

Welcome to Essex

An information pack for Homes for Ukraine sponsors in Essex.

Firstly, we want to say thank you for offering your home or property as a safe place for a Ukrainian person or family.

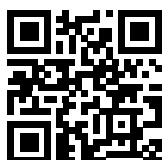
It is a reminder of the extraordinary generosity of local people. We are sure you will provide the safety and sanctuary that those arriving from Ukraine need at this time.

This pack has been created to support you in your role as a sponsor. It has a range of information for both you and the Ukrainian national you are hosting. Translated packs are available for your guests. We hope it will help you prepare for their arrival, make their transition as smooth as possible and support your whole household throughout the sponsorship.

For all of the latest information about the Homes for Ukraine scheme in Essex, visit: www.essex.gov.uk/information-for-sponsors-welcoming-a-ukrainian-person-or-family

We encourage you and your guest(s) to access any services you need.

Councillor Kevin Bentley, Leader, Essex County Council
Councillor Graham Butland, Leader, Braintree District Council



To view this document online,
scan the QR code.

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Homes for Ukraine scheme

Here are some quick facts for sponsors about the Homes for Ukraine scheme.

If you haven't had them already, there will be checks (background and in-person) on you, your family and the accommodation that you will provide.

Current government guidance is that any benefits entitlements remain unchanged if you take in a Ukrainian person or people.

If you receive single person discount on your council tax, this remains unchanged if you take in a Ukrainian person or people.

Ukrainian nationals arriving under the scheme will be able to:

- live and work in the UK for up to three years
- access healthcare, benefits, employment support, education, and English language tuition

For more information about the scheme and related support, visit:
www.homesforukraine.campaign.gov.uk

For frequently asked questions about the scheme, visit:
www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions

The government has produced a welcome guide for Ukrainians arriving in the UK, visit:
www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk

Tell us when your guests have arrived

If you haven't already done so, when your guest(s) arrive, please email:

BusinessSupport.FamilyOps@essex.gov.uk

with the following information:

- your name
- your address
- name(s) of the guest(s)
- whether your guests include children aged 0 to 18 year old
- date of arrival
- the name of the district, city or borough council, that covers the area you live in

In the subject line put: Homes for Ukraine Arrival Notification: and add your surname.

If you do not have access to email, please phone Essex County Council on 0345 603 7627 and ask to speak to our Homes for Ukraine team.

Homes for Ukraine scheme

DBS and home checks

All sponsors and family members aged 16 years or over who live at the address will require safeguarding and home checks.

To begin completing these necessary checks, we are contacting all sponsors as quickly as possible.

The checks will include:

- safeguarding checks
- Disclosure and Barring Service (DBS) checks
- a check of the suitability of the home (carried out by your local district, borough or city council)

These checks need to be passed in order for guests to stay with you and payments to be made. There is no charge for these checks.

For more information about the checks, visit www.essex.gov.uk/information-for-sponsors-welcoming-a-ukrainian-person-or-family/dbs-and-home-checks

Payments to sponsors and guests

Payments to guests

Under the scheme, the government is offering a one-off £200 interim payment for each guest to help with living costs, until they receive their first payment of Universal Credit.

For your guests to receive their payment, you must tell us when your guests have arrived.

At the moment, local councils arrange the £200 payment to guests as soon as they are advised that they have arrived. Payment methods vary between councils.

Essex County Council will shortly be taking over responsibility for this payment in some districts. For details visit:

www.essex.gov.uk/information-for-sponsors-welcoming-a-ukrainian-person-or-family/payments-to-sponsors-and-guests

Payments to sponsors

The government is offering an optional 'thank you' payment of £350 per month to people who can accommodate one or more guests.

Essex County Council is responsible for administering these payments in Essex, excluding Southend and Thurrock Councils who are responsible for their areas.

The payment will be made once all the checks have been passed. Payment will be backdated to when the guests first arrive, paid monthly in arrears.

You can apply for the £350 thank you payment using the form at:

www.essex.gov.uk/information-for-sponsors-welcoming-a-ukrainian-person-or-family/payments-to-sponsors-and-guests

Homes for Ukraine scheme

Tell us if your guest(s) move out

If your guests move out you need to email
BusinessSupport.FamilyOps@essex.gov.uk

We will need to know:

- your name
- your address
- name(s) of guest(s)
- date the guest(s) moved out
- the name of the district, city or borough council that covers the area you live in

If your guest(s) move out for any reason we must stop payment. It is important that you tell us as soon as possible if they move out. Otherwise we will ask you to repay the money.

Finances, benefits and jobs

Universal Credit

Ukrainian nationals can access Universal Credit as soon as they arrive in the UK. Universal Credit is a monthly payment to help with living costs.

www.gov.uk/universal-credit

If you have questions about how Universal Credit works you can call:

- 0800 328 5644 to speak to Universal Credit Full Service
- 0800 144 8444 to speak to Citizens Advice Help to Claim

Other benefits

Ukrainian refugees are also eligible for:

- Housing Benefit
- Pension Credit
- Personal Independence Payment
- Child Disability Living Allowance
- Carers Allowance
- Attendance Allowance

Those who meet the criteria are eligible for the contributions-based Employment and Support Allowance and Jobseekers Allowance.

Ukrainian nationals do not need to go through certain checks, such as the Habitual Residency Test, which will speed up any claims they make.

Visit www.gov.uk to find out more and apply.

Finances, benefits and jobs

Setting up a bank account

To receive Universal Credit and other benefits, your guest will need to open a bank account. They can open a bank account by visiting any bank. They will need to have documents that show their identity, immigration status and address.

Food banks

Food banks can provide you with free food and other essential items.

Visit Trussell Trust to find a local food bank: www.trusselltrust.org/get-help/find-a-foodbank

Citizens Advice

You or your guest(s) can get advice on issues including benefits, employment, immigration, debt and legal advice from your local Citizens Advice. They also offer a Help to Claim scheme that can support people to apply for benefits.

Telephone: 03444 111 444

Visit: www.citizensadvice.org.uk

National Debtline

The National Debtline offers free, confidential and independent advice about debt and money problems.

Telephone: 0808 808 4000

Website: www.nationaldebtline.org

Find a job

For information about jobs and apprenticeships in Essex visit: www.essex.gov.uk/jobs-volunteering-apprenticeships/jobs

To find full or part-time jobs visit: www.gov.uk/find-a-job

Health services

Registering with a GP

Ukrainian arrivals can receive emergency treatment from a GP surgery for 14 days.

After that, they will need to register with a GP at: www.nhs.uk/nhs-services/gps

Getting a prescription

Ukrainian nationals will need to visit their new GP to get a prescription. They should then take their prescription to a pharmacy or chemist to receive the medication. They may need to pay for prescription medicines.

Pharmacists can give free advice on treating minor health problems, such as colds and coughs.

Find a local pharmacy: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Health advice from 111

Get free health advice from the NHS by phoning 111 or visit: www.nhs.uk/111
There is an interpreter service available.

Dentistry services

Ukrainian nationals can register with a dentist as either an NHS patient or a private patient.

Find a dentist at:

www.nhs.uk/service-search/find-a-dentist

If your guest is receiving Universal Credit, they should let the practice know and register as an NHS patient. Check-ups and necessary treatments will be free.

Maternity care and midwifery services

A GP can arrange appointments with maternity and midwifery services.

Covid-19 vaccine

Ukrainian nationals can get the Covid-19 vaccine and boosters for free through the NHS. They will need to be registered with a GP.

Find out how to get the Covid-19 vaccine at:

www.nhs.uk/covid-vaccine

Health services

Essex Child and Family Wellbeing Service

On behalf of Essex County Council and the NHS, HCRG Care Group and Barnardo's provide a range of child and family services throughout Essex that are free.

You can access services through a GP or make a self-referral using one of the numbers below.

We provide the following support:

- health visiting such as antenatal contact, transition to parenthood, new baby review, maternal mental health, wellbeing and development of children under 1 year and 2 to 3 year old reviews and support to be ready for school
- parenting support including breastfeeding, weaning toilet training, school entry review and childcare confidence support
- school nursing including support for young people in schools with wellbeing and health concerns.
- family health including substance misuse, contraception advice, nutrition support, mental health (maternal & infant) and smoking cessation
- for ages 5 to 19 including dental care, review of immunisation status, support with any physical, emotional or developmental problems, provide children, parents and school staff with information on specific health issues and measuring height and weight
- for young people with special educational needs and disabilities up to the age of 25

Basildon, Brentwood, Rayleigh, Canvey and Rochford, telephone: 0300 247 0013

Chelmsford, Maldon and Braintree, telephone: 0300 247 0014

Colchester and Tendring, telephone: 0300 247 0015

Harlow, Uttlesford and Epping, telephone: 0300 247 0122 and select option 1

Website: www.essexfamilywellbeing.co.uk

Health information in other languages

The NHS has collated a range of health information that is available in different languages, including Ukrainian and Russian. The topics include babies, cancer, heart health and mental health.

www.nhs.uk/about-us/health-information-in-other-languages

Doctors of the World has health information in Ukrainian, including a guide on how the NHS works.

www.doctorsoftheworld.org.uk/translated-health-information

Psychology Tools has provided free resources about trauma and stress in Ukrainian, Polish and Russian. They might help people who have experienced the war in Ukraine.

www.psychologytools.com

Applying for a school place and childcare

Ukrainian nationals can apply for a school place for a child as soon as they arrive. Starting school can help children settle in and make friends.

A parent can apply for a school place for their child. Alternatively, you can complete the application on the parent's behalf.

You can apply for the child to start in the new school year in September or in the middle of the school year.

The application will be considered under Essex's school admission arrangements, as all applications are. The outcome will depend on the number of places available at local schools.

Find application forms, admissions information and more about Essex schools at:
www.essex.gov.uk/admissions

For advice and guidance, telephone School Admissions on 0345 603 2200.

Free home to school transport

Some children are eligible for home to school transport. For criteria and to apply for free school transport, visit:

www.essex.gov.uk/school-transport

Free school meals

Children in reception, Year 1 and Year 2 automatically get free school meals.

Children in Year 3 or above may be eligible for free school meals. This includes if their parent is receiving Universal Credit.

For more information and to apply for free school meals, visit:

www.essex.gov.uk/free-school-meals

Childcare

Ukrainian nationals will be able to get advice and support to find childcare from our Family Information Service.

Email: fis@essex.gov.uk

Website: www.essex.gov.uk/fis

Mental health and emotional wellbeing

There is help available if you think your guest(s) need support.

It is important to speak to someone as soon as possible so they can get the support they need.

Support for children and young people

Children and young people can get advice and support from the Child and Adolescent Mental Health service.

The service can help with things like low mood, anxiety, sleep problems, trauma and loss. The service may help directly or point towards more appropriate support.

Any child, young person, parent or professional can contact the service.

Telephone: 0800 953 0222 (9am to 5pm, Monday to Friday) or 0800 995 1000 (outside of these hours)

Email: SET-CAMHS.referrals@nelft.nhs.uk

Support for adults

Adults can get advice and support from the Adult Mental Health and Wellbeing team.

This service helps people who are experiencing mental health concerns like anxiety and depression. They provide practical advice on how to access appropriate local services.

If a mental health need is more severe, they will advise on the best next steps to ensure you get help as soon as possible.

Telephone: 0333 032 2958 (9am to 5pm, Monday to Friday)

Outside of these hours, call 111 and select option 2 for mental health crisis support.

Website: www.essex.gov.uk/mental-health

Email: MH.wellbeingteam@essex.gov.uk

Mental health organisations

These local and national organisations also offer confidential advice, guidance and support to people struggling with their mental health.

Inspire

Telephone: 028 9032 8474

Email: hello@inspirewellbeing.org

Mind

Telephone: 0300 123 3393

Email: info@mind.org.uk

Website: www.mind.org.uk

NHS

Telephone: 111

Website: www.nhs.uk/mental-health

Peabody South East

Telephone: 0800 288 8883

Website: www.essexlocaloffer.org.uk/peabody-south-east-essex-outreach-support-service

Samaritans

Telephone: 116 123

Website: www.samaritans.org

Getting support for a vulnerable adult

Our Adult's Social Care service aims to help vulnerable adults stay healthy, well and safe.

Adults who have fled Ukraine may be vulnerable and our services could help them.

Contact us

If you are concerned that an adult may be at risk of harm please contact us.

During 8.45am to 5pm, Monday to Thursday and 8.45am to 4.30pm, Friday, please contact us by:

Telephone: 0345 603 7630

Textphone: 0345 758 5592

Email: socialcaresdirect@essex.gov.uk

Call 0345 606 1212 outside of the above hours to speak to our Emergency Duty Service.

More information

Find out who can access Adult Social Care services: www.scie.org.uk/care-act-2014/assessment-and-eligibility

For more adult social care and health services: www.essex.gov.uk/topic/adult-social-care-and-health

Get help accessing health and social care services: www.healthwatchessex.org.uk

Support for people with special or educational needs and disability: www.essexlocaloffer.org.uk

Getting support for a vulnerable child

Fleeing the warzone in Ukraine may place particular strain on children, and it might create difficulties within family relationships.

The purpose of our Children's Social Care service is to keep children safe and well. We intervene if a child is suffering and also provide parents with help and support. This might be if a parent is too unwell to look after their child, or if their child has additional or special needs.

Find a children or family support service

There are lots of local and national organisations that can provide support to families. They cover a range of needs, including bereavement and loss, mental health, social isolation, and financial concerns.

Website:

www.essex.gov.uk/directory-of-services

Request support for more complex needs

If you have concerns about a child's wellbeing, you or their parent/carer can make a request for intensive support.

This might include: if a child is at risk of harm or neglect; if they have significant behavioural difficulties; or if family members are involved in crime, substance misuse or domestic violence.

Website:

www.essex.gov.uk/request-support-from-us

If you have serious concerns about a child's welfare

If you are worried that a child is being abused, neglected or has been abandoned, please call.

0345 603 7627 (9am to 5pm, Monday to Friday) to speak to our Children and Families Hub.

0345 606 1212 (all other times) to speak to our Emergency Duty Service.

More information

Find more advice for children, young people and families at: www.essex.gov.uk/topic/children-young-people-and-families

Read more about the issues affecting the safety and welfare of children at: www.escb.co.uk

Emergency services

Call 999 and ask to speak to the police

Please advise your guest(s) that in an emergency they should call 999 and speak to the police if:

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely

They should call 101 for non-emergencies.

Submit a crime report online at:

www.essex.police.uk or use the 'Live Chat' button to speak to an online operator between 7am-11pm.

Essex County Fire and Rescue Service

The Essex County Fire and Rescue Service is here to keep everyone safe. Here is some guidance that can help you and your guest stay safe.

Fire safety

Fires at home are more common than you might think. To stay safe from fire, make sure to:

- have smoke alarms on every floor of your home and test them regularly
- avoid leaving cooking unattended or using chip pans and lots of hot oil
- avoid overloading electric sockets – most can take a maximum of 13 amps
- keep matches and lighters away from children
- keep clothes away from heaters and open fires
- put out and dispose of cigarettes properly
- avoid charging mobile phones, tablets or e-cigarettes overnight, or longer than the recommended charging time
- plan an escape route in the case of a fire and make sure everyone in the property knows how they can get out

We offer free home fire safety visits to any Essex resident. If you do not have working smoke alarms, or have working smoke alarms but would like more information about how to live safely and securely at home, you can book a free visit at: www.essex-fire.gov.uk/Home_Fire_Safety or call 0300 303 0088.

Water safety

If you go swimming or are near water, remember:

- only swim at the beach and other places if lifeguards are present
- even on a warm day, the water is colder than it looks which can affect your ability to swim – enter the water slowly
- don't go too far and always swim parallel to the shore
- if you get caught in a rip current, swim parallel to the shore until you are free. Call for help.
- don't swim alone – always take someone with you

If you are in trouble in water, float on your back then call for help or swim to safety.

If someone else is in trouble in water, **call 999 immediately**. Throw them something that floats so they can hold onto it.

Road safety

To drive in England, your guest(s) need a valid driver's license and valid insurance. The vehicle should be taxed and roadworthy. Remember Ukrainian nationals will be used to driving on the right side of the road.

To stay safe on the road:

- don't drive under the influence of alcohol or drugs
- don't use a mobile phone while driving
- stay within the speed limit
- wear your seatbelt and make sure passengers do too
- call 999 if you are involved in a collision and it is an emergency
- download the What3Words app so emergency services can find you

Connecting with the local community

The Essex Wellbeing Service

The Essex Wellbeing Service (EWS) helps people connect with support services for a range of reasons and to people in their local communities.

The EWS can also help with emotional wellbeing, mental health and physical health.

Telephone: 0300 303 9988 (8am to 7pm, Monday to Friday; 10am to 2pm Saturday)

If you are calling for your guest, please ensure they are with you when you phone.

Learn English for Speakers of Other Languages

These courses can help people to settle in the UK, gain employment, progress onto other training courses or just be more confident in communicating with other people.

www.aclessex.com/esol-campaign

‘Essex is United for Ukraine’ Facebook group

‘Essex is United for Ukraine’ is a Facebook group for people who want to support sponsors, Ukrainian people and other individuals who have been impacted by the war.

Join the group to connect with local people who are United for Ukraine.

www.facebook.com/groups/eiuforukraine

Transport and travel links

Visit Essex Highways for information about public transport, cycling and walking routes in Essex.

www.essexhighways.org/getting-around

Immigration support

Migrant Help UK

Migrant Help UK provides advice and support to asylum seekers, refugees and victims of modern slavery and trafficking.

Telephone: 0808 801 0503

Email: info@migranthehelpuk.org

Website: www.migranthehelpuk.org

Modern Slavery & Exploitation Helpline

This helpline provides information and remediation support to people who have suffered labour exploitation and labour abuse.

Telephone: 08000 121700

British Red Cross

British Red Cross supports refugees, providing emergency provisions for those facing severe hardship to giving orientation support and friendly advice to the most vulnerable.

Telephone: 0808 196 3651

Email: info@britishredcross.org.uk

Website: www.redcross.org.uk

Refugee Council

Refugee Council provides support and advice to refugees and asylum seekers.

Telephone: 0207 346 6700

Website: www.refugeecouncil.org.uk

The Salvation Army

The Salvation Army provides support and advice to refugees and asylum seekers and specialist support to victims of modern slavery.

Telephone: 0800 808 3733

Website: www.salvationarmy.org.uk

Braintree

Braintree District is located in North Essex and has a population of approximately 152,000. Geographically, we are a large district and have three main towns – Braintree, Halstead and Witham.

Below are a range of services and organisations available to you and the person or people you have sponsored.

We will be updating this list regularly, to ensure it has everything you may need, but if you have any feedback that you think would be useful, please contact us at: marketing@braintree.gov.uk

Places to visit and things to do

There are lots of things you can do in and around the Braintree district.

Leisure and sports facilities

We are offering Ukrainian refugees in the Braintree district free membership at the following leisure centres for two months:

- Braintree Sport & Health Club
- Braintree Swimming & Fitness
- Halstead Leisure Centre
- Witham Leisure Centre

This free membership will allow adults and children 12+ access to the gym, swimming, courts, group exercise classes (depending on age) and outdoor pitches.

The leisure centres are run by leisure operator Fusion Lifestyle in partnership with Braintree District Council.

The two months will begin when the membership is confirmed and activated by Fusion.

To qualify for a free membership, refugees will need to provide proof of visa/permission to travel document by either visiting the leisure centre in-person or email:

wthlc-sales@fusion-lifestyle.com

Braintree Sport & Health Club

Panfield Lane
Braintree
CM7 9FF

Braintree Swimming & Fitness

Charter Way
Braintree
CM77 8YJ

Witham Leisure Centre

Spinks Lane
Witham
CM8 1EP

Halstead Leisure Centre

Colne Road
Halstead
CO9 2HR

For more information visit:

www.fusion-lifestyle.com

or call 0345 260 1535.

You can find out about more sport and fitness activities happening locally by visiting:

www.activeessex.org or calling 03330 131620.

Outdoor gyms

We have three outdoor gyms across the Braintree district that are open all year round and free to use for anyone aged 8 and over. You can find our outdoor gyms at the following addresses:

- Meadowside playing field, Coldnailhurst Avenue, Braintree CM7 5UG
- John Ray Park, St John's Avenue, Braintree CM7 1DJ
- Spa Road playing field, 26 Highfields Road, Witham CM7 2HJ



Braintree Museum

Manor Street
Braintree
Essex
CM7 3HW

Braintree Museum is a great place to spend an enjoyable morning or afternoon. Explore Braintree's history and its surrounding areas, focusing on its industrial and cultural achievements as well as its many notable personalities.

Opening times: Tuesday to Saturday
10am – 4pm

For more information visit:
www.braintreemuseum.co.uk
or call 01376 328868.

Warner Textile Archive

The Warner Textile Archive, located in Braintree, is the largest publicly owned collection from a luxury textile manufacturer in the UK and holds an inspiring and unique gallery, exhibiting some of the collection's treasures including textiles, paper designs, books, photographs and documentary material.

Address: Silks Way, Braintree CM7 3GB
For more information and opening times, visit: www.warnertextilearchive.co.uk
or call 01376 316780.

Braintree Village

Discover Braintree Village, an outlet shopping village in the heart of Essex, where you can discover premium aspirational brands. With the combination of fashion, homeware, accessories and restaurants, Braintree Village is a destination that creates unexpected moments of bargain filled surprise.
Address: Charter Way, Chapel Hill, Braintree, Essex CM77 8YH

For more information and opening times, visit: www.braintree-village.com
or call 01376 348168.

Parks and open spaces

We have a range of fantastic parks and open spaces you can visit and enjoy for free, ranging from those with children's play areas, to wildlife and country parks – all perfect for picnics.

Visit: www.braintree.gov.uk/parksandplayareas to discover what is available in the Braintree district.

Local events

Across the district there are plenty of things to do and places to see, from food markets, weekly games clubs, cinema and bowling.

Visit the Visit Braintree District website for more information on local events, places to see and things to do at:
www.visitbraintreedistrict.co.uk/whats-on or Visit Essex at: www.visitessex.com

Getting around the Braintree district

There are a range of ways you can travel in and out of the Braintree district and across Essex.

By foot

You can discover a range of walking routes to explore online at: www.visitbraintreedistrict.co.uk/explore/countryside/walks

By bicycle

The Braintree district has a range of well-developed on and off-road cycle networks.

You can ask for a paper cycle map at County Hall on Market Road in Chelmsford or find it online at: www.essexhighways.org

You can discover a range of cycling routes to explore online at: www.visitbraintreedistrict.co.uk/things-to-do/activities/cycling

By bus

There are lots of buses that travel around the Braintree district.

There are stands with maps across towns and villages in the Braintree district to help visitors and new residents to find their way easily.

You can travel by bus to other towns like Chelmsford, Colchester, Basildon, Brentwood and Harlow. There is also a bus to Stansted Airport from the Braintree bus interchange in the town centre.

You can find bus timetables and plan your journey using Google Maps or at:

www.firstbus.co.uk/essex

You can also download the TravelEssex app on your smartphone to plan your journey:

www.essexhighways.org/bus

By train

There are a range of railway stations across the Braintree district and the rail operating company is called Greater Anglia.

- Braintree Train Station, Station Approach, Braintree, Essex CM7 3QL
- Braintree Freeport Train Station, Chapel Hill Retail Park, Braintree, Essex CM77 8YH
- Cressing Train Station, Bulford Lane, Tye Green, Essex CM77 8NT
- Kelvedon Train Station, Station Road, Kelvedon, Essex CO5 9NP
- White Notley Train Station, Station Road, White Notley, Essex CM8 1RP
- Witham Station, Albert Road, Witham, Essex CM8 2BS

Regular train services run to and from Liverpool Street station in London from Braintree and Witham stations. The journey takes around one hour from Braintree to London or Cambridge.



You can buy tickets online and find timetables here: www.greateranglia.co.uk or download the 'Traveline' app on your smartphone. There are also ticket machines and a ticket office at the stations.

You can discover more ways to travel by train online at www.essexhighways.org/train

By taxi

We have six official taxi ranks in the Braintree district:

- Albert Road, Witham
- Manor Street, Braintree
- Station Approach, Braintree
- Rayne Road, Braintree
- Freeport, near the cinema at the far end of the shopping complex
- Trinity Street, Halstead

There are also two unofficial ranks at:

- Freeport, next to the bus drop off near to the main shopping complex
- Kelvedon Train Station (operated by Network Rail)

If you need a taxi, you can get one without booking at a taxi rank. Prices vary based on the time of day, the number of passengers and the type of vehicle.

Local Services

Community Services

Braintree District Council offer a range of services to support people who are new to the area. This includes community groups that are operating in the district that you or they may want to get involved with and signposting to services that you or they may need to access.

The team also provide a free Community Support and Employment Service to help residents find a job, access training and help with any personal issues that are making it difficult to find employment.

They can also help with writing a CV, job application and interview skills, and helping you develop new skills.

To find out more about the service or receive support, please contact Braintree District Council by calling 01376 552525 or emailing: communityservices@braintree.gov.uk

Community Transport

Braintree District Council offers a Community Transport service to help people in the district get to appointments.

You can contact the Community Transport team if you have any questions about the scheme or a booking.

Telephone: 01376 557883

Email: community.transport@braintree.gov.uk

Local hospitals

The main hospitals for people living in the Braintree district is Halstead hospital and Braintree Community Hospital.

Halstead Hospital

Telephone: 01787 291022

Address: 78 Hedingham Road,
Halstead, Essex CO9 2DL

www.nhs.uk/Services/hospitals/MapsAndDirections/DefaultView.aspx?id=181

Braintree Community Hospital

Address: Chadwick Drive, (Off Rayne Road),
Braintree, Essex CM7 2AL

The closest accident and emergency department, where you can go if you need urgent treatment, is Broomfield Hospital in Chelmsford, Essex.

Broomfield Hospital

Telephone: 01245 362000

Address: Court Road, Broomfield,
Chelmsford, Essex CM1 7ET

Website:

www.mse.nhs.uk/broomfield-hospital

If it is not urgent, you can call 111.

The 111 service will give you advice over the phone and refer you to medical professionals who can help. If you need an ambulance, call 999.

If you don't need an ambulance, you can get to the hospital by bus or taxi.



Supermarkets, high streets and markets

The main supermarkets in the Braintree district are Tesco, Aldi, Co-op, Lidl, Morrisons and Sainsbury's.

- Tesco in Braintree's Town Centre, Great Notley and Marks Farm in Braintree
- Co-op in Braintree, Great Notley, Bocking, Halstead, Witham, Great Bardfield, Earls Colne and various other villages
- Lidl in Braintree and Witham
- Aldi and Morrisons in Witham
- Sainsbury's in Halstead High Street and Braintree town centre

Other supermarkets:

- Marks and Spencer in Braintree
- Asda in Witham

High streets

The district has three delightful market towns; Braintree, Halstead and Witham, each unique in their own way and worth a visit. They have shops for food, clothing, toiletries as well as cafés and restaurants.

Outdoor markets

- Braintree Market – Every Wednesday and Saturday in Braintree town centre. There is also a special street market that takes place on the last Saturday of the month. More details can be found at: www.visitbraintreedistrict.co.uk/whats-on/braintree-street-market-p1609751
- Witham Market – Every Saturday from 7.30am-3.30pm at Lockram Lane car park in Witham.
- Halstead Market - held every Friday in the High Street

Local Services

Ukraine Facebook community groups

A range of Facebook community groups have been set up to help those from Ukraine find out what support and information is available locally in the Braintree district and across Essex.

Please note that most of these groups are set up by members of the community and are not run by Braintree District Council.

Essex Is United for Ukraine

[www.facebook.com/
groups/1661205490889449](https://www.facebook.com/groups/1661205490889449)

Support Wethersfield Homes 4 Ukraine

[www.facebook.com/
WethersfieldsupportsUkraine](https://www.facebook.com/WethersfieldsupportsUkraine)

Homes for Ukraine – Support Group for Braintree and surrounding areas

[www.facebook.com/
groups/10s12197743025966](https://www.facebook.com/groups/10s12197743025966)

Welcome Ukrainian friends, Wickham Bishops, The Tothams and The Braxteds

[www.facebook.com/
groups/247644367579694](https://www.facebook.com/groups/247644367579694)

UK-raine Community Hub Group

www.facebook.com/groups/666757124595161

Waste Collection

If you are sponsoring a family and there is likely to be a significant increase in the amount of waste the household produces, which will not be accommodated with your current bin arrangements, please contact Braintree District Council's customer service centre by emailing: csc@braintree.gov.uk or 01376 552525 and the team can discuss with you.

If you need more recycling sacks, please either call us on 01376 552525 or fill in our online form at: www.braintree.gov.uk/clearsacks

Religious organisations and places of worship

The Braintree district is a diverse community made up of people from many religious faiths.

We have a range of contacts for religious organisations and places of worship.

Please get in touch with us by emailing communityhub@braintree.gov.uk

English language classes

Conversational English classes are being run every week in Braintree to help guests with everyday English language, including what to say when shopping and on the bus.

They are being held every Monday at 1pm at Braintree Community Centre.

If you would like to register to attend, please email: info@braintreecommunitycentre.org.uk or call 01376 323280.

Adult Community Learning

Classes will also be available from Adult Community Learning in September 2022 for anyone who is learning English as a Second Language.

There is also a specific 'ESOL (English to Speakers of Other Languages) for Refugees' course which runs for 34 weeks in Chelmsford and Colchester on a Monday morning starting from September 2022.

You can apply by calling 0345 603 7635 or email: lifelong.learning@essex.gov.uk. Any charges depend on circumstances.

Free online classes

The Open University are offering free online 'Everyday English' classes for Ukrainian guests and they can be accessed by visiting this website: www.open.edu/openlearn/supporting-ukrainians

Libraries in Braintree District

There are currently 10 libraries in the Braintree District. These are located in the following areas:

Braintree Library

Fairfield Road
Braintree
CM7 3YL

Coggeshall Library

The Friends' Meeting House
Stoneham Street
Coggeshall
CO6 1UH

Earls Colne Library

William Hunt Reading Room & Library
38 High Street
Earls Colne
CO6 2PA

Halstead Library

Bridge Street
Halstead
CO9 1HU

Hatfield Peverel Library

The Street
Hatfield Peverel
Chelmsford
CM3 2DP

Kelvedon Library

Aylett's Foundation School
Maldon Road
Kelvedon
CO5 9BA

Sible Hedingham Library

169 Swan Street
Sible Hedingham
CO9 3PX

Silver End Library

Silver End Village Hall
Broadway
Silver End
CM8 3RQ

Wickham Bishops Library

School Road
Wickham Bishops
Witham
CM8 3NU

Witham Library

18 Newland Street
Witham
CM8 2AQ

Joining the library service is free and easy and can give you or Ukrainian refugees living with you access to books, e-books and e magazines; online courses and learning resources; computers and Wi-Fi.

Website: libraries.essex.gov.uk

Telephone: 0345 603 7628

(open Monday to Friday: 8.30am to 5pm).

Useful local contact details

Help with cost of living

We understand that many residents are facing a cost of living crisis with rising bills.

If you are worried about affording payments, managing debt and looking after you and your family's wellbeing – there is support available.

Visit Braintree District Council's website at:
www.braintree.gov.uk/costofliving

Contact Braintree District Council

If you need to contact Braintree District Council about local council services, you can:

Telephone: 01376 552525
(open 8.30am-5pm Monday to Friday)

Go to the customer service centre at Braintree District Council, Causeway House, Braintree, Essex CM7 9HB. Opening hours are 9am to 5pm, Monday to Friday. They are closed on bank holidays.

Email: csc@braintree.gov.uk

Their Communities team are here to help if you need any specific support or advice:
communityservices@braintree.gov.uk

Facebook: www.facebook.com/BraintreeDistrictCouncil

Twitter and Instagram: @BraintreeDC

Sign up to our free email newsletters at:
www.braintree.gov.uk/tellmemore

Braintree JobCentre Plus

Telephone: 0800 169 0190
Address: The Old Post Office, Fairfield Road, Braintree, Essex, CM7 3HA

Libraries in Braintree District

Email: InformationEnquiry@essex.gov.uk
Telephone: 0345 603 7628
Website: libraries.essex.gov.uk

Community360 – volunteering and wellbeing services

Telephone: 01376 550507
Email: information@community360.org.uk
Website: www.community360.org.uk

Citizens Advice

Provides free, confidential and impartial advice and campaign on big issues affecting people's lives

Address: Collingwood Road, Witham, Essex CM8 2DY

Website: www.bhwcab.org.uk
Telephone: 0808 278 7852

'Essex is United for Ukraine' Facebook page

A place to find out what's happening locally to help those in Ukraine and those who have fled the country.

www.facebook.com/groups/eiuforukraine

Braintree District Council housing advice

Telephone: 01376 552525

Email: housing@braintree.gov.uk

Braintree District Council benefits advice

Email: benefits@braintree.gov.uk

Telephone: 01376 557852

Domestic Violence Services

Changing Pathways - Advice Line

Telephone: 01268 729 707

COMPASS - Essex Domestic Abuse Helpline

Telephone: 0330 333 7 444 (24 hours)

Safer Places

Telephone: 03301 025811

Useful national contact numbers

Samaritans

Call free on: 116 123

Website: www.samaritans.org

National Centre for Domestic Violence

Call free on: 0800 970 2070

Website: www.ncdv.org.uk

Shelter

Telephone: 0808 800 4444

Website: www.shelter.org.uk

NSPCC

Telephone: 0808 800 5000

Website: www.nspcc.org.uk

National Rail Enquires

Telephone: 03457 48 49 50

Website: www.nationalrail.co.uk

Barnardo's Ukrainian Support Helpline (free):

0800 148 8586.

Staffed by English, Ukrainian and Russian speakers to offer support to children and families arriving in the UK from Ukraine.

Monday – Friday (10:00am – 8:00pm) and Saturday (10:00am – 3:00pm).

Email: ukrainiansupport@barnardos.org.uk

A range of translation apps and TV is available in Ukrainian in the UK that you or your guests can access and download.

- Mediacast - download this app to your Smart TV or Apple TV to watch Ukrainian TV
- Speak and Translate – download this app on your mobile phone for instant voice and text translator
- Ukrainian News Channel available on Freeview 271 or on Apple TV