

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.

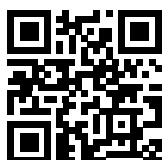
It is a reminder of the extraordinary generosity of local people. We are sure you will provide the safety and sanctuary that those arriving from Ukraine need at this time.

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 Petrina Lees, Leader, Uttlesford 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: socialcaresdirect@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

Uttlesford

Uttlesford is a thriving, predominantly rural district in north-west Essex encompassing Saffron Walden, Great Dunmow, Stansted Mountfitchet and Thaxted and about 100 villages and hamlets in between. It is home to London Stansted Airport and major road and rail networks with links to London to the south and historic city of Cambridge to the north.

With both new development and an historic and rural environment existing in harmony, Uttlesford is often cited as offering the best quality of life in the UK.

Close to both London and Cambridge, Uttlesford is well served by major road, rail and air links. The M11 runs through the district and Stansted Airport is located within its boundaries. To the south is the A120 and a number of settlements are connected served by the Cambridge to London railway line. However, due to its rural nature there are accessibility issues for some without private transport, especially in outlying villages.

Essex Child and Family Wellbeing Service

The Essex Child and Family Wellbeing Service provides activities and support for children, young people and families.

The focus is making sure all children and young people aged up to 19 in Uttlesford have the best possible start in life.

Children, young people and their families can access a broad range of support in their community, school, family home or at family hubs and delivery sites.

This can include:

- parenting support
- support with child development and school readiness
- family health
- emotional wellbeing support
- support for children with special educational needs and disabilities (SEND) up to the age of 25 years
- health and wellbeing support for school-aged children (5 to 19 years)

Spangles Family Hub

Lower Street, Stansted, CM24 8LR

Monday to Friday: 9am to 5pm

Telephone: 0300 247 0122 (press option 1)

Little Goslings Healthy Family Delivery Site

North Street, Great Dunmow, CM6 1AZ

(For opening times, call 0300 247 0122 and press option 1)

Website: www.essexfamilywellbeing.co.uk

Facebook: www.facebook.com/

[UttlesfordChildFamilyWellbeing](https://www.facebook.com/UttlesfordChildFamilyWellbeing)

Uttlesford Community Response Hub

Several organisations and hundreds of volunteers support the Hub to ensure Uttlesford residents, get the help, assistance and advice they need.

The Hub can offer direct support whenever required for people who:

- are self-isolating and need help with shopping or prescriptions
- are in immediate financial difficulty
- require befriending services
- need support with staying independent at home
- would like advice on how to stay active
- need support to overcome digital exclusion
- need signposting to a range of other supports and services
- need translation services

Telephone: 03333 408218

(9am to 4pm, Monday to Friday)

Email: communityresponse@uttlesford.gov.uk

Additional community support is also available through the Essex Wellbeing Service at:

www.essexwellbeingsservice.co.uk

or by calling 0300 303 9988.

Council for Voluntary Services Uttlesford

The CVSU 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:

Capacity Building – Supporting voluntary and community organisations within Uttlesford.

Digital Projects – Tackling digital exclusion by providing kit, training and data.

Home from Hospital Scheme – Helping people with no support at home to successfully and rapidly be discharged from hospital to their home.

Essex Men's Shed Network – A project for men to join communities in a safe and welcoming place, to share and learn new skills or just make new friends.

Telephone: 01371 878400

Website: www.cvsu.org.uk

Volunteer Uttlesford

Volunteering is a great way to meet new people, make friends and make a difference, as well as learn and share skills.

Volunteer Uttlesford can help link new residents to social and support groups.

Telephone: 01799 510525

Website: www.volunteeruttlesford.org.uk

Uttlesford Frontline

A community project that helps residents and frontline workers to quickly find details on local health and wellbeing services, and easily access services through call-back and referral options.

Support and advice for mental health, transport and getting about, addiction support and wellbeing services. You can refer yourself or speak to someone who can refer you to an appropriate service.

Website: www.frontlineuk.org.uk

Uttlesford Citizens Advice

An independent service that provides free, confidential, impartial advice to everybody regardless of race, gender, sexuality or disability.

Telephone: 01799 618840

Email: help@uttlesfordca.org.uk

Website: www.uttlesfordcab.org.uk

Peabody

A support service for people who are experiencing a range of problems that are impacting their health, financial and housing wellbeing. Local drop-in and appointment-only services are available.

Telephone: 0800 288 8883

Website: www.peabody.org.uk

Things to do

Uttlesford is packed with things to do and places to walk or cycle.

Visit the new Discover Uttlesford website for things to do with the kids, places to eat, ideas of where to explore and what events are on across the district.

Website: www.discoveruttlesford.co.uk

Visit Essex also provides information on things to do and places to visit across Essex.

Go to www.visitessex.com

1Life leisure centres

1Life leisure centres offer an all-round leisure experience. Activities include gyms, weekly classes or personal training, swimming pool and swim classes, sports courts, studios and spin bikes.

Great Dunmow Leisure Centre: 01371 878690

Lord Butler Leisure Centre

Saffron Walden: 01799 522777

Mountfitchet Romeera Leisure Centre

Stansted: 01279 648580

Website: www.1life.co.uk

Libraries

There are four libraries in Uttlesford. These are located at:

Dunmow Library

White Hart Way, CM6 1FS

Saffron Walden Library

King Street, CB10 1ES

Stansted Mountfitchet Library

The Mountfitchet Exchange,
Chapel Hill, CM24 8AQ

Thaxted Library

Town Street, CM6 2LD

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.

You can join a library online or in person at any of the above sites. Please call 0345 603 7628 for all enquiries about Uttlesford libraries, including opening times.

libraries.essex.gov.uk/library-locations-and-opening-times

Useful local contact numbers

Action for Family Carers

Telephone: 0300 770 8090

Website: www.affc.org.uk**Adult social care**

Telephone: 0345 603 7630

Website: www.essex.gov.uk**Compass**, for victims of domestic abuse

Telephone: 0330 333 7444

Website: www.essexcompass.org.uk**Mind in West Essex**, for support with mental health

Telephone: 01371 876641

Website: www.mindinwestessex.org.uk**Next Chapter**, for victims of domestic abuse

Telephone: 01206 500585

Website: www.thenextchapter.org.uk**Opendoor Counselling Service**

Telephone: 07803 178794

Website: www.open-door.info**Uttlesford District Council**

Telephone: 01799 510500

Website: www.uttlesford.gov.uk**Useful national contact numbers**

NHS 111

Telephone: 111

Website: www.111.nhs.uk**National Centre for Domestic Violence**

Telephone: 0800 970 2070

Website: www.ncdv.org.uk**National Rail Enquiries**

Telephone: 03457 48 49 50

Website: www.nationalrail.co.uk**NSPCC**

Telephone: 0808 800 5000

Childline 0800 1111

Website: www.nspcc.org.uk**Samaritans**

Call free on 116 123

Shelter

Telephone: 0808 800 4444

Website: www.shelter.org.uk**Traveline**, for bus, rail, coach and ferry travel informationWebsite: www.traveline.info