



**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
**CASNEWYDD**



# **HOME FOR UKRAINE SCHEME SPONSOR INFORMATION PACK**

[www.newport.gov.uk](http://www.newport.gov.uk)





# CONTENTS

---

## **PAGE 1: Thank you and Introduction**

This section introduces why you have received this information pack and outlines the agreed roles in being a sponsor.

## **PAGE 2: Checks to become a host**

In addition to the checks undertaken prior to visas being issued, all households receiving guest(s) from Ukraine will require checks to be undertaken by local councils on the property and household. This section outlines the checks that will be required, including the Disclosure and Barring Service (DBS) checks, and how these will be arranged by Newport City Council.

## **PAGE 4: Sponsor Financial Support and Payments**

This section provides information on the available financial support to sponsors on the arrival of your guest(s) and how this can be claimed. In addition, information on available financial assistance to your guests is also included.

## **PAGE 5: Providing Support**

This section provides information, advice, and guidance on helping your guest(s) settle in. This covers a range of potential support from meeting your guest(s) on arrival to the UK including:

Page 5: Language support

Page 5: Collection from the airport/port

Page 5: Transport and getting around

Page 5: Food and living expenses

Page 6: Health and medical care

Page 6: Education

Page 8: Financial assistance

## **PAGE 9: What happens if the sponsorship breaks down?**

If for any reason it is necessary to end the sponsorship arrangement early, this section provides the appropriate contacts for notifying Newport City Council.

## **PAGE 9: Safeguarding**

Safeguarding means keeping children and adults safe from abuse or neglect. Local authority social services and the Police have the main responsibility for responding when anyone is concerned that they or someone else is at risk of harm, abuse, or neglect. This section provides information on how to seek support and report any potential or actual safeguarding concerns that you become aware of.

## **PAGE 10: Useful Links**

There are many sources of advice and guidance to help Sponsors and guest(s) whilst seeking sanctuary in Wales. This section lists several key sources.



# THANK YOU AND INTRODUCTION

## Dear Sponsor

You are receiving this information pack because Newport City Council has been notified that you have applied to be a host sponsor as part of the UK Government's Homes for Ukraine scheme. The Council would like to thank you for assisting with efforts to provide Ukrainian people with sanctuary in Wales and this pack will outline some of the next steps that will be taken in supporting your placement.

In the last months, millions of Ukrainians have had their lives turned upside down by an unprovoked conflict. They have seen their homes destroyed, their families torn apart, and their lives shattered. Joining this scheme and coming forward as a sponsor is an extraordinary act of kindness. You are extending the hand of friendship to a stranger in their hour of need. In the weeks and months ahead, you will help individuals and families to find their feet and adapt to life in Wales.

Newport has a long and proud history of welcoming people seeking sanctuary to the city and we want to ensure you are supported in helping us to continue this work.

## The Role of a Sponsor

By opening your home and by offering your time and generosity in applying to be a sponsor, you have agreed to

- provide suitable accommodation for a minimum of 6 months
- stay in regular contact with the person(s) you are sponsoring prior to their arrival to help organise and coordinate their arrival in the UK, where possible meet them on arrival, and facilitate transfer to their accommodation.
- signpost the person(s) to public services and assist them with tasks such as registering with a local GP surgery.

Welsh Government has made guidance available to sponsors, providing advice if you are a host living in Wales and sponsoring a person or family from Ukraine. Please make sure you also read this guidance which can be found at: <https://gov.wales/homes-ukraine-guidance-sponsors-html>

**Please note** this information pack has been updated to reflect changes in guidance and advice. We will continue to monitor this information pack and update when required. The latest version will be available on Newport City Council's website [www.newport.gov.uk](http://www.newport.gov.uk)

## Please be mindful

Throughout your journey (supporting new arrivals) it is likely that your guest(s) may divulge sensitive and personal information, we would encourage all sponsors to exercise caution in the sharing of any sensitive/personal or anecdotal information relating to your guest(s) to anybody outside of your immediate household, to this end please be mindful of sharing any details of your guest(s) on social media or via other networks.



# CHECKS TO BECOME A HOST

In line with Government guidance and in addition to the basic checks undertaken by the Home Office before your placement was approved, to ensure you meet the requirements for approval as a sponsor a number checks will be undertaken.

## **DISCLOSURE AND BARRING SERVICE (DBS) CHECK**

As part of carrying out its safeguarding responsibilities, the Council expects all sponsors and all household members aged 16 years and above to agree to undertake an **Enhanced DBS check**.

You will shortly receive a DBS Application pack via email for you to complete and return. This is to be completed even if you have undertaken a DBS check outside of the application to be a host. Part of the check will require you to provide identification and further detail on how to do this will be provided via email. Please be aware that failure to return your application form and supporting documentation may impact on your ability to host in Newport. In line with Welsh Government guidance, best endeavours will be made to conduct the DBS checks before guest(s) arrive. However, as the checks are not undertaken by the Council it is recognised that this may not be possible in all circumstances.

You will be informed directly of the results of the DBS checks and in addition the Council will also be informed of the result, but not provided with any specific details. Should your DBS check fail, the Council will contact you to offer the opportunity to discuss any concerns or queries you may have.

## **HOME VISITS**

As required by Welsh Government, the Council will carry out an initial home visit to confirm that the accommodation is suitable and the person is well and that there is no serious safeguarding, or welfare concerns. Where possible this home visit will be carried out jointly by Environmental Health and Social Services and best endeavours will be to conduct the checks before arrival, recognising that this will not be possible in all circumstances.

With regards accommodation, while there is no set expectation, your accommodation needs to be free from serious health and safety hazards. You should make sure your home is safe for your guest(s) and that it is in a suitable condition. You should also consider how many people you can accommodate so they have sufficient space. Two people should not be in one room unless they are: adult cohabiting partners; a parent and child; two siblings of the same gender if aged over 10; two siblings regardless of gender if aged under 10. Individuals who did not previously know each other should not be given the same room.

An officer from Environmental Health Housing will contact you to make an appointment at a time that is convenient to you wherever possible. If you are not an owner occupier i.e., you rent your home, please let the officer know when they contact you. Any officers attending your home will show you Council identification. Before the inspection, both departments will check your property address against their databases. As you have volunteered to be a host sponsor, we assume that your consent for these checks is given, but please let us know if you are unhappy with this.



# CHECKS TO BECOME A HOST

---

## GUIDANCE ON ACCOMMODATION

All accommodation will be different and while there is no set expectation, your accommodation needs to be free from serious health and safety hazards. You should make sure your home is safe for your guest(s) and that it is in a suitable condition. You should also consider how many people you can accommodate so they have sufficient space. Two people should not be in one room unless they are: adult cohabiting partners; a parent and child; two siblings of the same gender if aged over 10; two siblings regardless of gender if aged under 10. Individuals who did not previously know each other should not be given the same room.

Further to this we ask that accommodation:

- be kept clean and in a reasonable state.
- have adequate kitchen and bathroom space.
- have access to drinking water.
- have a working smoke detector on each floor of the property and other fire safety precautions suitable for the building e.g., fire doors or escape routes as appropriate (further information on making a home safe from fire can be found at <https://www.gov.uk/government/publications/make-your-home-safe-from-fire>.)
- have a working carbon monoxide detector in any room containing a solid fuel burning appliance (e.g., a coal fire, wood burning stove).
- have sufficient heating to keep the property at a comfortable temperature.
- have safe gas appliances.
- fittings and flues and have undertaken a Gas Safety check within the last year (see more information on HSE website).
- have safe and working electrics, which a qualified electrician can help with if you are unsure.
- be almost entirely free of damp or mould.
- have doors and windows at entry level that lock properly; be easy and safe to move around in, without excessively steep staircases that may cause harm.
- be free from hazards that could result in serious falls, or the risk of serious falls should be minimised.



# SPONSOR FINANCIAL SUPPORT

---

As part of the Homes for Ukraine Scheme, when you have received your guest(s) you will be eligible to receive an optional 'thank you' payment of £350 per month, for as long as the guest(s) remains in your accommodation for up to 12 months. This payment will be tax free and should not affect your Council Tax status or entitlement to benefits.

## ELIGIBILITY

You are eligible for a 'thank you' payment if all of the following are true:

- A check that the accommodation exists and can be used as residential accommodation
- The accommodation has been visited and appears suitable for the proposed guest(s)
- The DBS checks have been initiated
- Local safeguarding checks have been completed, including visiting the guest(s) in their accommodation and confirmation there are no serious concerns
- You have confirmed to us that the guest(s) has/have arrived in the accommodation
- You are the named 'lead sponsor'
- You are not charging the guest(s) rent

## WHAT YOU GET

- Once the above eligibility criteria are met, and you complete and return the BACS form which can be found at the back this pack, we will pay the money monthly in arrears into your bank account on the first BACS payment scheduled after the end of the month. If your guest(s) have already arrived your initial payment may also be back dated depending on the date of arrival.
- Only one monthly payment will be given per residential address, regardless of the number of guest(s) being hosted, size, or location of the property.
- You will be eligible to receive this monthly payment for as long as the guest(s) remains in your accommodation for up to 12 months.

## IF YOUR GUEST(S) LEAVE

You must let us know immediately if all of the guest(s) you are hosting have left, as this means you are no longer eligible for payments.

## FINANCIAL SUPPORT TO GUEST(S)

In addition, the Council will provide an initial £200 per person cash payment to new arrivals. Once you have notified the Council that your guest(s) have arrived, our resettlement team will be in touch so that they can arrange to meet them and administer the payments.

**It is therefore important that you let us know when your guest(s) have arrived so that we can arrange payments for them and yourselves as hosts and ensure that our resettlement team can offer their support. Please email [migrationteam@newport.gov.uk](mailto:migrationteam@newport.gov.uk) as soon as possible.**



## PROVIDING SUPPORT

The Council's refugee resettlement team will be supporting both hosts and guest(s) for the duration of your placement. A member of our team will contact you once guest(s) have arrived to introduce themselves and ensure that your placement is going well. The team are also able to offer face to face support if this is needed. The team will maintain contact with you and your sponsored guest(s) for up to 12 months, dependant on how long your placement lasts.

However, there are also several things, in addition to offering accommodation, that you can also do to help the person or family you are sponsoring to settle-in.

**LANGUAGE SUPPORT:** The dominant languages in Ukraine are Ukrainian and Russian. You should not expect your guest(s) to be able speak or read English. It will be helpful to establish where possible, the preferred language that your guest(s) wish to communicate in. Free online translation services may be helpful in communicating in the early phases of a match; however, you should note that these are not always accurate. Where your guest(s) is accessing public services, interpreters may be required. When accessing Health services, NHS providers have a duty to provide interpretation. Department for Work and Pensions can usually source interpretation services when requested too. Although statutory services under equality legislation have a duty to offer language support, unfortunately not all services including some voluntary sector organisations may not have interpretation services available, but it is always worth asking.

**COLLECTION FROM THE AIRPORT/PORT:** While you are not required to, you can arrange to collect the person you are sponsoring from the airport or port when they arrive in the UK. If this is not possible, please let them know how best to reach your home from their arrival point. They will be eligible for a single onward journey via national rail, light rail, bus and coach, free of charge to their final destination. In addition, Welsh Government has announced that a 'Welcome Ticket' will be available to refugees and people arriving from Ukraine and covers the majority of bus services running in Wales. It provides all eligible people free, unlimited travel on local bus services, including those operating into England where the journey starts or finishes in Wales. The 'Welcome Ticket' scheme will run for six months ending on 30 September 2022. Further information about these travel schemes and a list of participating bus companies is available on <https://gov.wales/free-bus-and-train-travel-advice-refugees#section-96986>.

Transport for Wales (TfW) has also established a six-month scheme to enable people from Ukraine to travel free on any TfW services, after showing their passport to conductors and station staff. All information on this, including a journey planner to help them find their way, is available on: <https://www.nationalrail.co.uk/ukr-travel.aspx>

**TRANSPORT AND GETTING AROUND:** Your guest(s) are unlikely to be familiar with the layout of your local area or how to get around easily. Some practical advice on things like getting to and from your home, where the local shops are, and where to catch buses and trains will go a long way. As a sponsor, you are not expected to provide transport throughout their stay.

**FOOD AND LIVING EXPENSES:** There are no formal requirements for you as the sponsor to cover the cost of food and living expenses, but depending on your circumstances, you may wish to do so. Every person coming to the UK through the scheme will be able to take up a job and apply for benefits, if needed.



# PROVIDING SUPPORT

**HEALTH AND MEDICAL CARE:** On arrival your guest(s) should be encouraged to register with a General Practitioner and following a health needs assessment, appropriate healthcare will be arranged.

- **Registering at a General Practice (GP):** As you will be aware, in Wales the National Health Services provides medical care, free for all new arrivals. As a sponsor you can help your guest(s) register with your local GP. This can be done by supporting your guest(s) in attending the GP to complete a new patient form. Please note that your local health board in Newport is the Aneurin Bevan University Health Board.
- **Registering at a Dentist:** To register for the dentist is slightly different due to NHS waiting lists in local practices. You can support your guest(s) by arranging a call to the Aneurin Bevan University Health Board to find out more. The contact telephone number for the Aneurin Bevan Dental Helpline is the same for both daytime and evenings/weekends/bank holidays: 01633 744387 or you can visit <http://www.wales.nhs.uk/ourservices/findannhsdentist/> to find a NHS dentist taking on new patients in the area or the closest to your area. All under 18's get dentist appointments and treatments free.
- **Other Health Helplines:** If, whilst residing at your property, any of your guest(s) require urgent medical advice or assistance the Out of hours GP; via the 111-telephone service, is available 24 hours a day, seven days a week, and can be used for urgent health advice on what services to access or how to manage an illness or condition and to access urgent primary care out of hours (where that service is available in your area). The service includes translation support via Language Line, Relay 24 and Interpreter now. **REMEMBER**, in a medical / life threatening emergency, dial 999.

**EDUCATION:** Newport has a long history of welcoming asylum seeking, refugee and migrant children to our schools, working with children who do not speak English and have experienced trauma. Whilst many sponsors will want to do everything they can to prepare for guest(s), any application for a school place must be made by the adult with parental responsibility for the child. **A sponsor or host cannot make the application on their behalf.**

- **School places and transport:** Newport City Council are pleased to be able to offer school places to Ukrainian children and young people through our Ukrainian Hub Schools: Llanwern High School and Milton Primary School.

This Hub provision will enable Ukrainian children, young people, and their families to come together, reducing pupils' feelings of isolation from other Ukrainian children and young people during a period of significant change.

This will ensure pupils are quickly placed into a supportive school environment, where they can be expertly assisted to settle into their new life in Newport.



# PROVIDING SUPPORT

---

Discretionary transport may be provided in line with the Council's Home to School Transport Policy.

Further information on the School Hubs and the Council Home to school transport policy can be found on the Council's website <https://www.newport.gov.uk/en/Support-and-Advice/Ukraine-Support.aspx>

In addition, further information on places available should be obtained from the school admissions team by contacting [school.admissions@newport.gov.uk](mailto:school.admissions@newport.gov.uk)

- **Education financial assistance:** Ukrainian families coming into the UK are eligible to access financial assistance. Therefore, any children and young people of school age that maybe be staying with you will be entitled to Free School Meals (FSMs) and the Public Access Grant for uniforms and school equipment. However, your guest(s) should be aware that it may take some time for the relevant checks to be undertaken and the benefit claims to be processed. Therefore, in the interim Newport City Council have agreed that:
  - Primary age pupils will be allocated Free School Meals (FSMs) from the first day that they are admitted to a school.
  - Secondary age pupils will also receive Free School Meals from the date of admission, but if there is any delay between the offer date and the admission date because of the TB screening checks, they will receive FSM vouchers for the intervening period.
- **Tuberculosis (TB) Screening:** In Ukraine, TB re-emerged as a public health challenge in the 1990s. The Welsh Government Chief Medical Officer has issued advice that:
  - For children and young people of secondary school age and older, the Local Health Board will screen new arrivals with a chest x-ray as soon as practicable and will confirm the results with the parent/guardian. Schools will delay attendance at an education setting until the parent/guardian informs the school that the required checks have been undertaken.
  - For primary school age children, the risk of active pulmonary TB is highly unlikely and as such, children can attend a primary education setting without delay, unless demonstrating symptoms.  
On notification of arrival of your guest(s) the Local Health board will be in contact with families to make the arrangements for these TB checks to be undertaken.
- **Learning English:** Guest(s) may arrive with differing levels of English and should be encouraged to sign up to English classes when they feel ready to help them settle into life in the UK. Reach is Newport's ESOL (English for Speakers of Other Languages) hub, and provides ESOL assessments and referrals to appropriate classes, supported by Coleg Gwent, Adult Learning Wales (ALC) and Newport City Council - Adult Community Learning. You can email Reach at [reachnewport@gmail.com](mailto:reachnewport@gmail.com) or call them on 07805272916.



# PROVIDING SUPPORT

---

## **FINANCIAL ASSISTANCE:**

It is important that your guest(s) open a bank account as soon as possible and are able to access financial assistance.

- **Opening a bank account:** There are a range of banks that you can choose from to assist your guest(s) in opening a bank account. There are also online-only providers which you can use. To open a bank account, your guest(s) will usually need to show a form of identification such as your passport, BRP or a driver's licence or a recognised identity card as well as proof of your address, such as your tenancy agreement or a gas, electric or phone bill.

Your guest(s) should ask about any charges when you open a bank account. Once an account is opened, your guest(s) will usually be issued with a debit card. Many cards are contactless - some shops will only accept contactless payment as will some transport providers – ask the chosen bank about this. Your guest(s) can also arrange for bills to be paid directly from their account using 'direct debit'. Further information on how to open a bank account is available at: <https://www.citizensadvice.org.uk/wales/debt-and-money/banking/getting-a-bank-account/>

- **Assisting those who are eligible to access financial assistance:** If your guest(s) are old enough to work, they will be able to apply to receive Universal Credit and will be able to apply for advance payments, where eligible. People from Ukraine who are of pensionable age will have access to State Pension Credit and Housing Benefit, provided they meet eligibility criteria. More information and advice is available from the Department for Work & Pensions, please check out this link: <https://www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine/>

Citizens Advice Cymru can provide advice on welfare benefits. For more information, check the Citizens Advice Cymru website or phone 0800 702 2020. You can call between 9am and 5pm from Monday to Friday. Please also visit the Welsh Government's Sanctuary website for advice and information: <https://www.sanctuary.gov.wales/ukraine/money>



## SPONSORSHIP BREAK DOWN

---

If for any reason you need to end the sponsorship arrangement early, sponsors should inform the local authority as soon as possible by emailing [migrationteam@newport.gov.uk](mailto:migrationteam@newport.gov.uk) so where possible that we can support people to find alternative arrangements.

A helpline has been launched for people arriving in Wales from Ukraine and for people who are acting as sponsors to provide advice and guidance. For callers in the UK, the number is: Freephone 0808 175 1508; for callers outside the UK, the number is: +44 (0)20 4542 5671. The helpline will be available from 9am to 5pm, 7 days a week.

## SAFEGUARDING

---

Safeguarding means keeping children and adults safe from abuse or neglect. Local authority social services and the Police have the main responsibility for responding when anyone is concerned that they or someone else is at risk of harm, abuse or neglect. However, they need someone to let them know (report) a safeguarding concern before they can help.

You may see or hear something that makes you worried that the person or family you are sponsoring are at risk of harm, abuse or neglect. Abuse can come in many forms, including physical, emotional, sexual and financial. This could be a worry about the way they treat their children or relatives or the way someone else is treating them. You might also see or hear something that makes you worried that your children, relatives or someone else is at risk because of the behaviour of the person or family you are sponsoring.

The person or family you are sponsoring from Ukraine may also ask for your help in reporting a safeguarding concern. Asking for help is the right thing to do. Whether you are worried about a child from Ukraine or adult, or about yourself, your family or someone in the community it is important to share these concerns as soon as you can. If you are worried that someone is at immediate risk of harm, for example if a child or adult from Ukraine goes missing, then you should telephone the Police on 999.

Your local authority will provide you with information about how to contact your local social services if you are worried that someone may be at risk of harm, abuse or neglect. You can also find information on your local authority website by searching for the name of your local authority followed by 'reporting a child at risk' or 'reporting an adult at risk'. Online training is available that is free to access and can help you to understand more about safeguarding. This is available using Google Chrome web browser.

Visit <https://learning.nhs.wales/?lang=en&adlt=strict> website.



## USEFUL LINKS

---

There are many sources of advice and guidance to help Sponsors and guest(s) whilst seeking sanctuary in Wales. This section lists several key sources.

Mental Health support in Gwent: [Mental Health - Aneurin Bevan University Health Board \(nhs.wales\)](#)

Children and Adult Mental Health Services (CAHMS): <https://callhelpline.org.uk>

Melo Cymru – self-help mental health resources: <https://www.melo.cymru>

Sane Ukraine – Daily online trauma & resilience support sessions:  
<https://saneukraineonline.org/sane-ukraine-online/>

Welsh Refugee Council (Wales): <https://wrc.wales>

Diverse Cymru (Wales): <https://diversecymru.org.uk>

Displaced Person in Action (Wales): <https://www.dpia.org.uk>

EYST (Wales) Ethnic Minorities and Youth Support Team: <https://eyst.org.uk>

British Red Cross: <https://www.redcross.org.uk/get-help/get-help-as-a-refugee/contact-your-local-refugee-service>

BAME Helpline (Wales): <https://bame.wales>

Save the Children: <https://www.savethechildren.org.uk/>



## USEFUL LINKS

---

### **Immigration support:**

Office of the Immigration Services Commissioner: <https://www.gov.uk/find-an-immigration-adviser>

Law Society: <https://solicitors.lawsociety.org.uk>

Universal Credit: <https://www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine/>

There are a range of social media pages and groups which have been set up by individuals who are planning on hosting Ukrainians, you may wish to join one of these for informal support and information. Please note, these pages are privately managed and are not endorsed/approved by the Council – search South Wales Sponsorship for Ukraine on Facebook.

### Wales Nation of Sanctuary UK Helpline

A helpline has been launched for people arriving in Wales from Ukraine and for people who are acting as sponsors to provide advice and guidance. For callers in the UK, the number is:

Freephone 0808 175 1508 for callers outside the UK, the number is: +44 (0)20 4542 5671

The helpline will be available from 9am to 5pm, 7 days a week.

The Sanctuary website also offers a Ukraine information section, available in a range of languages including Ukrainian and Russian <https://sanctuary.gov.wales/>

Thank you once again for your offer to support people fleeing Ukraine, please get in touch if you need any further information either by email at: [migrationteam@newport.gov.uk](mailto:migrationteam@newport.gov.uk) or by telephone on 01656 656656

## Newport City Council

This document is available in Welsh on request



**NEWPORT CITY COUNCIL  
BACS PAYMENT AUTHORITY**

Supplier Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Post Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

Contact Name \_\_\_\_\_

e-mail address \_\_\_\_\_

I would like my remittances to be sent to the above e-mail address **YES/NO**  
(delete as appropriate)

I authorise Newport City Council to make all future payments to me via the BACS system. My bank details are as follows:

Bank \_\_\_\_\_

Branch Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Post Code \_\_\_\_\_

Sort Code \_\_\_\_\_

Account No. \_\_\_\_\_

Account Name \_\_\_\_\_

Signed \_\_\_\_\_

Capacity (Position) \_\_\_\_\_

Date \_\_\_\_\_

---

Payments Section use only

Supplier Number:

Date Processed:

Initials:

**PLEASE RETURN THE COMPLETED FORM INCLUDING SIGNATURE VIA EMAIL TO:**

[ssprovider.payments@newport.gov.uk](mailto:ssprovider.payments@newport.gov.uk)

**NOTE:** an electronic version of your physical signature will be accepted. If you are unable to provide a signature, please email a copy of your bank statement to confirm your name, address, account number, sort code (with the transactions hidden) and/or a copy of your debit card (with the long number hidden), providing the card contains the relevant data (bank name, account number, sort code and your name).