

WELCOME TO FOLKESTONE AND HYTHE

This is a resource pack to help you settle in our district. It contains information about our district and where you can seek help and advice.



Welcome message from Cllr Jenny Hollingsbee, Folkestone & Hythe District Council Deputy Leader and Cabinet Member for Communities.

A warm welcome to our district. We can only begin to imagine what you have been through to get here and of course, the trauma of what you have left behind. Rest assured that for the time that you are with us, we will do our best to make your stay as comfortable as possible.

We hope the information here helps with this. If you need to know anything else, please contact ukraine@folkestone-hythe.gov.uk.

Our district

While you are here, we do hope you are able to enjoy our district – we think it is a great place to live, work and visit! Please make the most of our 26 miles of coastline, our country parks and nature reserves, or visit one of the area's towns and villages – wherever it is, you can be assured that we will be very glad to see you.

CONTACTS & INFORMATION FOR THOSE ARRIVED IN THE UK

Further Contact Details

We hope that you will be able to find the answer to your query within this document, however if you cannot then please email ukraine@folkestone-hythe.gov.uk or call 01303 853600.

Alternatively, you can contact:

Kent County Council at ukraine@kent.gov.uk

Migrant Help at UkraineResettlement@migranthelpuk.org

Welfare Support

For anyone arriving from Ukraine in need of practical item such as toiletries, clothing, etc please contact our community hubs in the first instance:

Folkestone Community Hub
The Marigold Centre
65 Shaftesbury Avenue
Folkestone CT19 4NS
Telephone: 01303 316186

Hythe Community Hub
Age UK Hythe and Lyminge
Sandford House
Stade Street
Hythe CT21 6BD
Telephone: 01303 269602

Romney Marsh Community Hub
Sunflower House
Rolfe Lane
New Romney TN28 8JR
Telephone: 01797208590

Emergency food

For anyone arriving from Ukraine in need of food can contact a foodbank. Details of local foodbanks can be found at:

<https://folkestone-hythe.gov.uk/community/district-food-network>

Additional Support

You may be eligible for additional support through Kent Support and Assistance Service, details of which can be found at:

[Home essentials in a crisis - Kent County Council](#)

Enquiries Regarding Financial Support

If someone has recently arrived and is making an enquiry as to what financial assistance is possible or how to start work, help can be accessed as detailed below.

Refugees, people with discretionary leave and humanitarian protection once granted this status by the Home Office, are eligible to apply for standard benefits and should be directed to:

Jobcentre Plus for queries related to welfare benefits including people who are now out of work please refer them to GOV.UK In exceptional circumstances (i.e. no access to the internet) provide the local phone number 0800 169 0190.

Further advice on accessing child benefits can be found at:

<https://www.rightsnet.org.uk/welfare-rights/news/item/amendment-of-child-benefit-residence-conditions-and-tax-credit-income-rules-to-support-people-arriving-in-the-uk-from-ukraine-and-their-sponsors>

Social Enterprise Kent can also provide support and advice. Contact 0300 302 178.

Folkestone Citizens Advice Bureau can also provide support in relation to financial matters.

<https://www.citizensadvice.org.uk/>

Call 01303 241435 for local advice (includes call back service)

Enquiries Regarding Accessing Health Services

In the UK it is free for people to see a doctor. If you ever need hospital treatment this is also free.

Local Doctors (GPs)

As soon as possible you should register with a local doctor (also known as a General Practitioner - GP). All the family should visit your GP as soon as you can so that health checks can be carried out, you can access appropriate wrap around health services and, if needed, referrals to specialists can be made.

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). Advice on your nearest practice can be found at the following link:

<https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

For medical advice, phone 111 (phone 999 in an emergency).

Accident & Emergency Hospital

William Harvey Hospital

Kennington Rd, Willesborough, Ashford TN24 0LZ

Hours: Open 24 hours

Emergency department: Open 24 hours

Phone: 01233 633331

Minor Injuries

Royal Victoria Hospital

Radnor Park Avenue

Folkestone, CT19 5BN

Hours: 8am – 8pm

Telephone: 01303 850 202

Mental Health

Services can be accessed via your GP.

Anyone who needs mental health support can access this even if they are not registered with a GP or not currently a patient with KMPT (sometimes referred to as Kent and Medway secondary care mental health services). Or call 0800 107 0160 to speak with someone from the Release the Pressure team. You can also text "Kent" to 85258 for free 24-hour mental health crisis support via text from trained volunteers.

If you need urgent mental health, support and guidance call the free 24-hour helpline - 0800 783 9111

Kent Refugee Action Network (KRAN) can also offer support: Telephone: 01227 634320

Dentistry

Please register for dental treatment by going to: <https://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/>

ACCESSING EDUCATION

Accessing education is done through Kent County Council. Any enquiries should be directed to:

<https://www.gov.uk/schools-admissions/how-to-apply>

SERVICES FOR CHILDREN

Children's Centres

<https://www.kent.gov.uk/education-and-children/childcare-and-pre-school/childrens-centres>

Folkestone Early Years Children's Centre, Dover Road, Folkestone, Kent, CT20 1QF

The Village Children's Centre, Denmark Street, Folkestone, Kent, CT19 6EQ

Caterpillars Children's Centre, Chart Road, Folkestone, Kent, CT19 4PN

Hawkinge & Rural Children's Centre, Canterbury Road, Hawkinge, Folkestone, Kent, CT18 7BS

Hythe Children's Centre, Hythe Youth Club, Cinque Ports Avenue, Hythe, Kent, CT21 6HS

Other activities for children:

Shepway Youth Hub, 5 Grace Hill, Folkestone, CT20 1HA

<https://www.facebook.com/folkestoneyouth/>

The Folkestone Youth Project, 36 Bradstone Avenue, Folkestone, Kent, CT19 5AG

Lyminge Youth Action: <https://www.facebook.com/LymingeYouthAction/>

Lydd Youth Set: 01797 321113

Shepway Brass Academy: <https://www.shepwaybrassacademy.com/>

Young Lives Foundation: <https://ylf.org.uk/>

Folkestone Rotary Youth

Folkestone Performing Arts Centre: <https://fpac.info/>

Additionally, there are local Scouts, Guides, Brownies and Cadet groups such as:

<https://www.fhdscouts.org.uk/>

<https://www.girlguidingkenteast.org.uk/folkestone/>

Sports/Leisure Facilities

The Folkestone Sports Centre, Radnor Park Avenue, Folkestone, CT19 5HX.
Telephone: 01303 850222

Three Hills Sports Park, Cheriton Road, Folkestone, CT19 5JU. Telephone: 01303 846020

Hythe Pool, 36 South Road, Hythe, CT21 6AR. Telephone: 01303 269177

Marsh Academy Leisure Centre, Station Road, New Romney, TN28 8BB.
Telephone: 01797 369200

Hawkinge Community Centre, Heron Forstal Avenue, Hawkinge, CT18 7FP.
Telephone: 01303 894857

Sellindge Sports & Social Club 69 Swan Lane Sellindge TN25 6HB (Licensed Bar serving food, Bowls, Football, Tennis, Darts, Bingo, Crafts and Social events)
Function room available Tel 01303 812437/ [Sellindge Sports & Social Club | Facebook](#) or 07876 794323

ASSISTANCE WITH HOUSING

Housing options team

<https://www.folkestone-hythe.gov.uk/contacts/housing-options-team>

- **Email:** www.folkestone-hythe.gov.uk/contacts/housing-options-team?action=send
- **Telephone:** 01303 853300

Refugees, people with discretionary leave and humanitarian protection once granted this status by the Home Office are all eligible to seek assistance under homelessness and to apply to the Housing Needs Register (HNR).

For more information on housing please visit:

<https://www.folkestone-hythe.gov.uk/Housing>

This page includes information about what to do if you are homeless.

Advice regarding rights around housing can also be found via:

Folkestone Citizens Advice Bureau - <https://www.citizensadvice.org.uk/>

Call 01303 241435 for local advice (includes call back service)

Or 03448 487978 for the Kent Adviceline (9.30am – 4pm Monday – Friday)

USEFUL CONTACTS FOR THOSE ENQUIRING ABOUT ENTRY TO UK -

Information provided by the Refugee Council

You are a Ukrainian living in the UK and would like to claim asylum

Although each person's asylum case is assessed on its merits, the UK government currently considers that the Ukraine government is capable of protecting its citizens. Therefore the grounds for claiming asylum as a Ukrainian national are currently very narrow. Read here for more information. This may change depending on how the situation unfolds over the coming days and weeks.

You need an immigration advisor to support you to produce a strong claim and to understand your options if your claim has been refused or you face removal. The organisations on this list can provide you with help to understand your options and access a legal representative.

If you are destitute you can contact Refugee Council Infoline on 0808 196 7272 to access support services in your area. The Infoline is a live national freephone line open Mondays, Tuesdays, Thursdays, and Fridays between 9.30am and 12.30pm.

You are unable to contact family in Ukraine

The British Red Cross provides an International Family Tracing service. If your relatives are not answering normal communications such as telephone, email or mobile, British Red Cross may be able to help. Visit the International Family Tracing Service webpage and search for your nearest British Red Cross tracing service. Contact them and tell them you would like to contact a family member.

<https://www.gov.uk/guidance/support-for-family-members-of-british-nationals-in-ukraine-and-ukrainian-nationals-in-ukraine-and-the-uk>

Translation Services

Clear Voice: for telephone, face-to-face or video translation contact
sales@clearvoice.org.uk