

Welcome Pack

Royal Borough of Greenwich

Welcome to the Royal Borough of Greenwich.

To help you settle in and make the most of what living here can offer you, please use this online welcome pack to help you access local services and contact the council. It includes information on local facilities, community support available, contacts for main council services and local travel options in Royal Greenwich.

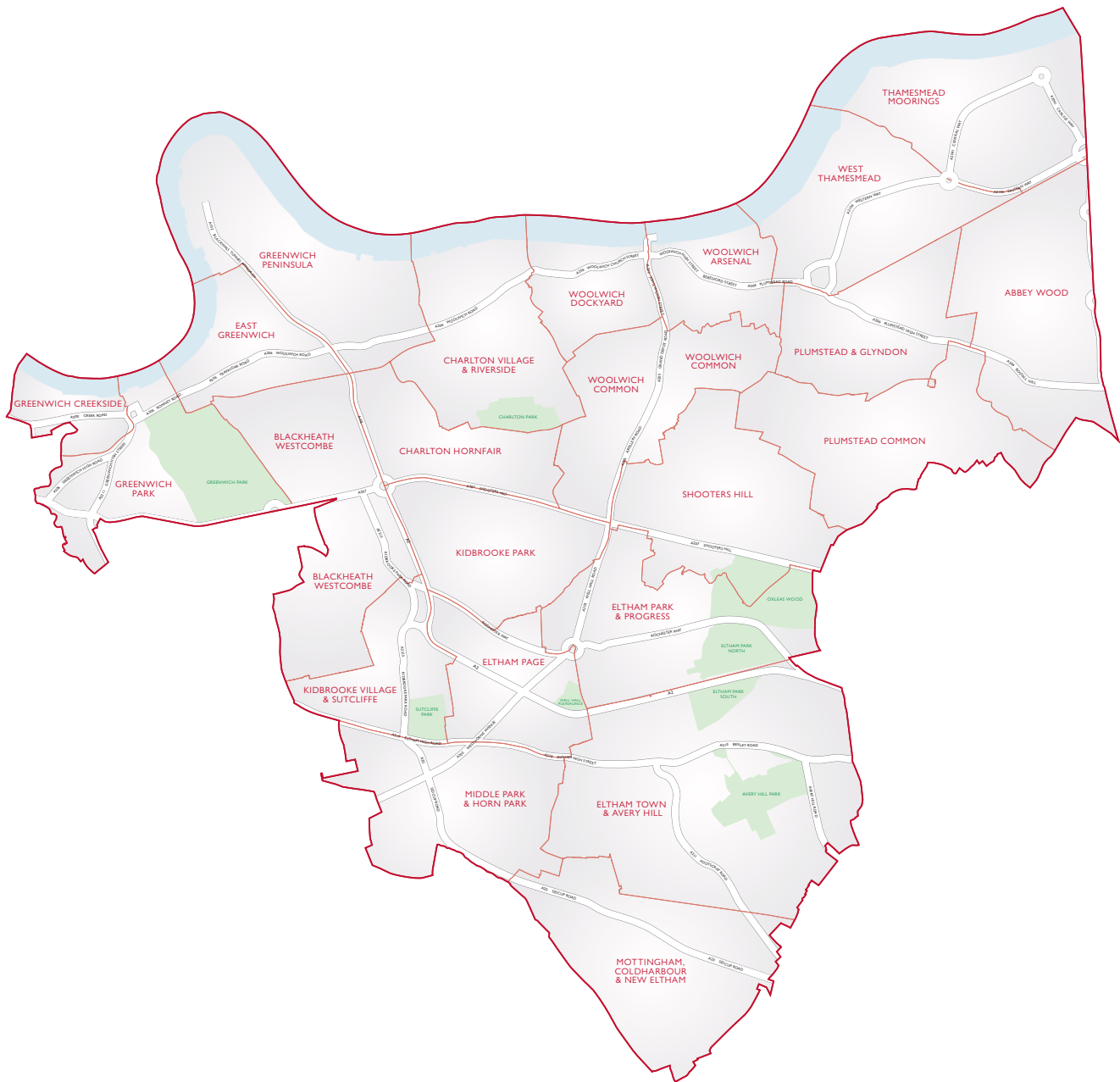
You will also find important information about how to access to Health, Education and Welfare services as well as a short guide to claiming financial support from the government – known in the UK as ‘benefits’. Information about The local Council, services, events and activities in the borough can be found on our website and by signing up to our email newsletter royalgreenwich.gov.uk/newsletter.

Local Area

Welcome to the United Kingdom. You are in the Royal Borough of Greenwich located in the south-east of the city of London. Royal Greenwich has three main town centres:

- Greenwich
- Woolwich
- Eltham

Royal Greenwich is world-famous as the location of the Greenwich Mean Time (GMT) on which all world times are based. Royal Greenwich was one of six host boroughs for the 2012 London Olympics and events were held at the



Royal Artillery Barracks (shooting), Greenwich Park (equestrianism) and The O2 – the former Millennium Dome (gymnastics and basketball). It is also the home borough of professional football club Charlton Athletic.

Demographics

Royal Greenwich is a Borough of Sanctuary and is proud to welcome refugees, migrants and asylum seekers from all over the world. We aim to make life safe and provide a community for all our residents. The borough has a rich mix of diversity and multiculturalism, with over 90 different languages spoken by local its residents.

White British nationals make up 52.3% of the Royal Greenwich population. People of various ethnicities including Nepalese and Black Caribbean make up the other 47%. 52% of the population in the borough are Christian. Muslims constitute 6.8% of the district’s population. Royal Greenwich Borough of Sanctuary | Building a culture of hospitality for people seeking sanctuary cityofsanctuary.org.

Important sights in Greenwich



The Tarn Sanctuary



O2 Arena and Shops



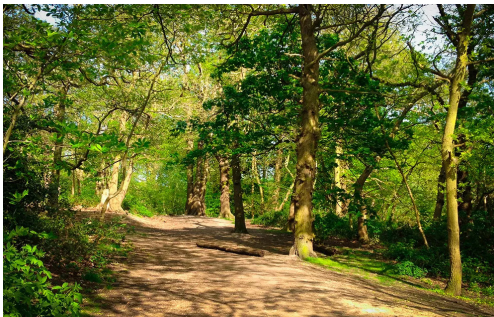
Greenwich Royal Naval College & University



Cutty Sark Ship



General Gordon Square
(Woolwich Town Centre)



Oxleas Woods

Public transport

Royal Greenwich has many different types of public transport. You can use public transport to travel to the centre of London in 25-30 minutes. You can also travel to some of the neighbouring areas of Kent, such as Dartford, Gillingham on public transport, and even visit the seaside on the Kent and Essex coasts.

- **DLR (Docklands Light Railway):** is one of the railway services available in the Woolwich Arsenal area. These lines extend to the centre of the London, City Airport, and Stratford in the east of the city.
- **Bus:** There is also a bus transportation network in the area. Buses 380 and 54 goes to the Lewisham Mall. Bus 177 goes to the Peckham area and bus number 53 goes into central London.
- **Railway:** The railway network in the Woolwich area connects Royal Greenwich to various parts of the UK.
- **Underground/Tube:** You can access the London Underground via the DLR and rail connections in Woolwich Arsenal, Greenwich, and from various points in the borough. The London Underground provides a fast way to travel to most areas in London, including central London.
- **The Woolwich Ferry:** The Woolwich ferry is a free service, operated by Transport for London, between Woolwich and North Woolwich, linking the north and south circular roads across the River Thames. The boat carries pedestrians, cyclists, cars, vans and lorries. The ferry and pier on the south side of the river is located at New Ferry Approach, Woolwich SE18 6DX. The ferry and pier on the north side of the river (Newham) side of the river is located at Pier Road, London E16 2JJ. Pedestrians can also use the Woolwich foot tunnel to get from one side of the Thames to the other.
- **River Boat Services:** The Thames clipper river boat offers iconic views of London by travelling on the River Thames. You can travel to and from Woolwich all the way to Putney, taking in the sights of Tower Bridge, London

Bridge, London Eye and the Houses of Parliament, within minutes. Oyster card or contactless debit cards can be used.

- **Thames River Sightseeing:** You can book various sightseeing cruises along the River Thames.
- **Oyster Card:** To travel on public transport, you need an Oyster card or contactless bank card, as money is not accepted. You can purchase an Oyster card from newsagents with the Oyster card symbol shown below. The Oyster card costs £5. You then add money to the card to pay for your travel. After one year, the £5 fee will be added to your pay as you go money.
- Credit / Debit card /Apple Pay: You can also use these methods as payment for your travel on public transport within London.
- You can obtain free maps at most Rail / DLR or Underground stations.



Railway



River Boat Services



Bus



The Woolwich Ferry



Oyster Card



Underground / Tube



Docklands Light Railway



Thames River Sightseeing

The Council - The Royal Borough of Greenwich

Royal Borough of Greenwich Service Centre
The Woolwich Centre
35 Wellington Street
London
SE18 6HQT

The main phone number for the local authority is **0208 854 8888**. (9am to 5pm, Monday to Friday).

There are several departments and services that the Council provides for residents within Royal Greenwich. These include:

- Early Years and Childcare
- Education
- Housing
- Social Care for children and adults
- Mobility services for disabled people with disabilities

- Environmental health
- Welfare and Benefits Service
- Library Services
- Registrar – Births, Deaths, Marriages

Education

Across the UK there are five stages of education: early years, primary, secondary, Further Education (FE) and Higher Education (HE). Education is compulsory for all children between the ages of five (four in Northern Ireland) and 16.

- Children aged two are entitled to 15 hours free nursery placement.
- Children aged three to four years are entitled to attend formal education. These educational services are available in nursery centers, schools and other centers for children.
- Full-time education is compulsory for children aged five to 16. Pupils move to secondary education at the age of eleven. At the age of 16, children are required to take the GCSE examination (Secondary Final Examinations).
- Students aged over 16 take the AS and A-level examination for university study. They can also opt to join training centers to obtain professional qualifications like plumbing, hairdressing or electrical engineering.
- The Council's School Admissions Service helps parents find places for children in primary and secondary schools within the borough.
- The UK Government's education hub is a site for parents, pupils, education professionals and the media that captures all you need to know about the education system.

Early Years and Childcare Service

Some children aged two are entitled to 15 hours a week of free early learning in a nursery school or class or with a childminder (during the school term). To see if you are eligible check the website at www.royalgreenwich.gov.uk/EarlyLearning. You can also contact the Families Information Service on 020 8921 6921 or fis@royalgreenwich.gov.uk

Children aged three to four are entitled to 15 hours a week of free early learning, with some children in households where parents are working entitled to 30 hours a week (during the school term). These educational services are available in nurseries, most schools and with childminders.

Telephone: **020 8921 3877**

Email: childcare-support@royalgreenwich.gov.uk

School Admissions Service

Telephone: **020 8921 8043**

Email: school-admissions@royalgreenwich.gov.uk

Post 16 admissions guidance

16 to 18-year-olds who live or attend school in Royal Greenwich have the right to attend a post- 16 centre in the borough provided they:

- Meet the entry requirements, which may vary by centre
- Enter a learning agreement which is acceptable to the student and their chosen centre.

Adult Learning Courses / Opportunities

There are a wide range of learning courses available for adults of all ages, including courses that are just for fun and courses that lead to a qualification.

The Families Information Service

The Families Information Service offers help and advice on a range of issues that affect you and your family. The free service is open to anyone in Royal Greenwich with children up to the age of 19 (or up to 25 for families with disabled young people). You can get information about:

- Education and early years
- School services
- Children with disabilities
- Benefits and work.

Support available

There is also support available to help you to manage your child's behaviour, help if are experiencing domestic abuse or if you or a family member need support with your health.

Contact Families Information Service
Telephone: **020 8921 6921**
Email: **fis@royalgreenwich.gov.uk**

Living with a sponsor

If you are living with a sponsor under the Homes for Ukraine scheme, there are some things you may need to think about. Your sponsors will want to support you as much as possible, but they will also have the need for privacy at times and will have other responsibilities and duties in their lives, such as work and family life.

Talking things through clearly and honestly, while being open about your boundaries, is really important. Your sponsors may ask about your experiences in Ukraine, and you may not want to talk about this. That is ok. It is important to respect each other's privacy, and not feel the need to talk about things you do not feel comfortable sharing. We all make mistakes sometimes, and if you cross a boundary just apologise and move forward.

Your sponsor should not be charging you rent under the Homes for Ukraine scheme. But they may ask for a small contribution towards bills. If you have any issues with your sponsor, please contact the Council's Housing Inclusion Team as soon as possible by calling 020 8921 2863.

ESOL – English for Speakers of Other Languages

For information on available courses in Royal Greenwich please contact:

London South-East Colleges
Rozalina Semerdjieva, Career Pathway Manager ESOL, Greenwich
Telephone: **02039544341**
Email: **rozalina.semerdjieva@lse.ac.uk**

Housing Inclusion Service

We hope that people accommodated under the Homes for Ukraine scheme are able to settle well and live happily in Royal Greenwich. However, in the event of any difficulties with a sponsorship placement or if you are worried about becoming homeless, please contact the Council's Housing Inclusion Service. If a sponsor placement cannot be sustained, the Council will try and find a new sponsor for guests from Ukraine.

Either fill out our online form (**<https://www.royalgreenwich.gov.uk/xfp/form/688>**), or call **020 8921 2863**
(Monday to Friday, 9am to 5pm)

The Woolwich Centre,
35 Wellington Street,
Woolwich SE18 6HQ

Telephone: **020 8921 2863** (Out of office hours, call **020 8854 8888**)

Adult Social Care

Adults and older people who live in the Royal Borough of Greenwich can access a range of different services and support, from short-term assistance and rehabilitation, to ongoing support if they are affected by chronic health conditions. These services are chargeable according to individuals' circumstances. To request a care assessment, you will need to contact:

Adult Social Care
Telephone: **020 8921 2304**
Email: **aops.contact.officers@royalgreenwich.gov.uk**

Children's Social Care

Children in the UK are protected from abuse and risk of harm by UK law, specifically under Sections 47 & 17 of the Children Act 1989. The Council has a key duty to keep children safe and promote children's well-being, along with education, health and other government and voluntary sector agencies. If you have serious concerns about the safety or well-being of a child, (age 0 to 18), or require assistance to keep your children safe you are required to contact:

Contact Children's Services
Referral team: **020 8921 3172**
Emergency Duty Team (out of office hours only): **020 8854 8888**
Email: **mash-referrals@royalgreenwich.gov.uk**

Greenwich Domestic Violence and Abuse Service (GDVA)

These services are open to everyone whatever your gender, religion, sexual orientation or ethnicity. The GDVA will do everything it can to help you, if you are suffering from domestic abuse.

Email: info_gdvah4w.co.uk

Telephone: **0208 317 8273** Referrals: referrals@h4w.co.uk

Mobility services

You may be eligible for one or more of the following assisted travel schemes available for disabled and elderly people:

- Freedom Pass: free travel on London transport
- Turn up and go travel assistance programme from TFL (Transport for London): disabled people no longer have to make an advance booking to get assistance at London Underground (tube) and London Overground stations
- Dial-a-ride (Transport for London): door-to-door minibus service for the cost of a regular bus fare
- Taxicard (London Councils): reduced fare taxi service for residents with serious mobility issues or severe sight impairment
- Motability scheme (Motability): cars for disabled people
- Blue Badge Scheme: free parking and congestion charge discounts
- Travel to hospital: help with fares
- Royal Borough of Greenwich transport: buses run between day centres and Royal Borough facilities

There are other travel schemes available for war pensioners, people on jobs-related benefits, people looking for work and disabled people who are in work.

Support on public transport

Transport for London offers a free travel mentoring service, which supports disabled people to travel independently on public transport. Find out more information about the mentoring service on the TfL website.

Proof of disability

To have rights under the Disability Discrimination Act 1995, a disabled person must show that they meet the definition of disability.

If you need proof of your disability to be exempt from paying VAT when purchasing equipment for health purposes, you can contact the Council's mobility team..

Contact mobility team

Second floor,
The Woolwich Centre,
35 Wellington Street,
London SE18 6HQ
Telephone: **020 8921 2387**
Email: mobility-duty@royalgreenwich.gov.uk

Environmental Health – Residential

Environmental health is a department in the Council which must monitor housing conditions in the area, including private rented properties. For assistance with issues regarding environmental health.

Fourth floor,
The Woolwich Centre,
Wellington Street,
London SE18 6HQ
Telephone: **020 8921 8157**
Email: private-housing-regulation@royalgreenwich.gov.uk

Library Services

The Woolwich Centre library has 100 computers for free public use and facilities including self-issue service for books, CDs and DVDs.

The Woolwich Centre library,
35 Wellington Street,
London SE18 6HQ
Telephone: **020 8921 5750**
Email: better.org.uk
Open: 09:00 - 5:30 pm

Registrar – Births, Deaths, Marriages

Contact Register Office

Births, Deaths and Marriages,
Woolwich Town Hall,
Wellington Street,
Woolwich SE18 6PW.

Opening times: Monday to Friday 9am to 5pm.

Telephone: **020 8921 5015**

Email: registrar@royalgreenwich.gov.uk

Welfare and Benefits

Greenwich Welfare Rights Service

If you have any questions or would prefer to talk to an adviser, please call the public advice line. Alternatively, you can send an online query. You can also get advice from an independent debt adviser through the Money Adviser Network.

Additional financial support

- Apply for housing benefits and council tax support
- Debt advice and counselling
- Universal credit

Contact Advice and Benefits

Advice and Benefits,
The Woolwich Centre,
35 Wellington Street,
London SE18 6HQ

Telephone: **0208 921 6375**

Email: benefits@royalgreenwich.gov.uk

Bank Accounts

Having a UK bank account is essential for receiving benefits. A useful guide to opening a bank account for refugees has been put together by Refugee Council which you can access at www.media.refugeecouncil.org.uk/wp-content/uploads/2020/11/05142710/BankingGuide-for-Refugees-English.pdf

Whilst you will not have refugee status in the UK; the online guidance above will still be useful. You may need to ask your sponsor for help with the following:

- Visiting branches with your guest to find out what documentation they require to open an account. Explaining the availability of online accounts and how these work.
- Talking openly about the ways to pay in the UK – use of debit cards, phones etc; it might be that the newcomers are more used to a cash-based system. Do explain how to spot cash machines that charge, and how to keep your banking details safe.

Please see the April 2022 Benefits Fact Sheet for more detailed help for Ukrainians arriving in the UK

Healthcare

The National Health Service (NHS) is the system for providing public health services in the United Kingdom. The NHS provides a range of healthcare services, the vast majority of which are free of charge to people within the UK. Citizens bear the costs of prescription drugs, dental and vision care, but there are a range of waivers for these fees in some cases.

To get health care assistance, you need to register with your local the GP (General Practitioner). There are many GP practices in the borough, and you can register yourself and your family for free. Citizens can go to any hospital.

Information about how the NHS works can be found here: swlondonccg.nhs.uk/guides/how-the-nhs-works-a-guide-for-migrants. With guides available in Ukrainian and Russian.

Is there support for my mental health?

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. Anxiety, post-traumatic stress disorder and depression are the most common problems.

In the UK it is quite common for people to seek advice about concerns with mental health. Your doctor (“GP”) is trained to give guidance and treatment on emotional and mental health as well as physical health.

For further support: Mind **0300 123 3393**
Text **86463** www.mind.org.uk
Samaritans **116 123** Email: jo@samaritans.org

Is there support for my sexual health?

You have the right to access free services that help you get information and help about your sexual health. If you would like information about sexual health, speak to your GP. Contraception can help you avoid unwanted pregnancies. In the UK, you can ask your doctor for a contraceptive method that suits you. This is between you and the doctor, no one else needs to know that you are accessing these services

The main hospital in Greenwich is the Queen Elizabeth Hospital. It has an Accident and Emergency (A & E) unit and is open 24 hours

Stadium Road,
London SE18 4QH.
Telephone Number:
You can call NHS **111** for urgent medical advice and assistance.

Switchboard
020 8836 6000

Main Reception (For General and Patient ...
020 8836 4593 / 020 8836 4688

Outpatient Appointments
020 8333 3216

PALS (For Compliments, Concerns or ...
020 8836 4592

Citizens Advice Bureau is a free organization in the UK that gives independent and impartial information and advice to help persons with financial and legal problems.

Address: Old Town Hall, Polytechnic Street, SE18 6PN
Website: www.citizensadvice.org.uk
Greenwich Advice Line: **080 8278 7965**
Lines are open Mon; -10am - 1pm Tues - 2-4.30 Wed; - 10am - 12pm - 2pm-4.30pm Thurs; 2pm - 4.30pm

The Greenwich Migrant Hub/ Lewisham Refugee and Migrant Network (LRMN)

is a drop-in service offering free advice and practical support to refugees, asylum seekers and migrants. It offers weekly specialized advice on immigration, housing advice, advocacy, accessing employment and healthcare, support for survivors of domestic violence, food parcels, a shared hot lunch, etc. The visitor center is open every Tuesday from 10:30 am to 13:30 pm.

Woolwich Community Centre,
Leslie Smith Square,
Woolwich,
London
SE18 4W,
Tel: **020 8694 0323**
Email: info@lrnmn.org.uk

LRMN:
The Sayes Court,
341 Evelyn St,
London SE8 5QX.

The Plumstead Community Law Center provides free and independent legal advice to Greenwich residents. The center specializes in employment law, immigration law and welfare benefits.

Advice Line: **0208 854 8848**
Email: info@pclc.org.uk
Plumstead Community Law Centre (pclc.org.uk)

Greenwich Inclusion Project (GriP)

GriP is an independent community organisation managed by democratically elected people. GriP seeks to challenge racism by promoting fairness, respect, inclusion and change.

Voluntary Opportunities

GriP, offers volunteers engaging training and ongoing opportunities. GriP recognises the incredible value volunteers bring. GriP aims to work together to provide a volunteer programme that is positive and valuable to everyone involved. For enquiries on voluntary opportunities at GriP please access the weblink: **Opportunities | Greenwich Inclusion Project (griproject.org.uk)**

Independent Domestic Violence Advocacy Services

HER Centre Foundation

Offers free and confidential advocacy, counselling, weekly drop in, advice and training in the following areas:

- Domestic abuse & violence
- Rape & sexual abuse
- Young women's relationship abuse
- Legal issues (signpost)
- Health and Wellbeing
- Language skills
- Immigration (signposting to specialist)
- Emergency housing (relating to domestic violence)

Phone number: **0203 260 7715 / 0203 260 7772**

Email: **info@hercentre.org**

About Us & Services – Her Centre

Live Well Greenwich

All sorts of things in life affect our health and wellbeing. Live Well Greenwich is a partnership approach, led by Royal Greenwich Public Health and Wellbeing, to support local residents to live healthier, happier lives for longer.

It does this through working together with local partners, services and communities themselves, to address a whole range of things that affect our physical and mental health. This includes improving local environments and workplaces; supporting communities to build networks and develop volunteers; and improving people's access to the right type of information, support and services to live well.

You can read more about our partnership programmes, services and public health campaigns on this website. Contact us - Live Well Greenwich

Call the Live Well Greenwich Line on **0800 4704831** for signposting and support to get help with:

- Eating well
- Moving more
- Stopping smoking
- Drinking less
- Money, debt and benefits advice
- Employment and training
- Support with housing needs
- Social and community activities
- NHS Health Checks and support for managing your long-term condition

The Live Well Greenwich line is a FREE helpline staffed by local, trained health and wellbeing advisors for signposting and support to live well.

Open: Mon-Thurs 8.30am-7.30pm, Fri 8.30am-5.30pm, Sat 9am-12 noon (a message can be left outside of these hours).

Fill out our online referral form You can also fill out our online referral form, for yourself or on behalf of someone else. One of advisors will then be in touch with you shortly.

Big Red Bus Club is in Charlton Park

Ukrainian Under Fives Playgroup, established in 2017 Friday 10-12am, run by local Ukrainian mums it's a chance to meet other families. The group also organises funday trips, community activities and regular Ukrainian / English language activities for the whole families.

English as a second language (ESOL), Under fives playgroup is called Speak Up, Monday 10-12am it is for parents

who would like to practice their English with their child or babies. With an ESOL tutor at the group, It is a great introduction to English before moving onto more formal ESOL courses around Greenwich. More information is available on our website www.thebigredbusclub.com Or you can email Janina and Olga on janinawelburn@thebigredbusclub.org.uk

Address: Big Red Bus Club, Cemetery Lane entrance of Charlton Park

Home-Start Greenwich are committed to help our community to support families!

This group could provide the space and facilities for families to:

- Get together and support each other
- Useful advice and information about activities and support available locally
- Access to free data and IT to be able to connect with families abroad
- Educational and fun activities for children and parents
- Provide parents and children with tools and tips to manage their wellbeing
- Refreshments will be provided

How we can help!

Offer a space to come and access support

Glyndon Community Centre,

75 Raglan Road,

Plumstead,

SE18 7LB

Every Monday From: 9:30am – 11:30am

Supporting with health and well-being for families and activities for children!

For further information

Nadine Jalloh,

Well-Being Manager

Nadine.jalloh@homestartgreenwich.org.uk

OR

Tetyana Konte,

Data Coordinator

Tetyana.konte@homestartgreenwich.org.uk

General Information

Emergency Contact Numbers

In cases of emergency (police, ambulance, and firefighting), you can call **999** for assistance.

Coronavirus hotline : CALL NHS 111. To protect yourself and others, do not go to a GP, pharmacy or hospital

National Victim Support: **0845 3030900**

National Domestic Violence Helpline: **0808 2000 247**

Greenwich Council Emergency Housing & Support: **020 8854 8888**

SHELTER: **0808 800 4444**

Healthwatch Greenwich: Information & advice service about health or social care in Greenwich.

healthwatchgreenwich.co.uk