



Homes for Ukraine

Welcome pack



A **warm** welcome to Camden, We're really pleased to welcome you here.

We want to make sure you have the help and support you need. This pack gives you information about services and places in Camden. If you need help, or advice, you can:

Contact Camden Council

- Call **020 7974 4444 (option 9)**
- Email ukrainesupport@camden.gov.uk
- Visit camden.gov.uk/supporting-ukraine
- Call the government's free 24/7 helpline on **0808 8010 503** for help with any questions about the Homes for Ukraine scheme

Map of Camden

Here is a link to a map of Camden: <http://maps.camden.gov.uk/Nearest.aspx>
You can use it to search for services and places near to where you are staying.

Contents

Money	4	Family support	16
Opening a bank account	6	Disability or long-term conditions	17
Emergency services	7	Safeguarding adults and children	18
Health	8	Women's safety	19
Dental health	8	Youth services	19
COVID-19 vaccination	9	Transport	20
Mental health	10	Tickets to travel on the bus, tube and tram	20
Internet access	11	Immigration and legal help	21
Housing and living with your sponsor	12	Local legal advice	22
Employment	13	Community organisations	23
Schools and education	14	Animals and pets	23
Babies and young children	15	Food	24
Childcare	16	Key contacts	24
		Notes	25

You will be able to make a claim for Universal Credit (UC).

This is a national benefit paid to people who are out of work or in low pay. You will be paid monthly into a UK bank account (see page 6 on how to set up a bank account). Apply online at [gov.uk/apply-universal-credit](https://www.gov.uk/apply-universal-credit)

Universal Credit can be used to pay for your living expenses, including food, clothing, transport, household bills and anything else you want to buy. Your Universal Credit payment is made up of a standard allowance plus more if you have extra needs, for example, if you have children, a disability, a health condition that prevents you from working, or need help paying your rent. (when living with your sponsor you should not be asked to pay rent).

You can get help to make your Universal Credit claim by calling Citizens Advice Help to Claim for free on **0800 1448 444** (8am to 6pm, Monday to Friday).

You can also get advice about claiming Universal Credit online, including by webchat at

citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/

If you cannot apply online, visit your local Jobcentre Plus office. Below are 3 Jobcentre Plus offices in Camden but please visit the one closest to you. To find it, turn to page 13 or enter your postcode at find-your-nearest-jobcentre.dwp.gov.uk/search.php#

Kentish Town Jobcentre Plus

Address: 178 Kentish Town Road, London, NW5 2AG

Tel: **0800 055 6688** for new benefit claims

Barnsbury Jobcentre Plus

Address: Building 1, Cally Yard, Caledonian Road, London, N7 9BG

Tel: **0800 055 6688** for new benefit claims

St Marylebone Jobcentre Plus

Address: Euston House, 24 Eversholt Street, Marylebone, NW1 1DB

Tel: **0800 055 6688** for new benefit claims



If you have children

you may also be able to apply for other benefits or support, including:

- **Child benefit:** if your child is under 16 (or under 20 if they are in education or training) [gov.uk/child-benefit](https://www.gov.uk/child-benefit)
- **Healthy start vouchers:** if you're more than 10 weeks pregnant or have a child under 4, these vouchers can help you buy healthy food and get free vitamins [gov.uk/healthy-start](https://www.gov.uk/healthy-start)
- **Disability Living Allowance (DLA):** if your child is under 16, has difficulty walking, or needs to be looked after more than a child of the same age who does not have a disability, apply for DLA at [gov.uk/disability-living-allowance-children](https://www.gov.uk/disability-living-allowance-children)
- **Free school meals:** these are provided at lunchtime in schools and other education settings – visit [camden.gov.uk/free-school-meals](https://www.camden.gov.uk/free-school-meals)

The person helping you with your Universal Credit application can help you work out what other benefits you might be able to claim.

£200 cash payment until your benefits arrive

As benefits may take time to set up, Camden Council will provide an initial £200 per person when we make our first welfare visit to you. This will be a pre-payment card that can be used in supermarkets, or to withdraw money from cash points. You will not need a bank account to use this money. If you run out of money before your first Universal Credit payment, you can ask for extra money in advance that you will then pay off over the next 12 months.





Opening a bank account



To receive benefit payments, you will need to set up a UK bank account when the council makes its first welfare visit. This is because the benefit money is paid directly into a bank account.

You can set up a bank account at any bank with UK offices, including online banks such as Monzo, Starling or Revolut – however, these are more likely to make a charge to join. Standard bank accounts in the UK do not usually charge a fee to set up. You may be able to apply online or by visiting any high street bank. It is likely this will be a basic current account without the ability to have an overdraft (debt).

To open a bank account, you will likely need to show the bank your identity documents, your visa, and your sponsor's address. Example of ID documents are your passport, your biometric residence permit (when you complete it), or a letter from a responsible person – for example a GP, teacher or social worker. We can also provide a letter for this purpose when we make our first welfare visit to you. You can find out more information about opening a bank account at citizensadvice.org.uk/debt-and-money/banking/getting-a-bank-account or contact **0800 023 4567**. If you are unable to open a bank account you can still receive your first UC payment through an alternative Payment Exception Service – speak to Citizens Advice Camden at the details above.

Once an account is created, you will receive a bank card at your sponsor's address by post. You can use this to make contactless payments in shops or to withdraw money from cash points. Most banks will also provide internet banking.

Some banks are setting up a specific application process for Ukrainian refugees. One example is Natwest who have set up a dedicated webpage to give Ukrainian refugees the information they need to support their application, including translated guidance in Ukrainian and Russian.

Visit natwest.com/ukraine-refugees



Emergency services



If you are in need of urgent help from the police, ambulance or fire services, call **999** for free – it is available 24/7 and these are all free services.



In a medical emergency

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. Visit 111.nhs.uk (for people aged 5 and over only) or call **111** for free 24 hours a day, 7 days a week.

If you see or are involved in an accident, or you experience a medical or mental health emergency, you can call **999** for free, or visit your closest Accident and Emergency unit (also known as an emergency department or casualty). This is when someone is seriously ill or injured and their life is at risk.



In Camden you can visit:

University College Hospital

235 Euston Road, NW1 2BU

uclh.nhs.uk

Royal Free Hospital

Pond Street, NW3 2QG

royalfree.nhs.uk

St Mary's Hospital (HQ),

Praed Street, London, W2 1NY

imperial.nhs.uk/our-locations/st-marys-hospital



The UK has a National Health Service (NHS) that offers a wide range of health services. You should register with a GP (local doctor) straight away. They will arrange for you to get a unique NHS number. Not all GP surgeries have availability so you may need to try a few different ones. It is free to register with a GP – you will usually need to sign up in person to prove your identity, so you may want to bring your passport with you. For more information

about how to register and to find your nearest GP, visit nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

Healthcare professionals at your GP surgery can help you with a range of problems to keep your body and mind healthy. They can give examinations, advice, vaccinations and treatment, prescription for medicines, screening for cancer and referrals to other health services such as maternity and social services. If you have any medical issues that you were previously receiving treatment for in Ukraine, they will be able to help with these too.

Help with medical costs

You might be able to get help with the cost of some medical services. You can use this online checker to find out, or ask your GP for help at

services.nhsbsa.nhs.uk/check-for-help-paying-nhs-costs/start



Register with a dentist for free

Dentists do not require proof of identity, proof of address or proof of immigration status to become a patient. Find your nearest dentist at nhs.uk/service-search/find-a-dentist





COVID-19 vaccination



The COVID-19 vaccine is safe and effective. Getting both doses, plus a booster, gives you the best protection against COVID-19 and serious illness. You do not need to prove your identity, address or immigration status to get a vaccine.

The COVID-19 vaccine is free in the UK. Everyone aged 12 and over can get the vaccine and can get vaccinated in the following ways:

Book your appointment through the NHS booking system, online at nhs.uk/coronavirus or by calling **119** for free. **119** offers a translator service if you need one

- Visit a walk-in vaccination clinic or our vaccination bus – for opening times, visit camden.gov.uk/getting-the-vaccine or call **020 7974 4444 (option 9)**
- If you want to book your vaccination appointment and you have difficulties communicating or hearing, you can use textphone on **18001 119**
- If you or your child aged 12 or over is unvaccinated and has a high risk of illness, please speak to your GP (doctor) about getting the vaccine as soon as possible
- If you need any other support to book a vaccine appointment, call us on **020 7974 4444 (option 9)**.

If you have questions about the vaccine, you can also drop by a vaccination clinic or visit our vaccine bus to speak to one of the vaccinators or clinical support staff. The locations of can be found camden.gov.uk/getting-the-vaccine

For the latest information about COVID-19, visit:

- nhs.uk/coronavirus
- gov.uk/coronavirus



Mental health



If you are struggling or worried about your mental health, or someone else's, please know there is support available if you need it.

There are lots of ways our mental health and ability to cope can be affected, especially in times of conflict, trauma and extreme change. We want you to know there is support available for you if you need it.

Mental health conditions include anxiety, post-traumatic stress disorder and depression. In the UK, doctors are trained to give guidance and treatment on emotional and mental health as well as physical health. You can speak to them about this.

For further support:

- Call a charity called Mind on **0300 123 3393**, text them on **86463** or visit [mind.org.uk](https://www.mind.org.uk) You can also call a charity called Samaritans on **116 123** or email jo@samaritans.org
- Children and young people can call the North London 24/7 CAMHS crisis line on **0800 151 0023**
- For more information, visit [mentalhealthcamden.co.uk](https://www.mentalhealthcamden.co.uk) or [camden.gov.uk/mental-health](https://www.camden.gov.uk/mental-health) for further information and support.



If you need urgent medical assistance for a mental health crisis and are worried about your safety, you can visit an Accident & Emergency (A&E) department at a hospital (also known as an emergency department or casualty). You can see the 'in an emergency' section on page 8 to find your closest A&E.

In Camden you can also contact the Camden and Islington crisis line on **0800 917 3333** (available 24 hours per day) if you have concerns about hurting yourself or feel unsafe and need immediate support. In an emergency, call **999** for free.



Free internet access

You can use the internet on computers or laptops for free at your local council library. You do not need to book a slot or have a library card to access this service. Camden has nine libraries – you can see the full list and opening times in the table below:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Swiss Cottage , Swiss Cottage Library 88 Avenue Road, NW3 3HA	10am-8pm	10am-8pm	10am-8pm	10am-8pm	10am-5pm	10am-5pm	Closed
Holborn , Holborn Library 32-38 Theobalds Road, WC1X 8PA	10am-7pm	10am-7pm	10am-7pm	10am-7pm	10am-5pm	11am-5pm	Closed
Kentish Town , Kentish Town Library 262- 266 Kentish Town Road, NW5 2AA	10am-7pm	10am-7pm	10am-7pm	10am-7pm	10am-5pm	11am-5pm	Closed
Kilburn , 218 Eversholt Street, NW1 1BD	10am-7pm	10am-7pm	10am-7pm	10am-7pm	10am-5pm	11am-5pm	Closed
Pancras Square , 5 Pancras Square N1C 4AG	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	11am-5pm
Queen's Crescent , 165 Queen's Crescent, NW5 4HH	10am-6pm	11am-6pm	11am-6pm	11am-6pm	11am-5pm	11am-5pm	Closed
West Hampstead , Dennington Park Road, NW6 1AU	11am-7pm	11am-6pm	11am-6pm	11am-6pm	11am-5pm	11am-5pm	Closed
Highgate , Chester Road, N19 5DH	Closed	10am-5pm	10am-5pm	10am-7pm	Closed	10am-4pm	Closed
Camden Town , 218 Eversholt Street, NW1 1BD	10am-6pm	10am- 6pm	10am- 6pm	10am- 6pm	11am- 5pm	11am- 5pm	Closed

Housing and living with your sponsor



Your sponsor will provide you with accommodation for as long as they can. This should be for a minimum of 6 months – and during this time you should not be paying rent. Sponsors should make sure you receive advice and help about your accommodation or how to find alternative accommodation.

If you are concerned that your living situation might be unsuitable or if it is coming to an end and you need advice, please contact us on **020 7974 4444**.

If you need to leave your property urgently, call us on **020 7974 4444**.



Employment

You are able to work in the UK.

To get help with finding work, sign up at your at the Jobcentre Plus (job centre). You will be assigned a work coach who will help you with Universal Credit and finding a job. Locations and contact numbers below:

Kentish Town Jobcentre Plus

178 Kentish Town Road, London, NW5 2AG

Tel: **0800 055 6688** for new benefit claims

This is for postcodes beginning with: NW1 0, NW1 7, NW1 8, NW1 9, NW3, NW5, NW6 3, NW6 4, NW1W

Barnsbury Jobcentre Plus

Building 1, Cally Yard, Caledonian Road, London, N7 9BG

Tel: **0800 055 6688**

This is for postcodes beginning with: EC1A, EC1M, EC1N, EC1P, EC1R, EC1V, EC1Y, N1 0, N1 1, N1 2, N1 3, N1 8, N1 9, N1C, N1P, N5 2, N7 0, N7 8, N7 9, N19 5, WC1A, WC1B, WC1E, WC1H, WC1N, WC1R, WC1V, WC1X

St Marylebone Jobcentre Plus

Euston House, 24 Eversholt Street, Marylebone, NW1 1DB

Tel: **0800 055 6688** for new benefit claims

This is for postcodes beginning with: NW1 1, NW1 2, NW1 3, NW1 4, NW1 5, NW1 6, NW8, SW1A, SW1E, SW1H, SW1P, SW1V, SW1W, SW1X, SW1Y, W1A, W1B, W1C, W1D, W1F, W1G, W1H, W1J, W1K, W1S, W1T, W1U, W1W, W2, W9 1, W9 2, WC2A, WC2B, WC2E, WC2H, WC2N, WC2R

- If you have any questions or issues around potential employment, you can also get help from one of our Jobs Hubs. To register for this, visit camden.gov.uk/job-hub-registration, call **020 7974 1666** or email jobhub@camden.gov.uk
- The UK has employment laws that protect employees and ensure minimum standards, including a national minimum wage, regulation of working hours, laws around health and safety in the workplace, laws around discrimination, paid holiday, and laws around sick and maternity or paternity leave. Find out more at citizensadvice.org.uk/work/rights-at-work
- There are many online jobs sites that advertise for permanent and temporary work.
- There are also apprenticeship schemes available for people of all ages in a range of employment fields. Find out more at apprenticeships.camden.gov.uk





Schools and education



Children are offered free schooling from age 4 to 18 in the UK.

If you have children of a school age, we will help them get a place at school or college in the UK.

Each school year starts in September and ends in the following July. Find out more about school terms dates on our website at camden.gov.uk/term-dates

To find out about school places and to make an application, visit camden.gov.uk/admissions or contact the school admissions team on **020 7974 1625**. You can also visit a local school if you want to and ask if they have vacancies.

School uniform

If you need help with the cost of school uniform, ask the school if they would help you apply for a grant. These organisations might be able to help:

Glasspool

Visit: glasspool.org.uk/grants/grants

Email: grants@glasspool.org.uk

Tel: **0203 141 3161**

Ragamuffins

Visit: londonragamuffins.org.uk

Free school meals

You might be able to get free school meals for your child. You need to apply online

Visit: camden.gov.uk/free-school-meals

Tel: **0207 974 4444** for help

There are also further and higher education colleges in Camden for those aged over 16. You can find out more at camden.gov.uk/post-16-choices and you can find a range of adult learning opportunities at camden.gov.uk/adult-community-learning

English language support

There are a range of ways to learn English in Camden and across London and the rest of the UK. Visit camden.gov.uk/camden-esol-advice-service for more information or call/email the ESOL (English for Speakers of Other Languages) Advice Line on **020 7974 1618** or esol@camden.gov.uk



Babies and young children



Accessing support if you are pregnant or become pregnant

If you are pregnant or become pregnant, book an appointment with your doctor (GP). The doctor will refer you to Camden midwifery services to help you throughout your pregnancy.

If you are expecting a baby, you can receive free maternity care and postnatal support and checks on the NHS.

Accessing a health visitor if you have a child under 5

Email Camden Health Visiting Service at camden.dutyhv@nhs.net, or call **020 3317 3032**. Health visitors provide information and support to all families with children under 5. They can help with common issues such as feeding, sleep problems or minor illnesses, as well as checking your child's development

or advising on nursery places. Health visitors can also provide help and support with any aspect of being a parent, such as your emotional or social wellbeing, including mental health.

You can also ask your doctor or local children's centre to refer you to health visiting services (see page 8 for GP registration and the following section for information on children's centres).

Free immunisations for babies and young children

Babies and young children have access to free immunisation. Ask your doctor to make you an appointment or find more at camden.gov.uk/childrens-centre-services#ccb

Children's centres

Children's centres are for families with children aged 0-5 and for those expecting a baby. They run a range of services, many of which are free, and are a great way to meet other families with children to get help and support in one place.

Find more information about children's centres at camden.gov.uk/childrens-centre-services

Places to play and things to do with children

Camden has lots of things to do and places to go with children – find out more at camden.gov.uk/children-young-people



Childcare



Free childcare for babies and children up to the age of 4

Camden has a range of childcare available, including childminders, nurseries and school holiday play schemes.

Camden offers free early education and childcare places for eligible 2 year-olds for up to 15 hours per week during term time. All 3 and 4 year-old children in Camden are also entitled to free early education and childcare places for 15 hours per week during term time. This starts from the term after their third birthday.

Find more information about childcare and childcare funding at camden.gov.uk/childrens-centre-services#yzwm

Children aged 5 to 12 years old

Camden also has a wide range of after school clubs and holiday playschemes for children aged 5 to 12. Find more information at camden.gov.uk/afterschool-clubs-holiday-playschemes or ask your child's school.

Family support



Support for all families with children

Camden Family Early Help is a free support service for families with children aged 0 to 19. They offer practical and emotional support with a range of life challenges, working with you and your family to help make changes, solve problems or get through a difficult time. Visit camden.gov.uk/early-help-for-children-and-families or call **020 7974 3317** (9am to 5pm) and ask for an 'early help coordinator'.



Disability or long-term conditions

Help and support

If you, your child, or someone you care for is living with a disability or long-term condition, there is help and support available.

If your child has a special need or disability, find more about help and support at: cindex.camden.gov.uk/kb5/camden/cd/localoffer.page?localofferchannel=0.

You can also contact Camden's independent information and advice service for parents with children with special educational needs or disabilities at sendiasscamden.co.uk

Find out more about support available at:

- Camden Care Choices: camdencarechoices.camden.gov.uk
- Camden Carers: camdenscs.org.uk or phone **020 7428 8950**

Adult Social Care

Adults may need care and support because:

- their health is not good, and they need advice and support
- their mobility may not be good
- they have a hearing or visual impairment
- they have a learning disability or physical disability
- they struggle to look after their personal care needs
- they are caring for another adult.

Find out more about how Adult Social Care can support you by contacting us:

- Tel: **020 7974 4000** (option 1)
- Textphone: **020 7974 6866**
- Email: adultsocialcare@camden.gov.uk

Visit our Camden Care Choices website at camdencarechoices.camden.gov.uk information on local services and guidance.





Safeguarding adults and children

Camden Council works with a range of partners including the police, schools and GPs (doctors) to protect adults and children from harm.

Everyone in Camden can help keep children and adults safe.

If you are worried about a child

If you believe a child is in danger or at immediate risk of harm, call the police on **999** straight away.

If you are worried about a child or young person:

- Call our Children and Families Contact Service on **0207 974 3317** (9am to 5pm) or **0207 974 4444** (option 1) – outside office hours, weekends or bank holidays)
- Email LBCMASHadmin@camden.gov.uk

Our Camden Children and Families Contact Service is a single access point providing advice, information and support for children, and young people who may need extra help or who are vulnerable and are at risk. For more information visit cscp.org.uk/professionals/children-and-families-contact-service/

If you are worried about an adult

If you think an adult is in immediate danger, call the police on **999** straight away. If it is not urgent, call **101**. If you are worried about your own safety or the safety of an adult, call **020 7974 4000** (option 1), or email adultsocialcare@camden.gov.uk

If you are able to, please share the important information below:

- What you know of the person's care and support needs
- Details of the suspected abuse or neglect if this is the reason for the concern

Information should be shared with the adult's consent wherever possible. You can also complete a form called the Multi-agency Safeguarding Adults Referral Form at camden.gov.uk/safeguarding-adults and email it to the team at asc.mash.safeguarding@camden.gov.uk



Women's safety

If you are experiencing domestic abuse, or you are worried about a friend or relative's relationship, there is advice and support available.



In an emergency

If you or someone you know is in immediate danger, call the police on **999**.

Camden Safety Net

Helps survivors of domestic violence and abuse, and their children.

- Tel: **020 7974 2526** (Monday to Friday 9am to 5pm)
- Email: camdensafetynet@camden.gov.uk
- Website: camden.gov.uk/domesticviolence

Men's Advice Line

Support for male victims and survivors

Tel: **0808 801 0327**

Hopscotch

Specialist support for Asian women experiencing violence or abuse

Tel: **020 8961 6549/ 5701**

www.hopscotchawc.org.uk

National Domestic Abuse Helpline

Tel: **0808 200 0247**

Women's Aid Live Chat

If it's unsafe or you're unable to speak on the phone

chat.womensaid.org.uk

GALOP LGBT+ Domestic Abuse Helpline

Tel: **0207 704 2040** or **0808 801 0327**



Youth services



There are lots of activities and support available to young people in Camden. Many of these are free or low cost, including youth centres and summer university. To find out more, visit camdenrise.co.uk

Connexions

Camden Careers and Connexions service offers information, advice and guidance on education, work and training to help young people find opportunities that are right for them. It is available for young people aged 13 to 19 (24 if you have additional learning needs) who live or study in Camden.

For more information email at connexions@camden.gov.uk or call **020 7974 7252**.

Face-to-face sessions with a personal adviser are now available by appointment - call or email us to book. The virtual drop-in is open by telephone every day, Monday to Friday, from 10am to 1pm and 2pm to 4pm.



Transport



There are lots of ways to get around in Camden, including by bus and tube (London Underground). These services are run by Transport for London (TfL). To help you find your way around London:

- Plan a journey at tfl.gov.uk/plan-a-journey
- Plan a bus journey: tfl.gov.uk/maps/bus
- Download Citymapper, a free app for smartphones at citymapper.com/london?lang=en
- Look at the map of London Underground at tfl.gov.uk/maps/track/tube
- Look at a bus map at tfl.gov.uk/maps/bus-spider-maps?Query=Camden

Nearest transport services to St Pancras International Station

Nearest bus stops

Swinton Street

WC1X 8QB

King's Cross Station

Euston Road, N1 9AL

Nearest underground station

King's Cross St Pancras Underground Station is your nearest underground station where you can access the Circle, Hammersmith and City, Metropolitan, Northern, Piccadilly and Victoria lines.

Tickets to travel on the bus, tube and tram

You will need to buy a ticket to travel on the TfL system. There are two ways to do this:

- Use your contactless bank card to 'pay as you go' as you travel on the bus, tube, tram, DLR, London Overground, most Transport for London Rail, Emirates Air Line and Thames Clippers River Bus service
- Buy an Oyster card. An Oyster card is a pre-pay smart card that you add money to, so you can pay as you travel. You can get an Oyster card:
 - tfl.gov.uk – if you live in the UK
 - At Oyster Ticket Stops in many newsagents in London – visit tfl.gov.uk/maps/oyster-ticket-stops
 - At all tube, London Overground and most TfL Rail stations
 - At Visitor Centres – find out more at tfl.gov.uk/travel-information/visiting-london/getting-around-london/visitor-centres
- An Oyster card costs £5. You can top up your Oyster account online at Oyster.tfl.gov.uk/oyster, or on the TfL Oyster card app. You can also top up at Oyster Ticket Stops at newsagents in London, ticket machines at all tube, London Overground and most TfL Rail stations.
- If you're 60 or over, you can get a 60+ London Oyster photocard. This will give you free travel on bus, London Underground (tube), tram, London Overground, TfL Rail and most National Rail services in London. To apply and find out more visit tfl.gov.uk/fares/free-and-discounted-travel/60-plus-oyster-photocard

Free or discounted travel for children

Children and young people might be eligible for free or discounted transport on transport services. Find out more and apply for Zip travel cards for children and young people at tfl.gov.uk/fares/free-and-discounted-travel



Immigration and legal help

Ukraine Advice Project UK is a group of volunteer legal professionals with immigration and asylum expertise. They provide a free service to connect Ukrainian citizens (and others fleeing Ukraine) with free legal advice on UK immigration, visas and asylum from qualified and regulated lawyers. You can email them at projectu@dlapiper.com.

Depending on the visa or immigration status you have been given to enter the UK, you may need to access immigration advice. You can get this from a qualified immigration adviser, who can speak to you about extending your visa or making a different kind of application in future. Legal aid can help meet the costs of legal advice and representation but is only available for certain types of applications and for people who cannot afford to pay for a solicitor privately.

You can find a legal representative who is regulated by the UK's Office of the Immigration Services Commissioner (OISC) through the 'Find an Immigration Adviser' search function at gov.uk/find-an-immigration-adviser. You can also email ukraine@freemovement.org.uk to explain your situation and request free immigration advice.

If you need any assistance, please call the 24/7 free helpline on **+44 808 164 8810 (0808 164 8810 in the UK)**

If you cannot contact UK **0808** numbers please use **+44 (0) 390 7510**. You can also apply at gov.uk/guidance/apply-for-a-ukraine-family-scheme-visa



Local legal advice



There are lots of legal advice services in and around Camden who can help with immigration and asylum:

Camden Community Law Centre

Tel: 020 7284 6510

Website: cclc.org.uk

Advocate

Free legal assistance from volunteer barristers

Tel: 020 7092 3960 (voicemail only)

Email: enquiries@weareadvocate.org.uk

weareadvocate.org.uk

CORAM Children's Legal Centre

One-off email advice from a specialist solicitor

Email: mcpadvice@coramclc.org.uk

Website:

childrenslegalcentre.com/get-legal-advice/immigration-asylum-nationality/advice-line

Crossroads Women

For women who are seeking asylum, including those who may be separated from their children.

crossroadswomen.net/what-we-do

Just for Kids Law

For young people aged 10 to 25 who live in London, on a range of immigration issues.

Tel: 020 3174 2279

Email: info@justforkidslaw.org
justforkidslaw.org/

Joint Council for the Welfare of Immigrants (JCWI)

Tel: 020 7251 8708

Email: info@jcwi.org.uk

Website: www.jcwi.org.uk

Rights of Women

Advice lines on immigration and asylum law for women.

Tel: 020 7490 7689

Email: info@row.org.uk

Website: rightsofwomen.org.uk

Latin American House

Immigration, asylum, nationality, detention, advice and casework, mainly (but not exclusively) for Latin Americans, Spanish and Portuguese speakers

Tel: 020 7372 8653

Email: info@casalatina.org.uk

Website: casalatina.org.uk/legal-social-advice/benefits-housing-employment



Community organisations

Camden has many community organisations and community centres that offer activities, help and support.

You can find local community centres at camden.gov.uk/your-local-community

You can also find your nearest community centre, school, GP (doctors') surgery and many other services and supports in Camden at find.camden.gov.uk

Religious, spiritual and faith organisations

Find your closest place of worship at camden.gov.uk/religionandbeliefs

The Ukrainian Catholic Cathedral is a short distance from Camden Town. It is open during the day, every day, for anyone who would like to visit and say prayers.

The address is:

Duke Street (off Oxford Street), London W1K 5BQ

Tel: **020 7629 1534**

Email: cathedral@ucc-gb.com

Facebook: facebook.com/UkrainianCatholicCathedralOfTheHolyFamily/



Animals and pets



If you are bringing a pet with you, entry requirements for animals from Ukraine have now been relaxed. Instead of applying for a licence in advance, you can arrive at the border and the Animal and Plant Health Agency (APHA) will assist with simplified paperwork and cover the costs of vaccination and quarantine.

Please note that the quarantine period may be up to four months, depending on the vaccination status of each animal.

More information is available at peta.org.uk/action/ukraine



If you are struggling and do not have enough money for food, there are organisations that can help – visit [camden.gov.uk/access-food](https://www.camden.gov.uk/access-food) to find out where to go for support.

If you are struggling with money, please also call us on **0207 974 4444 (option 9)** so we can make sure you get the help you need.

Key contacts

Ukrainian Embassy

60 Holland Park, London W11 3SJ

Tel: **+44 207 727 6312** or **+44 207 243 8923**

Email: emb_gb@mfa.gov.ua

Website: uk.mfa.gov.ua/en

Ukrainian Institute London

79 Holland Park, London W11 3SW

Website: refugee-support.ukrainianinstitute.org.uk

Ukraine Cultural Centre

154 Holland Park Avenue, London W11 4UH

Website: ukrainianinstitute.org.uk

Association of Ukrainians in Great Britain – London branch

Facebook: facebook.com/augblondon

St Mary's Ukrainian School (includes a weekend community school)

154 Holland Park Avenue London W11 4UH

Email: info@stmarysukrschool.co.uk

Website: stmarysukrschool.co.uk

For the latest information, visit the Camden Council website at [camden.gov.uk/supporting-ukraine](https://www.camden.gov.uk/supporting-ukraine)

If you have any questions or comments regarding this information call us on **020 7974 4444 (option 9)**.

Notes



Camden

**Homes for
Ukraine**