

Welcome to Moray

 English Language Version





“Wishing you a very warm welcome to Moray. This may be a strange place for you in the beginning, so far away from your home and those loved ones left behind, but I hope that you find peace, happiness, and friendship here until times ahead when you can be reunited once again with family and friends.

“I wish you well.

Тут ти в безпеці і з друзями.”

Cllr Marc Macrae

Convener of Moray Council



“This handbook sets out how public services in Moray, businesses, voluntary agencies and our local communities will work together to welcome you and support you at this difficult time.

“Together we will work hard to make sure that your stay within our community is welcoming, safe and enjoyable. The collective effort and commitment this handbook represents will provide you with the support you need.”

Roddy Burns

Moray Council's Chief Executive

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Both the UK and Scottish Governments have welcome packs for Ukrainians arriving in the UK.

When you arrived in Scotland you will receive the Scottish Government’s welcome pack.

You can read the UK Government welcome pack on their website:



www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk

Welcome to Scotland, a Guide to Scots Law, available in English, Ukranian and Russian. Scan the QR codes opposite to access these. —————→



English
language

www.moray.gov.uk/downloads/file142403.PDF



Ukrainian
language

www.moray.gov.uk/downloads/file142402.pdf



Russian
language

www.moray.gov.uk/downloads/file142401.PDF



How will I get money?

When you first arrive in the UK you will be given £200 in cash; this will be given at an appointment with Moray Council. We are making contact with hosts to arrange these meetings once we're notified of arrivals. **You'll need to show your passport/travel documents at this meeting**, so please bring them with you.

You will need to open a UK bank account to receive 'benefits'. Benefits are monthly payments to support you with living costs, such as travel and food.

Opening a bank account?

You will need to open a UK bank account.

You may need to attend a bank in-person. You will **need to provide proof of identity**. This must include your full name, address and date of birth.

Accessing benefits

Money Advice Moray

The Money Advice Moray team help residents with money advice and welfare benefits. It is free, confidential and non-judgemental. The team can help with:

- managing bills and debts – this can be fuel debts, credit cards, loans etc.
- challenging decisions on disability benefits, if you think it's wrong
- making sure you get all the state benefits you are entitled to
- completing benefit applications
- managing your budgets – your money coming in and going out

If you would like to discuss your situation with an Adviser or make an appointment, please call:



Money Advice Moray
0300 123 4563

Money Advice and Income Maximisation are jointly funded by Moray Council and the European Social Fund.

Social Security Scotland

Social Security Scotland delivers devolved benefits in Scotland. We offer support for people across Scotland on low incomes, disabled people, carers, young people entering the workplace and help for people to heat their homes.

Our new Local Delivery service is designed to help people across the country access face-to-face support when applying for benefits.

You can book an appointment with a Client Support Advisor by calling:



Social Security Scotland
0800 182 2222

Some of the benefits we offer are:

Best Start Grant Pregnancy and Baby

Payment: one-off payment of up to £642.35 from 24 weeks in pregnancy up until a baby turns six months, for families who get certain benefits.

Best Start Grant Early Learning

Payment: one-off payment of £267.65 when a child is between two and three years and six months, for families who get certain benefits.

Best Start Grant School Age Payment: one off payment of £267.65 when a child would normally start primary one, for families who get certain benefits.

Best Start Foods: a pre-paid card from pregnancy up to when a child turns three for families on certain benefits to help buy healthy food.

Funeral Support Payment: money towards the costs of a funeral at a difficult time like this, for people on certain benefits who are responsible for paying for a funeral.

Job Start Payment: £267.65 for 16 to 24 year olds who have been on certain benefits for six months or more, to help with the costs of starting a job.

Young Carer Grant: an annual payment of more than £326.65 for people 16, 17 or 18 who care for people who get a disability benefit from the Department for Work & Pension for an average of 16 hours a week or more.

Scottish Child Payment: a new, unique to Scotland, benefit that will give qualifying parents and carers £80 every four weeks to help towards the costs of looking after each child under 6. It is planned to be fully rolled out to children under the age of 16 by the end of 2022.

Child Disability Payment: a payment providing extra money to help with the costs of caring for a child with a disability or ill-health condition.

Adult Disability Payment: a payment providing extra money to help people who have a long-term illness or a disability that affects their everyday life. Adult Disability Payment will be introduced as part of a pilot from 21 March 2022 in Dundee, Perth & Kinross and the Western Isles. This will be followed by a gradual national rollout beginning on 29 August 2022.

For more information and how to apply visit:



<https://www.mygov.scot/browse/benefits/social-security-scotland>

Accommodation

Your sponsor will provide you with accommodation for a minimum of six months. Your hosts accommodation will have been checked before your arrival to ensure it meets a safe standard.

If you are not happy with your sponsor please contact the resettlement team by email:



**refugeeresettlement@
moray.gov.uk.**

In an emergency, contact the emergency services by calling **999**.

Fire safety

All homes in Scotland are required to have interlinked fire alarms. Being interlinked means that if one alarm goes off, they all go off.

Free fire safety home visits are offered by the Scottish Fire and Rescue Service. To arrange one please email:



**N.ABMPreventionand
Protection@firescotland.gov.
uk**

Finding a job

The Department for Work and Pensions operates Jobcentre Plus. It is responsible for assisting people with of working age find jobs. It is also responsible for administering some benefits for people of working age.

For more information visit:



www.gov.uk/contact-jobcentre-plus

Her Majesty's Revenue and Customs (HMRC) can also give information on registering for a National Insurance Number:



www.gov.uk/apply-national-insurance-number

For more information about benefits and financial support if you're looking for work – including how to claim Universal Credit – is available on the UK Government's website:



www.gov.uk/browse/benefits/looking-for-work



www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine/

Here are some websites which advertise jobs in the public and third sectors (charities):

NHS vacancies:



<https://jobs.scot.nhs.uk/>

Public sector, including council vacancies, and third sector:



www.myjobscotland.gov.uk/

Police staff vacancies:



www.scotland.police.uk/recruitment/police-staff/

Learning English

A community-based 12-week programme, with two sessions per week, is due to begin on 6 June. Lessons will be based online, with a monthly in-person Conversation Café where learners can get together to practice their English informally.

Direct enquiries can be made to: Angharad Murray, Area Education Manager for The Workers' Educational Association (WEA):



amurray@wea.org.uk

UHI Moray – the University of the Highlands and Islands – also provides English language classes at their campus in Elgin. These courses will help you learn the English language you need to achieve your goals in study, work, or everyday life.

You will receive high-quality language tuition in the skills of reading, writing, listening, and speaking, giving you the opportunity to develop your communication skills.

The courses could also open opportunities for better employment or to progress onto other courses within UHI Moray.

We have classes at every level, from complete beginner to those fluent speakers who may want to develop their language further.

Beginners – Pre-intermediate

These classes will help you to improve your English for everyday life and for the workplace. You will work on your reading and writing skills as well as speaking and pronunciation.

Intermediate – Advanced

These popular classes aim to build on your existing language from intermediate to advanced levels and help you to gain certification. You will also have the opportunity to prepare for nationally accredited exams.

Most classes start in August, and we would welcome your application. You will find application information on our website:



www.uhimoray.ac.uk

Testimonials from participants

“The course is really helpful to me to improve my English speaking and reading. The grammar is really good.”

“The teacher is very supportive helping with everything and answering all students' questions.”

NHS Services

NHS Grampian's Refugee Resettlement team carry out Health Needs Assessments and assist with GP registrations on behalf of arrivals. They are able to communicate by telephone with an interpreter in your preferred language.

The Health Needs Assessment is in place to ensure you know where to turn to in terms of Healthcare. It is a questionnaire which covers a range of health aspects, including existing conditions, medications, vaccination history, dentistry, optometry and mental health services.

The team will contact you or your host to arrange a telephone appointment to conduct the Health Needs Assessment and register you with a GP practice, as well as answering any questions you may have.



gram.refugeeresttlement@nhs.scot

Registering with a GP practice

A General Practitioner, commonly known as a GP, is the first doctor you will usually visit for routine health problems in the UK. A GP can offer medical advice, provide a diagnosis and prescribe medicines. They might be your first point of contact for many physical and mental health concerns. The GP practice is also responsible for coordinating and managing your long-term healthcare and they can refer you if you need more specialised hospital services.

Everyone has a right to register with a GP and you do not need proof of address, immigration status, ID or an NHS number (you may be asked to provide ID but it is not a requirement). We strongly recommend that you register with a GP as soon as possible after you arrive. If you have ID this can help make sure your name is spelled correctly in your NHS records.

You can find out how to register with a GP surgery in Scotland:



www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice

Your host should be able to advise where the nearest GP practice is to your new home and help you to register.

Accessing Medication

Prescriptions are generated by a GP practice and then the medication is dispensed in a community pharmacy shop. Therefore, in order to obtain your medication, you must firstly order a prescription with your GP practice. Your registered GP practice can advise you.

Once a prescription has been generated, it will either be:

- sent directly to a local pharmacy of your choice OR
- be kept at the GP practice for you to collect and take yourself to your preferred pharmacy.

Please note that it takes a minimum of three working days from the point of ordering a prescription to it being ready to collect.

You can find the location of local pharmacies online at:



www.nhsgrampian.org/service-hub/

Use the purple search box in the bottom left corner 'Local Services' – select 'Pharmacies' and search using post code

Prescriptions are free in Scotland.

As well as providing you with your prescribed medication, a pharmacist can also give you free advice on treating minor health problems, for example, colds and hay fever. If it is appropriate to do so, the pharmacist can provide you with treatment free of charge.

Emergency medical support

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 department. Emergency treatment at Accident and **Emergency services at NHS hospitals are free** for everyone.

If it is an extreme emergency, call **999** and ask for an ambulance to transport you to a hospital. This service is free of charge but should only be used in an emergency. If you are able to do so, you may also make your own way to the Accident and Emergency department.

Your local Accident and Emergency hospital is:



**Dr Gray's Hospital, West Road,
Elgin, IV30 1SN.**

You can find out more information on when to call **999** by visiting the Scottish Ambulance Service's website:



www.scottishambulance.com/our-services/emergency-care/when-should-you-call-999/

Non-life threatening emergencies

If it is not a life-threatening emergency, please consider other options before calling 999. These include:

Pharmacist

- coughs and colds
- sore throat
- indigestion
- diarrhoea or constipation
- aches and pains
- help if you run out of a repeat prescription

NHS Inform

NHS inform has self-help guides for a range of conditions:



www.nhsinform.scot/



111

111 is a free non-emergency medical help line.

To be used when your local GP and local pharmacy are closed, and you are too ill to wait until they open.

Mental Health Services

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. We understand that you have been through a very traumatic time and been exposed to a huge mental stress. There are Mental Health Services available throughout the country that can help you if you are struggling. If you, or someone you love, needs help this is best arranged through your GP.

To download the guide visit:



[www.moray.gov.uk/
downloads/file142404.pdf](http://www.moray.gov.uk/downloads/file142404.pdf)

If you are struggling but do not want to talk to a GP, there are a wide range of support organisations that offer helplines where you can talk in confidence to a trained advisor.

These are in the Guide and include:

Mental well-being

If you're feeling overwhelmed or need support, call:



NHS 24 on 111

Breathing Space



0800 838 587

(open Monday – Thursday 6pm – 2am; Friday 6pm – Monday 6am)

Samaritans



116 123

(open 24 hours a day, 365 days a year)

British Red Cross

The British Red Cross Help for Ukrainian nationals in the UK:



[www.redcross.org.uk/get-help/
get-help-as-a-refugee/help-for-
refugees-from-ukraine](http://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine)

The BRC supports people from Ukraine who are in the UK. For more information about British Red Cross, or for emotional support please call:



0808 196 3651

(is free and open between 10am - 6pm daily)

Barnardo's

You can get help from a telephone helpline at Barnardo's Help for anyone fleeing the Ukrainian conflict.



**[www.barnardos.org.uk/
what-we-do/helping-families/
ukrainian-helpline](http://www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline)**

You can get in touch if you need support with:

- Therapy with a qualified psychotherapist – delivered via the phone or online, with access to interpreters
- Advice on a range of issues e.g., housing, accessing key health services, education, employment and more via our trained helpline support workers
- Practical support – access to digital devices to ensure families stay connected to loved ones during this worrying time, as well as stimulating toys for children, vital baby items and more

All services include access to interpreters in Ukrainian and Russian.



0800 148 8586

*The Barnardo's Helpline is open: Monday
– Friday 10.00am - 8.00pm and Saturday
10.00am - 3.00pm*

Parentline

Parentline Support for asylum seeking and refugee families. Children 1st can provide advice for parents. If you live in Scotland call:



0800 028 2233

Or browse the website for advice and support, or start a web chat.



**[www.children1st.org.uk/
help-for-families/parentline-
scotland/guidance-advice/
support-for-asylum-seeking-
and-refugee-families/](http://www.children1st.org.uk/help-for-families/parentline-scotland/guidance-advice/support-for-asylum-seeking-and-refugee-families/)**

(open seven days a week Mon-Fri, 9am to 9pm and Sat-Sun, 9am to noon)

A Guide for Host families has also been developed help them understand and support you at this difficult time.



**[www.aberdeencity.gov.uk/
sites/default/files/2022-05/
Ukraine%20Arrivals%20
Psychological%20Wellbeing%20
Pack%20-%20Host%20Families.
pdf](http://www.aberdeencity.gov.uk/sites/default/files/2022-05/Ukraine%20Arrivals%20Psychological%20Wellbeing%20Pack%20-%20Host%20Families.pdf)**

Maternity care and services

You will be offered free care when you are pregnant and after you give birth. This is likely to be arranged through your GP. Maternity services cover care from the beginning of pregnancy through to sign off by a midwife: this is usually around 10 days after the birth but can be up to 6 weeks postnatally. Midwives ensure that personalised care is provided throughout pregnancy, childbirth and the postnatal period. Much of this care will be provided directly by midwives, who will also coordinate the provision of obstetric or other medical involvement if necessary.

You should contact a GP or midwife as soon as you find out you're pregnant. It's important to see a midwife or GP as early as possible to get the pregnancy (antenatal) care and information you need to have a healthy pregnancy.

You are also entitled to support from a health visitor. A health visitor is a qualified nurse or midwife who has had extra training. They're there to help you, your family and children up to the age of five years old to stay healthy.

Information on all you need to know about pregnancy, labour, birth and NHS maternity services can be found at:



www.nhsinform.scot/ready-steady-baby

Dental care and services

You are entitled to NHS dental care to help keep your mouth, teeth and gums free of pain.

Most NHS dentists in Moray are unable to take on any new patients at the moment. DIAL can provide advice and appointments for emergency treatment if you are experiencing any pain, ulcers, broken teeth etc. They can also help with adding you to a waiting list for a practice.

NHS Grampian Dental Information Advice Line (DIAL):



0345 456 5990

(Monday to Friday, 8am to 6pm)

Eye Care

You can make an appointment with any high street optician to have an eyesight test or get help with your glasses or contact lenses.

Scotland is the only country in the UK to provide free universal NHS-funded eye examinations. These are available to anyone ordinarily resident in the UK and to eligible overseas visitors. In some cases, the NHS will also give an optical voucher towards the cost of glasses or contact lenses.

You can download a guide to free NHS eye examinations:



www.nhshighland.scot.nhs.uk/publications/documents/fact%20sheets/guide%20to%20eye%20examinations%20scotland.pdf

Protection against infectious diseases

NHS vaccinations are free to everyone and give the best protection to children and adults against infectious diseases such as meningitis, mumps, measles, and rubella. Speak to your GP if you think you or your child have missed any vaccinations and an appointment can be arranged.

What should I do if in an emergency?



You can call **999** (free phone) in an emergency for these services:

- Ambulance
- Fire and Rescue
- Police
- Coastguard

Reporting non-emergency crimes

To report crime and other concerns that do not require an emergency response, please call:



101

You can also report an incident by visiting:



www.scotland.police.uk/secureforms/c3/

If you are concerned about the welfare of a child

If you have a child protection concern (ie you think a child is at risk of significant harm), then please use the following details to report your concern:



01343 554 370

(during office hours)



03457 565 656

(Social Work – Emergency Out of Hours)



101 (Police Scotland)

or email:



childrensaccesssteam@moray.gov.uk

If you are concerned about the welfare of an adult

If you are worried that you, or someone you know, is being harmed:

- make sure the adult is safe
- if immediate help is needed dial **999**
- listen, watch and record anything said or seen, then tell someone

Who should I tell?

Moray Community Care Access Team:



01343 563 999



accesscareteam@moray.gov.uk

Police Scotland:



101



**[www.scotland.police.uk/
contact-us](http://www.scotland.police.uk/contact-us)**

Racism and Discrimination

It is illegal to treat anyone differently because of their sex, race, religion, age, disability or sexual orientation.

It is a serious offence to injure, harass or verbally abuse someone because of their race or to damage their property for that reason. It is also against the law to stir up racial hatred.

It is unacceptable to discriminate against another person because of their race, ethnicity or where they came from.

You should not be treated any differently because of your race when applying for a job, looking for somewhere to live, using the National Health Service (NHS) or just buying something in a shop.

You should not experience racial harassment at work, school or in public (where other people make comments about your race or where you come from that are offensive or make you uncomfortable).

If you or someone you know is the victim of racism, report it to the authorities by:



Call **101**



Call **999** in an emergency

Report it online at:



www.report-it.org.uk



Go to the police station in person

Do not try to deal with racism or racist attackers on your own. Get the authorities involved.

If you try to resolve it on your own you could get hurt or even get into trouble with the police yourself.

Education

Education for children is free and compulsory. There are 54 schools within Moray – eight secondary schools and 46 primary schools.

Early learning and childcare

All three and four year olds and eligible two year olds in Moray are entitled to 1140 hours of funded early learning and childcare per year.

Information on eligibility, registering and choosing a provider, and how places are allocated is available on Moray Council's website:



www.moray.gov.uk/moray_standard/page_116586.html

Primary and secondary schools

All schools in Moray have a catchment area which dictates where you will receive a priority place. Your nearest school may not be your catchment school. You can view an interactive map of school catchments in Moray and find your catchment school:



www.moray.gov.uk/moray_standard/page_114991.html

Information on each of our primary schools is available online, and has links to the school handbook and contact details:



www.moray.gov.uk/moray_standard/page_40556.html

Information on each of our secondary schools is available online, and has links to the school handbook and contact details:



www.moray.gov.uk/moray_standard/page_40555.html

Additional Support Needs

Our service helps children and young people, who need extra support – both long and short term – to make the most of their school education and feel included in their learning. We have no special schools but do offer an enhanced provision in all of our secondary and eight of our primary schools. We hope that children and young people, where possible, will participate in mainstream education.

This includes:

- Autism Development Team
- Early Years Education Service (EYES)
- English as an Additional Language (EAL)
- Moray Social and Emotional Behaviour Needs team (SEBN)
- Sensory Education Service (SES) which includes hearing impairment and visual impairment and Educational Psychology.

Your first point of contact will be your child's school, who can support you in accessing additional resources for supporting your child at school.

English as an Additional Language

This dedicated service supports bilingual pupils in accessing the mainstream curriculum. You can contact the team:



01343 557921



CentralSuppServices@moray.gov.uk

School transport

More information on eligibility for school transport, and how to register for this, is available on Moray Council's website:



www.moray.gov.uk/moray_standard/page_1680.html

School meals

School meals are free for those in Primary 1 – Primary 5. Menus are available on Moray Council's website:



www.moray.gov.uk/moray_standard/page_55519.html

Secondary school menus and prices are available at:



www.moray.gov.uk/moray_standard/page_84855.html

Your notes



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