

MS Victoria newsletter #5

The Scottish Government and The City of Edinburgh Council will continue to support all guests to leave the ship by 4 July 2023.

Almost two thirds of guests have now left the ship or plan to in the coming days, and a number of others have arrangements in place for onward accommodation.

We know the majority of remaining guests have been talking to the matching team and many already have accommodation in place and a date to move off the ship.

If you do not have a plan in place for onward accommodation, you must urgently speak to the matching team.

The matching team can help you find accommodation and answer any questions you may have. They are available in the Alexandra conference room on level 6 from:

- Monday, Wednesday and Friday between 10:00 – 17:00
- Tuesday and Thursday between 10:00 – 20:00

Next steps

Everyone who needs support will be provided with an offer of accommodation before they leave the ship.

We are currently writing to guests who do not have, or have not told us, about their accommodation plans. This letter will provide an offer of accommodation. This could be in a hotel and may also be in another areas of Scotland.

- If you have not yet talked to the matching team, you must speak to them as soon as possible to discuss your next accommodation
- If you have found your own accommodation, you must let the matching team and the ship's reception know your plans
- When the matching team finds alternative accommodation for you, they will arrange your move as soon as possible

After you move, you will continue to be supported by the local resettlement teams to find suitable longer-term accommodation.

If you need extra support

We understand leaving the ship can be unsettling and we are committed to assisting you to find alternative accommodation. If you need further support, please speak either with your matching officer or the City of Edinburgh Council team based on board. You will find the Council support team in Astrid in the level 6 conference area, Monday to Friday, from 10:00 to 12:00 and 13:00 to 16:00.

There are Ukrainian communities across Scotland, who regularly access the health and care services they need. NHS services are available throughout the country and there are hospitals, GP surgeries and a wide range of health services in areas across Scotland, including major hospitals in Falkirk, Fife, Dundee, Livingston and Lanarkshire. For more information on the services available across Scotland,

including GP practices, hospitals and dentists, please visit: [Scotland's Service Directory | NHS inform](#)

The Scottish Refugee Council offer a free and confidential helpline for information – call 0808 1967 274, Monday to Friday between 09:00 to 17:00. They can provide information on housing rights and how to manage moving with regards to benefits/income, education, schools and employment.

Barnardo's [Ukrainian Support Helpline](#) is available to everyone fleeing the conflict in Ukraine. All services include access to interpreters in Ukrainian and Russian. The Barnardo's helpline is open: Monday – Friday 10.00 to 20:00 and Saturday 10.00 to 15:00.

There are a number of support services available to you. For more information, please visit: [Information for MS Victoria guests – The City of Edinburgh Council](#)

Mail and parcel deliveries: plan now

The ship will not hold or forward mail once you move. All mail received will be returned to sender.

If you are expecting mail or deliveries, you must make alternative arrangements for where they will be delivered as soon you know your next accommodation. Ways you can do this include:

- [Royal Mail has a redirection service](#) (there is a cost for this).
- Amazon has [collection points and hub lockers](#) that you can use instead of having it delivered to the ship.