

Information Pack for New Arrivals on the Homes for Ukraine and Ukraine Family Visa Schemes

How to Access Universal Credit

For people on Homes for Ukraine, Ukraine Family Scheme, or Visa Extension Scheme, the first thing they should do is to make a claim for Universal Credit.

There is a service called `**help to claim**` which is run by Citizens Advice Bureau. The service is in partnership with the DWP and assists with helping people to claim Universal Credit whether over the phone or online. Please see the link for more information about the scheme: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>

As far as we have been advised once a person has made a claim to Universal Credit, they will be assigned a National Insurance number if their claim is successful. Please note each individual over the age of 18 will need to make a claim for Universal Credit, which is why the **Help to claim** service may help.

There is also information on the government's website about how to claim Universal Credit:

<https://www.gov.uk/universal-credit/how-to-claim>

<https://www.gov.uk/browse/benefits>

And they have a Universal Credit Helpline open Monday to Friday, 8am to 6pm

Telephone: 0800 328 5644

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How to Access Emergency Support



For people struggling financially, **Our Newham Money** may be able to assist you through the Emergency support service, which provides a grant for items such as white goods, Energy and Food Shopping. There is an online link below where you can apply. An advisor would then contact you with regards to your entitlement.

<https://www.ournewhammoney.co.uk/affordable-loans/moneyworks-emergency-loan/>

You can also contact Our Newham Money for help to access financial support such as benefits and income support, managing debt, help to pay energy bills and affordable loans: 020 8430 2041

Email: ournewhammoney@newham.gov.uk

Website: www.ournewhammoney.co.uk

Referral to Newham Food Alliance



How to get help:

Newham Food Alliance provides food to Newham residents unable to afford food.

Fill out referral form via <https://www.newham.gov.uk/newhamfoodalliance> OR call 07790 975 086 Monday-Friday (9am-5pm) OR frontdoor@newhamfoodalliance.org

Once you make contact, the team will be in touch as soon as they can to find the best support.

Who can get help?

Anyone who is staying in Newham

What you need to get help:

You will need your, contact details and address. If you are phoning or emailing leave a contact number so that the team can call you back.

Help Registering With a Local GP

How to register

Everyone is entitled to register and consult with a General Practitioner (GP), free of charge. You do not need proof of address or immigration status, ID or an NHS number in order to register with a GP.

To find a GP and for information about how to register visit -
<https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

If you need help registering with a GP surgery

If you need help registering or filling in forms, call the GP surgery and let them know.

Newham Transitional Practice (NTP) below are GP practices that register those who find it difficult to register with a permanent GP.

- Transitional practice Newham, 30 Church Road, E12 6AQ. 020 7909 4990 info.trathen@nhs.net
- Transitional Practice, Vicarage Lane Health Centre, 10 Vicarage Lane E15 4ES Tel: 0208 536 2255
Monday to Friday 8am-6.30pm

Help Applying for School Places



Help for your child to join a local school. Advice on applying for a school place:

Website: <https://www.newham.gov.uk/schools-education/year-admissions/1>

Application Form: https://newham-self.achieveservice.com/service/InYear_School_Admission_Application

There are Powerpoint Slides helping detail [How to register for eAdmissions step by step process](#)

You can also contact: Kiran Parkash Singh 020 3373 2716 kiran.parkashsingh@newham.gov.uk

Cassandra Phillip cassandra.phillip@newham.gov.uk

How to access ESOL classes

Venue: Royal Wharf Community Dock, 2 Harrison Square E16 2ZA

Please see contact details below for enrolment:

Nida Zakaria - 07519953455

nida@wsfroyaldocks.org

hello@wsfroyaldocks.org

Venue: Renewal Programme, 395 High Street North E12 6PG

Please see contact details below for enrolment:

Indumati Ramani - 02084716954

education@renewalprogramme.org.uk

Venue: The Migrant Training Company (MTC Learning) at the Salvation Army, 9 Southwell Grove Road E11 4PP

Please see contact details below for enrolment:

Shahid Mahmood - 07786478961

s.mahmood@mtclearning.org

Help with Accommodation Problems

If there are problems with the accommodation and the new arrival thinks it might not work for a while, for example due to it being very crowded, they should email: dutytorefer@newham.gov.uk

Ideally hosts will give 2 months' notice if the arrangement will break down. This helps make other arrangements for accommodation that may last

If the arrangement is breaking down immediately and there is an immediate risk of homelessness, email: TLDutyInboxHPAS@newham.gov.uk with URKAINIAN HOUSEHOLD NEEDING CONTACT in the subject line - In the email provide details of the household and a means for HPAS to contact them (preferably including a phone number) HPAS will then phone that family back. They will aim to do this within 30mins

Please do **not** use the TLDutyInboxHPAS@newham.gov.uk email for cases that aren't immediate as it makes it hard to help those most at risk immediate housing.

Employment

Those granted leave in the UK through the government visa schemes for Ukrainians will have a right to work as soon as they arrive in the UK or, if you are already in the UK when you apply, as soon as they are granted leave under the scheme.

Our Newham Work

For help to apply for and get a job, contact Our Newham work: call 020 3373 1101 or email ournewhamwork.engagementteam@newham.gov.uk

Website: www.ournewhamwork.co.uk

Renaisi

If you are an Engineering, Architecture, IT, HR and Finance professional, Renaisi can help you gain the information, experience and networks you need to restart your career in the UK.

Register for Transitions with advisor Faisal Ahmad on:

020 3146 3030 E f.ahmad@renaisi.com

Find out more at www.renaisi.com/transitions

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Qualifications

Together South and IMPACT work with refugees, migrants and young asylum seekers to support them with employment.

Together South purchase bundles from [ECCTIS](#), which is the UK's lead in the development and recognition of globally portable qualification. This means they can support people to have their training and employment certificates recognised in England with the issuing of a Statement of Comparability, free of charge.

The contact for Newham is Bitenge

Email: bitenge.makuka@groundwork.org.uk

Mobile: 07946480176

[TOGETHER South \(London\) - Groundwork](#)

Help with Emotional Health - for People 18 Years and Older



Anyone in Newham can get help.

Newham Talking Therapies

Free and confidential psychological support to help you manage your emotional difficulties and feel better - www.newhamtalkingtherapies.nhs.uk. A translator can be arranged for any communication needs. Speak to your doctor or refer yourself by filling in a short form www.newham.gov.uk/talkingtherapyselfreferral or call 020 8475 8080 Mon-Fri 9am-5pm

Newham Together Café

A safe community space for people over 18 struggling to cope with any changes in their life. Open evenings and weekends, the Together Café is free with no appointment needed (just turn up). Interpreters can be provided if needed. Rokeby Centre, Rokeby Community Hub, 63 Rokeby Street, London E15 3LS 08081 968 710 Nh.togethercafe@nhs.net

Newham Bereavement Service

For adults living in Newham who have experienced grief, loss and bereavement at anytime, either recently or years ago. Refer yourself by completing the online referral form, **020 7510 1081/020 7510 4268** or nbs@mithn.org.uk

Newham 24 Hour Mental Health Crisis Helpline

Free support is available if your mental health is getting worse or you are in distress and need support from a qualified mental health professional **0800 073 0066**

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Help with Emotional Health - for People Under 18



Anyone in Newham under 18 can get help

Talk to your doctor or the school about what help is available and best for your child. For school health support **020 3373 9983** www.newham.gov.uk/schoolhealth

Kooth is a free, safe and anonymous online counselling service for young people aged 10-16 in Newham. You can reach qualified counsellors through mobile, tablet and computer just by joining KOOOTH through the website **020 3984 9337** or contact@kooth.com

ChatHealth is for 11-19 year olds. It is a confidential text messaging service that enables children and young people (aged 11-19) to contact their local nursing team for confidential advice and support chathealth.nhs.uk

CAMHS is a specialist mental health service for children and young people. Your doctor, school or school nurse can make a referral. There are lots of useful resources and workshops for families on the website www.elft.nhs.uk/camhs

Child bereavement UK helps children who have suffered a loss or death of someone they love at any time. To access this support www.childbereavementuk.org londonsupport@childbereavementuk.org Helpline **0800 02 888 40**.

Translators are available at these services

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