

Welcome to Nottinghamshire



Useful information for
Ukrainian guests and hosts



**Nottinghamshire
County Council**

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About Nottinghamshire

Firstly, we would like to take this opportunity to welcome you and your family to the UK and to Nottinghamshire and to thank all the hosts who have stepped up to support people at this very difficult time.

All Nottinghamshire councils and partners are working together to welcome those seeking a safe place to stay in the county. We understand that this will not only be an incredibly worrying time for you, but also appreciate that some aspects of living in the UK will be different to your experiences in Ukraine. This document aims to guide our Ukraine guests to local services, it may also be useful to the sponsors who are hosting you.

We hope this information will be helpful to you during your stay in Nottinghamshire.

Further information on Nottinghamshire's Ukrainian response can be found below:



<https://www.nottinghamshire.gov.uk/business-community/support-for-ukraine>

You can also email us on **HomesforUkraine@nottsc.gov.uk** or call our Customer Service Centre on **0300 500 8080** if you have any questions about the services we offer to support you.



Map Of Nottinghamshire

Nottinghamshire is a landlocked County in the East Midlands of England. Administratively the County is split between Nottinghamshire County Council and Nottingham City Council which are two separate local authorities.

Nottinghamshire County Council in its turn has 7 District and Borough Councils:

- Ashfield
- Bassetlaw
- Broxtowe
- Gedling
- Mansfield
- Newark and Sherwood
- Rushcliffe

The total population of the area is **1,700,500** with **337,100** living in the City Council boundaries and **833,400** living in the Nottinghamshire Council areas.

Read more about services provided by Nottinghamshire County Council on pp.18-22, and services of District and Borough Councils on p.24.

To find your local council, input your postcode into the search on this website:



www.gov.uk/find-local-council



Ukraine Visa Schemes

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



1) Homes for Ukraine Scheme

Those who offer a home to people fleeing Ukraine, are called a “sponsor” or “host”. The sponsor’s offer of room(s) or a property is for a minimum of 6 months, but ideally for as long as guests need a safe place to stay. Guests will be able to live and work in the UK for up to 3 years if they applied before 19 February 2024, or up to 18 months if their application was submitted after 19 February 2024. This immigration status gives the right to access benefits, healthcare, employment, and other support. The UK government have provided a guide for sponsors on this link

www.gov.uk/guidance/homes-for-ukraine-sponsor-guidance

2) Ukraine Permission Extension

On 04 February 2025, the Government opened the Ukraine Permission Extension (UPE) scheme for applications. If you’re a Ukrainian national, or the family member of a Ukrainian national, and are living in the UK with existing permission on one of the Ukraine schemes (Homes for Ukraine, Ukraine Family Scheme or Ukraine Extension Scheme), you may be eligible to apply for UPE to continue living in the UK for up to a further 18 months.

The period of extension will offer the same rights and entitlements to work, benefits, healthcare, and education that Ukrainians currently benefit from.

To learn more and to apply follow the link

www.gov.uk/guidance/applying-to-the-ukraine-permission-extension-scheme

Sponsor Checks



Prior to guest's arrival, sponsors and all adults in the sponsors' households will be subject to mandatory DBS checks and an accommodation check aiming to confirm that living space and conditions are appropriate for the number of guests expected.

Upon guest's arrival, sponsors must contact HomesforUkraine@nottsc.gov.uk and a 2nd visit check will be arranged to make sure the guest is settling in well.

In order to receive their 'thank you' payment, sponsors will be asked to fill in an online Host Declaration form and provide their bank details to the finance department.

Guest first steps in the UK

- ✓ Inform your local council about your arrival. You are entitled to receive a £200 welcome voucher by providing your valid email address to **homesforukrain@nottsc.gov.uk**. As a Nottinghamshire resident, you are also eligible for a concessionary bus pass.
- ✓ Get a SIM card with the UK number. You will be often asked to provide your contact number when you register with different services.
- ✓ Open a bank account. This can be done in any local bank branch near you, or an online bank.
- ✓ Apply for Universal Credit. Universal Credit is a benefit package offered by the UK government to those who are unemployed, please bear in mind that it may take several weeks before you start receiving your first payments. Read more on benefits on p.10.
- ✓ Register with the GP. Search for the nearest clinic and register to get access to the National Health Service. More on p.7.
- ✓ Find English classes. Invest your time into improving your English to increase your chances for employment. More on p.13.
- ✓ Start looking for work. Finding the right job for you may take a while. Consider confirming your Ukrainian qualifications, taking new training courses or volunteering. Check p.10-11.
- ✓ Contact the Ukrainian community in Nottingham and local charities/organisations. There is a lot of support available to Ukrainian guests from welcome sessions and vouchers to free English classes and employment advice. Check p.26-27
- ✓ Sign up to a regular newsletter from Nottinghamshire County Council that will keep you up to date with the government news on the schemes, as well as upcoming activities for Ukrainians across the county. **[Support for Ukraine | Nottinghamshire County Council](#)**



Health Services

General Practitioner (GP) Surgery

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

If you are pregnant your GP surgery will put you in touch with a midwife. Midwifery services in Nottinghamshire are available through Sherwood Forest Hospitals Foundation Trust <https://www.sfh-tr.nhs.uk/our-services/maternity/>, Nottingham University Hospitals Foundation Trust <https://www.nuh.nhs.uk/maternity> and Doncaster Bassetlaw Hospital Foundation Trust <https://www.dbth.nhs.uk/services/maternity/>

If you have a child under 5 years of age the Health Families Teams (health visitors) linked to your local GP Surgery and Children's Centre are able to provide advice and support on things such as vaccinations, breastfeeding and development checks. This team also includes school nurses, for primary (5-11 years) and secondary (11 - 18 years) aged children and young people. Their contact details are:

www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams

Healthy Family Teams Contact Details

Advice Line

0300 123 5436

ChatHealth

TEXT ONLY 07507 329952 (11-19 YEAR OLDS)

Parentline

TEXT ONLY 07520 619919

Health for U5s

WWW.HEALTHFORU5S.CO.UK

Family Nurse Partnership

01623 484829

Health for Kids

WWW.HEALTHFORKIDS.CO.UK

Health for Teens

WWW.HEALTHFORTEENS.CO.UK

www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams





Pharmacies

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

Dentist

Some dentists offer NHS treatment and private treatment. You should try to register with a dentist as an NHS patient, although places are limited and may not be close to where you live. Inform them if you are in receipt of benefits as checks and some treatments may be free, other treatments are payable. Use this link to find your nearest NHS dentist <https://www.nhs.uk/service-search/find-a-dentist>

Mental Health Services

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

Advice is also available on the NHS website, at www.nhs.uk/mental-health/nhs-voluntary-charity-services/nhs-services/ to support you on your way to feeling better.

Nottingham and Nottinghamshire Talking Therapies provides a free counselling service for all County residents. They offer Cognitive Behavioral Therapy (CBT) amongst other support to treat a variety of mental health issues. You can refer yourself online at notts-talk.co.uk or by calling **0333 188 1060**

If you are pregnant or have a young child and have low mood, do speak to your midwife or Healthy Families Practitioner (health visitor) as they will be able to put you in touch with mental health services for parents.



Emergency or Urgent Access

If you need medical advice, call 111 or visit online <https://111.nhs.uk/> if you have an emergency, needing immediate medical assistance as someone's life may be at risk, telephone **999** for an Ambulance. You can use this link to find local Accident and Emergency Centres

www.nhs.uk/Service-Search/other-services/Accident%20and%20emergency%20services/LocationSearch/428

Feeling Unwell? Choose the right service



Self-care

Hangover.
Grazed knee.
Sore throat.
Cough.



NHS 111

Unsure?
Confused?
Need Help?



Pharmacist

Diarrhoea.
Runny Nose.
Painful cough.
Headache.



GP (Doctor)

Unwell.
Vomiting.
Ear pain.
Back ache.



A&E or 999

Choking.
Severe Bleeding.
Chest pain.
Blacking out.

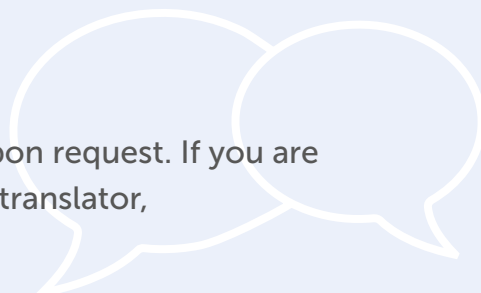
Our Notts Help Yourself information and services directory has lots of information about staying healthy at

<https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/landing.page?newdirectorychannel=5>



Translation Services

Most healthcare or professional services will offer translation upon request. If you are struggling to access a service or need to speak to us through a translator, please email homesforukraine@nottscg.gov.uk



Benefits & Financial Support



The Department of Work and Pensions (DWP) is responsible for welfare, pensions, and child maintenance policy. It administers the state pension and a range of working age, disability, and ill health benefits such as child benefit, universal credit, personal independent payments, carers allowance.

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

Applying for Universal Credit

Universal credit is a payment to help with you and your families living costs. It is paid monthly in arrears. You can apply for universal credit if you are on a low income, not in employment or cannot work.

Your Universal Credit payment is made up of a standard allowance and any extra amounts that apply to you, for example if you have children, a disability or health condition preventing you from working or need help paying your rent. Use this link to apply for universal credit <https://www.gov.uk/apply-universal-credit>

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

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

Citizens Advice, a national voluntary organisation, have a Help to Claim scheme available to support people in claiming Universal Credit and other benefits.

See: <https://www.citizensadvice.org.uk/helptoclaim/>

If you have a child under 18 you are eligible to claim Child benefit

<https://www.gov.uk/child-benefit>

People at the age of 66 and over may apply for Pension Credit

<https://www.gov.uk/pension-credit>



Finding Employment in the UK

There are a wealth of employment agencies around Nottinghamshire, below are several useful links to job search sites where vacant positions can be applied for:

- **DWP Jobsearch** - <https://findajob.dwp.gov.uk/> – link via the Department for Work and Pensions
- **Monster Jobs** - <https://www.monster.co.uk/>
- **Indeed** - <https://uk.indeed.com/>
- **Linkedin** - <https://uk.linkedin.com/jobs/>

Volunteering

The Notts Help Yourself information and services directory has lots of information about working and volunteering in Nottinghamshire at <https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/landing.page?newdirectorychannel=11>

Employment Rights

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

Almost all workers are legally entitled to 5.6 weeks paid holiday per year (known as statutory leave entitlement or annual leave). An employer can include bank holidays (also known as public holidays) as part of statutory annual leave.

Every employer in the country must pay their employees a minimum amount per hour. How much this is depends on how old you are.

The rates in place as of April 2025 are shown below. Please check

www.gov.uk/national-minimum-wage-rates for the most up-to-date information.

If you wish to compare your qualifications to UK education system, you may use www.enic.org.uk

Age	Rate per hour
21 and over	£12.21
18 to 20	£10.00
Under 18	£7.55
Apprentice	£7.55

Banking



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

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

Many UK Banks are offering Free Banking for Ukrainians – The organisation FIFi Finance has a regularly updated resource listing and directing people to the services offered by UK Banks <https://fififinance.com/uk/ukrainian-bank-accounts-uk>

Further advice can be found on the Citizens Advice Bureau website or by speaking directly to your bank of choice.

<https://www.citizensadvice.org.uk/debt-and-money/banking/>

Shopping

Whilst most communities across Nottinghamshire will have a basic range of shopping facilities, the widest selection of shops and services are available in the city of Nottingham and all the main towns in each of the Boroughs and Districts. There are many independent shops selling Eastern European specialty foods.

FOOD Clubs and Food Banks

In Nottinghamshire we have 21 Food On Our Doorstep (FOOD) clubs which are run in Children's Centres and community venues. FOOD Clubs provide good-quality food at a low cost, while also reducing food waste. It costs just £1 a year for a family to become a member. Members can then purchase a bag of tasty, healthy food items every week worth approximately £15 for just £4. For more information, do take a look at <https://family-action.org.uk/food-clubs>





Adult Learning

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

For people on low income and in receipt of benefits some courses are free of charge.

- Inspire: Culture, Learning and Libraries
<https://www.inspireculture.org.uk/skills-learning/>
- National Careers Service offers advice on choosing courses and a post code search to help you find a suitable class. <https://nationalcareers.service.gov.uk>
- West Nottinghamshire College www.wnc.ac.uk/Adults
- North Notts College www.nnc.ac.uk/career-pathways

Learning English

- Inspire: Culture, Learning & Libraries deliver a range of courses supporting people to learn and improve English language skills
www.inspireculture.org.uk/skills-learning/english-esol-courses/
- In addition there are online resources or community based activities hosted by charities which offer basic English in the area you live.
www.nottinghamshire.gov.uk/business-community/support-for-ukraine/information-for-guests

Library Service

In Nottinghamshire, the Library Service is run by Inspire Culture. Membership is free for everyone and to join there is an online form here: <https://www.inspireculture.org.uk/reading-information/libraries/joining-and-using-libraries/> To find out where your local Library is, just ask your host or take a look at <https://www.inspireculture.org.uk/reading-information/>

Emergency Services

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

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

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

Nottinghamshire Fire and Rescue

In addition to emergency assistance, our teams can help with non-emergency assistance such as Home safety advice, safe & well checks of homes, smoke alarm advice, etc. More details can be found at

www.notts-fire.gov.uk/community/safety-in-your-home



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire Police

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

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

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

If you do need to report a crime:

- Telephone **999** for a crime in progress and/or immediate risk of significant harm
- Telephone **101** for non emergency, or report online
- <https://onlinecrime.notts.police.uk/>



NOTTINGHAMSHIRE
POLICE
PROUD TO SERVE



If you have been the victim of a crime and require support, Nottinghamshire Victim Care offer a number of services through trained, specialised caseworkers. Their free service can help you navigate the aftermath of a crime and support you with both the practical and personal effects. Find out more at <https://www.nottsvictimcare.org.uk/nottinghamshire-victim-care/>

Fraud and Cyber Security

It is important to be mindful of potential fraud, be that in-person or through the internet. Criminals may use many different tactics to try and access your bank account or exploit money out of you.

Action Fraud, the UK's national reporting centre for Fraud and Cybercrime, has lots of useful information on what to look out for and how to stay safe. If you have been a victim of fraud, you can also report this through their website.

Find out more at www.actionfraud.police.uk

If you are concerned about your Cyber Security, East Midlands Cyber Secure, in partnership with Nottinghamshire Police, offer a wealth of information and advice for businesses and individuals.

Find out more at www.eastmidlandscybersecure.co.uk

As always, be careful with your personal information and always double-check email addresses before clicking links or providing documents. Contact your bank if you need more details on securing your account.

Protecting and caring

Your children



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

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

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

If you are not sure of who to speak to, contact the Early Help Unit for advice and guidance. Their details are: Telephone: **0115 804 1248** Email: **early.help@nottsc.gov.uk**. If you believe a child is in immediate danger, please call **999** or report a crime on **101**.

Parents can also access support through their local Family Hub. These networks aim to offer a range of help and support from pregnancy and throughout childhood into early adulthood, including preparing for a baby, child development, parenting support, health and wellbeing, relationships and communication, finances and employment. Find out more at www.nottinghamshire.gov.uk/care/family-hub-networks/families

For any urgent concerns about a child or if you wish to report a concern anonymously, please contact us on **0300 500 80 80**.

Children and young people can get support about their concerns online from Childline, at www.childline.org.uk or by calling **0800 1111**. The NSPCC website, www.nspcc.org.uk, has information on preventing abuse and helping those affected to recover.

Multi-Agency Safeguarding Hub (MASH)

For safeguarding concerns relating to an adult or child the MASH will assess and make appropriate referrals to appropriate services. Information and the link to refer can be found here: "[Multi-Agency Safeguarding Hub \(MASH\) | Nottinghamshire County Council](#)."



Protecting Liberty & Freedoms

- Every person in the UK has the same basic human rights and freedoms protected in law. You have the right to liberty. Inhumane and degrading treatment is prohibited and UK authorities must protect you from it.
 - No one other than the UK Law Enforcement Agencies has the right to retain any official identification and travel documentation.
 - If you have a bank account, without your true consent, no one is allowed to control it.
 - Workers are entitled to certain employment rights www.gov.uk/employment-status/worker and are entitled to the national minimum wage www.gov.uk/national-minimum-wage-rates. No one is allowed to retain your wage. Your earnings are yours.
- Modern day slavery and human trafficking is a serious criminal offence. UK authorities, charities and partner organisations are committed to safeguarding you from it.
- You cannot be controlled physically, financially or psychologically by another. If any of the following exploitation occurs, we urge you to contact the Police by dialling **999** or contact the National Slavery Helpline on **0800 0121 700**. UK authorities will take immediate action to protect any potential victim:
 - **Sexual exploitation** – being tricked or forced into the sex trade.
 - **Forced labour** – having no choice or control over work and the money earned is taken by someone else.
 - **Domestic servitude** – being forced to cook, clean, do childcare or other chores for little or no pay.
 - **Criminal exploitation** – forced or tricked into criminal activities such as growing or transporting drugs, committing fraud, shoplifting (theft) or begging.
 - **Forced marriage** – being forced into a marriage without consent.

Possible War Crimes in Ukraine

The Police are supporting the International Criminal Court (ICC) investigation regarding possible war crimes, genocide and crimes against humanity in Ukraine since 21st November 2013. If you have personally experienced or have witnessed any crimes, further information can be reported to the War Crimes Team in the Metropolitan (London) Police. Any evidence gathered by the UK police may be shared with the ICC. The police will treat all of the information you provide us in confidence www.met.police.uk/advice/advice-and-information/war-crimes/af/report-a-war-crime or scan the QR code:



Nottinghamshire County Council



Nottinghamshire County Council governs the County of Nottinghamshire. The Council is responsible for public services such as education, transport, highways, heritage, social care, libraries, trading standards and waste management.

Full details of all our services can be found here <https://www.nottinghamshire.gov.uk/>



Urgent Social Care Services

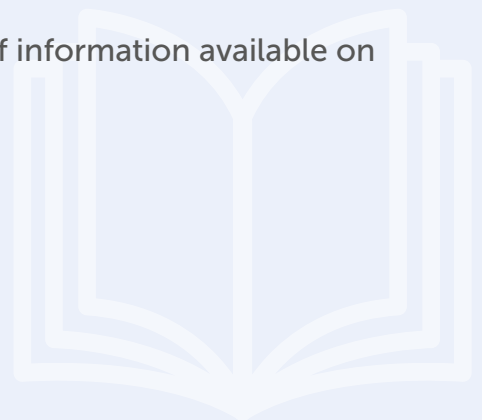
The welfare of you and your family is important to us, if you are in need of urgent assistance please note:

- **Adult Social Care** – call **0300 500 80 90**
- **Children's Services** – call **0300 500 80 90**
- Please note: If you believe a crime has been committed or there is an immediate risk of danger, call the police on **999** or **101**

Services for Children including Education, Development and Childcare

In the UK, the law states that full time education is compulsory for all children between the ages of 5 and 16, in England there is an expectation that children will remain in education, employment or training until the age of 18.

You will need to apply for a place for each child, there is lots of information available on Nottinghamshire County Council's School admissions hub – [School admissions hub | Nottinghamshire County Council](#)





UK Education System

Compulsory school age in England - up to 18



Primary Education Preparatory School

Age	School Year
4 - 5	Reception
5 - 6	Year 1
6 - 7	Year 2
7 - 8	Year 3
8 - 9	Year 4
9 - 10	Year 5
10 - 11	Year 6*

*(SATs Or 11+ exam)

Secondary Education Senior School

Age	School Year
11 - 12	Year 7
12 - 13	Year 8
13 - 14	Year 9
14 - 15	Year 10*
15 - 16	Year 11*

*(GCSE)

Further Education Sixth Form/College

Age	School Year
16 - 17	Year 12
17 - 18	Year 13*

*Academic qualifications:
A levels / IB
or
Vocational qualifications
NVQs/BTECs

Public School

Fee-paying
Independent
Selective
Also called private school

State School

Free
Government funded
Not available to international students

Higher Education



University Undergraduate

UG 3 Years
(Standard courses)

UG 4 Years
(Sandwich courses or study a year abroad)

UG 5 years
(For Medicine Veterinary and Architecture degrees)

University Postgraduate

1-2 Years Master Degree
(Taught/research)

3-5 Years PHD



Early Learning and Childcare

Many children start their early learning before 5, as all 3 and 4 year olds are entitled to 15 hours per week during term time. See <https://www.nottinghamshire.gov.uk/care/early-years-and-childcare/help-with-childcare-costs>

Three and 4 year olds whose parents work are entitled to up to 30 hours per week. See <https://www.nottinghamshire.gov.uk/care/early-years-and-childcare/help-with-childcare-costs>

Some 2 year olds are eligible for up to 15 hours per week See <https://www.nottinghamshire.gov.uk/care/early-years-and-childcare/help-with-childcare/funded-early-years-places-for-two-year-olds>

Choosing Early Education or Childcare

Choosing early education and childcare is down to personal preference, budget, age and needs of your child. In England an organisation called Ofsted makes sure that childcare settings are of a good standard. In Nottinghamshire we are fortunate that most of the childcare settings have been graded as Good or Outstanding.

Childcare settings can be:

- A registered childminder working in their own home
- A pre-school playgroup - often in a village hall
- A day nursery
- A nursery attached to a local school
- For school aged children breakfast clubs, afterschool and holiday clubs are all available.

Details of what is available can be found by following this link

<https://www.nottinghamshire.gov.uk/care/early-years-and-childcare/find-childcare>

Before you decide on a childcare provider, it is a good idea to visit your shortlisted settings. You may choose to see more than one setting and visit more than once to help you decide.

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

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

More information about the different types of childcare, funding support and top tips to think about when choosing childcare can be found at <https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/landing.page?newdirectorychannel=2>



Applying for a school place

An in-year application must be made for children who require a school place during the school year. Nottinghamshire County Council processes applications for all community and voluntary controlled schools, [Changing school in-year | Nottinghamshire County Council](#). Some schools manage their own in-year applications and you would need to contact those schools directly. To check where to apply for a school place you can visit our website, [Apply to change school 'in-year' | Nottinghamshire County Council](#).

Remember to list any other children in the household that attend your preferred school on your application.

You can apply for a school place up to 6 weeks, or during the preceding school half term, before you require the place. We recommend you list 4 schools on your application.

If a school is oversubscribed, you will be given the right to appeal, information about this will be included in the outcome to your application.

It is your responsibility to arrange for your child(ren) to get to school. Transport to access school is only arranged in exceptional circumstances. Use this link to apply for transport to access school www.nottinghamshire.gov.uk/education/travel-to-schools/under-16-mainstream-travel-assistance

Free School Meals

Nottinghamshire wants to make sure as many eligible children as possible are claiming their free school meals. We use the Department for Education's free school meal checker to determine eligibility. For more information about how to apply please visit www.nottinghamshire.gov.uk/education/school-meals/free-school-meals-and-milk

If your child has Special Educational Needs or Disabilities, a great starting point is the SEND Local Offer on Notts Help Yourself. See:

<https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page>

School uniform assistance

We understand that guests may find it challenging to get a uniform for your children to enable them to attend school. Our 3 step guide below will help:

1. Check with your school. Most schools will have their own uniform banks or providers and can help sourcing the set of uniform for a struggling family.
2. Contact local charities, e.g. School Uniform Bank or the Uniform Project Nottingham.
3. www.nottinghamshire.gov.uk/education/financial-support/financial-support

Domestic Abuse



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

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

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

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

- For support Nottinghamshire has a 24 hour free helpline and this can be reached on **0808 800 0340**
- More details on the wide range of services and organisations that can help can be found by following this link <https://www.nottinghamshire.gov.uk/care/health-and-wellbeing/domestic-abuse-and-sexual-violence-support>
- In an emergency call the Police on **999** or for a non emergency **101**
- Equation, a Nottingham based charity, also offers specialist support and advice around domestic abuse, sexual violence and gender inequality. Find out more at <https://equation.org.uk/>

Gender and sex



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

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

Racism and discrimination

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

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

You should not experience racial harassment at work, school or in public (where other people make comments about your race or where you come from that are offensive or make you uncomfortable). If you or someone you know is the victim of racism, do not try to deal with racism or racist attackers on your own. Get the authorities involved. If you try to resolve it on your own you could get hurt or even get into trouble with the police yourself.

Do tell the authorities about it.

You can go to the police. If you don't want to walk into a police station there are many ways you can report a racist crime; for example you can do it online at www.report-it.org.uk/home.

Borough & District Councils

The County Council is the upper tier of local government, below which are seven councils in the County with responsibility for services such as housing, planning applications, council tax, refuse collection and a wide range of community based services.

Use this link to find out which Council covers where you are staying:

www.gov.uk/find-local-council

The districts of Nottinghamshire are listed below with their contact details:-

Ashfield District Council

Tel: **01623 450 000**

Website: <https://www.ashfield.gov.uk/>

Email: info@ashfield.gov.uk

Gedling Borough Council

Tel: **0115 901 3901**

Website: <https://www.gedling.gov.uk/>

Email: enquiries@gedling.gov.uk

Bassetlaw District Council

Tel: **01909 533 533**

Website: <https://www.bassetlaw.gov.uk/>

Email: customer.services@bassetlaw.gov.uk

Mansfield District Council

Tel: **01623 463 463**

Website: <https://www.mansfield.gov.uk/>

Email: mdc@mansfield.gov.uk

Broxtowe Borough Council

Tel: **0115 917 7777**

Website: <https://www.broxtowe.gov.uk/>

Email: customerservices@broxtowe.gov.uk

Newark & Sherwood District Council

Tel: **01636 650 000**

Website: <https://www.newark-sherwooddc.gov.uk/>

Email: customerservices@newark-sherwooddc.gov.uk

Rushcliffe Borough Council

Tel: **0115 981 9911**

Website: <https://www.rushcliffe.gov.uk/>

Email: customerservices@rushcliffe.gov.uk



Homelessness Support

Where you are staying should be available for at least the first 6 months since your arrival in the UK. However, in exceptional circumstances where the arrangement has irretrievably broken down and you have no alternative options, the Homelessness Team at your local District Council will be able to offer you information, advice and assistance. Please use the links above to access the Council that covers the area where you are currently staying.

When you are ready to move on into an independent accommodation, please check the resources on our website, as there are various ways the Council may be able to help with the house search and the move.

www.nottinghamshire.gov.uk/business-community/support-for-ukraine



Transport around Nottinghamshire

Nottinghamshire has a wide range of public transport solutions to get around the County and beyond details can be found here

<https://www.nottinghamshire.gov.uk/transport/public-transport>

- **Train Services** – <https://www.thetrainline.com/>
- **Local Bus Services** – <https://www.nottinghamshire.gov.uk/transport/public-transport/plan-journey>
- **National Express** - <https://www.nationalexpress.com/en>
- **Taxi Services** – area dependent
- **Cycling** - <https://www.nottinghamshire.gov.uk/planning-and-environment/walking-cycling-and-rights-of-way/cycling>
- **Walking** - <https://www.nottinghamshire.gov.uk/planning-and-environment/walking-cycling-and-rights-of-way/walking>
- **Nottsbus On Demand** - www.nottinghamshire.gov.uk/transport/travel-notts/travelling-by-bus/nottsbusondemand



Community based and Voluntary Sector support

Ukrainian Community

Nottingham Ukrainian Cultural Centre

The Ukrainian Cultural Centre in Nottingham is run by the Nottingham branch of the Association of Ukrainians in Great Britain (AUGB). It provides a wide range of activities and groups including choirs, an orchestra, dancing, and youth groups. The centre runs English classes, welcome and specialist drop-in sessions for Ukrainian refugees at Clawson Lodge, Mansfield Road, 403, NG5 2DP www.nottinghamukrainianculturalcentre.co.uk/ or [Ukrainian Cultural Centre - AUGB Nottingham | Facebook](#)

Nottingham Ukrainian School

Based at the Ukrainian Cultural Centre, Nottingham Ukrainian School is a Saturday school that encourages Ukrainian children to learn Ukrainian language, literature, history, geography, music and art. Various clubs are run in the school setting, such as Ukrainian School Band, football club, photography club, etc. www.facebook.com/nottinghamukrainianschool

St Alban's Ukrainian Catholic Church

Providing for the spiritual and pastoral needs of Ukrainian Catholics. Address 12 West Street, Nottingham NG2 4QY. www.facebook.com/ukrainianchurchnottingham

Homes for Ukraine - Bassetlaw Support Centre

The group is an established support centre for Ukrainians in the Bassetlaw area of North Nottinghamshire to help find homes and accommodation for Ukrainian people in Bassetlaw. Advice is provided on a range of integration related issues at Retford Enterprise Centre (Room 5), Randall Way, Retford DN22 7GR

[Homes for Ukraine -Bassetlaw Support Centre | Facebook](#)

Eastern European food shops

- Broadgate Store 144, High Rd, Beeston, Nottingham NG9 2LN
- Stokrotka Polski Sklep, 17 Bentinck Rd, Radford, Nottingham NG7 4AA
- Two'j Polish Supermarket 494 Meadow Lane, Nottingham NG2 3GD
- Paprika Store, Hungarian and international grocery store, 77 City Road, Beeston NG9 2ED

Ukrainian Services in Nottinghamshire

There is now an online platform where you can find a service provided by Ukrainians who live in and outside Nottingham. The list is constantly growing, and there are already plenty of offers in the beauty industry, photography, transport, repairs, and more. If you are self-employed in the UK and have got a service to offer, your details can be added to the catalogue.

If you are looking for a particular service that is not currently listed, a service request option is also available on the website. Explore all offers:



Key Community Based Support Organisations

There are several core Community & Voluntary Sector organisations that coordinate and connect support for Ukrainian guests in different local areas of the County:

The British Red Cross

The British Red Cross (BRC) has established the Ukraine Response Refugee Support service to provide casework support to individuals fleeing the war. Referrals from statutory and community organisations are accepted as well as self-referrals. The service can help with:

- Advice rights and entitlements, short-term financial help, support with opening a bank account
- Access to housing services, health services, GP registration
- Access to education, school registration, support with social integration
- Assisting with technical support for applying UPE for vulnerable clients

Contact in Ukrainian or English:

Refugeesupportnottingham@redcross.org.uk

or by phone: **07751739926**

or Enquiries Line: **01332 525423**

Nottingham Women's Centre

The Nottingham Women's Centre runs a wide range of activities for Ukrainian women, many sessions are delivered by Ukrainian speakers:

- Therapy service – free counselling by qualified Ukrainian speaking therapists
- Salsa and bachata classes, healthy spine sessions
- English classes, legal support and more

Learn more

www.nottinghamwomenscentre.com/

or visit 30 Chaucer Street NG1 5LP

Refugee Roots

Refugee Roots helps asylum seekers and refugees build relationships and navigate the complexities of building a new life in the UK. Many Nottinghamshire Ukrainian guests have been benefiting from the activities and services offered by this charity:

- English conversation classes
- Befriending scheme and one-to-one individual support
- Art and cooking sessions

Refer at www.refugeeroots.org.uk or visit First Floor,

17-19 Long Row, NG1 2DH

Empowered Women UK

The Empowered Women UK charity has launched a project 'Unity for Ukrainian Women' offering support sessions for Ukrainian women needing to switch over to the e-visa system and apply for the Ukraine Permission Extension visa scheme. Appointments are available only via prior booking – please email: upehelpnottinghamshire@ukr.net

Directory of Community Based support services - NottsHelpYourself

Most organisations providing support in Nottinghamshire have registered their services on the Notts Help Yourself website which enables people to search across the whole range of support available

www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page

