



**Welcome to
Warwickshire**

Welcome to Warwickshire



Warwickshire County Council and our district and borough partner authorities extend our warmest welcome to you. We understand that Warwickshire is a long way from your home, family and friends. You have arrived with us in the most dreadful circumstances and our hearts go out to you. We will not be able to make everything perfect, but we promise you that we will do everything in our power to help you to settle here and find the support you may need.

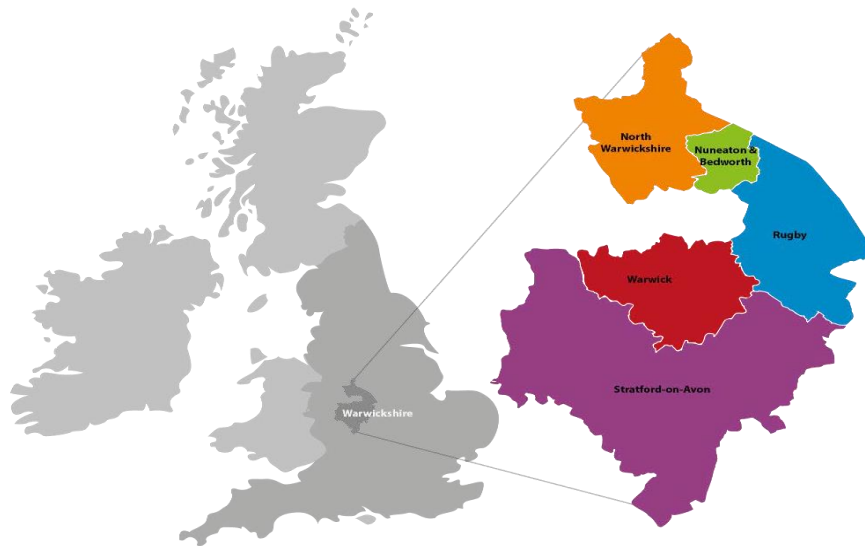
Warwickshire has a great track record of communities pulling together and stepping forward to support one another. We have no doubt that you will witness the same compassion and willingness to help.

In this pack you will find some useful information about living in Warwickshire and contact details for when you need help. Our network of services for residents are varied and many, including:

- **Social care**
- **Housing**
- **Financial support and benefits**
- **Health and well-being**
- **Education**
- **Employment**
- **Community support**

We are here to help you and very much hope that whilst you may feel you arrive as strangers, here, you are among friends.

*Cllr Izzi Seccombe OBE, **Leader of the Council***



The county is part of the West Midlands region and borders with a number of other local authority areas.

In Warwickshire, public services are split between the county council and five district or borough councils. Some community services are also provided even more locally at town or parish council level. All councils work together to support around 568,000 residents in the county.

As a Warwickshire resident you will come into contact with a variety of council services. Warwickshire County Council provides services to the whole county including: education, transport, planning, social care, libraries, waste management, trading standards and fire and rescue. More information is available at www.warwickshire.gov.uk or by phone on 0800 408 1447.

Other services such as rubbish collection, recycling, council tax collections, housing and planning applications are provided to areas of the county by five district and borough councils. Find out more from your local council's website.

North Warwickshire Borough Council – www.northwarks.gov.uk

Nuneaton and Bedworth Borough Council – www.nuneatonandbedworth.gov.uk

Rugby Borough Council – www.rugby.gov.uk

Stratford District Council – www.stratford.gov.uk

Warwick District Council – www.warwickdc.gov.uk

Below the district and borough councils are the parish, community and town councils. These councils are responsible for services such as: allotments, public clocks, bus shelters, community centres, play areas, play equipment, consultations on neighbourhood planning, and grants to help local services.

Useful information

Transport	<p>The transport links in Warwickshire offer a number of ways to get around by public transport.</p> <p><u>Bus</u> Local bus services in Warwickshire provide services to local areas and across the county, with a number of routes covering towns and villages in the county, including Warwick, Leamington Spa, Rugby, Nuneaton, Stratford-upon-Avon, Polesworth, Kenilworth, Coleshill and Bedworth.</p> <p>To find a bus timetable, plan your journey, view bus route maps and find out about concessionary travel visit www.warwickshire.gov.uk/buses</p> <p>Anyone older than 66 or with a qualifying disability can get a pass for free bus travel in the county. The pass can be used from 9am on weekdays and all day at weekends and on bank holidays.</p> <p>Apply online at www.warwickshire.gov.uk/concessionarytravel or call 01926 359180. Applicants will need evidence of a Warwickshire address and date of birth.</p> <p><u>Coach</u> For information about coach routes across the country go to www.nationalrail.co.uk</p> <p><u>Rail</u> Trains in Warwickshire serve a number of routes across the county and nationally. There are several rail routes offering local and regional services.</p> <p>For more information see National Rail www.nationalrail.co.uk</p> <p><u>Air</u> The nearest airports to Warwickshire are Birmingham International Airport and East Midlands Airport.</p>
Places of worship	<p>There are several places of worship in Warwickshire. Below you will find a list of places of worship in different areas around the county:</p> <p>https://searchout.warwickshire.gov.uk/topic/27/faith-groups</p>

Health and wellbeing	<p>All Ukrainians arriving in England will be able to access NHS healthcare including GP and nurse consultations, hospital services, and urgent care centres.</p> <p>Warwickshire Public Health provides a range of services to improve the physical and mental health of residents www.warwickshire.gov.uk/health</p> <p>National health services are provided by the NHS and lots of information is available at www.nhs.uk</p> <p>There are a number of hospitals in the county.</p> <p>South Warwickshire www.swft.nhs.uk/our-hospitals</p> <p>North Warwickshire - www.geh.nhs.uk/</p> <p>Rugby and Coventry - www.uhcw.nhs.uk/contact-us</p>
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	<p>Warwickshire has a wide network of GPs which provide primary health care, details of local clinics can be found at: www.coventrywarwickshireccg.nhs.uk/health-services/your-local-services/find-your-local-services/</p> <p>Services for mental health and wellbeing can be found at www.warwickshire.gov.uk/mentalhealth</p> <p>To book a COVID-19 vaccination go to www.nhs.uk/covidvaccination</p>
Social Care	<p>Warwickshire County Council is responsible for social care for adults, children and families in the county. Services include safeguarding, home care and disability or family support. Details can be found at www.warwickshire.gov.uk/adultsocialcare or www.warwickshire.gov.uk/childrenandfamilies</p>
Libraries	<p>Warwickshire’s Library and Information Service provides lending and reference facilities, access to computers, e-books and much more www.warwickshire.gov.uk/libraries</p>
Education and childcare	<p>Anyone with children may want to know more about accessing education and childcare.</p> <p>To find a school place get in touch with School Admissions www.warwickshire.gov.uk/admissions</p> <p>Childcare and family support is available from the Family Information Service. Family Information Service provides information, advice and one-to-one support for families with children and young people aged 0 to 25 across Warwickshire.</p> <p>www.warwickshire.gov.uk/childrenandfamilies</p>
Employment	<p>For support or advice to find work in Warwickshire the websites below offer help.</p> <p>Warwickshire County Council careers and jobs: www.warwickshire.gov.uk/careers-support-adults-aged-19/careers-jobs</p> <p>Jobcentre Guide: www.jobcentreguide.co.uk/</p> <p>Find your nearest Job Centre: https://find-your-nearest-jobcentre.dwp.gov.uk/search.php</p>

Financial Support	<p>People fleeing Ukraine and arriving in Warwickshire can claim benefits immediately.</p> <p>Emergency regulations have been laid so those arriving in the UK from Ukraine as a result of the Russian invasion can access Universal Credit and other benefits where eligible, and jobs support immediately.</p> <p>Translation services are available to help new arrivals with phone applications, and UK government Work Coaches and the Department for Work and Pensions staff are on hand to support people making claims online.</p>
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	For Warwickshire advice to manage money, access benefits or for help with food and bills go to www.warwickshire.gov.uk/moneyanddebt
Housing and accommodation	Each district and borough council will be able to provide support with accommodation matters. Find their contact details at www.warwickshire.gov.uk/managing-money-debt/housing/1
Sport and leisure	The district and borough council leisure centres provide sports facilities across the county. Visit their websites for information about local centres and what is offered. North Warwickshire Borough Council – www.northwarks.gov.uk Nuneaton and Bedworth Borough Council – www.nuneatonandbedworth.gov.uk Rugby Borough Council – www.rugby.gov.uk Stratford District Council – www.stratford.gov.uk Warwick District Council – www.warwickdc.gov.uk
ESOL providers	ESOL courses are for learners whose first language is not English. Adult Community Learning: https://www.warwickshire.gov.uk/adultlearningandtrainingcourses Coventry Refugee and Migrant Centre: https://www.covrefugee.org/ Coventry college: https://www.coventrycollege.ac.uk/courses/ For free online English lessons visit: https://www.duolingo.com/
Staying Safe	For information about preventing crime and staying safe in Warwickshire, and for support for victims of crime go to safeinwarwickshire.com To report a crime call Warwickshire Police on 101 and in an emergency call 999
General Advice	The Association of Ukrainians in Great Britain is the largest representative body for Ukrainians and those of Ukrainian descent in the UK. It exists to develop, promote and support the interests of the Ukrainian community in the UK. www.augb.co.uk/ Barnardo's organisation has set up the Ukrainian Support Helpline to provide a holistic support service. The Helpline is available to anyone fleeing the conflict in Ukraine. Barnardo's Ukrainian Support Helpline: 0800 148 8586 www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline The Family Information Service (FIS) offer information and signposting for families living in Warwickshire. There is a huge amount of support out there and the FIS team can help you

access it. Call 01926 742274 9am to 5pm Monday to Friday or email fis@warwickshire.gov.uk

www.warwickshire.gov.uk/childrenandfamilies

Citizen's Advice offers free, confidential and impartial advice and information on a wide range of subjects.

- **South Warwickshire Citizens Advice** by phone: 0300 330 1183 or 0800 144 8848 from 9am to 5pm Monday to Friday

www.casouthwarwickshire.org.uk/about/

- **North Warwickshire Citizens Advice** by phone: Freephone Adviceline 0808 278 7827 from Monday to Friday 10 – 4pm. Local office number is 01827 712852. Contact by Email: advice@nwcab.org.uk

<https://nwcab.org.uk/>

- **Bedworth and Nuneaton Citizens Advice.** Freephone Adviceline: 0808 250 5715. Lines are open every weekday from 9am-5pm. Bedworth Drop-in times: Monday and Friday 10.00am to 2.00pm. Contact by email: info@brancab.org.uk

<https://brancab.org.uk/default.aspx>

More information from local councils.

Warwickshire County Council

Call: 0800 408 1447 **Visit:** Email: ukraine@warwickshire.gov.uk Email: ukraine@warwickshire.gov.uk

North Warwickshire Borough Council - www.northwarks.gov.uk Tel: **01827 715341**

Nuneaton and Bedworth Borough Council - www.nuneatonandbedworth.gov.uk Tel: **02476 376376**

Rugby Borough Council - www.rugby.gov.uk Tel: **01788 533533**

Stratford-on-Avon District Council - www.stratford.gov.uk Tel: **01789 267575**

Warwick District Council - www.warwickdc.gov.uk Tel: **01926 456111**



North Warwickshire
Borough Council

