

The UK stands with Ukraine

Welcome!

Guide for Ukrainians arriving in the UK

Welcome to Aberdeen



This is a guide for Ukrainians arriving in the UK. It also includes specific information for those arriving on the Homes for Ukraine scheme.

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Glossary

Biometric Residence Permit – Is proof of evidence of your right to live, work and study in the UK. This can be used as proof of identity when opening a bank account or renting a property. The electronic chip holds information such as name, date of birth and place of birth. It will also have your photograph, fingerprints, and your immigration status.

Child Benefit – A payment made to a parent or guardian of a child or children by the government every four weeks. You will be entitled to receive this benefit if you have a child or children under the age of 16 or under the age of 20 if they stay in approved education or training.

Citizens Advice – An independent charity specialising in providing confidential advice to help people with legal problems, debt management, housing and other problems in the United Kingdom. This is a free service with offices in most areas of the country.

Council Tax – A tax paid to the local council to fund services within the area. The tax is based on the value of the house and the number of people living in it. The rate is a fixed amount depending on the value and is reviewed every 12 months.

Debit Card – A card issued by a bank allowing the holder to transfer money electronically from their bank account when making a purchase.

Direct Debit – An arrangement made with your bank that allows a third party to transfer money from a person's account on agreed dates typically to pay bills.

Direct Payment – A system to allow you to receive cash payments from your local council. If the local council decides you are entitled to community care services, a direct payment will allow you to arrange your own care services.

Disability Benefits – A range of disability related financial support which includes payments, grants, tax credits and benefits. Your local employment centre (Job Centre Plus) will be able to help you with these.

Education - there are 6 stages of education in the UK:

- early years or nursery (under 5 years old)
- primary (5 up to 11 or 12 years old)
- secondary (11 or 12 up to 16 years old)
- further education (16 – 19 years old)
- higher education (post 18 years old)

Emergency Departments – A medical treatment facility in a hospital specialising in emergency treatment for patients. The department provides treatment for illnesses and injuries which require immediate attention and, in some cases, may be life threatening. These departments operate 24 hours a day and patients often arrive by ambulance following a call to the emergency 999 telephone number.

Emergency Services – The police, fire and rescue and ambulance service are all called using an emergency telephone number which in the UK is 999. You will be asked which service you need, and your call will be directed to the correct agency.

English for Speakers of Other Languages Classes (ESOL) – Classes to help you learn or improve your knowledge of the English language.

General Practitioner (GP) – A medical doctor based in your community that treats patients with minor or chronic illnesses and will refer patients with serious conditions to specialist consultants in a hospital.

Help to Claim - This service is provided by Citizens Advice and is confidential advice on how to claim Universal Credit

Homelessness – a person is classed as homeless if they have no accommodation in the UK. A person is also classed homeless if they have accommodation but cannot live there for example because of violence or has been evicted

Identity Card – see Biometric Residence Permit

JobCentre Plus – A government funded employment agency and social security office based at Ebury House 14 Dee Street, Aberdeen AB11 6DR . Their aim is to help people to find employment in the UK and they are also responsible for all benefit claims.

Letting agents – A letting agent is responsible for leasing houses/flats for private landlords, finding prospective tenants and very often collecting the rent on behalf of the landlord.

[Aberdeen City Council](#)– A body of people elected to manage the affairs of the city. The council provides vital services such as social care, schools, housing and waste collection.

My World of Work - is Scotland's [career information and advice website](#).

It's brought to you by Skills Development Scotland (SDS) – Scotland's national skills agency.

The site is designed to support everyone develop their career management skills, no matter what stage you're at in your career.

National Health Service (NHS) – A government funded national medical and health care service that everyone in the UK can use without being asked to pay the cost of the service. This is funded by the National Insurance contribution tax in the UK.

National Insurance (NI) Number – A unique ‘personal’ account number ensuring all National Insurance (social security) contributions and tax are recorded on your individual tax account. You can start work without a National Insurance number if you can prove you have the right to work in the UK.

National Rail – The national train service providing travel information and services around the UK. Although run by privately owned train companies, you can buy tickets across the whole network.

Protection for Whistleblowing – If you are a worker, and you are concerned over something you feel is wrong such as someone’s health and safety is in danger, you are protected by law. This can be raised in confidence with your employer, and you should not be treated unfairly or lose your job.

Right to Work - The legal right to work once in the UK. All guests under the Homes for Ukraine scheme have the legal right to work full-time if they are over 18 years old.

School Term Times – They vary depending on your local area; however, they tend to follow this pattern: -

New academic years start in August and the first term runs until October. Term 2 runs from October until December. Spring term runs from January until April and the summer term starts in April and finished the academic year in July.

Sponsor – Families, individuals, or organisations who are sponsoring people under the Homes for Ukraine.

State Pension Credit – A financial benefit providing extra money for pensioners to help with living costs if you are over the UK State pension age and on a low income.

The UK Centre for Professional Qualifications (UK CPQ) - Is designated by the UK Government to provide advice and guidance on the recognition of professional qualifications in an international context.

Universal Credit - The payment is made up of a basic 'standard allowance' and extra payments that might apply to you depending on your circumstances.

Section 1 – Arriving in the UK

1.1: What you need to know in your first few days

Making contact with your Sponsor

Before travelling to the UK, you should let your sponsor know when you will be arriving and arrange where you will meet. You should discuss with them whether they will meet you at your arrival point or whether you should make your own way to their home. If they ask you to make your way to their home, they should help explain to you the best travel arrangements.

Security Checks prior to your arrival

Security checks will be undertaken on your host and their family. These checks are a necessary step to ensure you and your sponsor are kept safe.

Travelling with Medical Devices and Medication

If you have a medical device which you need to manage an existing medical condition, you may bring this with you to the UK as part of your personal property. You are also able to bring up to 3 months' supply of prescribed medication. If this medication is normally treated as a controlled drug, special rules may apply. You should obtain advice before travelling.

Pre-entry health screening

The UK currently has no requirement for port of entry health screening for arrivals from Ukraine.

On arrival in the UK

There are a number of major entry points to the UK, including airports, where there will be Welcome Points for you to meet your sponsor and where you can seek support, including to arrange your onward travel. If you are unsure of the location of the welcome point speak to Border Force or a member of staff at your port of arrival. These are established at the following major port of entry locations:

Airports	Heathrow	Stansted	Luton
	Manchester	Birmingham	Gatwick
International Rail Terminal	St Pancras Station, London		

There are also welcome point arrangements set up or on standby at the following locations:

Airports	Bristol	Liverpool	East Midlands
	Leeds Bradford	Doncaster (Robin Hood)	Southampton
	Bournemouth	Humberside	Newcastle
	Teesside International	Southend	London City
	Cornwall	Cornwall	Belfast International
	Belfast City	Edinburgh	Glasgow
Ports	Birkenhead Ferry Port	Portsmouth International Port	Dover Port and Folkstone
	Plymouth Port	Port of Newhaven	Port of Tyne
	Port of Poole	Harwich International Port	Port of Hull
	Holyhead Port	Fishguard Port	Pembroke Dock
	Cairnryan	Lerwick	
Rail and Coach	London Victoria Rail and Coach station		

The following are travel ports in Aberdeen:

Airports	Aberdeen International Airport Dyce, Aberdeen AB21 7DU Telephone : 0344 481 6666
International Rail Terminal	Aberdeen Station Guild Street Union Square Aberdeen Aberdeen AB11 6LX National Rail Enquiries - Station facilities for Aberdeen
Ports	Northlink Ferries Jamieson's Quay, Aberdeen, AB11 5NP Aberdeen Ferry Terminal NorthLink Ferries
Coach and Bus	Union Square Bus Station Guild Street, Aberdeen AB11 6NA First Bus Aberdeen Stagecoach Group

Once you arrive at the entry point, you will need to show your permission to travel to the UK letter to the Border Force officers. They will stamp your passport with a 6-month entry stamp. The entry stamp is evidence of your right to work, rent, study and claim benefits in the UK.

If you have attended a visa application centre and given your biometrics already, you will be given 3 years' leave to enter on arrival. If you have agreed with your sponsor that you will make your own way to their home, you will be eligible for a single onward journey via national rail, bus, light rail and coach, free of charge to your destination anywhere in the UK (excluding NI). You only need to show your Ukrainian passport and your boarding pass or ticket showing arrival into the country within the last 48 hours: For more information, see <https://www.nationalrail.co.uk/ukraine>.

If you have arranged to meet your sponsor at the Welcome Point, but for some reason your sponsor is late or unable to meet you, staff at the Welcome Point will be able to help you find out what has happened and resolve any immediate problems. This may be through helping you make onward travel arrangements yourself, or through the provision of emergency accommodation for a brief period until your sponsor arrives. The Welcome Points will be able to support you by providing access to:

- rest point, with toilet facilities, telephone, telephone charging facilities and translation capability.
- Provision of any necessary immediate assistance including food, drink, (over the counter) medical supplies and other sundries; and
- Signposting access to public services and advice.

If you have a working bank card, you will be able to use it at your point of entry to the UK. If you don't, the Welcome Point and your sponsor will be able to advise you.

Arrivals in Scotland

In Scotland, you can also enter through the super sponsor route. If you are arriving through this route, the arrangements as mentioned above will be very similar. You will be met at your entry point where you will then be taken to one of the welcome centres where further support, information and accommodation will be provided.

What should I expect in my first few days?

Your sponsor is not only providing you with a room or rooms in which to stay, but will also help you, as much as they can, in adjusting to life in the UK. The first thing they will do is try to make sure you are comfortable in your accommodation, and that you have access to basics such as food, bedding and toiletries. They will also have a lot of knowledge they will be able to share with you about Aberdeen.

Whilst your sponsor will be able to help you with information such as the location of local schools for your children, local doctors, dentists, shops, churches, community centres,

council offices and so on, it is important to remember that they are unlikely to be experts on the provision of services.

Shortly after you arrive at your sponsor's home, you will be visited by a Resettlement Officer from the local council. This is nothing to worry about. The council will mainly be interested in checking that you have arrived safely and that the accommodation you are living in is suitable.

This pack provides a lot of information that will help you access local services, but if you have questions or other concerns, you should raise them with the Resettlement Officer when they visit. They may not be able to provide you an immediate answer, but they will be able to signpost to other services that can.

Living with your sponsor

We understand that it may be a difficult time for you having just moved to a new country under challenging circumstances and that your first priorities are likely to be getting into your accommodation and organising essentials such as food, toiletries and access to mobile phones and the internet, so you can stay in touch with family and friends.

Talk to your host about how you would like to settle in during your first few days including when you would like some quiet time.

Once you feel more settled, you should talk to your sponsor about basic arrangements for living together under the same roof. This should cover any agreements you need to make over sharing use of common areas of the house, such as the kitchen and dining room, sharing housework chores, or rules your hosts would like you to follow concerning things like smoking, alcohol or noise.

As a way of thanking your sponsor for their generosity, they will be offered an optional payment from the UK Government of £350 per month. This is to help them with any additional costs. They are not expected to use this money to provide you food or other support.

Your sponsor is not allowed to charge you rent while you are staying with them, but they may ask you to make a reasonable contribution to any common household bills such as food and utilities. If you feel you are being asked to contribute an unreasonable amount for such bills, you should raise the matter with your Resettlement Officer.

Occasionally things do go wrong and if they do, it may be something simple that can be resolved with a conversation with your host. If, however, your host asks you to leave or you decide to leave, you can speak to your local council who will work with you to find alternative accommodation.

Accessing support while in the UK

The Homes for Ukraine scheme provides you with the right to access a range of benefits and services whilst you are in the UK. As a first step, the government will provide to you and each member of your family that you have travelled with a £200 grant to help cover any immediate costs you have while you settle in. This will be provided through your local council and will be arranged by your Resettlement Officer. This is not counted as part of any other benefit scheme which you may be able to claim and will not need to be re-paid.

Section 2 of this guide provides you with guidance on how to access commonly used services in the UK, including information on how to set up a bank account, receive support through your local council, obtain medical treatment, seek employment or access the education system. Your sponsor will also have local knowledge that they will be able to share.

Coronavirus (Covid) Vaccines

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. You can book your vaccination through this web link: [Login - Customer Service \(nhs.scot\)](#) or call 0800 030 8013

'Walk in' sites are also available and able to offer help a list of locations can be found at this web link: [Vaccination Centres - NHS Grampian Covid-19 vaccination \(covidvaxgrampian.com\)](#)

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.

What to do if things go wrong

We hope that you will find the UK a friendly, welcoming and safe place. If for some reason that is not the case, we want you to let us know about it as soon as possible. There are many professional bodies in the UK who are ready to provide you with assistance, should the need arise; you will find useful contacts in the annex.

If you feel that your safety or the safety of anyone in your party is at risk, then you should contact the emergency services by calling **999 or 112. This number covers emergency police, fire and health.**

If you have concerns or worries that are troubling you, but do not present an immediate threat to your safety, you should contact your Resettlement Officer or any other professional, such as a Police Officer, your GP or a teacher who will be able to advise you further.

1.2: What you need to know about the Ukrainian Sponsorship Scheme – the Homes for Ukraine Scheme

The scheme

‘Homes for Ukraine’ is the Government’s programme to help you and your family arrive safely and adapt to life in the United Kingdom. Under the Scheme, you will be ‘sponsored’ by a UK resident who has come forward and offered you a home to stay in. That resident may be a friend you already know, or just a resident of the UK who has offered to help.

The scheme is intended to provide you a safe space for at least six months. Under this scheme, your stay here can be extended up to a maximum of 3 years and have the right to work, study and claim benefits in the UK. During that time circumstances may change, both for you and your sponsor, and you may move on to live with a different sponsor, or to other accommodation that you have arranged for yourself.

Extending your stay in the UK

The entry stamp you received on entry into the UK provides evidence of your right to stay in the UK but is valid for the first six months only. 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.

You can apply for a BRP once arrived in the UK here: [Ukraine Scheme BRP \(visas-immigration.service.gov.uk\)](https://www.ukvisas-immigration.service.gov.uk)

Once you have provided this information, you will be issued with a Biometric Residence Permit. This permit is an important document which you must keep safe as it is evidence of your legal status in the UK and shows how long you may stay in the UK. It is also a useful means by which you can confirm your identity for purposes such as opening a UK bank account. If you travel outside the UK, you will need to take your Biometric Residence Permit with you to allow smooth entry back into the UK following your travel.

Your Biometric Residence Permit will record:

- Your name, date and place of birth
- Your fingerprints and a photo of your face (this is your biometric information)
- Your immigration status and any conditions of your stay
- Your right to access public funds, for example financial support and health services

Section 2 - Getting used to life in the UK

The aim of the 'Homes for Ukraine' sponsorship scheme is to help you have a safe and comfortable experience in the UK. We know this might take some time.

This section of the guide aims to help you take the first steps towards this by providing some basic information about some key characteristics of the UK and important services you will want to access.

These services include:

- Opening a bank account
- Claiming social security benefits and getting a National Insurance Number
- Local council services
- Healthcare services
- Finding a job and paying tax
- Childcare and education services
- Finding accommodation after your initial sponsorship period comes to an end

Your sponsor, together with community organisations and local authorities, will help you with these initial steps.

2.1: Opening a bank account

Opening a UK bank or building society account if you are from Ukraine

If you are new to the UK from Ukraine, you may want to open a UK bank or building society account to manage your day-to-day money. You can receive regular payments into your account, such as wages, benefits, tax credits or pensions. You can also set up payments to come out of your account in whatever way you find convenient. This guide is here to help

you understand how to apply for a bank account and what documents you will need to open one.

Banks and building societies will discuss their range of accounts with you to agree which is most suitable. Where a standard account would not be suitable, you may be able to open a basic bank account instead. A basic bank account doesn't have any fees for standard use or use of an overdraft. Some banks and building societies let you apply directly for a basic bank account, and others only offer basic bank accounts to customers who are not eligible for their other accounts.

How do I open a UK bank or building society account?

There are a range of providers, and you can choose one that suits you best.

To open a bank or building society account, you'll probably need to:

- 1. Make sure you have an email address set up in your name and a valid phone number, to help the bank or building society communicate with you.**
- 2. Collect all your identification and visa documents.**

To open a bank or building society account in the UK, you also need to show proof of ID. The quickest way to prove identification is likely to be with your passport and/or your Biometric Residence Permit (issued to you by the UK Government). Some UK banks and building societies may ask for proof of address, though this is not required by law to open a bank account.

If you don't have all the identification documents, take all the information you have with you to the bank or building society. Banks and building societies are encouraged to consider alternative ways to identify and verify their customers, and the Government has been working closely with the sector to support access for incoming Ukrainian nationals who may not have standard documentation for identity verification.

3. Apply for an account either in person at a bank or building society branch (you may need to make an appointment), over the phone, online or via a bank's mobile app. If going into a branch, you should take all relevant identification documents with you.

These are the names of just some of the account providers operating in the UK. You may want to open an account with other providers that are not listed here. The list is in alphabetical order and is not intended to be ranked by order of preference.

Provider	Website
Barclays UK	https://www.barclays.co.uk/current-accounts/
Bank of Scotland	https://www.bankofscotland.co.uk/bankaccounts/classic.html
The Co-operative Bank	https://www.co-operativebank.co.uk/products/bank-accounts/

Danske Bank UK	https://danskebank.co.uk/personal/help/ukraine-support
First Direct	https://www1.firstdirect.com/banking/current-account/
Halifax	https://www.halifax.co.uk/bankaccounts/current-accounts/current-account.html
HSBC UK	https://www.hsbc.co.uk/current-accounts/products/
Lloyds Banking Group	https://www.lloydsbank.com/current-accounts/all-accounts/classic-account.html
Monzo*	https://monzo.com/
Nationwide Building Society	https://www.nationwide.co.uk/current-accounts/help/how-to-open-a-bank-account/
NatWest Group	https://www.natwest.com/ukraine-refugees
RBS	https://www.rbs.co.uk/ukraine-refugees
Santander UK	www.santander.co.uk/personal/current-accounts/basic-current-account
Virgin Money	https://uk.virginmoney.com/current-accounts/m-account/ukraine/

*Digital only bank

Money Helper provides a free comparison tool that lists all providers on its website: <https://www.moneyhelper.org.uk/en/everyday-money/banking/use-our-compare-bank-account-fees-and-charges-tool>

2.2: Claiming Social Security Benefits and getting a National Insurance Number

Access to Benefits

The UK has a welfare system which is designed to help those who face financial hardship, or who have specific needs. Your local [Job Centre Plus](#) will be able to help you find out which benefits you may be able to access. This may include:

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

A link to the different types of benefits you could receive can be found [here](#).

In Scotland, advice can be found [here](#)

Applying for Universal Credit You can apply for Universal Credit online at: [Universal Credit: How to claim - GOV.UK \(www.gov.uk\)](#)

You will need to create an account to make a claim.

To apply online you'll need:

- your bank, building society or credit union account details
- an email address
- access to a phone

You'll also have to prove your identity. You'll need some identity documents for this, for example:

- A full or provisional Ukraine photo driving licence
- Any national identity card, except those issued under the UK ID Card Scheme
- A residence permit, registration certificate or document certifying or indicating permanent residence issued by the Home Office or the United Kingdom Border Agency to a national of a European Economic Area country or Switzerland.
- A Biometric Residence Permit issued by the United Kingdom Border Agency There is a Help to Claim service provided by Citizens Advice which is confidential. They will not share your personal information unless you agree. A link to their service can be found here: <https://www.citizensadvice.org.uk/helptoclaim/>

If you are unable to claim online or to get help with your claim, you can call the Universal Credit helpline. Calls to the Universal Credit helpline are free. Telephone: 0800 328 5644

When your Universal Credit claim has been made you will be invited for a meeting with your Work Coach at your local Jobcentre Plus.

National Insurance Number: A National Insurance (NI) number is used to make sure your National Insurance contributions and tax are recorded against your name only. This is made up of letters and numbers and never changes. You can look for and start work without a National Insurance number if you can prove you have the right to work in the UK. You can prove you have the right to work in the UK by showing your employer either your Biometric Residence Permit or your visa in your passport.

Employers are required to conduct mandatory Right to Work checks on all prospective employees. Having a National Insurance number is not part of these checks, and the

possession of a National Insurance number does not prove that an individual has a right to work. The employer you want to work for will tell you what documents you need to show.

If you do not have a NI number you can find further information on how to apply for one at: <https://www.gov.uk/apply-national-insurance-number> You will be advised of the documents you will need to provide when making your application.

2.3: Accessing essential public services

Your Local Council

Your Council is [Aberdeen City Council](#)

This is how we will support you:

- Allocate a Resettlement Worker who will work alongside you and your Host and provide information to help you integrate into Aberdeen.
- Conduct safety and welfare checks and inspect the accommodation you are residing in after you have arrived to ensure your safety and welfare.
- Support you with any short-term arrival needs, which could include provision of small amounts of emergency cash support.
- Provide you with financial support whilst you wait for payments under the Universal Credit scheme. Pension age guests will have access to State Pension Credit provided they meet eligibility criteria.
- Provide school places for children of school age i.e., between 5 and 16.
- Provide advice and referrals to specialist public health services. These services support you if you have specific needs e.g., mental health services, adult social care, and children's services.
- Support you through providing access to local JobCentre Plus appointments for benefit assessments and job-seeking.
- Support you should you become homeless.
- Support you to integrate into your local communities.

A community hub has been established at Rosemount Community centre. This space has been created to welcome Ukrainian nationals to the city, and create a space to build new social connections, share information and try new activities. Open to all Ukrainian Refugees and host families.

Ukrainian Community Centre
Rosemount Community Centre
Belgrave Terrace
Aberdeen

AB25 2NS

Every Friday & Sunday 10am - 4pm

For public transport the number 3/3A First Bus stops at the community centre via Aberdeen Royal Infirmary.

[You can access the 3/3A bus timetables here.](#)

2.4: Accessing Healthcare

Registering with a Doctor - a General Practitioner (GP)

A General Practitioner, commonly known as a GP, is the first doctor you will usually visit for routine health problems in the UK. A GP can offer medical advice, provide a diagnosis and prescribe medicines. They might be your first point of contact for many physical and mental health concerns. The GP practice is also responsible for coordinating and managing your long-term healthcare and they can refer you if you need more specialised hospital services.

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). We strongly recommend that you register with a GP as soon as possible after you arrive. You can also register temporarily if you expect to be in an area for more than 24 hours but less than 3 months. If you have ID this can help make sure your name is spelled correctly in your NHS records.

You can find out how to register with a GP surgery in Scotland -

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice>

Your Host should be able to advise where the nearest GP practice is to your new home and help you to register.

For assistance in registering with a GP please contact : gram.refugeeresettlement@nhs.scot

Accessing Medication

Prescriptions are generated by a GP practice and then the medication is dispensed in a community pharmacy shop. Therefore, in order to obtain your medication, you must firstly order a prescription with your GP practice. Your registered GP practice can advise you on how to do this.

Once a prescription has been generated, it will either be -

(a) sent directly to a local pharmacy of your choice OR

(b) be kept at the GP practice for you to collect and take yourself to your preferred pharmacy.

We would recommend you discuss option (a) with your registered GP practice. Please note that it takes a minimum of 3 working days from the point of ordering a prescription to it being ready to collect.

You can find information about the location of local pharmacies online at:

[Service Hub \(nhsgrampian.org\)](https://www.nhs.uk/service-hub) - use the purple search box in the bottom left corner “Local Services” - select “Pharmacies” and search using post code

Prescriptions are free of charge in Scotland.

As well as providing you with your prescribed medication, a pharmacist can also give you free advice on treating minor health problems, for example, colds and hay fever. If it is appropriate to do so, the pharmacist can provide you with treatment free of charge.

Access to medical support in an emergency

If you or a family member has a serious accident or a sudden serious illness you should go to your nearest hospital with an Accident and Emergency department. Emergency treatment at Accident and Emergency services at NHS hospitals is free for everyone.

If it is an extreme emergency, call 999 and ask for an ambulance to transport you to a hospital. This service is free of charge but should only be used in an emergency. If you are able to do so, you may also make your own way to the Accident and Emergency department.

You can find out more information at [When Should You Call 999? \(scottishambulance.com\)](https://www.scottishambulance.com)

Minor Injury Unit

Visit your local minor injuries unit for non-life threatening but painful injuries, including:

- Cuts and minor burns
- Sprains and strains
- Suspected broken bones and fractures

You can use [Scotland's Service Directory](https://www.scotland.nhs.uk) to find a Minor Injuries Unit near you

Non-life threatening emergencies

If it is not a life-threatening emergency, please consider other options before calling 999.

These include:

Pharmacist

- Coughs and colds
- Sore throat
- Indigestion
- Diarrhoea or constipation
- Aches and pains
- Help if you run out of a repeat prescription

NHS Inform

[NHS inform](#) has self-help guides for a range of conditions

Phone 111

When your local GP and local pharmacy are closed, and you are too ill to wait

Mental Health Services

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 a huge mental stress. There are Mental Health Services available throughout the country that can help you if you are struggling. If you, or someone you love, need help this is best arranged through making an appointment with your GP.

A [Support Guide](#) has also been developed specifically for those who have fled Ukraine – insert link. If you are struggling but do not want to talk to a GP, there are a wide range of support organisations that offer helplines where you can talk in confidence to a trained advisor. These are in the Guide and include:

Mental well-being

If you're feeling overwhelmed or need support, call

NHS 24 on 111

Breathing Space on 0800 83 85 87 (open Monday – Thursday 6pm – 2am; Friday 6pm – Monday 6am)

Samaritans on 116 123 (open 24 hours a day, 365 days a year)

SCOTTISH REFUGEE COUNCIL

The Scottish Refugee Council's helpline service provides information and initial advice on housing, education, health, learning English and building social connections in Scotland. They can also help people access legal advice on immigration issues. An interpreter can be requested. The helpline advisers carry out initial diagnostic assessments, identify needs and advice, refer and signpost people to right services. They are here to listen, provide a safe space for families and help people navigate the challenging circumstances they may be experiencing. Helpline number: 0808 196 7274 and information on the helpline is here: <https://www.scottishrefugeecouncil.org.uk/telephone-advice-line/>

BARNARDO'S

You can get help from a telephone helpline at Barnardo's Help for anyone fleeing the [Ukrainian conflict | Barnardo's \(barnardos.org.uk\)](https://www.barnardos.org.uk) Barnardo's have set up the Ukrainian Support Helpline to provide a holistic support service. The Helpline is available to anyone fleeing the conflict in Ukraine. You can get in touch if you need support with:

- Therapy with a qualified psychotherapist – delivered via the phone or online, with access to interpreters
- Advice on a range of issues e.g., housing, accessing key health services, education, employment and more via our trained helpline support workers
- Practical support - access to digital devices to ensure families stay connected to loved ones during this worrying time, as well as stimulating toys for children, vital baby items and more

All services include access to interpreters in Ukrainian and Russian. **The Barnardo's Helpline is open:** Monday – Friday 10.00am - 8.00pm and Saturday 10.00am - 3.00pm

BRITISH RED CROSS

The British Red Cross [Help for Ukrainian nationals in the UK \(redcross.org.uk\)](https://www.redcross.org.uk) supports people from Ukraine who are in the UK. For any more information about British Red Cross, or for emotional support please call the free British Red Cross support line: 0808 196 3651 (open between 10am - 6pm daily).

PARENTLINE

Parentline [Support for asylum seeking and refugee families | Children 1st](https://www.parentline.org.uk) can provide advice for parents. If you live in Scotland call 08000 28 22 33 browse the website for advice and support or start a web chat. They are open seven days a week Mon-Fri, 9am to 9pm and Sat-Sun, 9am to noon

[A Guide for Host families](#) has also been developed help them understand and support you at this difficult time.

Scotland - <https://www.supportinmindscotland.org.uk/>

Maternity care and services

You will be offered free care when you are pregnant and after you give birth. This is likely to be arranged through your GP. Maternity services cover care from the beginning of

pregnancy through to sign off by a midwife: this is usually around 10 days after the birth but can be up to 6 weeks postnatally. Midwives ensure that personalised care is provided throughout pregnancy, childbirth and the postnatal period. Much of this care will be provided directly by midwives, who will also coordinate the provision of obstetric or other medical involvement if necessary.

You should contact a GP or midwife as soon as you find out you're pregnant. It's important to see a midwife or GP as early as possible to get the pregnancy (antenatal) care and information you need to have a healthy pregnancy.

You are also entitled to support from a health visitor. A health visitor is a qualified nurse or midwife who has had extra training. They're there to help you, your family and children up to the age of five years old to stay healthy.

Information on all you need to know about pregnancy, labour, birth and NHS maternity services can be found at:

<https://www.nhsinform.scot/ready-steady-baby>

Dentistry/dental care and services

You are entitled to NHS dental care to help keep your mouth, teeth and gums free of pain.

Scotland provides free dental checks. You can find a dentist near you -

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/dental/receiving-nhs-dental-treatment-in-scotland>

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.

Scotland is the only country in the UK to provide free universal NHS-funded eye examinations. These are available to anyone ordinarily resident in the UK and to eligible overseas visitors. In some cases, the NHS will also give an optical voucher towards the cost of glasses or contact lenses - [Your guide to free NHS eye examinations in Scotland](#)

Protection against infectious diseases

NHS vaccinations are free to everyone and give the best protection to children and adults against infectious diseases such as meningitis, mumps, measles, and rubella. Speak to your GP if you think you or your child have missed any vaccinations and an appointment can be arranged.

2.5: Finding a Job and Paying Tax

Support available for you at your local Jobcentre Plus

Jobcentre Plus helps people move from benefits into work and helps employers advertise jobs. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.

Jobcentre Plus provides a free employment advice service to everyone of working age, they can provide access to training opportunities and signpost to trusted partner organisations for specialist support.

Jobcentre Plus has public computers to help you in your job search and the Aberdeen office can be found at [Ebury House 14 Dee Street, Aberdeen AB11 6DR](#)

Your Work Coach

You will be allocated a work coach who you will meet on a regular basis. They will give you support to build your skills and explore different job options and training opportunities. If you are disabled, a disability advisor can support you and help you access correct support and suitable employment.

Minimum Wage

Usually, your employer will provide you with a payslip. This will show:

- Your earnings before and after any deductions.
- Deductions (for example: tax, National Insurance)
- The number of hours you worked Every employer must pay their employees a minimum amount per hour. From April 2022 those minimums are listed here:
 - Age 23 and over - £9.50
 - Age 21 to 22 - £9.18
 - Age 18 to 20 - £6.83
 - Under 18 or Apprentice - £4.18

Your Rights at Work

You have the right to be treated fairly at work. Men and women have the right to work and have equal rights and duties.

You have the right to work in a safe environment and be free from threats, violence and harassment from your employer, colleagues, or customers.

Employers must respect the needs of employees if it does not interfere with the work they are employed to do.

It is illegal to discriminate against anyone applying for a job or in the workplace based on gender, race, religion, being married or in a civil partnership, disability, age, sexual orientation, being pregnant.

Working Hours -This is usually a maximum 48 hours a week on average. If you are under 18, you can't work more than 8 hours a day or 40 hours a week.

You should keep your ID documents (for example your ID or passport) –your employer does not have the right to keep them.

The terms and conditions of your work will be in your contract. Make sure you read your contract carefully before signing it.

How to Find a Job or Apprenticeship

The Department for Work and Pensions is co-ordinating pledges from employers who are interested in recruiting people from Ukraine. Details of these job opportunities will be shared with Work Coaches, so they are accessible for all DWP customers.

Find a Job and Find an Apprenticeship: Free online job website. Contains latest vacancies for jobs or apprenticeships across different career opportunities and job sectors. Available 24/7, 365 Days a year. You can search for jobs without an account. You need to create an account to apply for a job. [Find a job - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

National Careers Service: Provides free, impartial and personalised information and guidance on careers. Can help you to make decisions on learning, training and work. 24 Advice is delivered through individual and group face-to-face sessions, over the telephone and online at: <https://nationalcareers.service.gov.uk/>

Skills Advisory Panel: Publishes reports on local skills online. Contains career information for local people. Examples include jobs in health services, care sector, engineers and IT. <https://www.gov.uk/government/publications/skills-advisory-panels>

You could also consider:

- Your local council website - lists jobs locally, and may also have information about recruitment events and companies hiring in your area.
- Job fairs - events where recruiters come to meet potential employees.
- Local and national newspapers – will have a section with a list of job vacancies.

Applying for a Job or Apprenticeship

Once you have found a job you want to do, you need to submit an application. Your work coach can arrange help for you with this.

Your application might include:

- Application Form
- CV
- Cover Letter

Once you have submitted your application, you may be invited to an interview. Employers may ask to see your documentation. It will help if you can bring original documents (biometrics residents permit, proof of your qualifications and experience).

Employers may ask for references from people who can verify your suitability for the job. Curriculum Vitae (CV) A CV (curriculum vitae) lists your skills, education and work experience. You normally need in your CV as part of a job application.

You should try to tailor your CV to the job you are applying to. You can find free templates for CVs online. You can ask your Work Coach to help you.

Interviews

After submitting your application, you might be invited to an interview.

Do not worry if you do not hear back from the employer –applying for jobs is competitive. It is normal to apply for many jobs at once.

Interviews can vary – you might be asked a series of questions or asked to complete a trial shift.

Read the interview instructions well – you may be asked to prepare something in advance.

Try to arrive early to the interview and check what the dress code is.

You can ask your Work Coach to help you prepare.

Voluntary Work

Voluntary work means working for an organisation without being paid. This could be for a charity or a voluntary organisation.

Volunteering can be a good way you build your confidence and skills, meet new people and give back to your local community.

Voluntary work increase your chance of getting a job, especially if you haven't worked in the UK.

You can find out more about volunteering opportunities at [Aberdeen Council of Voluntary Organisations \(ACVO\)](#).

What to do if you think you have been unfairly treated by an employer, or need support?

- Complain directly to your employer
- Use someone else to help you sort it out (mediation/alternative dispute resolution)
- You can find out more information about your rights by contacting the Advisory, Conciliation and Arbitration Service (ACAS) on 0300 123 1100.
 - Make a claim in a court or tribunal. You can get further advice and support from the Equality Advisory Service: www.equalityadvisoryservice.com
- If you are being forced to work or your employer is not respecting your rights, you can get advice from the Modern Slavery Helpline by calling 0800 0121 700.

Your rights and protection at work

The UK is proud to extend to you all of the rights and protections in law that we extend to our own citizens.

When you go to work, you have the right to be treated fairly and work in a safe place. You also have the right to be able to work without fear or harassment from your employer, colleagues or customers.

In the UK, when you get a job, you should also get a job contract or a job agreement. The terms and conditions of your work will be in your contract or agreement. Make sure you read this carefully, with an interpreter, if necessary, before you sign. Your employment rights at work - like the minimum amount you should be paid, or whether you're entitled to take paid leave from work for holidays or maternity leave - are determined by your "employment status".

In the UK, we have three main types of employment status:

- **Employees** get all employment rights subject to some conditions (for example, some rights need you to have been working continuously in the same job for a certain amount of time to qualify) and have responsibilities towards your employer.
- **Workers** get certain core employment rights (minimum wage or national living wage, holiday pay and protection against discrimination), but have more flexibility over when, how much, and where they work.
- **Self-employed** workers have no employment rights but have complete flexibility in deciding how and when they work

If you are a worker, you will be entitled to employment rights such as:

- A minimum wage of £9.50 for people aged 23 and over
- Protection against your employer taking money from your wages
- One 20-minute break if you work more than six hours a day
- To work a maximum of 48 hours on average in a week or to opt out of this right if you choose
- Being protected against illegal discrimination
- Being protected if reporting wrongdoing in a workplace
- Being treated the same if you work part-time as someone who works full time 27

If you are an employee, you may also get:

- Sick pay
- Maternity Pay
- Paternity Pay
- Adoption Pay
- Shared Parental Pay

More detail on employment status can be found at: [Employment status: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/employment-status/overview)

If you work as an agency worker you will also have rights from the first day of your employment.

If you think you are not getting all your employment rights, you can speak to an organisation called ACAS on 0300 123 1100. They have translators that can help. You can find more information on Employment rights, here: <https://www.gov.uk/employment-status/worker>

Every employer in the country must pay their employees or workers a minimum amount per hour. How much this is, depends on how old you are. Please check <https://www.gov.uk/national-minimum-wage-rates> for the most up-to-date information.

The rates increased on 1 April 2022. You can also find out more information at <https://checkyourpay.campaign.gov.uk/>.

Careers advice

Scotland

Skills Development Scotland (SDS) is Scotland's national skills body. The Individual Helpline can be reached on 0800 917 8000 or more information is here:

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

Get your professional qualification recognised in the UK

If you have a professional qualification, you will need to have this qualification officially recognised if you want to work in a profession that is regulated in the UK. It will need to be recognised by the appropriate regulator for your profession. You will need to do this even if you are doing temporary or one-off work.

The UK Centre for Professional Qualifications (UK CPQ) is a free service that can provide you with information to help get your qualifications recognised in the UK. You can look at the UK CPQ website for more information like whether a profession is regulated and the entry requirements: <https://cpq.ecctis.com/>. Or you can ring their enquiry service on 0871 226 2850.

There are over 200 regulated professions in the UK. A list of the regulated professions and the associated regulators is also on the UK Government website:

<https://www.gov.uk/government/publications/professions-regulated-by-law-in-the-uk-and-their-regulators>.

Paying tax

Your employment status for tax purposes is not the same as your employment status for employment rights purposes. You can use HMRC's employment status for tax tool to check your employment status for tax purposes. <https://www.gov.uk/guidance/check-employment-status-for-tax>

In the UK the Government (through Her Majesty's Revenue and Customs (HMRC)) collects tax on labour and assets. More information can be found here:

<https://www.gov.uk/government/organisations/hm-revenue-customs>

Taxpayer's income is assessed for tax according to a prescribed order, with income from employment using up the personal allowance and being taxed first, followed by savings income (from interest or otherwise unearned) and then dividends.

You have a responsibility to pay the right amount of income tax. Income tax is a set percentage of your yearly income. If you are employed by someone else, it is often deducted directly from your monthly salary through a system called Pay As You Earn (PAYE).

If you are not employed by a company or another person but earn an income, you have a responsibility to declare that income and pay the right amount of tax. The amount of tax you pay depends on how much you earn. You can check this at

<https://www.gov.uk/estimate-income-tax>

For further advice, you can contact HMRC directly, or Citizens Advice, as well as professional accountants.

Paying National Insurance contributions (NICs)

You pay National Insurance contributions to qualify for certain benefits and the State Pension. You pay mandatory National Insurance if you're 16 or over and are either:

- An employee earning above £184 a week
- Self-employed and making a profit of £6,515 or more a year

More information on National Insurance can be found on the GOV.UK website at: [National Insurance.gov.uk](https://www.gov.uk/national-insurance)

2.6: Childcare and Education Services

In Scotland childcare is free of charge for eligible children. Currently, if your child is three or four years old, you can get up to 600 hours of funded early learning and childcare a year. This is equivalent to 16 hours a week if taken in term time or around 12 hours a week if taken all year round.

The Scottish Government increased the number of hours of funded early learning and childcare to 1,140 hours a year from August 2021. That's about 30 hours a week if taken over school term time or around 22 hours a week if taken all year round. In some areas, the extra hours might already be available so it's best to check with the local council where you live.

Your child may be able to access funded early learning and childcare earlier than 3 but this is more limited and depends more on local rules. Please speak to your local council to discuss you and your child's circumstances to see if there is anything available before the universal offer locally.

You can find out more information on early learning and childcare at <https://www.parentclub.scot/>

Education

Scotland provides free school education for all children from the age of around four and a half years old, up to the age of 18.

Aberdeen City Council is responsible for providing school education in the area you live. Please see Annex A on Aberdeen City School Applications.

Children and young people with Additional Support Needs

We are committed to the presumption of mainstreaming, as set out in the Standards in Scotland's Schools etc. Act 2000. This means that children with additional support needs should attend their local school whenever possible. All primary and secondary schools provide support for children and young people with additional support needs. We also maintain a range of support services such as Educational Psychology, Sensory Support, English as an Additional Language and Autism Outreach. The majority of pupils will have their needs met in a mainstream school with access to specialist advice and support when appropriate. A very small number of children may require access to a more specialised provision for a period of time or access to a placement within our specialist provisions.

If you think your child requires additional support you should speak to your child's school. If your child is not yet enrolled you should contact Linsey Hay using the mailbox EDUOpsSupport@aberdeencity.gov.uk

English as an Additional Language (EAL) Service

The EAL Service supports learning and teaching of pupils with a home language other than English (bilingual pupils) so that they reach their full potential. The Head Teacher of the school which the child attends will contact the EAL Service for an initial assessment visit to decide on the level of support the child will need.

There is a Scottish advice service for additional support for learning, where you will find useful information about when your child might be entitled to extra support. This can be found at <https://enquire.org.uk/>

Further Education to 19 years old

Further education (FE) includes any study after secondary education (normally for young people 16 or over) that's not part of higher education - that is, not taken as part of an undergraduate or graduate degree.

All young people in Scotland are required to continue in education or training until their 16th birthday and most continue until the end of the academic year in which they turn 16 although some children will leave at Christmas if they have already reached the age of 16.

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 (but not state-funded schools) 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>

If you are in Scotland you may wish to contact the Student Awards Agency Scotland (SAAS) for further information on your eligibility and access to funding support:

<https://www.saas.gov.uk/contact-us>

Further Education and training for adults

You can find information on further education courses, including educational courses for adults, at: <https://nationalcareers.service.gov.uk/find-a-course>

If you are aged 19 or over and have entered the UK under the Ukraine Family Scheme or the Local Sponsorship Scheme for Ukraine, you will be able to access adult education, including English for Speakers of Other Languages (ESOL).

Education and training will either be fully funded or co-funded (approximate 50% Government contribution) depending upon your age, prior attainment, and circumstances. Please contact your local provider/college for more information.

Apprenticeships

An apprenticeship allows you to work and earn money, as an employee, with a contract of employment and holiday leave, while learning and receiving training. It can take between one and six years to complete an apprenticeship depending on which one you choose, what level it is and your previous experience. Apprenticeships are funded from contributions made by the government and your employer.

To become an apprentice, you must:

- be 16 or over
- not already be in full-time education
- please see apprenticeship options in Scotland, Wales, and Northern Ireland -

<https://www.apprenticeships.gov.uk>

Higher Education

You usually have to be 18 or older to take a higher education course. Higher Education is provided through:

- universities
- colleges
- specialist institutions like art schools or agricultural colleges

Universities control their own admissions policies and requirements so you should contact the relevant higher education provider you are interested in directly if you have any questions.

You can search and apply for most higher education courses online. Information on UK study options and the application process can be accessed via <https://www.ucas.com/explore/subjects>.

The government plans to announce shortly how people arriving from Ukraine will be able to access funding for higher education.

Qualifications The UK European Network Information Centre (UK ENIC, and formerly UK NARIC) provides expert advice on behalf of the UK Government on the comparability of international qualifications, including those from Ukraine to UK qualifications.

UK ENIC has conducted research into the comparable levels of the years of study that precede the full completion of a course of study and are therefore able to issue Statements of Comparability, despite a formal exit qualification not having been completed. This is to help guide schools and colleges on A level enrolment and 16- 19 funding exemptions. More information is available at: www.enic.org.uk

Teachers from Ukraine

In Scotland there are different routes to work as a teacher, details of which can be found here:

[Choose a new career path in teaching | Teach In Scotland](#) (Teach in Scotland)

<https://gtcni.org.uk/professional-space/professional-competence/getting-into-teaching>
(General Teaching Council NI)

2.7: Finding accommodation after your sponsorship ends

At the end of your six-month sponsorship period, you may need to find alternative accommodation for you and your family.

Renting a home

Rented housing can be found through local lettings agents and on property listings websites. The types of privately rented housing available is different across the country.

Letting agents will carry out any referencing checks within the law as they deem appropriate before accepting you as a new tenant. This may include income requirements or the need for a guarantor, dependent upon the decision of the individual landlord. If providing references proves challenging for you, we would encourage you to discuss your personal circumstances with the letting agent or landlord about alternative forms of reference that might be acceptable.

When you find a house or flat you will probably need to pay a deposit. You will then need to sign a 'tenancy agreement'. This is a legal contract between you and the landlord. Your tenancy agreement will set out how much rent needs to be paid and how often, a list of repairs and maintenance that are your responsibility and which are the landlord's responsibility, and any other rules or restrictions e.g. smoking restrictions.

You can find out about your responsibilities and rights as a tenant on the Scottish Government's website on the following links:

If you require assistance sourcing accommodation our Housing Options Team can be contacted via the Aberdeen City Council website using our Housing Online portal:

<https://www.aberdeencity.gov.uk/services/housing/find-home>

Comprehensive information for tenants about private renting in Scotland can be found in the <https://www.gov.scot/policies/private-renting/private-tenancy-reform/>

For more information about renting a home in the Social Rented Sector:

<https://www.gov.scot/policies/social-housing/>

Council Tax

If you move out of sponsored accommodation into privately rented property or a home of your own, you will become liable for paying Council Tax. This is a set amount for the financial year which runs from April to March, and you can pay this monthly. Council Tax is a tax which goes to your local council for local services such as care, social services, police and local facilities. You can find out more about Council Tax in Aberdeen [here](#).

Homelessness Assistance

If you become at risk of homelessness, you should contact Aberdeen City Council on 03000 200 292, if you need immediate help in the evenings or weekend phone 0800 917 6379 (24 hours) or you can find out other sources of help [here](#) as soon as possible.

Other contact details for support:

- Citizens Advice - <https://www.citizensadvice.org.uk/scotland/housing/finding-a-place-to-live1/if-youre-homeless-or-at-risk-of-homelessness/>
- Shelter - <https://www.shelter.org.uk/>

There are different types of support your local council could offer you. For example, they may offer you advice, temporary accommodation, support to find longer-term housing or help so you can stay in your current home.

Section 3. What to do if things go wrong

Protecting and caring for your children

The UK takes the welfare of all children very seriously. If you are worried about your child or another child, you can contact:

- National Society for the Prevention of Cruelty to Children (NSPCC) on 0808 800 5000
- Childline on 0800 1111

You can contact us outside of these hours by email at help@nspcc.org.uk. It's free and you don't have to say who you are. If you think that a child is at immediate risk of harm, please call the Police on **999 or 112**.

Domestic abuse

Domestic abuse is a serious crime in the UK. Anyone who is violent or abusive towards their partner, spouse or another family member, whether they are a man or a woman, married or living together, or separated can be prosecuted.

Domestic abuse can include a wide range of behaviours and is not limited to physical violence; it can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse. Domestic abuse can continue and may escalate after a relationship ends so it is important to seek help at the earliest opportunity.

Domestic abuse can have a significant impact on children and young people and families may need support from children's social care to help ensure children are not at risk of harm and to help them to stay safe and address any trauma they have experienced through abuse. For further information and help: Freephone 24-Hour National

For immediate assistance, please call for Police assistance on 999 or 101 if the incident is not on-going.

For further information and advice, please contact

Grampian Women's Aid – 01224 593381 or visit [http://grampian-womens-aid.com/contact - us/](http://grampian-womens-aid.com/contact-us/)

<https://www.aberdeencity.gov.uk/Aberdeen-Protects/reducing-violence-and-abuse/support-survivors-violence-and-abuse>

Emergency services

Police

The police are there to help and assist you as part of their role to keep people safe and uphold the law you should not be afraid to approach them if you are the victim of a crime, see a crime happening, or for general assistance; for example, if you are lost.

To report a crime, you should call the following telephone numbers:

- 999 – This is the number to call in an emergency for immediate assistance. For example, if you are the victim of an on-going assault and the perpetrator is still present or see a crime taking place. Ask for the 'police' when you get through. This is also the number to call if you need an ambulance or if there is a fire.
- 112 - is a common emergency telephone number that can be dialled free of charge from most mobile telephones, and in some countries, fixed telephones in order to reach emergency services - ambulance, fire and rescue, police.
- 101 – This is the number to call for less urgent situations. For example, if you have been assaulted, but there is no longer a threat from the perpetrator, or your property has been damaged.

If you are not satisfied with the service you have received from the police, you can complain directly at a Police station or to a Police officer, by using the online Complaint form via the Police Scotland website, or by calling 101. If you are not satisfied with how your complaint was handled by Police you can then refer it to the Police Investigations and Review Commissioner (PIRC). The role of the Police Investigations and Review Commissioner is to impartially, independent of the police, investigate conduct and behaviour.

For more information, please refer to A guide to Scots Law, which is available in [English](#), [Ukrainian](#) and [Russian](#).

Reporting war crimes from Ukraine

The Metropolitan Police is supporting the International Criminal Court (ICC) investigation regarding possible war crimes, genocide and crimes against humanity in Ukraine. If you have personally experienced or have witnessed any crimes, further information can be reported to the War Crimes Team in the Metropolitan Police. [Report a war crime | Metropolitan Police](#)

Fire

If you need to report a fire you should call 999.

Section 4: Legal Rights and Responsibilities

Rights and freedoms

Every person in the UK has the same basic human rights and freedoms, which are protected in law. These underpin how people live in the UK. For example:

- Every person has a right to liberty.
- Every person has freedom of thought and the right to practice their religion.

However, it is illegal if, as part of this, you take part in activities which break UK laws. It is against the law to discriminate against or persecute someone because of their beliefs.

Values and responsibilities in the UK

Based on the rights and freedoms protected in law, everyone living in or visiting the UK is expected to adhere to a set of shared values and responsibilities:

- Respect and obey the law
- Respect the rights of others, including their right to their own opinions
- Treat others with fairness

Being a victim of crime

We are confident that Ukrainians who choose to make the UK their home, and move here with their families, will be welcomed and able to integrate.

Targeting someone because of their race or other characteristic is completely unacceptable and should not be tolerated and we encourage anyone who suffers hate crime or receives a serious threat against them to report it to the police, either by calling 101, 999 or 112 in an emergency or online at <https://www.scotland.police.uk/contact-us/reporting-hate-crime/>

People should be able to live their lives free of harassment and fear. You can find additional support on this [link](#).

Section 5: Life in the UK

Your local neighbourhood

Cities and towns will have a local post-office, pharmacy, supermarkets and food shops that cater for a range of tastes.

Your local neighbourhood may have local parks and libraries, which are both free to use for everyone. There may also be an inexpensive leisure centre or gym where you can play sport or exercise. Libraries offer:

- Free access to computers and wifi
- Free access to materials to learn English, and access to physical and online resources in other languages
- Free activities and reading resources for children and families
- Trained workforce who can help with access to information and resources
- Signposting to local education, health and wellbeing services
- Signposting to other Council services
- Signposting to community organisations and resources

You can find out more about library services in Aberdeen [here](#)

Money

The currency in the UK is the Pound Sterling (£). £1 (one pound) = 100p (100 pennies, or pence).

Population

The UK is a multi-ethnic, multi-cultural country committed to the values of freedom, liberty, the rule of law, and mutual respect, where people from all backgrounds live and work together. It has a population of around 66 million and its cities, in particular, are renowned for their diverse communities.

Places of worship

The largest religion in the UK is Christianity, with 33.2 million people (59% of the population). The second largest religion is Islam, with 2.7 million people (5% of the population). Around a quarter of the UK population practise no religion.

Many newcomers to the UK have found great support, comfort and new friends through their place of worship. Groups like the Inter Faith Network for the UK (<https://www.interfaith.org.uk/>) may help you to find a place of worship such as a local Church, Mosque or Buddhist temple.

The Ukrainian Catholic Eparchy of the Holy Family of London Ukrainian Catholic Eparchy of the Holy Family, London (ucc-gb.com) can provide information on Ukrainian Catholic churches across the UK.

In Aberdeen you can find the Romanian Orthodox Parish at Aberdeen, 1 Byron Crescent, Aberdeen AB16 7HA.

Languages

The UK uses British spelling. There are many different regional accents across the UK. English is spoken in all regions of the UK. Welsh is also widely used and taught in Wales and there are other recognised regional languages such as Scots Gaelic, Scots, Irish/Gaelic and Cornish.

Weekends and public holidays

The UK weekend falls on Saturday and Sunday when most offices close. Banks and post offices are usually open Monday-Friday and on Saturday morning, but close on Saturday afternoon and Sunday. However, most shops and restaurants remain open on Saturday and for much of Sunday.

There are a number of public holidays throughout the year: <https://www.gov.uk/bank-holidays>. Some apply across the entire UK and some are specific to England, Wales Scotland and Northern Ireland. Most businesses close, but shops, restaurants and leisure facilities usually remain open.

Local Government

In the UK, local government is responsible for a range of vital services at a local level. Councils (also known as local authorities) are responsible for children's and adult social care, schools, housing and planning and waste collection, as well as services such as licensing, business support, registrar services and pest control.

Councillors represent and work with local people and partners, such as local businesses and other organisations, to agree and deliver on local priorities. The decisions are implemented by permanent council staff and council officers. You can also contact your councillors if you have any local issues you feel that they can raise on your behalf:

Further information on how to find your local council is available at: [Your Councillors](http://YourCouncillors.aberdeencity.gov.uk) (aberdeencity.gov.uk)

Public transport

There is an extensive train and bus network across the UK, particularly in cities and urban areas. For national trains or buses, tickets are usually much cheaper if bought in advance. You can find out more information on the national rail website: www.nationalrail.co.uk.

You don't need to show identification to travel within the UK unless you are travelling by plane.

Please see page 7 for more details on travel.

Driving

You must have both a full driving licence and in date motor insurance to drive a vehicle on UK roads.

If you have a full driving licence issued in Ukraine, you may use this licence to drive small vehicles (such as motorcycles, cars, and vehicles up to 3500kgs or with up to eight passenger seats) for up to a year in the UK. The licence must cover the vehicle being driven and must still be valid.

To continue to drive after this, you must obtain a provisional driving licence and pass a UK driving test before the 12 months ends - <https://www.gov.uk/apply-first-provisional-driving-licence>

Applicants for a provisional driving licence will need to complete a D1 application form available from Post Offices: <https://www.postoffice.co.uk/>, or from the Driver and Vehicle Licensing Agency <https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency>, and send it together with supporting documentation including proof of identity and proof of lawful residency. If the document(s) you provide is not in English, you will need to provide a translation that has been issued in the UK and signed by an official translator belonging to the Institute of Linguists or the Institute of Translation & Interpreting. A translator who is employed by a recognised Translation company or a member of the Association of Translation Companies is also acceptable. More details can be found here: [Association of Translation Companies - Homepage \(atc.org.uk\)](http://atc.org.uk)

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

Annex A: Applying for a School place in Aberdeen

Aberdeen City School Applications

Aberdeen City Council extends a warm welcome to all Ukrainian families arriving in the city. Families with school aged children should apply for school places in the same way as all other applicants.

Aberdeen City school applications is an online process and applications should be made via this link [Apply for a school place | Aberdeen City Council](#)

You need to do this whether you are applying to start school for the first time or applying to move between schools.

A translated paper copy of the application form is also available at the **Ukrainian Community Centre based in Rosemount Community Centre**, which runs on Fridays and Sundays from 10am-4pm. Online versions of the school admission form are available online in [Ukrainian](#) and [Russian](#).

Only a parent or legal guardian can apply for a place at a school on behalf of their child. You should submit one application for each child. If you are applying for more than one school, you must do this on the same application form.

Before you apply online, you will need to set up an account. This is so you can track the progress of your application.

You will need to provide us with evidence of where you live, your child's birth certificate and any other information specific to your case. You can upload documents to the form when you apply. We will accept photographs of documents as long as we can see the whole document clearly.

We cannot process your application until we have received all necessary information, and this has been verified. Your child must be resident in the city at the time of the application.

Most children will go to their Zoned School. However, recently there has been significant demand for places in many of our city schools, which means that places are limited and in some schools no places are available in specific year groups.

While we will make every effort to accommodate pupils in their zoned school, we may have no alternative but to offer a different school if there are no available places in the zoned school. In this situation pupils will be placed on a waiting list and offered a place as soon as one becomes available.

If you have any questions about your application or wish to check the current status of your application, please contact Schoolplacings@aberdeencity.gov.uk

Annex B: Quick Guide to Key Services

Introduction

The United Kingdom is home to a broad range of various opportunities, this list will help you link up to some of the key services to help you navigate and adjust to life in the United Kingdom. You should note that these lists are **not exhaustive**, and there are more options available if you do not feel the lists below meet your needs.

National Health Service (NHS)

If you're unwell it's important to get medical help if you think you need it.

- For help from a GP – use your GP surgery's website, use an online service or app, or call the surgery
- For urgent medical help – use the NHS 111 online service, or call 111 if you're unable to get help online
- For life-threatening emergencies – call 999 for an ambulance If you're advised to go to hospital, it's important to go.

Scotland

Healthcare in Scotland is provided by Scotland's public health service, NHS Scotland consists of 14 regional NHS Boards who are responsible for the protection and improvement of their population's health and for the delivery of frontline healthcare services.

You can find more information on NHS Scotland at <https://www.scot.nhs.uk/>

Reporting a Crime

In any cases where you feel you are in any immediate danger; you should always call 999.

If you have witnessed or been victim of a crime, you should report it to the Police by calling 101 or online at <https://www.scotland.police.uk/secure-forms/contact/>

If you would like to report a crime anonymously, you can do so to Crimestoppers by calling them on 0800 555 111 or by using their website: <https://crimestoppers-uk.org/> .

Banks You should always endeavour to do your own research and find a bank that meets your specific needs. The following list is a range of suggestions, but there are many other options available.

Provider	Website
Barclays UK	https://www.barclays.co.uk/current-accounts/
Bank of Scotland	https://www.bankofscotland.co.uk/bankaccounts/classic.html
The Co-operative Bank	https://www.co-operativebank.co.uk/products/bank-accounts/
Danske Bank UK	https://danskebank.co.uk/personal/help/ukraine-support
First Direct	https://www1.firstdirect.com/banking/current-account/
Halifax	https://www.halifax.co.uk/bankaccounts/current-accounts/current-account.html
HSBC UK	https://www.hsbc.co.uk/current-accounts/products/
Lloyds Banking Group	https://www.lloydsbank.com/current-accounts/all-accounts/classic-account.html
Monzo*	https://monzo.com/
Nationwide Building Society	https://www.nationwide.co.uk/current-accounts/help/how-to-open-a-bank-account/
NatWest Group	https://www.natwest.com/ukraine-refugees
RBS	https://www.rbs.co.uk/ukraine-refugees
Santander UK	www.santander.co.uk/personal/current-accounts/basic-current-account
Virgin Money	https://uk.virginmoney.com/current-accounts/m-account/ukraine/

Finding a Job

The United Kingdom has ample opportunities for jobs, and you are sure to find a job that suits your skillset. You can use the GOV.UK website to find a job that matches what you may be looking for, but you should note that there are other options to find jobs available. This is for England, Scotland, Wales. NI is:

<https://www.jobcentreonline.com/JCOLFront/Home.aspx>

Early Education and Childcare

In the United Kingdom, you will have access to various support to help you with childcare.

In Scotland, you can find out more information on early learning and childcare at Parent Club - <https://www.parentclub.scot/>

Children and Young People's Services

If you are concerned about your child's overall development and wellbeing, and you think they may need some extra support, you can use the NHS website for further information and the support that is available: <https://www.nhs.uk/conditions/social-care-and-support-guide/caring-for-children-and-young-people/children-and-young-peoples-services/>.

Citizens' Advice Bureau

Citizens Advice Bureau is an organisation which can provide you with confidential information to help you with any legal, debt, consumer, housing and many other problems in the United Kingdom.

You can use this link to access their services: <https://www.citizensadvice.org.uk/>

This network of independent charities offers confidential advice online, over the phone, and in person, for free for any problem. You can use these links and telephone numbers to access their services:

Phone : 01224 569 750

For advice

bureau@aberdeencab.casonline.org.uk

Website

www.aberdeencab.org.uk

Terms: the school year is normally divided into 3. Although dates may vary from area to area, Autumn Term will begin after 31 August, Spring Term after 31 December and Summer Term after 31 March. You can find out more about the school term dates [here](#)

We hope you have found this guide helpful. There are more resources that will be made available with any updates we have. You can access additional information at [Support for Ukrainians | Aberdeen City Council](#)

There also a Scottish-Ukrainian group of Aberdeen and North-East Scotland on [Facebook](#).