

New Arrival Welcome Pack for Ukrainians

On behalf Hart District Council, we are pleased to welcome you to our area. For support and any questions you can email us at hdchomesforukraine@hart.gov.uk

Information about Hart

Hart is in North Hampshire and is made up of smaller towns and villages.



Fleet is our major town in Hart which is approximately 30 minutes from London by car, 30 minutes from Winchester and Reading and 40 minutes from Southampton.

Fleet town offers a wide range of shops selling food, clothing, toys and other items, takeaway food shops, restaurants and cafes. Other facilities include a post office, facilities to get cash from your bank account and a library. There are also a number of large green spaces and play areas



Visit the Here for Hart Directory

www.hereforhartdirectory.org.uk



**Advice. Activities. Groups.
All in one place.**

Here for Hart Directory

The Here for Hart Directory is a website where all local community organisations are listed. If you are looking for help, support or information about groups in Hart, please visit:

www.hereforhartdirectory.org.uk

You will find information on:

- Arts, culture and heritage
- Children, young people and families
- Employment, skills and volunteering
- Mental health and wellbeing

And much more...

Healthcare Services

Public healthcare is provided in the UK by the National Health Service (NHS).

For advice on how to access the right NHS service for your condition, call 111. This is a free to call number for both landline and mobile phones and gives people better access to all non-emergency NHS services, 24 hours a day, 365 days of the year.

The call handlers will assess you and then tell you where the nearest appropriate service is for you, or in emergencies send an ambulance to you. The service is supported by an interpreter.

Further information about healthcare services can be found below by visiting [NHS website for England - NHS](#)

Finding a dentist

Dental treatment is either free on the NHS (if the surgery has NHS places available) or you can pay for private treatment. You can find your local dentist practice by searching here: [Find a dentist - NHS](#)

You should ask your dental practice if they are accepting NHS patients before attending the appointment.

Finding a doctor

In the UK you and all members of your family living here should register with a local doctor called a General Practitioner (GP) at a nearby medical office called a surgery. Your GP

practice will also have other people who are fully trained in healthcare. This includes nurses and healthcare assistants.

You must be registered before you can see a doctor. You can find your nearest surgery numbers and addresses by visiting www.nhs.uk/service-search or contact the NHS by calling 111.

To contact your local GP practice, you need to follow this short guide. The best way to contact your GP practice is by telephoning the number for your local surgery.

On the phone, the receptionist will ask you for the following details:

- Your name
- Your date of birth
- Whether you are calling on behalf of someone else, such as your child
- The address for where you are staying
- Your mobile telephone number
- Information on the health problem you have and how long it has been going on for

The receptionist will write down all of these details and share with a GP and will end the telephone call. The GP will then decide on what is best to do next. The GP practice will get back in touch with you to let you know what you need to do. The GP might advise you to: Discuss your condition in more detail on the telephone. Language translation will be made available.

- Telephone 111 for advice. For example, this will be the best way to get advice on dental issues.
- Telephone 999 for an ambulance to take you to hospital
- Ask you to visit the GP surgery in person.
- Attend a routine appointment at a later date.

Registration with a surgery and NHS treatment is free of charge but you may have to pay for medical prescriptions. You will need evidence of your address to be able to register.

Pharmacies

Pharmacists can offer advice and certain medications for a range of minor illnesses such as coughs, colds, sore throats, tummy issues and aches and pains. If your symptoms suggest something more serious, the pharmacist will recommend you get the right help such as visiting a GP, nurse or other healthcare professional.

Many pharmacies are open late and at weekends and you do not need an appointment. To find a pharmacy near you, please visit www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Hospitals

Only call **999** or visit the local hospital's Accident and Emergency department in severe, life-threatening emergencies

When it's not a life-threatening emergency, but you need medical help and don't know what to do go to NHS 111 Online [Get help for your symptoms - NHS 111](http://www.nhs.uk/111) or call 111

The 2 nearest Accident and Emergency services are:

1. Frimley Park Hospital, Portsmouth Road, Frimley, Camberley GU16 7UJ

Phone number 0300 614 5000

Website www.fhft.nhs.uk

2. Basingstoke Hospital, Aldermaston Road, Basingstoke, RG24 9NA

Phone number 01256 473202

Website [Basingstoke and North Hampshire Hospital :: Hampshire Hospitals](#)

Mental health support

It is very important to look after your mental health. Staying on top of our mental wellbeing helps us deal with difficult times in the future and it can also reduce our risk of physical health problems.

You can talk to your GP about any mental health concerns. Andover Mind run support groups in our area

Andover Mind website: [Homepage | Mental health charity | Support & information](#)

Hart and Rushmoor – Farnborough (Mon, Thurs & Fri)

86 Cove Rd, Farnborough GU14 0EU

Telephone: 01252 317481

Email: wellbeinghartandrushmoor@andovermind.org.uk

Basingstoke

3 Vyne Road, Basingstoke, RG21 5NL

Telephone: [01256 476 572](tel:01256476572)

Email: wellbeingbasingstoke@andovermind.org.uk

Midwives, health visitors and school nurses

If you are pregnant you will need to visit your GP to inform them, and they will then pass your care to a specialist in pregnancy and birth. This is likely to be a midwife, but in some cases, you may also need to see a consultant.

If you are due to have a baby soon, and once your baby arrives all families will have appointments with the health visitor. The health visitor is a specialist in care for children under five years old and their families. They will be able to answer some of your health and wellbeing questions and signpost you to other services for support.

If you have a child over five years old, the school nurse is available to offer support and guidance to either yourself or your child on many issues relating to health and wellbeing.

Education

Children aged between five and 16 years must attend school in the UK. Children must be in some form of education until they are 18. This includes apprenticeships and schemes where they work some of the week in a paid job and also attend college part-time.

Children arriving from Ukraine will be able to attend school and college while they are in staying. This will be discussed during the home visit carried out by Hampshire County Council.

If you are currently hosting, or are expecting to host, children or young people, please visit [Advice for Ukrainian families seeking school places | Education and learning | Hampshire County Council](#) for further information about the process.

To find out which are your nearest schools, pre-schools (e.g. nurseries, pre-schools, childminders) or adult and family learning courses contact Hampshire Children's Services on

0300 555 1384 or visit www.hants.gov.uk/educationandlearning for information about schools in Fleet.

More information for parents, some translated, is available on the EMTAS website. For details about early years admissions and attendance, preparing your child for school and key things to know about schools in the UK, as well as details about free Early Years education please see

www.hants.gov.uk/educationandlearning/emtas/year-r-early-years/earlyyearsguide

EMTAS has useful advice on the parents' section of the website including bringing up your child bilingually see www.hants.gov.uk/educationandlearning/emtas/supportinglanguages and English as an additional language see

www.hants.gov.uk/educationandlearning/emtas/forparents/english-additional-language For more information visit [Contact EMTAS | Education and learning | Hampshire County Council](#) or call 0370 7794 222 between 8.30am and 4.30pm.

Higher Education

Colleges and post 16 training providers are independent of Hampshire County Council and are not covered by the schools' admissions code. For young people aged between 16 and 18 looking to participate in education and training at a local college or training provider, sponsors and families should contact the college or training provider directly to discuss making an application. Hampshire County Council can provide support in this process, if required, and this can be accessed by emailing skills.participation@hants.gov.uk

For a list of colleges and training providers in Hampshire, please visit www.skillsandparticipation.co.uk/course/view.php?id=570

Adults aged 19 and over are able to access funded English language and adult learning courses offered by local colleges and Hampshire County Council. Details of courses are available via the National Careers Service at <https://nationalcareers.service.gov.uk>

Travelling in Hart

Buses and Coaches

Stagecoach operates bus routes throughout the district.

Buses operate as part of a service that drops off and picks up at various and frequent intervals. The times of buses on your nearest route are shown at the bus stop, or you can look online at www.stagecoachbus.com

- When you see the bus, remember to clearly signal to the driver that you wish to board
- Get your ticket, bus pass, or payment method ready – most bus services will accept contactless payment on board
- Wait for the bus to come to a stop and for the doors to open before trying to board
- Be respectful of other passengers and allow them to get off first
- Ask the bus driver for a single or return ticket to your destination
- If paying with cash place the money in the tray, or if paying contactless, place on the machine then take your ticket
- It is customary if the bus is full to offer your seat to the elderly, disabled and pregnant women
- The screen at the front of the bus will advise which stop is coming up next
- When you want to get off, ring the bell and stay seated until the bus has fully stopped

Coaches make infrequent stops and drive long-distances, such as between towns, cities, or even countries.

Traveling by coach in the UK, is another way to travel long-distance throughout the country. While they generally take longer than trains, due to traffic congestion and speed limits, they will get you to the centre of most towns.

There are two main services for coaches:

- National Express – serving all major destinations with frequency www.nationalexpress.com/en
- Megabus – covers a limited number of destinations at a discounted price, popular with students www.megabus.co.uk

Trains

Fleet has its own railway station which offers a fast train service into London in approximately 40 mins, via Farnborough, Woking and Clapham Junction as well as connections to many other local destinations including Hook, Winchfield and Basingstoke. This service is operated by South Western Railway www.southwesternrailway.com/

For other routes, use the National Rail website to find train times www.nationalrail.co.uk

This site will also redirect you to the correct website to purchase your chosen ticket.

Consider the time of day or day of the week when planning your trip:

- Peak travel periods of the day can be more expensive and busier. Peak travel times can vary between train operators but are generally Monday to Friday before 10:30 am and between 3:00 pm-7:00 pm.
- **Anytime Fares:** Anytime tickets are valid on any train on your selected route, these are the most expensive.
- **Off-Peak Fares:** Off-peak tickets are generally valid for any train outside the peak morning and evening rush hour periods.
- **Advance Fares:** Advanced fares are the cheapest option, but they offer no flexibility — these are only valid for the time specified on the ticket. In general, the earlier you book advanced fares the cheaper they are. In addition, less desirable tickets (i.e. mid-week and mid-day) tend to be the cheapest. You can also buy a ticket at the station counter or by a ticket machine on the platform

Plan ahead and allocate plenty of time to get to and from the train station to catch the train or for ongoing travel after arriving at your destination station.

Remember at the station you will have to find your way to the correct platform and if necessary, where to stand to wait for the train (specifically if a seat reservation has been made).

Most train tickets are digital so there is no need to print your tickets (just make sure to save your tickets to your phone/laptop or have a reliable internet connection) — the conductor will simply scan the ticket's barcode.

All non-electronic train tickets can be picked up at the train station's automated ticket machine — simply type in the 8-digit ticket reference number that is emailed to you after booking.

When you arrive at the platform you will need to put your ticket through the turnstile, it will open the gate, but don't forget to take your ticket with you.

Check which platform your train is leaving from on the notice board, this will also be announced over the tannoy.

Stand well back from the edge of the platform, behind the yellow lines. The train will be announced as it arrives, allow the people leaving the train to descend first. You can sit anywhere in the train, but only in First Class if you have purchased a first-class ticket. During

your journey, the ticket collector will come round and ask to see your ticket. They will mark it as seen.

In each carriage you will see a digital display that shows all the stations the train will stop at. The driver will also announce each station as it gets close. Once the train has stopped, press the door open button when it turns green to exit the train. Have your ticket ready as you may need to hand it to the station master or put it into a turnstile to exit the station.

Road

The district has convenient connections to main road networks, including the M3 and M4 motorways and the A30, A33 and A303 trunk roads. All are easily accessed from all areas of Fleet and surrounding towns, which have excellent parking.

Taxis

Hart has licensed taxis and private hire vehicles. All licensed taxis in Hart are purpose-built and wheelchair/pushchair accessible. Taxis can be obtained from special taxi areas or pre-booked.

Taxi ranks are located at Fleet railway station and in Branksome Road. Private hire vehicles must be booked in advance through licensed private hire operators either by telephone, email or walk-in bookings. There are several licensed operators located in the town centre please use www.harttaxis.com/

Taxi services are generally expensive and more often are used for short distances, carrying luggage, or late nights when rail and bus services are less frequent.

When using taxi services, you should check that the driver is displaying their taxi license number and the meters are using the correct rate.

Airports and Ports

London Heathrow and London Gatwick airports and Southampton and Portsmouth seaports are all within an hour drive.

Local Services

Hart District Council offers a wide range of services for residents in Fleet and its surrounding villages including Hook, Hartley Wintney, Odiham, Yateley and Blackwater. Other local councils in the area are Rushmoor Borough Council www.rushmoor.gov.uk/ and Basingstoke & Deane Borough Council www.basingstoke.gov.uk/

Hart District Council provides day to day services across the district including waste and recycling collections, keeping streets and areas clean, community safety patrols and supporting residents who are without a home.

For more information about Hart District Council, visit www.hart.gov.uk or call 01252 622122. We are located on Harlington Way, Fleet, GU51 4AE.

Hampshire County Council provides most public services across the borough, including schools, social services, libraries, and public transport.

For more information about Hampshire County Council, visit www.hants.gov.uk

Community Services

Hart Voluntary Action (HVA) is an independent charity that works with individuals, communities and voluntary groups across Fleet to shape a vibrant and sustainable community sector which champions the borough's communities.

For more information about community activities and how HVA is supporting Ukrainian families coming to the borough such as language support and donations, visit, www.hartvolaction.org.uk or call 01252 815652 or email info@hartvolaction.org.uk

Citizens Advice

Citizens Advice is a national charity and network of local charities offering confidential advice online, over the phone and in person, for free. The organisation is run by volunteers who give people the knowledge and confidence they need to find their way forward, whoever they are and whatever their problem is [Contact - Citizens Advice Hart](#)

Leisure Activities

There are a number of ways that you can keep active.

Parks and green spaces

The Hart district has a wealth of outstanding countryside and open spaces for you to enjoy. Nestled throughout are a range of villages and towns for you to visit, all showcasing some lovely independent businesses and community life.

To find your local park or green space:

- Hart District's countryside parks: www.hart.gov.uk/country-parks
- For parks in and around Fleet: www.fleet-tc.gov.uk/services/parks-facilities
- Basingstoke Canal www.basingstoke-canal.org.uk/

Leisure facilities

In addition, there is also a wide choice of indoor and outdoor sports facilities including a swimming pool and gyms. For more information please visit:

- Hart Leisure Centre - www.everyoneactive.com/centre/hart-leisure-centre/
- Frogmore Leisure Centre - www.everyoneactive.com/centre/frogmore-leisure-centre/

Libraries

Both Fleet and Yateley have libraries, which are open during the day, offering many activities for free:

- Get free access to WiFi and computers
- Free access to books, eBooks and eMagazines for adults and children
- Activities for children and families
- Online and in-person courses
- A warm space during the winter and to sit with a hot drink

To access the Hampshire County Council's library services, please visit www.hants.gov.uk/librariesandarchives/library/membership/jointhelibrary

Hart Volunteer Centre

Hart Voluntary Action (HVA) is an organisation that supports you find meaningful voluntary roles that suit your skills. Volunteering can help you gain new skills and experience, meet new people or “give back” to the community. There is an online database of vacancies you can apply for here: www.volunteernorthhants.org

Financial Support

Access to benefits

The UK has a welfare system which is designed to help those who face financial hardship, or who have specific needs.

JobCentre Plus will be able to provide further information on which benefits families may be able to access.

There are 2 JobCentre Plus offices that serve Hart:

- Farnborough: Princeton House, 1-5 Victoria Road, Farnborough, Hampshire, GU14 7NP
- Basingstoke: Crown Buildings, Winchester Road, Basingstoke RG21 8ES

Information about JobCentre Plus can be found here: www.gov.uk/contact-jobcentre-plus

Information available may include:

- Universal Credit – a payment for those of working age, to help with your living costs if you’re on a low income. You could be working (including self-employed or part time) or be out of work www.gov.uk/universal-credit/other-financial-support
- Pension Credit - extra money to help with your living costs if you are over the age of 66 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.

Working in the district

We know many families arriving in the district will want to find a job while staying here.

To work in the UK, residents must have a valid national insurance number (NINO) to start work. Most people in the UK pay national insurance. This money is paid to the government and contributes to healthcare, benefits and pensions. www.nidirect.gov.uk

If you are employed, your employer will deduct the national insurance directly from your pay. If you are self-employed, it is up to you to pay the national insurance directly to the government.

You can apply for an NINO by telephoning the NINO Allocation Service 0345 600 0643, Monday to Friday, 8am to 6pm. For more information, visit www.gov.uk/apply-national-insurance-number

Farnborough JobCentre Plus provides further support to help you apply for a job, prepare for an interview or start your own business. To find out more visit www.gov.uk/find-a-job

Hart Employment and Skills Hub

As a Council, supporting residents with employment and skills is one of our priorities. The Hub will enable residents to have the right skills, confidence and access to employment and personal development opportunities www.hart.gov.uk/employment-and-skills