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Newsletter for Wiltshire sponsors of Ukrainian refugees

29 April 2022

This newsletter provides updates and guidance for Wiltshire sponsors of Ukrainian refugees.

[View previous editions of this newsletter](#)

[Visit our Support for Ukraine page for the latest updates](#)

Dear sponsor

Sending you the latest information newsletter as you prepare to welcome your Ukrainian guests. Some of you will have already welcomed guests and we hope this information will be useful as they start to settle in.

Please note this newsletter is separate to the email we will send you regarding your accommodation and welfare and suitability checks. We will be contacting you individually around these points.

Further information is on our [Support For Ukraine](#) webpages including the welcome pack for Ukrainian guests with information on local services and advice and a link to our previous newsletters.

If you have questions on school admission please watch this [video in Ukrainian which explains school admissions](#). The English transcript is below in the description of the video. There are also more school details on the [FAQs](#) on our Ukraine web pages.

Please also have a look at the government advice for sponsors which includes responsibilities and how sponsors can support their guests at: [Homes for Ukraine: sponsor guidance](#). There is also government welcome advice for refugees in Ukrainian - [Assets Publishing: Welcome guidance in Ukrainian \(український\)](#)

Wiltshire has a high number of sponsor families which proves the generosity of our residents. To help with the high numbers we've drafted in additional staff to help provide support for checks and other work. Many of these are new staff who will be working hard but may not always have immediate answers to queries so thanks in advance for your patience.

Please also have a look at the key links below which provide information on Barnardo's helpline support and suggestions for activities that are suitable for host families and their Ukrainian guests.

Please let us know of any feedback on the newsletter by emailing refugees@wiltshire.gov.uk. Please put Sponsor Newsletter in the subject line.

[Support for Ukraine webpage](#)

[Homes for Ukraine: Sponsor guidance](#)

Frequently asked questions

Where can I find information on support and benefits?

There is a host of information on benefits and support from the Department of Work and Pensions which you can find in the welcome pack [Welcome! A guide for Ukrainians arriving in the UK \(publishing.service.gov.uk\)](#)

How can I find out about community support near us?

Across Wiltshire there are community groups springing up to provide support. See those listed below and a link to Wiltshire Together which is sharing community information.

Salisbury Community Hub can be contacted on ukraine@salisburymethodist.org.uk

In Devizes LoveUkraine can be contacted at sjc@stjamesdevizes.org

Further community information is also shared on the Wiltshire Together website [Supporting Wiltshire's Refugees - Wiltshire Together](#)

£200 one-off emergency payments - how do they work?

Citizens Advice Wiltshire is assisting us with distributing the electronic vouchers for your guests. They will email your guests first as a check process to ensure that they have the correct information. Once your guest has responded, Citizens Advice Wiltshire will email out an electronic voucher which can be cashed at any Paypoint location. [Find your local PayPoint store](#)

This process is very new and we have found that some Paypoint shops have been unclear on how to process the voucher, so it may be useful for you save this step by step guide that all vendors should have received.

Instructions for PayPoint Venders

Please follow the instructions to redeem PayPoint Cash or Fuel Vouchers.

1. On your till, press the PayPoint button, then select Emoney & Digital Cashout
2. Select Cashout and then I-MOVO Payout
1. Enter the 10 digit voucher number and press Enter on your keypad.
4. When the screen displays CONFIRM TRANSACTION, check the amount on the screen matches the amount printed, then select CONFIRM
5. Keep the receipt, which prints out, in your till
6. If it is a Cash Voucher, hand the customer the cash
7. If it is a Fuel Voucher, insert the customer's electricity key or gas card into the terminal to complete a top-up for the value of the voucher.

Thank you.

Key links

Please see below some additional key links you may find helpful to view.

<https://www.youtube.com/channel/UCHzPezzBTkm8bu2lrr5y0UA> - YouTube ESOL for Ukrainians. : "English With Ukrainians" is a free resource. Ukrainian translators still in the Ukraine translate lessons and discuss linguistic/cultural differences. There are also activities that are suitable for host families to do with Ukrainian guests.

[UK Resettlement Scheme \(UKRS\) - Wiltshire Council](#) – information on all types of resettlement at Wiltshire Council

[Help for anyone fleeing the Ukrainian conflict | Barnardo's \(barnardos.org.uk\)](#) – Barnardo's has set up the Ukrainian Support Helpline available for anyone fleeing the conflict in Ukraine.

[Assets Publishing: Welcome guidance in Ukrainian \(український\)](#)
[Assets Publishing: Welcome guidance in Russian \(Русский\)](#)
[GOV.UK: Guidance Homes for Ukraine: sponsor guidance](#)
[Homes for Ukraine scheme: frequently asked questions \(www.gov.uk\)](#)

Getting in touch

Please be aware that although this is not a monitored mailbox we will try to respond, but due to high demand it may take us some time to get back to you, but if you do require additional information please contact us at refugees@wiltshire.gov.uk.

[More guidance and updates on our Support for Ukraine page](#)



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