

Resettlement Plan Template

AIMS

What is your resettlement plan aiming to achieve for the refugee family you will be sponsoring?

Set out the Group's broad aims so as to flag to the Home Office that you understand what is to be achieved through the Resettlement Plan. This section will also help to guide the Group in filling in the details of the plan

For example:

- To provide a warm and supportive reception to the refugee family as they arrive in a strange, new country
- To ensure that the family can access all of their entitlements as resettled refugees as quickly and easily as possible
- To provide whatever extra support and encouragement that is needed without stifling their independence
- To ensure that the family are on the road to full independent living as quickly as possible, with an emphasis on helping them to achieve competence in English and finding decently paid work
- To help the family become secure and active members of their new community through creating links with other local groups and with their neighbours, and through helping the family to feel comfortable in a new cultural environment
- To make contacts and put in place plans so that all conceivable challenges the refugee family may face can be dealt with, if necessary by qualified and experienced professionals

APPROACH

What approach to resettlement will your plan follow?

Set out the broad approach to resettlement which you are going to take so that you flag to the Home Office that you understand the principles and strategies involved. The principles you set out here will also help guide the Group in filling in the detailed plan

For example,

Our approach to resettlement is:

- To provide all the support and help necessary, but always with the aim of giving the refugee family agency and independence and encouraging them to work as much out for themselves as possible
- To always treat the refugee family as equals, showing them respect as well as friendship
- To put safety, security and well-being as high priorities without smothering or patronising the family members
- To be there at all times – particularly in the first few months – but also to give the family space and privacy
- To be more than resettlement officers, recognising that ordinary human warmth and friendliness is as important in helping a person settle into a community as expert provision of support and services
- To plan in detail, and try to cover all contingencies, but to also be prepared to be flexible and creative, recognising that real life never goes according to plan

- To build an 'exit strategy' into the Group's plans from the start, ensuring that the plan is to put the family on the path to full independence as soon as possible, ideally well within the 12-month sponsorship period

Resettlement Plan Template

Outcome 1 - Accommodation	
Resettled family has a home in which to settle in the UK, with adequate space and facilities to live in comfort and safety	
Requirements	Detailed explanation of how requirement will be met
<ul style="list-style-type: none"> • Source suitable and sustainable accommodation, available for use by the resettled family for a minimum period of two years, with a two-year lease 	<ul style="list-style-type: none"> • Specify if it is a house or flat • Say when it is available from (i.e. available now or in six months) • Nature and length of lease (how many years, extendable beyond initial 2-year minimum lease period?) • Describe type of landlord (e.g. Housing Association, private landlord outside the Group or member of Group) • How will family be helped to raise issues about accommodation with landlord (e.g, broken boiler) – what if Group itself is the landlord? • If property only available for 2 years how will you help with move-on to other accommodation (reference any contact with Local Authority) • Describe local area (high density, residential etc – social and ethnic mix - reputation for safety, any community tension issues

	<ul style="list-style-type: none"> Specify that you have contacted your local Police Safer Neighbourhood team. Example here https://www.suffolk.police.uk/your-area/ipswich-west Detail green spaces, play areas for children, proximity to shops and services (GP, Dentist etc)
<ul style="list-style-type: none"> The accommodation must be available to the resettled family at a cost that is affordable and sustainable, taking into account the welfare income the family will receive 	<ul style="list-style-type: none"> Specify if the property is being rented to family at or below Local Housing Allowance (LHA) rate and detail what that rate is in your area for the size of property https://www.gov.uk/government/publications/local-housing-allowance-lha-rates-applicable-from-april-2017-march-2018 If above LHA, will the Group be topping up the rent from Group funds – and by how much? – specify What is plan/strategy for moving family to independence, so not reliant on open-ended topping up? Have you considered the benefit cap and implication on level of Housing Benefit? https://www.gov.uk/benefit-cap Give ideas for possible exemptions to the cap (specify need for family member to be ready to work quite quickly – family structure i.e. 2 family units– disability) If benefit cap is real issue that could jeopardise sponsorship be frank and say so

<ul style="list-style-type: none"> The accommodation must have independent access and provide adequate privacy 	<ul style="list-style-type: none"> Make clear the accommodation has ‘own front door’ and is not rooms in somebody else’s house Demonstrate that only family will have keys to the property and Group members won’t be letting themselves in (leaving an emergency key with neighbours is okay, but family do need privacy)
<ul style="list-style-type: none"> The accommodation should comply with local authority guidance on occupation levels 	<ul style="list-style-type: none"> Specify the number of bedrooms and many adults and children they would suit. An adult couple can share, and so can smaller children. But adolescents and young adults need their own room. Suggest ideal family composition, in your view, for the property you have (Stipulate relevant section of guidance from the local authority on occupation levels) Specify square footage of bedrooms (req. 70 sq ft per person) Number and type of other rooms + garden, roof terrace, outside space (Give us much detail as possible as the aim is to show what sort of family the property would best suit.) Attach floor plan (if you have it) as an appendix
<ul style="list-style-type: none"> The property must be in a proper state of structural repair, maintained throughout in a good state of repair 	<ul style="list-style-type: none"> Specify that property is in a good state of repair with safe electricity and/or gas supplies, and with adequate ventilation and lighting in line with ‘Decent Home Standard’ https://england.shelter.org.uk/housing_advice/repairs/what_counts_as_a_decent_home Specify that it has appropriate number and type of beds (doubles/bunk beds etc) for family expected

	<ul style="list-style-type: none"> List toilets, washbasins, fixed bath and/or shower with hot and cold water Make clear that there is a fixed heating appliance in each room, which is capable of providing effective heating and which the tenant can control Specify access to washing facilities (e.g. a washing machine or nearby launderette) & access to facilities to dry clothes (e.g. outdoor clothes line or indoor clothes-drying rack) List home safety messages – smoke alarms, fire extinguisher, fire blanket etc Say if property might be suitable for an elderly or disabled person – i.e. on ground floor, bungalow, has disabled access, or that could be fitted.
<ul style="list-style-type: none"> Have safe electricity and/or gas supplies, and with adequate ventilation and lighting. 	<ul style="list-style-type: none"> Specify that property has had tests done by landlord for safety of supplies Say how recently boiler etc has been replaced Say what review and maintenance of utilities the landlord will provide Has local authority viewed the property to assess suitability and check standards? (Ideally, this will have happened and you can say so here)
<ul style="list-style-type: none"> Provide assistance with registration with utility companies and making sure arrangements are made for payment (no pre-pay/card accounts). 	<ul style="list-style-type: none"> Set out arrangements for registering with utility companies (have some suitable ones been identified already? If so, list) What are payments likely to be and how will they be made

	<ul style="list-style-type: none"> • Specify if the landlord has a money management scheme • Make clear that Group can help pay for utilities until receipt of benefits by families • Reference plans to ensure family budget carefully so utilities are paid (see Family Budget below)
<ul style="list-style-type: none"> • Provide information to resettled persons on accommodation and health and safety, and an emergency contact point. 	<ul style="list-style-type: none"> • Specify how family be informed of contacts in event of emergencies and problems • List contacts – i.e, accommodation provider and accommodation lead for the Group • Say that you/landlord will provide an information and training session on all accommodation issues, including Health and Safety, evacuation procedures etc (within day or two of arrival in property) • Specify how interpretation will be provided in early weeks/months (reference other parts of the plan) – Arabic speakers in the group/their availability on regular basis in early weeks/months

Outcome 2 – Welcome to the UK	
Resettled family members feel welcome in the UK and are able to quickly acclimatise to living in the UK	
Requirements	Detailed explanation of how requirement will be met
<ul style="list-style-type: none"> Meet and greet arriving family from the relevant airport and escort them to their accommodation, briefing them on how to use the amenities 	<ul style="list-style-type: none"> Specify which members of the Group (as listed in application) are likely to go to airport and why (don't make it too big: 5 or 6 max). – Include interpreter, and have gender balance. If there are refugee children coming, consider taking children of members of Group, so they can welcome too. But be flexible, until you know make-up of family Say something about nature of welcome (warm, friendly, balloons, small 'welcome' banner in Arabic/English maybe – but not too OTT) Consider a 'letter of welcome' in Arabic that can be handed to adults on arrival so they can understand what is happening – travel by cab, length of journey, what is going to happen on immediate arrival at home Travel from airport – probably best to be via minibus cab rather than public transport – not all greeting party travelling back with family, 1 or 2 max Immediate briefing on first evening, but not too much detail – enough for overnight – more detailed the following morning – do though provide a 'Information Folder' in English and Arabic (see more below)

	<ul style="list-style-type: none"> Specify that the arrival will not be widely broadcast – kept to core group – but talk to immediate neighbours in advance, inform council contact etc. Specify absolutely no media
<ul style="list-style-type: none"> Provide a welcome pack of groceries, the content of which should take into account the culture and nationality of the resettled family 	<ul style="list-style-type: none"> Specify what you will include (popular Syrian food stuffs, basics, some fun things for children). Modify to take into account food requirements/allergies etc –include list of items as Appendix (in English and Arabic and with picture. Make clear why items have been included, providing source to website for e.g http://www.syriancooking.com/) Specify toiletries etc that will be provided If family arriving in winter, say that warm clothes will be available on arrival in case they don't have them Set out what information will be included in the Information Folder. Include Welcome message, information on using appliances etc, contacts (24/7 initially) for members of group. Also, information on schedule for the 1st week, showing who will be coming to the house and what activities will be undertaken If arrival likely to be late in day, have provision for food that can be easily heated up in the accommodation on arrival If arrival earlier, specify that you will check through interpreter that a family member is able to cook a meal – show them how to use cooker etc

	<ul style="list-style-type: none"> You might want to consider installing a TV with a satellite package that receives Arabic channels, including entertainment (a nice way for family to keep links to back home) – Provide a wi-fi connection so family can use i-phones to message family back home.
<ul style="list-style-type: none"> Provide £200 per person (adults and children) in cash on arrival for initial expenses including groceries, toiletries, clothes, and ensure the family have sufficient funds to live on while their claim for welfare income is being processed (e.g. for a family of five the sponsor would provide £1,000) 	<ul style="list-style-type: none"> Specify that Group will be providing a ‘Welcome Pack’ containing all items and information to enable the refugee family to live comfortably for 2 weeks Say you will provide the £200 in cash per person (it can be more if you think necessary, but not a huge amount) Advice on denominations – i.e 5 x £20, 7 x 10, etc; suggest how you will provide for children – through adults? Some direct to them?; specify if you will give all cash at the beginning, but some for first week and then more in second Perhaps also supply a pre-loaded local public transport travel card Worth specifying that will have a back-up plan to provide more cash directly in the event that there are delays in benefits coming through as envisaged (this does happen!) Suggest you will talk to family after arrival to see if they are happy with arrangements made and will amend if they are not happy with them. (But don’t promise lots more cash unless there are real issues with receipt of benefits) Say you will install a small safe or secure locked box in the property so that the family can keep the cash safe – you will advise them on first morning about use of this

	<ul style="list-style-type: none"> • Provide basic and simple information to family in ‘Welcome or Information Pack’ on how to budget for their first few days – with conversion from £s to currency they know. • Say you will go through this basic budgeting with the family on Day 1 or 2 in the country including brief initial guidance about the typical weekly cost of living, the likely waiting time for receipt of benefits and the need to budget carefully • Make clear what costs will be paid by the Group until receipt of benefits (perhaps rent & utilities) and what they will need to buy (with your help) i.e food, clothes, basics not already provided • Specify that within the first week the Finance team will meet the family to discuss finances in more depth, providing detailed budgeting advice and support – including perhaps a specific Family Budget document
<ul style="list-style-type: none"> • Provide information and support to access local shops and transport 	<ul style="list-style-type: none"> • Set out plans for how in first few days you will show the family around the local area – Day 1 or 2 immediate area, Day 5 or 6, a bit further afield (more of a fun trip out, perhaps visiting places of particular local interest, e.g beach, park, landmark) • Specify who from Group will accompany them (include interpreter + Designated ‘Welcome’ lead), suggest who will go on the trips (perhaps not whole family on all), and places visited – local food store which sell foods family might want to buy; chemist, laundrette (if no washing machine), bank (perhaps in week 2), Mosque (if appropriate, don’t assume all Syrians are devout Muslims)

	<ul style="list-style-type: none">• Give oral and written advice on customs and protocols on shopping etc at markets or stores – fixed prices not bartering etc• First trip perhaps on foot, then take a bus or tube or tram on second trip.• Provide family with local maps and advice on transport (translated into Arabic)• You may want to collate all of the above into a ‘Family Support Calendar’ which is a shared document between refugee family and Group, specifying what is happening and when• Make clear that you will assess early after arrival degree of confidence of family so that they can orientate more independently, and are not be stifled by help if not needed
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Outcome 3 – Establishing a life in the UK

Resettled family are able to make a life for themselves in the UK, through accessing community activities, medical care, language skills, education and employment

Requirements	Detailed explanation of how requirement will be met
<ul style="list-style-type: none"> Ensure resettled family members receive their Biometric Residence Permits within 7 days of arrival in the UK 	<ul style="list-style-type: none"> Specify that you will ensure that Biometric Residents permit) will be provided and explained to the family within 7 days of arrival in the UK, ideally on Day 1 or 2. Set out what you would do if you had not received BRPs (i.e contact Home Office Resettlement Team contact) https://www.gov.uk/biometric-residence-permits Make clear who in the Group is going to apply for the BRPs on behalf of the family ahead of their arrival (probably Chair/Secretary of group or someone from Lead Sponsor organisation). Will they be in position to provide a secure address and sign for receipt of the cards. What are arrangements for handing over the BRPs to family and explaining them.
<ul style="list-style-type: none"> Assist with registering children with local schools as soon as possible – commencing prior to arrival and concluding registration no later than 2 weeks after arrival 	<ul style="list-style-type: none"> Specify, if you can, what availability there is of school places in your area – pre-school, primary and secondary. (If there are more in particular categories that could influence what sort of family is matched with you group) Specify who you have talked to in LEA, local schools etc – name schools if relevant Set out what steps you would take to register children with schools – name the person who would be leading on this.

	<ul style="list-style-type: none"> • If family arrive in summer or towards end of school year, specify temporary arrangements for more informal schooling of children prior to them starting in full in Autumn term
<ul style="list-style-type: none"> • Arrange for English language tuition for adults as soon as possible and within one month of arrival. 	<ul style="list-style-type: none"> • Set out in some detail the plans for helping adults in the family and children to learn English, both formally and informally. Name, if you can, providers (within group and externally). Leave some flexibility because different families will be able to cope
<ul style="list-style-type: none"> • Provide formal English language tuition by a suitably qualified ESOL teacher, for a minimum of 10 hours per week for the first twelve weeks, followed by a minimum of 5 hours per week for the remaining nine months 	<ul style="list-style-type: none"> • Requirement now changed to 8 hours a week for the 12 months of sponsorship – Specify whether plan is to sign up adults for ESOL at a local college (say where) or other provider or (as some groups have done) use ESOL-qualified teachers within or connected to the Group to deliver more ‘bespoke’ lessons, including home tuition. If latter, this will have to be shown to be of sufficiently high quality. Explain why you are taking this approach if you are, i.e. because of lack of ESOL places in colleges or distance to attend lessons • If ESOL classes are not free, specify how much they will cost and how they will be paid for. By Group? Set out, if you can, if you have investigated possibility of grants or funding support from local authority or local charities. • If family arrive outside college term-time, specify how ESOL will be taught in mean time

	<ul style="list-style-type: none"> • Set out child care arrangements while adults at ESOL classes. Name person(s) who will lead on child care when required outside the family. (They will need to be DBS checked – which will be set out in separate Safeguarding Policy)
<ul style="list-style-type: none"> • There is an expectation that formal English language tuition is supplemented on a regular basis by less formal conversational English 	<ul style="list-style-type: none"> • Set out how you will do more informal ‘conversation classes or sessions’. These should be pretty regular – at least once a week – and cover in particular practical, conversational English. • Good idea to have a small team of volunteers for this, working on a rota. Involve the refugee children. • Another good idea is to link conversation classes to orientation in locality, learning words and phrases to help with shopping etc
<ul style="list-style-type: none"> • Provide the opportunity to obtain an English language qualification at the appropriate level, where this will support access to employment and education 	<ul style="list-style-type: none"> • Aim, ideally, is to get adult to Entry Level 3 of ESOL. If this happens before end of 12 months, no more ESOL needed. Likely the adults might not reach that level • Specify that your qualified ESOL teacher will assess early the level of proficiency the adults have in English on arrival. Bear in mind that some resettled refugees have been found to be semi-literate in their own language. • Set out how progress will be monitored – perhaps using International English Language Testing System (IELTS) - specify the timeline. • Specify how English language support will help towards employment in particular (perhaps gearing some of the classes and practice to work an adult refugee might do)

<ul style="list-style-type: none"> • Support attendance at local Job Centre appointments for benefit assessments, within three days of arrival 	<ul style="list-style-type: none"> • Be sure you know where nearest Job Centre is to accommodation for family, give name and address and any other details • Say who from the Group will lead on taking adults to Job Centre & registering them. Include interpreter. Job Centre or DWP office should provide translation, but probably better if you can provide this yourself through Group interpreter. • Do some pre-assessment of likely benefits levels a family size suitable for the property would get and set out what you would expect them to get (ball park) https://www.gov.uk/benefits-calculators • Write out which benefits you think the likely family should be claiming and how you will ensure that they do. • Specify how benefits are claimed – i.e on-line (JSA) or face to face • Set out time line for claiming and following up on all benefits the family may be able to claim. <ul style="list-style-type: none"> • Say if you think the benefit cap will apply and what the implication is a family's overall income https://www.gov.uk/benefit-cap/benefit-cap-amounts • Set out how you will set up a bank account for the family (this can be a difficult procedure for refugees)
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	<p>http://www.scottishrefugeecouncil.org.uk/get_help/common_questions_and_answers (see Money and Work section)</p>
<ul style="list-style-type: none"> Assist with registration with a local GP, within one week of arrival 	<ul style="list-style-type: none"> Specify what GP practices there are near the property, say you have talked to them, and include detail about whether they are taking on new patients etc Name lead person who will do registration and explain entitlements and services available to family Include details of other medical services in the area, such as nearby hospitals and specialist units Specify dental practices that might accept the family as patients – need to be ones that will take on NHS patients. (Dental problems are fairly common among Syrian refugees)
<ul style="list-style-type: none"> Advise on accessing appropriate mental health services and specialist services for victims of torture as appropriate 	<ul style="list-style-type: none"> Show that you have researched both statutory and refugee-specific services available in your area which might be accessed by refugees if needed. Important here that you show you have a link to an existing local refugee and asylum seeker organisation as they are likely to already have links to such services, if they don't provide themselves If in a relatively remote area, set out that you know who you could get advice from via a phone line.

	<ul style="list-style-type: none"> Who in the Group – or linked to Group – is in a position to discuss these issues with family (and make some assessment of mental health need). Give name and details
<ul style="list-style-type: none"> Provide assistance with access to employment, including development of curriculum vitae, and education 	<ul style="list-style-type: none"> Give name of person(s) in Group who can act as Employment Lead for the group. Ideally, someone with experience as an employment advisor or who works in HR etc Plan for appropriate time for discussing with adults in family their experience, skills, capabilities, aspirations in the job market. Set out links Group might have to local employers or training providers – is there any one in Group who might be able to offer work or work experience Set out opportunities for volunteering as pathway to work i.e. chef/cook might start by helping out with volunteer kitchen Set out what higher or further education colleges there are in your area, the sort of courses they offer, whether they offer specific courses for migrants/refugees with limited English etc Consider the idea of creating a Personal Integration Plan (PIP) for each adult which pulls together their skills, capabilities, aspirations etc for their new life in the UK with work as a main component
<ul style="list-style-type: none"> Provide assistance with accessing digital services 	<ul style="list-style-type: none"> You might consider putting a desktop or laptop computer into the house as part of package of support, with Wifi access

	<ul style="list-style-type: none"> • Alternatively, identify cyber café or internet facilities in libraries/community centres etc that family could use. Say who will help them to find and use • Name person in Group who will lead on digital connectivity/training (if family need it) – set out timescale for doing this. Should be fairly soon after arrival.
<ul style="list-style-type: none"> • Make aware of, and support attendance at, local community activities, within and without the sponsoring organisation, such as children’s playgroups, coffee mornings, local clubs, local events, etc 	<ul style="list-style-type: none"> • Set out a comprehensive list of local groups etc, including religious and cultural organisations which might be of interest (Syrian community groups, mosques, churches, football clubs,) • Places for children – playgroups, sports clubs, play areas, libraries If you can detail, whether they cater well from Muslim children, for e.g • Identify and set out links to local refugee support or refugee community organisations (RCOs) that the family may want to be part of
<ul style="list-style-type: none"> • Provide interpreting services, as required, for 12 months from arrival 	<ul style="list-style-type: none"> • Name and give details of who will be providing interpreting services. What expertise and experience do they have etc. (Interpretation will be needed full-time from the point of arrival at the airport for at least the first week (with ability to call out of hours in an emergency). Probably need more than one Arabic/Kurdish speaker – some sort of rota. • Specify whether competent interpreters are members of the Group and giving services free, or whether you are having the pay for interpreters’ services. If latter, specify the cost and how this fits with Group overall budget

	<ul style="list-style-type: none">• Back- up interpretation can be provided by on-line packages, telephone services, less fluent Arabic speakers – list some• Beyond the first few weeks, set out your plan for interpreting. You will have to have some interpreting capacity planned for full 12 months even if in later months you don't need it
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APPENDICES

Include as Appendices any detailed documents that you refer to in the Resettlement Plan, for example

- Draft Welcome and Information document
- Family Support Calendar
- Family Budget
- Personal Integration Plan
- Detailed list of food and other provisions to include in Welcome Pack

OTHER DOCUMENTS

Possibly include with your Resettlement Plan other plans and policies that support your Application. For example:

- Group Budget
- Safeguarding Policy
- Group constitution
- Timetable of actions