



Ukrainian Resettlement Schemes - Welcome Pack

Introduction

East Renfrewshire Council (ERC) welcomes you and your family and friends to Scotland and to East Renfrewshire. We want you to know that you are now safe and you will be treated with care, dignity and respect, for however long you stay.

This Welcome Pack provides information and links to services which might help you and your family settle.

Our Resettlement Officers will be available to help you too. They will be in contact with you within the first few days of your arrival. They can signpost to different services and will ensure you feel safe and comfortable in your new home.

Welcome to East Renfrewshire.

Interim Payment

All arrivals under the UK Government Homes for Ukraine scheme and the Scottish Government Super Sponsor scheme will receive a £200 interim payment, usually paid in two instalments.

Family Visa Scheme

If you have arrived under the Family Visa scheme you are not entitled to the £200 interim payment but you can still get support from our services.

Health

A guide to NHS Scotland Services for displaced persons from Ukraine will be handed to all Ukrainian refugees on the first month of their arrival. This guide, which is translated into Ukrainian and Russian, can be accessed through the links below:

<https://www.nhsinform.scot/media/7109/a-guide-to-nhs-scotland-services-for-displaced-persons-from-ukraine-060422-ukrainian.pdf>

<https://www.nhsinform.scot/media/7110/a-guide-to-nhs-scotland-services-for-displaced-persons-from-ukraine-060422-russian.pdf>

East Renfrewshire Council Health and Social Care Partnerships (HSCP)

Social care services provide personal and practical assistance for children, young people and adults who need extra support, as well as for paid and unpaid carers. Social care in Scotland is delivered by

local Health and Social Care Partnerships through self-directed support arrangements. These are in place to ensure everyone is provided with the information they need to have more choice and control over how they would like their support provided.

[Request for Assistance](#)

The Request For Assistance service, comprising Social Workers, a Paediatric Occupational Therapist, Family Group Decision Making and our Domestic Abuse Advanced Practitioner can be accessed by education, health or any other or service as well as the public, where they believe that a child or young person needs help, advice or direct support from the Health and Social Care Partnership children's services. The request for assistance service provides early identification and support for families. If you have any concerns, please contact our Children and Families duty Social Workers on 0141 577 8300 or if it is for an adult please see the information below 'HSCP Adult Support and Protection'.

[Healthier Minds service](#)

The Healthier Minds team provides mental & emotional wellbeing support for children and young people aged 10 -18, the team includes personnel from Education, CAMHS, Children 1st, Educational Psychology, Social Work, RAMH (youth counselling) and School Nursing.

The website aims to help you find the information you need to develop children and young people's talents and abilities in a way that will support them to meet life's common challenges, develop their resilience, and have healthier minds as a result.

For more information on mental & emotional wellbeing support please visit: <https://blogs.glowscotland.org.uk/er/healthierminds/>

[HSCP Adult Support and Protection](#)

The Adult Support and Protection (Scotland) Act 2007 is a law which protects adults from being harmed and gives support to help them keep safe.

An 'adult at risk' is someone 16 and over and:

- at risk of being harmed by someone or harming themselves
- has a disability, a mental health issue or a physical illness
- at risk of harm where they live or in their community

What's harm?

Harm can be done to a person in many different ways, including:

- physical - someone hitting, punching or kicking you
- psychological - someone causing you fear, alarm, distress or bullying you
- financial - taking someone's benefits, theft of money, property or fraud
- sexual - any unwanted sexual contact
- neglect - someone such as a family member, friend or paid carer not taking care of someone who needs their support (intentionally or unintentionally)

What can I do?

If you're being treated badly or you know of someone being harmed, it's important to tell someone. Contact our Initial Contact team (ICT) on 0141 800 7850. They can take a referral if you have concerns or they can transfer you to the ASP Team if you would like to speak to somebody in the ASP Team

Email: adultprotection@eastrenfrewshire.gov.uk

If you're in immediate danger or need urgent medical help phone 999.

Duty Workers

ERC Adult Social Work Services have duty workers available Mon- Fri based at Barrhead Health & Care Centre during normal office hours should anyone need support or advice on adult services. Also Talking Points for community based resources. Alternatively contact can be made by telephone 0141 800 7850

Family First

Family First is a free, confidential advice and information resource for families in East Renfrewshire with children age 0 – 11 years. Our aim is to provide support by working in partnership with families. We can assist and enable you to access local services professional and voluntary, ensuring the children get the best possible start in life.

We understand that families can run into difficulties, emotionally, financially, or even physically that may prevent us doing the simplest of things.

Whatever you would like to speak about, our team can offer support and advice on issues surrounding school, health, home, money, parenting, additional support needs (with or without diagnosis) and confidence building.

Email: familyfirst@eastrenfrewshire.gov.uk

Education

You can find information about our schools such as placing requests, admissions and holiday dates in the link below. You can also find information on early learning and childcare, educating your child at home as well as adult learning. <https://www.eastrenfrewshire.gov.uk/schools-and-learning>

If you have not already applied for a school place for your child you can do this online using this link: <https://www.eastrenfrewshire.gov.uk/apply-for-a-catchment-place>.

More information on about our school admissions can be found here <https://www.eastrenfrewshire.gov.uk/about-school-admissions>

If you are applying for a nursery place for your 2 or 3 year old, please contact your Resettlement Officer in the first instance. Our Education department will be able to accept a request but the application process may be closed online.

Adult Learning Services

Adult Learning Services offer a range of learning opportunities for everyone, aged 16+. Whether you want to gain new skills or qualifications to get a new job, support your family, go to college or just build confidence, you are welcome to join one of our courses.

We are a friendly team who understand how difficult it can be to begin learning a new skill or language. We will meet with you to find out more about you and make sure you enjoy your time with us.

ESOL (English for Speakers of Other Languages)

ESOL classes are held online and in community venues:

- improve your speaking, listening, reading and writing skills
- gain confidence to use your English to communicate outside class
- learn new skills to help you find work
- support and help your children with their homework
- meet new people and feel more involved in your community through courses and community events

Other Learning Opportunities and Guidance

We also offer SQA accredited courses in partnership with local colleges as well as personal development and digital learning. We work closely with local colleges and universities to support progression to Further and Higher Education.

Phone: 0141 577 3306

Email: adult.learning@eastrenfrewshire.gov.uk

To find out more visit: www.eastrenfrewshire.gov.uk/adult-learning

The Refugee Education UK website provides advice and support to help young refugees access education. <https://www.reuk.org/youthsite>

Finance

The Money Advice and Rights Team (MART)

MART offer expert and confidential advice on money worries, benefits and budgeting. They can help with benefit applications (such as Universal Credit) and appeals to make sure you have your household income maximised by making sure you have all the benefits you are entitled to. They can also support you with your debt and can speak to your creditors on your behalf, whilst helping you understand what the people you owe money to can and cannot do.

Phone: 0141 577 8420

Email: mart@eastrenfrewshire.gov.uk

Text only: 07860077341

Universal Credit (UC)

UC is a payment to help with your living costs. It's paid monthly - or twice a month for some people in Scotland. We can assist you to apply online for UC

In order to begin your benefit application as soon as possible we recommend phoning Universal Credit on 0800 328 5644. There is a recorded message, choose option 2 and as soon as someone answers the phone ask for an interpreter.

Child Benefit

Child Benefit is a universal benefit for parents or guardians that issues monthly payments equating to £21.80 per week for the eldest child and £14.45 per week for each additional child.

You can usually claim Child Benefit if you are the parent or guardian of a child or children under the age of 16 (or under the age of 20 if they stay in approved education or training). You need to apply for Child Benefit by filling in a Child Benefit claim form and sending it to the Child Benefit Office. The address is on the form. Find more information on claiming Child Benefit, including the evidence that you will need to provide with your claim - <https://www.gov.uk/child-benefit>

Other Financial Support:

Home Heating Support

To assist residents with heating costs and with low level debt. May cover some debt but focus is on ongoing bills. We require details of the supplier, account numbers for gas and electricity.

Scottish Welfare Fund

You can apply for a Scottish Welfare Fund Crisis Grant if you're in a crisis situation. The Crisis Grant is tax free and you don't need to pay it back.

You can apply for a Scottish Welfare Fund Community Care Grant if you need help with costs to live in the community or keep your family together

School Uniform

MART can assist you to apply for free school uniforms (mostly unbranded), pack will include tights, socks, underwear, school bag through the School Uniform Bank. Certain branded items may require to be purchased separately.

Food Banks

Will supply food alongside household items (soap powder, shampoo, toilet roll, nappies, baby formula, etc) best to write a list and they will do all they can to help. They on occasion have pet food too. There is a foodbank open in Barrhead on Tuesday from 12 – 2pm and Friday 2-4pm. Located at 14 Lowndes Street, Barrhead

Dunterlie Foodshare - Community hall food share every Friday 11:30am – 1pm. Fresh food and fruit alongside other items

Free Period Products

As part of East Renfrewshire Council's support for communities and a commitment to equality, we offer free period products in a range of venues for people to take however much they need, whenever they need it, for whoever needs it.

These products are available at various venues across the whole of East Renfrewshire, including all schools. We will continue to make products available in as many places as possible, and specifically through NHS health centres, leisure facilities, community centres, libraries and community organisations.

The PickupMyPeriod app directs users to the nearest location where free period products are available based upon either the user's GPS location or an entered postcode. It allows users to filter what products are available, in which locations and building opening hours.

You can now download the app through these links:

For Android: <https://play.google.com/store/apps/details?id=com.myperiodapp>

For Apple: <https://apps.apple.com/gb/app/pickupmyperiod/id1500403938>

Or search "PickUpMyPeriod" on Google Play and the Apple App Store.

Young Persons' (Under 22's) Free Bus Travel

If you live in East Renfrewshire and your child is between 5 and 10 years old you can apply via **Parentsportal**.

If your child is 11 to 15 you can apply via the **getournec.scot** website

Existing National Entitlement Cardholders 11 to 15, parents/guardians will be required to apply and can do this via the **getournec.scot** website

New and existing cardholders aged 16 to 21 can apply themselves via the **getournec.scot** website

You can also apply in person at our Barrhead Service Centre, 211 Main Street, Barrhead, G78 1SY

If you have any difficulties completing your application online, either via Parentsportal or getournec.scot please contact us by e-mail at NEC@eastrenfrewshire.gov.uk or call us on **0141 577 3001**

Additional note:

Once benefits are in place we can assist with other financial support such as Best Start Grant and Best Food Grant, child benefit and disability benefits.

Other ERC Services:

Work EastRen

Work EastRen is the Council's Employability Service. Work EastRen help people aged 16+ in East Renfrewshire to get ready for, find and keep work. The team aim to help local residents find the education, training or employment they are most suited to. Work EastRen also supports employers with recruitment, work placements and experience, and accessing funding and support.

Phone: 0141 577 8438

Email: worker@eastrenfrewshire.gov.uk

To find out more visit: www.workeastren.co.uk

Culture and Leisure

East Renfrewshire Culture and Leisure (ERCL) is a charity with over 400 employees delivering sport, leisure, arts and culture services in East Renfrewshire. We operate 10 libraries, 4 sports centres with gyms and pools, a 330 seat theatre and 18 community facilities incorporating a wide range of halls, social function and events venues, community centres and pavilions.

We deliver a wide variety of sport programmes including swimming lessons, football and gymnastics. We also deliver arts classes and events and library and literacy programmes (ranging from Bookbug to Book Week, authors' talks to book groups).

Our Community Facilities provide a vital network of centres across the authority and host a huge range of community and commercial activities, helping a wide array of groups to deliver services directly to the heart of communities in East Renfrewshire.

We exist to promote the health, fitness, personal development and wellbeing of the residents of East Renfrewshire (and beyond)

Free memberships

ERCL would like to extend a welcome to you and your family and support you to enjoy our facilities. We are pleased to offer free memberships to you and your family. This membership will give you free access to all of our facilities and programmes.

You can find out more about what we do here <https://www.ercultureandleisure.org/>

Please speak with your Resettlement Officer to apply for your free membership. They will register you with us. We will send your membership card back to your resettlement officer when you are registered and they will tell you what to do next.

Leisure Centres

Our Leisure Centres, offer a variety of activities including fitness classes, gyms and swimming pools. You can find out more information about them here:

<https://www.ercultureandleisure.org/venues2/leisure-centres>

Neilston Leisure Centre	Main Street, Neilston, G78 3NN
Barrhead Foundry	Main Street, Barrhead, G78 1SW
Eastwood High Sports Centre	Capelrig Road, Newton Mearns, G77 6NQ
Eastwood Park Leisure	Rouken Glen Road, Giffnock, G46 6UG

Libraries

Membership:

Joining the library in East Renfrewshire is free, quick and easy. You can use your library card to request, borrow and return books at any of our 10 libraries and access online resources including Borrowbox, Pressreader, and Ancestry.

Visit the online registration page to join

<https://ercl.spydus.co.uk/cgi-bin/spydus.exe/MSGTRN/WPAC/JOIN>

Once submitted, you will be sent a welcome email that contains your library card number, allowing you free use of our online services straightaway.

Alternatively, you can also join by visiting any East Renfrewshire library. Remember to take along one piece of identification on your first visit to the library to collect your library card.

Download the East Renfrewshire Libraries app to access your local library anywhere. You can manage your account, search the catalogue, renew and reserve books. Details can be found here - <http://www.yourlibraryapp.com/EastRenfrewshireLibraries>

eResources:

Borrowbox allows you to browse and borrow a fantastic range of digital content thoughtfully crafted and expertly curated. Download the app today or access online to have our selection of eBooks and eAudiobooks at your fingertips. You can find the Borrowbox app here

- <https://www.ercultureandleisure.org/libraries/books-e-books-and-e-magazines/read-online-ebooks-and-eaudiobooks/>

With Press Reader you can access over 7000 top magazines and newspapers from around the World. This includes over 500 UK magazine titles and 171 UK newspaper titles. While the Ukrainian language titles are a little out of date there are many current Russian, Polish and other European language titles available. Find out the latest news from Washington or just relax with one of the many magazines available. The Press Reader app can be found here

- <https://www.ercultureandleisure.org/libraries/books-e-books-and-e-magazines/emagazines-2/>

Other services:

In addition to book lending we also offer free public WiFi and supported access to the internet through our public access PCs. Anyone coming in to use the library can use the PCs for free. Printing, scanning and photocopying facilities are also available.

We also offer participation in library events and activities. Most are aimed at families and range from Bookbug for the very young, to arts & crafts and games types of activities.

Please note that some opening times may have changed as a result of the Covid-19 pandemic.

For more details on Your Local Library please visit our website:

<https://www.ercultureandleisure.org/libraries/your-local-library/>

East Renfrewshire Libraries – Addresses:

Barrhead Foundry	Main Street, Barrhead, G78 1SW
Busby	Main Street, Busby, G76 8DX
Clarkston	Clarkston Road, Clarkston, G76 8NE
Eaglesham	Montgomerie Hall, Eaglesham, G76 0LH
Giffnock	Station Road, Giffnock, G46 6JF
Mearns	Mackinlay Place, Newton Mearns, G77 6EZ
Neilston	Main Street, Neilston, G78 3NN
Netherlee	Netherlee Pavilion, Linn Park Avenue, G44 3PG
Thornliebank	1 Speirsbridge Road, Thornliebank, G46 7JS
Uplawmoor	Mure Hall, Tannock Road, Uplawmoor, G78 4AD

Theatres

We have one theatre in East Renfrewshire and it has a variety of activities, shows and events on throughout the year. For more information visit: <https://www.ercultureandleisure.org/theatre>

Eastwood Park Theatre

Address: Eastwood Park Rouken Glen Road, Giffnock, G46 6UG

Telephone: 0141 577 4956

Email: Eastwoodparktheatre.co.uk

East Renfrewshire Council Customer First

211 Main Street, Barrhead, G78 1SY

The centre is open Monday to Friday 8.45am to 4.30pm

Please note, we close for 1 hour between midday and 1pm Monday to Friday

Email: customerservices@eastrenfrewshire.gov.uk

Phone: 0141 577 3001

Homelessness

If you have any queries about homelessness, contact the Homelessness team

Email: housingadvice@eastrenfrewshire.gov.uk

Phone: 0141 577 3001

Out of hours: 0800 052 0180

Other local Services:

Citizen's Advice Bureau (CAB)

CAB can help with a variety of issues such as debt and money advice, completion of benefit applications and appeal forms and benefit appeal representation. They also run the Patient Advice Service, Armed Services Advice Project,, employment advice, immigration advice and assistance with homelessness/evictions.

Phone: 0141 881 2032

or visit: www.cas.org.uk/bureaux/east-renfrewshire-citizens-advice-bureau where you will find direct mobile numbers for specialist advisers.

Address: 216 Main St, Barrhead, G78 1SN

Opening times (by appointment only)

Monday – Friday 9.30-15.30

The Community Hub at Voluntary Action East Renfrewshire (VAER)

“VAER is the ‘Centre for Collective Impact’ based in East Renfrewshire” where people can work together to shape their communities

The Community Hub offers local people and organisations support, signposting and community information.

The Community Hub is connected to neighbourhood groups and other voluntary organisations throughout East Renfrewshire, carrying out valuable work to support people to access support get more involved or find local activities that meet their needs. It is a ‘one stop shop’ for anyone looking to give or receive a little help.

Phone: 0141 876 9555

Email: hello@va-er.org.uk

Address: 56 Kelburn Street, Barrhead, G78 1LR

For more information, visit: <https://www.va-er.org.uk> or <https://eastrencommunityhub.org.uk/>

Or drop into The Market Place, The Avenue Shopping Centre, Newton Mearns

Other Support/Services

Immigration Advice - Extending your stay in the UK

The entry stamp you received on entry into the UK provides evidence of your right to stay in the UK but is valid for the first six months only. To extend your stay for up to the three years allowed under these schemes, you will need to apply for a **Biometric Residence Permit**. This will require you to provide biometric information, including a photograph of your face and a sample of your fingerprints.

Biometric Residence Permit – Is proof of evidence of your right to live, work and study in the UK. This can be used as proof of identity when opening a bank account or renting a property. The electronic chip holds information such as name, date of birth and place of birth. It will also have your photograph, fingerprints, and your immigration status.

Registered Immigration Advisers can assist you to apply for a Biometric Residence Permit (BRP) card. You can find a list of all the Immigration Advisers in the link below:

<https://www.gov.uk/find-an-immigration-adviser>

Otherwise, you can make an appointment with East Renfrewshire Citizen Advice Bureau and ask to speak to their Immigration Adviser

Legal Aid

To get legal aid, you usually need to show you cannot afford to pay for legal costs. Your Immigration Adviser will assist you to apply for legal aid. You'll usually have to give details and evidence of your income, benefits, savings and property, and those of your partner.

Setting up a bank account

There is a dedicated website for new arrivals setting up a bank account.

<https://www.moneyhelper.org.uk/en/blog/everyday-money/opening-a-uk-bank-account-if-you-are-from-ukraine>

Scottish Refugee Council

Scottish Refugee Council have 2 Ukrainian interpreters on their helpline 0808 196 7274 for information and advice on refugee issues. They can advise on housing, education, health, money or any other questions about life in Scotland. <https://www.scottishrefugeecouncil.org.uk>

Association of Ukrainians in Great Britain

The Association of Ukrainians in Great Britain (AUGB) is the largest representative body for Ukrainians and those of Ukrainian descent in the UK. It exists to develop, promote and support the interests of the Ukrainian community in the UK. www.augb.co.uk

Emergency Services

Police Emergency 999

Non-emergency 101

Scottish Fire and Rescue Service Emergency 999

Ambulance 999 Emergency

NHS 24 111 urgent care advice and mental health support day or night

Job Centres

Barrhead Job Centre
20 Paisley Road
Barrhead
G78 1NF

Newlands Job Centre
8 Coustonholm Road
Glasgow
G45 1SS

Post Office

The Post Office provides a wide range of application, payment and postal services. In addition to the essential products and services provided in branch, like Vehicle Tax and Special Delivery™, It can provide easy access to local and national government services on behalf of councils and government departments and you can now do most banking transactions at your local Post Office.

Barrhead Post Office	77 Cross Arthurlie St, Barrhead, G78 1RS
Aukenback Post Office	60 Aurs Drive, Barrhead, G78 2LW
Neilston Post Office	58 Main Street, Neilston, G78 3NJ
Clarkston Post Office	28 Eaglesham Road, G76 7DH
Eaglesham Post Office	Glasgow Road, Eaglesham, G76 0JQ
Mearns Post Office (Crookfur)	194 Harvie Avenue, G77 6UT
Arden Post Office	64 Kyleakin Road, G46 8DF
Netherlee Post Office	737 Clarkston Road, Netherlee, G44 3XA

Additional Information

Eastern European Supermarkets

Eastern European Foods
89 High Street
Glasgow
G1 1NB

Bucuresti Magazann &
Krakow Sklep
14 Dixon Avenue
Govanhill
G42 8ED

Polish Daisy
77 Calder Street
Glasgow
G42 7RR