

Welcome

To the Royal Borough of Kingston
upon Thames



New Arrivals Welcome Pack



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES





Dear Friend,

I write to welcome you on behalf of the Royal Borough of Kingston Upon Thames.

Our beautiful borough has a very diverse community. We welcome and celebrate people from all over the world.

As a borough, we will do all that we can to provide you with support while you settle here.

A welcome pack has been put together to help you access information and support as you arrive.

We know there is a lot of information here. You can see it as a guidebook for helping you adapt to life in Kingston. Take a look at the contents page to find the sections most useful to you.

We are here to support you.

With warmest regards

Councillor Liz Green

Mayor of the Royal Borough of Kingston Upon Thames



Welcome to Kingston and the UK,

We know this will be a moment of very mixed emotions for you, but we want to let you know that Refugee Action Kingston (RAK) is here to help as part of your new journey and helping you while you are in Kingston.

We are a charity that has supported those seeking asylum for over 30 years, by providing support to help you with the things you need most.

Our services include:

- Legal advice
- Counselling
- English language
- Housing, health and education
- Access to clothing and other essential items
- Linking you to other opportunities and activities in Kingston
- Walk and Talk activities (every Monday morning 11-12). Outside Kingston Library, Fairfield Road
- Walk-in at St John's Church, Grove Lane, KT1 2SU (every Wednesday morning 10-12).

We hope to meet you in person soon, but if you need to contact us, please call 02085470115 or visit us on the Ground Floor of Siddeley House, 50 Canbury Park Road, Kingston-Upon-Thames, KT2 6LX.

We're here for you.

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Getting Healthcare

Healthcare in the UK is provided by the National Health Service, known as the NHS. **It is free for most services.** You may have to pay for some services such as prescriptions and dental care.



You can access the following services for free:

- Family Doctors, called General Practitioners (GPs)
- Hospitals
- Maternity Services

The NHS helps those who need medical treatment. They can also help with lots of other things, including:

- Contraception
- Family planning
- Healthy eating
- Mental health

What is my GP?

Your 'GP' is your main point of contact at the NHS. 'GP' stands for General Practitioner. They are also known as family doctors.

GPs are highly skilled doctors who are trained in all aspects of general medicine. They can provide you with advice about your health. They can also get you in touch with specialist doctors.

How to register with a doctor

To see a doctor you need to register with a practice. A doctor's practice is usually a clinic or medical facility.

To find your nearest practice, use this link: bit.ly/Find-GP

Once you have found your local GP's details, you need to contact them. They will help you to register.

To register you, they will ask for personal details. This includes your name, your date of birth, and your phone number. They may also ask to see proof of your identity and proof of your address. If you do not have either of these, **they cannot refuse to register you.**

If you need help registering with a GP please discuss with the Kingston Integration Welcome Team.



**I have the right to register and
receive treatment from a GP practice**

I do not need a fixed address.

I do not need identification.

Anyone in England can see a GP.



**If I have any problems I can call 0300 311 2233
If I need more information I can visit www.nhs.uk/register**

- I may need help filling in forms.
- I may need help reading and understanding.
- I would like to speak to someone confidentially.

How to book an appointment

To see a GP or nurse, you need to book an appointment. You can do this by ringing your doctor's office ('GP practice')

You can ask to see a male or female GP or nurse and your GP surgery will do their best to accommodate this. Your surgery may offer you a telephone appointment at first.

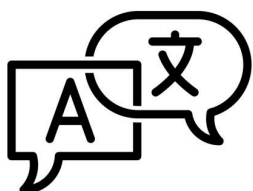
You may have to wait a few days for a non-urgent appointment, this is normal.

If you think you need to speak to the doctor urgently, tell the receptionist that you need an emergency appointment. They will try to see you that day. If the GP thinks you are too ill to come to the surgery, they may visit you at home.

GP appointments are usually 10 minutes long. You must make a separate appointment for each family member as the GP or nurse will only be able to see one patient in each appointment.

Please make sure you arrive on time for your appointment or cancel it if you are unable to attend.

How to book an interpreter for your appointment



If you need an interpreter you must tell the receptionist when you make the appointment.

Tell the staff which language you speak and they will book an interpreter for you or get an interpreter on the phone.

It is important that you and the doctor understand each other so that they can make an accurate diagnosis of your problem.

You will not be charged if you require an interpreter.

Everything discussed in the consultation is confidential including anything discussed in the presence of an interpreter.

What to do if your GP surgery is closed

If your GP surgery is closed and it is not an emergency (for example a minor illness or injury like cuts, sprains or rashes), you can visit a walk-in health centre, minor injuries unit or urgent care centre.

Visit this link to find your nearest health centre: bit.ly/Find-Walk-In

Accessing medication from the pharmacy

Your GP may want you to take medicines and will write you a prescription. Take your prescription to the pharmacy or chemist. You may need to pay for your medicine.



The pharmacist can also give free advice on treating minor health problems, such as colds and coughs.

You can buy some medicines from the pharmacy without a prescription, including some painkillers and cough medicines, however, you will have to pay for these medicines.

Support while you are pregnant

If you are pregnant, there are services you can attend for support. When you register with a doctor, they will be able to advise you and put you in touch with a midwife. They will be able to offer you courses to support you.

There are a number of services you can access in Kingston. These include:

- Babycare courses
- Local children centres
- Parent support groups
- Free baby clothes and equipment from Growbaby www.growbaby.org
- A 'Health Visiting Service' that provides advice for parents and carers of children aged 0-5 years. You can speak to the service if you are worried about your child.

Visit the Connected Kingston website to find out more about these support services.

For support when you are expecting a baby:

www.connectedkingston.uk/services/expecting-a-new-baby

For support when you have a newborn baby:

www.connectedkingston.uk/services/support-for-0-5-year-olds

Coronavirus (COVID-19) vaccination

You are eligible for a free Covid-19 vaccination through the NHS.

You do not have to pay. Visit www.nhs.uk/covid-vaccine to book an appointment.

Dental Care

You normally have to pay for dental care in the UK, but in the following cases it will be free:

- If you are under the age of 18
- If you are pregnant or have had a baby in the last 12 months (you will need a certificate to show in this case)

- Some treatments are free, such as removing stitches or repairing dentures

You need to register at a dentist surgery. Find your nearest dentist surgery: www.nhs.uk/service-search/find-a-Dentist

If you require urgent dental care either:

- Call your dentist
- Call NHS 111
- If it is an emergency go to your nearest hospital with an Accident & Emergency (A&E) department



What should you do in an emergency

You should call **999** in an emergency for these services:

- **Ambulance**
- **Fire**
- **Police**

If you or a family member has an accident or a sudden serious illness you should go to your nearest hospital with an A&E department which is free for everyone.

Your **local Accident & Emergency hospital** is:

Kingston Hospital

Galsworthy Road, KT2 7QB

Website: www.kingstonhospital.nhs.uk

Email: khft.pals@nhs.net

Telephone: 02085467711



Non-Emergency health issues

You can also get medical help for health problems that cannot wait by calling the NHS non-emergency number, **111**.

This is a free service operating at all times, night or day.

You can also go online www.111.nhs.uk

You will be asked for some details, such as your name and address. If you do not speak English, you will need to either request an interpreter in English at the beginning of the call, or ask a friend or relative to make the call for you to ask for an interpreter.

Reporting non-emergency crimes

To report crime and other concerns that do not require an emergency response, please call **101**. You can also report an incident by visiting www.police.uk

What to do if you are concerned about the welfare of a child

If you are concerned about the welfare of a child, call **02085475008**.

If you need to speak to someone urgently after hours or at the weekend, call the 'Out of Hours' team on 02087705000.

Call 999 if you think a child or young person is in immediate danger.

What to do if you are concerned about the welfare of an adult

If you are worried about your own safety or the safety of another person, please contact Kingston Council's Access and Safeguarding Team on:

Telephone: **02085475005**

Email: safeguarding@kingston.gov.uk

This service operate Monday-Friday 9am-5pm

Organisations and charities that can support you and your health

Red Cross

To get support as a refugee.

<https://www.redcross.org.uk/get-help/get-help-as-a-refugee>

All Saints Church in Kingston

From 11am-12pm on Monday to Saturday mornings a group of trained listeners are available if there is something you want to talk about in confidence.

Address: 14-16 Market Place, Kingston Upon Thames, KT1 1JP

Mind in Kingston

Mind provides counselling for adults aged 18 years and over who have moderate mental health issues e.g. depression, anxiety, panic attacks.

Please call: 02082553939

Or go to www.mindinkingston.org.uk

Kingston iCope

This service provides a range of short-term, psychological therapies including Cognitive Behavioural Therapy and counselling. Support can be accessed in a range of different ways, such as face-to-face, telephone, group-based courses and online help.

Please call 02033177850

Or go to www.icope.nhs.uk/kingston

Samaritans

If you are struggling and wish to speak to somebody, you can talk to a trained volunteer at Samaritans by calling their free contact number: 116 123

You can reach a volunteer any time of the day, every day of the year.

www.samaritans.org/branches/kingston-upon-thames

Free Counselling from RAK

Refugee Action Kingston (RAK) provides free counselling services. You can register by emailing admin@refugeeactionkingston.org.uk

You will need to be assessed and may be referred on to other appropriate agencies if needed.

Domestic abuse and violence against women and girls

If you are frightened of your partner or frightened for your children, support is available.

Kingston Domestic Violence Hub

The Kingston Domestic Violence Hub (DV Hub) provides free, confidential, non-judgmental and independent support to anyone who is experiencing domestic violence. For more information see www.kingston.gov.uk/domestic-sexual-violence

The Kingston DV Hub can be contacted by phone at 02085476046 or by email kingstondvhub@refuge.org.uk between Monday to Friday 9am-5:30pm.

The National Domestic Abuse Helpline offers support outside of these hours.

Telephone: 08082000247

Email: www.nationaldahelpline.org.uk

Kingston One Stop Shop

The Kingston One Stop Shop is a walk-in service for anyone experiencing domestic abuse to access specialist support. The One Stop Shop runs every Monday from 9:30-12:30 at the Women's Hub, Kingsgate Church, 161A Clarence Street, KT1 1QT.

Racism and Discrimination

In the UK it is illegal to treat anyone differently because of their gender, race, religion, age, disability or sexual orientation.

Racism is unacceptable in the UK. It is a serious offence to injure, harass or verbally abuse someone because of their race, or to damage their property for that reason.

It is also against the law to stir up racial hatred. It is unacceptable to discriminate against another person because of their race, ethnicity or where they come from. You should not be treated any differently because of your race when applying for a job, looking for somewhere to live, using the National Health Service (NHS) or just buying something in a shop.

You should not experience racial harassment at work, school or in public. This includes if someone makes comments about your race or where you come from that are offensive or make you uncomfortable.

If you or someone you know is the victim of racism, **report it** to the authorities by:

- Calling 101
- Calling 999 in an emergency
- Reporting it online at: www.report-it.org.uk
- Going to the police station in person

Do not try to deal with racism or racist attackers on your own. Get the authorities involved. If you try to resolve it on your own you could get hurt or even get into trouble with the police yourself.

Education

Education for children is free and compulsory. In England, children must be in education from age 5 years to 16 years. Individuals aged 16 to 18 must be in either full-time education or work (with an educational component).



You can find information about schools in Kingston and how to apply for a place for your child at:

www.kingston.gov.uk/schools-education

If you have any questions or difficulties with school registration, please make an appointment with Refugee Action Kingston.

Telephone: 02085470115

Nursery education and childcare

Between the ages of 3 and 4 years, children can get free early education. Some 2-year-olds are also eligible. Early education can be taken at a nursery or with a childminder.

For more information about nursery education and other childcare information, please visit bit.ly/Childcare-Info

Family Information Service

The Families Information Service can offer information about childcare, support groups and gives advice to parents, parents-to-be and carers on how to get childcare funding for young children. They can be contacted by sending an email to fis@achievingforchildren.org.uk

For more information, please visit this website:

<https://bit.ly/3RQYcHx>

Primary Education (Ages 5-11)

Primary education is free. Information about the primary, infant and junior schools in the borough and how to apply for a place for your child can be found at

www.kingston.gov.uk/schools-education/changing-school-year/1

You can contact the School Admissions team by email at

kingston.admissions@achievingforchildren.org.uk

Secondary Education (Ages 11-16)

Secondary education is free. Information about secondary schools in the borough and how to apply for a place for your child can be found at

www.kingston.gov.uk/schools-education/changing-school-year/1

You can contact the School Admissions team by email at

kingston.admissions@achievingforchildren.org.uk

Post 16-years Education

Kingston College offers full time and part time courses for young people aged 16 years and over. It offers an extensive range of courses to suit all learners in a variety of subject areas. You can find more information on their website at: bit.ly/Kingston-College
Visit ucas.com to find out more about the UK's universities

How to learn English for adults

Refugee Action Kingston can arrange for you to have an English Language assessment. This will help us to arrange an english course that is suitable for your needs. To find out more about their face-to-face and online classes, you can call them on

02085470115. Or email them at admin@refugeekingston.org.uk

You can also visit their website at
www.refugeeactionkingston.org.uk

ESOL

English Language training for speakers of other languages is known as 'ESOL'. This is designed to help you develop the language you'll need for everyday interactions. ESOL classes are offered at different levels- depending on what your language needs are.

You can sign up for courses at [Kingston College](#) if you are unemployed or have a low income. These courses are free.

If a member of your family is earning over £25,300.60 per year but not enough to self-fund ESOL you can look at

[Kingston Adult Education](#)

[Richmond & Hillcroft Adult and Community College](#)

[Migrant Advocacy Service](#)

OR [Learn English At Home \(LEAH\)](#)

If you are a parent with full-time childcare responsibilities you can try [Family Learning Sessions at Children Centres in Kingston.](#)

There are lots more options and ways to learn English in Kingston. Please refer to the [ESOL leaflet](#) for more information.

Things to do in Kingston

Libraries in Kingston

There are seven public libraries in Kingston. You can find them at www.kingston.gov.uk/libraries

We also have an online offer and home delivery service. Most people live within walking distance of a library, so please come in and have a look!

Our library service is free to use and open to all residents of all ages. You can

- Borrow books and other resources
- Use a computer and free wifi
- Use the children's area which has books for all ages
- Go to events and activities at the libraries and online



To find out more visit your local library or email libraries@kingston.gov.uk

Events and activities

Find the latest events and activities at www.inkingston.co.uk/thingstodo
And bit.ly/Kingston-Activites

Transport in Kingston

Kingston has lots of buses and trains that you can use around the borough and to visit other areas of London.

Journey planning across London is easy using Transport for London's [journey planner](#). It gives you options for walking, cycling and cycle hire, as well as public transport.



The easiest way to pay for public transport in London is to get an **oyster card**.

Paying for public transport in London is cheapest and quickest by using an oyster card.

You can pick one up from most stations. Visit: oyster.tfl.gov.uk

The Kingston Council website also has information about local walking routes and public transport. Visit www.kingston.gov.uk/publictransportandwalking