

Welcome to Winchester

An information guide
for Ukrainian guests



All information in this pack is correct as of May 2022

Welcome to Winchester

Winchester City Council stands in solidarity with the people of Ukraine, and we extend the warmest of welcome to every refugee who arrives in our city seeking a safe haven.

We have produced this guide to welcome you to Winchester and help you settle in. It is packed with lots of useful information and advice about adjusting to life in the UK, and where and how you can access support locally.

We have also established a dedicated webpage where you can find details of support available and the latest guidance from Government. This is updated regularly as new information becomes available:

www.winchester.gov.uk/ukraine

You can also email us at **ukraine@winchester.gov.uk** with any queries you may have.



Translations

English

If you need any help with interpreting or translating services please visit **<https://winchester.cityofsanctuary.org/>** and see the list of volunteer translators and interpreters **<https://translatorsforukraine.eu/>**

Ukrainian / Україна

Якщо вам потрібна допомога з усним або перекладацькими послугами, будь ласка, відвідайте <https://winchester.cityofsanctuary.org/> і перегляньте список волонтерів-перекладачів <https://translatorsforukraine.eu/>

Russian / Україна

Если вам нужна помощь в устном или устном переводе, посетите <https://winchester.cityofsanctuary.org/> и ознакомьтесь со списком переводчиков-добровольцев <https://translatorsforukraine.eu/>

Use the following link to download an interpreter request form which you can then show to any service you access, so that arrangements can be made to try to accommodate your language needs:

www.winchester.gov.uk/interpreter-request

Useful weblinks

The following weblinks all provide useful information for Ukrainians arriving and settling in the UK.

Government factsheets

www.gov.uk/guidance/move-to-the-uk-if-youre-from-ukraine

www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions

Hampshire County Council

www.hants.gov.uk/ukraine

The Red Cross

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

Winchester City of Sanctuary

<https://winchester.cityofsanctuary.org/resources-for-refugees-and-asylum-seekers>

Arriving in Winchester

We understand that this must be an extremely difficult time for you, but we want you to feel safe and comfortable here in Winchester. There is lots of support available to you to help you and your family settle. We hope that you will find the UK a friendly and welcoming place.

Your sponsor will help you as much as they can.

The person who has opened their home to you is called your sponsor. As well as providing you with a safe, comfortable place to stay they will make sure you have access to basics such as food, bedding and toiletries, and provide you with information, support and advice. They will be able to tell you about life in Winchester including details on local doctors, schools and shops and they will help you settle in as best as they can.

Checking you are safe

A member of Winchester City Council staff will visit you to check you and your family members are safe and to inspect your accommodation to ensure it is suitable. We will carry out checks on all the adults in your sponsor household (to check for any criminal convictions). 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 council official that visits you.

If at any time you feel that your safety or the safety of anyone in your party is at risk, contact the emergency services by calling **999** or in a non-emergency dial **112**.

If you have concerns or worries that are troubling you, but do not present an immediate threat to your safety, contact us

by emailing ukraine@winchester.gov.uk or telephone us on **01962 840 222**.

What should you do first?

We know that arriving in a new county is challenging but there are some things that you should do as soon as possible in order to make your transition to the UK as smooth as possible.

Get yourself and your family registered in the UK, register with a doctor, apply for a school place for your children, apply for benefits, look for work and start learning English if you can't already speak the language. It might all sound daunting, especially if you have trouble speaking English, but don't worry, there are organisations and people available to help you.

Once you feel settled at your host's accommodation, it's also a good idea to start getting to know your immediate area and attend meeting groups with other Ukrainians to help you feel connected. We will explain more about all of these things later in this guide.

We are here to help

As soon as you can you need to visit the Winchester City Council Community support hub for Ukraine at the Courtyard Room in the Guildhall.

Friendly support staff will be able to help you with housing advice, accessing job opportunities, information on benefits and general support regarding which services are offered locally. They can advise on what support is available and do their best to answer any questions you might have. Translation services are available.



The Winchester City Council Community support hub for Ukraine is also an opportunity for Ukrainians and their hosts to meet in a safe environment.

The hub is located in Winchester city centre at Courtyard Room in the Guildhall and is open 10am-2pm for the month of June commencing Tuesday 7 June.

Any enquiries please email: ukraine@winchester.gov.uk

Meeting up with other Ukrainians

There are several support groups locally where you can meet other Ukrainians

for a cup of coffee and a chat. These are opportunities to network, build friendships and also find out about resources or organisations providing support that may be of benefit to you and your family.

Ukraine Connections is held in Winchester Library every Saturday between 10am-1pm www.winchester.gov.uk/ukraine-connections

An up-to-date list of local meeting spaces for refugees and people seeking sanctuary is available at:

<https://winchester.cityofsanctuary.org/meeting-spaces-for-refugees-in-winchester>

How 'Homes for Ukraine' scheme works

If you have come to the UK via the 'Homes for Ukraine' scheme, you will have been sponsored by your host family and you can live with them rent free for at least six months. If you are able to stay with them for longer, you should not be charged any rent for the first 12 months of your stay. As a way of thanking your sponsor for their generosity, the UK government will offer them £350 per month.

The Homes for Ukraine scheme provides you with the right to work, study, claim benefits and have access to all public services, including health and education whilst you are here. Details of these various services and how you can access them will be explained later in this guide.

As a first step, you and each member of your family that you have travelled with will be gifted £200 to help cover any immediate costs you have while you settle in.

This money will enable you to buy essential items like food and toiletries while you wait for your benefit claim to be processed or you find work. You do not have to pay this money back.

When you entered the UK, you are most likely to have been given a six month entry stamp. You can extend your stay for up to three years. To do this you will need to apply for a Biometric Residence Permit. This will require you to provide biometric information, including a photograph of your face and a sample of your fingerprints.

The government will contact you shortly after your arrival to explain how to provide this information, and if you want to stay in the UK longer you must apply for your Biometric Residence Permit within your first six months.

Once you receive your Biometric Residence Permit keep it safe. This is evidence of your legal status in the UK and shows how long you may stay in the UK. You can also use it to confirm your identity, for example if you need to open 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.



Where am I? Find out about the Winchester district

Winchester is a city in the county of Hampshire, which is situated in the South of England. Although governed by a 'City Council', the local council actually looks after a whole district. There are 11 different districts in Hampshire and the Winchester district spans 250 square miles of central Hampshire.

Our district is famous for its history and heritage, in fact the city of Winchester was once the capital of England! It boasts a world famous-cathedral and a vibrant festivals scene. From the hustle of the city centre to the tranquil nature of the South Downs National Park and surrounding market towns, our district offers a lot to explore and enjoy.

Winchester has repeatedly been named as one of the most desirable places to live in the country due to the low levels of crime, excellent employment rates, good health of our residents, high level of sunshine hours, a thriving economy and good transport links. Find out about things to do in Winchester later on in this guide.



Opening a bank account and using money in the UK

As soon as you can, you will need to open a bank account so that you can make transactions and receive benefits and other payments from the Government. If you get a job your salary will be paid into your bank account. When you open a bank account you may receive a debit card that you can use to pay for things in shops.

There are many different banks in Winchester city centre and across our district where you can open an account. You will need to take documents with you to prove your identity and your address, and also don't forget to take your passport and driving licence or identity card if you have one. It's a good idea to make an appointment with the bank before you go and ask if they offer a translation service.

For more information on opening and using UK bank accounts visit:
www.winchester.gov.uk/bank-accounts-for-refugees

Understanding UK money

The currency used in the UK is Pound Sterling, commonly referred to as pounds.

There are one hundred pence (100p) in every pound £1. £1 = 100p

£1 is equivalent to 36.90 Ukrainian Hryvnia (exchange rate on May 20, 2022)

As well as paying with cash in shops you can also use a bank card or pay using a mobile phone. You will need to have opened a bank account before you can do this (see section above on how to open an account).

There are 8 coins

This is what each coin looks like



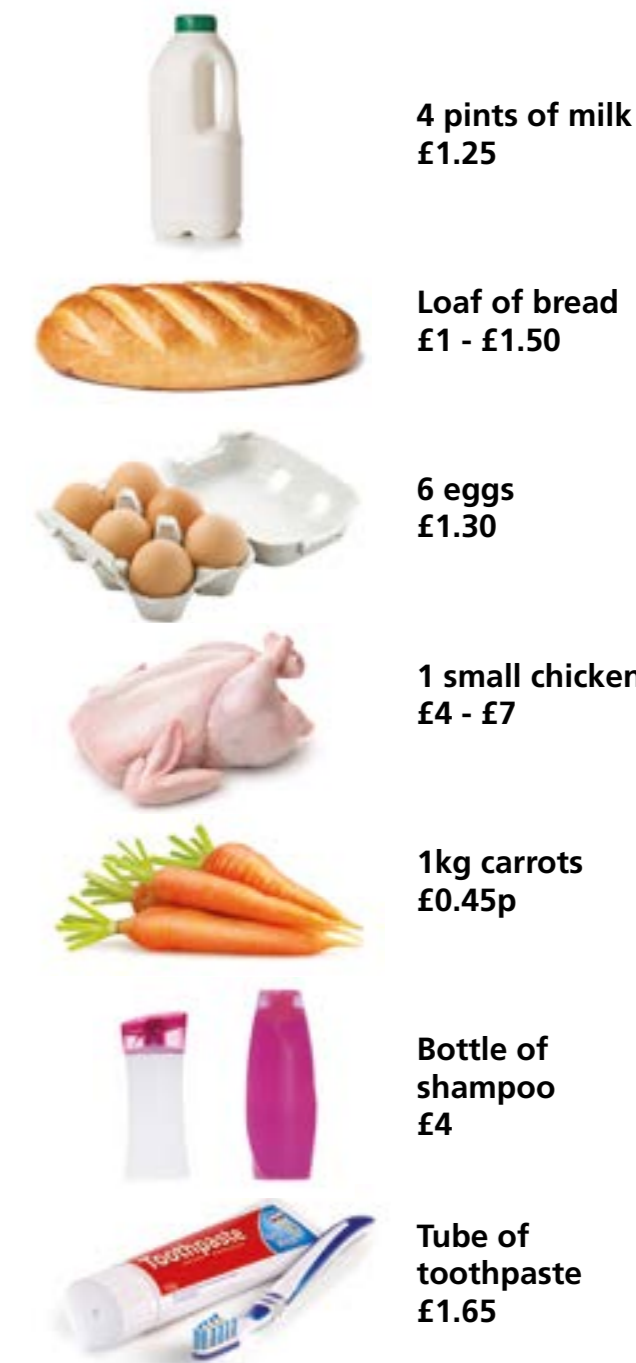
There are 4 different bank notes.

This is what each bank note looks like:



Shopping prices

To give you an idea of the average cost of everyday items in the UK, here is a shopping list showing the average price for some groceries.



Where to get essential items: food and clothing

Talk to your host about any essential items that you need urgently and check our how to get help web page for details of various support groups across the district.
www.winchester.gov.uk/how-to-get-help

There are several local food banks and food support organisations locally that distribute free or low cost food and other items like toiletries and clothes:

Winchester Basics Bank

A charity that provides food and toiletries to anyone in need of support in Winchester City and surrounding areas - Micheldever to Colden Common.
<https://winchesterbasicsbank.co.uk/>

Meon Valley food bank

A food bank providing groceries for people in Bishop's Waltham, Wickham, Knowle, Whitely and surrounding area.
<https://www.meonvalleyfoodbank.co.uk>

Unit 12 Pantry

A community food pantry where you can get £15 worth of food for just £5
<https://www.unit-12.org/community-food-pantry>

Salvation Army

Offers food parcels and doorstep visits for those in difficulty. Tuesday Hot Meal delivery service £2.50 for a 2-course lunch delivery within 5 miles of Winchester City Centre.
<https://www.salvationarmy.org.uk/winchester>

Storehouse – Winchester Vineyard Church

Provides clothes, baby equipment, books, toys, food, toiletries and household goods.
<https://www.winchestervineyard.org/storehouse>

The Wickham Pantry

Provides a helping hand for those who need it, the pantry provides £15 worth of food shopping for only £5.
Email Wickhampantry@gmail.com .
<https://www.wickhamcommunitycentre.org.uk/82/322/the-wickham-pantry>

The Trinity Centre

Assists people who are street homeless, threatened with homelessness, individuals who are socially isolated or experiencing the impact of poverty.
<https://trinitywinchester.org.uk/>



Finding a job

You are entitled to work while you are in the UK. If you are looking for a job you will need to provide a UK address (you can use the address of your host family) and you will also need a National Insurance Number.

What is a National Insurance number?

Your National Insurance (NI) number is unique to you and is used to make sure your tax and NI contributions are recorded against your name only. It is a code with letters and numbers and never changes. You can apply for a National Insurance Number online at this weblink: <https://www.gov.uk/apply-national-insurance-number>

You can start work without a National Insurance number if you can prove you have the right to work in the UK. You can prove your right to work to an employer by showing them your Biometric Residence Permit or by showing them your visa in your passport. Find out more about your right to work in the UK at: <https://www.gov.uk/prove-right-to-work>

Looking for a job

The best way to start your job search is to use the free Government Find A Job service
<https://www.gov.uk/find-a-job>

You can also contact Winchester Jobcentre Plus which is located at City Gate, 1-8 City Road, Winchester SO23 8GA or telephone **0800 169 0190**.

The Jobcentre is open Monday to Friday 9am to 5pm. Staff at the Jobcentre can advise you on claiming benefits (see next page) and finding work.

Support available to help you find work

There is free support and advice available to help you build confidence, get job ready and find paid work.

FIND THE RIGHT JOB FOR YOU
Employment support for refugees in South East England from International Rescue Committee, UK

**GET JOB READY:
6 WEEK ONLINE COURSE**

- 2 hours a week
- Find your strengths
- Set goals, stay motivated
- Know your legal rights
- Money management tips
- Fresh ideas for job hunting

ONE-TO-ONE PERSONALISED SUPPORT TO HELP YOU WITH:

- Interview practice
- Online applications
- Improving your CV
- Cover letters

FREE APPLY NOW

WHATSAPP 07469 682573
RISE.UK@RESCUE-UK.ORG
REGISTER ONLINE: bit.ly/IRCUK

INTERNATIONAL RESCUE COMMITTEE
THIS PUBLICATION IS FUNDED BY KHALSA AID INTERNATIONAL
KHALSA AID INTERNATIONAL

Winchester Youth Employment Hub

Career advice and guidance on training and employment to help young people aged between 16 and 24 better plan their future.
www.winchester.gov.uk/youth-hub

Find out about traineeships and apprenticeships opportunities at:
www.hants.gov.uk/educationandlearning/hampshirefutures

Volunteering

You may want to volunteer your time while you are here in Winchester. Volunteering is a great way to meet new people and learn about the local area, and it can help you develop skills that could lead onto paid

work. To find out about local volunteering opportunities contact Community First Volunteering, telephone: **0300 500 8085** or email volunteer@cfirst.org.uk website: <https://www.cfirst.org.uk/volunteering/>

Claiming benefits

The UK has a welfare system which is designed to help those who face financial hardship, or who have specific needs.

Under the Homes for Ukraine scheme you are entitled to claim benefits until you are

able to support yourself.

The following table shows details of some of the benefits that you and your family may be able to claim when you arrive in the UK.

Universal Credit (UC)	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. This is the main benefit that most people under age 66 will need to claim when they arrive in the UK.
Pension Credit	Extra money to help with your living costs if you're over State Pension age (currently age 66) and on a low income.
Child Benefit	Extra money to help with the cost of raising a child. 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.
Disability benefits	Extra money to help with additional costs if you have a long term physical or mental health condition or disability.
Carers Allowance	Extra money if you care for a sick/disabled person for at least 35 hours per week.

Which benefits you receive will depend on your circumstances. You can find out more about the different benefits and how to apply online at:

<https://www.gov.uk/government/organisations/department-for-work-pensions>

<https://www.gov.uk/government/news/immediate-benefit-support-for-those-fleeing-the-invasion-in-ukraine>

Which benefits can you claim?

You can receive advice on which benefits you are entitled to, and help to make a claim at:

- **Winchester Jobcentre Plus**
City Gate, 1-8 City Road,
Winchester SO23 8GA
Telephone **0800 169 0190**
- **Citizens Advice Winchester**
District City Offices, Colebrook Street,
Winchester, SO23 9LJ
Telephone **0808 278 7861**
<https://www.citizensadvice.org.uk/helptoclaim/>

You can also check the independent website www.entitledto.co.uk to calculate which state benefits you may be entitled to receive.

Universal Credit

There are two ways to get help with making a claim for Universal Credit.

You can either:

- Call the Universal Credit helpline on freephone **0800 328 5644**
- Use the Help to Claim service run by Citizens Advice <https://www.citizensadvice.org.uk/helptoclaim/>

As part of the Help to Claim Service, Citizens Advice can help you:

- work out if you can get Universal Credit
- fill in the Universal Credit application
- prepare for your first Jobcentre appointment
- check your first payment is correct

Here are some useful guides to help you understand Universal Credit:

<https://www.citizensadvice.org.uk/benefits/universal-credit/>

<https://www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine/>

As your benefit payments will be paid into a bank account it is important you open a bank account as soon as possible (see page 8 for details on how to do this).

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

Pension Credit

If you are of pensionable age and have limited income and savings you may be able to claim Pension Credit.

Telephone **0800 991 234** to make a claim over the phone or get a form sent to you or visit <https://www.gov.uk/pension-credit/how-to-claim>

Child Benefit

Download the form at: www.gov.uk/child-benefit/how-to-claim or call **0300 200 3100** to ask for a form to be sent to you.

Housing and accommodation

The UK Government guidance for the scheme advises that sponsors should provide accommodation for you for a minimum of six months and give you two months' notice to vacate their property if they are no longer able to accommodate you. This means you may need to look for alternative accommodation in the UK in the future.

Renting in the Private Sector

The quickest way to find alternative accommodation is via the private sector directly via a landlord or through a Lettings Agent. There are many ways private rented accommodation can be found but you may find the following websites useful:

<https://www.rightmove.co.uk/>
<https://www.zoopla.co.uk/>

There is useful information on the following UK Government website that advises on how to rent in England: <https://www.gov.uk/government/publications/how-to-rent>

Access to Affordable/Social Housing

As a Ukrainian Refugee under the scheme you may be eligible to join the local Housing Register to apply for a social housing property. If you wish to look for long-term social housing accommodation within the District of Winchester you need to make an application for housing. Please be aware that this should be considered a long-term option as waiting times can often be years rather than months. To apply please visit <https://www.hampshirehomechoice.org.uk/>

If you need any assistance with this please contact the Allocations Team at Winchester City Council by calling **01962 848 356** between Monday to Friday 9am-5pm or email HALlocations@winchester.gov.uk

Threatened with Homelessness

If for any reason the relationship with your sponsor breaks down and the accommodation they have provided will no longer be available and you have no alternative housing arrangements, you should contact the Housing Options Team at Winchester City Council on **01962 848 163** between Monday-Friday 9am-5pm as soon as possible or email homelessness@winchester.gov.uk

Free English classes

It's a good idea to start learning or improving your English as soon as possible to help you settle in. Being able to communicate in and understand English will also help you support yourself and your family, access services, meet new people, support your children in education, and find work.

There are a range of English language courses available locally, some especially just for Ukrainians.

To find out about more about classes available visit

<https://winchester.cityofsanctuary.org/english-language-classes-and-resources>

The Winchester City Of Sanctuary website also provides lots of useful advice and resources on interpretation and translation support.

<https://winchester.cityofsanctuary.org/>





Education

How do I access education for my children?

If you have children they will be able to attend school or college while they are living in Winchester.

There are six stages of education in the UK. State provided education is free and is compulsory for children aged 5 to 18.

- early years or nursery (under 5 years old)
- infant (5 – 7 or 8 years old)
- junior (up to 11 or 12 years old)
- secondary (11 or 12 up to 16 years old)
- further education (known as college) (16 – 19 years old)
- higher education (known as university) (for 18 years and older)

Pre School children

If you have children under 5 you may be able to enrol them at a nursery. A certain number of hours of childcare are provided free of charge to 3 and 4 year-olds. Some 2 year olds are also eligible for free childcare.

Applying for a school place

For more information about applying for a school place for your child please visit <https://www.hants.gov.uk/educationandlearning/admissions/ukrainian-school-places>

For support and guidance when you are applying for a school place please telephone **0300 555 1377** or email: admissions.team@hants.gov.uk

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

Children of school age must attend school Monday to Friday and as a parent, you could be fined if your children miss school without a good reason.

Further education (FE)

All young people in England must continue in education or training until their 18th birthday and most continue until the end of the academic year in which they turn 18. If you are living in the UK under the Ukraine Family Scheme or the Local Sponsorship Scheme for Ukraine and you are aged 16 to 18 you are eligible to enrol as a student at a local college.

More information on Further Education courses and funding is available at: <https://www.gov.uk/further-education-courses>

If you are 16 to 18 and are interested in finding out about training courses please look here to view a list of training providers in Hampshire: <https://www.skillsandparticipation.co.uk/course/view.php?id=570>

If you need support to make an application please send an email to: skills.participation@hants.gov.uk .

Higher Education (18+)

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

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

In some cases you can gain a qualification via distance, online learning. The Open University provides both full and part-time learning options. Visit <https://www.open.ac.uk/> to find out about courses and help with funding.

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

If you are 19 and over you can find out about funded English language and adult learning courses offered by local colleges and Hampshire County Council via the National Careers Service <https://nationalcareers.service.gov.uk/>

Healthcare

All Ukrainians arriving in England will be able to access National Health Service (NHS) healthcare. This means you can see a doctor (GP) for free and if you ever need hospital or urgent treatment this is also free.

For detailed information on how the NHS works, please see guides below available in various different languages:

In Ukrainian: <https://bit.ly/3xCFTzq>
In Russian: <https://bit.ly/3K4yLOF>
In Polish: <https://bit.ly/3MjYm88>

All documents are available on:
www.doctorsoftheworld.org.uk/

Local Doctors (GPs)

It is important to register with a local doctor (also known as a General Practitioner - GP) as soon as possible. You can find details of your nearest GP surgery and how to register here:

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

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).

If you need to see a doctor you normally have to make an appointment in advance to see a doctor or a nurse (most GP surgeries close after 6pm and at weekends).

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

To find out more about local health services in Winchester and across Hampshire and how to contact them, visit

<https://www.hampshiresouthamptonandisleofwightccg.nhs.uk/your-health/your-local-services>

Coronavirus Vaccinations

You are eligible for a free COVID-19 vaccination through the NHS.

When you have registered with a GP you can book your vaccination through this web link
<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

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.

Accident and Emergencies (A&E)

Accident and Emergency (A&E) hospital departments deal with life-threatening emergencies. They are open 24 hours a day.

Your nearest A&E department is at Royal Hampshire County Hospital, Romsey Road, Winchester, telephone **01962 863535**.

Only visit A&E in an emergency. If it is not an emergency you should contact your GP or call NHS 111 (see details on next page) and staff will direct you to the best local service to treat your injury.



Walk-in or Urgent Treatment Centres

Alternatively, you can visit an NHS walk-in centre (WIC), which will also treat minor illnesses and injuries without an appointment. Find your nearest walk-in centre online:
<https://www.nhs.uk/Service-Search/other-services/Walk-in%20centre/LocationSearch/663>

Waiting times can be shorter than at A&E departments.

You can find urgent care services near you by entering your postcode on the NHS website:
<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/>

NHS 111 service

If you need medical advice for an illness or injury which is not life-threatening you can contact the NHS by dialling 111. This is a free phone line and is available all day every day.

You can ask for an interpreter in your language by saying "interpreter please".

You can also access NHS 111 online at <https://111.nhs.uk/> to receive advice online for things like where to get help for your symptoms, where to get an emergency supply of your prescribed medicine or how to get a repeat prescription.



Pharmacy

Pharmacists (chemists) can also advise on treatments for minor health problems. Find a local pharmacy: <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

If you receive a 'prescription' from your doctor (a piece of paper with information about the medicine you need) you must take the prescription to a pharmacist (chemist) in order to receive the medicine. Prescriptions are free for most people who receive benefits. For information on who qualifies for free prescriptions, visit the link below: <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/>

Dentists

If you need to see a dentist you may be entitled to help under the NHS. Most people in the UK have to pay towards their dentist treatment but the following groups are entitled to free dentistry:

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

For more information on free dental treatment visit: <https://www.nhs.uk/nhs-services/dentists/who-is-entitled-to-free-nhs-dental-treatment-in-england/>

If you need urgent dental help, call the NHS phone line **111**. To find your nearest NHS dentist look at the following website: <https://www.nhs.uk/service-search/find-a-dentist>

Eye care

If you need an eyesight test or help with your glasses or contact lenses you can make an appointment with any high street optician. You may have to pay for this unless you are eligible for a free NHS eyesight test or optical vouchers. To find out if you are eligible follow the link: <https://www.nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers/>

If you are blind or have sight loss there are some charities that provide help locally: <https://www.opensight.org.uk/>

Winchester Talking Newspaper for the blind and visually impaired: <http://www.winchestertalkingnews.com/>

Connect to Support Hampshire: <https://www.connecttosupporthampshire.org.uk/sightloss>

Mental Health

If you are struggling with your mental health you can chat to your GP or contact one of the support organisations below to talk in confidence with a trained advisor:

- Samaritans: Whatever you're going through, call the Samaritans free any time, from any phone. Call **116 123**. <https://www.samaritans.org/>
- Mind: Mental health charity that can offer help and advice on where to get support near you. Call **0300 123 3393** www.mind.org.uk

- Winchester wellbeing Centre offers a safe space to be yourself and get back on track through courses, workshops, activities and one-to-one emotional support. 1 Priors Gardens, Parchment Street, Winchester, SO23 8AU. Telephone **01962 859 012**. <https://www.solentmind.org.uk/support-for-you/our-services/winchester-wellbeing-centre/>

For more information about these and other mental health support services visit: www.nhs.uk/mental-health/

<https://www.hants.gov.uk/socialcareandhealth/publichealth/mentalwellbeinghampshire>

<https://www.nhs.uk/every-mind-matters/>

Emergencies

If you are in an emergency situation you can get help at any time of day or night by dialling **999** from any phone.

If you need a translator, when the phone is answered, state clearly that you require a Ukrainian translator.

When you dial 999 you can ask for help from any of the following emergency services:

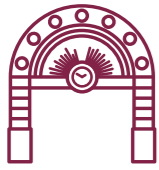
- Fire
- Ambulance
- Police

Only dial 999 if it is an emergency.

In non-emergency situations when you need to contact the police call **101**

In non-emergency situations when you need to contact the NHS call **111**.

How to travel around the Winchester district... and beyond



London Waterloo
55 minutes by train



London Heathrow
55 miles, 1h 5m drive



London Gatwick
72 miles, 1h 30m drive



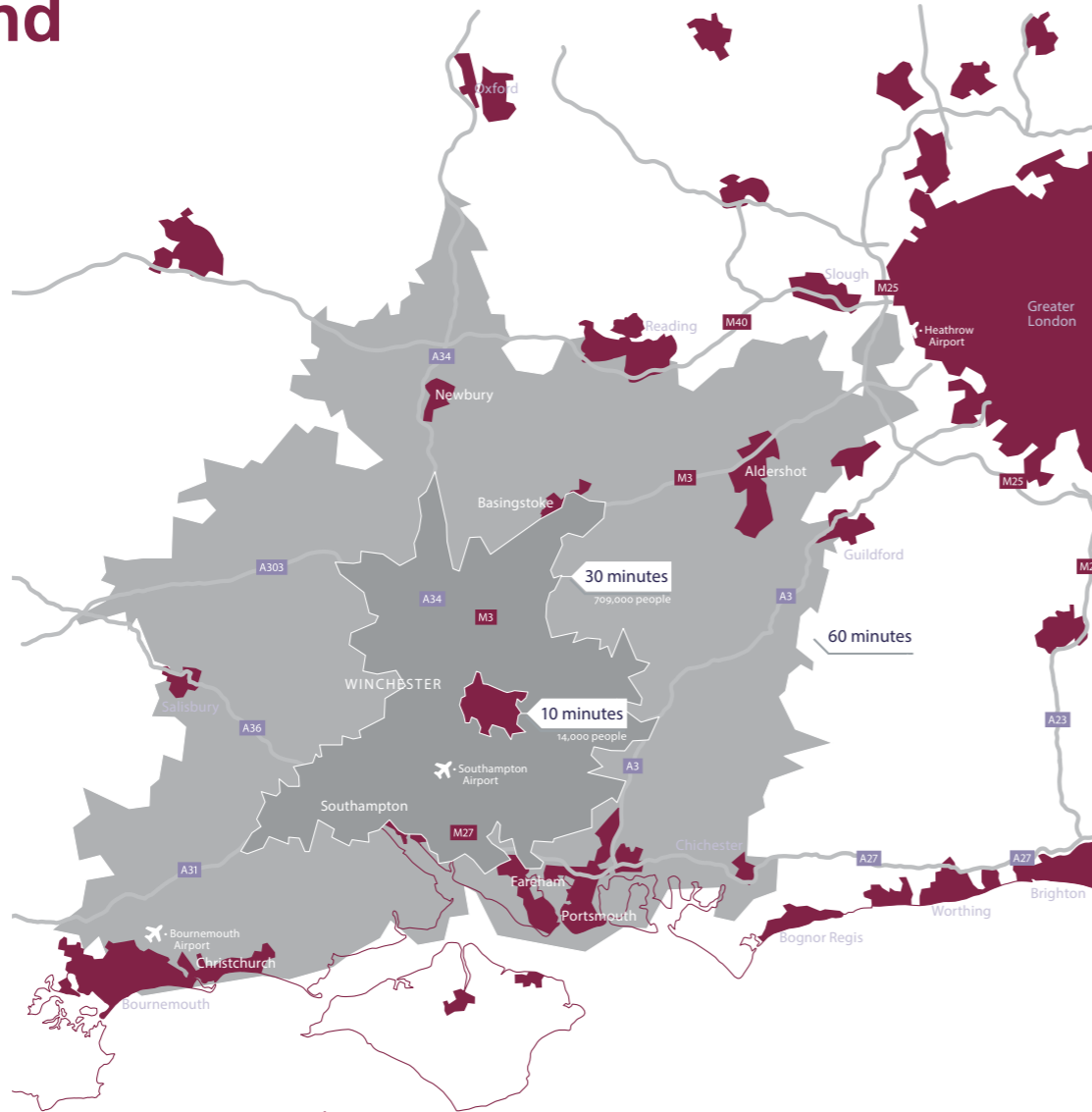
Portsmouth
30 miles, 35 minute drive,
1 hour by train



Southampton
13 miles, 20 minute drive,
16 minutes by train



Edinburgh
418 miles, 8m to Southampton
Airport Parkway by train,
1h 30m flight duration



Rail stations

There are 3 train stations in the Winchester district: Shawford, Winchester and Micheldever. To plan a train trip and see how much it will cost visit www.nationalrail.co.uk

Getting a bus

There are a number of local bus routes around the Winchester district to help you travel to different locations. Details on the different routes, timings and costs to help you plan your journey, along with travel guides and maps can be found on the following website: <https://www.hants.gov.uk/transport/publictransport>

Stagecoach is the main bus operator in Winchester, telephone **0845 121 0190**
<https://www.stagecoachbus.com/>

Travelling around the city centre

The number 5 Stagecoach bus runs every 10 minutes between 8am and 5pm and the route includes Winchester Bus Station, City Road Crossroads, Train Station, Royal Hampshire County Hospital, terminating at Badger Farm.

Travelling further afield

Bluestar Buses - routes from Winchester to Southampton and Eastleigh and regular bus routes to help you get around the city centre. Telephone: **01202 338 421**
<http://www.bluestarbus.co.uk/>

Park and Ride

Park & Ride Bus Service – this is a bus service from a car park on the edge of town to encourage drivers not to drive into the city centre but to ‘park and ride’.

The buses run into the city centre every 10 minutes during peak hours Monday to Saturday, and the bus service can also be used by visitors on foot.

Service Stops – Park & Ride Car Parks, Winchester Guildhall, Winchester Discovery Centre, Train Station, and the Royal Hampshire County Hospital.

www.winchester.gov.uk/park-and-ride

Community transport schemes

Community transport schemes are available to people who can't access public transport. They can help you get to hospital appointments or to the shops and can be a cheaper way of traveling. For details of local community transport schemes visit:

www.winchester.gov.uk/community-transport

There are several community transport schemes in Winchester to help people get about, including:

- Community First Transport and Dial-a-Ride <https://www.cfirst.org.uk/community-transport/>
- Community minibus service in Alresford: http://www.towntrust.org.uk/mini_bus.htm
- Good Neighbours Network Winchester: <https://goodneighbours.org.uk/group-area/winchester/>

Driving in the UK

You need a full driving licence and motor insurance to drive a vehicle on UK roads. If you have a full, valid 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.

To continue to drive after this, you must obtain a provisional driving licence and pass a UK driving test before the 12 months ends. See the following link on how to apply for a provisional driving licence:

<https://www.gov.uk/apply-first-provisional-driving-licence>

Understanding how the council works

Hampshire County Council is responsible for:

Providing: registry office: births, deaths and ceremonies, education and learning, libraries, social and health care, transport and roads, waste prevention and recycling.

Hampshire County Council website: <https://www.hants.gov.uk/>

Winchester City Council is responsible for:

Providing: housing, planning, recycling and waste collection, recreation, parks and amenities and local elections.

Winchester City Council website: <https://www.winchester.gov.uk/>



Places of worship

The UK has a rich, multi-faith society and you are free to celebrate your beliefs and practise your religion (provided you respect others and do not break any UK laws). You can find churches, mosques, synagogues, or other places of worship in many towns and cities across the country.

Winchester has a lot of Church of England (Protestant) and English Catholic churches in the local area. For more details about places of worship in Winchester visit:

<https://www.cityofwinchester.co.uk/Worship/worship.html>

The Inter Faith Network for the UK can help you to find a place of worship such as a local church, mosque or Buddhist temple: www.interfaith.org.uk

The Ukrainian Catholic Eparchy of the Holy Family of London can help find a local church across the UK: www.ucc-gb.com



Bank Holidays and opening times

The UK has about eight public holidays a year. These are often called Bank Holidays and on these days most businesses close, but shops, restaurants and leisure facilities usually remain open.

Banks, post offices and local government offices like Jobcentres and Councils are usually open Monday to Friday 9am to 5pm. Banks and post offices also open Saturday mornings.

The UK's largest supermarkets include Lidl, Aldi, Sainsburys, Tesco, Asda and Morrisons. Most supermarkets open long hours and some even operate 24 hours.

The Sainsbury stores at Winchester and Badger Farm stock some Polish food.

Laws on smoking

It is illegal to smoke in enclosed public places and workplaces in the UK. This means you cannot smoke at work or in shops, shopping centres, restaurants or on public transport.

Other places you can buy Polish food in Hampshire include:

Delikatesy Smaczek
<https://www.delikatesysmaczek.com/>
 at 26 Hanover Buildings, Southampton SO14 1JU (near Southampton Central Rail Station).

2 The Malls
 Basingstoke RG21 7HY (opposite Basingstoke Station in the Malls/ Festival Place).

Tanioszka Polish Food
 91 High Street, Andover, Hampshire, SP10 1ND

Delicatessen 13
 2 Junction Rd, Andover SP10 3QT

It is also illegal to smoke in a car or any vehicle with a passenger under 18 (this is to protect children and young people from the dangers of second-hand smoke).



Things to do in Winchester

There are lots of fun (often free) things to do in Winchester for people of all ages. Take a look at <http://www.visitwinchester.co.uk> for details of places to visit. You can also download our Visitor Map which has special offers and discounts to some attractions across the district:
www.winchester.gov.uk/visitor-map

The Winchester district covers around 250 square miles and offers plenty of attractions, places to visit and events. Lots of visitors come to the Winchester district every year to visit the city as well as the surrounding market towns of Alresford, Bishop's Waltham and Wickham.



Things to do outdoors

Winchester is the gateway to the South Downs National Park with lots of trails for walking and cycling, woodlands to explore and outdoor attractions to enjoy. You will find brochures and some self-guided trails here:

<https://www.visitwinchester.co.uk/brochures/>

A few ideas are listed below:

- From the city centre you can stroll through the water meadows along the **River Itchen**.
- Explore the **heritage sites** across the city with our city walk available to download here: www.winchester.gov.uk/city-walk
- Climb to the top of **St Catherine's Hill**, an Iron Age hill fort with fantastic views over Winchester.
- Explore the ruins of **Wolvesey Castle** in Winchester. The castle was an important residence of the wealthy and powerful Bishops of Winchester since Anglo-Saxon times.
- **Winnall Moors Nature Reserve** is a picturesque patchwork of wildflower-rich meadow, pasture and woodland just a ten minute walk from Winchester city centre.

- **Farley Mount** is a large area of downland and woodland including West Wood. The park is ideal for walking, cycling and picnicking, with fine views over central Hampshire.
- The gardens and wider estate at **Hinton Ampner** are perfect for running, chasing, picnicking and wildlife spotting.
- Lots of **long distance trails** either start or pass through the district including St Swithun's Way, The South Downs Way, The Clarendon Way, The Itchen Way and the Wayferer's Walk. Find the trails here: <https://www.hants.gov.uk/thingstodo/countryside/walking>
- There are lots of walks to enjoy in and around our market towns too – the **Millennium Trail and Alre Valley Trail** in Alresford links together footpaths around the town and along the river: www.winchester.gov.uk/alresford-millennium-trail
- Just a short walk from Wickham Square are naturally formed **Water Meadows**. Wickham also marks the start of the Meon Valley Trail.
- Visit the ruins of **Bishop's Waltham Palace** – one of Bishop's Waltham's most impressive cultural and historical assets. The grounds are ideal for a family picnic.

Things to do indoors

All of these indoor attractions are located in the city:

- **Winchester Cathedral** is one of the finest medieval cathedrals in Europe with awe-inspiring architecture and over 1000 years of history.
- **Winchester City Museum** tells the story of England's ancient capital from its origins as an Iron Age trading centre to Anglo-Saxon glory, the last journey of Jane Austen to the hunt for King Alfred's remains.
- At the top of Winchester's high street is the **Westgate Museum** which is housed within a medieval city gateway.
- **The Arc** is cultural hub for the city. It is a place to experience arts, live entertainment, reading and community under one roof, in the heart of Winchester. It is also home to **Winchester Library**.
- **Winchester City Mill** has a history of over 1000 years, making it probably the oldest working watermill in the UK. There are hands-on activities and audio-visual displays about milling and the rich wildlife in the area, as well as regular flour milling and baking demonstrations.
- **The Great Hall** is "one of the finest surviving aisled halls of the 13th century" and contains the greatest symbol of medieval mythology, King Arthur's Round Table.
- **Winchester College** has the longest continuous history of any English school. Join a guided tour to explore its history.
- **Winchester Sport and Leisure Park** at Bar End in Winchester has a 50m eight-lane swimming pool, a 200 station fitness suite, a Hydrotherapy Suite including treatment rooms, a Top Rock Fun climbing facility, the Crush café and an outdoor terrace.





Things to do with children

- There are a number of local parks and green spaces around the district. Find your nearest park and play area: www.winchester.gov.uk/play-areas
- There's even a trail you can do around some of the play parks in Winchester – www.winchester.gov.uk/wonky-play-trail
- **Marwell Zoo** is a 140-acre park which is home to an incredible range of exotic and endangered species include giraffes, Amur tigers, snow leopards, white rhinos, penguins and a two-tied sloth in its lush state-of-the-art Tropical House.
- In the centre of the city next to the Guildhall there is a much-loved **children's play area** in Abbey Gardens, with space to picnic and plenty of ducks.
- Explore fun and interactive exhibits at **Winchester Science Centre and Planetarium**, including an enormous 10 metre long playable guitar and the Explorer: Space zone. Watch live science shows and demos and fly through the Solar System in the UK's largest standalone Planetarium.
- **The Forest of Bere** is a historic woodland with good trails for family days out.

- **Rock Up** Whiteley is a climbing and adventure centre located at Whiteley Shopping.
- Venture out to the market town of Alresford and climb aboard a restored steam train at the **Watercress Line** and travel through 10 miles of beautiful Hampshire countryside.
- **Marwell Resort** offers a wide range of year-round indoor and outdoor activities for children and adults, such as archery, clay pigeon shooting and a rope course.

Winchester Events

There are lots of events and festivals happening across the district throughout the year. You will find details of these at: www.visitwinchester.co.uk/whats-on/

For festivals take a look at: www.festivalsinwinchester.co.uk

Keep up to date with the latest events and news from across the district by following King Alf on social media: www.facebook.com/KingAlfWinchester/
www.twitter.com/King_Alf
www.instagram.com/kingalfwinchester/

You can also watch our films at www.youtube.com/VisitWinchester



Keeping active

Winchester City Council is devoted to helping local residents achieve a healthy body and mind by providing a variety of leisure facilities for all ages to enjoy. Working in partnership with Everyone Active, which manages our leisure centres, the council aims to help more people experience these benefits by supporting them to be more active, more often.

For more information about Everyone Active and the Leisure Centres, please follow one of the following links:

- Winchester Sport & Leisure Park
<https://www.everyoneactive.com/centre/winchester-sport-leisure-park/>
- Meadowside Leisure Centre
<https://www.everyoneactive.com/centre/meadowside-leisure-centre-winchester/>

Ukrainian Refugee Free Membership - Everyone Active

Everyone Active is donating free memberships to Ukrainian families and individuals to help support your physical and mental wellbeing. We hope this will support you to feel part of our community. Our free memberships allows the following access:

- Children 0-10 years for public swimming and soft play
- Children 11-15 years for public swimming and Junior Gym
- Adults 16+ for swimming, the gym and group exercise classes

To find out more and claim your free Everyone Active 12 month membership please click on the following link:
<https://www.everyoneactive.com/promotion/ukrainian-refugee-free-membership/>

Hampshire Library services

Your local library offers a range of free services including borrowing books and digital books, access to computers, learning opportunities and events including toddler groups, coffee mornings and workshops. Some local libraries run regular Ukraine Connection groups offering you the chance to get together with other Ukrainians.

For more information visit www.hants.gov.uk/library or call into your local library and ask staff for details.

Community and voluntary groups

There are a number of community facilities located across the borough which provide services such as exercise classes, mum and baby groups, arts and craft activities, support groups and much more. Search for services here:
<https://helpandsupport.cfirst.org.uk/>

Keeping children and adults safe

If you have any concerns about your safety or the safety of another adult phone **0300 555 1386** during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday.

If you have any concerns about the safety of a child phone **0300 555 1384** during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday.

At all other times contact the out of hours service on **0300 555 1373** (public and professionals) or text **07565 205102** (hard of hearing/deaf clients only).

<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/safeguardingchildren>

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/safeguarding>

Support for children and young people

There are support organisations who can offer advice and support to children and young people. These are free, confidential services.

- **National Society for the Prevention of Cruelty to Children (NSPCC)**
telephone **0808 800 5000**
or email: <mailto:help@nspcc.org.uk>
<https://www.nspcc.org.uk/>
- **Childline telephone**
0800 1111
<https://www.childline.org.uk/>

**ПОБАЧИТИ ЩОСЬ
ЧУТИ ЩОСЬ,
СКАЗАТИ ЩОСЬ**

HSAB

Якщо ви не почуваетесь в безпеці, або ваш господар не змушує вас почувати себе в безпеці, або вам загрожує небезпека, будь ласка, зателефонуйте за номером **0300 555 1386**

Якщо це надзвичайна ситуація і вам потрібна допомога зараз, зателефонуйте за номером **999**

www.hampshiresab.org.uk

See something, hear something, say something.

If you do not feel safe or your host does not make you feel safe or you are in danger please call: **0300 555 1386**

If it is an emergency and you need help now please call **999**

With thanks to the Hants Safeguarding Adults Board

Domestic abuse

Domestic abuse is a serious crime in the UK. It can include physical violence as well as emotional, psychological, controlling or coercive behaviour, sexual or economic abuse.

If you are the victim of domestic abuse, or have concerns about anyone in your family or household you can get support and help from:

- **The Hampshire Domestic Abuse Partnership** adviceline
03300 165 112
- **National Domestic Abuse Helpline** freephone 24-hour **0808 2000 247**
www.nationaldahelpline.org.uk
- **Refuge Freephone 24-Hour National Domestic Abuse Helpline:**
0808 2000 247
https://www.refuge.org.uk/get-help-now/phone-the-helpline/
- **www.womensaid.org.uk/information-support**
- **www.gov.uk/guidance/domestic-abuse-how-to-get-help**
- **https://www.citizensadvice.org.uk/family/gender-violence/domestic-violence-and-abuse/**

Always dial **999** if you are in immediate danger or in an emergency.

https://www.hants.gov.uk/socialcareandhealth/domesticabuse

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.
https://www.met.police.uk/advice/advice-and-information/war-crimes/what-is-a-war-crime/

Bringing pets to the UK

The UK government has announced that Ukrainians will be able to quarantine their pets free of charge. Full details are available here:
www.winchester.gov.uk/ukrainian-pets

This information also applies to pet rehoming organisations.

Useful contacts

Winchester City Council

Telephone **01962 840 222**
www.winchester.gov.uk

Winchester City Council webpages for Ukrainian refugees:
https://www.winchester.gov.uk/no-listing/winchester-city-council-pledge-support-for-ukraine

Winchester City Council dedicated email address for you to contact us:
Ukraine@winchester.gov.uk

Citizens Advice Winchester district

Telephone **0808 278 7861**
https://citizensadvicewinchester.org.uk/ free, confidential information and advice to help you with any legal, debt, benefits, consumer, housing, or other issues.

National service

Telephone **0800 144 8848**
https://www.citizensadvice.org.uk/

Winchester Jobcentre Plus

Telephone **0800 169 0190**

Hampshire County Council support for Ukrainian refugees

https://www.hants.gov.uk/ukraine

The Association of Ukrainians in Great Britain

The largest representative body for Ukrainians and those of Ukrainian descent in the UK. It exists to develop, promote and support the interests of the Ukrainian community in the UK.
www.augb.co.uk/

Ukrainian Embassy

Telephone **020 7727 6312**.
Address: 60 Holland Park, London W11 3SJ

Support for refugees

There are several organisations providing information, advice, services and support to refugees in the UK. All services include access to interpreters in Ukrainian and Russian.

- **Barnardos Ukrainian support helpline**
0800 148 8586
Email: **ukrainiansupport@barnardos.org.uk**
https://www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline
- **British Red Cross Refugee support**
https://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine



Winchester City Council

City Offices, Colebrook St, Winchester SO23 9LJ

Telephone **01962 840 222**

www.winchester.gov.uk



[winchestercity](https://twitter.com/winchestercity)



[WinchesterCity](https://www.facebook.com/WinchesterCity)



[winchestercityc](https://www.instagram.com/winchestercity)