A letter will also have to be sent to UK Visas and Immigration to inform them of the birth. The baby will then be issued with its own residence permit.

2. Where am I located in the UK?

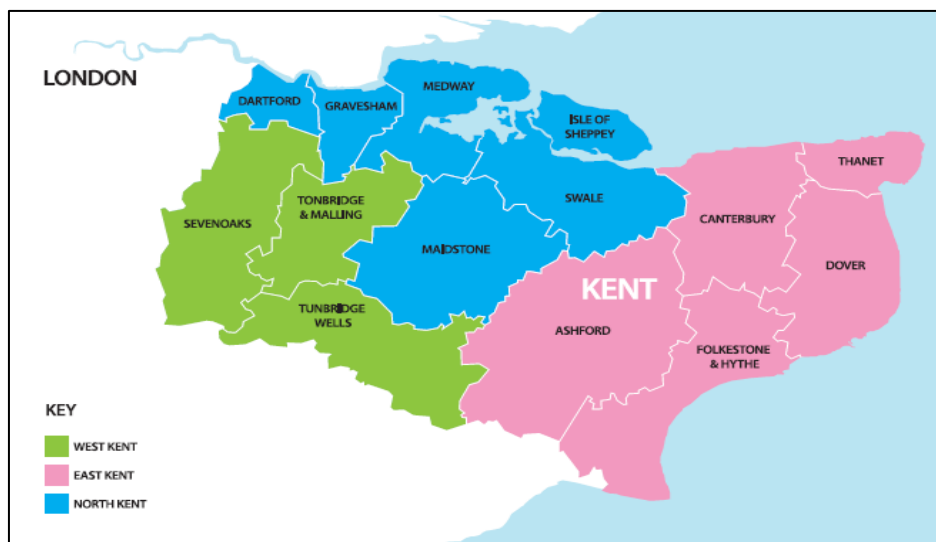
Kent is in south-east England.

Kent borders the counties of Surrey to the west, East Sussex to the south-west and Essex to the North. We also border Greater London to the North West.



There are 14 districts within Kent:

- Ashford
- Canterbury
- Dartford
- Dover
- Folkestone and Hythe
- Gravesham
- The Isle of Sheppey
- Maidstone
- Medway
- Sevenoaks
- Swale
- Thanet
- Tonbridge and Malling
- Tunbridge Wells



3. Your local and county council

Your home is located within the district of Gravesend

Within Kent there are 12 districts and each has a council (called district, borough or city councils). In Kent we also have a county council which covers the whole of Kent. To find out more details about what the different councils cover, follow the links below:

Kent County Council: <https://www.kent.gov.uk/>

District/Borough/City Councils:

Ashford: <https://www.ashford.gov.uk/>

Canterbury: <https://www.canterbury.gov.uk/>

Dartford: <https://www.dartford.gov.uk/>

Dover: <https://www.dover.gov.uk/>

Folkestone and Hythe: <https://www.folkestone-hythe.gov.uk/>

Gravesham: <https://www.gravesham.gov.uk/>

Maidstone: <https://maidstone.gov.uk/>

Sevenoaks: <https://www.sevenoaks.gov.uk/>

Swale: <https://swale.gov.uk/>

Thanet: <https://www.thanet.gov.uk/>

Tonbridge & Malling: <https://www.tmbc.gov.uk/>

Tunbridge Wells: <https://tunbridgewells.gov.uk/>

4. Healthcare – finding a doctor and how the National Health Service works

In the UK it is free for people to see a doctor. If you ever need hospital treatment this is also free.

Local Doctors (GPs)

As soon as possible you should register with a local doctor (also known as a General Practitioner - GP). All the family should visit your GP as soon as you can so that health checks can be carried out, you can access appropriate wrap around health services and, if needed, referrals to specialists can be made.

Everyone has a right to register with a GP and you do not need proof of address, immigration status, ID or an NHS number (you may be asked to provide ID but it is not a requirement). Advice on your nearest practice can be found at the following link:

<https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

If you have difficulty in registering with a GP practice or would like advice on which practice covers your address then please ring 01634 335095 Option 6, or email kmccg.primarycare@nhs.net

At most GP surgeries you have to make an appointment in advance to see a doctor or a nurse. Most GP surgeries are closed after 6pm and closed all day on Saturday and Sunday.

Children between the ages of 0-4 must be registered with a health visitor. Your GP will arrange this once you have registered with them.

NHS 111 service

You can contact the NHS free phone line by dialling 111

- This service is for those who are seeking medical advice for illness and injuries which are not life-threatening.
- This phone line is available all day every day
- You can ask for an interpreter in your language by saying “interpreter please”

111 Online (111.nhs.uk) can also tell you:

- where to get help for your symptoms if you're not sure what to do
- how to find general health information and advice
- where to get an emergency supply of your prescribed medicine
- how to get a repeat prescription

Accident and Emergencies (A and E)

Accident and Emergency (A&E) hospital departments deal with life-threatening emergencies. These are open all the time (24 hours a day). Your nearest A&E department is:

Darent Valley Hospital, Darent Wood Road, Dartford, DA2 8DS. Tel 01322 428100

An A&E is **not** an alternative to a GP appointment. If your GP practice is closed you can call NHS 111, which will direct you to the best local service to treat your injury.

Walk-in or Urgent Treatment Centres

Alternatively, you can visit an NHS walk-in centre (WIC), which will also treat minor illnesses and injuries without an appointment.

Find your nearest walk-in centre online: <https://www.nhs.uk/Service-Search/other-services/Walk-in%20centre/LocationSearch/663>

Or here: <https://www.nhs.uk/service-search/other-services/Urgent Treatment Centre/LocationSearch/10022>.

Your nearest WIC is:

Gravesend Medical Centre, 1 New Swan Yard, Gravesend, Kent Tel: 01474 534123

Pharmacy

Pharmacists (chemists) can also advise on treatments for minor health problems.

For a list of all pharmacies in Kent see: [Pharmacies in Kent - Address and Contact Information \(healthgps.co.uk\)](#)

If your doctor prescribes medicine, they will give you a 'prescription' – a piece of paper with information about what you need. You take the prescription to a pharmacist (chemist) who will provide the medicine. Prescriptions are free for some people including most people who receive benefits. For information on who qualifies for free prescriptions, visit the link below:

<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/>

Dentists

You will be entitled to help with dental problems under the NHS but most people have to make some payments towards this. Those entitled to completely free dentistry include:

- People aged under 18, or under 19 and in qualifying full-time education
- Pregnant women or women who have had a baby in the previous 12 months
- People in receipt of certain benefits or on a low income

Follow the link to find out further details: <https://www.nhs.uk/nhs-services/dentists/who-is-entitled-to-free-nhs-dental-treatment-in-england/>

If you need urgent dental help, call the NHS phone line 111

Not all dentists offer services under the NHS. To find your nearest NHS dentist look at the following website: <https://www.nhs.uk/service-search/find-a-dentist>

Eye Care

You can make an appointment with any high street optician to have an eyesight test or get help with your glasses or contact lenses. There may be costs unless you are eligible for a free NHS eyesight test or optical vouchers. To find out if you are eligible for a free NHS sight test or an optical voucher follow the link:

<https://www.nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/>

Mental Health

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. We understand that you have been through a very traumatic time and been exposed to huge mental stress. There are Mental Health Services available throughout Kent that can help you if you are struggling. Further details can be found at the following links:

<https://www.kentandmedwayccg.nhs.uk/mental-wellbeing-information-hub>

<https://livewellkent.org.uk/>

If you, or someone in your family, need help this is often best arranged through making an appointment with your GP. If you are struggling but cannot talk to a GP, there are a wide range of support organisations that can also help. These include:

For Adults

Release the pressure: If you are in distress, you can get immediate support from trained staff 24-hours a day. Call **0800 107 0160** or text the word 'Kent' or 'Medway' to **85258**. www.releasethepressure.uk

Safe Havens: If you need to see someone face-to-face, there are Safe Havens across Kent and Medway open to anyone over the age of 16 living in Kent and Medway. Available between 6pm-11pm, 365 days a year. www.kentandmedwayccg.nhs.uk/safe-havens

Kent and Medway NHS and Social Care Partnership Trust: If you need urgent mental health support, advice and guidance, call the 24-hour helpline **0800 783 9111**

NHS Talking Therapies: Sometimes it takes more than one conversation to make a difference. You can access a range of NHS therapies at www.helpkentandmedway.co.uk

Live Well Kent and Medway: Is your mental health impacting your life, work, money, housing or relationships? Live Well can help through a range of groups, programmes and services. Find out more at www.livewellkent.org.uk

For Children

Kent Children and Young People's Single Point of Access: Concerned about a young person's mental health? Not sure what help is needed? Call the Single Point of Access (SPA) **0800 011 3474**

Kooth: For children and young people aged 10-25 in need of mental health support, including online counselling. www.kooth.com

Coronavirus (Covid)

The majority of people in the UK have received at least one of their coronavirus vaccine and it is likely that all adults in your hosts household will have received theirs. For the latest guidance on what to do if you have or suspect you have the virus, please visit the UK Government's COVID-19 advice webpage: <https://www.gov.uk/coronavirus>

Booking a coronavirus vaccination: you are eligible for a free COVID-19 vaccination through the NHS. If you are registered with a GP, you can book your vaccination through this web link if you are in England <https://www.nhs.uk/conditions/coronavirus-covid19/coronavirus-vaccination/book-coronavirus-vaccination/>

‘Walk in’ sites are also available and able to offer help to those who have not yet registered with a GP. A list of locations can be found at this web link: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/>

If you have already had a Covid-19 vaccine in Ukraine or elsewhere, speak to your GP about which further doses you should have in the UK and when you should have them. You should also tell the NHS about any Covid-19 vaccinations that you have had outside of the UK. This is so the NHS can update your vaccination record. Bookings to make an appointment to get your previous vaccinations recorded can be made online using the National Booking Service or by calling 119. 119 will also have translators available.

5. Education for your child

State provided education is free and compulsory for children aged 5 to 18.

- Primary and Junior schools are for children aged 4 to 11 and your child can start school in the September following their 4th birthday.
- Secondary schools are for children aged 11 to 16, or sometimes 18.
- Children who leave school at 16 then go to college, undertake an apprenticeship or some form of training until they are 18.

There are various options available for education after the age of 18. These may include college or university.

You may be able to enrol pre-school aged children at a nursery. A certain number of hours of childcare are provided free of charge to 3 and 4-year-olds. Some 2-year-olds are eligible for free childcare also.

The school year starts in September and ends in July. Generally, there is a six-week holiday over the summer, two weeks at Christmas and two weeks at Easter. There are also three one-week 'half term' holidays, between the longer holidays.

Children of school age must attend school Monday to Friday and parents can be fined if their children miss school without a good reason.

How do I access education for my children?

If you are looking to secure school places for your children during the academic year, you will need to apply through Kent's In Year Admissions process. Details of that process can be found [here](#) or via <https://www.kent.gov.uk/education-and-children/schools/school-places/move-to-a-different-school>

Parents or carers need to complete the [In Year Admissions Form](#) https://www.kent.gov.uk/_data/assets/pdf_file/0012/3522/in-year-application-form.pdf

for each child that needs a school place and then send this form to the school they would like their child to attend. Ukrainian children and young people will be offered places at the schools that have enough spaces. Unfortunately, schools cannot offer places if they are already full. Families with more than one child needing a school place may need to travel to a school further away from their home to make sure that all siblings can attend the same school. If a school place cannot be found within a reasonable distance from the child's home, the council will make sure local alternatives are provided, although this will require discussions with schools before a space can be identified.

Families can get help to find schools with spaces by contacting the In-Year Admissions Team at kentinyearadmissions@kent.gov.uk with:

- the name of their child or children
- their date of birth(s)
- the full address (including postcode) of where they are staying.

Parents and carers should be aware that Kent County Council is currently undertaking admissions processes to finalise school spaces for Primary, Junior and Secondary schools for next year. This will impact children in the following age ranges:

Reception Year - for children born between 1 September 2017 and 31 August 2018
Year 3 (Junior school) - for children born between 1 September 2014 and 31 August 2015
Secondary School – for children born between 1 September 2010 and 31 August 2011

If your child falls into any of these date ranges, please email Kentonlineadmissions@kent.gov.uk for further advice.

Secondary schools

In Kent we have non-selective and selective secondary schools. The selective schools are known as grammar schools. Children must be assessed to apply for a place at a grammar school.

Further Kent resources on education and activities for children

Reconnect website: <https://www.kent.gov.uk/education-and-children/schools/reconnect> and the HAF website: <https://www.theeducationpeople.org/holiday-activities-and-food-programme-kent/>

Further Education to 19 years old

Further education (FE) includes any study after secondary education (normally for young people 16 or over) that is not part of higher education - that is, not taken as part of an undergraduate or graduate degree. All young people in England are required to continue in education or training until their 18th birthday and most continue until the end of the academic year in which they turn 18. As an individual living in the UK under the Ukraine Family Scheme or the Local Sponsorship Scheme for Ukraine you are eligible to enrol as a student, although colleges may ask to see evidence of your eligibility. Further information on Further Education courses and funding is available at: <https://www.gov.uk/further-education-courses> Further information on Further Education courses and qualifications for 14 to 19- year-olds is available at: <https://www.gov.uk/courses-qualifications>

6. English lessons

Kent Adult Education offer a range of courses to support learning English. Most of these are FREE.

Visit www.kentadulteducation.co.uk or call 03000 41 22 22 and ask to speak about English for speakers of other languages (ESOL) lessons. A special section for Ukrainian learners has been created on the website at the following link: <https://www.kentadulteducation.co.uk/about-us/contact-us/> Learners should select from the 'Please select who your message is for' dropdown 'Ukrainians applying for ESOL courses'.

We will see what class is best for you and find you a place to learn. We have many courses all over Kent. The courses we offer are:

- Cambridge EFL
- Trinity ESOL from pre-Entry to L2
- Trinity SELT*
- Preparation for OET (Nurses)
- Functional Skills & GCSEs
- Integration into British Society

Great resources can also be found for learners to use here:

<https://esol.excellencegateway.org.uk/content/learners>

<https://www.youtube.com/channel/UCBha5xeBsF0PTBzcx6VrUew>

<https://www.englishmyway.co.uk/>

<http://www.bbc.co.uk/learningenglish/>

You can access other resources to help you learn English at your local library.

7. Further and Higher Education for adults

After school, young people can apply for places at universities or colleges all over the UK as well as apprenticeships. The following links may help you:

[UCAS | At the heart of connecting people to higher education](#)

<https://study-uk.britishcouncil.org/find/study-options/undergraduate>

Some institutions allow you to complete your qualification via distance, online learning. One of the main institutions providing such courses (full or part-time) is the Open University. Go to <https://www.open.ac.uk/> to find out about courses and help with funding.

You can find information on further education courses, including educational courses for adults, at:

<https://nationalcareers.service.gov.uk/find-a-course>

8. Keeping children and adults safe

- If you are concerned about a child, you can call the following telephone number:

03000 41 11 11 (text relay 18001 03000 41 11 11) or email social.services@kent.gov.uk

- If you are concerned about an adult, you can call the following telephone number:

03000 41 61 61 (text relay 18001 03000 41 61 61) or email social.services@kent.gov.uk

Out of hours and in an emergency

If you need to make contact outside of normal office hours, for example during the night, call **03000 41 91 91**.

If you think someone is in immediate danger, the best thing to do is call 999 for the emergency services.

People who need care and support due to illness, disability and old age

If you think you or a family member has any care and support needs, you can contact Kent County Council for a free assessment.

Visit the web link below for information about how to refer yourself, a friend or family member for support

<https://www.kent.gov.uk/social-care-and-health/care-and-support/how-to-get-help>

Or make contact by phone on **03000 41 11 11**

Domestic violence

If you are experiencing domestic abuse, there is help available. If you are in immediate danger, call the police on 999. Below is the contact number for a Kent based service.

Kent Integrated Domestic Abuse Service (KIDAS)

Tel: 0808 168 9111

Hours: 24 hours a day, 7 days a week

9. Jobs and benefits

Until you are able to support yourself, you will receive financial support from the government, known as 'benefits', to pay for your living expenses. Which benefits you receive will depend on your circumstances. The department that deals with benefits is called the Department for Work and Pensions (DWP). Local offices are referred to as Jobcentre Plus offices and they also assist people to find work.

It is important to note that whilst you are living with your sponsor you will not be charged rent for the first 12 months and therefore you do NOT need to claim benefits for housing costs. If you do later rent a property you may be able to get Universal Credit or Housing Benefit to help with these costs, up to certain limits.

Below is a very brief overview of the main benefits that are likely to be relevant to you and your family when you first arrive. The list does not cover every scenario but gives you some idea of what you might apply for.

Name of the Benefit	Who/what this is for
Universal Credit	People who are on a low income, whether they are working or not. This is the main benefit that most people under the age of 66 will need to claim when they arrive in the UK.
Child Benefit	Help with the costs of children.
Pension Credit	Help for pensioners (currently from age 66) on a low income.
Disability Living Allowance	Help for disabled/chronically sick children up to age 16.
Personal Independence Payment	Help for disabled/chronically sick adults aged 16 – 64.
Attendance Allowance	Help for disabled/chronically sick adults aged 65 and above.
Carers Allowance	For people who are caring for a sick/disabled person for at least 35 hours per week.

Please note the following:

- All the above benefits have several additional criteria that you must meet to become eligible.
- You must tell the DWP/Job Centre if you are doing any work (even part-time) as this may affect the amount of benefit you receive and whether you are still eligible for the particular benefit you are receiving.
- If you fail to tell the Job Centre about all your income, savings etc (including from work) and any other relevant circumstances (e.g. if you live with your partner, whether married or unmarried) you can be asked to repay benefits you have been paid and also prosecuted in some circumstances.

How do you claim?

Universal Credit: You can claim universal credit online at www.gov.uk/apply-universal-credit

To make a telephone claim use the universal credit helpline: 0800 328 5644

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/helpclaim>

Pension Credit: Telephone 0800 991 234 to make a claim over the phone or get a form sent to you.

Child Benefit: You can download the form from www.gov.uk/child-benefit/how-to-claim a form by ringing 0300 200 3100.

If you need help understanding the benefits you may be entitled to or need assistance making a claim, you could approach Citizens Advice. They may give advice face to face, over the phone or online. For more information, including where to find your local Citizens Advice to go: <https://www.citizensadvice.org.uk/>
Alternatively you may be able to receive advice and support with this from Kent County Council.

10. Opening a bank account

To open a bank account in the UK, you usually need to show proof of ID such as passport, biometric residency permit, driver's licence or recognised identity card. You also usually need proof of permanent address. The Government is working with major banks to find a solution to enable you to open accounts without the usual permanent address requirement.









Once you have opened a bank account you will usually be sent a bank card and a four-digit PIN number (usually in separate envelopes). You must memorise your PIN number and keep it secret.

11. Money in the UK

In the UK we use pounds (£) and pence (p). There are 100 pence in one pound.


Coins

There are 7 coins:

Coin name	What the coin looks like
1p (One penny)	
2p (Two pence)	
5p (Five pence)	
10p (Ten pence)	
20p (Twenty pence)	
50p (Fifty pence)	
£1 (One pound)	
£2 (Two pounds)	

Bank notes

There are 4 different notes:

Note name	What the note looks like
£5 (Five pounds)	 A blue £5 Bank of England note featuring Queen Elizabeth II. The note includes the text 'Bank of England', '£5', 'Five Pounds', and 'SPECIMEN'.
£10 (Ten pounds)	 An orange £10 Bank of England note featuring Queen Elizabeth II. The note includes the text 'Bank of England', '£10', 'Ten Pounds', and 'SPECIMEN'.
£20 (Twenty pounds)	 A purple £20 Bank of England note featuring Queen Elizabeth II. The note includes the text 'Bank of England', '£20', 'Twenty Pounds', and 'SPECIMEN'.
£50 (Fifty pounds)	 A red £50 Bank of England note featuring Queen Elizabeth II. The note includes the text 'Bank of England', '£50', 'Fifty Pounds', and 'SPECIMEN'.

Shopping prices

Below are some items that are typically found in a shopping basket and the average price in a UK supermarket. Obviously, prices will vary from store to store.

Item

Milk (4 pint bottle)



Loaf of bread



6 eggs



1 whole chicken (small)



1 kg of carrots



Average Price

£1.25

£1.00 - 1.50

£1.30

£4.00 - £7.00

£0.45p

12.Transport

Buses & Trains

Buses operate in most towns and villages across Kent, although some areas have a more frequent service than others.

There are a number of stations across the Borough, including Gravesend, Northfleet and Higham

You can plan your journey here: [Plan Your Journey | Traveline](#)

Taxi

Taxis are frequently available and will have 'TAXI' displayed clearly on them. Some have to be booked by phone, and others can stop and pick you up on the street.

Taxis can be expensive, especially if travelling from rural areas. Always check what the approximate price will be before you travel.

Community Transport Schemes

Community transport gives you access to a bus or car service if you can't access public transport. For information about community transport schemes local to you visit:

<https://www.kent.gov.uk/roads-and-travel/travelling-around-kent/community-transport>

Such schemes can be particularly helpful for getting to hospital appointments etc. and can be a cheaper way of travelling.

Driving

If you have a full driving licence issued in Ukraine, you may use this licence to drive in the UK for up to 12 months. After this time, you will need to exchange it for a UK licence for a fee.

If you took your driving test in a country other than Ukraine, different rules may apply. More information is available at <https://www.gov.uk/exchange-foreigndriving-licence>

If you don't yet have a driving licence and you want to drive, you will need to apply for a provisional licence, have driving lessons, and pass two driving tests (theory and practical) before you can drive in the UK.

If you have a full driving licence, you will need the following before you can legally drive in the UK:

- To have car insurance
- To pay your road tax

- To get an MOT (a safety test for your car) annually
- To wear a seat belt
- To make sure all your passengers wear seat belts
- To make sure children under the age of 12 (or below 135cm tall) have an appropriate car seat for their height and weight
- To obey the laws of the road (Highway Code.)

Laws on Smoking

It is illegal to smoke in enclosed public places and workplaces in the UK. This includes shops, restaurants, buses and trains. It is also illegal to smoke in a car (or other vehicle) with anyone under 18. This is to protect children and young people from the dangers of secondhand smoke.

Road Safety

Traffic in the UK travels on the left.

When using traffic lights, you must wait for the 'green man' to appear and check that all vehicles have stopped before stepping out to cross the road.



With pedestrian crossings, wait on the pavement until traffic has stopped to allow you to cross



13. Emergencies

You can get emergency help at any time of day or night by calling 999 from a landline or mobile phone. If you need a translator, when the phone is answered, state clearly what language you speak.

Fire

Call the fire service on 999 if something is on fire or at risk of catching fire.

Ambulance

Call an ambulance on 999 if someone is badly injured or very sick, and they can't safely get to hospital or a doctor. If you need medical help but it is not an emergency, call 111.

Police

Call the police on 999 if someone is being attacked or threatened, or someone is trying to steal or damage property. If you need help but it is not an emergency, call 101 instead. The police in the UK are here to help. They prevent and investigate crimes and protect life and property. They also work closely with communities to ensure that everyone is safe.

Coastguard

Call the coastguard on 999 if you are in danger at sea or you see someone in trouble in the sea.

Calling 999

The first four questions you will be asked are:

Question asked by Emergency Services	Your answer
<i>What service do you require?</i>	"Ambulance" "Fire" "Police" "Coastguard"
<i>What is your location?</i>	Give them your address or location.
<i>What is your phone number?</i>	Give them your phone number
<i>What exactly has happened?</i>	Tell them what has happened. For example: "My husband has a bad pain in his chest" "There is a fire" "I am being attacked"

14. Useful contacts

Emergency services (fire, ambulance, police):
999

Non-emergency medical help and advice:
111

Non-emergency calls to the Police:
101

Kent County Council Ukraine phone line:
03000 41 24 24

Kent County Council concerns about a child:
03000 41 11 11 (text relay 18001 03000 41 11 11) or email social.services@kent.gov.uk

Kent County Council concerns about an adult:
03000 41 61 61 (text relay 18001 03000 41 61 61) or email social.services@kent.gov.uk

Kent County Council out of hours and in an emergency:
03000 41 91 91.

Citizens Advice Bureau: an organisation which can provide you with confidential information to help you with any legal, debt, benefits, consumer, housing, and many other problems in the UK.
<https://www.citizensadvice.org.uk/> or phone 0800 144 8848.

Space for useful phone numbers

15. Homes for Ukraine Privacy Notice

We keep this privacy notice under regular review and was last updated on 5 April 2022.

Kent County Council respects your privacy and is committed to protecting your personal data.

This privacy notice will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

Who we are

Kent County Council (KCC) collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the United Kingdom General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are responsible as 'controller' of that personal information. Our Data Protection Officer is Benjamin Watts.

Kent County Council will work with you under the Homes for Ukraine Scheme. As a Local Authority, KCC will process your personal data and forward it to district/borough/city councils in Kent so that we and they can complete all the necessary processes. KCC may also process your personal data to provide interpreting services and provide support and assistance to access relevant services.

The personal information we collect and use

Information collected by us

We will collect the following personal information when you provide it to us or receive from the Home Office, Department of Levelling Up, Communities and Housing, sponsors, or relevant KCC internal teams:

- personal information e.g., your name, age, sex, passport details, address if not staying with sponsor, contact details e.g., email address, telephone number, application number, arrival date, status of application.
- information relating to potential family members e.g., personal information.

We also collect the following 'special category data' (personal data which is more sensitive and is treated with extra care and protection) when you provide it to us:

- information about your racial or ethnic origin
- information about you and your circumstances and health e.g., disability, health conditions, housing requirements

How we use your personal information

We use your personal information to:

- Support the delivery of the Homes for Ukraine Scheme.
 - Contact you regarding your application e.g., missing information, clarification on information provided, to arrange visit etc. This may be via a district or borough council.
 - To offer you services that you may need e.g., interpreting services, provide support and assistance to access relevant services. We may also share with KCC internal teams or to certain external providers that we contract to ensure this.

- Share relevant information with district and borough councils to progress your application during your stay within the UK.

The sharing of information facilitates a joined-up approach with partner agencies, to ensure support to the delivery of the Homes for Ukraine Scheme.

Reasons we can collect and use your personal information

When we collect your personal data, we rely on the following legal bases:

- Article 6(1)(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

When we collect your 'special categories of personal data', (such as health, race, ethnicity) we rely on the following legal bases:

- Article 9(2)(g) - processing is necessary for reasons of substantial public interest, on the basis of domestic law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject

We rely on the statutory etc and government purposes from Schedule 1 Part 2 of the Data Protection Act 2018 when relying on Article(9)(2)(g) to process your special category data.

We take the following appropriate safeguards in respect of your special category data when relying on the conditions above:

- We have an Appropriate Policy for Lawful Processing which explains how the data protection principles are secured when using special category information. This policy is retained throughout the time we use your data and for six months after we cease to use it.
- We have a retention schedule which explains how long data is retained
- We maintain a record of our processing in our 'Record of Processing Activities' and record for any reasons deviating from the periods in our Retention Schedule.

Where you give us information regarding your health because you require a reasonable adjustment to access our service, we will keep this information with your record to ensure that we can communicate with you in the way that you need. In these cases, we rely on explicit consent.

Where you may require additional support and assistance for care purposes or to access services etc, KCC and other organisations involved will process your personal information to do so. We will also keep a record of this information to ensure that we can continue to provide additional support and assistance where required. In these cases, we rely on our legitimate interests or those of a third party (provided that these are not overridden by your interests, rights or freedoms).

How long your personal data will be kept

We will only hold your personal information for as long as necessary. Personal data shall be retained for 2 years upon closure of the scheme, unless the Department for Levelling Up,

Communities and Housing and the Home Office identify that continued retention is necessary before 2 years of closure.

Who we share your personal information with

In the course of working with you, we may collect information from, or share it, with some of the following third parties (non-exhaustive list):

- Home Office
- Department for Levelling Up, Housing and Communities
- District and Borough Councils
- Sponsors
- Interpreting services e.g., Language Line
- Contact Centre for KCC

We may share personal information with other relevant KCC teams e.g., Adult Social Services and Children Services etc. to provide support and assistance to access relevant services. We may also share personal information with other organisations e.g., charities, public bodies (e.g., NHS, Fire Service) and Commissioned Services etc or providers that we contract who may be able to support you during your stay in the UK.

Each organisation listed above will ensure they have the relevant agreements in place to be able to process your personal information.

This data sharing enables us to ensure the delivery of the Homes for Ukraine Scheme.

We will share personal information with law enforcement or other authorities if required by applicable law or in connection with legal proceedings.

We will share personal information with our legal and professional advisers in the event of a dispute, complaint or claim. We rely on Article 9(2)(f) where the processing of special category data is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.

Your rights

Under the UK GDPR you have a number of rights which you can access free of charge which allow you to:

- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the Information Commissioner's Office.

Depending on our reason for using your information you may also be entitled to:

- object to how we are using your information

- ask us to delete information we hold about you
- have your information transferred electronically to yourself or to another organisation
- object to decisions being made that significantly affect you
- stop us using your information in certain ways.

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties. Please note: your request may delay or prevent us delivering a service to you.

For further information about your rights, including the circumstances in which they apply, [see the guidance from the UK Information Commissioner's Office \(ICO\)](#) on individuals' rights under GDPR.

If you would like to exercise a right, please contact [the Information Resilience and Transparency Team at data.protection@kent.gov.uk.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who to Contact

Please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, Benjamin Watts, at dpo@kent.gov.uk.

The United Kingdom General Data Protection Regulation also gives you the right to lodge a complaint with the Information Commissioner who may be contacted at <https://ico.org.uk/make-a-complaint/> or telephone 0303 123 1113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>

