

Benefits

All Ukrainians should arrive with refugee status and the right to remain for up to 3 years. This then gives them entitlement to the UK benefits system.

The most important benefit will be **Universal Credit**. This is the first and major claim your guest will need to make.

They may well need your assistance in making this claim and it may be helpful for you to accompany them to the job centre.

Here is a video that explains the process in Ukrainian - <https://www.youtube.com/watch?v=Lal8cDEmxMA>

The claim can be made online or by making a face-to-face appointment at the **local job centre plus** at either **Barnstaple** or **Bideford**.

It is worth making contact with the job centre once you know details and arrival date of your guest(s) and even booking an advance appointment. Job centre staff are generally very helpful and will assist the guest to make a claim.

To make a claim, your guest(s) will need Identity documents showing date of birth; proof of address for everyone to be included in the claim; and bank account details for the person making the claim on behalf of themselves or family.

They should be receiving a **Biometric Residence Permit (BRP)** and this will be their main identity document whilst in the UK. Do not delay making a benefits claim until their BRP arrives or bank account is opened, as claims will only be backdated to the date the claim was made and so the sooner the better. Papers that enabled entry to the UK will suffice to start the claim and the bank account details can be added later.

Mobile Enrolment Appointments for BRP's - Vulnerable Guests that are unable to attend an appointment within a Service Centre could satisfy the criteria to be allocated a mobile enrolment appointment.

The Guests vulnerability can be due to a number of reasons such as age, medical conditions, physical restrictions, in hospital or residential care. Any Guests vulnerability will always be highlighted to Sopra Steria (they help the Home Office process applications that are made from inside the UK).

Contact - <https://www.ukvcas.co.uk/appointment-info> or via phone - 0844 8920232 - Calls cost £0.04 per minute plus your provider's access charge, lines are open 09:00 to 17:30 Monday to Friday.