

Welcome to Essex

An information pack for Homes for Ukraine sponsors in Essex.

Firstly, we want to say thank you for offering your home or property as a safe place for a Ukrainian person or family.

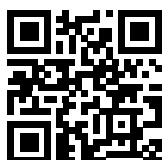
It is a reminder of the extraordinary generosity of local people. We are sure you will provide the safety and sanctuary that those arriving from Ukraine need at this time.

This pack has been created to support you in your role as a sponsor. It has a range of information for both you and the Ukrainian national you are hosting. Translated packs are available for your guests. We hope it will help you prepare for their arrival, make their transition as smooth as possible and support your whole household throughout the sponsorship.

For all of the latest information about the Homes for Ukraine scheme in Essex, visit: www.essex.gov.uk/information-for-sponsors-welcoming-a-ukrainian-person-or-family

We encourage you and your guest(s) to access any services you need.

Councillor Kevin Bentley, Leader, Essex County Council
Councillor Russell Perrin, Leader, Harlow District Council



To view this document online,
scan the QR code.

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Homes for Ukraine scheme

Here are some quick facts for sponsors about the Homes for Ukraine scheme.

If you haven't had them already, there will be checks (background and in-person) on you, your family and the accommodation that you will provide.

Current government guidance is that any benefits entitlements remain unchanged if you take in a Ukrainian person or people.

If you receive single person discount on your council tax, this remains unchanged if you take in a Ukrainian person or people.

Ukrainian nationals arriving under the scheme will be able to:

- live and work in the UK for up to three years
- access healthcare, benefits, employment support, education, and English language tuition

For more information about the scheme and related support, visit:
www.homesforukraine.campaign.gov.uk

For frequently asked questions about the scheme, visit:
www.gov.uk/guidance/homes-for-ukraine-scheme-frequently-asked-questions

The government has produced a welcome guide for Ukrainians arriving in the UK, visit:
www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk

Tell us when your guests have arrived

If you haven't already done so, when your guest(s) arrive, please email:

BusinessSupport.FamilyOps@essex.gov.uk

with the following information:

- your name
- your address
- name(s) of the guest(s)
- whether your guests include children aged 0 to 18 year old
- date of arrival
- the name of the district, city or borough council, that covers the area you live in

In the subject line put: Homes for Ukraine Arrival Notification: and add your surname.

If you do not have access to email, please phone Essex County Council on 0345 603 7627 and ask to speak to our Homes for Ukraine team.

Homes for Ukraine scheme

DBS and home checks

All sponsors and family members aged 16 years or over who live at the address will require safeguarding and home checks.

To begin completing these necessary checks, we are contacting all sponsors as quickly as possible.

The checks will include:

- safeguarding checks
- Disclosure and Barring Service (DBS) checks
- a check of the suitability of the home (carried out by your local district, borough or city council)

These checks need to be passed in order for guests to stay with you and payments to be made. There is no charge for these checks.

For more information about the checks, visit www.essex.gov.uk/information-for-sponsors-welcoming-a-ukrainian-person-or-family/dbs-and-home-checks

Payments to sponsors and guests

Payments to guests

Under the scheme, the government is offering a one-off £200 interim payment for each guest to help with living costs, until they receive their first payment of Universal Credit.

For your guests to receive their payment, you must tell us when your guests have arrived.

At the moment, local councils arrange the £200 payment to guests as soon as they are advised that they have arrived. Payment methods vary between councils.

Essex County Council will shortly be taking over responsibility for this payment in some districts. For details visit:

www.essex.gov.uk/information-for-sponsors-welcoming-a-ukrainian-person-or-family/payments-to-sponsors-and-guests

Payments to sponsors

The government is offering an optional 'thank you' payment of £350 per month to people who can accommodate one or more guests.

Essex County Council is responsible for administering these payments in Essex, excluding Southend and Thurrock Councils who are responsible for their areas.

The payment will be made once all the checks have been passed. Payment will be backdated to when the guests first arrive, paid monthly in arrears.

You can apply for the £350 thank you payment using the form at:

www.essex.gov.uk/information-for-sponsors-welcoming-a-ukrainian-person-or-family/payments-to-sponsors-and-guests

Homes for Ukraine scheme

Tell us if your guest(s) move out

If your guests move out you need to email
BusinessSupport.FamilyOps@essex.gov.uk

We will need to know:

- your name
- your address
- name(s) of guest(s)
- date the guest(s) moved out
- the name of the district, city or borough council that covers the area you live in

If your guest(s) move out for any reason we must stop payment. It is important that you tell us as soon as possible if they move out. Otherwise we will ask you to repay the money.

Finances, benefits and jobs

Universal Credit

Ukrainian nationals can access Universal Credit as soon as they arrive in the UK. Universal Credit is a monthly payment to help with living costs.

www.gov.uk/universal-credit

If you have questions about how Universal Credit works you can call:

- 0800 328 5644 to speak to Universal Credit Full Service
- 0800 144 8444 to speak to Citizens Advice Help to Claim

Other benefits

Ukrainian refugees are also eligible for:

- Housing Benefit
- Pension Credit
- Personal Independence Payment
- Child Disability Living Allowance
- Carers Allowance
- Attendance Allowance

Those who meet the criteria are eligible for the contributions-based Employment and Support Allowance and Jobseekers Allowance.

Ukrainian nationals do not need to go through certain checks, such as the Habitual Residency Test, which will speed up any claims they make.

Visit www.gov.uk to find out more and apply.

Finances, benefits and jobs

Setting up a bank account

To receive Universal Credit and other benefits, your guest will need to open a bank account. They can open a bank account by visiting any bank. They will need to have documents that show their identity, immigration status and address.

Food banks

Food banks can provide you with free food and other essential items.

Visit Trussell Trust to find a local food bank: www.trusselltrust.org/get-help/find-a-foodbank

Citizens Advice

You or your guest(s) can get advice on issues including benefits, employment, immigration, debt and legal advice from your local Citizens Advice. They also offer a Help to Claim scheme that can support people to apply for benefits.

Telephone: 03444 111 444

Visit: www.citizensadvice.org.uk

National Debtline

The National Debtline offers free, confidential and independent advice about debt and money problems.

Telephone: 0808 808 4000

Website: www.nationaldebtline.org

Find a job

For information about jobs and apprenticeships in Essex visit: www.essex.gov.uk/jobs-volunteering-apprenticeships/jobs

To find full or part-time jobs visit: www.gov.uk/find-a-job

Health services

Registering with a GP

Ukrainian arrivals can receive emergency treatment from a GP surgery for 14 days.

After that, they will need to register with a GP at: www.nhs.uk/nhs-services/gps

Getting a prescription

Ukrainian nationals will need to visit their new GP to get a prescription. They should then take their prescription to a pharmacy or chemist to receive the medication. They 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

Health advice from 111

Get free health advice from the NHS by phoning 111 or visit: www.nhs.uk/111
There is an interpreter service available.

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

If your guest is receiving Universal Credit, they should let the practice know and register as an NHS patient. Check-ups and necessary treatments will be free.

Maternity care and midwifery services

A GP can arrange appointments with maternity and midwifery services.

Covid-19 vaccine

Ukrainian nationals can get the Covid-19 vaccine and boosters for free through the NHS. They will need to be registered with a GP.

Find out how to get the Covid-19 vaccine at:

www.nhs.uk/covid-vaccine

Health services

Essex Child and Family Wellbeing Service

On behalf of Essex County Council and the NHS, HCRG Care Group and Barnardo's provide a range of child and family services throughout Essex that are free.

You can access services through a GP or make a self-referral using one of the numbers below.

We provide the following support:

- health visiting such as antenatal contact, transition to parenthood, new baby review, maternal mental health, wellbeing and development of children under 1 year and 2 to 3 year old reviews and support to be ready for school
- parenting support including breastfeeding, weaning toilet training, school entry review and childcare confidence support
- school nursing including support for young people in schools with wellbeing and health concerns.
- family health including substance misuse, contraception advice, nutrition support, mental health (maternal & infant) and smoking cessation
- for ages 5 to 19 including dental care, review of immunisation status, support with any physical, emotional or developmental problems, provide children, parents and school staff with information on specific health issues and measuring height and weight
- for young people with special educational needs and disabilities up to the age of 25

Basildon, Brentwood, Rayleigh, Canvey and Rochford, telephone: 0300 247 0013

Chelmsford, Maldon and Braintree, telephone: 0300 247 0014

Colchester and Tendring, telephone: 0300 247 0015

Harlow, Uttlesford and Epping, telephone: 0300 247 0122 and select option 1

Website: www.essexfamilywellbeing.co.uk

Health information in other languages

The NHS has collated a range of health information that is available in different languages, including Ukrainian and Russian. The topics include babies, cancer, heart health and mental health.

www.nhs.uk/about-us/health-information-in-other-languages

Doctors of the World has health information in Ukrainian, including a guide on how the NHS works.

www.doctorsoftheworld.org.uk/translated-health-information

Psychology Tools has provided free resources about trauma and stress in Ukrainian, Polish and Russian. They might help people who have experienced the war in Ukraine.

www.psychologytools.com

Applying for a school place and childcare

Ukrainian nationals can apply for a school place for a child as soon as they arrive. Starting school can help children settle in and make friends.

A parent can apply for a school place for their child. Alternatively, you can complete the application on the parent's behalf.

You can apply for the child to start in the new school year in September or in the middle of the school year.

The application will be considered under Essex'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 Essex schools at:
www.essex.gov.uk/admissions

For advice and guidance, telephone School Admissions on 0345 603 2200.

Free home to school transport

Some children are eligible for home to school transport. For criteria and to apply for free school transport, visit:

www.essex.gov.uk/school-transport

Free school meals

Children in reception, Year 1 and Year 2 automatically get free school meals.

Children in Year 3 or above may be eligible for free school meals. This includes if their parent is receiving Universal Credit.

For more information and to apply for free school meals, visit:

www.essex.gov.uk/free-school-meals

Childcare

Ukrainian nationals will be able to get advice and support to find childcare from our Family Information Service.

Email: fis@essex.gov.uk

Website: www.essex.gov.uk/fis

Mental health and emotional wellbeing

There is help available if you think your guest(s) need support.

It is important to speak to someone as soon as possible so they can get the support they need.

Support for children and young people

Children and young people can get advice and support from the Child and Adolescent Mental Health service.

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: 0800 953 0222 (9am to 5pm, Monday to Friday) or 0800 995 1000 (outside of these hours)

Email: SET-CAMHS.referrals@nelft.nhs.uk

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 on 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: 0333 032 2958 (9am to 5pm, Monday to Friday)

Outside of these hours, call 111 and select option 2 for mental health crisis support.

Website: www.essex.gov.uk/mental-health

Email: MH.wellbeingteam@essex.gov.uk

Mental health organisations

These local and national organisations also offer confidential advice, guidance and support to people struggling with their mental health.

Inspire

Telephone: 028 9032 8474

Email: hello@inspirewellbeing.org

Mind

Telephone: 0300 123 3393

Email: info@mind.org.uk

Website: www.mind.org.uk

NHS

Telephone: 111

Website: www.nhs.uk/mental-health

Peabody South East

Telephone: 0800 288 8883

Website: www.essexlocaloffer.org.uk/peabody-south-east-essex-outreach-support-service

Samaritans

Telephone: 116 123

Website: www.samaritans.org

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.

Contact us

If you are concerned that an adult may be at risk of harm please contact us.

During 8.45am to 5pm, Monday to Thursday and 8.45am to 4.30pm, Friday, please contact us by:

Telephone: 0345 603 7630

Textphone: 0345 758 5592

Email: socialcaredirect@essex.gov.uk

Call 0345 606 1212 outside of the above hours to speak to our Emergency Duty Service.

More information

Find out who can access Adult Social Care services: www.scie.org.uk/care-act-2014/assessment-and-eligibility

For more adult social care and health services: www.essex.gov.uk/topic/adult-social-care-and-health

Get help accessing health and social care services: www.healthwatchessex.org.uk

Support for people with special or educational needs and disability: www.essexlocaloffer.org.uk

Getting support for a vulnerable child

Fleeing the warzone 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.

Find a children or family support service

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.

Website:

www.essex.gov.uk/directory-of-services

Request support for more complex needs

If you have concerns about a child's wellbeing, you or their parent/carer can make a request for intensive support.

This might include: if a child is at risk of harm or neglect; if they have significant behavioural difficulties; or if family members are involved in crime, substance misuse or domestic violence.

Website:

www.essex.gov.uk/request-support-from-us

If you have serious concerns about a child's welfare

If you are worried that a child is being abused, neglected or has been abandoned, please call.

0345 603 7627 (9am to 5pm, Monday to Friday) to speak to our Children and Families Hub.

0345 606 1212 (all other times) to speak to our Emergency Duty Service.

More information

Find more advice for children, young people and families at: www.essex.gov.uk/topic/children-young-people-and-families

Read more about the issues affecting the safety and welfare of children at: www.escb.co.uk

Emergency services

Call 999 and ask to speak to the police

Please advise your guest(s) that in an emergency they should call 999 and speak to the police if:

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely

They should call 101 for non-emergencies.

Submit a crime report online at:

www.essex.police.uk or use the 'Live Chat' button to speak to an online operator between 7am-11pm.

Essex County Fire and Rescue Service

The Essex County Fire and Rescue Service is here to keep everyone safe. Here is some guidance that can help you and your guest stay safe.

Fire safety

Fires at home are more common than you might think. To stay safe from fire, make sure to:

- have smoke alarms on every floor of your home and test them regularly
- avoid leaving cooking unattended or using chip pans and lots of hot oil
- avoid overloading electric sockets – most can take a maximum of 13 amps
- keep matches and lighters away from children
- keep clothes away from heaters and open fires
- put out and dispose of cigarettes properly
- avoid charging mobile phones, tablets or e-cigarettes overnight, or longer than the recommended charging time
- plan an escape route in the case of a fire and make sure everyone in the property knows how they can get out

We offer free home fire safety visits to any Essex resident. If you do not have working smoke alarms, or have working smoke alarms but would like more information about how to live safely and securely at home, you can book a free visit at: www.essex-fire.gov.uk/Home_Fire_Safety or call 0300 303 0088.

Water safety

If you go swimming or are near water, remember:

- only swim at the beach and other places if lifeguards are present
- even on a warm day, the water is colder than it looks which can affect your ability to swim – enter the water slowly
- don't go too far and always swim parallel to the shore
- if you get caught in a rip current, swim parallel to the shore until you are free. Call for help.
- don't swim alone – always take someone with you

If you are in trouble in water, float on your back then call for help or swim to safety.

If someone else is in trouble in water, **call 999 immediately**. Throw them something that floats so they can hold onto it.

Road safety

To drive in England, your guest(s) need a valid driver's license and valid insurance. The vehicle should be taxed and roadworthy. Remember Ukrainian nationals will be used to driving on the right 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
- wear your seatbelt and make sure passengers do too
- call 999 if you are involved in a collision and it is an emergency
- download the What3Words app so emergency services can find you

Connecting with the local community

The Essex Wellbeing Service

The Essex Wellbeing Service (EWS) helps people connect with support services for a range of reasons and to people in their local communities.

The EWS can also help with emotional wellbeing, mental health and physical health.

Telephone: 0300 303 9988 (8am to 7pm, Monday to Friday; 10am to 2pm Saturday)

If you are calling for your guest, please ensure they are with you when you phone.

Learn English for Speakers of Other Languages

These courses can help people to settle in the UK, gain employment, progress onto other training courses or just be more confident in communicating with other people.

www.aclessex.com/esol-campaign

‘Essex is United for Ukraine’ Facebook group

‘Essex is United for Ukraine’ is a Facebook group for people who want to support sponsors, Ukrainian people and other individuals who have been impacted by the war.

Join the group to connect with local people who are United for Ukraine.

www.facebook.com/groups/eiuforukraine

Transport and travel links

Visit Essex Highways for information about public transport, cycling and walking routes in Essex.

www.essexhighways.org/getting-around

Immigration support

Migrant Help UK

Migrant Help UK provides advice and support to asylum seekers, refugees and victims of modern slavery and trafficking.

Telephone: 0808 801 0503

Email: info@migranthehelpuk.org

Website: www.migranthehelpuk.org

Modern Slavery & Exploitation Helpline

This helpline provides information and remediation support to people who have suffered labour exploitation and labour abuse.

Telephone: 08000 121700

British Red Cross

British Red Cross supports refugees, providing emergency provisions for those facing severe hardship to giving orientation support and friendly advice to the most vulnerable.

Telephone: 0808 196 3651

Email: info@britishredcross.org.uk

Website: www.redcross.org.uk

Refugee Council

Refugee Council provides support and advice to refugees and asylum seekers.

Telephone: 0207 346 6700

Website: www.refugeecouncil.org.uk

The Salvation Army

The Salvation Army provides support and advice to refugees and asylum seekers and specialist support to victims of modern slavery.

Telephone: 0800 808 3733

Website: www.salvationarmy.org.uk

Harlow

Harlow town centre is equipped with a range of shops and is well-connected to transport links including a bus station, train station and local taxi services.

Harlow Council

We can offer advice to sponsors and Ukrainian people. You can contact us by telephone on 01268 533 333.

Our office is at the Civic Centre, The Water Gardens, College Square, Harlow CM20 1WG
Visit: www.harlow.gov.uk for more information about our services.



What to do if the person or people you sponsor become unwell

They can receive emergency treatment from a GP surgery for 14 days. If the treatment will last longer than that, you can register as a temporary or permanent resident.

To register permanently with a GP use the NHS form GMS1 available at www.nhs.uk/ServiceDirectories/Documents/GMS1.pdf

Always call **999** for real medical emergencies or call NHS Direct on **111** for non-emergency medical advice and assistance (free phone) or visit www.nhs.uk

To find your local GP practice visit: www.nhs.uk/Service-Search/GP/LocationSearch/4

For more information about NHS services visit www.nhs.uk

Midwifery Services

If a person you sponsor is pregnant, you can arrange a booking appointment through your GP. If they haven't yet registered with a GP, you can contact the Community Midwives directly on 01279 827817. Your local hospital is the Princess Alexandra Hospital.

The Princess Alexandra Hospital switchboard is 01279 444455.

To contact other maternity departments and services ask for the following extension numbers: Antenatal Clinic extension **2624**, Maternity Day Unit extension **2945** and Labour Ward extension **2456** (24 hours) or extension **2144**.

Supervision and safety of children

Please ensure you supervise children and keep them safe from accident, injury and becoming lost.

This is especially important if the area is new and unfamiliar.

If the child or children are old enough, we recommend taking them on a walk around your new neighbourhood so that they can familiarise themselves with the area and any facilities that are available. Always make sure older children know their address including the door number.

If you are in high rise accommodation, always check that window restrictors are in place and that children do not have easy access to open windows. Speak to the landlord or site manager if you are worried about your child's safety.

If you are worried about the safety of a child that is not part of your family or you suspect that a child may be being abused, please contact the NSPCC or Children's Social Care – see section useful local contact numbers.

Local services

Essex Child and Family Wellbeing Service

Virgin Care work in partnership with Barnardo's to deliver a range of services from pre-birth to age 19 years (up to 25 years where there are special educational needs and/or disability).

Services include Family Hubs offering family support; universal play activities for children aged 0-5 years; 0-5yrs healthy child programme; 5-19 yrs healthy child programme and healthy schools programme.

Each district has a designated Family Hub (50 hours a week) and a number of other linked local Family Hub delivery sites (20-30 hours a week).

Call 0300 247 0122 for more information about where and when you can access services or email vcl.essexwest-hftcentraladmin.hub@nhs.net

Harlow Libraries

There are currently five libraries in Harlow. These are located in the following areas:

- Central Library, The High (Town Centre), Harlow, CM20 1HA
- Bush Fair, Tilegate Road, Harlow, CM18 6LU
- Great Parndon, Parnall Road, Staple Tye, Harlow, CM18 7PP
- Old Harlow, 30 High Street, Harlow, CM17 0DW
- The Stow (shopping centre), Harlow, CM20 3AP

Joining the library service is free and easy and can give you access to books, e-books and e-magazines; online courses and learning resources; computers and Wifi. For information and opening times, visit libraries.essex.gov.uk/library-locations-and-opening-times

Peabody South East

Delivers care and support services to a wide variety of residents including young and older people; people with learning and physical disabilities; people with experience of mental illness; people with substance misuse needs and people who have experienced homelessness.

Local drop-in and appointment only services are available. Contact us on 0800 288 8883.

Harlow School Readiness Project

A range of activities delivered in the community for pre-school children and their parent/carer.

These activities are designed to help develop children's essential skills and confidence so they are ready to learn once they start school.

Please call 01279 446365 for more information or email julie.cochrane@harlow.gov.uk

Domestic Violence Services

Changing Pathways

- Advice Line 01268 729 707

COMPASS - Essex Domestic Abuse Helpline
0330 333 7 444 (24 hours)

Safer Places - 0330 102 5811

Multi Agency Centre (MAC)

The MAC provides access to information and support from a wide range of agencies, all in one place, so you don't have to call or visit multiple organisations and repeat your concerns or queries.

You will receive a warm welcome and can access advice and support from professionals in respect of benefits, debt and finances, domestic abuse, employment, family support, housing and/or homelessness, mental health, pensions and more.

Agencies represented at the MAC include; Harlow Council, Jobcentre Plus, Mind in West Essex, Peabody South East, Safer Places, Citizens Advice Bureau, Credit Union, Integration Support Services, Streets2homes and Harlow Advice Centre.

You can visit the MAC on alternative Thursdays at Harlow Job Centre, Beaufort House, Crown Gate, Harlow CM20 1NA.

If you want to make a claim for benefit visit: www.gov.uk/browse benefits or visit the MAC.

Rainbow Services

Rainbow Services is a quality assured, award winning local charity offering a wide and varied range of services.

The service works to achieve positive change to alleviate the effects of disadvantage, deprivation and social exclusion through imaginative projects that support, enable and develop people and organisations.

Current projects include:

Infrastructure Support – supporting voluntary and community organisations within Harlow.

Community Builder and United in Kind

– reducing loneliness and social isolation and connecting communities. Contact Kelly on 07849 087787.

The Workshop – Offers placements for service users to undertake their allocated community service hours in an environment that is truly community based.

Young Person's Workshop Project

– A preventative scheme of work for young people who are presenting challenging behaviours.

Volunteering

Volunteering is a great way to meet new people, make new friends, find out more about Harlow and what it has to offer you and your family and at the same time you can learn and share new skills.

Rainbow Services can help link new residents to social and support groups run across the town by the voluntary and community sector.

If you have time to spare, or skills to share and want to make a difference, please call Wendy on 01279 210406 or email wendy@rainbowservices.org.uk

For a wider range of volunteering opportunities contact Della at the Harlow Volunteer Centre on 07910 075101, email dellanash@volunteercentreharlow.org.uk or visit: www.volunteercentreharlow.org.uk

Take a look at the Rainbow Services website for information: www.rainbowservices.org.uk

Leisure facilities

There are lots of things to do with a family in Harlow. Here are just a few suggestions to get you started.

Harlow Museum and Walled Gardens

Muskham Road, Harlow CM20 2LF

Harlow Museum is a great place to spend an enjoyable morning or afternoon. Walk around and have a picnic in the 16th Century Walled Gardens, then explore Harlow's history from roman times through to today, all on display in the museum galleries.

There is always something for everyone at Harlow Museum. For opening times and information visit:

www.harlow.gov.uk/harlowmuseum

Harlow Playhouse

Playhouse Square, Harlow, CM20 1LS

Harlow Playhouse aims to provide enjoyable cultural experiences for everyone. You can see a variety of quality music, comedy, drama, spoken word, dance and circus arts events across two theatres.

For more information about what's on visit: www.harlowplayhouse.co.uk or call the box office: 01279 431945.

Leisurezone

Second Avenue, Harlow, CM20 3DT

Leisurezone offers an all-round leisure experience with the chance to go along with family or friends and learn new skills, have fun, get fit, relax and unwind.

For more information visit:

www.harlowleisurezone.co.uk,

telephone 01279 621500

or email: info@harlowleisurezone.co.uk

Pets' Corner

Town Park, Harlow, CM20 2QG

Telephone: 01279 422790

Pets' Corner is a small, friendly farm located in Harlow Town Park. It has a large selection of traditional farm animals, such as rabbits, chickens, ducks, cows, pigs and sheep as well as more exotic animals such as Reindeer, Llamas and Alpacas.

Pets' Corner is free to enter but welcomes donations. You can feed some of the animals for 20p a bag, available from feed vending machines.



Harlow Town Park

One of the largest urban parks in the country, Harlow Town Park covers over 160 acres of beautiful green space.

It is home to Pets' Corner, 5 unique gardens, the bandstand, adventure playground and inclusive play area, outdoor gym, paddling pool, skate park, marshes and meadows and Spurriers House Café.

Both the park and Parndon Wood Nature Reserve have Green Flag Awards, which recognise and reward well managed parks and green spaces in the UK.

Parndon Wood Nature Reserve

Parndon Wood Road, Harlow, CM19 4SF

The reserve is a Special Site for Scientific Interest (SSSI). Visitors can follow the 1.5km trail, or simply explore the wood's many tracks, paths and three observation hides. Children can hire bug hunting kits, have fun in the den building area, hire binoculars and complete seasonal spotter sheets.

Paringdon Sports and Social Club
Paringdon Road, Great Parndon,
Harlow, CM19 4QT

For more information about the regular clubs and events for all ages that are held at this sports and social club please telephone 01279 418411 or visit: www.paringdonsports.com

Useful local contact numbers

Adult Social Care

0345 603 7630

www.essex.gov.uk

CALM Centre

Counselling & Life Management

01279 411330

www.calmcentre.co.uk

Children's Social Care

0345 603 7627

www.essex.gov.uk

Harlow Bus Station

01279 111999

[www.harlow.gov.uk/streets-and-travel/
travel/bus-station](http://www.harlow.gov.uk/streets-and-travel/travel/bus-station)

Harlow Citizens Advice Bureau

0344 477 0808

(or call 01279 770189 for appointment
cancellations/changes only)

www.harlowcitizensadvice.org.uk

Harlow Council

01279 446655

www.harlow.gov.uk

Harlow Foodbank

Michael Roberts Charitable Trust
The Rainbow Centre, 2 Wych Elm,

Harlow, CM20 1QP

01279 724515

Harlow Registry Office

0345 603 7632

www.essex.gov.uk

Harlowsave (Credit Union)

01279 451234

www.harlowsave.coop

Princess Alexandra NHS Hospital

01279 444455

www.pah.nhs.uk

Useful national contact numbers

Samaritans

Call free on 116 123

www.samaritans.org

National Centre for Domestic Violence

Call free on 0800 970 2070

www.ncdv.org.uk

Shelter

0808 800 4444

www.shelter.org.uk

Community Legal Service

0845 345 4 345

www.gov.uk/civil-legal-advice

NSPCC

0808 800 5000

Childline 0800 1111

www.nspcc.org.uk

National Rail Enquires

03457 48 49 50

www.nationalrail.co.uk