

WELCOME TO LAMBETH



Welcome to Lambeth Council we would like to extend a warm welcome to everyone arriving from the Ukraine.

We are a diverse and inclusive borough with a rich and vibrant history.

As a council we have and will continue to do all that we can to support you to settle into the borough and to feel happy to call Lambeth your home.

1. Introduction.

In the UK, we have Local Authorities (or councils) that are responsible for delivering important services in their area. Lambeth Council:

- Conduct safety and welfare checks and inspect the accommodation you are residing in after you have arrived to ensure your safety and welfare.
- Provide financial support (initial £300 payment, sponsor thank you £350 payments).
- Provide school places for children.
- Support you to integrate to local communities.

How to Contact Us

- **Email:** UkraineSupport@Lambeth.gov.uk – 48-hour response window on weekdays
- **Phone:** 0207 926 2111 – 10am - 4pm Monday – Friday (excluding bank holidays).

We can provide a translator over the phone if requested.

За запитом ми можемо надати перекладача по телефону - якщо вам потрібен перекладач, просто скажіть "translator please".

- Information on our website:

<https://beta.lambeth.gov.uk/housing/homes-ukraine-scheme/information-guests-ukraine>

What financial support will I get when I arrive?

When you first arrive in Lambeth you will be given a one-off payment worth £300 which can be spent in a variety of shops and will help you financially when you arrive.

With your permission, we will also pass your details on to the leading charity organisation, The British Red Cross. The British Red Cross will assist you with looking for work and applying for benefits (Universal Credit) if you are not working or if you are on a low income. Universal Credit is a monthly payment to support you with costs such as living expenses, food and travel.

2. Lambeth: your local area. Local Shops and Markets.

There are several shops and markets in Lambeth that sell a variety of food.

Markets

Markets are good value and offer a broad range of international food. Some local markets are:

Brixton Station Road Market

This market is run by Brixton Market Traders Federation and operates seven days a week. It has street food stalls and a general market on weekdays, a variety of stalls on Saturdays, and the Brixton Farmers Market every Sunday selling organic and free-range produce.

Find out more on [Brixton Station Road Market's website.](#)

Lower Marsh Market

This thriving market, run by 'We Are Waterloo', operates from Mondays to Saturdays.

- weekdays offer street food, regular produce, and craft stalls.
- Saturdays offer a flea and handmade market.

Find out more on [Lower Marsh Market's website.](#)

Venn Street Market

This busy food market in the heart of Clapham operates on Saturdays and is run by Leafhouse. Find out more on [Venn Street Market's website](#).

Herne Hill Market. Railton Rd, London SE24 0JN. Telephone: [020 8293 6436](tel:02082936436)

Vibrant Sunday market packed with stalls selling locally produced food, plus arts and crafts.

Open: Sundays – 10am – 4pm.

Vauxhall Market, Battersea Park Rd, Nine Elms, London SW8 5DZ. Open: Sundays – 7am – 2pm.

Supermarkets

The most popular supermarkets are Tesco, Sainsbury's, Asda, Morrisons, Aldi, Iceland, Lidl. Check [this link](#) to find **the nearest supermarket**.

Libraries

All public libraries run by the council provide computers with internet access. You can book a maximum of two hours a day, and it's free to use. You will need your Lambeth library card number to book a computer.

To find a **library** near you please check [this link](#).

Fitness

Brixton Recreation Centre, 27 Brixton Station Rd, London SW9 8QQ.

[Brixton Recreation Centre | Football, Basketball & Pitches in Brixton, London | Better](#)

Ferndale Sports Centre, Nursery Rd, London SW9 8BP

[Ferndale Community Sports Centre | Tennis, Football & Classes in Brixton, London | Better](#)

Clapham Leisure Centre, 141 Clapham Manor St, London SW4 6DB

[Clapham Leisure Centre | Gym, Swimming Pool & Classes in Clapham, London | Better](#)

Streatham Ice-Skating and Leisure centre, 390 Streatham High Rd, London SW16 6HX

[Streatham Leisure Centre | Gym, Ice Skating & Classes in Lambeth, North London | Better](#)

Things to do.

Lambeth has many things to do and places to explore.

Sights

London Eye – Riverside Building, County Hall, London SE1 7PB. Open Daily: 11am – 6pm.

Houses of Parliament and Big Ben – Westminster Bridge, London, SW1A 0AA

Westminster Abbey - 20 Deans Yd, London SW1P 3PA. Tel no. [020 7222 5152](tel:02072225152)

Buckingham Palace – London, SW1A 1AA. Tel.no. [0303 123 7300](tel:03031237300)

St Paul's Cathedral - St. Paul's Churchyard, London EC4M 8AD. Tel no. [020 7246 8350](tel:02072468350)

Trafalgar Square - Trafalgar Square, London WC2N 5DN. Tel no. [020 7983 4750](tel:02079834750)

Theatre, music and arts

Southbank Centre: Belvedere Road, London SE1 8XX. <https://www.southbankcentre.co.uk/>

A complex of artistic venues in London on the South Bank of the River Thames. It comprises three main performance venues, together with the Hayward Gallery, and is Europe's largest centre for the arts.

The National Gallery - Trafalgar Square, London, WC2N 5DN.

<https://www.nationalgallery.org.uk>. FREE ENTRY

Shakespeare's Globe Theatre - 21 New Globe Walk, London SE1 9DT.

<https://www.shakespearesglobe.com/>

Young Vic Theatre - 66 The Cut, London SE1 8LZ. <https://www.youngvic.org>

Old Vic Theatre - The Cut, London SE1 8NB. <https://www.oldvictheatre.com/>

O2 Academy Brixton - 211 Stockwell Rd, London SW9 9SL. Tel.no. [020 7771 3000](tel:02077713000)

<https://www.academymusicgroup.com/o2academybrixton/>

Parks:

There are many lovely parks in Lambeth. Browse [our map](#) to find out about our parks and what facilities they have on offer.

Places of worship

Lambeth is full of safe places where you can worship and practice your religion. These can easily be found by looking online for your religious place of worship in your local area.

Some places of worship in London include the [Ukrainian Catholic Church](#).

The Cathedral of The Holy Family

Ukrainian Roman Catholic

Duke Street (off Oxford Street), London W1K 5BQ

0207 629 1534

07561 473 888

cathedral@ucc-gb.com

[Ukrainian Catholic Eparchy of the Holy Family of London](#)

Chancery Office, 21-22 Binney Street, London W1K 5BQ

0207 629 1073

eparchy@ucc-gb.com

The Ukrainian Autocephalous Orthodox Church in Great Britain

Parishes in England and Wales.

1a Newton Avenue, London W3 8AJ

0208 992 4689

07729 251 283

The Ukrainian Autocephalous Orthodox Church – Christ Church C.O.E

Bexleyheath DA6 7BT

3. Living with your sponsor

Talk to your host about how you would like to settle in during your first few days including when you would like some quiet time. Once you feel more settled, you should talk to your Sponsor about basic arrangements for living together under the same roof. This should cover any agreements you need to make over sharing use of common areas of the house, such as the kitchen and dining room, sharing housework chores, or rules your hosts would like you to follow concerning things like smoking, alcohol, or noise.

- The initial £300 payment from Lambeth Council should also help you to settle in and feel more confident.

Your Sponsor should not charge you rent while you are staying with them, but they may ask you to make a reasonable contribution to any common household bills such as food and utilities. If you feel you are being asked to contribute an unreasonable amount for such bills, you can let us know.

Occasionally things do go wrong and if they do, it may be something simple that can be resolved with a conversation with your host. If, however, your host asks you to leave or you decide to leave, you can contact Lambeth Council Housing Options who can support you with alternative arrangements.

Lambeth Council Housing:

- Phone: 020 7926 6000
- Email: housingadvice@lambeth.gov.uk

4. Opening a bank account

There are a range of banks, and you can choose one that suits you best. There are also online-only providers which you can use.

To open a bank account in the UK, you usually need to show proof of ID such as passport, biometric residency permit, driver's licence or recognised identity card and a UK phone number. You also need proof of permanent address.

- NatWest [NatWest Online – Bank Accounts, Mortgages, Loans and Savings](#)
- HSBC [HSBC UK - Personal & Online Banking](#)
- Lloyds [Lloyds Bank - Personal Banking, Personal Finances & Bank Accounts](#)
- Online bank Monzo [Monzo – Online Banking Made Easy | Open An Account Online](#)
- Online bank Revolut [Affiliates Template \(UK, EEA\) | Sub-Network £10/10€ Top up | Revolut](#)

5. Claiming Social Security Benefits.

The UK has a welfare system which is designed to help those who face financial hardship, or who have specific needs.

Your local [Job Centre Plus](#) will be able to help you find out which benefits you may be able to access. This may include:

- **Universal Credit** – a payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self-employed or part time) or be out of work.
- **Pension Credit** - extra money to help with your living costs if you are over the age of 66 and on a low income. Applications for Pensions is online or via telephone.
- **Disability benefits** – extra money to help with additional costs if you have a long-term physical or mental health condition or disability.
- **Carer's Allowance** – extra money if you care for someone at least 35 hours a week.
- **Child Benefit** – extra money to help with the cost of raising a child.

6. Finding a Job.

The council's Opportunity Lambeth service offers information, advice, and guidance to get into work, including job listings, skills and training opportunities.

Lambeth Made Supports young people to reach their full potential through developing their skills, increasing their confidence, and connecting them to inspiring opportunities.

Find out more about Lambeth Council Employment Support

- Opportunity Lambeth: <https://opportunity.lambeth.gov.uk/>
- Lambeth Made: <https://lambethmade.org/>

Refugee Employment Support

[Renaissi Transitions Programme](#) supports London-resident refugee professionals who already have industry-standard qualifications and full permission to work in the UK to showcase their talent, get paid work placements and permanent employment in the UK.

[Groundwork Together South](#) works to support refugees and non-EU migrants in South London. They provide English language lessons, employment advice and community activities. All activities are free of charge.

Looking for a job

You can register for free with job agencies on these websites:

- Government website called 'Find a Job' - <https://www.gov.uk/find-a-job>
- Job Centre - <https://www.gov.uk/contact-jobcentre-plus>
- Indeed - <https://uk.indeed.com/>
- Reed - <https://www.reed.co.uk/>
- CV Library - <https://www.cv-library.co.uk/>
- The Guardian Jobs - <https://jobs.theguardian.com/jobs/>
- Total Jobs - <https://www.totaljobs.com/>
- Monster - <https://www.monster.co.uk/>

To look for a job, you can use a free government website called '[Find a Job](#)' to be connected with thousands of employers across the UK.

To prove your status digitally to an employer you can use the [online service](#).

You will need a National Insurance number to before starting a job.

A National Insurance (NI) number is used to make sure your National Insurance contributions and tax are recorded against your name only. If you do not have a National Insurance number, you can find information on how to get one at: <https://www.gov.uk/apply-national-insurance-number>.

7. Childcare.

Children

Once settled, you will want to look to place your children into school and Lambeth Council's education team will be working with you to do this. We will have a record of all Ukrainian children arriving in the borough and aim to have your children enrolled in a school as soon as possible. There will be other Ukrainian children in the school to ensure there are others that have shared culture and experiences. We will be in touch once we have confirmed the arrival of any children to begin this process with you.

16 – 18-year-olds

It is compulsory for young people up to the age of 18 to be in formal education whether that be secondary school, an apprenticeship or college. Young people aged 16 – 18 years old can access college places here using [this link](#).

Adults

Adults can access educational opportunities including English language (ESOL) classes as soon as you arrive.

- [The GLA's English Language](#) for Resettlement Guidance
- [Lambeth College ESOL classes](#)

8. The National Health Service (NHS).

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 (GP). A GP is a first doctor you will see when accessing healthcare.

You need to register with a GP near you: [Find a GP - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Search for a dentist: [Find a dentist - NHS \(www.nhs.uk\)](https://www.nhs.uk) If your tooth is painful, you should call NHS 111 for Urgent Dental Care.

Search for an optician: [Find an optician - NHS \(www.nhs.uk\)](https://www.nhs.uk)

If you need treatment or advice that is not an emergency, but cannot wait until you next see your GP, you can obtain advice by calling **111**. This service operated by NHS.

Please check [the link](#) to learn How the NHS works (Ukrainian).

Please check [the link](#) to learn How the NHS works (Russian).

Government Migrant Health Guide: <https://www.gov.uk/guidance/vulnerable-migrants-migrant-health-guide>

Please check [this link](#) to learn more about COVID-19 vaccination.

Mental Health

Adjusting to a new country can be difficult and you may want to access services to support your mental health. Many displaced Ukrainians have suffered traumatic experiences and may be feeling loss and sadness about the past and be fearful and anxious about the future. There are services that can support you, you can also talk to your GP for additional and ongoing support once registered.

The British Red Cross

- Phone: 0808 196 3651 (open daily 10am - 6pm) and you can ask for an interpreter if you need one.

The Samaritans - Help when you feel at your worst or in distress.

- Phone: 116 123
- Email: jo@samaritans.org.

Good Thinking - Coping with Trauma

- Website: <https://www.good-thinking.uk/>
- Workbook: [https://good-thinking.s3.amazonaws.com/documents/GT-Trauma Workbook Final.pdf](https://good-thinking.s3.amazonaws.com/documents/GT-Trauma_Workbook_Final.pdf)

Shout offers confidential 24/7 crisis text support for times when you need immediate assistance.

- Text "SHOUT" to 85258

9. Emergency Services (999).

Emergency services can be contacted by dialling 999. These calls are free. 999 must only be called for emergencies. When you dial 999 the operator will ask you which service you require: Fire Brigade, Ambulance, Police.

Fire brigade

Call 999 if you have a fire in your home or see a fire somewhere else.

Ambulance

In a life-threatening emergency - if someone is seriously ill or injured, and their life is at risk – dial 999 and ask for London Ambulance Service. In a medical emergency you can also go directly to a hospital Accident and Emergency (A&E) department. Hospitals in and near Lambeth that have Accident and Emergency (A&E) services are listed below:

- King's College Hospital, Denmark Hill, London, SE5 9RS.
- St. Thomas' Hospital, Westminster Bridge Rd, London SE1 7EH

- Croydon University Hospital, 530 London Rd, Thornton Heath CR7 7YE
- St Georges Hospital, Blackshaw Rd, London SW17 0QT
- Guys Hospital, Great Maze Pond, London SE1 9RT

Police

The police can help you in emergencies such as violence, robbery or where someone has committed a crime. There are two numbers to contact the police:

999 - To be used in real emergencies, where the police need to attend urgently. For example, serious assault, rape or where there is danger to life.

101 - For non-emergencies and to report crimes that do not need an immediate police response. For example, damage to your property or suspected drug dealing in your area. 101 is also the number to contact your local police station.

The nearest police stations are:

- Brixton Police Station, 367 Brixton Road, SW9 7DD
- Kennington Police Station, 49/51 Kennington Road, SE1 7QA
- Tooting Police Station, 251 Mitcham Road, SW17 9JQ

10. Housing.

Trying to source your own property will have some challenges but we have a few tips for you how to search for a private rented accommodation.

Renting from Landlords directly

- Open Rent
- U pad
- Findaflat
- Spare Room
- Gumtree
- London Rent my house
- Home Renter

Renting from Agents

- Right Move
- Zoopla
- Gumtree
- Spare Room
- Agency sites

Proactive work when looking for accommodation.

- Check local papers/magazines for lettings adds.
- Check adds boards in community centres, libraries, Supermarkets etc.
- Advertise that you are looking for a property within LHA rate on Gumtree/Spare Room
- Leave a note on notice board in community centre, library or local shop.
- Leave a notification on Facebook / Twitter informing your contacts that you are looking for accommodation.
- Ask around!

Safety Tips when renting privately.

- Never pay any money to the Agent or Landlord without seeing the property first and speaking with your housing option advisor
- Do not take whole family with you for a viewing. Landlords can feel intimidated by extended family members. One friend or relative will do.

- Prepare what you are going to say to the landlord or agent when you contact them about their property.
- Don't start the conversation by asking if the landlord accepts people on benefits.
- Begin by explaining why you want to live in their property, and why you would be a good tenant.
- Offer to send a record of your rental history and references from previous landlords.
- Explain that you have been financially supported by Lambeth Council and Lambeth will be paying a generous non-returnable grant in lieu of deposit or rent in advance.
- Explain that the Lambeth lettings negotiator will be contacting them to agree the terms & conditions of the scheme.
- Consider providing a “guarantor” if possible.

Please check [the link](#) to learn more about Housing benefit.

11. Homes for Ukraine Scheme – extending your stay in the UK – how to get BRP.

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 (BRP). This will require you to provide biometric information, including a photograph of your face and a sample of your fingerprints. You will not need to provide this immediately, but you must have completed your application and provided the biometric information required within your first six months.

To apply for your BRP follow [this link](#).

This permit is an important document which you must keep safe as it is evidence of your legal status in the UK and shows how long you may stay in the UK. It is also a useful means by which you can confirm your identity for purposes such as opening a UK bank account. If you travel outside the UK, you will need to take your Biometric Residence Permit with you to allow smooth entry back into the UK following your travel.

Your Biometric Residence Permit will record:

- Your name, date, and place of birth
- Your fingerprints and a photo of your face (this is your biometric information)
- Your immigration status and any conditions of your stay
- Your right to access public funds, for example financial support and health services.

12. Advice Agency and Free Legal Advice

Citizens Advice: An independent organisation specialising in confidential information and advice to assist people with legal, debt, consumer, housing, and other problems in the United Kingdom. The Citizens Advice Service is a national charity and network of local charities that offer confidential advice online, over the phone, and in person, for free.

- Website: <https://www.citizensadvice.org.uk/>
- Telephone: [0808 223 1133](tel:08082231133)

Law Works: Law Works is a charity working in England and Wales that connects volunteer lawyers with people in need of legal advice, who are not eligible for legal aid and cannot afford to pay.

- Website: <https://www.lawworks.org.uk/>
- Address: 296-302 High Holborn, London WC1V 7JH

13. Government Welcome Guide

Government Welcome Guide and guidance are available in [English](#), [Ukrainian](#) and [Russian](#).

The British Red Cross [supports people](#) from Ukraine who are in the UK.

We wish you a pleasant stay and are here to support you.

Kind regards,

Lambeth Council

Lambeth Council | Ukraine Support

Tel. 020 7926 2111 | Email: UkraineSupport@lambeth.gov.uk

Annex 1.

Glossary of Terms.

Local Council (Local Authority) – a body of people elected to manage the affairs of the town, county or district rather than state. The council provides vital services such as social care, schools, housing and waste collection. Please follow the link for [Lambeth Council website](#).

Direct Payment – a system to allow you to receive cash payments from your Local Council. If you are assessed and have a need for community care services, a direct payment will allow you to arrange your own care services.

Private Rented Sector (PRS) – is a classification of United Kingdom housing tenure as described by the Ministry of Housing, Communities and Local Government, a UK government department that monitors the national housing supply.

Letting Agents – a letting agent is responsible for leasing houses/flats for private landlords, finding prospective tenants and very often collecting the rent on behalf of the landlord.

Tenancy Agreement – is a contract between a tenant(s) and a landlord. It lets a tenant(s) live in a property as long as they pay rent and follow the rules. It also sets out the legal terms and conditions of the tenancy.

Guarantor – is the person who ‘guarantees’ they will pay the rent. Guarantors have to be over 18, have a good credit history and often have to have a certain amount of savings or income. They are usually a close relative or a friend who has the capacity to pay the landlord if for any reason you can’t. They must be a UK-resident who has known you for at least two years and can vouch for your application.

Tenancy Deposit – is a sum of money that a landlord (or their agent) can request at the beginning of a tenancy as security against non-payment of rent, damage to property, or removal of furniture.

Deposit cap – check that the tenancy deposit you’re being asked for is not more than 5 weeks’ worth of rent (where annual rent is less than £50,000) or 6 weeks’ rent (where annual rent is more than £50,000).

Direct Debit – an arrangement made with your bank that allows a third party to transfer money from a person's account on agreed dates typically to pay bills. **Council tax** – a tax paid to the Local Council to fund services within the area. The tax is based on the value of the house and the number of people living in it. The rate is a fixed amount depending on the value and is reviewed every 12 months.

Assured shorthold tenancy (AST) – is the default legal category of residential tenancy in England and Wales. AST is the most common type – you are entering into a contractual arrangement. This gives you some important rights as well as some responsibilities.

Deposit Bond – if the conditions are met Lambeth Council can give your landlord an £800 bond which is only redeemable at the end of the tenancy if there is any arrears or damage to the property. You can find out more details from your housing adviser.

Housing Benefit – is a means-tested social security benefit in the United Kingdom that is intended to help meet housing costs for rented accommodation.

Local Housing Allowance (LHA) – is a housing-related benefit that helps low-income tenants pay their rent when renting a home from a private landlord. The LHA rate will vary based on your earnings and how many bedrooms you're entitled to. It will also vary if you're affected by the benefit cap (explained further below).

Benefit cap – is a limit on the amount most working age people can get from benefits. For more information on the benefit cap see [this link](#).

Council Tax – council tax is a system of local taxation collected by local authorities. It is a tax collected by the council based upon the value and location of the property you live in. One council tax bill is payable per property.

Sponsorship breakdown – situation when, for any reason, the sponsorship needs to end earlier. Sponsors or guests should inform Lambeth Council as soon as possible.

Homelessness – a person is classed as homeless if they have no accommodation in the UK. A person is also classed as homeless if they have accommodation but cannot live there, for example because of violence or has been evicted.

Intentionally Homeless – if you receive accommodation support from your Local Authority, you will have limited choice about the housing you are offered. It is important not to refuse an offer of accommodation from the Local Authority; otherwise, the Local Authority can find that you have chosen to be homeless, which the legislation calls being 'intentionally homeless' and they may refuse to help further.

Temporary accommodation (Temporary Housing) – accommodation provided by a Local Authority as temporary or short-term accommodation.

Social Housing – properties are owned by the Local Authority (council) or a Housing Association. As a social housing tenant, you rent your home from directly from the council or the housing association - they are your landlord. Follow [this link](#) to learn more about social housing.

Rough sleeping – if you are out all night, using night buses or sleeping in the street, we'd like to be able to link you with some good quality support as soon as possible. You can find your nearest day center by searching on [Homeless Link](#).