



**Welcome to**

# **HARROW**

**A guide for Ukrainian citizens**

Welcome to  
**HARROW**



**HARROW**

Dear Ukrainian friend,

We write to welcome you, on behalf of everyone in our borough, to Harrow.

We are very proud to represent this corner of Greater London - we think it's a really special place.

Harrow is a borough that celebrates and embraces diversity. It has offered a home to so many people from around the world, including central and eastern Europe. It's a place where cultures come together, where many religions are observed and languages spoken. This tradition of welcome is very important to us and we're proud that so many local people have chosen to open their homes to Ukrainian citizens.

We've all been moved by the plight of those victimised by this cruel war and the sight of so many innocent lives swept up in the terrible events that have unfolded. Our hearts go out to you and your loved ones. We hope that in some small way, our support can help you to rekindle a brighter future.

We are sure you'll find encouragement, love and understanding here. To help you get to know your new home, we've put together this welcome pack. It contains essential information on local services and sources of help. Versions in Ukrainian will also be made available. Thank you for joining our community.



With every best wish,

**Cllr Janet Mote,**

Cabinet Member for Community and Culture

This welcome pack has been put together to support those arriving from Ukraine to learn about our borough and help them settle and connect with the communities in Harrow\*.

## The London Borough of Harrow

### Knowing your neighbourhood

Harrow is one of 32 boroughs in London and is located in the North-West of the city.

Harrow has an estimated population of 251,200 residents. It prides itself in being one of the most ethnically and religiously diverse boroughs in the country with people of many different backgrounds living side by side. 69.1% of residents classify themselves as belonging to a minority ethnic group. It is the richness of this diversity and our vibrant community that makes Harrow a great place to live and work.



# Welcome to HARROW



## Council services

The London Borough of Harrow is the local authority that is responsible for all the public services and facilities in the borough. The council is responsible for functions such as schools, housing, social care, registrar services, waste collection, planning, and other administrative services.

Harrow has six public libraries where you can borrow books, take part in free activities and events. Find your nearest library, how to join and their opening times at [www.harrow.gov.uk/libraries](http://www.harrow.gov.uk/libraries). Our green spaces are formed of more than 80 areas, including six award winning parks, allotments, nature reserves and cemeteries. Residents and community groups can host events in the parks or open spaces. A list of Harrow's parks and green spaces, permission to organise an event or report a parks issue can be found at [www.harrow.gov.uk/parks](http://www.harrow.gov.uk/parks).

Harrow's leisure facilities include sports centres, outdoor park gyms, tennis courts and community classes for people of all ages and abilities. Read more on Harrow's leisure and sports offer at [www.harrow.gov.uk/health](http://www.harrow.gov.uk/health)

### Stay connected



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



[harrow council](https://www.instagram.com/harrow_council)



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

Get the latest news and events in Harrow - sign up to receive our e-newsletter at [www.harrow.gov.uk/myharrownews](http://www.harrow.gov.uk/myharrownews)

Have a say in what's going on in the borough at <https://talk.harrow.gov.uk/>

## Transport

Harrow is well-connected to the rest of London including four London Underground Lines, the London Overground, and mainline rail services. The borough's largest and busiest station is Harrow on the Hill station in Harrow Town Centre. Although trains tend to be quicker, the cheapest mode of public transport is by bus. There are 37 bus routes including 5-night bus services serving areas within the borough and neighbouring boroughs.

The best way to travel on public transport is by purchasing a pre-paid card known as an Oyster Card, which can be used on all services. Children benefit from free and discounted travel. Children under the age of 5 travel free of charge, all other children can pay discounted fares, depending on their age. Information is available online or at any tube station.

If you are driving in Harrow and need parking, please check carefully if street parking is allowed, the time brackets available for free parking, or if you need to apply for a parking permit for where you live. Applications can be made online on the Council's website.





## Support for New Ukrainian Arrivals

Ukrainian nationals arriving via the Homes for Ukraine scheme can get help from:

The Romanian and Eastern European Hub Website: [www.ro-eehub.org.uk](http://www.ro-eehub.org.uk)

Phone: 0203 833 1190 Email: [contact@ro-eehub.org.uk](mailto:contact@ro-eehub.org.uk)

## Health and wellbeing

### Doctor services

The National Health Service (NHS) provides health services to people living in the UK. Most of these services are free. In the UK, family doctors are called General Practitioners "GPs". A GP is the first doctor you will see when accessing healthcare. To receive medical treatment, you and your children must register with a GP as soon as possible.

To find GPs in Harrow near where you live, you can use the NHS website via this link: [www.nhs.uk/nhs-services](http://www.nhs.uk/nhs-services). Once you locate a GP that accepts new patients, you can contact their practice to start the registration process which could be done online or in person, depending on the practice procedures.

## Urgent care

If you have an urgent medical problem and you're not sure what to do – call 111. This NHS service will provide you with advice. You can also speak to a pharmacist.

For emergency health care, you can attend one of the Accident & Emergency (A&E) services in Harrow. Find out more about these at [harrowccg.nhs.uk](http://harrowccg.nhs.uk)

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

Interpreters can be provided by most health services providers. You can speak to your GP practice and request one if you have an appointment or request interpreting on the phone when you call 111 or 999.

## Vaccinations

Information on vaccination options in Harrow is available via this link:  
[www.harrow.gov.uk/vaccinations](http://www.harrow.gov.uk/vaccinations)

## Mental health

If you feel stressed, anxious or would like to speak to someone about your worries, there are dedicated services to help displaced Ukrainians arriving in the UK. In addition to seeking support from your GP, the NHS 111 helpline, or another health emergency service, the organisations below offer help dealing with concerns and worries that could impact your wellbeing:

Thrive LDN: [www.thriveldn.co.uk](http://www.thriveldn.co.uk)

- Lifeline 0808 808 8000 - (Textphone :18001 0808 808 8000)
- Samaritans on 08457 90 90 90 to talk to a trained volunteer
- Lifeline - [www.lifelinehelpline.info](http://www.lifelinehelpline.info)
- Mental health organisations in England - [www.mind.org.uk](http://www.mind.org.uk)

## Childcare and education

### School

Most children who move to the UK from overseas have the right to attend a school in England. Harrow Council is the admissions authority for all Harrow community schools. The Council does not manage private schools and academies.

In the UK, education is compulsory for all children aged over 5 and under 16. For children needing to apply for a school place for primary (5 to 10) or secondary education (11 to 16) in Harrow, please visit the Council's webpage at: [www.harrow.gov.uk/schools](http://www.harrow.gov.uk/schools). An application should be made as soon as the child arrives in the UK.

### Younger children

All 3 and 4-year-olds in England are entitled to 570 hours of free early education or childcare a year. This is often taken as 15 hours each week for 38 weeks of the year. Some 2-year-olds are also eligible.

Day nurseries, pre-schools and playgroups are registered by Ofsted (The Office for Standards in Education, Children's Services and Skills) to provide care and early education for children from birth to age five. Information about early education providers and how to apply for a place is available on the Council's website at: [www.harrow.gov.uk/preschool](http://www.harrow.gov.uk/preschool).

### After leaving school

There are several educational options for those aged 16 and finishing their secondary education. They can:

- stay in full-time education - for example at school, sixth form college, further education college or University Technical College (UTC)
- start an apprenticeship or traineeship
- spend 20 hours or more a week working or volunteering while also doing part-time education or training





For information about how to apply for a place for 16+ education, please see this link to the Council's website: [www.harrow.gov.uk/preschool](http://www.harrow.gov.uk/preschool)

Harrow College and Stanmore College both offer full time and part time courses for young people aged 16 and over in a variety of subject areas. You can find more information on their websites

Harrow College [www.harrow.ac.uk](http://www.harrow.ac.uk)

Stanmore College [www.stanmore.ac.uk](http://www.stanmore.ac.uk)

If you do not speak English, you can speak to the education provider and request support with this.

## Employment, skills and volunteering

### Help to find work or training

Ukrainian nationals with a valid visa giving them a right to work in the UK can apply for jobs. The London Borough of Harrow offers free training and employment for residents. This programme is called Xcite and it provides a full range of support to help Harrow residents into work.

They can advise you on:

- apprenticeships
- improving your skills
- job search
- writing CVs and applications
- performing at interviews
- getting into construction
- business mentoring
- vocational skills

To see the latest employment and training opportunities and register with the Xcite programme, please see their website at:

[www.harrow.gov.uk/xcite](http://www.harrow.gov.uk/xcite)

### Getting a National Insurance Number

Anyone over the age of 16 wishing to work will need to apply for National Insurance Number. Individual National Insurance numbers (NINO) are used to track each person's record in paying tax contributions. Anyone's NINO is unique: they use the same number throughout their life.

You can only apply for a NINO if you are in the UK. Applications are made online, and you need to have a passport and the Biometric Residence Permit showing your right to work in the UK.

After you apply, you'll get an email with your application reference number. The email will tell you if you need to provide more proof of your identity. It can take up to 8 weeks for you to get your National Insurance number after you have proven your identity. Full guidance and the online application form are available at: [www.gov.uk/apply-national-insurance-number](http://www.gov.uk/apply-national-insurance-number)



## Wages and deductions

Employers in the UK must pay their employees at least the minimum hourly wage set by the government. The National Minimum Wage is the minimum pay per hour and almost all workers are entitled to. The National Living Wage is higher than the National Minimum Wage - workers get it if they're over 25. Information on these rates can be found at: [www.gov.uk/minimumwage](https://www.gov.uk/minimumwage)

Anyone earning an income in the UK usually pays tax as National Insurance Contributions and Income Tax. The Income Tax rates differ by income and every person is entitled to a non-taxable Personal Allowance of £12,570 per year. This amount can change each year. Information on current tax rates is available on the Government's website at: [www.gov.uk/incometax](https://www.gov.uk/incometax)

National Insurance Contributions rates and categories can be found at [www.gov.uk/nationalinsurance](https://www.gov.uk/nationalinsurance)

The financial year or the tax year in the UK lasts from April to March next year.

# Welcome to HARROW



## Problems at work

Organisations such as ACAS provide free advice and support to employees who are facing difficulties at work, including disputes and discrimination. The ACAS helpline is for anyone who needs employment law or workplace advice, including employers, employees, and workers.

Contact them for confidential, free advice. They can advise you on:

- any work-related problem or question you have
- what the law says and how it relates to you
- good practice at work
- your options, including any risks and benefits

You do not have to give any personal details. More information available at:

[www.acas.org.uk/contact](https://www.acas.org.uk/contact)

You can also join a trade union if you wish to, and you can search for unions on the Government's website at [www.gov.uk/join-trade-union](https://www.gov.uk/join-trade-union)

## Volunteering your time

If you wish to volunteer, Voluntary Action Harrow Co-op can register your interest and match you with volunteering opportunities in Harrow. Registration can be done online at [www.vah.org.uk/volunteering-opportunities](http://www.vah.org.uk/volunteering-opportunities)

If you would like to help support other Ukrainian nationals in Harrow, you can contact The Romanian and Eastern European Hub and apply to volunteer by sending an email to [contact@ro-eehub.org.uk](mailto:contact@ro-eehub.org.uk)

Learn Harrow is a local organisation providing English for Speakers of Other Languages (ESOL) classes in Harrow. You can register on their website at [www.harrow.gov.uk/esol](http://www.harrow.gov.uk/esol) and complete an assessment so you can start a course at a level that is appropriate to you.



## Opening a bank account

Card payments are widely used across the UK and in Harrow. Most employers would also want to pay your wages into your bank account (by bank transfer). You can contact any local bank and ask if you can open a current bank account. Some banks such as NatWest and Royal Bank of Scotland (RBS) are offering bank accounts to Ukrainian nationals in the UK:

- NatWest Ukrainian Refugee Account Opening:  
[www.natwest.com/ukraine-refugees](http://www.natwest.com/ukraine-refugees) Address: 315 Station Rd, Harrow HA1 2AD
- RBS Ukrainian Refugee Account Opening:  
[www.rbs.co.uk/ukraine-refugees](http://www.rbs.co.uk/ukraine-refugees) Address: 354 Station Rd, Harrow HA1 2XZ

## Housing and welfare access

After you have arrived in Harrow, you may need to find alternative accommodation for you and your family. There are several options for this. You could search for private rented accommodation with the help of an estate agent or by searching local offers in newspaper or online adverts.

Tenants usually need to pay Council Tax, which is a yearly fee payable to Harrow Council and that helps fund services such as maintaining the infrastructure, street cleaning, libraries, parks maintenance, and other services delivered by the Council.



### Your rights

As a tenant, your rights are protected and usually you will be provided with a tenancy agreement specifying your rights and obligations. If the property you are renting is in poor condition you should contact your landlord and ask them to improve the conditions of your home.

If you are unable to arrive at a reasonable agreement with your landlord, you can contact the housing advice team in the council for professional advice or you can report the property at [www.harrow.gov.uk/privaterent](http://www.harrow.gov.uk/privaterent)

### Homelessness

If you are homeless or threatened with homelessness, you can call housing advice on: 020 8424 1093 (select option 1). If you have been given an eviction notice, please complete the homeless form, as soon as possible. If you do not have a telephone, you can access support at 6 Gayton Road, Harrow HA1 2FB, from Monday to Friday 9am to 5pm.



## Further advice and support

There are two main networks of charities in the UK providing free support ranging from information and advice, helping you submit benefits or housing applications, and immigration and legal advice. These are called Citizens' Advice Bureaux and Law Centres. The local offices in Harrow are your main point of contact for welfare advice:

**Harrow Citizens Advice** – Advice on access to benefits and welfare support

Website: [www.citizensadviceharrow.org.uk](http://www.citizensadviceharrow.org.uk)

Phone: 0808 250 5705 Email: [advice@citizensadviceharrow.org.uk](mailto:advice@citizensadviceharrow.org.uk)

**Harrow Law Centre** – Legal advice

Website: [www.harrowlawcentre.org.uk](http://www.harrowlawcentre.org.uk)

Phone: 0208 863 4355 Email: [info@harrowlawcentre.org.uk](mailto:info@harrowlawcentre.org.uk)

Other charities, such as The Romanian and Eastern European Hub, can also provide guidance and advice in your own language, and refer you to relevant services if needed.

**The Romanian and Eastern European Hub**

Website: [www.ro-eehub.org.uk](http://www.ro-eehub.org.uk)

Phone: 0203 833 1190 Email: [contact@ro-eehub.org.uk](mailto:contact@ro-eehub.org.uk)

Advisers also speak Ukrainian, Lithuanian, Russian, and Romanian

## Social care

The London Borough of Harrow social services are a statutory service to safeguard and promote the welfare of vulnerable children and adults. Social services can provide a wide range of services to children and their parents, usually within the own home and co-ordinated by a social worker.

If you or someone in your family needs support due to age, disability or illness, caring responsibilities, addiction, domestic abuse, or any other instance that may make them vulnerable, you can contact:

- Children and Family Services on 020 8901 2690 or by email at [Duty.Assess@harrow.gov.uk](mailto:Duty.Assess@harrow.gov.uk)
- Out of hours - Social Services on 020 8424 0999
- Emergency: In an emergency always dial 999

## Staying safe

### Abuse

Domestic abuse is a serious crime in the UK, and it can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse. It can escalate and have a serious impact on you, your children, and any other family members exposed to abusive behaviours. If you think you are a victim of domestic abuse, please see below information on how and where to get help:

- 24 hours National Domestic Violence Free Helpline 0808 2000 247
- ChildLine if a child or young person is witnessing domestic abuse happening in their home or relationship: 0800 1111
- In an emergency always dial 999

### Police

If you are the victim of a crime (including hate crime), see a crime happening, or for general assistance (for example, if you are lost) the Police can help you and you should not be afraid to approach them.

To report a crime, you should call the following telephone numbers:

- 999 – This is the number to call in an emergency. For example, if you are the victim of an assault or see a crime taking place. Ask for the 'police' when you get through. This is also the number to call if you need an ambulance or if there is a fire.
- 112 - is a common emergency telephone number that can be dialled free of charge from most mobile telephones, and in some countries, fixed telephones to reach emergency services - ambulance, fire and rescue, police.
- 101 – This is the number to call for less urgent situations. For example, if your property has been damaged.
- Find a police station with a front counter at [www.met.police.uk/](http://www.met.police.uk/)

## Places of Worship

Harrow is a religiously diverse borough with everyone free to practice their own faith. There are various places of worship in Harrow, including Christian Catholic and Orthodox churches, mosques, temples, and synagogues and information on where these are in our borough can be found online.

## Shopping

Harrow Town Centre is the main shopping district in the borough. However, there are plenty of local shopping parades in each neighbourhood with a variety of groceries, restaurants and other shops.

If you are shopping in person, you may want to carry a bag with you as everyone is encouraged to avoid using single-use plastic bags and shops need to charge a small fee for each single-use plastic bag they sell.

It is very common for people to shop online. If you do so, please be mindful of risks such as identity fraud, scams, phishing attacks, and sharing your card details on websites that are trusted.

Banks usually charge a commission and apply an exchange rate that may be lower than that practiced by other currency exchange services when you are paying for purchases and services online, in the UK if you are using a bank card that was issued in another country. You can speak to the issuing bank in the respective country to find out what fees they charge and what exchange rates they are applying for your currency and GBP.



## Other useful contacts and information

### Food banks

The London Borough of Harrow has created a webpage with information about local foodbanks that can help you if you are struggling to afford food or are unable to visit food shops due to illness, disability, age, or any other reason. See more information at [www.harrow.gov.uk/costofliving](http://www.harrow.gov.uk/costofliving)

### Help with clothing, toys, and home appliances

**Little Village (charity)** - [www.littlevillagehq.org](http://www.littlevillagehq.org)

Nearest centres are in Brent and Barnet which are neighbouring boroughs to Harrow

### Welfare and immigration support and advice

**The Romanian and Eastern European Hub** – One Stop Shop for Ukrainian migrants in Harrow

Website: [www.ro-eehub.org.uk](http://www.ro-eehub.org.uk)

Phone: 0203 833 1190      Email: [contact@ro-eehub.org.uk](mailto:contact@ro-eehub.org.uk)

Advisers also speak Ukrainian, Lithuanian, Russian, and Romanian

**Harrow Citizens Advice** – Advice on access to benefits and welfare support

Website: [www.citizensadviceharrow.org.uk/](http://www.citizensadviceharrow.org.uk/)

Phone: 0808 250 5705      Email: [advice@citizensadviceharrow.org.uk](mailto:advice@citizensadviceharrow.org.uk)

**Harrow Law Centre** – Legal advice

Website: [www.harrowlawcentre.org.uk](http://www.harrowlawcentre.org.uk)

Phone: 0208 863 4355      Email: [info@harrowlawcentre.org.uk](mailto:info@harrowlawcentre.org.uk)

## Education and library facilities

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### **Harrow Youth Stop**

For young people, 13-19 years old, or up to 25 for those with learning difficulties and disabilities.

Website: [www.harrowyouthstop.careers](http://www.harrowyouthstop.careers)

Phone: 020 4736 6946

Address: 21 Pinner Road, Harrow, HA1 4

Facilities for the public in Harrow Libraries

- Study spaces
- Photocopier
- Flatbed scanner
- Computers and internet
- Parent and baby changing room facilities
- Changing places toilet
- Rooms for hire

## Humanitarian aid and crisis support

### **British Red Cross**

Website: [www.redcross.org.uk](http://www.redcross.org.uk)

Phone: 0808 196 3651

## Consular services and Embassy

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### **Ukrainian Embassy in London**

Website: [uk.mfa.gov.ua/en](http://uk.mfa.gov.ua/en)

Address: 60 Holland Park, London W11 3SJ

Phone: +44 2077 276312. OR +44 2072 438923 Email: [emb\\_gb@mfa.gov.ua](mailto:emb_gb@mfa.gov.ua)

### **Consular Section**

Phone: +44 2077 273567 Email: [consul\\_gb@mfa.gov.ua](mailto:consul_gb@mfa.gov.ua)

**Emergency Phone Number: (+44) 7553 483 628**

## Ukrainian organisations and social activities for Ukrainian nationals

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### Unique Community

Website:

[www.uniquecommunity.org](http://www.uniquecommunity.org)

Phone: 07931860763

Email: [info@uniquecommunity.org](mailto:info@uniquecommunity.org)

### Ukraine Institute in London

Website: [www.ukrainianinstitute.org.uk](http://www.ukrainianinstitute.org.uk)

Address: Ukrainian Institute London 79  
Holland Park, London, W11 3SW

Email: [info@ukrainianinstitute.org.uk](mailto:info@ukrainianinstitute.org.uk)

### The Association of Ukrainians in Great Britain (AUGB)

Website: [www.augb.co.uk](http://www.augb.co.uk)

Address: AUGB Ltd (Head Office), 49 Linden Gardens, London, W2 4HG

Email: [petro.rewko@augb.co.uk](mailto:petro.rewko@augb.co.uk) (Chairman)

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\*This document has been developed by The London Borough of Harrow and The Romanian and Eastern European Hub to support the Ukrainian nationals displaced by war and who are arriving in Harrow. The content is aligned with the duties local authorities have as deemed by the UK Government.

For any questions about this document, please contact  
[community.development@harrow.gov.uk](mailto:community.development@harrow.gov.uk)

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