Homes for Ukraine -
Information and guidance for anyone considering hosting a family
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1. Overview of the Homes for Ukraine scheme

In response to the terrible situation in Ukraine the government has launched the Homes for Ukraine Scheme which has received a great response from the public throughout the UK.

Through the Homes for Ukraine Scheme, Ukrainians forced to flee their homes are matched to ‘sponsors’ who may be people or organisations in the UK. You can apply to be a sponsor if you can provide a home or spare room rent-free for as long as you are able, with a minimum stay of 6 months.

If you are confirmed as a sponsor and host a Ukrainian household in your home, you will receive £350 per month as a ‘Thank you’ payment from the Government. In you are in receipt of a Council tax discount, this will not be affected.

Ukrainians arriving in the UK under this scheme will be granted 3 years leave to remain, and will be entitlement to work and access benefits and public services.

There is a great deal of information available online from local councils and national government as well as other organisations. This document has been prepared to provide a brief overview of the scheme for those thinking of becoming a sponsor and welcoming a Ukrainian family into their home or other owned property. It has been designed to give you an idea of the requirements of the scheme, and the things you need to consider. It is not a definitive guide to every aspect of the scheme, which by its very nature changes and evolves as the situation develops here and abroad. We have also included some useful information that may help in the initial days and weeks of welcoming a family into your home.

There are 5 key elements of the scheme:

- Firstly, you will need to consider if sponsorship is right for you and if so, what preparations you may need to start making – This document should help with this. As a sponsor you’ll be expected to offer space in your house or some other self-contained accommodation that you own for Ukrainian refugees to occupy, free of charge for at least 6 months, and ideally for up to 12 months. Further information is available on the Government website here: (https://www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions)

Your guests will have the full support of your local Council who will help and guide them to access any required services such as:

- Medical services
- Mental health services
- School places for children
- Help to make claims for Universal Credit and accessing Job Centres
- Further education and training for work
• If you would like to proceed, and you do not know a family in Ukraine, you will need to be ‘matched’ with a suitable family from Ukraine based on the accommodation you have available and your own requirements. See section 4. Page 8 for details of the matching service.

• After you have been matched with a suitable family, you and the Ukrainian family will need to apply for a visa that will allow them to come to the UK. See section 5. Page 9 for information on the visa application process.

If the visa application is successful, then the following checks will take place.

  o Your local council will contact you to arrange a visit to check your property is suitable and there are no safety or safeguarding concerns. See section 2. Page 5 for information of the accommodation requirements.

  o You and every adult in your household will be subject to DBS checks; where there are children or vulnerable adults coming to stay with you, every adult in your household will be subject to an enhanced DBS with Barred Lists check.

    Ideally all these checks will happen pre-arrival, but the Councils (and the Government) recognise that this will not always be practically possible.

• Following a successful visa application and contact with your local Council you can then make arrangements with your guest family to come to the UK and welcome them into your home or property. There is support available to help Ukrainians to travel to you once they are in the UK if you are not able to meet them at their port of entry. See section 9. Page 14 for information on the travel scheme.

• When your guests have arrived, it will be important to help them settle into life in a different country as quickly as possible. So, any help you, or friends, or the local community can offer to help them get to know the local area, find shops, contact the Council resettlement office, open a bank account, register with a G.P. etc. would be very helpful. See section 7. Page 11 for useful information.
2. Accommodation

Time Requirements: You should be prepared to offer at least six months of stable accommodation.

Accommodation: Depending on your circumstances this can be anything from an empty room in your home to an unoccupied property if it’s safe, heated, and free from health and safety hazards. Guests should have adequate access to bathroom and kitchen facilities.

Number of Guests: You should also consider how many people you can accommodate so that they all have sufficient space. Two people should not be in one room unless they are: adult cohabiting partners; a parent and child; two siblings of the same gender if aged over 10; two siblings regardless of gender if aged under 10. Individuals who didn’t previously know each other should not be given the same room.

Accommodation should:
- Be kept clean and in a reasonable state.
- Have adequate kitchen and bathroom space.
- Have access to drinking water.
- Have a working smoke detector on each floor of the property and other fire safety precautions suitable for the building e.g. fire doors or escape routes as appropriate see: [https://www.gov.uk/government/publications/make-your-home-safe-from-fire](https://www.gov.uk/government/publications/make-your-home-safe-from-fire)
- Have a working carbon monoxide detector in any room containing a solid fuel burning appliance (e.g., a coal fire, wood burning stove).
- Have sufficient heating to keep the property at a comfortable temperature.
- Have safe gas appliances, fittings and flues and have undertaken a Gas Safety check within the last year (see [https://www.hse.gov.uk/gas/domestic/faqlandlord.htm](https://www.hse.gov.uk/gas/domestic/faqlandlord.htm)).
- Have safe and working electrics, which a qualified electrician can help with if you are unsure.
- Be almost entirely free of damp or mould.
- Have doors and windows at entry level that lock properly.
- Be easy and safe to move around in, without excessively steep staircases.
- If accommodation is being offered to children the relevant age-appropriate safety precautions must be in place such as stair gates, socket covers, cupboard locks and upstairs window locks etc.

What checks will be done?
In addition to checks prior to visas being issued, all households will be visited to ensure the accommodation is fit for purpose and suitable to receive guests.

If the accommodation is self-contained or if only adults without specific vulnerabilities are coming into the property, then basic DBS checks are undertaken on all adult members in the sponsor household.
Children under 18
If children under the age of 18 are going to be accommodated in the household, then an Enhanced DBS check (including a check of the Children’s Barred List) will be undertaken on all people in the sponsor’s household over 16.

Local Authorities will follow existing guidance for regulated activity with vulnerable adults. Where the local authority officials know that there is an adult guest arriving in the household, who is vulnerable (due to illness, disability, or age) and has particular needs for which the sponsor is to provide support, a request for an enhanced DBS check with check of the Adults’ Barred List can be made.

What about any council tax discount?
Council tax discounts, if currently received, will not be affected if you sponsor and host a Ukrainian family in your home. Additionally, the Government is offering a £350 a month ‘thank you’ payment to all sponsors.

What about your mortgage / household insurance?
Depending on your circumstances, you will need to check with your landlord, freeholder or mortgage provider, and also your property insurance company to check if they have any policies which you need to be aware of. It is important that hosts think through any possible implications for your property tenancy, mortgage, lease, and insurance before your guest arrives in the UK. Insurers have agreed that for homeowners accommodating Ukrainian Nationals in their home, there is no need to contact them on the basis that you are accommodating non-paying guests. In other situations, including where the sponsor is a landlord or a tenant, you will need to contact your insurer.

Lenders have committed to enable as many borrowers as possible to participate in the scheme. If you have a mortgage on the property that is to be used, you will need to contact your mortgage lender or refer to your mortgage lenders and insurer’s websites where further advice may already be available.

What arrangements / agreements should you put in place with your guests?
It is best to set a few clear expectations between you and your guests. As a sponsor you may want to draw up an agreement with your guests that sets a few ground rules, such as sharing use of common areas of the house, or concerning things like smoking, alcohol, or noise.

When the sponsor wants to bring this arrangement to an end after the initial 6 months, they can ask their guests to leave by giving reasonable notice. As the sponsor will not be charging rent an assured shorthold tenancy is not created but if the arrangement changes from sponsorship to one where rent is charged, the position will be different.
3. What additional items may you need to provide?

The following items should be provided to help create a welcoming and pleasant home for guests and hosts alike.

- Clean bedding (sheets, duvet covers, duvets, pillows, and pillowcases) and towels.
- Storage for clothing.
- Kitchen cupboard and fridge space for food storage.
- Access to kitchen facilities and cooking equipment.
- Bathroom storage space for personal items.
- Keys to the property.
- Access to laundry facilities.
- Access to an eating area.
- Privacy for both the hosts and the guests.
- Connectivity access to Wi-Fi, television, and radio.
- Simple and clear house rules, such as smoking, noise, guests etc.
- Provision of toiletries for use on arrival.
- Local area information, such as bus routes, schools, doctors, shops, parks etc.

If young children are present, then these additional provisions will be needed:

- Cupboard locks on cupboards housing cleaning products, medicines, and other hazardous materials.
- Window locks on upstairs windows.
- Socket covers in unused electrical sockets.
- Stair gates at the top and bottom of any stairs.
- Access to age-appropriate equipment, cots, bed guards, highchairs etc.
- Secure and safe gardens with locks on gates.
- Provision of some age-appropriate toys if possible.
4. Matching services to help find a family to host

We are currently working on two options for the important matching service, and we are also building associations abroad to help match Ukrainian families who wish to come to the UK with suitable families here. We are also working closely with local and national government departments. If you would like to discuss finding a family to host, please contact the Caritas Office to discuss these options further.

caitas@northamptondiocese.org

01604 434362

You can also contact Reset who are working in collaboration with the Government to offer a matching, training, and support service to sponsors and refugees under the Homes for Ukraine Scheme. See: https://www.homesforukraine.org.uk/
5. Visa application requirements

Prior to starting an online visa application, please ensure that you have the following information and documents available as this will allow you to complete the process quickly and easily. It is currently not possible to save and return to a previously started application. If incorrect information is provided, the application will be denied and it will need to be started again.

UK Sponsors need:
- Email address.
- Phone number.
- Digital copy of sponsor’s valid passport.
- Digital copy of the valid passports of everyone in the household over 18.
- Digital copy of a recent Utility bill.
- The month and year you have moved into the property.

Ukrainian guests visa requirement:
If the guest holds a valid Ukrainian international passport, or an expired Ukrainian international passport with a formal extension stamp issued by the Ukrainian government, they will need to complete an application online, and will need the following:

- Digital copy of passports for every person in the group, regardless of age.
- Proof of address in Ukraine.
- E-mail address.
- Contact phone number.

The process can be relatively time consuming, so do please contact the Caritas office and we can assist you with this process.

**If the Ukrainian guest does not hold a valid Ukrainian international passport they will need to book and attend an appointment at a UK Visa Application Centre. (Details below)**

**Visa Application Centres (VAC’s)**
VACs in Ukraine are currently closed. You can apply at a VAC in other countries if you are able to travel to it safely.

There is currently a temporary VAC for people applying for the Ukraine Sponsorship Scheme in Rzeszow, Poland. You’ll need to complete your online application and book an appointment before attending the Rzeszow VAC - walk-in appointments are currently not accepted.

VACs are currently operating throughout Europe including:

- **Budapest, Hungary**
  - [https://pos.tlscontact.com/bud_en/address](https://pos.tlscontact.com/bud_en/address)
- **Warsaw, Poland**
  - [https://pos.tlscontact.com/waw_en/address](https://pos.tlscontact.com/waw_en/address)
- **Chisinau, Moldova**
  - [https://pos.tlscontact.com/kiv_en/address](https://pos.tlscontact.com/kiv_en/address)
- **Bucharest, Romania**
  - [https://pos.tlscontact.com/bbu_en/address](https://pos.tlscontact.com/bbu_en/address)
- **Paris, France**
  - [https://pos.tlscontact.com/par_en/address](https://pos.tlscontact.com/par_en/address)
6. Safeguarding

The UK government and local councils will undertake basic safeguarding checks as part of the process leading to the visa being issued.

Prior to arrival in the UK, those who are hoping to come here will need to meet standard security checks prior to being issued with a visa.

Host families will also undergo eligibility and suitability checks prior to any visa being issued. All adults in sponsors’ households will be subject to DBS checks. Accommodation inspections will be carried out by local Councils. The level of check is determined by the age and needs of the guests. Councils have a statutory duty to promote the welfare of adults and children at risk and reserve the right to check in on guests and inspect accommodation once they have arrived.

Awareness

Once your guests arrive in your home there are things that you need to consider due to the change of circumstance within your living arrangements. These will differ depending on who you have living within your home and their ages.

You should ensure that you do not inadvertently put either yourself or your guest in an uncomfortable situation, example of this could be visiting the bathroom at night or dressing for comfort in hot weather or during the evenings. Be aware that there are others in the house. Ensure that there is adequate privacy for both you and your guests. For example, ensure that you knock and obtain permission prior to entering rooms that have been allocated to your guests. Always knock-on closed bathroom doors to ensure they are vacant before entering.

Be aware of personal space and respect each other. People are all different and what is normal for some may not be normal for others. Your guests may have different customs and cultures, use different food ingredients, and cook foods that taste and smell different to yours, tolerance is the key to dealing with this.

If your guests have children, this may be challenging at times and may be tiring for a host if this is something they are not accustomed to on a regular basis.

If you have any questions or need any clarification, please contact the Diocesan Safeguarding Office on 01604 723514
7. Ukrainian guest helpful information

The following information is provided to help hosts have an understanding and awareness of some cultural differences they may encounter.

Kitchen & mealtimes
Eastern Europeans enjoy drinking tea (as do many in the UK) but some drink it a bit differently. A common choice is black tea with lemon and sugar or honey. Another favourite is black tea with confiture/jam. Tea with milk is not very popular.

They love bread! Not necessarily toast bread but loaf bread - sourdough, wholemeal etc. Eaten with proper butter (not the easy spread one). Sour cream is popular in the kitchen, it is added to soup.

Mealtimes tend to be a bit different – they start with breakfast, sometimes followed by a second breakfast (more of a snack) and then the biggest meal of the day comes at lunchtime. This is often a two or three course meal: soup followed by a main and maybe dessert. Supper, eaten in the evening, is again a smaller meal (more akin to a sandwich at lunchtime).

Comfort
Eastern European houses tend to be very, very warm in winter. Many people live in blocks of flats and those are often heated by the council, so heating is set high. It is a surprise to most Eastern Europeans when they visit their British friends how cold the houses are. You may consider providing your guests with an extra blanket while they adapt to their new home.

Slippers are very important and worn in most houses. It is possible that your guests may either bring slippers with them or wish to quickly purchase a pair.

Some people insist on changing into ‘loungewear’ as soon as they come into the house. Many were told by the older generation that wearing ‘out of the house’ clothes inside brings in dust and dirt from the street and will insist on wearing two different outfits throughout the day, depending on whether they are in or out.

Children
Children in Eastern Europe tend to dress in warmer clothes than in the UK (it’s colder there plus there is a strongly held belief that a child may catch a cold if underdressed). Don’t be surprised if guests insist that a small child must wear a hat well into spring if not year-round (to protect them from the cold or the sun).

Children are given homework every day so it will be a pleasant surprise for your guests to find out that that may not be the case. They also go to school for different number of hours per day (depending on their age they tend to be in school for anywhere between 4-9h a day). It might take them some getting used to the regularity of English schools.
Health
It is much more common in Eastern Europe to visit a doctor with mild symptoms. It is also much more common to be prescribed antibiotics and to take a range of different medicines and over-the-counter medicines. While there are home-remedies that are passed down the generations and it may come as a shock if they are told to take paracetamol and to rest rather than be prescribed something specific.

Getting along
Eastern Europeans tend to be more blunt than British people. In a direct translation saying, ‘Can you pass the salt?’ is very polite and typically a ‘please’ wouldn’t be necessary. Much of manners is expressed through phrasing something as a question rather than by using specific phrases. It is a small thing but worth to keep in mind that your guests will not be accustomed to saying please and thank you. They might also not understand subtle hints such as ‘would you mind doing x’ - for them that will be a question, demanding a yes or no response. It might be worth using simpler phrases such as ‘please do x’ while you are finding a common tongue with your guest.

Work
Working hours tend to be different. It is normal to start work at 7am and finish around 3pm. While your guests probably won’t be looking for jobs immediately it might be a good idea to specify to them what are your working hours, so they know when to expect you home or when you might be in meetings.

In most UK towns there will be a Polish shop that will stock items that your guests will be familiar with. In big cities there is also a Polish section in supermarkets. Your guests might feel much more comfortable shopping there at the start, while they learn about British equivalents.

Ref: https://www.facebook.com/anxietyswansea/posts/484460856735622
8. Do you need a contract / agreement?

It’s best to set a few clear expectations between you and your guests. As a sponsor you may want to draw up an agreement with your guests that sets a few ground rules, such as sharing use of common areas of the house, or concerning things like smoking, alcohol, or noise.

When the sponsor wants to bring this arrangement to an end, they can ask their guests to leave by giving reasonable notice. As the sponsor will not be charging rent an assured shorthold tenancy is not created but if the arrangement changes from sponsorship to one where rent is charged, the position will be different.

Agreements
There is no requirement to use either kind of agreement as shown below as part of the sponsorship scheme, but it could be helpful in ensuring all parties are clear on the terms of their arrangement, including agreement on who will pay the council tax bill. Some mortgage lenders may ask for a licence agreement to be used.

There are two kinds of agreement that could be used depending on the circumstances:

If your guests are sharing accommodation with you, for example using guest bedrooms and sharing a kitchen with you, the Excluded Licence Agreement is most suitable.

Excluded Licence Agreement

If your guests are living in self-contained accommodation (such as a holiday let) then the Excluded Tenancy Agreement is most suitable.

Excluded Tenancy Agreement
9. Ukrainian Displaced Persons Travel Scheme.

Ukrainians coming to the UK are entitled to free public transport as soon as they arrive for their journey to their final destination.

From 22 March, Wizz Air announced it is supporting Ukrainian refugees by offering them 100,000 free seats on all continental Europe flights departing from Ukraine’s border countries (Poland, Slovakia, Hungary, Romania).

In addition, Wizz Air recognises that many refugees have already started moving and may be stranded in other locations. As such, the airline is also offering a €29.99 rescue fare on all other flights (excluding the UAE, Iceland, and the Canaries), as well as a €69.99 rescue fare on all flights to the UAE, Iceland and the Canaries.

Stena Line travel are offering free transport onboard their ferries to Ukrainians seeking shelter in another country. They are also offering free transport to registered charity and humanitarian organisations. If safety and capacity allow, the passengers will be booked on the first available sailing and all passengers need to bring a valid passport.

Eurostar is offering free travel on its network. Passengers with a valid visa to enter the UK and a Ukrainian passport can receive the free ticket by speaking to any Eurostar team member at Paris Nord, Brussels-Midi, Lille Europe, or Amsterdam Central.

**Guests will be asked to produce their passport or Ukrainian government ID for free travel on buses or trains**

**Welcome Points**

There are several major entry points to the UK, including airports, where there will be Welcome Points for guests to meet you and where guests can seek support, including to arrange their onward travel.

These have been established at the following major port of entry locations:

- **Airports** - Stansted, Luton, Heathrow, Manchester, Birmingham & Gatwick.
- **Rail** - St Pancras International.

There are also welcome arrangements set up or on standby at the following locations:


- **Ports** - Birkenhead Ferry Port, Portsmouth International Port, Dover Port and Folkstone, Plymouth Port, Port of Newhaven, Port of Tyne, Port of Poole, Harwich International Port, Port of Hull, Holyhead Port, Fishguard Port, Pembroke Dock, Cairnryan, Larwick.
**Rail and coach** - London Victoria Rail and Coach station, Wrexham General Station, Cardiff Central Station.

Staff at welcome points will be able to support guests on their arrival to the UK and resolve any immediate problems. This may be through helping make onward travel arrangements, or through answering any questions they may have until you arrive. The Welcome Points will be able to support guests by providing access to a rest area, toilet facilities, telephone, telephone charging facilities and translation capability. In addition, they can provide any necessary immediate assistance including food, drink, (over the counter) medical supplies and other sundries and signposting access to public services and advice.
10. When your guests arrive

You should help your guest(s) to adjust to life in the UK as soon as you can. You should make sure they are comfortable in their accommodation, and that they have access to basics such as food, bedding, and toiletries.

Your guest will be able to access support from your local council for instance for helping children access school places, as well as from Jobcentre Plus. It would be helpful if you could assist them in registering with a GP and a bank.

Your guests are unlikely to be familiar with the layout of your local area or how to get around easily. Some practical advice on things like getting to and from your home, where the local shops are, and where to catch buses and trains will go a long way. As a sponsor, you’re not expected to provide transport for your guests throughout their stay.

It would be helpful to direct your guests to public services. For example, this could involve helping your guests to contact and register with a local GP and NHS dentist. Additional guidance on how to access public services can be found on the gov.uk website.

As a sponsor, the first thing to do will be to make sure guests are comfortable in their accommodation and setup with the basics. They should have enough food and essential supplies like toiletries, and it is worth checking that they’ve got access to a mobile phone and the internet so they can stay in touch with family and friends.

The Government has produced an excellent Welcome pack that can be downloaded here:

11. Psychological trauma

Escaping war will contribute to psychological stress and mental health issues (for example, post-traumatic stress disorder (PTSD)) which may not manifest until weeks after displacement. Children may be particularly vulnerable.

Conservative estimates indicate at least 30% of all refugees will develop PTSD at some point, while other estimates go as high as >70%; Given a safe and supportive environment, most refugees will recover from trauma exposure without professional mental health treatment.

The priority should be on helping the Ukrainian refugees feel safe and supported, materially and psychologically. Loss is endemic among refugees. Grief is a normal response to loss. Only when it persists and impairs functioning is it considered a disorder.

Supporting refugee parents, who are coping with persistently high stress, may be the best way to foster healing and resilience in their children. This means that we need to prioritise providing safe and supportive environments. This starts with meeting basic needs: adequate shelter, food, healthcare, secure legal status, and opportunities to create social support networks with other Ukrainians and with members of the host society.

Basic information about how to access social, medical, educational, and legal services can go a long way towards lowering anxiety, while community centres, religious settings, and social gatherings can foster supportive networks that reduce isolation, and allow for the sharing of experiences, information, and resources.

We often believe we need to ‘do something’ when people experience sadness. We forget that listening with empathy and respect is actually the very thing we most need to be doing. Recognising the pervasiveness of loss and grief among Ukrainians is important. Making space for sadness and grief when they arise can be very helpful and is something anyone supporting Ukrainian refugees can do. We never want to be intrusive and asking about war experiences is risky and not advised; if people want to talk about the war, that’s fine, but, especially at this early stage, it’s important to follow their lead, and not invite disclosure about painful events. On the other hand, asking about refugees’ lives before the war can be an invitation to share deeply valued parts of their non-refugee identities, the treasured roles and activities and places they have left behind, and to which they are likely hoping to eventually return.

Refugee children can be supported in at least two key settings: at home and at school. Although some refugee children may need professional mental health services, particularly if they have been traumatized by extreme acts of violence, the majority of displaced children appear to be resilient and, like other children, respond well to the reestablishment of safe and supportive family environments. Strengthening and supporting refugee parents must therefore be a top priority.

Finally, schools offer refugee children structure and positive routines, opportunities for social interaction with peers, mastery of the local language, and a sense of hope for the
future. Education is fundamentally future-oriented, helping prepare students for academic and professional success. For children who have left so much of their world behind, this sense of hope can be a powerful antidote to anxiety and despair.

The role of a sponsor, and the most effective thing they can do is to offer a safe, secure, and welcoming place for Ukrainian families. Your local council is the best place for guests to turn to for support with trauma or mental health concerns at any time.

Ref: https://www.psychologytoday.com/gb/blog/the-refugee-experience/202204/how-can-we-support-the-wellbeing-ukrainian-refugees
12. Other ways to help and support those in Ukraine

Hosting is of course not for everyone for many reasons.

One of the most important aspects to making the ‘Homes of Ukraine’ scheme truly beneficial and supportive for those coming to the UK, will be the day to day support that guests are provided when they are here, and not just the providing of accommodation.

It will be extremely important that we build support networks in our parishes and pastoral areas to help and support the hosts themselves, and the visiting families.

Once the families from Ukraine arrive in our parishes, they will need support in many different areas both practical and emotional: such as registering with a G.P and seeking medical assistance, opening a bank account, translation, enrolling children in schools and seeking support or therapy for dealing with the trauma.

Furthermore, it will be extremely important, that the families have a community of Ukrainians close by that can meet in parish halls together to maintain and support each other and their cultural identity.

Can you provide help and support in any of these areas? Can your parish provide a place for families to meet and gather together?
13. Get in touch

If you would like to discuss any aspect of how you may be able to help and support those in need from Ukraine, or any area of Social Action to support those most in need, please contact us to discuss how we can work together.

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https://northamptondiocese.org/ukraine/

The information in this document has been gathered from several different sources including Gov.uk and is provided as useful and helpful guidance to assist those interested in helping the Homes for Ukraine scheme. It is not intended to be a definitive guide to the scheme, or a recommendation of how to proceed. Please ensure you carry out your own due diligence before making any decision.