

# Supporting Ukrainian Guests in our Community

- Looking back from March onwards
- Link International Update
- Community Hubs & Partnerships
- News and Updates
- Information sharing
- Lessons learned : +ves and -ves
- Looking to the future

March 2022 -

We began to talk with community groups, churches, charities and third sector organisations to support the local authorities and statutory agencies with the purpose of bringing all the 'cogs' together so that all elements of the collaborative 'machine' will function well together.



By bringing all of these together there will be a 'Unified Mobilisation Map' for North Wales



# Priorities for Link International & partners

## 1. Arriving & Settling

*Welcoming Ukrainian families into North Wales, to host homes & hotels / welcome centres.*

- : website
- : provision of items (clothes, toiletries, toys, etc.)
- : free SIM cards
- : information and access to statutory support services
- : introduction to local hubs and groups

- : social events, day trips,
- : 'drop in' centres,
- : sports, activities for children
- : conversational English
- : ....

## 2. Community Action & Support

- Supporting families & hosts,
- Partnering with community groups and volunteers,
- Collaborating with local authorities, statutory agencies & Welsh Govt.

- : access to advice and advocacy
- : safeguarding and well-being
- : training for employment
- : ESOL and formal classes
- : access to schools
- : healthcare / trauma informed care
- : information sharing
- : respite for hosts
- : local authority services
- : ....

## 3. Staying connected & Long-term support

- Reuniting Families,
- Settling & Integration,
- Community Development,
- Building trusted relationships,
- Repatriation,
- Long-term support.

- : looking to the future needs
- : practical support
- : arrival of family members
- : assisting those who choose to return
- : investing in the future in UK & Ukraine
- : ....

*It is so important to listen to the Ukrainians and support them as to what they want and need*

# Vision Statement for the Unified Approach in North Wales

*'To create a positive everyday life for the many people from Ukraine who are settled in North Wales by mobilising the power of volunteers and the generosity of donors.'*

## Community Hub Model

Every community is unique and has something special to offer the Ukrainian guests. We want their experience living in North Wales to be positive, welcoming and inclusive and for each person to thrive.

# The hub is the centre of the wheel and the centre of the community



We can provide practical support in line with local authorities

## Community Hubs and Partnerships

There are some excellent projects and partnerships established in the 6 counties of North Wales among community, faith and third sector groups.

*We will hear from some this evening as we share highlights, concerns and plans for the autumn and winter ...*

Examples include ...





# Llandudno

# Colwyn Bay



# North Wales South Crescent



# Link International, Local Authority & Welsh Govt.

**To do list when you first arrive**

- CHECK LIST**: A checklist of essential tasks for newcomers.
- LEARN ENGLISH**: A button with a hand cursor pointing to it.
- LOCAL LIBRARIES**: An icon of a stack of books.
- ESOL**: An icon of a hand cursor pointing to a document.
- LOCAL AUTHORITY**: A map of Wales with regions labeled: ENGLSEY, Gwynedd, and YFFORDD.
- COMMUNITY HUBS**: An icon of people holding hands under a sun.
- BUSINESS ADVICE & JOBS**: An icon of two people talking.
- FREE TRAVEL**: An icon of a bus.
- BIOMETRICS**: An icon of a hand cursor pointing to a person icon.
- BENEFITS & UNIVERSAL CREDIT**: An icon of a credit card.
- OPEN A BANK ACCOUNT**: An icon of a bank card.
- FREE SIM CARDS**: An icon of a SIM card.
- IMMEDIATE GRANT**: An icon of an open padlock.

**go** north wales tourism & hospitality academy

## Вам потрібна абсолютно нова можливість?

Північний Уельс є одним з найпопулярніших і привабливих місць для відвідування. У нашому секторі туризму та гостинності пропонуються сотні різних типів вакансій, і ми хочемо допомогти вам знайти ту, яка ідеально підходить саме вам.

Ти будеш:

- Візьміть участь у серії веселих та інтерактивних майстер-класів, де ви дізнаєтесь, у чому ви справді вмієте, і як зробити перший крок у світ туризму та гостинності.
- Зв'яжіться з деякими фантастичними компаніями Північного Уельсу, які шукають таких же людей, як ви.
- Майте наставника, який буде керувати та підтримувати вас протягом програми.

Ві живете в Англії, Гвінеді, Конві чи Денбігширі?  
 Ви зараз не працюєте і вам 25+?  
 Бажаєте набутися впевненості, познайомитися з новими людьми та отримати цінні навички?

В Академії туризму та гостинності Go North Wales ми розробили нову програму спеціально для вас.

**Хочете дізнатися більше? Відвідайте наш веб-сайт [gonorthwales.academy](http://gonorthwales.academy) або зателефонуйте члену нашої команди за номером 01492 531731**

Підключення | Підтримка | Досвід | Навички | Знання | Приналежність

**go** north wales [www.gonorthwales.co.uk](http://www.gonorthwales.co.uk)

**WcVA** Active Inclusion Fund  
**CGGC** Cronfa Cynhwysiant Gweithredol

**Cronfa Gymerchodol Ewrop** European Social Fund

## ReAct Plus Scheme - now available for Ukrainians

**Working Wales**  
#changeyourstory

This is a scheme that supports employers and employees with the Government providing funds for both in order to create employability.

Click image above for full details of the scheme

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## Go North Wales

Access and training for employment (English/Welsh)

Register here to receive news of events

**ВІВЧАЙТЕ БІЛЬШЕ**

## REGISTRATION FOR UKRAINIAN DOCTORS AND DENTISTS IN WALES

The overall objective is to ensure that doctors seeking sanctuary in Wales have an opportunity to gain GMC registration, thereby enabling integration and inclusion in society whilst providing extra workforce for NHS Wales.

		Number of visa applications	Number of visas issued	Number of arrivals in the UK by sponsor location	still to arrive
<b>All Wales</b>	Sponsored by individuals	3,535	3,138	2,279	1,256
<b>By County</b>	Conwy	127	107	85	42
	Denbighshire	102	92	77	25
	Flintshire	119	107	71	48
	Gwynedd	196	180	125	71
	Isle of Anglesey	72	68	57	15
	Wrexham	136	118	102	34
					235

<b>To be allocated to counties</b>	Sponsored by the Welsh Government	4,965	4,374	1,913	3,052
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<b>All Wales</b>	Grand Total	8,500	7,512	4,192	4,778
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#### GUIDANCE

## Offer a home in Wales to refugees from Ukraine

#### In this guide

1. Overview
2. Who can offer a home
3. Safeguarding people
4. Property inspections
5. Apply
6. Contact us

[https://gov.wales/offer-home-wales-refugees-ukraine?utm\\_source=facebook&utm\\_medium=cpc&utm\\_campaign=StandWithUkraine-AllAdults-English-Copy3](https://gov.wales/offer-home-wales-refugees-ukraine?utm_source=facebook&utm_medium=cpc&utm_campaign=StandWithUkraine-AllAdults-English-Copy3)

## News and Updates from you ...

- Where are you based?
- What activities are you focusing on?
- What are the highlights so far?
- What issues and problems have you encountered so far?
- What plans are you considering for the autumn and winter?

# Thank you for your feedback

- Advice and advocacy
- Activities and Social events
- Language Skills
- Distribution of clothes
- Financial and practical
- Youth work, camps
- Parents and toddlers
- Hosts
- Other

Conwy

Denbighshire

Gwynedd

Anglesey

Flintshire

Wrexham

Throughout N. Wales

Pembrokeshire

Throughout Wales

Ukraine

Attendees of the meeting  
on 26.7.22

# Highlights

Meeting the Ukrainians

The beginning of some friendships and the breaking down of barriers through social contact.

Introducing Ukrainian families to other displaced groups living here

Meeting other organisations within the third sector in North Wales, being able to then signpost to families already with us.

Recruiting and supporting voluntary groups and volunteers

Integrate incomers with local people through education and cultural activities

Our Drop In Sessions have varied in attendance from none to dozens coming from all over North Wales, not just local. ESOL has suddenly moved up a gear.

A shopping trip

Introducing a player and their parent to a local rugby club

A conversation in English

Sense of general well-being

Recruiting and training a fantastic group of lovely volunteers. Finding our groove so we offer a relaxed and friendly welcome; our Guests know us as friends and bring new people along;

Warmth reciprocated

finding out from Guests what their most pressing concerns are and trying to find creative solutions. Helping some individuals feels safe and secure. Seeing people who arrive with faces tense with stress and anxiety smile.

Opening Dyma Ni Community Hub in partnership with Bangor Quakers

Working online & internationally with children in Ukraine

# Problems / Concerns

Time commitment  
Financial commitment

A rather two tier system with people in Welcome Centre having agencies and services brought to them, whilst Hosts muddle through and do their best. Housing will become an issue when people have to move on from Hosts or Welcome Centres, the property marking in Ukraine is COMPLETELY different from in the UK and our guests have no idea at all how difficult it is to find a place to rent.

Visa issues : supporting a family that arrived on 'family scheme' who needs help to find alternate accommodation and support

Reaching out to people, a lot of it is through the grapevine, but this is growing.

The issue of most concern for those living with us is finding work. This is a major challenge for non-English speakers and so far (we understand that) the Job Centre hasn't been particularly helpful although the staff have been very understanding and professional.

Tackling cultural issues about health

Lack of support from Social Care/Family Support Services

Finances may become an issue as we move into autumn. We need to plan to support host families with gift cards etc.

Registration for children in local schools where there are limited places already

Need to give our guests an opportunity to tell us what they want and need ... they know best

Language is the principal issue although technology is helping.

Communication.  
Technology.

Individuals said they are timid

Respect / Patronising.  
These people are not a 'project'

For some people their trauma has yet to 'come out' and it is important to understand that many are very vulnerable and need professional psycho-social support. We need to have a trauma informed approach going forward

Risks of exploitation, forced labour & human trafficking

Volunteers have limits on what they are able to provide, but they also often have the experience and transferrable skills to know how that limited resource can be best used.

It seems that in Ukraine a lot of people live in homes with district heating and constant hot water (unmetered). We think that relationships with some Hosts may become strained in the winter with worries by Hosts about Heating and energy bills.

Meeting different communities, ensuring that barriers they face are covered such as language barriers and ensuring that the organisation meets their needs.

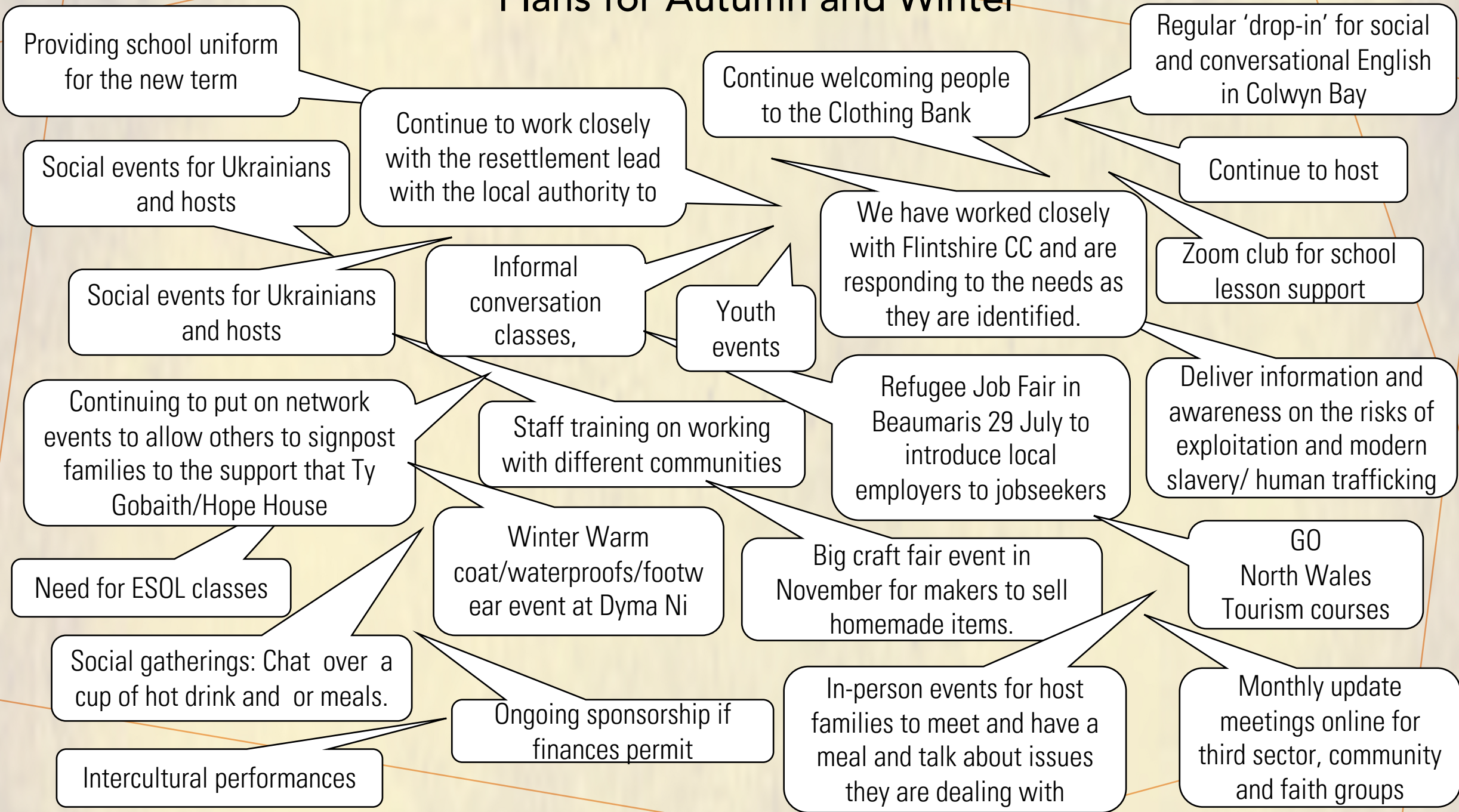
Voluntary groups should be encouraged to work together, share learning and experiences and work in line with what the local authority wants and needs.

## Safeguarding concerns ...

- DBS requirements for volunteers
- Reports about members of community approaching single women,
- Working arrangements, etc.

<https://www.link-international.org/safeguarding>

# Plans for Autumn and Winter





For more information

Contact [cymru@link-international.org](mailto:cymru@link-international.org)  
[www.link-international.org/Ukraine](http://www.link-international.org/Ukraine)