

FIRST TASKS TO COMPLETE
N.B. THIS DOCUMENT IS A WORK IN PROGRESS

[When your family first arrive please inform Kent County Council by completing this form.](#) If you are unable to complete the form, please call them on 03000 412424.

Completing this form will inform Canterbury City Council who should contact you to arrange a home visit where they would like to meet you and your guest.

You can use this interview to ask any questions you have but needn't wait for it to do the following:

1. Apply for Benefits

It is important you apply for benefits as soon as possible to make sure you get the money you need and there is no gap in your income. Your entitlement starts from the date you claim not the date you arrive in the country. You do not need a bank account to start your claim.

Information you'll need to claim benefits

You'll need the following information:

- name
- address
- date of birth
- bank details (you can still claim if you do not have a bank account)
- mobile phone number
- email address
- details of where you're living

www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine this link includes useful information and the option to read in Ukrainian

You can apply for benefits online www.gov.uk/browse/benefits. Which benefits you apply for will depend on your circumstances. Most people of working age will apply for Universal Credit.

To apply for Universal Credit you should submit your claim online

www.gov.uk/apply-universal-credit

If you're unable to use the online service to apply, you can contact the Universal Credit Helpline 0800 328 5644

To apply for Pension Credit www.gov.uk/pension-credit, a weekly payment from the government that you receive when you reach a certain age, you can contact the Pension Service:

Telephone: 0800 731 7898 / Textphone: 0800 731 7339
Monday to Friday 8am to 7.30pm(except public holidays)

Calls to these numbers are free from a land line and usually free from a mobile phone.
If English is not your first language you can ask for an interpreter when you call any of the phone numbers.

2. Open a UK Bank Account

This is a useful guide to the options available, there is an option to read this in Ukrainian as well <https://fififinance.com/uk/ukrainian-bank-accounts-uk>

3. Register with a GP

Details on how to apply available are at www.whitstablemedicalpractice.co.uk/join-the-practice

4. Apply for a School Place (if needed)

You will need to complete the 'in year admission form' and send it to the school you would like to apply to. You need to complete a separate form for each child you are applying for www.kent.gov.uk/data/assets/pdf_file/0012/3522/in-year-application-form.pdf

Alternatively, you can email the In-Year Admissions Team at kentinyearadmissions@kent.gov.uk with:

- the name of your child or children
- their date of birth
- the full address (including postcode) of where you're staying.

Information on childcare for children under school age can be found at www.kent.gov.uk/education-and-children/childcare-and-pre-school/find-childcare

5. Claim your welcome payment

Every person arriving should receive a £200 welcome payment from Kent County Council. Your guests should receive a text message with a code that they can then use to claim the money from a PayPoint location (the Co-Op on Canterbury Road).

If your guest hasn't received the text message email ukraine@kent.gov.uk with the guests names, DOB host name ,address and contact telephone number.

Additional funds have been raised locally to help financially support people up until Universal Credit has been set up. To access these funds please email Kim Foster at shop@copperfieldsofwhitstable.co.uk who is co-ordinating this on behalf of Whitstable Rotary.

6. Working and Finding Work in the UK

You need a National Insurance number to be able to work in the UK, however you can look for and start work without a National Insurance number if you can prove your 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.

Any Ukrainian National who is not claiming benefits and who wishes to work in the UK and requires a National Insurance number for employment purposes can apply for a National Insurance number online at <https://www.gov.uk/apply-national-insurance-number>

Jobcentre Plus provides a free employment advice service to everyone of working age, they can provide access to training opportunities and signpost to trusted partner organisations for specialist support. Jobcentre Plus offices have public computers to help you in your job search

Canterbury Jobcentre Plus

Northgate House
115-120 Northgate
Canterbury
Kent
United Kingdom
CT1 1EZ

Herne Bay Jobcentre Office

22-26 Bank Street
Herne Bay, Kent, United Kingdom
CT6 5EA

Find a Job & Find an Apprenticeship: <https://www.gov.uk/find-a-job> is a free online job website. Contains latest vacancies for jobs or apprenticeships across different career opportunities and job sectors. Available 24/7, 365 Days a year. You can search for jobs without an account. You need to create an account to apply for a job.

National Careers Service: Provides free, impartial and personalised information and guidance on careers. Can help you to make decisions on learning, training and work. Advice is delivered through individual

and group face-to-face sessions, over the telephone and online at:

<https://nationalcareers.service.gov.uk/>

Useful Information:

Information on Minimum Wage: www.gov.uk/national-minimum-wage-rates

Information on workplace rights: www.acas.org.uk

Tax: www.gov.uk/tax-come-to-uk

If you have any additional questions or problems you can:

- **Contact Kent County Council on 03000 412424. This is a 24 hour number with translation services available. You can email Kent County Council at ukraine@kent.gov.uk**
- **Contact Canterbury City Council via email at ukraine-support@canterbury.gov.uk**
- **Contact the network of other hosts in the area. There is a WhatsApp group which you can join by emailing chris.cornell@councillor.canterbury.gov.uk with your details or texting him on 07737 596 751.**
- **Post questions on any of the local Facebook Groups. Our local ones are Canterbury For Ukraine and the Whitstable Welcome Network. Additional advice and resources are available in Ukrainian and English at www.whitstablewelcomenetwork.co.uk**