

Ukraine Crisis Support Offer

From British Red Cross
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Subject British Red Cross Ukraine Crisis Support Offer

The British Red Cross is ready to help support Ukrainians arriving in London. This document outlines how we can effectively support in the short-term. Our long-term support is being finalised and will be shared shortly. We hope this document provides a useful overview of the support we can provide.

Support Line

The British Red Cross National Support Line (**0808 196 3651**) is available daily from 10am – 6pm. An interpreter can be requested when the call is connected. This free and confidential support line can:

- Provide telephone-based psychosocial support.
- Signpost to British Red Cross information webpages.
- Signpost to other organisations nationally that can offer support.
- Provide information on donations.
- Facilitate emergency cash/vouchers

Welcome/Arrival hubs

The British Red Cross can help set up and staff meet and greets at entry points in England, and welcome hubs in the devolved nations, at locations where Ukrainians might be arriving. This includes airports, train stations and seaports, and is an opportunity for statutory services and voluntary sector organisations to come together to offer multi-faceted support to those arriving. It may also be the location where those arriving from Ukraine meet their host families if they arrive under the Homes for Ukraine visa scheme. A standard meet and greet might look like the following:

- A room or secure location where arrivals can speak to relevant parties, including local council or government representatives, and other relevant parties from the voluntary and community sector.
- Information, including next steps for arrivals, support that is already in place, and signposting to other support networks.
- Provision of psychosocial support to arrivals, and practical items (e.g., phones, sim cards, power adapters etc)

If a welcome hub is being set up and you would like the British Red Cross to attend, please contact us:

ERLondon@redcross.org.uk
0300 023 0700

Psychosocial support

British Red Cross volunteers are trained in providing psychosocial support using the BRC '[CALMER](#)' framework to help people care for themselves. Volunteers are trained to talk to people in crisis to help them feel safe and better equipped to deal with a crisis. Volunteers will be able to provide psychosocial support to anybody who may need help, including Ukrainians arriving in the UK, people acting as visa sponsors, and any staff responding to the Ukraine Crisis.

Practical support

The British Red Cross will endeavour to meet the practical needs of Ukrainians arriving in the UK. Depending on the needs identified, the British Red Cross will try to meet needs either through the charity's partners and connections, Local Authorities and other VCS partners. For example:

- Drawing on our experience and working with your teams we would identify the needs of those seeking support and rapidly pool together information, immediate welfare support (cash/food/clothing vouchers), and material resources (hygiene packs, toys etc).

- We are also able to bring together other voluntary sector organisations to provide a broad range of services (e.g., children focused services, mental health support for trauma) within a welcome area, pop up hub or remotely.

Online resources

The British Red Cross has a series of webpages with useful information on issues to do with the Ukraine crisis. These include:

- [Help for Ukrainian nationals](#) – information and support for people from Ukraine, including visa information. All information is available to download in English, Russian and Ukrainian.
- [Wellbeing Resources](#)
 - Dealing with trauma as an adult
 - Dealing with trauma as a child
 - Coping with a personal crisis
 - Wellbeing Guide
 - Psychosocial support for people separated from family members in Russian and English
- [How to support people in Ukraine](#) – Answers to questions about donating to the Ukraine crisis appeal.

Additional Red Cross Services:

International Family Tracing – The International Family Tracing Service may be able to support people who are looking for missing family in Ukraine. People can email their full name and telephone number to findyour_family@redcross.org.uk and someone from the International Family Tracing service will be in contact.

Mobility Aids – Wheelchairs and other mobility aids are available free of charge from the British Red Cross to support Ukrainians in the UK. To find out more information, please call 0300 456 1914.

Cost

Cost recovery will be assessed on a case-by-case basis with a focus on staff time, cash and location facilitation costs.

Accessing British Red Cross Support

We are anticipating this conflict to last for many months. Our offer of support is designed to provide immediate support where necessary but also to be sustainable over the medium – long term, as the needs and pressures on Ukrainian arrivals change.

To access any of the support outlined above, please contact us directly using the details below.

We look forward to working with you in these challenging times.

Yours,

Callum Campbell

(He/him)
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