

Welcome to Barnet

This leaflet contains important information that we hope you will find useful as you settle into the borough.



Information inside on:

Health
Schools

Financial Support
and Employment
Fitness and Leisure

Foodbanks

Transport

Children's Centres

About Barnet



Barnet is London's largest borough with 395,000 residents, green spaces, excellent schools and many transport links. We are a diverse and successful city-suburb of London. Our residents enjoy:

- **a clean and green environment**
- **excellent schools**
- **good transport links**
- **high-quality housing and public spaces**

Our beautiful borough has a very close-knit community. We offer a welcoming home to people from all over the world. Barnet Council and many other organisations will do all that we can to provide you with support while you settle here.





Healthcare

The National Health Service (NHS) provides free healthcare in the UK.

Registering with a doctor

Everyone can register with a General Practitioner (GP). You do not need proof of address, immigration status, ID, or an NHS number. Register with a GP as soon as possible. Find your nearest GP at:

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

***Tip:** We recommend requesting a printed and signed letter from your GP surgery when you register so that you can use this as proof of address.*

For immediate NHS care, Ukrainians can use the brand-new NHS service called GP Express which enables you to have a walk-in consultation with a specially trained pharmacist and leave the pharmacy with prescription medication.

Pharmacies

You will usually need to pay for prescriptions, but some people may be able to get free prescriptions.

Find your nearest pharmacy at:
<http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>.

Emergency care

If you or a family member has a serious accident or a sudden serious illness you should go to your nearest hospital with an Accident and Emergency (A&E) department. Find your nearest hospital at: **<https://www.nhs.uk/service-search/hospital>**

Coronavirus vaccination

You are eligible for a free COVID-19 vaccination through the NHS. Visit: www.nhs.uk/covid-vaccine to book an appointment or **www.barnet.gov.uk/vaccinebus**

Mental health support

Help is available for adults and children for their mental health and wellbeing. Barnet offers a range of services to support you.

For children and young people

- Visit **www.Kooth.com** free, safe, and anonymous online support
- Barnet Integrated Clinical Services (BICS) - mild to moderate mental health support for children, young people, and families. 020 8359 3130 (9am to 5pm) or **www.barnet.gov.uk/BICS**
- Young Minds Crisis - text message YM to 85258 for free support. (24hrs)
- Free 24/7 urgent mental health support for young people (CAHMS) call 0800 151 0023 (24hrs)
- Children's Centres and 0-19 Early Help Hubs provide support and services for families. Visit **www.barnet.gov.uk/0-19** or call 0800 389 8312
- For more information, please visit **www.barnet.gov.uk/childrens-centres**

For adults

- The Barnet Wellbeing Service provides access to a wide range of services and activities to help you with your mental health and emotional wellbeing. It is available through a variety of wellbeing and mental health services across Barnet. Visit **www.barnetwellbeing.org.uk**



Healthcare

- NHS England - call 111 for non-emergency advice (24hrs)
- Samaritans - for emotional support call 116 123 (24hrs)
- British Red Cross emotional support 0808 196 3651 (daily 10am - 6pm - interpreter available) www.redcross.org.uk
- You can also speak to your GP

If you feel unsafe

If you or someone is in immediate danger, call the police on 999

Silent Help: If you need help but are unable to speak, ring 999, when they answer press 55

Domestic abuse

If you are fleeing domestic abuse or violence, call the 24-hour National Domestic Abuse Helpline on 0808 2000 247. It is free if you call from a landline or public phone.

If you feel you have urgent welfare concerns about children or young people that require and immediate response, phone the Multi-Agency Safeguarding Hub (MASH) on 020 8359 4066. The MASH team are available Monday to Thursday 9am to 5.15pm and Friday 9am to 5pm.

Bereavement services

Barnet Bereavement Service

This organisation offers skilled counselling support to people who have been bereaved. Counselling is offered one hour per week. There is no charge for the service.

Call 0203 759 4347 or
barnetbereavement@tiscali.co.uk

Mind in Enfield and Barnet

Call 020 8446 3676 or visit
www.mindeb.org.uk

Rephael House - Child bereavement therapy

This organisation provides child bereavement therapy service to anyone who has experienced the loss of a pregnancy, baby, or child in any situation. This may be through miscarriage, elected termination, or termination for abnormalities, stillbirth, or neonatal death, as well as the death of a child, whatever their age.

Call 020 8440 9144 or visit
www.rephaelhouse.org.uk





Schools and education

Children three months to four years

Children under school age (up to five) can attend nursery. Some free childcare hours may be provided depending on the child's age and your income.

If you are on a low income or on Universal Credit benefits you may be entitled to 15 hours free childcare for a child aged two.

All three to four-year-olds in England can get 570 free hours per year.

Further information at www.gov.uk/get-childcare

Children five-11 years

Children aged five-11 should attend a primary school and receive free education.

Children 12-18

Children aged 12-18 should attend a secondary school or college and receive free education.

School applications made during the school year are called in-year applications. Barnet Council coordinates in-year admissions for all Barnet primary and secondary schools.

Apply at www.barnet.gov.uk/schools-and-education/school-admissions/year-admissions

Children 16+

Children aged 16-18 can attend further education in school or college.

Children aged 16 can choose to leave school and take part in training or an apprenticeship. Find out more about support available at www.barnet.gov.uk/young-people/careers-advice-young-people





Food security

Foodbanks are available in Barnet if you are struggling to buy food - www.youngbarnetfoundation.org.uk/foodbanks

Finding a job

We know that many Ukrainians will want to work. You have the right to work as soon as you arrive in the UK. You need to be 18 years old to work full time. To look for a job, you can use a free government website called

'Find a Job' - www.gov.uk/find-a-job to be connected with thousands of employers across the UK.

Financial support

The state provides basic welfare benefit payments for people who are unable to work, who are looking for work but have not yet found a job, or who are on a low income. This is called Universal Credit. If you have questions about how Universal Credit works you can call:

Universal Credit Full Service
0800 328 5644

Citizens Advice Help to Claim
0800 144 8 444

Or visit www.gov.uk/apply-universal-credit

Jobcentre Plus Raydean House:
0800 169 0190

Barnet council tax, benefit, and grant advice
www.barnet.gov.uk/benefits-grants-and-financial-advice/managing-your-money-and-benefits-advice

BOOST

Barnet Council's first point of contact for employment, financial and wellbeing help for local people. Phone: 0208 359 2442 or visit www.boostbarnet.org

Citizens Advice Barnet

Provides free and impartial advice on issues including benefits, money, and housing.

Phone 0808 250 5708 (Monday to Friday 9.30am – 4pm or visit www.barnetcab.org.uk/get-advice/online-help/





For children and young people

Parks and open spaces

Barnet has a collection of parks and open spaces which are great for children and young people. Many of our parks include play areas and skate parks and child friendly events taking place over the summer months. Visit www.barnet.gov.uk/parks-sport-and-leisure/parks-open-spaces-and-trees

Fit & Active Barnet Hub

Barnet's Fit & Active Barnet (FAB) Hub is a great place to give residents access to health and wellbeing tips. Residents can register for a free Adult FAB card or FAB Junior card (for zero to 15-year-olds) which provide a range of benefits and discounts across leisure centres and activities in Barnet including free swimming sessions. Visit www.better.org.uk/fab-hub

For adults

Barnet health and wellbeing

Barnet has a range of useful information on adult and young people's health, pregnancy and early years and seasonal advice. Visit www.barnet.gov.uk/health-and-wellbeing

Guided walks

You can download our free heritage walks audio guides and maps and listen to interesting information about Barnet. Visit www.barnet.gov.uk/heritagewalks

We have seven organised health walks every week in our parks and open spaces, led by qualified and experienced instructors. Visit www.barnet.gov.uk/health-walks

Join a walking group to walk regularly with other people and make new friends. Visit www.ramblers.org.uk

Libraries

Barnet residents can use the internet, borrow books from a choice of languages and join events such as conversation café to practice English at libraries across the borough. Read newspapers from around the world including Ukraine or borrow eBooks all for free. For more information visit www.barnet.gov.uk/libraries.

Town centres

Town centres in Barnet are more than just shopping destinations. They are the heart of our community, contributing to the overall vibrancy and wellbeing of the surrounding area and which residents enjoy visiting. For more information visit www.barnet.gov.uk/community/town-teams

Voluntary, community and faith groups

These groups play a vital role in our vibrant and diverse borough. There are a range of specialist forums in Barnet, for the voluntary, community and faith sector to network, and share information. For more information email info@barnettogether.org.uk





Barnet is within a train's ride of central London and is well served by many local bus routes.

For information of how to get around London, visit www.tfl.gov.uk/plan-a-journey which will give you details of the best bus, train, or tube route.

Transport for London (TfL) provides a wide range of concessions offering free and discounted travel on its network listed below:

- **Children under five years old can travel free**
- **Zip Oyster photocard for 5–10-year-olds**
- **Zip Oyster photocard for 11–15-year-olds**

Ukraine Institute in London

Website: www.ukrainianinstitute.org.uk

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

Email: info@ukrainianinstitute.org.uk

The Association of Ukrainians in Great Britain (AUGB)

Website: www.augb.co.uk

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

Who can I contact if I am not happy living with my Sponsor?

We hope that you will find the UK a friendly, welcoming, and safe place. If for some reason that is not the case, we want you to let us know about it as soon as possible.

Please contact homesforukraine@barnet.gov.uk or call our Ukraine support line on 020 8359 6017
Monday – Friday, 9am to 5pm

- **16+ Zip Oyster photocard**
- **Bus and Tram Discount photocard**
- **Jobcentre Plus Travel Discount**
- **60+ London Oyster photocard**
- **Freedom Pass**

Further details can be found here including information on other discounts: www.tfl.gov.uk/fares/free-and-discounted-travel.

Alternatively, if you would like to speak to someone then please call TfL's customer services team on 0343 222 1234 open from 8am to 8pm, seven days a week.



Helpful numbers

999 – Police, fire, and ambulance services

111 – non-emergency health

101 – non-emergency police

0808 801 0503 –

Asylum help UK

0808 196 3651 –

British Red Cross support line