

# Welcome to Bury – Homes for Ukraine Welcome Pack

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# Welcome to Bury

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Welcome to the United Kingdom (UK) and a very warm welcome to Bury.

The people of Bury, Bury Council, our colleagues in health and emergency services, community groups and businesses stand in solidarity with the people of Ukraine, and all Ukrainian people in our borough and across the world.

Our Borough is made up of diverse communities and we've written this guide to try to make fitting into life in Bury as easy as possible for you.

This pack contains a lot of useful information about health, benefits, education and other support available to you. It can also be used by the sponsor families to help you and contains key information on where more information and support is available. If you have any questions we will be running drop-in sessions and will let you and your sponsors know about these. You can also email [Ukraine@bury.gov.uk](mailto:Ukraine@bury.gov.uk) or call 0161 253 7941.

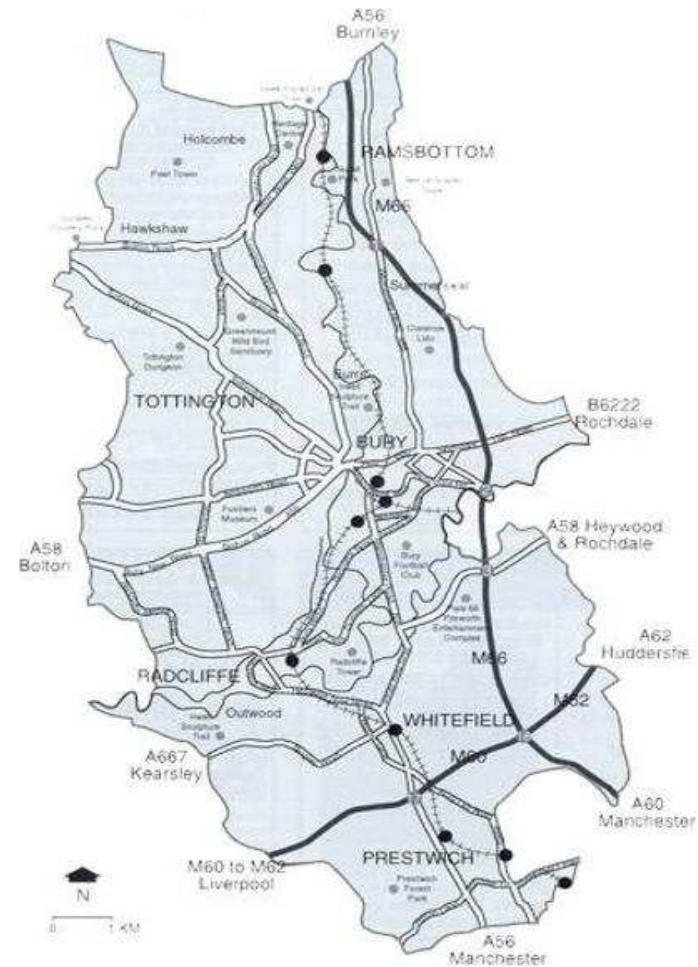
# The Borough of Bury

Bury lies on the northern edge of Greater Manchester, in the north west of England.

The Borough is made up of six towns:

- Bury
- Prestwich
- Radcliffe
- Ramsbottom
- Tottington
- Whitefield

190,000 people live in the borough.





## Map of Bury town centre



## Arriving in Bury – money and immediate support

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When you arrive in Bury you will be contacted by a member of our Community Hub team who will give you £200 to help you with immediate financial support for food, transport costs and settling into life here. This money does NOT have to be repaid.

We will then support you in with getting a job and help you find out which benefits you may be able to get including:

- Universal Credit – Ukrainian nationals can access Universal Credit as soon as they arrive in the UK. This is a monthly payment for those of working age, to help with your living costs if you are 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.
- 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.

A video in Ukrainian outlining support is available here: <https://fb.watch/bU9FFFpkCA/>

For support in applying for Universal Credit and benefits available:

- Department for Work and Pensions (Job Centre Plus Bury) - 07741687984 [Susan.Houghton@dpw.gov.uk](mailto:Susan.Houghton@dpw.gov.uk) or [Gaynor.alexander@dpw.gov.uk](mailto:Gaynor.alexander@dpw.gov.uk)
- Universal Credit Helpline – 0800 328 5644
- Citizens Advice Bureau help to claim line – 0800 144 8444 <https://www.cabb.org.uk/>
- Bury Council – 0161 253 5858 <https://www.bury.gov.uk/index.aspx?articleid=11819>

## **Setting up a bank account**

You will need to set up a UK bank account in order to receive wages from any employment and to receive Universal Credit or other benefits. You can do this in person by visiting a bank or most banks have an online application option. You will need proof of identity to open an account.

Your sponsor will be able to show you the nearest bank to where you are staying.

If you are struggling to open an account please let us know by calling 0161 253 7941.

## **Support to find a job**

Local support is available through Job Centre Plus in Bury (Silver Street, Bury Town Centre, BL9 0DP).

You can contact Susan or Gaynor if you require further information on 07741687984 [Susan.Houghton@dwp.gov.uk](mailto:Susan.Houghton@dwp.gov.uk) / [Gaynor.alexander@dwp.gov.uk](mailto:Gaynor.alexander@dwp.gov.uk)

A website has been set up to promote job opportunities in the north of England which have guaranteed roles for at least 3 months and pay above the national minimum wage. For more information and to apply: <https://www.unitedforukraine.org.uk/>

## **Food banks**

If you need emergency food supplies because you don't have enough money, food banks can provide you with food and other essential items. There are a number of foodbanks across Bury. Information on their opening times can be found at <https://theburydirectory.co.uk/categories/food-banks>

If you have particular dietary requirements we will work with local foodbanks and partners to support with this. You'll find a great selection of different food ideas at Bury Market which is in the middle of Bury Town Centre (1 Murray Road, Bury, England BL9 0BJ)

# Emergencies

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## In an emergency

The UK's emergency telephone number is **999**.

You can call this number for free from any telephone and it will get you through to the emergency services.

You can then ask for the police, fire or ambulance.

Police services in Bury are run by Greater Manchester Police. Ask to speak to the police if:

- a serious crime is taking place or offence has just been committed
- someone is in immediate danger or harm

Greater Manchester Fire and Rescue Service tackle fires but will also help if anyone is in trouble in a lake or river.

If it's a medical emergency ask for the ambulance service to get the patient to a hospital. If you or a family member has an accident or a sudden serious illness you should go to your nearest hospital with an A&E department which is free for everyone. Your local Accident & Emergency hospital is: Fairfield General Hospital, 483 Rochdale Old Rd, Bury BL9 7TD

## If it's not an emergency

Call **101** to the police if it's not an emergency or you can report a crime at <https://www.gmp.police.uk/ro/report/ocr/af/how-to-report-a-crime/>

If you need health advice and it isn't a medical emergency then ring the National Health Service (NHS) on **111** from any telephone.

**Water safety**

If you go swimming or are near water, remember:

- only swim at the beach and other places if lifeguards are present
- water is colder than it looks, which can affect your ability to swim if you get into trouble
- don't go too far and always swim parallel to the shore
- if you get caught in a riptide, swim with the current so you don't tire yourself out. Call for help.
- don't swim alone – always take someone with you

If you are in trouble in water, shout for help and float or swim on your back.

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



# Health and social care services

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Health services in the UK are provided by the National Health Service (NHS) for free. However, in some cases such as with opticians and some dentists you may have to pay.

## Doctors (GP)

Your 'GP' is your main point of contact at the NHS. 'GP' stands for General Practitioner. They are also known as family doctors. GPs are highly skilled doctors who are trained in all aspects of general medicine. They can provide you with advice about your health. They can also get you in touch with specialist doctors.

You will need to register with a GP at: [www.nhs.uk/nhs-services/gps](http://www.nhs.uk/nhs-services/gps)

If you need help completing the registration you can call the local doctor's surgery or Healthwatch Bury on 0161 253 6300

To see a GP or nurse, you need to book an appointment. You can do this by ringing your practice. If you need an interpreter you must tell the receptionist when you make the appointment. Tell the staff which language you speak and they will book an interpreter for you or get an interpreter on the phone. It is important that you and the doctor understand each other so that they can make an accurate diagnosis of your problem. You will not be charged if you require an interpreter. Everything discussed in the consultation is confidential including anything discussed in the presence of an interpreter.

## Health advice from 111

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

## Getting a prescription for medicines

You will need to visit your new GP to get a prescription and then take their prescription to a pharmacy or chemist to receive the medication. You 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](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

## **Hospital**

The main hospital in Bury is Fairfield General Hospital at 483 Rochdale Old Rd, Bury BL9 7TD. It has an accident and emergency department (A&E) you can travel to if you don't need an ambulance in an emergency. Please don't visit A&E unless it is an emergency – otherwise call your doctor.

## **Maternity care and midwifery services**

If you are pregnant, there are services you can attend for support. When you register with a doctor, they will be able to advise you and put you in touch with a midwife. They will be able to offer you courses to support you.

## **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](http://www.nhs.uk/service-search/find-a-dentist) If you are receiving Universal Credit, let the practice know and register as an NHS patient and then check-ups and necessary treatments will be free.

## **Covid-19 vaccine**

Ukrainian nationals can get the Covid-19 vaccine and boosters for free through the NHS. You will need to be registered with a GP first. Find out how to get the Covid-19 vaccine at: [www.nhs.uk/covid-vaccine](http://www.nhs.uk/covid-vaccine)

The latest information on Coronavirus vaccinations and support in Bury is available at <https://www.bury.gov.uk/index.aspx?articleid=15987>

## **Health information in other languages**

The NHS has health information that is available in different languages, including Ukrainian and Russian.

This includes physical and mental health health. [www.nhs.uk/about-us/health-information-inother-languages](http://www.nhs.uk/about-us/health-information-inother-languages)

## **Mental Health and Wellbeing**

Support is available locally, through community organisations and the NHS to support with mental health and emotional wellbeing.

This includes support available by phone, text message or in-person if required. Full information is available at:

<https://www.bury.gov.uk/index.aspx?articleid=15322>

The Getting Help line is a confidential service which can offer support for non-urgent issues by giving advice, guidance and will let you know of local services to meet your needs. Please call 0161 464 3679 (the phonenumber is open Monday-Saturday, 8am to 8pm)

## **Mental health 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: 0161 716 1100

<https://www.penninecare.nhs.uk/burycamhs>

## **Mental health 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 about 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 0161 253 7997 <https://www.penninecare.nhs.uk/burycmht>

Other mental wellbeing support is available through

- Mind – 0300 123 3393 / [www.mind.org.uk](http://www.mind.org.uk)
- The Samaritans – Telephone: 116 123 or online at [www.samaritans.org](http://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. If a person is in need of urgent help from Social Care Services you should contact:

- Monday, Tuesday, Thursday and Friday 9am - 5pm, Wednesday 10am - 5pm - 0161 253 5151
- At all other times - 0161 253 6606

More information is available at: <https://www.bury.gov.uk/index.aspx?articleid=10852>

If a person is in immediate danger you should contact the police on 999

## **Getting support for children**

Fleeing conflict 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.

Information on child care and support is available at <https://www.bury.gov.uk/index.aspx?articleid=10391>

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: <https://theburydirectory.co.uk/categories/family-support>

## **If you have serious concerns about a child's welfare**

Child abuse can involve physical injury, neglect, emotional or sexual abuse. It can involve a parent, another family member or someone else the child knows well, or it could be someone the child does not know.

If you suspect or believe a child is suffering or is likely to suffer significant harm, including any form of mistreatment or abuse, you should report your concerns.

If you are concerned about the welfare of a child – call 999 in an emergency. If there is no immediate danger, or you need advice or information, you can telephone the Multi Agency Safeguarding Hub on 0161 253 5678 / 0161 253 6606

# Schools, education and childcare

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## **Applying for a school place and childcare**

Ukrainian nationals can apply for a school place for a child as soon as you arrive.

Starting school can help children settle in and make friends. A parent can apply for a school place for their child.

The application will be considered under Bury'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 Bury schools at:

<https://www.bury.gov.uk/index.aspx?articleid=10414>

For advice and guidance, telephone School Admissions on 0161 253 6474.

## **Free home to school transport**

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

<https://www.bury.gov.uk/schoolandcollegetravelassistance>

## **Free school meals**

Children in school aged 4-6 automatically get free school meals. Children from age 7 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:

<https://www.bury.gov.uk/freeschoolmeals>

## **Childcare**

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

Website: <https://www.bury.gov.uk/index.aspx?articleid=10688>

## **Further education**

In addition to local schools, Bury College and Holy Cross College provide learning opportunities.

Bury College: <https://www.burycollege.ac.uk/home> - telephone: 0161 280 8280

Holy Cross College: <https://www.holycross.ac.uk/> - telephone: 0161 762 4500

## **Bury Adult Learning**

Bury Adult Learning Service can help you to learn something new or improve existing skills, including English language.

They offer daytime and evening courses and offer a wide range of courses available for you to choose from including skills to get jobs, English, maths and computing, arts and crafts, creative writing, cookery, languages, food safety, and many more.

For more information: <https://www.bury.gov.uk/index.aspx?articleid=10648>

Telephone: 0161 253 5772

## **Children's Centres**

Children's Centres in Bury support children aged zero to five and their parents, carers and childcare providers to help ensure that Bury children are given the best opportunities at their most crucial time for development during the first five years of their lives. To find information on your local centre please visit: <https://www.bury.gov.uk/index.aspx?articleid=10693>



## Local community and charities

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### **The Bury Directory**

Information is available online for advice, information, support and activities in the Bury area on The Bury Directory.

<https://theburydirectory.co.uk/>

At the top of the Directory homepage you can translate the page into different languages including Ukrainian and Russian.

This Directory includes information on:

- Local faith groups
- Staying safe
- Sports clubs
- Staying healthy
- Activities and groups for young people
- Activities and groups for parents and carers
- Activities and groups for older people
- Housing advice
- Art and culture groups

We can support you in using the Directory and linking into groups in your local area through our Community Hubs – these are not physical buildings but staff who can assist you. Your local hub team will contact you when you arrive in Bury or you can call 0161 253 7941.

### **Bury Ukrainian Club**

Bury has proudly welcomed people from Ukraine and other European nations for many years.

The Ukrainian community is well settled and can help.

The Ukrainian Social Club can be found at 4 Openshaw St, Bury BL9 7EH and 0161 764 6713.

### **Citizens Advice Bureau Bury and Bolton**

You can get advice on issues including benefits, employment, immigration, debt and legal advice from your local Citizens Advice. The freephone Adviceline is available on 0808 278 7804 (or between 6pm and 9pm each day call 0161 850 5053).

### **National Government information**

The latest national guidance, including information from the Foreign Office is available at <https://www.gov.uk/world/ukraine/news> and at <https://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk>

If you need urgent help because something has happened to a friend or relative abroad, contact the Foreign, Commonwealth & Development Office (FCDO) in London on 020 7008 5000 (24 hours).

### **Other national organisations**

Migrant Help UK provides advice and support to asylum seekers, refugees and victims of modern slavery and trafficking.  
Website: [www.migranthelpuk.org](http://www.migranthelpuk.org) Telephone: 0808 801 0503 Email: [info@migranthelpuk.org](mailto:info@migranthelpuk.org)

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](mailto:info@britishredcross.org.uk)

The Salvation Army provides support and advice to refugees and asylum seekers and specialist support to victims of modern slavery. Telephone: 0800 808 3733 [www.salvationarmy.org.uk](http://www.salvationarmy.org.uk)

# Transport and Travel

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Upon display of a passport and boarding pass/ticket showing an arrival date in the UK, Ukrainian nationals arriving in Greater Manchester are eligible to travel for free for up to 48 hours from point of arrival to final UK destination.

For full details of the scheme: <https://tfgm.com/Ukraine>

Timetables and information about transport buses and trams in Bury can be found at <https://tfgm.com/>

## **Tram (Metrolink)**

There are tram stations in Bury Town Centre, Radcliffe, Besses, Whitefield and Prestwich

Buy your ticket from the machine at the station before you travel

Trams provide transport to Manchester City Centre, Oldham, Rochdale, Ashton, Eccles, Manchester Airport, Didsbury and Altrincham

## **Buses**

Bus services run throughout Bury, as well as connecting Bury to local towns

- For Manchester use bus numbers 98, 135
- For Bolton use bus number 471
- For Rochdale use bus number 471

You can buy your ticket from the bus driver. If you are going to be using a bus on a regular basis you can get a bus pass.

Information on passes and free travel fares from Transport for Greater Manchester is available here:

<https://www.bury.gov.uk/index.aspx?articleid=10854>

## **Taxis**

- Black cab taxis can be used from the street
- Other taxis, called private hire vehicles (ordinary cars) need to be booked in advance

## **Walking/Cycling**

There are maps and guides available from Transport for Greater Manchester on walking and cycling routes in Bury and how you can explore your local area. These are available at <https://beeactive.tfgm.com/>

## **Road safety**

To drive in the UK you will need valid driver's license and valid insurance. The vehicle being driven should be taxed and roadworthy. In the UK driving is on the LEFT hand 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 – the speed signs are in miles per hour.
- wear your seatbelt and make sure passengers do too
- call 999 if you are involved in a collision and it is an emergency