

# Homes for Ukraine Host Quarterly Newsletter

July 2024

**Hello again!!** Welcome to the second edition of our Homes for Ukraine quarterly newsletter for Hosts. Our aim is to keep you up to date with crucial developments and opportunities arising from this initiative.

We want to thank you all for hosting and providing much needed support to our Ukrainian guests. It makes such a difference. So far, 180 guests in total have been welcomed into the Borough.

## Trauma informed training for the EERN team

Earlier this month, the team at EERN attended training run by the International Rescue Committee about creating Healing Spaces for children and young people, using a trauma informed approach. The Healing Spaces approach addresses ways in which staff and volunteers can create spaces that support those we work with to strengthen their sense of control, sense of belonging, feelings of self-worth and contribute to their general wellbeing. This is part of our aim to incorporate a trauma-informed approach throughout all areas of our work. The Healing Spaces training will really help us with our planning of summer activities at the Hub, as we invite young people, children and their parents to participate in English, craft and games sessions during the holidays. EERN and EEBC have attended several trauma training sessions over the past year, and have benefitted greatly from the practical and technical guidance that the training has provided us. We are pleased that hosts will also have access to trauma training also. We encourage as many as possible to participate!

**Free Host in-person training on trauma awareness and response:** Earlier this month, Jacquie from Epsom & Ewell Borough Council sent an email to all Hosts asking if you would be interested in attending some trauma awareness training. This training will incorporate valuable feedback from current guests on the Homes for Ukraine scheme, providing insights into their experiences. Additionally, the training will offer practical advice on how you can better support your guests through their journey with trauma. Please let us know if you are interested by [completing this form](#). If you have not received an invitation, please email [homesforukraine@epsom-ewell.gov.uk](mailto:homesforukraine@epsom-ewell.gov.uk)

## Surrey County Council want to hear from you!

SCC are eager to hear about your experience with hosting guests on the Homes for Ukraine scheme. They'd like to understand what is working well, as well as identify areas of improvement. Please share your stories, suggestions, and any thoughts you may have on how to better support you as a host, and support our Ukrainian guests. If you would like to provide your feedback, please do so via the below link:  
<https://www.surreysays.co.uk/customer-and-communities/host-survey>

## Homes for Ukraine Scheme Updates

### Home insurance regarding H4U guests – ACTION MAY BE NEEDED

The **Association of British Insurers** stated that you do not have to notify your insurance company for the first 12 months of having a H4U guests, as they will be covered under your existing insurance. However, they suggest that it is at the *discretion* of the insurance company whether to extend this cover, or to apply some additional charges after 12 months. Also, some insurers count H4U Guests as *lodgers* and will not cover you for this. Insurers differ on their regulations and whether they charge an additional premium, so it is a good idea to check with your insurer. NB additional premiums can vary greatly, but can be as low £1.87. Please see:  
<https://www.abi.org.uk/products-and-issues/topics-and-issues/ukraine-crisis/>



## eVisas

Physical UK visa documents are being replaced by eVisas: This is a secure, online record of immigration status and the conditions of permission to enter /stay in the UK. This cannot be lost, stolen or tampered with. Users need to create a UKVI account to be able to access their eVisa.

<https://www.gov.uk/guidance/online-immigration-status-evisa>

- If you have a biometric residence permit (BRP) that expires on 31 December 2024, the Home Office (HO) will tell you how to create a UKVI account and access your eVisa before the expiry date of your BRP.
- If you have already been contacted to create an account, either by email or in a decision letter, you can now follow the instructions the HO sent you to create a UKVI account.
- If you have not yet been contacted about creating an account, you'll be able to create your account and access your eVisa later in 2024.

If you need to ring UK Visas and Immigration (free of charge), please dial + 44 808 164 8810 – select option 1 Monday to Thursday, 9am to 4:45pm and Friday, 9am to 4:30pm

## Reported hoax messages to Home for Ukraine visa holders

There have been reports of a message being circulated on Telegram and other similar online channels asking Homes for Ukraine visa holders to provide personal data to a third party on behalf of the Home Office.

The Home Office has not issued any instructions or guidance relating to future applications to the Ukraine Permission Extension Scheme. You should disregard any messages asking you to update your details with your Local Authority. Information will be available on the GOV.UK ([www.gov.uk](http://www.gov.uk)) website and further detail on eligibility and application processes will be available before the scheme opens in early 2025.

## EERN Updates

Epsom & Ewell Refugee Network (**EERN**) provides various forms of assistance to refugees, including practical support, language skills development, access to education and employment opportunities, and integration into the local community. EERN often organises events and activities, such as holiday craft activities, and works closely with Epsom & Ewell Borough Council to support Ukrainian refugees and hosts who are part of the Homes for Ukraine Scheme. English lessons have now finished until September, however we are running some events over the summer break. Please email [eern@goodcompany.org.uk](mailto:eern@goodcompany.org.uk) to be added to our mailing list!

## Support Work

Olha Zatyk is the Ukrainian Support Worker for EERN and provides a wide range of support to all guests who are part of the Homes for Ukraine Scheme in Epsom & Ewell Borough. Olha can be contacted by email: [olha@goodcompany.org.uk](mailto:olha@goodcompany.org.uk) or phone: 07475 679029. To make a time to meet with Olha, you can call or email – or you are always welcome to drop into the Ukraine Hub! We have free tea and coffee available for all visitors.

## Refugee Family Host Supervisor

Nicky Marshall is the Host link at EERN, most of you will have met her during our Homes for Ukraine Welfare Visits. If you have any issues or need any support, please get in contact via [Nicky@goodcompany.org.uk](mailto:Nicky@goodcompany.org.uk) or 07754 214747.

### Links to Central Government updates mentioned in April's newsletter:

- <https://www.gov.uk/guidance/apply-for-a-visa-under-the-ukraine-sponsorship-scheme#overview>
- <https://www.gov.uk/government/publications/ukraine-permission-extension-scheme-information/ukraine-permission-extension-scheme-information#:~:text=The%20Ukraine%20Permission%20Extension%20scheme,be%20free%20to%20apply%20for>

### General Support Services:

- **Surrey County Council Community Helpline:** Surrey County Council offer a helpline community line for anyone in the area who requires financial, wellbeing, and welfare support.  
**0300 200 1008**- open Monday to Friday from 9am until 5pm (excluding bank holidays).
- **Epsom and Ewell Skills and Employment Hub** - a free employment and skills service, designed to help local residents plan their next steps. They offer personalised advice to help people choose the right career path. <https://www.epsomandewellhub.com/>
- **Epsom Job Centre** for support in looking for work and to access benefits.  
<https://www.jobcentreguide.co.uk/epsom-jobcentre>
- **Citizens Advice Epsom and Ewell** - Offers a free advice service to people that live, work or study within the Epsom and Ewell area. They offer advice people need for the problems they face. Their advisers will research your options and look at the possible outcomes of different courses of action.

They also offer a drop-in session at the Ukraine Hub on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays of the month from 11:00am to 13.00pm. <https://www.caee.org.uk/>

### Opening times and out of hours contact details

- Epsom and Ewell Borough Council Homes for Ukraine Team can be contacted on 01372 732076 - [homesforukraine@epsom-ewell.gov.uk](mailto:homesforukraine@epsom-ewell.gov.uk)
- Epsom & Ewell Refugee Network (EERN) supports refugees and asylum seekers in the local area. Our opening hours are 9.30 to 16.30, and we can be contacted on 07432 660653 - [earn@goodcompany.org.uk](mailto:earn@goodcompany.org.uk)
- Both the Council and EERN are closed over the weekend and all UK Bank Holidays.
- For new arrivals over the weekends & Bank Holiday– please leave a message, or email into the Council and you will be contacted as a matter of priority on our return to work.
- Should there be any need for contacting Housing over a weekend or Bank Holiday, please call 01372 732000, and email the Homes for Ukraine inbox so that this can be responded to at the earliest convenience.



#### **For medical concerns:**

All Guests arriving into the UK should register with a GP. If however, this has not been possible due to the recent arrival of your Guest/s, or a GP appointment is not available, please utilise **NHS 111 service**. For help in other languages - call 111 and then ask for an interpreter.

You may also wish to attend the **Urgent Treatment Centre at Epsom Hospital**. This service is open 24hrs per day and located at Epsom Hospital, Dorking Road, Epsom, Surrey, KT18 7EG

#### **Mental and emotional health support:**

There are several options for support.

The **Telephone Counselling Service** can be accessed via calling 0808 802 5000 / Text 07537 432411 for information and advice regarding general emotional and mental health queries.

Should you have more serious concerns about the mental and emotional wellbeing of your Guest/s, and feel you need more immediate support, you can call **Surrey's Mental Health Support Line**: 0800 915 4644 / text service 07717 989 024. For speech and hearing difficulties dial 18001 0800 915 4644

If you are worried about a child's mental health, call 0800 915 4644 and select option one.

You can also call 111 who can advise.

In the event of a medical emergency with risk to life please call **999**.

#### **Any concerns about risk:**

Should you witness threatening, intimidating or abusive behaviours from or between those you are hosting, or have concerns about a Guest under the age of 18yrs old and they care they are receiving:

- For any emergency where there is a threat to life – please call 999
- For non-emergencies, but where you feel the Police need to be notified, call 101
- Surrey County Council for concerns about abuse of another adult or child call 0300 470 9100 (Monday-Friday 9am – 5pm) For out of hours (after 5pm or at the weekend) call 01483 517898