



**West
Northamptonshire
Council**

WELCOME TO WEST NORTHAMPTONSHIRE

Ukraine Family Scheme Visa

If you came to the UK to join the household of a family member, it is important to note that you did that by mutual agreement and personal arrangement. The expectation is that you will continue to reside with your family for as long as you need that safe place to stay, or if you are able to source your own accommodation.

Homes for Ukraine Scheme

Those who offer a home to people fleeing Ukraine, known as "sponsors". They have registered their interest in being a sponsor with the UK Government. The sponsor's offer of room(s) or a property is for a minimum of 6 months, but ideally for as long as you, as "guests" need a safe place to stay. Guests will be able to live and work in the UK for up to 3 years and access benefits, healthcare, employment and other support.

INDEX	Page
Welcome to Northamptonshire	3
<ul style="list-style-type: none"> • Background • Sponsor and Property Checks 	
Your Health Services	4
<ul style="list-style-type: none"> • GP • Pharmacies • Dentist • Mental Health services • Emergency or Urgent access 	
Emergency Services	5
<ul style="list-style-type: none"> • Northamptonshire Fire and Rescue • Northamptonshire Police 	
West Northamptonshire Council	6
<ul style="list-style-type: none"> • Social Care Services • Education <ul style="list-style-type: none"> ○ School places ○ Early years education ○ On-line Family Language Courses ○ Adult learning ○ Learning English 	
Protecting and caring	11
<ul style="list-style-type: none"> • Carers • Children • Domestic Abuse • Gender & sex in law • Racism and discrimination 	
Department for Work and Pensions (DWP)	13
<ul style="list-style-type: none"> • Apply for Universal Credit • Finding employment in the UK • Employment rights 	
Bank Accounts Options	15
<ul style="list-style-type: none"> • Proof of Identity • Proof of Address 	
Transport around West Northamptonshire	16
Household Bills	16
Shopping and Services	17
Cultural and Community Information	17

Welcome to West Northamptonshire

West Northamptonshire Council and partners welcome you and your family to the United Kingdom. We are working together to welcome those seeking a safe place to stay in the county. We understand that this will not only be an incredibly worrying time for you, but also appreciate that some aspects of living in the UK will be different to your experiences in Ukraine. This document helps to guide our guests to local services, it may also be useful to those who may be hosting you. We hope this information will be helpful to you during your stay in West Northamptonshire.

Further information on West Northamptonshire's Ukrainian response can be found [here](https://www.westnorthants.gov.uk/homes-ukraine)
<https://www.westnorthants.gov.uk/homes-ukraine>

Background

You are here, as guests in accordance with one of the following UK Government's Immigration arrangements:

1) **Ukraine Family Scheme Visa**

If you came to the UK to join the household of a family member, it is important to note that you did that by mutual agreement and personal arrangement. The expectation is that you will continue to reside with your family for as long as you need that safe place to stay, or if you are able to source your own accommodation.

2) **Homes for Ukraine Scheme**

Those who offer a home to people fleeing Ukraine, known as "sponsors". They have registered their interest in being a sponsor with the UK Government. The sponsor's offer of room(s) or a property is for a minimum of 6 months, but ideally for as long as you, as "guests" need a safe place to stay. Guests will be able to live and work in the UK for up to 3 years and access benefits, healthcare, employment and other support.

Sponsor and Property Checks

Ukraine Family Scheme Visa

Local authorities have not been involved in this process at all, there have been no checks on the property or household you are joining. You have made a mutual and personal arrangement. It is anticipated that arrangement will last the duration of your stay.

It is important to note that the host payment of £350 per calendar month and initial payment of £200 per guest is not applicable under this scheme.

Homes for Ukraine Scheme

Whilst it is important to note that you are participating in a voluntary scheme; you are accepting an offer of accommodation on the understanding it is appropriate for your needs and available for a minimum of six months. To offer you some reassurance on the household you are joining:

Prior to arrival the UK Government (Home Office) will undertake some checks:

- Guests arriving from the Ukraine will be subject to standard security checks prior to being issued with a visa.
- Sponsors and all adults in sponsors' households will be subject to initial criminal records checks

West Northamptonshire council will then undertake:

- Inspections of the property to ensure it meets all minimum UK accommodation standards including health and safety assessments and to check that the property is secure and large enough for everyone's needs
- A Disclosure and Barring check (DBS) for all people aged 16 and over in the sponsor household, or
- Where the incoming guests' family includes children and/or a vulnerable adult, councils will undertake an enhanced security check for all adults in the sponsor household.

In any instance where a home check has not taken place, has highlighted an issue or where DBS checks come back highlighting the need for further investigation, the Council will keep both the sponsor and guest informed. If you have any concerns about this, you can contact by the team by emailing resettlement@westnorthants.gov.uk

Support

West Northamptonshire Council will assign a Resettlement Support Worker to you and your hosts. They will be able to help and advise you in relation to any support you might need.

Your Health Services

There is a range of local health services that you can access.

General Practitioner Surgeries

You need to register with a GP surgery as soon as possible. You can decide where to register, it is usual to choose a GP surgery close to where you are living. Your GP is usually your first contact if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other specialist NHS services. [Use this link to find a GP near to where you are living.](https://www.nhs.uk/service-search/find-a-gp) (https://www.nhs.uk/service-search/find-a-gp)

Pharmacies

Located in many towns, qualified healthcare professionals, can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains. This is also where you can get prescriptions once issued by the GP. [Use this link to find a local Pharmacy.](https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy) (https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

Dentists

Some dentists offer NHS treatment and private treatment. You should try to register with a dentist as an NHS patient, although places are limited and may not be close to where you live. Inform them if you are in receipt of benefits as checks and some treatments may be free, other treatments are payable. It is worth noting that registering with an NHS dentist is difficult at the moment. [Use this link to find your nearest NHS dentist.](https://www.nhs.uk/service-search/find-a-dentist) (https://www.nhs.uk/service-search/find-a-dentist)

Mental Health Services

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. Anxiety, post-traumatic stress disorder and depression are the most common problems. If you have been feeling depressed for more than a few weeks or your anxiety is affecting your daily life, make an appointment to speak to your doctor.

Advice is also [available on the NHS website \(https://www.nhs.uk/nhs-services/mental-health-services/mental-health-services-for-young-people/\)](https://www.nhs.uk/nhs-services/mental-health-services/mental-health-services-for-young-people/) to support you on your way to feeling better.

Emergency or Urgent Access

For acute emergency illness that cannot wait until GP surgery opening hours, telephone 111 for advice, [or visit NHS 111 online](#) . If you have an emergency needing immediate medical assistance as someone's life may be at risk, telephone 999 for an ambulance. You can use [this link to find a local accident and emergency centres](#). ([Find Accident and emergency services services - NHS \(www.nhs.uk\)](#))

There is a hospital located in Northampton – this is called Northampton General Hospital and it has an Accident & Emergency department - [Home \(northamptongeneral.nhs.uk\)](#)

Emergency Services

The UK emergency services ensure public safety and health and are available 24/7.

Police, Fire & Ambulance can all be contacted in an emergency on the same number, 999.

- Police – if a serious offence is in progress or in immediate danger – telephone 999
- Ambulance – if someone's life is at risk – telephone 999
- Fire & Rescue – if there is a fire – telephone 999

Northamptonshire Fire and Rescue

In addition to emergency assistance, teams can help with non-emergency assistance such as home safety advice, safe and well checks of homes, smoke alarm advice and so on. More details can all be found [on the Northants Fire and Rescue website](#). (<https://www.northantsfire.gov.uk/safety/avoiding-fires-in-the-home-rb/>)

Fire safety advice is available for those opening their homes to families and individuals from Ukraine as part of the Homes for Ukraine scheme.

Northamptonshire Fire & Rescue Service will be able to visit your home once you have any new guests to help carry out a Home Fire Safety Visit - offering advice on fire safety, crowded or cluttered living conditions, overloaded electrics, smoking and making an escape plan. This is tailored advice to help find ways to make your home safer for both yourself and your new occupiers.

Alternatively, you can carry out a self-assessment using our home safety check tool on our website at [Form Page \(northantsfire.gov.uk\)](#) (<https://nfrsweb1.northantsfire.gov.uk/rackforms/output/forms/Partner-Agency-Referral-Form-mobile/page0.php>)

We also have a Home Fire Safety leaflet that has been translated into Ukrainian to offer advice to your new guests. You can request this by emailing enquiries@northantsfire.gov.uk

Remember – if you have an emergency you should call Northamptonshire Fire on 999.

What should you do? Here's ten top tips you and your guests should know:

- Smoke alarms should be on every level of your property - never remove the batteries unless they need changing
- Take time to look after your smoke alarms so that they can look after you. Dust/hover around the edges of your alarm, as it can be affected by a build-up of dirt, dust and insects
- Test your smoke alarms once a month. Remember, press to test. Show those who are staying in your accommodation how to do this so they can test for themselves
- If the alarm needs new batteries, replace them immediately. If your smoke alarm is over 10 years old, replace it completely

- If there was a fire in your home, could you escape safely? Prepare a fire escape plan so that you and the people you live with know how to get out quickly in case of fire and how to call 999
- Never leave cooking, candles or cigarettes unattended
- Avoid overloading sockets and switch off extension leads when not in use.
- Never put white goods on when you go to bed or leave the house
- Have chimneys swept regularly
- If you can, close doors when you go to bed at night and unplug or turn off anything that you are not using

Find out more or book a visit: www.northantsfire.gov.uk/safety
(<https://www.northantsfire.gov.uk/safety/>)

Northamptonshire Police

The police in the UK are there to protect the public, their rights and the law. The police are there to help, you should not be afraid to approach them if you are a victim of a crime or see a crime happening, their role is to:

- Protect life and property
- Prevent public disturbances
- Prevent and detect crime.

We want West Northamptonshire to be the safest place to live, work and visit, and for everyone in our communities to be free from harassment and fear. We hope this will be your experience during your stay in West Northamptonshire. We work with partners to reduce crime and improve the safety of people and the communities they live and work in. Officers are friendly and approachable, so please talk to them if you need to.

If you do need to report a crime:

- Telephone 999 for a crime in progress and/or immediate risk of significant harm
- Telephone 101 [or report online \(https://www.northants.police.uk/ro/report/ocr/af/how-to-report-a-crime/\)](https://www.northants.police.uk/ro/report/ocr/af/how-to-report-a-crime/) for non-emergencies.

West Northamptonshire Council

West Northamptonshire Council is the single unitary council covering the areas of Northampton, Daventry, and South Northamptonshire. The council is responsible for public services such as education, transport, highways, heritage, social care, libraries, trading standards and waste management.

Social Care Services

The welfare of you and your family is important to us, if you need general or urgent assistance, here's how:

- Adult Social Care – for general enquires please email adultcare.ncc@northamptonshire.gov.uk or call 0300 126 7000 (Monday to Friday 9am to 5pm).
For urgent social care required in the evening, at night or over the weekend, phone our emergency duty team 01604 626938
- Adult Safeguarding – where an adult may be experiencing abuse or neglect, please contact our customer service centre 0300 126 7000. If you believe a crime has been committed or there is an immediate risk of danger, call the police on 999 or 101.

- Children's Services – immediate and significant risk of harm call the police on 999, or if it's a non-emergency contact Northamptonshire Children's Trust 0300 126 7000 – if urgent assistance is needed from Northamptonshire Children's Trust during the evenings, at night or over the weekend call 01604 626938.

For concerns about vulnerable adults or children, please see links below:

[Safeguarding adults - Adult social services](https://www.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Pages/default.aspx)

(<https://www.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Pages/default.aspx>)

[Report a concern - Help and protection for children](https://www.nctrust.co.uk/help-and-protection-for-children/Pages/report-a-concern.aspx) (<https://www.nctrust.co.uk/help-and-protection-for-children/Pages/report-a-concern.aspx>)

Education

In the UK, the law states that fulltime education is compulsory for all children between the ages of five and 16. In England there is an expectation that children will remain in education, employment or training until the age of 18. You will need to apply for a place for each child, [use the registration process do not contact schools direct](https://www.westnorthants.gov.uk/move-school-during-school-year-year/how-apply-school-place-outside-normal-transfer-times). (<https://www.westnorthants.gov.uk/move-school-during-school-year-year/how-apply-school-place-outside-normal-transfer-times>)

If you require assistance with applying for a school place, please email admissions.ncc@northnorthants.gov.uk.

Choosing Early Education or Childcare

Choosing early education and childcare is down to personal preference, budget, age and needs of your child. You should [check if you are eligible for help with the cost](https://www.westnorthants.gov.uk/get-help-paying-childcare) (<https://www.westnorthants.gov.uk/get-help-paying-childcare>). Before you decide on a childcare provider, it is a good idea to visit your shortlisted settings. You may choose to see more than one setting and visit more than once to help you decide.

Think about taking your child with you to meet people at the childcare setting. You will be able to see:

- How they get on with other children
- How the child carer interacts with your child.

Try visiting at a time when there will be children in the setting. Check to see if the other children seem happy and relaxed. Use our [Children's and Families Service Finder](https://www.westnorthants.gov.uk/early-years-and-childcare/find-childcare-provider) (<https://www.westnorthants.gov.uk/early-years-and-childcare/find-childcare-provider>) to help find the right local childcare for your family.

Adult Learning

Adult learning is strongly encouraged, and many different courses are available. Colleges, adult education services and other educational institutions in your local area may offer full and part-time adult learning opportunities. These could include taught courses, workshops and online learning on a wide range of subjects including job training and courses for personal development such as information technology, gardening, arts and crafts, and well-being.

Some courses are specifically designed to support parents and their families. These courses are likely to be available in the daytime, evening and weekends. Some courses, including literacy and numeracy, are free of charge and some courses are fee-paying so adults may be asked to contribute fully or partially

towards the cost. To find out what opportunities are available in your local area, and whether you are eligible for government funding, please try:

- Using the National Careers Service website, nationalcareers.service.gov.uk/, which offers advice on choosing courses and a post code search to help you find a suitable class.
- Reading notices in local newspapers or on notice boards in schools, children's centres, doctors' surgeries, community centres, libraries, or voluntary groups.
- Speaking to friends, neighbours and colleagues to find out what's happening locally and what courses are on offer.

Learning English

The main Language in the United Kingdom is English; however, the UK is very culturally diverse with many nationalities residing here. There are many opportunities to learn the English language either by self-paid courses at colleges or education establishments, online resources such as [the BBC Learning English page](https://www.bbc.co.uk/learningenglish/) (<https://www.bbc.co.uk/learningenglish/>) or community-based activities hosted by charities in the area you live which offer basic English.

Education

Northampton College offers ESOL (English for Speakers of Other Languages) classes for 16–18-year-olds and adults. All our lessons and our initial assessments are face-to-face.

16–18-year-olds

3 or 4 days per week for a total of ca. 18 hours per week

You will study:

English, maths, work-related studies and have a tutorial

Suitable for all levels from no English to Entry 3 (able to speak in and write longer sentences correctly)

Adults

4, 5 or 6 hours per week – depending on the time of day you chose to study

Suitable for all levels from complete beginner to advanced.

Everyone will need an appointment for an initial assessment. You can call 0300 123 2344 to make an appointment. Assessments will be available from mid-June.

Online Family Language courses from Northamptonshire Adult Learning

Family Language courses are for parents to improve their English skills and knowledge whilst finding out how to use everyday activities to support their children's learning. In addition, these courses cover everyday topics such as supporting your child with homework, where to access medical help, banking in the UK, etc. We offer a variety of daytime sessions throughout the week to suit everybody. These courses are free to all learners. To join a course, please contact Emilia Ratcliffe on 07912 186944 or Emilia.ratcliffe@northnorthants.gov.uk

Please find details below of more online courses designed to help Ukrainian parents new to the UK. If you need help with information about or with accessing these courses, please contact your resettlement support worker.

Online Learning from Northamptonshire Family Learning (working across North and West Northamptonshire)

Northamptonshire Family Learning is running free online learning sessions for Ukrainian parents new to the UK. As well as looking at life in the UK, the workshops will give useful information about

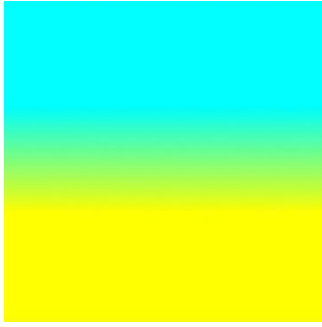
education in the UK. There are six different workshops to choose from with a choice of three dates for each workshop. The sessions will be run using Google Classroom and Google Meet. Full joining instructions will be provided prior to each session.

Topic	Dates (choose one per topic)	Link to enrol
Customs & everyday life in the UK	Mon 23 rd May 18.00- 20.00	Northamptonshire Adult Learning UZY1EA25 Customs and everyday life in the UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY1EA25&NAME=Customs%20and%20everyday%20life%20in%20the%20UK&ID1=2600&ID2=34670&ID3=1
	Thurs 26 th May 18.00- 20.00	Northamptonshire Adult Learning UZY4EA26 Customs and everyday life in the UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY4EA26&NAME=Customs%20and%20everyday%20life%20in%20the%20UK&ID1=2600&ID2=34672&ID3=1
	Fri 27 th May 10.00- 12.00	Northamptonshire Adult Learning UZY5EA27 Customs and everyday life in the UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY5EA27&NAME=Customs%20and%20everyday%20life%20in%20the%20UK&ID1=2600&ID2=34674&ID3=1
Supporting your child: pre-school	Mon 6 th June 18.00- 20.00	Northamptonshire Adult Learning UZY1EA28 Supporting your child: pre-school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY1EA28&NAME=Supporting%20your%20child:%20pre-school&ID1=2600&ID2=34681&ID3=1
	Thurs 9 th June 18.00- 20.00	Northamptonshire Adult Learning UZY4EA29 Supporting your child: pre-school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY4EA29&NAME=Supporting%20your%20child:%20pre-school&ID1=2600&ID2=34687&ID3=1
	Fri 10 th June 10.00- 12.00	Northamptonshire Adult Learning UZY5EA30 Supporting your child: pre-school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY5EA30&NAME=Supporting%20your%20child:%20pre-school&ID1=2600&ID2=34690&ID3=1
Parenting in the UK	Mon 13 th June 18.00- 20.00	Northamptonshire Adult Learning UZY1EA31 Parenting In The UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY1EA31&NAME=Parenting%20in%20The%20UK&ID1=2600&ID2=34694&ID3=1
	Thurs 16 th June 18.00- 20.00	Northamptonshire Adult Learning UZY4EA32 Parenting in the UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY4EA32&NAME=Parenting%20in%20the%20UK&ID1=2600&ID2=34671&ID3=1
	Fri 17 th June 10.00- 12.00	Northamptonshire Adult Learning UZY5EA33 Parenting in the UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY5EA33&NAME=Parenting%20in%20the%20UK&ID1=2600&ID2=34673&ID3=1
Supporting your child: primary school	Mon 20 th June 18.00- 20.00	Northamptonshire Adult Learning UZY1EA34 Supporting your child - primary school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY1EA34&NAME=Supporting%20your%20child-%20primary%20school&ID1=2600&ID2=34675&ID3=1

	Thurs 23 rd June 18.00- 20.00	Northamptonshire Adult Learning UZY4EA35 Supporting your child - primary school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY4EA35&NAME=Supporting%20your%20child%20-%20primary%20school&ID1=2600&ID2=34676&ID3=1
	Fri 24 th June 10.00- 12.00	Northamptonshire Adult Learning UZY5EA36 Supporting your child - primary school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY5EA36&NAME=Supporting%20your%20child%20-%20primary%20school&ID1=2600&ID2=34677&ID3=1
Rights and responsibilities in the UK	Mon 27 th June 18.00- 20.00	Northamptonshire Adult Learning UZY1EA37 Rights and Responsibilities in the UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY1EA37&NAME=Rights%20and%20responsibilities%20in%20the%20UK&ID1=2600&ID2=34683&ID3=1
	Thurs 30 th June 18.00- 20.00	Northamptonshire Adult Learning UZY4EA38 Rights and responsibilities in the UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY4EA38&NAME=Rights%20and%20responsibilities%20in%20the%20UK&ID1=2600&ID2=34685&ID3=1
	Fri 1 st July 10.00- 12.00	Northamptonshire Adult Learning UZY5EA39 Rights and responsibilities in the UK (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY5EA39&NAME=Rights%20and%20responsibilities%20in%20the%20UK&ID1=2600&ID2=34682&ID3=1
Supporting your child: secondary school	Mon 4 th July 18.00- 20.00	Northamptonshire Adult Learning UZY1EA40 Supporting your child - Secondary school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY1EA40&NAME=Supporting%20your%20child%20-%20Secondary%20school&ID1=2600&ID2=34678&ID3=1
	Thurs 7 th July 18.00- 20.00	Northamptonshire Adult Learning UZY4EA41 Supporting your child - Secondary school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY4EA41&NAME=Supporting%20your%20child%20-%20Secondary%20school&ID1=2600&ID2=34679&ID3=1
	Fri 8 th July 10.00- 12.00	Northamptonshire Adult Learning UZY5EA42 Supporting your child - Secondary school (northantsglobal.net) https://courses.northantsglobal.net/CourseDetailsView.asp?CODE=UZY5EA42&NAME=Supporting%20your%20child%20-%20Secondary%20school&ID1=2600&ID2=34680&ID3=1

There is also an online free resource that can be found on YouTube - called 'English With Ukrainians' which includes translated English lessons and some points about linguistic and cultural differences, and includes activities that hosts may undertake with their guests.

<https://www.youtube.com/channel/UChzPezzBTkm8bu2lrr5y0UA>



[EnglishWithUkrainians - Англійська з українцями - YouTube](#)
Share your videos with friends, family, and the world
www.youtube.com

Protecting and caring

Carers

A carer is anyone, children or adults, who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

For many people, caring is a rewarding and positive experience, but for others, caring without the right help and support can feel overwhelming. For some people, caring can trigger feelings of loneliness and frustration and many often find their physical and emotional health, work or finances are affected.

If you need help, support or advice, please [head over to our carers page](#) (<https://www.northamptonshire.gov.uk/councilservices/adult-social-care/carers/Pages/default.aspx>) which covers, carers' assessments, carers' breaks and much more.

Your sponsor is not responsible for personal care nor supervision of any member of your household including children whilst you are residing in their home.

Your children

The UK takes children's rights seriously and is always trying to improve the situation of all children. For this reason, the UK has passed several laws that help protect children. Children have a right to have their views listened to and considered. In some circumstances in the UK, children aged 14 and older have a right to make certain decisions for themselves, such as medical decisions.

As a parent you are legally responsible for the protection, care, and well-being of your children. It is a parent's responsibility to make sure their children attend school. If you do not there can be legal action such as: a Parenting Order, an Education Supervision Order, a School Attendance Order or a fine. Going to school is very important for the welfare of a child. Helping with tasks at home must not stop a child from going to school. It is an offence to leave children alone if this will put them at risk. Babies, toddlers, and very young children should never be left alone.

When parents are having difficulties caring for their children, Children's Services may be able to offer some help or advice. UK laws require Children's Services to investigate allegations of child neglect or abuse.

Children and young people can get support about their concerns [online from Childline](#) (<https://www.childline.org.uk/>), or by calling 0800 1111. [The NSPCC website](#) has information on preventing abuse and helping those affected to recover.

Domestic Abuse

Domestic abuse is a serious crime in the UK. Domestic abuse does not only occur between couples. It can also involve wider family members, including parental abuse by an adolescent or grown child. It can exist between older siblings, or the wider extended family. It can affect anyone, regardless of age, social background, gender, religion, sexual orientation, or ethnicity.

Domestic abuse usually occurs in the home and can take many forms such as:

- Physical abuse like hitting, kicking or hair pulling
- Emotional abuse like blackmail, mental torture and threats to disown a person or harm those they care about
- Controlling, for example, restricting a person's movements or access to or contact with family or friends, or preventing access to money or a chosen career
- Coercive behaviour, for example threats, humiliation/intimidation that is used to harm, punish or frighten
- It can be rape – being married or in a relationship doesn't mean that a partner has the right to force sex against the will of the other.

Domestic abuse is complex. It can go unidentified by agencies, families, friends, colleagues and even victims themselves. If you are worried about a relationship you are in, concerned about your own behaviour towards someone or concerned about someone you know then help is available in West Northamptonshire.

- [VOICE](https://www.voicenorthants.org/) (<https://www.voicenorthants.org/>)– telephone 0300 303 1965 or email info@voicenorthants.org
Opening Hours: Monday, Wednesday, Friday – 8am-6pm
Tuesday, Thursday – 8am-8pm
Saturday – 9am-12.45pm
- [EVE](https://eveda.org.uk/) (<https://eveda.org.uk/>)– telephone 01604 230311 or if you are unable to pick up the phone, email eve2eve@eve.org.uk or text 07827 239496 (these are staffed between 9am and 10pm)
- [Northamptonshire Domestic Abuse Service \(NDAS\)](#) – telephone 0300 012 0154 open every day
[National Domestic Abuse Helpline](https://www.nationaldahelpline.org.uk/) (<https://www.nationaldahelpline.org.uk/>) - 0808 200 0247 open all day, every day
- [Women's Aid](https://www.womensaid.org.uk/) (<https://www.womensaid.org.uk/>) offer victims a live web chat
- [Respect](https://mensadvice.org.uk/) – (<https://mensadvice.org.uk/>) call 0808 801 0327 (male victims), open Monday to Friday 10am to 8pm
- [GALOP](#) – call 0800 999 5428 (LGBTQ+ victims), open Monday to Friday 10am to 5pm with later opening hours on Wednesday and Thursday 10am to 8pm
- In an emergency call the police on 999 or for a non-emergency 101

Gender and sex in law

Issues related to gender and sex are taken very seriously in the UK. The law says that you cannot be discriminated against because of your sex or your gender. This means:

- Organisations and individuals in the UK have a legal duty to treat men and women equally
- Men and women have equal rights and duties in employment and in marriage and in all aspects of private and public life in the UK
- Transgender people have equal rights too.

Racism and discrimination

In the UK it is illegal to treat anyone differently because of their gender, race, religion, age, disability or sexual orientation.

Racism (where other people make comments about your race or where you come from that are offensive or make you uncomfortable) is unacceptable in the UK. It is a serious offence to injure, harass or verbally abuse someone because of their race or to damage their property for that reason. It is also against the law to stir up racial hatred. It is unacceptable to discriminate against another person because of their race, ethnicity or where they came from. You should not be treated any differently because of your race when applying for a job, looking for somewhere to live, using the National Health Service (NHS) or just buying something in a shop.

You should not experience racial harassment at work, school or in public. Do not try to deal with racism or racist attackers on your own. Get the authorities involved. If you try to resolve it on your own, you could get hurt or even get into trouble with the police yourself. Do tell the authorities about it.

You can go to the police. If you don't want to walk into a police station, there are many ways you can report a racist crime, for example you can do it online at [Northamptonshire Police](https://www.northants.police.uk/ro/report/ocr/af/how-to-report-a-crime/). (<https://www.northants.police.uk/ro/report/ocr/af/how-to-report-a-crime/>)

Department for Work and Pensions (DWP) – Benefits and Financial support

[The DWP is responsible for welfare, pensions](https://www.gov.uk/government/organisations/department-for-work-pensions) (<https://www.gov.uk/government/organisations/department-for-work-pensions>), and child maintenance policy. It administers the state pension and a range of working age, disability, and ill health benefits such as child benefit, universal credit, personal independent payments, and carers allowance.

Applying for Universal Credit

[Universal credit is a payment to help with you and your family's living costs](https://www.gov.uk/apply-universal-credit) (<https://www.gov.uk/apply-universal-credit>). It is paid monthly in arrears. You can apply for universal credit if you are on a low income, not in employment or cannot work.

Your Universal Credit payment is made up of a standard allowance and any extra amounts that apply to you, for example if you have children, a disability or health condition preventing you from working or need help paying your rent.

Claimants will be allocated a work coach, who will be able to assist with the following:

- Pathway to eligibility for applicable benefits
- Access to bank accounts
- Applications for National Insurance Numbers (NINOs)
- Preparation for being work ready and access to employment opportunities
- Access to training
- Guidance on converting qualifications
- Curriculum vitae guidance

If you need to contact the local jobcentre – please email northamptonjobcentre.ukraineresettlementnorthamptonshire@DWP.GOV.UK

Finding Employment in the UK

A wealth of employment agencies around West Northamptonshire match registered candidates with advertised roles. Typical roles may include manufacturing, information technology, agriculture and so on. There are many different avenues into employment, below are several useful links to job search sites where vacant positions can be applied for:

- [The Department for Work and Pensions \(https://findajob.dwp.gov.uk/\)](https://findajob.dwp.gov.uk/)
- [The UK Government \(https://www.gov.uk/find-a-job\)](https://www.gov.uk/find-a-job)
- [Job Centre Plus Northampton \(https://www.northamptonshire.gov.uk/councilservices/children-families-education/SEND/local-offer/adulthood/628-dwp-jobcentre-plus-northampton\)](https://www.northamptonshire.gov.uk/councilservices/children-families-education/SEND/local-offer/adulthood/628-dwp-jobcentre-plus-northampton)
Job search and application support
- [Brackley – https://uk.indeed.com/jobs?l=Brackley&radius=10&vjk=675052941514845e](https://uk.indeed.com/jobs?l=Brackley&radius=10&vjk=675052941514845e)
Indeed.com within ten miles
- [Daventry – https://uk.indeed.com/jobs?l=Daventry&radius=10&vjk=675052941514845e](https://uk.indeed.com/jobs?l=Daventry&radius=10&vjk=675052941514845e)
Indeed.com within ten miles
- [Northampton – https://uk.indeed.com/jobs?l=Northampton&radius=10&vjk=675052941514845e](https://uk.indeed.com/jobs?l=Northampton&radius=10&vjk=675052941514845e)
Indeed.com within ten miles
- [Towcester - https://uk.indeed.com/jobs?l=Towcester&radius=10&vjk=675052941514845e](https://uk.indeed.com/jobs?l=Towcester&radius=10&vjk=675052941514845e)
Indeed.com within ten miles

There is also a vast number of tools online to aid with application writing, interview skills and preparation.

Employment Rights

When you are offered a job or start work, there are a number of things you should be aware of while working in the UK.

When you go to work, you have the right to be treated fairly and work in a safe environment. Organisations and businesses have a legal duty to treat everyone fairly in the workplace and in the way they recruit people for jobs. Men and women have the right to work. Men and women have equal rights and duties in employment. It is illegal to discriminate against anyone applying for a job or in the workplace on the basis of gender, race, religion, being married or in a civil partnership, disability, age, sexual orientation or if they are pregnant.

You also have the right to be able to work without fear of harassment from your employer, colleagues, or customers. Workers over the age of 18 are usually entitled to three types of breaks – rest breaks at work, daily rest, and weekly rest.

If you work more than six hours in a day, you have the right to one uninterrupted 20-minute rest break during your working day. The break doesn't have to be paid – it depends on your employment contract. Almost all workers are legally entitled to 5.6 weeks paid holiday per year (known as statutory leave entitlement or annual leave). An employer can include bank holidays (also known as public holidays) as part of statutory annual leave.

Every employer in the country must pay their employees a minimum amount per hour. How much this is depends on how old you are. The rates in place as of April 2022 are shown below. Please check www.gov.uk/national-minimum-wage-rates (<https://www.gov.uk/national-minimum-wage-rates>) for the most up-to-date information.

Age	Rate per hour
23 and over	£9.50
21 to 22	£9.18
18 to 20	£6.83
Under 18	£4.81
Apprentice	£4.81

Banks Account Options Within the UK

The currency in the UK is the Pound Sterling (£). £1 (one pound) is equivalent to 100p (100 pennies, or pence). Cash is accepted in most places but increasingly people use debit/credit cards to pay for goods and services.

You will require a UK bank account to be paid for employment, receive benefits, make bill payments for utilities (such as phone bill), or pay rent. Setting up a bank account should be made a priority upon arrival in the UK.

To open a bank account, you will need to complete an application form either in the bank in person or online. They will ask for several documents as proof of identity including full name, date of birth and address. This is usually by means of a passport, driving licence or utility bill. Different forms of identification will be accepted if the previous are not owned, but this may differ depending upon the bank.

Useful information about banking can be [found on the Refugee Council website](https://www.westnorthants.gov.uk/homes-ukraine).
<https://www.westnorthants.gov.uk/homes-ukraine>

Proof of Identity

The following are order of most widely accepted

- Current Passport
- Biometric Residency Permit (BRP)
- Department for Work and Pensions letter confirming entitlement to benefits
- Current full or provisional UK driving license
- UK Home Office travel document
- UK Home Office application registration card
- UK Home Office immigration status with right to reside
- Notification of other government/local authority grant

Note: A provisional driving licence can be obtained with a biometric residency permit. There is a fee for getting a provisional driving licence. You can apply for one [on the Government website](https://www.gov.uk/apply-first-provisional-driving-licence).
<https://www.gov.uk/apply-first-provisional-driving-licence>

Proof of Address – In order of most widely accepted

- Council tax bill
- Tenancy agreement
- Utility bill (electricity, gas or water bill) from the last three to four months
- Current EU/EEA driver's license (or provisional)
- HMRC Tax Notification
- Department for Work and Pensions letter confirming right to benefits

You should ask about any charges when you open a bank account. Depending on the terms and conditions of your account, you may be charged if you spend more money than you have or for other services that may be included.

Once you open your account, you will usually be issued with a debit card which can be used to pay for things in most shops. You can also arrange for bills to be paid directly from your account using Direct Debit.

Further advice can be found [on the Citizens Advice Bureau website](https://www.citizensadvice.org.uk/) <https://www.citizensadvice.org.uk/> or by speaking directly to your bank of choice.

Transport around West Northamptonshire

West Northamptonshire covers 532 square miles and has lots to offer due to its make-up of rural and urban areas, giving residents the best of both worlds. Within West Northamptonshire there are many family attractions, heritage sites, museums and galleries, cinemas and theatres, parks and open spaces, events, wildlife and much more. To enable our residents to access what's on offer there are several ways to do so via car, bike or public transport, including Community Transport Services.

The links below offer you some public transport options:

- Train services – [Trainline](https://www.thetrainline.com/) <https://www.thetrainline.com/>
- Local bus services – [Stagecoach](https://www.stagecoachbus.com/) (<https://www.stagecoachbus.com/> or [Uno \(Northampton Only\)](https://www.unobus.info/services/?region=Northampton) <https://www.unobus.info/services/?region=Northampton>)
- Local bus service tourney planner - [Traveline](https://www.traveline.info/) <https://www.traveline.info/>
- Coach – [National Express](https://www.nationalexpress.com/en) <https://www.nationalexpress.com/en>
- Taxi services – area dependent

Within West Northamptonshire we also [have several Community Transport providers](https://www.westnorthants.gov.uk/transport/community-transport) (<https://www.westnorthants.gov.uk/transport/community-transport>) supporting our residents. These services cover an array of options from minibus services which are timetabled, dial-a-ride (picked up from a specific location close to your property and taken to your destination) and car schemes. Please note that each community transport service has a cost, and these are set by them.

Household Bills

All households are responsible for their own individual costs of running their own home, including utilities such as gas, electric and water, council tax, and so on. There are two living arrangements applicable to the Homes for Ukraine scheme:

- **Sharing accommodation with your host**

This is where you live in the same property as your host, sharing some of the facilities such as kitchen, bathroom and living area, but you should have a separate bedroom for your household. The sponsor will receive a monthly payment of £350 towards the cost of hosting you. This

payment is in recognition of them welcoming you into their home and a contribution to some of the additional costs incurred as result of that hosting arrangement. The sponsor should not be asking you to pay rent but may ask you to contribute to things like the shopping, it is important that you agree this prior to or on arrival to avoid misunderstandings.

- **Independent self-contained accommodation**

This is where the sponsor has arranged for you to have your own property with sole access which means you do not share facilities with any other household. The sponsor will still receive a £350 monthly payment and should not ask you for rent. However, you will be solely responsible for the household bills associated with that property, you will be required to pay this from either your wage/salary or your Universal Credit. One thing to note that is different to living in the Ukraine is that in the UK you are required by law to purchase a television (TV) licence. This is applicable if you watch or record live TV programmes, watch or stream programmes live on an online TV service, or download and watch any BBC programmes on BBC iPlayer. You can [buy or renew a TV licence online](#) or by calling **0330 790 6165**. It is illegal not to own a TV licence if you are watching TV in any of these ways. If you do not have a TV licence you can be prosecuted and fined up to £1,000.

Shopping and Services

Whilst most villages across West Northamptonshire will have a basic range of shopping facilities, the widest selection of shops and services are available in Northampton, Daventry, Towcester and Brackley town centres.

Some stores open 24 hours per day, others have set opening hours which can be found on their websites. Most major grocery stores offer an online, pre-bookable service that will deliver goods to your door for a charge. Please visit the stores' individual websites for details. Most stores accept debit and credit card payments or English currency.

Cultural and Community Information

[Tourism in West Northamptonshire](https://www.westnorthants.gov.uk/culture-and-tourism) <https://www.westnorthants.gov.uk/culture-and-tourism>

[Local Parks](https://www.westnorthants.gov.uk/local-parks) <https://www.westnorthants.gov.uk/local-parks>

Country parks – a country park is a natural area for people to visit and enjoy being outdoors, within West Northamptonshire. We have three great country parks to choose from:

- [Brixworth Country Park](https://www.westnorthants.gov.uk/brixworth-country-park/visiting-brixworth-country-park) <https://www.westnorthants.gov.uk/brixworth-country-park/visiting-brixworth-country-park>
- [Daventry Country Park](https://www.westnorthants.gov.uk/daventry-country-park/visiting-daventry-country-park) <https://www.westnorthants.gov.uk/daventry-country-park/visiting-daventry-country-park>
- [Brampton Valley Way](https://www.westnorthants.gov.uk/country-parks/brampton-valley-way). <https://www.westnorthants.gov.uk/country-parks/brampton-valley-way>