

Welcome

TO SEFTON

Sefton Council



YOUR GUIDE TO *OUR* AREA

Contents

We have worked with our partners to provide you with In this pack you will find some useful information about living in Sefton and contact details for where you can find advice and support. You can find a set of useful Questions and Answers on our website at www.sefton.gov.uk/ukraine-QAs.

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If when you are using this document, you find an area we have not covered, you can contact us by emailing HomesforUkraine@sefton.gov.uk or by calling our Contact Centre on **0345 140 0845**.

It is open Monday to Thursday – 9am to 5.30pm

Fridays – 9am to 5pm.





A Welcome to Sefton from Cllr Ian Maher, Leader of Sefton Metropolitan Borough Council



Sefton Metropolitan Borough Council and our partners offer you a warm welcome.

We appreciate the terrible circumstances in which you are arriving in our Borough. Sefton has a long history of welcoming people fleeing from danger and oppression and we want to do all we can to provide you with a safe place to live as well as the support and services you need.

In this welcome pack, we have pulled together some information about Sefton and Merseyside, and details of where you can find help while living here.

We hope that eventually you will be able to return in safety to rebuild your homeland but until that time, we want to let you know that Sefton is your home and that you are living among friends.

Cllr Ian Maher
Leader of Sefton Council

Sefton Council 



Where are we?



Sefton is in the area of Merseyside in the North-West of England and is part of the Liverpool City Region.

Around 280,000 people live in Sefton, which covers 15,000 hectares.

The Borough is famous for its stunning 22-mile Nature Coast which features beautiful beaches, stunning sand dunes, woodlands and wetlands. It is ecologically important and a site of Special Scientific Interests because of the rare habitats and species it supports.

In the south of Sefton, the main towns are Bootle, Formby, Crosby and Maghull and the industrial and commercial heart of Sefton containing the busy Port of Liverpool.

To the north, there is Southport which is a classic English seaside resort well known with its emphasis on the floral displays of its parks and gardens and its annual events.

As well as its coastline, Sefton has plenty of countryside, greenspaces and parks to visit.

Sefton is easily accessible by road, rail, sea and air and is served by regular Merseyrail train services running north to south through the Borough and comprehensive bus services.

Transport

To help Ukrainian nationals travelling to the UK, train companies across the UK, including Merseyrail, are offering free onward travel on train services to a safe place for people arriving into the region from Ukraine.

They will just need to show their Ukrainian passport and a boarding pass or ticket showing their arrival into the UK. They then have 48 hours from arrival in the UK to complete their journey.



Ukrainians arriving in London can use the offer on London Underground/DLR services if their journey requires you to travel between London national rail stations.

Those arriving at Liverpool John Lennon Airport will be able to use their Ukrainian passport and a boarding pass or ticket showing their arrival into the UK on Arriva bus services to connect with the rail network to complete their 'arrival' journey within the 48-hour period.

You can find details of:

- local bus and train services from Merseytravel at www.merseytravel.gov.uk
- national rail services at www.nationalrail.co.uk
- services and facilities at Liverpool John Lennon Airport at www.liverpoolairport.com

Young people (5-18)

Children aged under 5, travel free on buses, trains and ferries in Merseyside.

Young people aged 5 to 18 can buy Merseytravel's young people's tickets. This gives half price travel on buses and trains in Merseyside.

Find out more about local travel for young people at [www.merseytravel.gov.uk/tickets-and-pricing/young-people-\(5-18\)/](http://www.merseytravel.gov.uk/tickets-and-pricing/young-people-(5-18)/)

Over 60s

Merseytravel's Over 60s Concessionary Travel Pass provides free travel on local bus and train services to those who are eligible and can meet the criteria, which includes proof of residency in Merseyside.

Find out more and how to apply at www.merseytravel.gov.uk/tickets-and-pricing/over-60s/ .

Merseytravel is happy to work with applicants on an individual basis to help them apply if required.

Translation and language courses

Courses for people for whom English is not their first language are available through the Sefton Community Learning Service.

To find out about courses and arrange a short assessment, to ensure you are placed on the right course according to your level, telephone the SCLS office on 0151 934 4546 or 0151 934 4973.

You can find out more about the Sefton Community Learning Service at www.sefton.gov.uk/communitylearning

On Sefton Council's website at www.sefton.gov.uk , you can use the Listen and Translate link at the top of every page to open Recite Me software, which will translate the content into



difference languages, increase and decrease the size of the text and change the type-style – including into a Dyslexic-friendly font. It will also read the information out loud in different voices and languages.

На веб-сайті Sefton Council за адресою www.sefton.gov.uk ви можете використувати посилання Listen and Translate у верхній частині кожної сторінки, щоб відкрити програмне забезпечення Recite Me, яке перекладатиме вміст різними мовами, збільшує та зменшує розмір тексту. і змінити стиль шрифту, в тому числі на шрифт, зручний для дислексії. Він також читатиме інформацію вголос різними голосами та мовами.

На веб-сайті Совета Сефтона по адресу www.sefton.gov.uk вы можете использовать ссылку «Прослушать и перевести» в верхней части каждой страницы, чтобы открыть программное обеспечение Recite Me, которое будет переводить контент на разные языки, увеличивать и уменьшать размер текста. и измените стиль шрифта, в том числе на шрифт, удобный для Dyslexic. Он также будет читать информацию вслух разными голосами и языками.

Helping our guests settle in

Thank you again to our sponsors for offering a home to people fleeing the war in their homeland of Ukraine.

As you will appreciate, it is likely that they when they arrive, your Ukrainian guests are just going to want to experience normality and security for a while.

Please try to give your guests space and time to feel they have a safe place of their own and where they can store any belongings on a permanent basis albeit just for the duration of their stay.

After all, we all know how important it is to know where our toothbrush, comb and ‘stuff’ are.

As a sponsor, please try to make sure your guests are comfortable in their accommodation and that they feel as ‘at home’ as possible.

Although your guests are likely to want peace and quiet initially, access to a mobile phone and the Internet will help them can stay in touch with their family and friends.

That peace and quiet will also mean that your guests probably won’t want to draw too much attention to their arrival or presence. Please remember their need for privacy when using social





media or when you have guests at your home.

When they are ready to venture further afield, don't forget to help your guests familiarise themselves with your local area. Practical advice on how to get around such as where to catch buses and trains could be important.

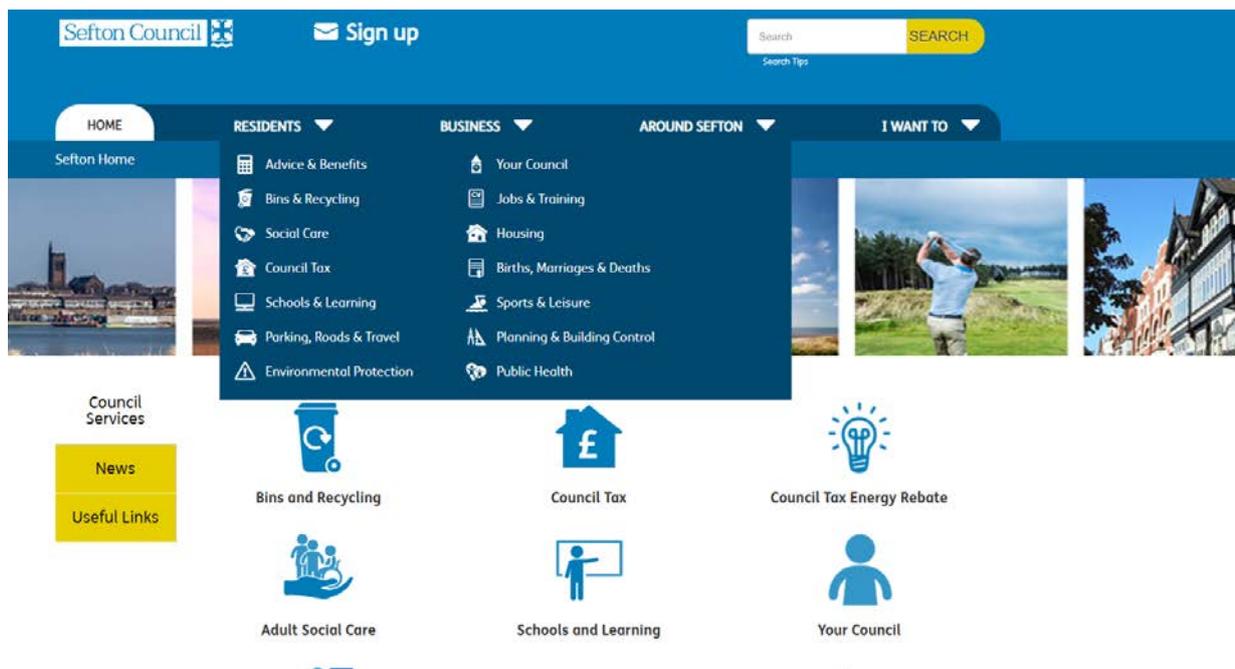
If you are concerned about your guests' physical or mental health, please use the information on Health in our online Questions and Answers to help them find help, advice and support.

Your guests are also likely to want to contact and meet other Ukrainian people locally and you can find details of where they can do this on page 11 of this welcome pack.

Advice and Support

Sefton Council's website at www.sefton.gov.uk contains a wide range of information on the services and support available in Sefton.

You can use the drop-down 'Residents' menu on the Home Page to find them (see below).



The website includes information on

- social care services for adults, children and families;
- schools, learning and libraries;
- advice and benefits;
- public health;
- jobs and training;
- sport and leisure facilities;
- arts, culture and events;
- coast beaches, countryside and parks; in the Borough.



The Sefton Directory also contains a wealth of information about service and support available across the Borough for adults, for families and for people with disabilities or special educational needs.

You can find the Sefton Directory at <https://www.seftondirectory.com>

Sefton Council for Voluntary Service (CVS) Here For You online directory includes contact details and service information for all known non-profit organisations and charities in and around Sefton. There are more than 1,000 Voluntary, Community & Faith (VCF) sector organisations delivering over 3,000 services for residents across Sefton.

You can find the Here for You Directory at <https://directory.seftoncv.org.uk>.

Education

All children and young people arriving under the Homes for Ukraine scheme have the right to access education and childcare while in the UK.

Sefton Council is working to find local school places and will work with families arriving from Ukraine to enable children to attend school as soon as possible.

Our Principal Admissions Officer is overseeing the process.

Please email iyadmissions@sefton.gov.uk

Health and wellbeing

All Ukrainians arriving in England will be able to access NHS healthcare including GP and nurse consultations, hospital services, and urgent care centres.

National health services are provided by the NHS and lots of information is available at www.nhs.uk

GP practices

GPs are doctors who can offer medical advice, provide a diagnosis and prescribe medicines.

They might be your first point of contact for many physical and mental health concerns.

Your GP practice is also responsible for coordinating and managing your long-term healthcare and can refer you to specialised hospital services if you need them.

It is best to register with a local GP practice to meet your ongoing health needs.

You may be given a registration form on your arrival in Sefton and details of support to complete it.

You can find a link to download the form at www.gov.uk/government/publications/gms1

Each family member should complete a GMS1 registration form, a parent/guardian should complete on behalf of a child under 16.



A photograph of each completed GMS1 form should be taken (both sides), and then emailed to CCG.sefton@nhs.net together with information on whether an interpreter is required for appointments (please include which language).

The CCG will then co-ordinate the registration at a local GP practice.

If you are unable to download the registration form or if you have any other queries, call our Contact Centre on 0345 140 0845 - Monday to Thursday – 9am to 5.30pm and Fridays – 9am to 5pm.

Here are some of the other local services that can provide you with advice and treatment if you or your family are unwell:

NHS 111

NHS 111 will direct you to the right advice and support when you need medical help, but it is not an emergency.

You can contact the 24-hour service online at www.111.nhs.uk or free phone by dialling 111.

You can ask for an interpreter in your language by saying “interpreter please”.

In emergencies only (e.g. heart attack or severe accident - when you need an ambulance, Police or Fire Brigade urgently) phone 999.

Pharmacies

Pharmacies provide expert health advice on minor illnesses and ailments.

They are qualified healthcare professionals and can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as sore throats, tummy trouble, aches and pains.

They will let you know if you need to visit a doctor or direct you to other healthcare professionals to make sure you get the help you need. You can find your nearest pharmacy at www.nhs.uk/service-search/pharmacy/find-a-pharmacy.

More about health services.

Walk-in and urgent treatment centres

You can get help for minor illnesses and minor injuries at the walk-in centres in Skelmersdale and Litherland and the urgent treatment centre in Ormskirk.

They are open seven days a week from 8am until 8pm, including Bank Holidays.

You can simply walk in, or you can make an appointment online at www.111.nhs.uk or by calling 111.

More about the centres and their addresses can be found at www.southseftonccg.nhs.uk/your-health-and-services/accessing-health-and-care-services/



Dentists and opticians

You can get teeth and eye care by searching for your nearest dentist and optician at the following links:

- Find a dentist - www.nhs.uk/service-search/find-a-dentist
- Find an optician - www.nhs.uk/using-the-nhs/nhs-services/opticians/

If your tooth is painful, you should call 111 for Urgent Dental Care Services

Emergency hospital services

Call 999 if someone is seriously ill or injured and their life is at risk.

The telephone operator will advise you what to do or where to go next.

An ambulance may be sent to provide treatment or transport the patient to hospital. Hospital Accident and Emergency (A&E) departments are open 24 hours every day of the year. You can access these services directly and without an appointment at www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/

Emergency mental health

If you have seriously harmed yourself or are about to do so, call 999 for an ambulance or go straight to A&E.

If you are thinking about suicide, talk to someone at the Samaritans by calling 116 123.

Other ways to get support for your mental health and wellbeing

- GP practices can advise on mental health support for you or your family and refer you to specialist services if you need them.
- Talking Matters is a free, confidential service to help deal with common mental health difficulties for those registered with a GP in Sefton. Call them on 0300 303 2708 or go to www.mhm.org.uk/talking-matters-sefton.
- For practical tips and expert advice to improve your mental health, you can also visit www.kindtoyourmind.org.
- There's also a free, confidential, 24/7 text message support service for anyone who is feeling overwhelmed or is struggling to cope. Text HEAL to 85258.
- For anyone over 16 in need of urgent mental health support, as they no longer feel able to cope or be in control of their situation, there is a free 24-hour telephone service on 0800 145 6570.
- For practical tips and expert advice to improve your mental health, you can also visit www.kindtoyourmind.org.

Services for children and young people

Mental health services for children and young people

Useful resources to support mental health and wellbeing for children and young people can be found at www.seftonliverpoolcamhs.com.

Young people aged 14 and over and their parents or carers can also make a referral to Sefton & Liverpool Children and Adolescent Mental Health Services (CAMHS) at www.seftonliverpoolcamhs.com.

Symptom checker

Health experts at Alder Hey Children's Hospital have developed an online symptom checker to help parents and carers understand common symptoms in children and when to seek further help.

The Symptom Checker is at www.alderhey.nhs.uk/symptom-checker.

Healthy Child Programme

Health visitors work with all babies and their parents or carers from birth to five years to make sure that they can access all the health services they need.

Infant feeding coordinators work alongside health visitors to support new parents with feeding and weaning advice. Health support is also available in schools for children and young people. School nurses work with the immunisation team to do this.

You can find more information about how to access services, and contact details, at www.sefton.gov.uk/health-services.

Young Carers

If you are aged between 5 and 17 years of age and looking after someone in your family who couldn't manage without you, you are a young carer.

You can find information for Young Carers at www.sefton-carers.org.uk/index.php/young-carers-service

Living Well Sefton

Living Well Sefton is a FREE service with a focus on supporting people with issues that may be affecting their health and wellbeing.

It is a collaboration of various Sefton organisations with the expertise and knowledge to help. You can find out more about Living Well Sefton at www.livingwellsefton.org.uk



Financial support

Ukrainians arriving under the Homes for Ukraine scheme are entitled to a one-off, £200 initial payment for living costs.

To access the payment each guest, over the age of 16, will have a prepaid card account set up in their name. This is a bank account and can be used at ATMs, in shops, to receive payments etc.

Under-16s will also receive the £200 payment card that will be issued onto a guardian's card.

To complete the registration for this card account, the guest will need to arrange an appointment at Sefton Carers Centre, Waterloo or Southport.

Sefton Council will notify Sefton Carer's Centre when guests arrive in Sefton, and the team will then set up a pre-paid card.

Guests or their sponsors will then be contacted by Sefton Carer's Centre by telephone or email to arrange collection of their card and appropriate monies.

Find out more about Sefton Carers Centre www.sefton-carers.org.uk

Benefits

Ukrainians arriving under the scheme may also be able to claim UK benefits including:

- Universal Credit – a payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self-employed or part time) or be out of work;
- Pension Credit - extra money to help with your living costs if you're over State Pension age which is 66 in the UK and on a low income;
- Disability benefits – extra money to help with additional costs for those who have a long-term physical or mental health condition or disability;
- Carer's Allowance – extra money if you care for someone at least 35 hours a week.

Advice about entitlement to Benefits and applying for them is available from the Council's Welfare Rights team.

You can find out more or contact them at www.sefton.gov.uk/welfare-rights

Child Benefit

Anyone coming to the UK under the Ukraine Family Scheme or Homes for Ukraine scheme is entitled to claim Child Benefit immediately, rather than having to wait for the usual 3-month qualifying period.

People who wish to claim should complete a CH2 Child Benefit claim form and submit this by



post to the Child Benefit office. The address is included on the form.

They should provide an original birth certificate and the passport or travel document used to enter the UK.

Where this documentation is not immediately available, people are advised to include a note in their claim and someone from HM Revenue & Customs (HMRC) will be in touch to discuss further.

Anyone wanting more information on Child Benefit can visit GOV.UK or call 0300 200 3100 (from inside the UK).

You can find the application form at

www.gov.uk/government/publications/child-benefit-claim-form-ch2.

Employment

Ukrainians arriving under the Home for Ukraine scheme have the right to live and work in the UK for up to three years.

Sefton@Work offers a range of free and confidential job-related services including employment advice, guidance, job preparation skills and paid work placements.

You can find out more, including information about jobs and training at

www.seftonatwork.net.

Details of jobs with Sefton Council can be found at <https://ats-sefton.jgp.co.uk>

Volunteering in Sefton

If you are interested in volunteering and getting involved in the local community, the Volunteer Centre Sefton can provide you with links to the latest opportunities available.

You can find details at www.volunteeringsefton.org.uk.

To talk to the Volunteer Centre Sefton directly, call **0151 920 0726** or email

info@volunteeringsefton.org.uk.

Housing and accommodation

Through the Homes for Ukraine scheme, sponsors are committed to hosting guests for a minimum of six months, although they may agree with their guests to continue beyond that initial period.

If you don't want to continue the arrangement beyond six months (or at any time after that), you should let your guest know in plenty of time so they can make other arrangements.

Sponsors should aim to give notice two months before the end of the six months (or with two



months' notice of any later date).

Guests will have access to public funds and, after leaving your home, will be able to rent a property like anyone else.

If they need to, they'll be able to claim the housing part of Universal Credit or Housing Benefit. Sefton Council's Homeless Prevention Service can provide advice on moving to affordable and suitable accommodation.

The Homeless Prevention Service can be contacted at homeless.prevention@sefton.gov.uk or by calling **07966 698 065** or **07870 379586**.

Meeting up

Ukraine Welcome Centres have been set up in North and South Sefton

North Sefton

In North Sefton, the Welcome Centre is at the Victoria Centre, 197a Sussex Road, Southport, PR8 6DG.

Open from 2pm to 4pm on Thursdays, it will provide

- free and fast Wi-Fi for contacting home;
- IT equipment;
- Refreshments;
- benefits advice;
- vouchers;
- contact with agencies;
- food and toiletry bags;
- free clothes store.

South Sefton

South Sefton's Welcome centre is at South Sefton Methodist Church, Mersey Road, Blundellsands L23 3AE.

Opening times for the Ukraine Welcome Centre are currently

Sundays 2pm to 5pm;

- Mondays 10-2;

- Tuesdays 12 noon to 4pm;

but more times can be added if needed.

- As well as having a Community room & kitchen to provide a 'village hall' style place to meet and relax, the Ukraine Welcome Centre can also provide: an Internet café with free Wi-Fi: keep in touch or work and learn online;
- Advice.



Staying Safe

You can find the Merseyside Police website at www.merseyside.police.uk.

In an emergency call 999.

Call 101 for non-emergency enquiries.

Information on Victim Care in Sefton can be found at

<https://victimcaremerseyside.org/help-in-my-area/areas/sefton/>

Information on how to report Hate Crime incidents can be found at

www.sefton.gov.uk/hate-crime

Sefton is also committed to combating modern slavery and encourages residents to report any signs that it might be going on.

These signs can include:

- A person living at the workplace with the employer
- Someone being housed with multiple people in a cramped living space
- A person who has no identification or travel documents
- Signs of physical abuse and/or psychological effects
- A third party insists on being present or interpreting any conversations

Anyone spotting these or any other signs of modern slavery should contact Sefton Council's Safeguarding team via 0345 140 0845 or Merseyside Police on 101.

To report a crime anonymously please call Crime Stoppers on 0800 555 111.

More information on Modern Slavery and spotting the signs can be found at

<https://www.sefton.gov.uk/safeguardingadults>

Raise a Concern about harm, neglect or abuse.

Adults

If you have a concern about an adult facing harm, neglect or abuse please call 0345 140 0845 to report your concerns.

Don't worry if you are not sure. All reports will be looked into, and no action will be taken unless it is needed.



Children

If you are worried that a child may be suffering significant harm, or if you are concerned that a child has suffered harm, neglect or abuse, please:

- Call our Contact Centre on 0345 140 0845 during the following hours:
Monday to Thursday – 9am to 5.30pm
Fridays – 9am to 5pm
- Contact the emergency duty team on 0151 934 3555 for urgent advice outside of the above hours, and at weekends.
- If you think a child is in immediate danger, call 999 for police assistance.

We appreciate that making a referral to children's Social Care may be difficult for you. Your concerns will be recorded, and any response carefully considered, and if you would prefer you can remain anonymous.

Sefton's Spaces – Coast, Beaches, Parks and Greenspaces

Sefton's environmentally protected Natural Coast stretches for 22 miles and is a wildlife haven that offers something for everyone. It's much loved by both residents and visitors and a reason many people chose to live and work in the Borough.

It is also home to an incredible array of flora and fauna including one of England's few red squirrel colonies, rare Natterjack Toads and even rarer Sand Lizards. The range of dune habitats and rare species found along Sefton's coast are unique and protected as a site of special scientific interest.

With over 30 main parks, 61 play areas, 183 open spaces, Sefton residents have plenty to enjoy.

Twelve of our parks and greenspaces proudly fly the prestigious Green Flag award! The international award is a sign to the public that the space boasts the highest possible environmental standards, is beautifully maintained and has excellent visitor facilities.

Find out more at www.sefton.gov.uk/green-sefton



Churches

There is a Ukrainian Catholic Church in Liverpool

Its address is

St Sebastian Roman Catholic Church

Lockerby Road

Liverpool

L7 0HG

You can find the Ukrainian Catholic Church in Liverpool on Facebook.

You can also find out more at <https://sites.google.com/site/ukrainianparishinliverpool>

Sefton CVS provides s links into voluntary, community and faith services within the Borough.

You can also look for churches and places of worship using the Search facility on the Sefton Council for Voluntary Service (CVS) Here For You online directory at

<https://directory.seftoncv.org.uk>.

For more information about Sefton CVS services, visit www.seftoncv.org.uk

Or you can visit www.findachurch.co.uk and enter your postcode.

General Advice

The Association of Ukrainians in Great Britain 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.

Its website is at www.ukrainiansintheuk.info

Barnardo's organisation has set up the **Ukrainian Support Helpline** to provide a holistic support service. The Helpline is available to anyone fleeing the conflict in Ukraine.

Barnardo's Ukrainian Support Helpline: **0800 148 8586**

www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline

Citizen's Advice offers free, confidential and impartial advice and information on a wide range of subjects.

You can find out more about Citizens Advice Sefton at <https://seftoncab.org>.







A message from Cllr Trish Hardy, Sefton Council's Cabinet Member for Communities and Housing

I would like to assure you that all of us at Sefton Council will do all that we can to ensure you have a safe stay in Sefton until the time when you are able to return to Ukraine.

All of us at Sefton Council hope that you have found the information in this pack useful and that it helps to making your time in our Borough as good as it can be.

Of course, while we welcome you warmly to Sefton, we hope that eventually you will be able to return in safety to rebuild your homeland.

But until that time, we want to let you know that:

Sefton is your home and that you are living among friends.

Сефтон — це ваш дім, і ви живете серед друзів.

Cllr Trish Hardy

Cabinet Member for Communities and Housing
Sefton Council

Sefton Council 

