

MS Victoria newsletter #6

The Scottish Government and The City of Edinburgh Council are continuing to support all guests to leave the ship by 4 July 2023 – MS Victoria will be leaving Leith Port shortly after 4 July.

Guests continue to leave the ship to move to their next accommodation. We know most of the remaining guests have been talking to the matching team and many already have accommodation in place and a date to move off the ship.

Your next accommodation

Everyone who needs support will be given an offer of accommodation so they can leave the ship safely.

- If you have not yet talked to the matching team, you **must speak to them this week** 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.**
- If you have accepted an offer of accommodation and have agreed to a date to move, you **must leave on the date you are given.** You cannot stay on board after your leaving date.

If you are moving to a hotel, you will be offered accommodation which matches you and your family's needs. The hotel meals provided will be similar to MS Victoria, including breakfast and dinner. The matching team is available in the Alexandra conference room on level 6 on:

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

Advice on schools

The education team on board has been working with families to enrol young people in schools in the area they are moving to. The school term ends for all Scottish schools between 26 June and 30 June 2023.

If you are moving to new accommodation in Edinburgh, when schools reopen in August (around 14 August 2023), the education team will contact parents to confirm if you would wish your child to remain in their current school or move to a school closer to your new accommodation. We will prioritise enrolling children starting school for the first time at primary or secondary school. This is the same process for any child who may be moving schools.

If you have not yet been allocated accommodation, you should keep your child enrolled in their current school. Once you have been allocated your new accommodation, the education team or the resettlement team will advise about enrolling your child in schools in the area you are moving to.

If you have any questions, please speak to the education team who are available from Monday to Friday between 10:00 and 14:00. The team are located in the Ingrid room, level 6. After the 27 June 2023, please email nicola.downie@edinburgh.gov.uk and they will contact you before new school term.

Supervision of children

Please remember in the code of conduct, we clearly stated that you must not leave your children alone and unsupervised in any accommodation, whether that is on the ship, in a hotel or any other accommodation you are allocated. You must have suitable childcare in place if, for example, you go to work.

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 as 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.

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 Council support team 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.

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

The Scottish Refugee Council offers 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 to Friday 10:00 to 20:00 and Saturday 10:00 to 15:00.