



# SJOG HOMES FOR UKRAINE



# Information session: Part 2

**Welcoming your guest and  
learning to live together**



# What we are going to cover

1. About SJOG Hospitaller Services
2. About Home for Ukraine project by SJOG and CSAN
3. Considerations about hosting and property
4. Prepare you property
5. Transport to the UK
6. Helping guests settle in and adapt in UK
7. Privacy
8. Safeguarding and abuse awareness
  - concerns about children
  - reporting
9. Culture and communication
  - Conflict situations
10. Cultural differences
11. Maintaining boundaries
12. Wellbeing support
13. Integration support
14. Support from Local Councils
15. Opening a bank account
16. Ending hosting arrangements
  - When a guest refuses to leave your accommodation

# About SJOG Hospitaller Services

- Saint John of God Hospitaller Services is a national charity helping people to lead fulfilling lives.
- We are part of an international family of 500,000 co-workers, working in 500 centres of care in 50 countries, and impacting over 7 million lives every year.
- Our main areas of work are within homelessness, modern day slavery, supporting people with autism, disability services, older communities and community support.
- If you wish to know more, please visit [sjog.uk](http://sjog.uk)



# Quick bit of history

## Our founder

SJOG is inspired by our founder's drive to 'do good'. We follow his example and continue to add new stories to his 500 year legacy.



Statue of Saint John of God in Saint John of God Museum, Pisa



Saint John of God

Born in 1495, João Cidade dedicated his adult life to the care of the poor and sick, creating hospitals that changed the medical practices of the day.

Having experienced at first hand treatment for mental illness, he fought to change the practice, so that people were treated with love and compassion.

He looked after people no one else would and people soon followed his way, the Hospitaller way.

His following grew into a religious order and a worldwide movement. SJOG is inspired by the drive of our founder, Saint John of God, to 'do good'.

We follow his example and every day we continue to add new stories to his 500 year legacy.

# Our projects



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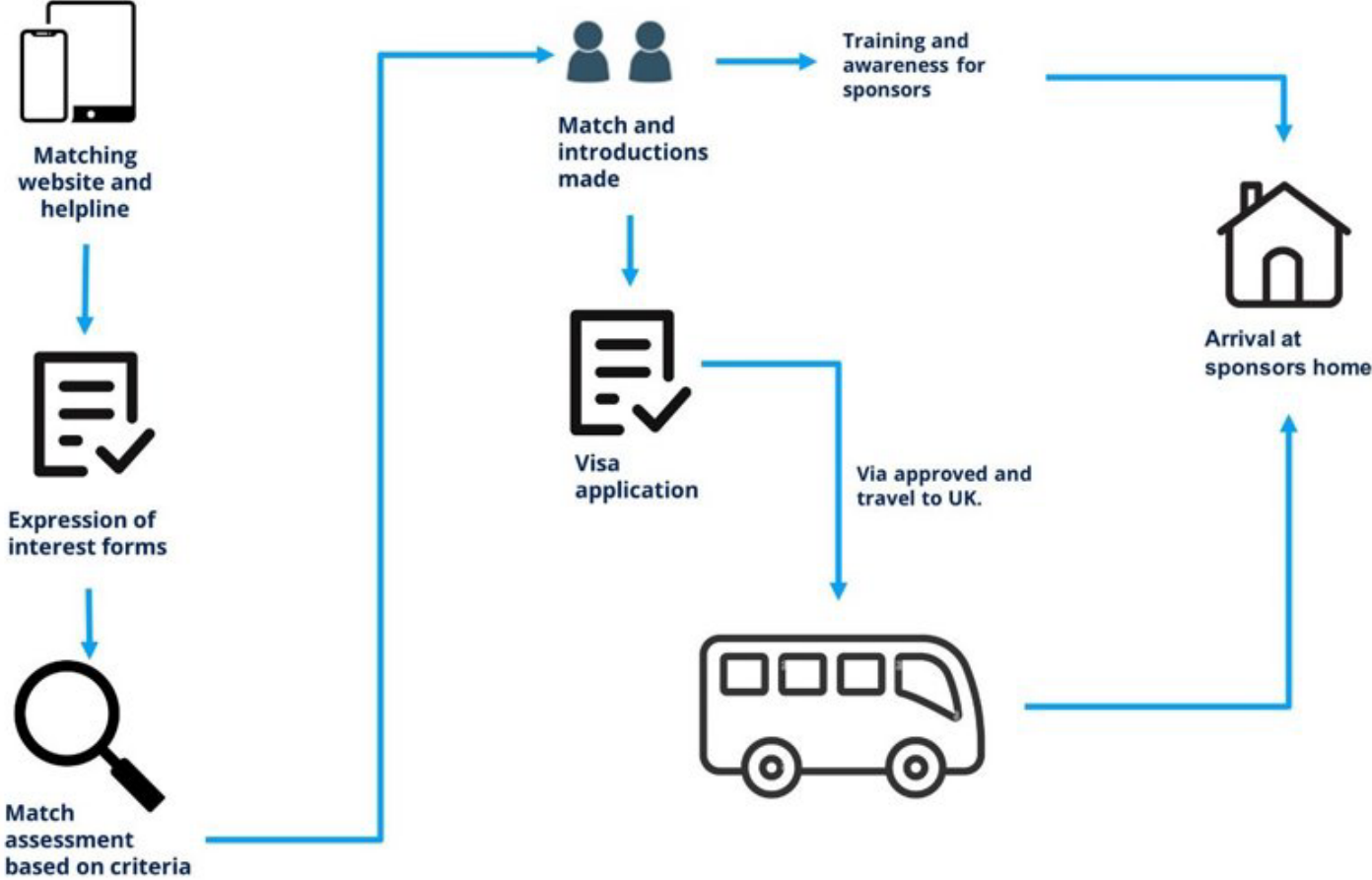


# About Homes for Ukraine project by SJOG and CSAN

- SJOG and Caritas Social Action Network (CSAN) are part of the Community Sponsorship movement in the UK offering a **matching, training** and **support** service to sponsors and guests under the Homes for Ukraine Scheme.
- Together we are working to enable the generous people willing to open their homes as hosts and match them with people displaced by the war in Ukraine. We aim to support people on their journey and provide opportunities to integrate into our community in the UK.



# Application Timeline: 6 weeks





# Considerations about hosting

**It can be a rewarding experience, but there are things to consider about living with a guest at you home.**

- Extra household costs with more people living in your home.
- Communicating with guests who don't speak your first language fluently.
- Changes in your household when sharing your home with guests.
- Differences in living habits, including household tasks and eating preferences.
- Deciding on boundaries and how you want to live together.

# Considerations about property

**Hosting or sponsoring people from another country is a big commitment.**

Ask yourself if your property has:

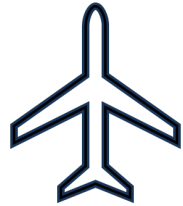
- Enough space to live comfortably.
- Easy access to affordable public transport.
- Shops and restaurants nearby.
- Employment opportunities in the area.
- Schools and education facilities nearby.
- Opportunities to socialise in the area.

# Prepare your property

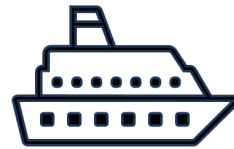
You should meet the guest first, by video call, or face to face if they're already in the UK, to **find out more about them and their needs**, and to **be clear about the terms of the accommodation arrangements**.

- Provide bed linen, towels and other items your guests may need.
- Provide spare keys to your guests.
- Space to store their own food in fridges and cupboards.
- Plenty of storage is available if needed.
- Be clear with your guest where they can and cannot smoke.
- Discuss “house rules” and leave info guide.
- Add toiletries, nappies for babies, crockery, culturally appropriate food or toys for children.
- Things for pets.

# Transport to the UK



**Flights**



**Ferries**



**Trains**



# Meet your guests and help them settle in

**Before they arrive**, talk to you guests about how they would like to spend their first few days in their new area. They might want some quiet time to rest, or they might want to see the local area or organise essentials like:

- food
- toiletries
- a bank account
- accessing a phone or the internet to contact family and friends
- accessing benefits or getting a job
- finding a local school

**As a minimum you should try and make sure your guests have somewhere comfortable and warm to sleep when they arrive.**

## The day they arrive

**If you can, you should try to meet your guests at their point of arrival. There are welcome points in airports, ports and stations across the UK.**

If your guests are meeting you somewhere else, they can travel one-way for free using the national rail network, light rail, buses and coaches anywhere in the UK (except for Northern Ireland, who have their own arrangements).

# Adapting to life in the UK

**As a sponsor, you're here to support and help your guests to adapt to life in the UK.**

Your guest might need you to help them find local and public services like GP or NHS; or explain how to access things like public transport, benefits or education. You might not have all the answers, but you should think about **who you can direct them to find the right information.**

**You can also share with them information about the area.**



Local schools



Doctors



Dentists



Shops



Churches



Community Centres



Council offices



Activities



Local parks



# Privacy

- Protect personal information.
- How your guests would like to be referred to.
- Ask permission before taking photos.
- Ask your guests not to post photos of you .
- Always knock on doors before entering.
- Respect private space of your guests.
- Be mindful of dressing for comfort at home.



# Safeguarding

- Discuss safeguarding responsibilities with your guest.
- The sponsor household and guest household will each retain responsibility for their own family members.
- Speak to your guest about how to contact the emergency services:
  - **999 for emergencies**
  - 112 another common emergency number
  - 101 for non-emergency police contact
  - 111 for non-emergency healthcare
- Call the UK **Modern Slavery & Exploitation helpline** on 08000 121 700.
- Report your concerns to your **Local Authority**.

# Abuse can come in different forms

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

# Signs of abuse

- Being aggressive or angry for no obvious reason
- Looking unkempt or neglected
- Sudden changes in weight
- Sudden changes in character, such as appearing helpless, depressed or tearful
- Physical signs, such as bruises, wounds, fractures or other untreated injuries
- Isolation
- Reluctance to seek help

# Concerns about Children

## Child development

If you are concerned about a child's overall development and wellbeing, and you think they may need some extra support, you can use the [NHS website](#) for further information and the support that is available.

## Child wellbeing

If you are worried about your child or another child for any reason, including that they may be experiencing, or at risk of experiencing, mental health struggles, physical, emotional or sexual abuse or neglect, **contact:**

- The **local council** where the child lives
- **National Society for the Prevention of Cruelty to Children** (NSPCC) on 0808 800 5000
- **Childline** on 0800 1111
- If you think that a child is at immediate risk of harm, call the Police on 999 or 112.

# Reporting



If you, or anyone you know, has any concerns about **potential abuses of the scheme**, you should **report them at the earliest opportunity to the local council, or to the police**, if you are concerned that a crime has been committed or if there is a threat of a crime being committed.



# Culture and Communication

**Communication and culture influence how we relate to others**, what we think about them and what kind of relationship we will have with them. Understanding is **much more than just the words we say** and having a common language.

The following suggestions are intended to help you communicate more effectively and help you and your guest understand each other better.

# Culture and Communication

- Leave space to **listen carefully** to what is important to your guests. **Clarify by asking questions** to refine meaning and make sure you've understood correctly (and they've understood you!).
- If your guest doesn't speak English, or has limited English, **use apps** like : **Google Translate or Say Hi.**  
**TIP: translate phrases or sentences, rather than specific words** – a word can have several meanings and by adding context, the software can find a better match for what you need.
- Be sure to **use simple, straightforward language.** Some people may understand much of what you say but may not have the vocabulary or confidence to speak. Be patient and ask questions.

# Culture and Communication

- **Rely on the help of gesticulation**, but don't try and speak more slowly, it can make you sound patronizing or insincere.  
**TIP: try to leave a half second pause at the end of each sentence.**  
That will slow you down better and will give your counterpart the opportunity to catch up mentally.
- **Avoid using acronyms** - they won't translate
- Be mindful of regionally/UK specific language
- **Be prepared to learn some Ukrainian ;)**

# Conflict situations

- Communicate openly and friendly way what you like and what you dislike.
- National Family Mediation and the Association for Family Mediators of Ukraine are providing free conflict mediation [Homes for Ukraine Mediation - National Family Mediation \(nfm.org.uk\)](https://www.nfm.org.uk)
- If you are **unable to continue your sponsorship arrangement beyond six months**, you should give your guests and the council **two months' notice**.

# Cultural differences

- Different ways of expressing politeness due to language. 'Please' and 'thank you' are used much less than in English (particularly British English). If someone asks for something without saying 'please' they are not being impolite necessarily.
- Direct communication style – irony and sarcasm are not used frequently in everyday conversation.
- As guests, Ukrainians are extremely polite and may find it difficult to say no directly to you.
- Problem solving differently looking for root causes and analyzing symptoms more readily than solving the problem.

# Cultural differences



- “Small talk” and sharing directly how they feel
- Expressing feelings and emotions openly
- Temperature inside the house
- Saving water
- Drinking tap water
- Recycling
- Medical services
- Expressing gratitude through gifts



# Maintaining boundaries

- Don't ask your guests about their trauma.
- Not wanting to provide lifts in your car is okay.
- Not wanting to share mealtimes together is okay.
- Mind power balance when hosting.
- If you cross a boundary, apologise and move forward.
- Being consistent with house rules and boundaries.

# Empowerment approach

You can **avoid influencing someone's decisions** and choices by:

- Presenting all facts as you know them to be.
- Asking open questions about the action someone wishes to take.
- Running through the consequences of a decision while remaining impartial.
- Being a sounding board for someone as they make a decision.
- Once a decision has been made, do not question the decision.
- Reflect together on how the process worked.

# Wellbeing support

- Don't re-traumatise your guests.
- Connect your guests with others.
- Encourage them be physically active.
- Encourage guests to do some volunteering.
- Advice guests to search for digital wellbeing resources.
- Help your guests to understand where they can go for more help.

# Your wellbeing

As a sponsor you might like to talk to and share things with others who are also sponsoring in your area. Your **local authority** or the **Association of Ukrainians in Great Britain (AUGB)** might be able to help you find a local peer support group.

Sponsors and guests might need some time out or space from their living arrangement. This support varies across the country, some examples are:

- Association of Ukrainians in Great Britain (AUGB) offer drop-in sessions or may be able to direct you to a local support group that does.
- Your local council may also have organised activities for children during school holidays. Check their websites for more information



# Integration support

- BRP
- GP
- Cost of Living
- Transport
- Education
- Interim Payment
- Universal Credit / Pension
- British Red Cross and SIM cards
- Bank accounts
- Employment

# Support from the Local Council

## Your local council is responsible for support like:

- Registering children with local schools
- Classes for English Speakers of Other Languages (ESOL)
- Giving advice and referring guests to mental health services and to specialist services if needed
- Advising on how to access local Jobcentre Plus services and explaining what their role is

### Council visit

Someone from the local council will visit your guests shortly after they arrive. This is to check that they arrived safely and that the accommodation they are living in is suitable.

If you have questions about local services that you want to access, you can ask the people from the council when they visit. They might not have the answer but will tell you who can help you.

# Supporting guests to open a bank account

You may need to provide information to guests to **open a UK bank account, so they can receive interim payments and Universal Credit or other state benefits.**

Guests could ask you to help them complete forms and/or go with them to the bank or building society.

To open a bank or building society account, guests will need to:

- make sure they have an **email address set up in their name and a valid phone number**, to help the bank or building society communicate with them.
- collect all identification and visa documents
- **provide some basic personal information**: name, date of birth, nationality, contact details.
- **show proof of identification** and may be asked for things like a: passport, biometric residence permit (BRP), driver's licence, recognised identity card.
- some UK banks and building societies may ask for proof of address, though this is not required by law to open a bank or building society account

If guests don't have all the identification documents, they should take all the information they have with them to the bank or building society.

Guests can apply for an account either **in person at a bank or building society branch** (they may need to make an appointment) **over the phone, online or using a bank or building society's mobile app.** If going into a branch, guests should take all relevant identification documents with them.

They may also need to download and fill in an application form from the bank or building society's website.

# Ending you hosting arrangements

## Before your guest arrives

If you want to withdraw your offer of sponsorship before your guest arrives in the UK, but after their visa is issued, you should contact the guest to tell them. You must also always tell your local council as soon as possible.

## If your living arrangements aren't working out

If your sponsorship ends because you are not getting on with your guest, or you are worried it is about to end because of this, contact your local council. They could help with:

- advice (for example how to communicate with your guest)
- emergency housing or new placement for your guest
- to rematch you with a new guest if you still want to host



## When you have sponsored for 6 months

Talk to your guest 4 months after their arrival in the UK, about the options for their next steps, including:

- continuing sponsorship
- finding your guest a new host (rematching)
- renting private accommodation
- contacting your local council for alternative accommodation

Whatever you decide to do at the 6-month point, tell your local council 2 months before.

## Continuing sponsorship

If you are able to continue sponsoring for longer than six months that is brilliant. The government encourages to continue hosting your guests until they are ready to move on, where that is possible.

If you continue to host, you are eligible to receive thank you payments up to two years of your guest's stay in the UK.





# When a guest refuses to leave your accommodation

Both host and guest should be clear on the **terms of the accommodation arrangements** at the outset of their sponsorship arrangement.

## Ending sponsorship arrangements amicably

The government and provider organisations expect that arrangements will be ended amicably and would **encourage hosts to work with their guests to resolve issues and reach a mutually agreed outcome.**

Where the sponsorship arrangement is being ended, and the guest requires further support for accommodation, the guest or host should contact their council to ask about rematching to another sponsor. **The host should make the council aware of the sponsorship coming to an end.**

# Contact us:



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# Questions & Answers

Register your interest

