



UKRAINIAN WELCOME PACK



EASTLEIGH
BOROUGH COUNCIL

Welcome to the Borough of Eastleigh

On behalf of Eastleigh Borough Council and its residents, I'd like to warmly welcome you to our Borough.

We have put together this guide which includes local information which we hope will be helpful for as long as your home is in Eastleigh Borough

The Homes for Ukraine process is being managed by our partners, Hampshire County Council. If you are a sponsor, you will have received an email from them and have already had, or will soon have your home visit.

Hampshire County Council has set up a dedicated webpage for guests arriving from Ukraine. Find out more at www.hants.gov.uk/ukraine/guests

Hampshire County Council's website has more information on the sponsorship programme including home visits and checks and financial support available www.hants.gov.uk/ukraine

Eastleigh Borough is a wonderful place to live and work

Situated on the eastern side of Southampton and bordering the River Hamble and the Solent, Eastleigh is also a short drive from the New Forest and South Downs National Parks. The Borough reaches from Hiltingbury in the north, to the historic villages of Hamble-le-Rice and Netley in the south and with the internationally famous chalk stream, the River Itchen, running through it.

Travel connections in Eastleigh are excellent: the M3 provides rapid access to London, Heathrow and Gatwick, and the M27 ensures that the seaside town of Bournemouth and the city of Portsmouth are within easy reach (30 minutes). Mainline railway stations at Eastleigh and Southampton Airport (Parkway) provide regular services into London Waterloo (approximately one hour). Southampton International Airport, based in Eastleigh, is one of the country's fastest growing airports and was recently voted the best regional airport in Europe.





Healthcare

Public healthcare is provided in the UK by the National Health Service (NHS).

For advice on how to access the right NHS service for your condition, call 111.

This is a free to call number for both landline and mobile phones and gives people better access to all non-emergency NHS services, 24 hours a day, 365 days of the year.

The call handlers will assess you and then tell you where the nearest appropriate service is for you - in emergencies they'll send an ambulance to you. The service is supported by an interpreter.

Finding a doctor or dentist

In the UK you and all members of your family living here should register with a local doctor called a General Practitioner (GP) at a nearby medical office called a surgery. Your GP practice will also have other people who are fully trained in healthcare. This includes nurses and healthcare assistants.

You must be registered before you can see a doctor. You can find your nearest surgery numbers and addresses by visiting www.nhs.uk/service-search or contact the NHS by calling 111.

Registration with a surgery and NHS treatment is free of charge but you may have to pay for medical prescriptions. You will need evidence of your address to be able to register.

To find a dentist, visit: www.nhs.uk/service-search/other-services/

Pharmacies

Pharmacists can offer advice and certain medications for a range of minor illnesses, such as coughs, colds, sore throats, tummy issues and aches and pains. If your symptoms suggest something more serious, the pharmacist will recommend you get the right help such as visiting a GP, nurse or other healthcare professional.

Many pharmacies are open late and at weekends and you do not need an appointment. To find a pharmacy near you, please visit www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Medical emergencies

If you have a life threatening or urgent need for healthcare, call 999 - or you can go to the local hospital's Accident and Emergency department.

Education

Children aged between five and 16 years must attend school in the UK. Children must be in some form of education until they are 18. This includes apprenticeships and schemes where they work some of the week in a paid job and also attend college part-time.

Children arriving from Ukraine will be able to attend school and college while they are staying in Eastleigh. This will be discussed during the home visit carried out by Hampshire County Council.

If you are currently hosting, or are expecting to host, children or young people, please visit www.hants.gov.uk/educationandlearning/admissions/ukrainian-school-places for further information about the process.

To find out which are your nearest schools, pre-schools (eg. nurseries, pre-schools, childminders) or adult and family learning courses contact Hampshire Children's Services on 0300 555 1384 or visit www.hants.gov.uk/educationandlearning for information about schools in Eastleigh Borough.

Schools can access support from the Ethnic Minority and Traveller Achievement Service (EMTAS) for families who do not speak English as a first language. EMTAS staff work in schools to provide training, support for parents and in-class bilingual support for children and young people as they settle into their new UK school.

More information for parents, some translated, is available on the EMTAS website www.hants.gov.uk/hampshire-services/services-for-schools/pupil-support/emtas

For details about early years admissions and attendance, preparing your child for school and key things to know about schools in the UK, as well as details about free Early Years education please see www.hants.gov.uk/educationandlearning/emtas/year-r-early-years/earlyyearsguide

EMTAS has useful advice on the parents' section of the website including bringing up your child bilingually - see www.hants.gov.uk/educationandlearning/emtas/supportinglanguages - and English as an additional language - see www.hants.gov.uk/educationandlearning/emtas/forparents/english-additional-language

For more information visit www.hants.gov.uk/emtas or call 0370 7794 222 between 8.30am and 4.30pm.

EMTAS also offers phone lines in various languages during school term time only, to provide information about educational issues. For more information visit www.hants.gov.uk/educationandlearning/emtas/supportinglanguages/emtas-phone-lines

Higher education

Colleges and post-16 training providers are independent of Hampshire County Council and are not covered by the schools' admissions code. For young people aged between 16 and 18 looking to participate in education and training at a local college or training provider, sponsors and families should contact the college or training provider directly to discuss making an application. Hampshire County Council can provide support in this process, if required, and this can be accessed by emailing skills.participation@hants.gov.uk.

For a list of colleges and training providers in Hampshire, please visit www.skillsandparticipation.co.uk/course/view.php?id=570

Adults aged 19 and over are able to access funded English language and adult learning courses offered by local colleges and Hampshire County Council. Details of courses are available via the National Careers Service at nationalcareers.service.gov.uk/



Image credit AHR

Travelling in Eastleigh

Buses and coaches

A number of bus companies operate bus routes throughout the Borough and the main bus station is located at Upper Market Street in Eastleigh town centre.

Buses operate as part of a service that drops off and picks up at various and frequent intervals.

The times of buses on your nearest route are shown at the bus stop. You can look online for the routes

www.eastleigh.gov.uk/media/10120/bus-route-map-eastleigh-borough.pdf

- when you see the bus, remember to clearly signal to the driver that you wish to board
- Get your ticket, bus pass, or payment method ready – most bus services will accept contactless payment on board
- Wait for the bus to come to a stop and for the doors to open before trying to board
- Be respectful of other passengers and allow them to get off first
- Ask the bus driver for a single or return ticket to your destination
- If paying with cash place the money in the tray, or if paying contactless, place on the machine then take your ticket
- It is customary if the bus is full to offer your seat to the elderly, disabled and pregnant women
- The screen at the front of the bus will advise which stop is coming up next
- When you want to get off, ring the bell and stay seated until the bus has fully stopped

Trains

Eastleigh has two railway stations, Eastleigh and Eastleigh Parkway that offer a fast train service to London (Waterloo Station), Reading, Winchester and Southampton, as well as connections to many other destinations within the Borough including Hedge End, Botley, Netley, Hamble and Bursledon.

Use the National Rail website to find train times www.nationalrail.co.uk This site will also redirect you to the correct website to purchase your chosen ticket.

Consider the time of day or day of the week when planning your trip:

- Peak travel periods of the day can be more expensive and busier. Peak travel times can vary between train operators but are generally Monday to Friday before 10.30am and between 3pm - 7pm.
- **Anytime Fares:** Anytime tickets are valid on any train on your selected route, these are the most expensive.
- **Off-Peak Fares:** Off-peak tickets are generally valid for any train outside the peak morning and evening rush hour periods.
- **Advance Fares:** Advanced fares are the cheapest option, but they offer no flexibility – these are only valid for the time specified on the ticket. In general, the earlier you book advanced fares the cheaper they are. In addition, less desirable tickets (ie. mid-week and mid-day) tend to be the cheapest. You can also buy a ticket at the station counter, or from a ticket machine on the platform

Plan ahead and allocate plenty of time to get to and from the train station to catch the train or for ongoing travel after arriving at your destination station.

Remember at the station you will have to find your way to the correct platform and if necessary, where to stand to wait for the train (specifically if a seat reservation has been made).

Most train tickets are digital so there is no need to print your tickets (just make sure to save your tickets to your phone/laptop or have a reliable internet connection) — the conductor will simply scan the ticket's barcode. All non-electronic train tickets can be picked up at the train station's automated ticket machine — simply type in the 8-digit ticket reference number that is emailed to you after booking.

When you arrive at the platform you may need to put your ticket through a turnstile, it will open the gate, but don't forget to take your ticket with you.

Check which platform your train is leaving from on the notice board, this will also be announced over the public address system.

Stand well back from the edge of the platform, behind the yellow lines. The train will be announced as it arrives, allow the people leaving the train to descend first. You can sit anywhere in the train, but only in First Class if you have purchased a first-class ticket. During your journey the ticket collector will come round and ask to see your ticket. They will mark it as seen.

In each carriage you will see a digital display that shows all the stations the train will stop at. The driver will also announce each station as it gets near. Once the train has stopped, press the 'door open' button when it turns green to exit the train. Have your ticket ready as you may need to hand it to the station master or put it into a turnstile to exit the station.

Road

The Borough has convenient connections to main road networks, including the M3

and M27 motorways and the A27. All are easily accessed from Eastleigh town centre, which has excellent parking.

For further information about parking in the town and the across the Borough please visit www.eastleigh.gov.uk/parking-travel-and-roads/parking/car-parks

Taxis and private hire vehicles

Eastleigh has licensed taxis and private hire vehicles.

Taxi ranks are located at the railway and bus station in Eastleigh. Private hire vehicles must be booked in advance through licensed private hire operators either by telephone, email or walk-in bookings. There are several licensed operators located in and around the Borough.

Taxi services are generally expensive and more often are used for short distances, carrying luggage, or late nights when rail and bus services are less frequent.

When using taxi services, you should check that the driver is displaying their taxi license number and the meters are using the correct rate.

Airports

Southampton International Airport is located in the Borough. www.southamptonairport.com

Local services

In the Borough of Eastleigh most services are provided by two councils - Eastleigh Borough Council and Hampshire County Council. Some local services are provided by twelve Town/Parish Councils

Eastleigh Borough Council provides day to day services across the Borough including waste and recycling collections, keeping streets and areas clean, community safety patrols and supporting residents who are without a home.

For more information about Eastleigh Borough Council, visit www.eastleigh.gov.uk or call 023 8068 8000. You can also find more information on our website about living in the Borough here www.eastleigh.gov.uk/welcome - this includes things to do, places to visit and things you need to know.

Hampshire County Council provides most public services across the Borough, including schools, social services, libraries and public transport.

For more information about Hampshire County Council, visit www.hants.gov.uk

Community services

One Community is an independent charity that works with individuals, community and voluntary groups across Eastleigh Borough to shape a vibrant and sustainable community sector which champions the Borough's communities.

For more information about community activities and how One Community is supporting Ukrainian families coming to the Borough visit 1community.org.uk or call 023 8090 2400

Leisure activities

There are many ways that you can keep active. There are a number of parks and green open spaces across the Borough. To find your nearest park or open space, visit www.eastleigh.gov.uk/parks-leisure-and-culture/country-parks-and-open-spaces

In addition, there is also a wide choice of indoor and outdoor sports facilities in the Borough including swimming pools, gyms, and a golf driving range. For more information, visit www.eastleigh.gov.uk/sport-and-health/leisure-and-sports-facilities

There are a number of libraries located across the Borough where you will be able to:

- Get free access to WiFi and computers
- Free access to books, eBooks and eMagazines for adults and children
- Activities for children and families

To access the Hampshire County Council's library services, please visit www.hants.gov.uk/librariesandarchives/library/membership/jointhelibrary



Image credit: Richard Chivers

Access to benefits

The UK has a welfare system which is designed to help those who face financial hardship, or who have specific needs.

The Eastleigh JobCentre Plus will be able to provide further information on which benefits you may be able to access. This may include:

- **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 are over the age of 66 and on a low income.
- **Disability benefits** – extra money to help with additional costs if you 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.
- **Child Benefit** – extra money to help with the cost of raising a child.

Eastleigh JobCentre Plus provides further support to help you apply for a job, prepare for an interview or start your own business. Eastleigh JobCentre Plus can be found at Capital House, 100 Southampton Road, Eastleigh, Hampshire SO50 5PB and is open between 9am to 5pm, Monday to Friday except Wednesday when it is open between 10am and 5pm. To find out more visit www.jobcentreguide.co.uk/eastleigh-jobcentre

Citizens Advice

Citizens Advice Eastleigh is an independent charity who have been helping Eastleigh residents for over 80 years. They provide free, confidential and impartial advice and campaign on big issues affecting people's lives. Their goal is to help everyone find a way forward, whatever problem they face.

They are based at 101 Leigh Road, Eastleigh, Hampshire SO50 9DR or call 0808 278 7862
www.citizensadviceeastleigh.org.uk

Working in the Borough

We know many families arriving in the Borough will want to find a job while staying here.

To work in the UK, residents must have a valid national insurance number (NINO) to start work. Most people in the UK pay national insurance. This money is paid to the government and contributes to healthcare, benefits and pensions.

If you are employed, your employer will deduct the national insurance directly from your pay. If you are self-employed it is up to you to pay the national insurance directly to the government.

You can apply for an NINO by telephoning the NINO Allocation Service 0345 600 0643, Monday to Friday, 8am to 6pm. For more information, visit www.gov.uk/apply-national-insurance-number