



**Community
Action
Isle of Wight**
at the Riverside

Homes for Ukraine

Local Information for Guests

Community Action Isle of Wight

Riverside | The Quay | Newport | Isle Of Wight | PO30 2QR

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THE ISLE OF WIGHT

Welcome to the Isle of Wight. We want you to feel at home here. We hope you will settle in quickly and soon feel safe and comfortable.

The Isle of Wight is situated off the South coast of England. The number of people living on the Isle of Wight is around 150,000. It is a popular tourist destination with people visiting our beaches, beautiful countryside, historic buildings and quaint villages.

There is an extensive bus network running between towns and to and from Newport (the main town) as well as a train line from Shanklin to Ryde. There are several large supermarkets in the major towns, and smaller supermarkets and convenience stores everywhere. Most of the towns also have their own doctors' surgery and in Newport you will find the hospital. For clothing and other items, Newport and Ryde have many shops. Internet shopping is also a popular choice and delivery and returns are often free of charge.

We are looking forward to helping you to get to know the Isle of Wight as you settle into your new home. We will provide more information about the community and your specific location in the days and weeks ahead.



COMMUNITY ACTION ISLE OF WIGHT

Community Action Isle of Wight is a local charity that is working in partnership with the Isle of Wight Council to support arriving Ukrainian Guests and their Hosts.

You are welcome to contact us with regard to any queries or concerns you may have by phone or email. If you need a Ukrainian or Russian speaker we will get someone to call you back.

Telephone: 01983 539374

Email: ukraine@actioniw.org.uk

At the end of the guide you will find a checklist with some of the important things that you will want to do shortly after arrival. Your host may help you with some of these things or you can contact us for help and advice.

We will make every effort to help you find out information that you may wish to know, and we will endeavor to provide interpreters and a caseworker who will work with you over the coming days. This is to make sure that you are linked to services you may need including doctors and schools.

YOUR CASEWORKER

You will be assigned a caseworker who, along with your host, will support you as you settle into the local community. Together with your host, the caseworker's role will be to welcome you to the Island and to help you access the services and support that you need. If you have any worries please make sure that you let your caseworker know and they will do their best to help you.

EMERGENCY SERVICES

IN AN EMERGENCY

CALL 999 if you have an emergency such as a fire in your home, an accident or illness which requires immediate medical attention, or feel that you are in danger and need the assistance of the Police, Fire Brigade, Ambulance, or Coastguard. This is a free call - you do not need credit to call 999 – the telephone operator will ask questions to decide which emergency service you require.

IN A NON-EMERGENCY

If you want to contact the Police but it is not an emergency then call **101**. This number is for less urgent matters only, for example, to report a crime that has already happened, for minor traffic collisions, general police enquiries, to talk to a specific officer, or to pass on information on criminality.

MEDICAL HELP

You can call **111** to ask for health, Covid and dental advice and they will tell you where to get help for your symptoms if you're unsure what to do. This service is available 24 hours a day, 7 days a week. You can request an interpreter to help understand the advisor.

HOSPITAL

St Mary's Hospital is the Island's main Hospital. The address is Parkhurst Road, Newport PO30 5TG.

The Hospital has an Accident and Emergency (A&E) Department and you do not need an appointment to attend. The A&E Department is for emergencies only - it is not to be used for general illness. If anyone in your family is feeling unwell please contact your Doctor's Surgery to make an appointment. The receptionist will arrange for you to talk to or see a Doctor, a Nurse Practitioner, or a Nurse.

SAFEGUARDING

If you are concerned about a **vulnerable adult's safety or welfare** please contact the IW Council safeguarding adults team via **01983 814980**. If an adult is in immediate danger or at serious risk of harm, you are advised to call emergency services via **999**.

If you are concerned about a **child's safety or welfare** please contact Hants Direct on Tel: **0300 300 0117**. If a child is in immediate danger or at serious risk of harm, you are advised to continue to call the emergency services via 999.

HEALTH

DOCTORS

At most GP's Surgeries, you can access an online medical consultation service called eConsult via the Medical Centre's website. This will be reviewed by the clinical staff who will then contact you within a day or two to answer your enquiry or to discuss your symptoms. If you feel it is urgent, most GP surgeries have emergency appointments on the day. It is best to call early to get an appointment for the same day. It is also possible to arrange home visits – but only if you cannot get to the Surgery because of lack of mobility.

If you need to see a Specialist, your GP will arrange a referral for you on the NHS (National Health Service).

Private treatment is also available, but is relatively expensive, and your GP can advise you on this and make a referral for you to see a private Specialist.

You can search for advice and information about your medical and wellbeing needs on the National Health Service (NHS) website. <https://www.nhs.uk/>

COVID-19 VACCINATION

If you need a Covid-19 vaccine or booster jab you can organise this via your GP or visit the Riverside Centre, The Quay, Newport PO30 2QR. The current opening times are from 8am to 8pm on Wednesdays, Fridays, and Saturdays. There is also a booking and helpline – dial 119 – but bookings will not necessarily lead to Isle of Wight centres.

PSYCHOLOGICAL SUPPORT

Your GP is there for you regarding both physical and psychological concerns. They can signpost you to NHS Mental Health Services. To access some of these, you may not need a referral.

There are also charities and private organisations that offer support including counselling, advice and group therapy sessions. Here are a few useful links:

Psychological support - Isorropia Foundation <https://isorropia.uk/>

Support for women: <https://www.wightdash.co.uk/wow>

Support for children and young people: [Isle of Wight Youth Trust \(iowyouthtrust.co.uk\)](http://isleyouthtrust.co.uk)

Bernardo's Ukrainian Support Helpline – free confidential advice, support and therapy in Ukrainian and Russian languages to help children, young people and families fleeing the war in Ukraine: **0800 148 8586** or email: ukrainiansupport@barnardos.org.uk

Welcome to Isle of Wight Family Centres – Our Family Centres offer information, advice and support to families on the Isle of Wight with children aged 0-19 years. We recognise being a parent is rewarding but also brings its challenges as every child is unique. To help you understand your child and their needs we offer a range of parenting programmes and services to cover all ages and stages including online courses and workshops.

DENTISTS

In order to maintain your oral hygiene, you will need to register with a local dentist before you can get treatment. There are numerous dental clinics but most are only accepting private patients which can be expensive.

If you are able to register with a dentist as an NHS patient then prices for treatment is much more affordable. However, it can be difficult to register as an NHS patient. If this is the case, then you can still access emergency NHS treatment if you or a family member is in pain. If you have a dental emergency then phone **111** for assistance.

OPTICIANS

If you wear glasses or wish to have regular eye tests, you will need to register with an Optician. The following list is only a few of those to be found on the Island. Others can be found on the Internet.

Cowes:

21-22 High Street, Cowes, Isle of Wight PO31 7RY Tel: 01983 293181 www.willettsandoig.com

Freshwater:

Rutherford Eyecare - 3 Moa Place PO40 9DS Tel: 01983 753532

Lake, Sandown:

Rutherford Eyecare - 19 Sandown Road PO36 9JL Tel: 01983 407740

Newport:

Specsavers - 107 High Street PO30 1TJ Tel: 01983 821280

Rutherford Eyecare - 67 High Street PO30 1BA Tel: 01983 524629

Boots Opticians – 124-126 High Street PO30 1BA Tel: 01983 524654 Book on-line at boots.com

Ryde:

Ryde Opticians, 40 Union Street, Ryde, PO33 2LF Tel: 01983 562591 www.rydeopticians.co.uk

Specsavers - 39 High Street PO33 2HT Tel: 01983 617650

Tesco Opticians – Brading Road PO33 1QS Tel: 0345 026 9560

Shanklin:

Hazel Smith - 11a High Street PO37 6JZ Tel: [01983 866023](tel:01983866023) www.hazelsmithopticians.com

Ventnor:

Rutherford Eyecare - 36 High Street PO38 1RZ Tel: 01983 852996

These are just a few places you can go to have an eye check - there are many more opticians to choose from on the Island and you can find these online using a search engine.

HEARING IMPAIRMENT

Go to your GP who may refer you to the Audiology Department at the Hospital or provide some treatments at the Surgery. You can go to Boots or Specsavers, opticians who also provide tests and equipment for, hearing loss. This will not be free.

Wight Sense' is a support service for Island residents with sight and/or hearing loss. The service is happy to receive self-referrals or a referral from family, friends or any professional who is working with a person who may benefit from this specialist support, with the person's consent.

'Wight Sense' are able to carry out assessments of need for people living with sight and/or hearing loss and provide appropriate advice, information, training and equipment to support with everyday living and enable them to remain as independent as possible.

For more information ring 01983 240222 or look at their website www.wightsense.org.uk

BANKS

You can open one of the following bank accounts for free. There are both high-street banks and online banking services available to you. Please use the links below for information about what documents you will need to provide.

Natwest

You can apply for an account online or in person. They have one branch in Newport, one in Ryde, as well as a mobile bank that serves smaller towns.

To find out which branch is closest to you visit: <https://www.natwest.com/locator/results>

For further information about opening an account please visit: <https://www.natwest.com/ukraine-refugees.html>

Santander

You need to apply for an account at the local branch which can be found at:

26 St James Street
Newport
PO30 1HY

For further information about how to open an account with Santander please visit: <https://www.santander.co.uk/personal/ukraine-support>

Revolut

This bank offers an exclusively online service. You can find out more about banking with Revolut using the following link: <https://www.revolut.com/en-FR/help/more/support-for-ukrainian-refugees/is-revolut-free-to-download-for-a-ukrainian-refugee>

TELEPHONE SIM CARDS

Many phone companies offer free SIM cards that you can pre-pay for a package of data, texts and calls without being locked into a contract. You may also want to consider a telephone contract but do make yourself aware of the minimum term of the contract and the penalties you may face if you do need to terminate the contract early. To compare deals you can use this website. <https://www.moneysavingexpert.com/cheap-mobile-finder/sim-only/>

The following companies have rolled out support packages for Ukrainians arriving in the UK. They are currently offering to reimburse their customers for all calls made to the Ukraine.

Three: <https://3g.co.uk/news/three-has-rolled-out-a-support-package-for-ukrainian-refugees>

Vodafone (please check for updates about if this will be continued):

<https://www.vodafone.co.uk/business/communication-during-the-russia-ukraine-conflict>

WORK AND BENEFITS

NATIONAL INSURANCE

If you are planning to work then you will need a national insurance number. Your caseworker or host can assist you to apply online using the link below to the government website.

<https://www.gov.uk/apply-national-insurance-number>

FINDING WORK

Most jobs are advertised online, can also look at the following online job boards. You will need to have an up to date CV. Your local Job Centre will be able to help you with this. Word of mouth is also an effective way of finding employment and you can also look in notice boards and sometimes shops and cafes will display a notice.

Isle of Wight based Job sites

www.isleofwightjobs.com

<https://www.se1jobs.com/countypress>

<https://www.se1jobs.com/countypress>

Jobs in Health Care on the Isle of Wight

www.iowhealthandcare.co.uk/recruitment/current-vacancies

National Job sites

<https://uk.indeed.com/>

<https://www.gov.uk/find-a-job>

Employment Agency

You can register with an Employment Agency. Employers offer advertise opportunities via an agency.

www.wprecruitment.co.uk

www.pertemps.co.uk/branch/isle-of-wight-industrial-office-professional

BENEFITS

You may wish to make a claim for financial assistance to help living costs until you find work.

The main benefit to claim is called Universal Credit. You can find out more about Universal Credit and make an online claim here.

www.gov.uk/universal-credit

There may be other financial support that you are eligible to claim for example if you have children living with you in the UK or if you have a disability. You can ask your Case Worker about this or make an appointment with Citizens Advice.

www.citizensadvice.org.uk

JOB CENTER

If you are claiming certain benefits then you will have to attend regular meetings with your Work Coach at one of your local Job Centers.

Go to your local Jobcentre to claim benefit payments or for support finding employment. Your caseworker or your host will help you set up an account online to start a claim. You will then be invited for an appointment and assigned a work coach.

Newport Jobcentre:

Broadlands House, Staplers Road PO30 2HX Tel: 0800 169 0190

Ryde Jobcentre:

150 High Street PO332RE Tel: 0800 169 0190

EDUCATION

ENGLISH CLASSES

In order for you to learn as much as possible in your first year, to help you to integrate within the community, and to gain the skills to access employment, we will discuss with you English speaking courses at the Isle of Wight College and how we can support you with volunteer teachers.

Learning English will be invaluable, and will be both fun and exciting. Your support worker will discuss this with you and give you detailed information on locations and class timetables. This is a great opportunity for you and you would be expected to attend as many classes as possible.

You can find further information about the ESOL (English for Speakers of Other Languages) courses at the Isle of Wight College by using the following link.

<https://iwcollege.ac.uk/course-areas/international/esol/>

You can also visit your local library for learning resources. There is also an array of popular language learning apps if you have a tablet or smartphone such as *Duolingo*.

SCHOOLS

Your caseworker or your host will support you to find your nearest available school to enrol your children. Children ages 5-11 will attend Primary school and children ages 11-16 will attend Secondary school.

For children aged over 16, there are a number of options including 6th Forms for academic subjects, college courses, and apprenticeship schemes. Use the following links to find out more.

[The Isle of Wight College \(iwcollege.ac.uk\)](http://iwcollege.ac.uk)

[HTP Apprenticeship College: the career training experts](#)

PRE-SCHOOLS & NURSERIES

For babies and toddlers there are many pre-schools and nurseries on the Isle of Wight. You may be eligible for 30 hours of free childcare with a government approved provider. Your caseworker or host can help you with this. Find out more information on the government website using the following link: <https://www.gov.uk/30-hours-free-childcare>

LOCAL AMENITIES

FAITH & WORSHIP

The nearest Orthodox Ukrainian church is in London but it live streams every one of its services, in Ukrainian on its Facebook page: <https://www.facebook.com/JAOCinLondon>

These are the **Catholic Churches** on Isle of Wight:

Bembridge:

St Michael's Catholic Church - 14 Crossway PO35 5RE Tel: 01983 812127

Cowes:

St Thomas of Canterbury Church - 22 Terminus Road PO31 7TJ Tel: 01983 292739

St Mary the Virgin - Church Road PO31 8HA Tel: 01983 292509

East Cowes:

St David's Catholic Church - Connaught Road PO32 6DP Tel: 01983 292739

Newport:

St. Thomas of Canterbury's Church - The Presbytery, 96 Pyle Street PO30 1BA Tel: 01983 522027

Ryde:

St Mary's Catholic Church - 55 High Street PO33 2RE Tel: 01983 812127

Sandown:

St Patrick's Church - Beachfield Road PO36 8LT Tel: 01983 867610

Shanklin:

Sacred Heart Catholic Church and St Patrick Church - Presbytery and Parish Office, Atherley Road PO37 7AT
Tel: 01983 862446

Totland Bay:

St Saviours Church - The Presbytery, Weston Lane PO39 0HE Tel: 01983 752317

Ventnor:

Saint Wilfred's Church - 16 Trinity Road PO38 1NL Tel: 01983 867610

There are many places of worship located on the Isle of Wight, for many different faiths. For places of worship other than Catholic, ask your Case Worker.

SUPERMARKETS

There are several large supermarkets for you to buy your food and household cleaning items. Here are some of them:

Freshwater:

Tesco Superstore – Afton Road PO40 9UH

Lake, Sandown:

Morrisons – Newport Road, Sandown PO36 9PA

Newport:

Morrisons - South Street PO30 1JQ (bus number 2 or 3 to Newport)

Sainsbury's – Foxes Road PO30 5ZB

Asda - St Georges Way PO30 2QH (bus number 2 or 3 towards Newport)

Ryde:

Tesco Extra – Brading Road Tel: 0345 026 9560

Co-op – 4 Anglesea Street PO33 2SX Tel: 01983 618900

Shanklin:

Lidl - Landguard Manor Road PO37 7HZ (bus number 2 or 3 towards Ryde)

Co-op – Languard Manor Road PO37 7JR

You can also place online grocery shop orders on some supermarket websites. They usually charge a small delivery fee and have a minimum spend requirement.

POLISH FOOD SHOPS

Some of Polish and Ukrainian foods are similar. Here are details of two shops:

- **Ryde**, 121 High Street: Polish and Eastern European Food Store Tel: 01983 716944
- **Shanklin**, 10 High Street: Deli-Cious Delicatessan and Artisan Bakery Tel: 01983 718181

LIBRARIES

There are several libraries located around the Island as well as a mobile service. It is free to borrow books, all you need to do is register. There are numerous types of books on offer, including reference books for your child's homework, and books to help you with your ESOL course. The library also offers free internet use for those who do not have internet service at their house. You will need to book a slot which is usually for an hour.

You can see a full list of services, community libraries, and opening times by visiting the following website: [Local Libraries \(iow.gov.uk\)](http://www.local-libraries.iow.gov.uk).

TRANSPORT

BUS SERVICE

Southern Vectis offers an extensive network of buses for getting around the Isle of Wight. Please consult their website for service updates and timetables.

<https://www.islandbuses.info/>

Southern Vectis are offering a 30 day freedom pass to all Ukrainian people arriving to the Isle of Wight under the Homes for Ukraine scheme. In order to access the freedom pass, you need to give permission to Community Action Isle of Wight to share your email address with Southern Vectis. They will then be able to deliver their virtual pass to you on the Southern Vectis app.

TRAIN SERVICE

There is a train line that runs a regular service from Shanklin through to Ryde. Details of their timetables, fares and service information as well as the national railway network can be found on the following website.

www.thetrainline.com

TAXI SERVICE

Although costly, sometimes public transport may not be suitable for certain journeys. Here is a small list of local Taxi services in your area. If you need a taxi, it is best to phone ahead of time to arrange it. There are several taxi services in Ryde and you can find more online should you wish to view them all.

Akar Taxis – Tel: 01983 401233

Ryde Taxis – Tel: 01983 811111

Criss Cross Cabs – Tel: 01983 640240

Vectis Taxis - Tel: 01983 777007

FERRIES

For travel on and off the Island, there are high speed passenger services as well as car ferries. For details of routes, prices, and timetables please visit the company websites listed below.

Hovertravel

www.hovertravel.co.uk

Red Funnel

www.redfunnel.co.uk

Wightlink

www.wightlink.co.uk

DRIVING IN THE UK

DRIVING LICENCE

To check if you can use your non-UK Driving Licence, visit the Government website using the following link:
<https://www.gov.uk/driving-nongb-licence>.

If you have a full, valid Driving Licence, you can drive in Great Britain for 12 months from the date you became a resident here. You will need insurance, tax and an MOT (Ministry of Transport annual vehicle test - required in UK for most vehicles over 3 years old). These are legal requirements and if you do not have these you will be liable for prosecution.

After 12 months, you will need to apply for a Provisional Licence, and pass the theory and practical tests to drive in the UK.

If you do not currently have a full, valid Driving Licence and wish to drive, you will need to arrange for driving lessons and take the theory and practical driving tests. Your caseworker or your host can help you with this.

CAR SEAT REGULATIONS

Children must normally use a child car seat until they are 12 years old or at least 135cm tall, whichever comes first. Only EU-approved height-based child car seats can be used in the UK. These have a label showing a capital 'E' in a circle and 'R129'. You can choose a child car seat based on your child's height or weight.

For further details you can access the full government guidance using the following link:
<https://www.gov.uk/child-car-seats-the-rules>.

HATE CRIME

A hate crime or incident is any incident, which constitutes a criminal offence and is motivated by prejudice. It can take many forms including physical assault, offensive graffiti, verbal abuse, offensive literature, criminal damage and abusive gestures.

The government is committed to tackling hate crime. You can find out more about their campaign and what to do if you witness a hate crime or become victim to one by following this link:

<https://hatecrime.campaign.gov.uk/>

Citizens Advice Isle of Wight are the Third Party Hate Crime Reporting Centre - Isle Help Advice Centre, County Hall, High Street, Newport, Isle of Wight, PO30 1UD. Tel: 0800 144 88 48 email: enquiries@iwcab.org.uk

MODERN SLAVERY AND HUMAN TRAFFICKING

Modern slavery is the illegal exploitation of people for personal or commercial gain. It covers a wide range of abuse and exploitation including sexual exploitation, domestic servitude, forced labour, criminal exploitation and organ harvesting.

Victims of modern slavery can be any age, gender, nationality and ethnicity. They are tricked or threatened into work and may feel unable to leave or report the crime through fear or intimidation. They may not recognise themselves as a victim.

Human trafficking – adults and children are traded so they can be exploited by others for commercial gain.

The National Crime Agency is working with partners around the UK to safeguard victims of modern slavery and human trafficking and pursuing offenders. You can find out more about their campaign by using this link:

<https://nationalcrimeagency.gov.uk/what-we-do/crime-threats/modern-slavery-and-human-trafficking>

DOMESTIC ABUSE

Domestic abuse is any incident or pattern of incidents of physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic, psychological or emotional abuse between those aged 16 and over and are personally connected to each other.

Domestic abuse can take different forms, including:

- physical abuse
- sexual abuse
- financial abuse
- coercive control and gaslighting / emotional abuse
- digital / online abuse
- 'honour-based' violence
- forced marriage
- female genital mutilation (FGM).

If you are experiencing domestic abuse, or have experienced it in the past there are organisations on the Isle of Wight you can contact for confidential support.

Paragon – Tel: 0800 234 6266 Email: ParagonIOW@theyoutrust.org.uk

Wight DASH (the Women's Centre) <https://www.wightdash.co.uk/wow>

USEFUL LINKS

[Homes for Ukraine FAQ.](#)

[Welcome: a guide for Ukrainians arriving in the UK - GOV.UK \(www.gov.uk\)](#)

The Isle of Wight Council - [Isle of Wight Council \(iow.gov.uk\)](http://www.iow.gov.uk)

Citizens Advice Bureau - <https://www.citizensadvice.org.uk/>

Age UK Isle of Wight - <https://www.ageuk.org.uk/isleofwight/>

Online local advert board - <https://www.wightbay.com/>

Facebook group for buying and selling items - <https://www.facebook.com/groups/buyselliow/>

Facebook group offering support to Ukrainians -

[\(6\) Допомога українцям на острові Уайт / Support for Ukrainians on the IoW | Facebook](#)

Buy and sell second hand and new items on Isle of Wight for free! – <https://wightbay.com>

World online marketplace - <https://www.ebay.co.uk>

CHECK LIST

Within your first week of arrival it is recommended that, with the support of your host or caseworker, you do the following.

	Week 1	Please tick ✓ when done.
1.	Register at your local GP Surgery.	
2.	Apply for a National Insurance Number. https://www.gov.uk/apply-national-insurance-number	
3.	Open a bank account.	
4.	Start an online claim for Universal Credit.	
5.	Get a local SIM card for your mobile phone.	
6.	<p>Please consider the following and act as appropriate:</p> <p>The entry stamp you received on entry into the UK provides evidence of your right to stay in the UK but is valid for the first six months only. To extend your stay for up to the three years allowed under this scheme, you will need to apply for a Biometric Residence Permit within 6 month of your arrival to the UK.</p>	