

# Homes for Ukraine: information for hosts

Thank you for opening your home to support a Ukrainian individual or family to settle in Bracknell Forest. This leaflet provides a few tips and contact details for hosting arrivals from Ukraine.

Bracknell Forest Council is here to support you and your guest(s) with advice and guidance to help everyone settle in well. We will be inviting hosts to special community events, and sending out regular email newsletters for hosts, although if you do not wish to receive these, please let us know by emailing [ukraine@bracknell-forest.gov.uk](mailto:ukraine@bracknell-forest.gov.uk).

If you are experiencing any difficulties, please let us know so we can support you and your guests to resolve these as soon as possible. All guests will be allocated a family support worker from the council to support them to integrate into the community, though your support in orientating guests will be invaluable. We will also ensure that guests receive a small welcome pack and funding of £200 per person to support them with their living expenses.

Any questions, email: [ukraine@bracknell-forest.gov.uk](mailto:ukraine@bracknell-forest.gov.uk) or call 01344 352000

For the latest updates and details of local services, visit: [www.bracknell-forest.gov.uk/ukraine](http://www.bracknell-forest.gov.uk/ukraine)

## Frequently asked questions for sponsors

GOV.UK has detailed information and guidance on the Homes for Ukraine scheme: [www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions#sponsors](https://www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions#sponsors)

## Help with language differences

For the short-term, [Google translate](#) may be useful to help with communication between you and your guest(s).

If you need more support with translation or interpretation, please get in touch with the council at: [ukraine@bracknell-forest.gov.uk](mailto:ukraine@bracknell-forest.gov.uk) so we can look into some local support for you.

The [Open Learning Centre](#) in Rectory Lane, Bracknell, offers English (ESOL) courses for adults. Find out more information at: [www.bracknell-forest.gov.uk/schools-and-learning/community-learning](https://www.bracknell-forest.gov.uk/schools-and-learning/community-learning),

email: [community.learning@bracknell-forest.gov.uk](mailto:community.learning@bracknell-forest.gov.uk) or phone: 01344 354220.

## What can I do to help my guest settle in?

Your guest won't be familiar with Bracknell Forest and may not know how to get around easily. Some practical advice on things like getting to and from your home, where the local shops are, and where to catch buses and trains will be very helpful. As a sponsor, you're not expected to provide transport for your guests throughout their stay.

Your guests (especially children) may take time to adjust to types of food in the UK. The following shops in the borough may offer some comforts in the form of more familiar foods:

- Magdalenka Polish Deli: 4 Rectory Lane, Easthampstead, Bracknell, RG12 7BN
- Maks Polish Deli: Unit 8 West View, Market Street, Bracknell, RG12 1AJ
- Ardeleana Romanian traditional store: 1A The Square, Bracknell, RG12 9LP
- Dunărea Romanian shop: 25 Market Street, Bracknell, RG12 1AJ

It would be helpful to direct your guests to [public services](#). For example, this could be helping them to register with a [local GP and NHS dentist](#):

[www.nhs.uk/service-search/find-a-gp](https://www.nhs.uk/service-search/find-a-gp)

A few of the high street banks have published guidance for Ukrainian arrivals on how to open a [bank account](#) with them:

- NatWest: [www.natwest.com/ukraine-refugees](https://www.natwest.com/ukraine-refugees)
- Royal Bank of Scotland: [www.rbs.co.uk/ukraine-refugees](https://www.rbs.co.uk/ukraine-refugees)
- Santander: [www.santander.co.uk/personal/ukraine-support](https://www.santander.co.uk/personal/ukraine-support)

As a host, the first thing to do will be to make sure guests are comfortable in their accommodation and set up with the basics. They should have enough food and essential supplies like toiletries and it's worth checking that they've got access to a mobile phone and the internet so they can stay in touch with family and friends. Vodafone and Three networks have offered free SIM cards and connectivity to Ukrainian arrivals:

- **Three:** Ukrainian refugees can go to any of Three's UK stores to get a free 30-day pay as you go SIM card preloaded with unlimited domestic calls and texts, as well as unlimited data for use within the UK.
- **Vodafone UK:** is offering free pre-loaded SIM cards to Ukrainian nationals through their 'charities.connected' initiative. This is only available through charities. More details on [www.bracknell-forest.gov.uk/ukraine](http://www.bracknell-forest.gov.uk/ukraine) or email: [ukraine@bracknell-forest.gov.uk](mailto:ukraine@bracknell-forest.gov.uk) if you need support on this.

## Do you have children arriving?

If children will be staying with you, please contact the school admissions team. They can help placing the child in a local school.

Web: [www.bracknell-forest.gov.uk/schools-and-learning/schools/school-admissions](http://www.bracknell-forest.gov.uk/schools-and-learning/schools/school-admissions)

Email: [school.admissions@bracknell-forest.gov.uk](mailto:school.admissions@bracknell-forest.gov.uk)

Phone: 01344 354023

If a child is not arriving with a direct relative such as parent, grandparent, aunt or uncle, we must provide additional support. This is put in place through our multi-agency safeguarding team, as part of private fostering arrangements.

Please do contact: [mash@bracknell-forest.gov.uk](mailto:mash@bracknell-forest.gov.uk) to inform them.

## Arranging care and support

If any of your guests have support needs, our children and adults social care teams can arrange for a further assessment. The council has a number of specialist teams, so for an initial assessment, please contact either the children's social care team: [childrens.socialcare@bracknell-forest.gov.uk](mailto:childrens.socialcare@bracknell-forest.gov.uk) or the adult social care team: [adult.services@bracknell-forest.gov.uk](mailto:adult.services@bracknell-forest.gov.uk), or by calling 01344 351500.

## Setting up access to benefits

Ukrainians who arrive as part of the Homes for Ukraine scheme will be able to access a number of benefits to support with their daily living costs. You can help them access these either through Citizens Advice or Job Centre Plus.

### Job Centre Plus

Web: [www.jobcentreplusoffices.com/jobcentre/bracknell-jobcentre](http://www.jobcentreplusoffices.com/jobcentre/bracknell-jobcentre)

Phone: general - 0800 169 0190; new benefit claims - 0800 055 6688; Universal Credit - 0800 328 5644. Translation services are available.

## Citizens Advice

Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Email: [adviser.bh@caeb.org.uk](mailto:adviser.bh@caeb.org.uk)

Phone: 0808 278 7914

If you have guests arriving who are over 65, they can also apply online for pension credit: [www.gov.uk/pension-credit/how-to-claim](http://www.gov.uk/pension-credit/how-to-claim)

## General tips as host

- Allow your guests some peace and quiet for a while, especially if with children. They may have been hiding in their basement or had to spend days at the border.
- Think of your guests as friends visiting for a couple of months. The majority wish to return to their homes as soon as possible, and view this as a temporary measure. Tasks such as registering with a GP, finding schools and jobs in the first few days may be a bit overwhelming.
- Accept help from your community.
- Provide a guide for your guests for how to work all devices in a home (e.g. washing machine, heating). They may need converters for charging devices.
- Arrange for access to your home Wi-Fi for users (if you are able to)
- Agree house rules so families and hosts know what is and isn't acceptable on both sides, such as music, bedtimes, closed doors. Agree the areas of the home that will be shared or private.
- It may be appropriate to label key items in home with Ukrainian/English to help families orientate, such as instructions for washing machine/oven.
- Home insurance may require to be advised of additional occupants, although some providers are changing this not to be a requirement for Ukrainian guests, if in doubt, check (it maybe that its only after the family has been with you for a year that this is required).
- Make sure there is clean linen for the guests and bear in mind that mattress protectors may be required for children. Handle this in a sensitive manner, as children may be traumatised by war.
- Let neighbours know you have a family staying with you.
- You may need to have more house keys cut for your guests.

[www.bracknell-forest.gov.uk/Ukraine](http://www.bracknell-forest.gov.uk/Ukraine)

This leaflet is also available in Ukrainian and Russian.  
For a translated version phone: 01344 352323 or  
email: [comms@bracknell-forest.gov.uk](mailto:comms@bracknell-forest.gov.uk)