

**Welcome to Bury  
Homes for Ukraine  
Welcome Pack**



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# Welcome to Bury

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.

You can also Contact Bury Council for support :

Email [Ukraine@bury.gov.uk](mailto:Ukraine@bury.gov.uk) or call 07484568512

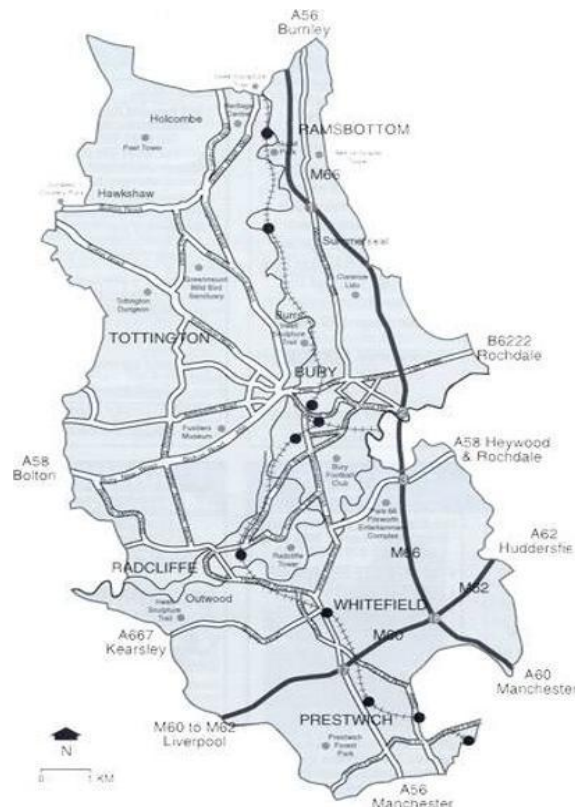
## The Borough of Bury

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.



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A map of Greater Manchester showing the location of Bury and Manchester. Bury is highlighted in green. Major roads (M60, M62, M66, M56, M58) and the M60 motorway are shown. The map also indicates the location of Bolton, Rochdale, Oldham, Salford, Altrincham, and Stockport. A dashed line connects Bury to Manchester, and a solid line connects Manchester to the 'Rail to London' station.

## Arriving in Bury – Money and Immediate Support

When you arrive in Bury once your host informs us of your arrival you will be contacted by a member of our 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.

### **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.

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 07484568512

### **Benefits :**

We can support you 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 state pension age 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.

**For more information and how to apply :** [Apply for Universal Credit and other benefits: Homes for Ukraine - GOV.UK](#)

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

**DWP (Department for Work and Pensions) support for Ukrainians arriving in the UK** is a guide that covers National Insurance (NI), Universal Credit, Benefits and Jobcentre Plus : [DWP support for Ukrainians arriving in the UK](#)



**Check benefits and financial support you can get :** [Check benefits and financial support you can get - GOV.UK](#)

**Universal Credit Helpline :** 0800 328 5644

**National Insurance number:** Your National Insurance number is unique to you. It is a combination of letter and numbers. It never changes. You need a National Insurance number to be able to work or receive benefits in the UK, however you can look for and start work without a National Insurance number if you can prove your right to work in the UK. **Homes for Ukraine :** [Get a national Insurance number: Homes for Ukraine - GOV.UK](#)

**JobCentre Plus :** Jobcentre Plus is a government-funded employment agency and social security office whose aim it is to help people of working age find employment in the UK. To find your nearest Jobcentre : [Contact Jobcentre Plus - Find your nearest office - GOV.UK](#)

**Citizens Advice** are here to help everyone who needs it with practical advice you can really trust. A national charity and network of local charities offer confidential advice online, over the phone, and in person, for free : [Citizens Advice](#)

**Citizens Advice Bury and Bolton:** <https://www.cabb.org.uk/>

**Citizens Advice Bureau help to claim line :** 0800 144 8444

**Bury Council Benefits and Support :** Tel. 0161 253 5858 [Benefits - Bury Council](#)

## **Ukrainian Nationals in the UK : Visa and Immigration Support**

**Ukrainian Nationals in the UK: visa support :** [Ukrainian nationals in the UK: visa support - GOV.UK](#)

**Ukraine Permission Extension scheme :** Guidance for Ukrainian nationals and their immediate family members who wish to remain in the UK : [Applying to the Ukraine Permission Extension scheme - GOV.UK](#)

**Contact UK Visas and Immigration for help :** [Contact UK Visas and Immigration for help - GOV.UK](#)

**eVisas: access and use your online immigration status :** [eVisas: access and use your online immigration status: What an eVisa is - GOV.UK](#)

**Homes for Ukraine Sponsor Guides** : Ukraine Permission Extension (UPE) scheme; Definitions of important terms; Become a sponsor; When your guest arrives; Ending sponsorship or rematching : [Homes for Ukraine: sponsor guides - GOV.UK](#)

**Sponsoring Your Child to join you in the UK** : [Children being sponsored by a parent or legal guardian: Homes for Ukraine - GOV.UK](#)

**Organisations that can provide free support and advice about the visa and sponsorship applications :**

**Settled** : Advice for EU and Ukrainian citizens is provided free of charge by email or phone. Multilingual information is also available in the Help section of the website. [About Us - Settled](#) [Ukraine advice service](#): contact [ukraineadvice@settled.org.uk](mailto:ukraineadvice@settled.org.uk)

**Europia** : Support and advice : [Ukraine – Europia](#)

Europia Ukrainian Community Sessions (drop-ins) : Mondays – every week from 2pm until 6pm at Manchester Central Library, St Peter's Square, Manchester M2 5PD.

**British Red Cross** [Help for Ukrainian Refugees in the UK | British Red Cross](#)

**British Red Cross** [Find Missing Family](#) **International Tracing Service Manchester** : Telephone 01618 888909 [iftnw@redcross.org.uk](mailto:iftnw@redcross.org.uk)

## Support to Find a Job

**JobCentre Plus** : Local support is available through JobCentre Plus To find your nearest Jobcentre : [Contact Jobcentre Plus - Find your nearest office - GOV.UK](#)

**Find a Job Homes for Ukraine** : Where to find work, who can help you and how to access skills based training for employment. [Find a job: Homes for Ukraine - GOV.UK](#)

**United for Ukraine** : 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/>

**Free Digital Support** : [Help Getting Online | Bury Works Digital for All - Bury Council](#)

## Cost of Living Support

**Cost of Living Support Bury Council** : Grants and support available for people struggling to pay for essential items. [Cost of Living Support - Bury Council](#)

### 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 [Bury Food Banks & Pantries | Bury Directory](#)

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](#))

**Free SIM Cards for Phones and Digital Support : Public Libraries in Bury** provide SIM cards and digital support, including free use of computers and wifi : [Libraries and Archives - Bury Council](#)

### British Red Cross

The British Red Cross are giving Ukrainian guests a choice of 2 free sim cards. Please direct your guests to the British Red Cross support number 0808 1963651 and select option 3. They must be applied for within the first 14 days after arrival and the guest themselves must apply.

The Red cross will complete a form which will be emailed to them to check, and they must return the form with photos of passport, visa, and date of entry stamp. They can request a free sim card.

## Emergencies

### 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.

**NHS medical emergencies** : 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 (A&E) hospital** is: Fairfield General Hospital, 483 Rochdale Old Rd, Bury BL9 7TD

### **If it is not an emergency**

Call **101** for 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.

**How to stay safe in the UK: Stay Safe In the UK** for practical advice, support and protection:

[Stay Safe in the UK - English](#)

Ukrainian : [Ваше безпечне перебування у великобританії - Український \(external link\)](#)

Russian : [Безопасное пребывание в великобритании - Русский \(external ink\)](#)

### **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

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 Practice: [www.nhs.uk/nhs-services/gps](http://www.nhs.uk/nhs-services/gps)

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.

Fairfield General Hospital is part of the Northern Care Alliance, and some services may be provided at other hospitals : [Home : Northern Care Alliance](#)

## **Maternity Care and Midwifery Services**

When you first learn that you're pregnant, get in touch with a midwife through your GP as soon as possible to make sure you receive maternity healthcare throughout your pregnancy. [Your antenatal care | Bury Directory](#) There are services you can attend for support. When you register with a doctor (GP), they will be able to advise you and put you in touch with a midwife. They will be able to offer you health advice and educational courses, and health checks to support your pregnancy.

## **Vaccines**

Please consult your GP Practice for advice about vaccines. [NHS vaccinations and when to have them - NHS](#)

## **Health Visitors**

Health Visitors in Bury work for the Northern Care Alliance Foundation Trust. They are qualified nurses with specialist training and experience in key areas such as child health, health promotion, and education. [Bury Health Visiting Service | Bury Directory](#)

## **School Nurses**

The Bury School Nursing Teams offer health advice and support for all children attending Bury Schools and Colleges starting from Reception class age, until their 20th Birthday. College pupils have open access to the service and can be referred at any point. Any children who are not enrolled at school at age 4 remain with the Health Visiting Service until their 5th Birthday. [School Nursing Service | Bury Directory](#)

## **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.

## **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 information in other languages - NHS](#)

## **Doctors of the World Translated Health Resources :**

[How the NHS Works English](#)

[How the NHS Works Ukrainian](#)

[How the NHS Works Russian](#)

[Translated Health Information For Patients - Doctors of the World](#)

**Help with NHS Costs** : advice about getting help with the cost of any of the following:

- NHS prescriptions
- NHS dental treatment
- Sight tests
- Glasses or contact lenses
- NHS wigs and fabric supports
- Travel to receive NHS treatment

[NHS Business Services Authority has advice on help with health costs in other 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: [Mental Health | Bury Directory](#)

## **Urgent Mental Health Support**

**[Bury Access and Crisis Team](#)** : The single point of access for all referrals into mental health services. The team aims to see you within 14 days of receiving your referrals. If your referral is urgent, please contact the team on 0161 716 1080 to discuss your situation with the duty worker, as they may be able to offer an appointment quicker than this.

## **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 (CAMHS). 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)
- Contact [NHS 111 England](https://111.nhs.uk)

### **Self Help Wellbeing Resources :**

- NHS Better Health for physical wellbeing : [Better Health - NHS](https://www.betterhealth.nhs.uk)
- NHS Every Mind Matters for mental health wellbeing : [Every Mind Matters - NHS](https://www.everymindmatters.nhs.uk)

## **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: [Report an adult safeguarding concern - Bury Council](https://www.burycouncil.gov.uk/adult-social-care)

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

## **Adult Social Care**

There is a range of services and support available to support vulnerable adults. Adult social care helps people aged 18 and over who need practical care and support because of an illness or disability. It can also help those caring for someone with social care needs : [Health and Adult Social Care - Bury Council](https://www.burycouncil.gov.uk/adult-social-care)

## **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 [Child Care and Support - Bury Council](#)

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: [Family Support in Bury | The Bury Directory](#)

## **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

or email : [Childwellbeing@bury.gov.uk](mailto:Childwellbeing@bury.gov.uk)

[Bury Multi-Agency Safeguarding Hub \(MASH\) Team | Bury Directory](#)

## **Child Social Care**

There is a range of services and support available to support vulnerable children :

[Child Care and Support - Bury Council](#)



## Schools, Education and Childcare

### 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: [School admissions - Bury Council](#)

For advice and guidance, telephone School Admissions on 0161 2535670.

### 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

### 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

All children in reception, Year 1 and Year 2 get a free meal at lunchtime, under the government's Infant Free School Meals scheme. These are provided at all Bury Council maintained schools, academies, free schools, and pupil referral units. From Year 3 onward free school meals are only available if you get certain benefits : <https://www.bury.gov.uk/freeschoolmeals>

At Bury Council we have a dedicated Community Learning Officer who is part of the School Attendance, Exclusions and Community Education Team to support international new arrivals : [International New Arrivals - Bury Council](#)

## **Childcare**

Ukrainian nationals will be able to get advice and support to find childcare from our Family Information Service. [Family Information Service \(FIS\) | Bury Directory](#)

Childcare : [The Bury Directory | Bury | Bury Directory](#)

## **Children's Centres/Early Help Locality Teams**

Early Help means identifying needs within families early and providing preventive support and intervention before they become difficult to address, support can be provided at any time in a child's or young person's life, pre-birth to adulthood. Support can be delivered from a wide range of services depending on what is needed; people already working with your family might offer additional help or support so that you can access more specialist or targeted services.

The Locality Early Help teams support all 5 neighbourhoods across the borough and are physically based in the Children Centres in Bury, Radcliffe and Whitefield. The teams support children and young people, age 0-19, and their families (25 years if SEND) and are able to offer advice and guidance to ensure that children and their families are given the best opportunities in life. To find information please visit: [Bury East Children's Centre Spoke and Early Help Locality Team | The Bury Directory](#)

[Early Help - Bury Council](#)

## **Children and young people who have Special Educational Needs or Disabilities (SEND)**

Support is available across education, health and social care to help families access information about the services that are available to them :

[Bury SEND Local Offer - Bury Council](#)

## **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: [Adult Learning - Bury Council](#)

Telephone: 0161 253 5772

Bury Adult Learning : [Course guides - Bury Council](#)

## **ESOL (English for Speakers of Other Languages) Language classes**

If English isn't your main language, you can take a course to help you improve your English : [English for speakers of other languages \(ESOL\) courses - Bury Council](#)

ESOL Bury offer Language classes at Bury Adult learning centre, through a range of venues : [Learning centres - Bury Council](#)

For more information : [ESOL in Bury | GM ESOL](#)

To find out more and to book an assessment, contact the Bury ESOL team:

Telephone: 0161 253 6803

Email: [esol@bury.gov.uk](mailto:esol@bury.gov.uk)

## **Free English classes and resources**

There are a range of English language online resources available for Ukrainians arriving in the UK.

- [Learn basic English with Future Learn \(external link\)](#)
- [Study English at home \(ESOL\)](#)
- [English language resources for younger children \(ESOL\)](#)
- [English language resources for teenagers \(ESOL\)](#)

## **eBooks and eAudio**

### **Thousands of free eBooks and audiobooks**

In order to provide Ukrainians with a range of free reading, listening, learning and entertainment opportunities, multimedia content provider Odilo launched a free app for both Android and iOS in early April. Available across Europe, the app includes 3000 e-books and audiobooks in a variety of genres, including 1,700 Ukrainian titles and 500 in English. There is material for both children and adults. Kraal: 'We hope that everyone – from social workers to host families – will draw the attention of the refugees to this app. To offer them the support, pleasure or comfort of reading, learning and listening in these difficult and uncertain times.'

Links to the app:

- Android: [Ukraine Unlimited Learning - Apps on Google Play](#)
- iOS: [Ukraine Unlimited Learning - Apps on Google Play](#)

## Local Community and Charities

### 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

### Bury Community Support

Talking or taking part in an activity that aims to help your emotional wellbeing, either on a one to one basis or in a group, could really help you, there is a broad range of community support available in Bury : [Community Support | Bury Directory](#)

### 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

Telephone : 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 : [Home - Citizens Advice Bury & Bolton](#)

The freephone Adviceline is available on 0808 278 7804 (or between 6pm and 9pm each day call 0161 850 5053).

**British Red Cross Bury Hub:** Drop in service one day a week. Friday 10am-2pm (sometimes closed in the school holidays) Bury Polish Centre, Back East Street, Bury, BL9 0RU : [British Red Cross Bury Hub](#)

**Radcliffe Refugee Drop In** : Advice and support Last Friday of the month 1pm – 3pm GTR Centre Westminster Avenue, Radcliffe, M26 3WD

**Eagles Wing** : A support group for asylum seekers and refugees at the United Reformed Church, Parsons Lane, Bury BL9 0LY, Tuesday 10-12pm, Thursday 10-12pm

**Kompasi** Directory of migrant services and support : [Kompasi](#)

**Europa** : [Ukrainian community sessions in Manchester – Europa](#)

**Association of Ukrainians in Great Britain** has a number of branches in Greater Manchester (Bury, Bolton, Manchester, Rochdale, Stockport, Ashton) : [AUGB](#)

**Sunflower Manchester** run a community hub in Prestwich, Manchester to support Ukrainians living in Greater Manchester : [Sunflower Manchester | Facebook](#)

## **National Government information**

### **Welcome Guide for Ukrainians :**

<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) [Contact: FCDO London office](#)

**Embassy of Ukraine** : [Homepage | Embassy of Ukraine to the United Kingdom of Great Britain and Northern Ireland](#)

**The Ukrainian Welcome Centre** : [Home | The Ukrainian Welcome Centre](#)

## 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 : [The British Red Cross | Worldwide Humanitarian Charity](#)

[Help for Ukrainian Refugees in the UK | British Red Cross](#)

[Contact us | British Red Cross](#) or Telephone: 0344 871 11 11

## Barnardos

During this very distressing and uncertain time, children and adults will need continued support. In response to this, following discussion with the Association of Ukrainians in Great Britain, we have set up the Ukrainian Support Helpline to provide a holistic support service. The Helpline is available to anyone fleeing the war in Ukraine : [Help for anyone fleeing the war in Ukraine | Barnardo's Helplines](#)

The Helpline is open:

- Monday – Friday 10.00am-8.00pm

- Saturday 10.00am-3.00pm

You can freephone us on: [0800 148 8586](tel:08001488586)

You can email us at: [ukrainiansupport@barnardos.org.uk](mailto:ukrainiansupport@barnardos.org.uk)

**The Salvation Army** provides support and advice to refugees and asylum seekers and specialist support to victims of modern slavery. [How we support survivors | The Salvation Army](#) We provide specialist support for all survivors of modern slavery in England and Wales. Our confidential Referral Helpline **0800 808 3733** is available 24/7.



## Transport and Travel

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: [Tickets and passes | Bee Network | Powered by TfGM](#)

### 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

## Driving License

Driving licence requirements for Ukrainians living in Great Britain on a Ukraine visa scheme: If you are a Ukrainian national living in Great Britain (GB) on a Ukraine visa scheme and you hold a Ukrainian driving licence, you: can drive in GB; you do not need to exchange your Ukrainian licence for a GB licence; the length of time you can continue to drive in GB depends on when you successfully applied for entry clearance or permission to stay in the United Kingdom. For more information see : [Driving in Great Britain: Ukrainian driving licence exchange - GOV.UK](#)

If you are learning to drive for the first time apply for a Provisional license : [Apply for your first provisional driving licence - GOV.UK](#)

Information of driving licenses : [Driving licences - GOV.UK](#)

## Leisure Activities

**Visit Bury** : [Things To Do - Visit Bury](#)

**Leisure Centres, sports** : [Bury Leisure Centre - Bury Leisure](#)

**Visit Manchester** : [Visit Manchester | Official Tourist Board for Manchester](#)

## Welcome To Bury



**Bury**  
Council