

# Syrian refugee resettlement

A guide for local authorities



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Cover photograph: A Syrian boy photographed at a refugee transit site in Aرسال, Lebanon.

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## Disclaimer

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While the guide refers to some specific organisations as examples of having particular expertise, we are not endorsing them over any other organisation.

Every care has been taken to ensure the accuracy of information provided in this guide. However, in this constantly evolving policy environment, we advise readers always to seek up-to-date information from the Home Office regarding the issue of refugee resettlement.

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# About this guide

## What is this guide about and who is it for?

**This document is a guide for local authorities who are participating in the Syrian Resettlement Programme (SRP).**

It is for all those in local authorities who have a role in leading, planning, delivering and continually seeking to improve services for resettled Syrian refugees, though it may be of most interest to those new to the programme and new to resettlement. Even if local authorities have been involved in this or previous resettlement schemes, the length of the programme means there are opportunities to continually develop a good quality programme for resettled Syrians, as we can apply our early learning from the first arrivals to later groups over a longer period of time.

The purpose of this guide is threefold:

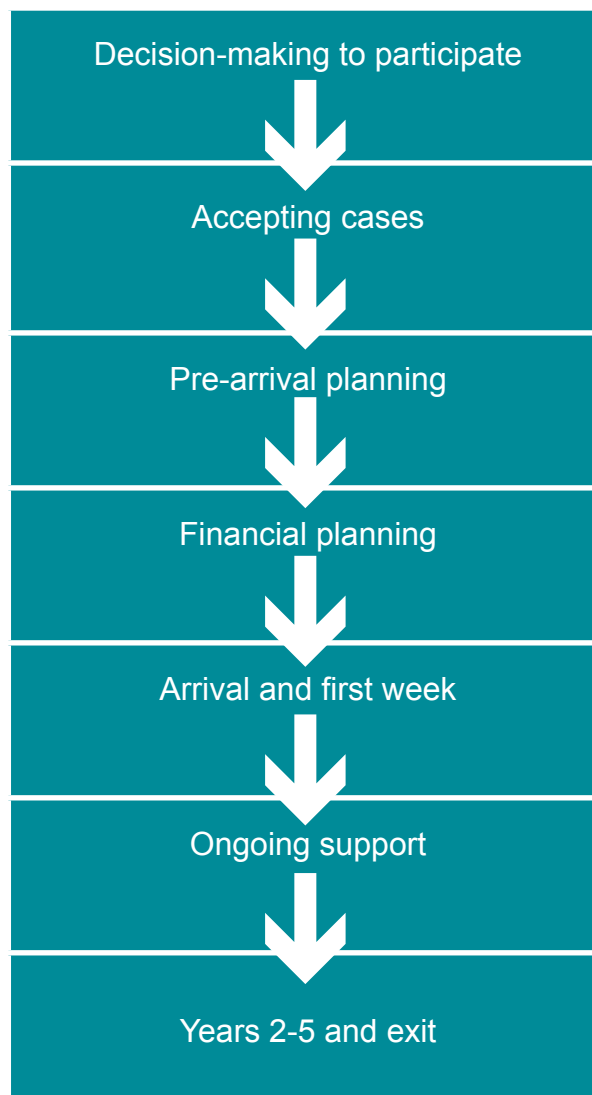
1. To provide information about how the programme works
2. To advise what issues and questions to work through if you are developing a resettlement programme in your area
3. To assist local authorities in making an informed decision about taking part in the Syrian Resettlement Programme (SRP) if they aren't already participants.

The main section of the guide covers the whole process that involves the local authority from the decision-making process about whether or not to participate in the programme, on to the practicalities of accepting individual cases and the funding available to support this, pre-arrival preparations, what to cover in the first week,

ongoing support and exit arrangements to successful integration into local communities.

These stages are separated for clarity here. While they are broadly chronological, in practice they will overlap (for example, planning for arrivals must run through all stages) and will need to be considered altogether.

### Overview of stages covered in this guide



Different people will need to be involved at different stages, from decision-makers such as senior officers and elected members to front-line practitioners working with the newly resettled families including integration caseworkers, health and social care workers and housing support officers.

This guide also provides templates it may be useful to become familiar with, and examples of documents that you might wish to adapt for your own use.

Orange boxes throughout provide examples of practice used by some local authorities participating in previous and current refugee relocation schemes.

**Grey boxes highlight important points and top tips given by local authorities participating in previous refugee relocation schemes or currently taking part in the SRP.**

The guide does not cover detailed information about refugee integration. There are several guides that already exist about working directly with resettled refugees. These are signposted and summarised, rather than duplicated (see Resettlement resources).

## How up-to-date is the content of this guide?

The SRP is new and evolving, and therefore this guide covers the process as it was operating at the time of writing (in Spring 2016).

We advise local authorities to become familiar with the most recent Funding Instruction (FI) from the Home Office and to contact your Regional Strategic Migration Partnership (RSMP) for any recent procedural changes or policy announcements regarding Syrian resettlement. Contact details for RSMPs are provided in Key contacts.

The guide does not cover anything to do with asylum seekers and the dispersal process, nor does it cover Iraqi or Afghan relocation schemes.

The guide does not constitute or replace the need for legal advice.

# Executive summary

## Overview

The UK's developing Syrian Resettlement Programme (SRP) has meant that more local authorities, many of whom were not previously involved in any resettlement schemes, are now participating or considering participating in hosting Syrian refugees.

Therefore there is a need for clear, consistent information on how the resettlement programme works, what is required to join it, and guidance to local authorities on how to develop and deliver a successful resettlement programme, consistent with practice across the UK.

This guide, based on experiences of local authorities in Yorkshire and the Humber already resettling Syrian refugees, provides a comprehensive insight into the resettlement process to enable local authorities to make an informed decision about joining the scheme. It provides a comprehensive list of tasks the local authority needs to complete at each stage of the process to enable smooth delivery of the scheme, accompanied by examples of good practice and top practical tips. It emphasises the importance of early planning and joint working, key factors in delivering a successful resettlement programme.

This guide is broken down into fairly chronological stages, with each stage summarising the factors that need to be considered at certain times and key players who should be involved to ensure the success of the scheme.

## Introduction and context

### **What is resettlement and the Syrian Resettlement Programme (SRP)?**

The SRP takes place in a context of a recent history of organised refugee resettlement programmes in the UK. Key terms, immigration status and rights related to refugees arriving under the SRP are explained here.

## Participating in the SRP

### **Where do we start?**

A local authority wanting to take part in the SRP should appoint a lead officer to liaise with a regional Home Office lead and their Regional Strategic Migration Partnership (RSMP), and set up a working group to enable collaborative working to determine how a local authority can meet the Home Office requirements of the SRP. The local authority lead should be responsible for coordinating of a political decision-making process, and for agreeing numbers, timescales and delivery model, best suitable and financially viable for local structures.

## Accepting cases

### **We are in; what's next?**

When a potential resettlement case is referred from the Home Office, a local authority should identify the refugees' needs from information on the Home Office portal. The local authority must check these needs against the local infrastructure, such as the size of properties available, existing adaptations, availability of school places and health provision, and make the decision to accept the case within a couple of weeks. If the case is accepted, pre-arrival preparation should ensure all services are ready for the arrival of the refugees.



## Pre-arrival planning

### **What needs to be ready?**

In partnership with a working group and delivery partners, the local authority lead should ensure all aspects of the pre-arrival preparation are being thought of and services are ready for the arrival of refugees. From securing and furnishing appropriate property, finding school and ESOL places, arranging integration support casework, to confirming access to health provision, interpreters and putting in place required procedures.

## Financial planning

### **How much will it cost?**

The Funding Instruction (FI) from the Home Office has all the required information on how the SRP scheme is financed and the amount a local authority is allocated for each resettled person; how and when a local authority gets paid; and how the monitoring and verification processes work.

## Arrival and the first week

### **Our refugees are here; what now?**

Meet and greet at the airport, organising initial reception and transport to allocated properties are just a few of the tasks a lead officer needs to plan for the arrival day. The lead officer should also prepare a timetable for the first week with actions that need to be completed with new arrivals, to ensure their basic needs are met and that they have access to resources they will require for their relocation.

## Ongoing support

### **What support do we need to provide?**

Planning for integration casework support should ensure that support is provided when needed but refugees' independence is encouraged from the start. Principles of support delivery and types of activities are proposed in line with integration practice employed by leading refugee organisations currently involved in delivering resettlement support.

## Local community engagement

### **What about the wider community?**

Informing and preparing the local community for the arrival of refugees is an essential part of the resettlement process, ensuring that the host community is engaged and has a positive experience of resettlement. The local authority lead should explore options for engaging with media, local residents and third sector organisations to maintain community cohesion and facilitate integration of newly arrived refugees within the wider community. Managing donations and providing volunteering opportunities for the members of local community should be discussed with an advisory group.

## Cultural considerations

### **What do we need to know about Syrian culture?**

Crossing cultures can be difficult in any context. Newly-arrived Syrian refugees won't know everything about UK culture, and practitioners will need to be able to anticipate where important differences or misunderstandings might occur, from religion and ethnicity to food and drink, naming conventions, marriage, and child safeguarding, to gender, mental health, smoking and littering.

## Years 2-5 and exit from the SRP

### **What's our long term strategy?**

The provision of additional funding to support resettled refugees beyond their first year in the UK gives local authorities the opportunity to plan strategically for the longer term inclusion and integration of Syrian refugees in their local communities. This could include a focus on ensuring refugees have good English language skills before supporting them into employment.

## Conclusion

Setting up and running a successful resettlement scheme requires careful collaborative planning and great attention to detail. By providing a comprehensive overview of the resettlement process and exploring practical approaches to service delivery, this guide provides the reader with an indispensable tool.

# 1. Introduction and context

## What is refugee resettlement?

**Resettlement is a formal process of moving refugees from one host country to another where they can settle permanently.**

Resettlement is known as one of the three 'durable solutions' used by the United Nations High Commissioner for Refugees (UNHCR) to help refugees (the others are 'local integration' in the first host country, and 'voluntary repatriation' back to the country of origin). It is intended to be used in circumstances where refugees cannot go home (repatriate) and cannot stay in the place they are currently living (local integration), either because there is a threat to their safety or they have particular needs that can't be met (such as a medical condition).

A number of countries around the world operate resettlement programmes, with the USA, Canada and Australia offering the most places. The UK has participated in formal resettlement schemes since 2004. In 2015, 1864 individuals were resettled in the UK under three resettlement schemes (the Gateway Protection Programme, the Mandate Refugee Scheme and the Syrian Vulnerable Persons Relocation scheme).<sup>1</sup>

## What is the Syrian Resettlement Programme (SRP)?

Significant numbers of refugee and migrant arrivals from late summer 2015, particularly from Syria but from other countries too, overwhelmed European countries' existing response mechanisms. Their scale and pace, alongside human stories of both tragedy and resilience, dominated news headlines. The EU as a whole agreed a broad range of strategic responses including: the development of 'hotspots', plans to internally relocate migrants away from Italy and Greece, and an EU-wide resettlement scheme.

In the UK, the Prime Minister announced in early September 2015 an expansion of the existing Syrian Vulnerable Persons Relocation (VPR) scheme (and its criteria). The Syrian Resettlement Programme (SRP) is the name of this expanded scheme.

The Prime Minister declared that the UK would resettle up to 20,000 refugees during the current Parliament i.e. over five years from 2015 to 2020.<sup>2</sup> The scheme focuses on those outside of Europe in the Middle East and North Africa (MENA) region; in practice this means the Syrian border region where there are large numbers of refugees in Jordan, Lebanon, Turkey, Egypt and Iraq.

Government was clear that the Home Office (HO) and the Department for Communities and Local Government (DCLG) 'will be working with local authorities...to put in place the arrangements to house and support the refugees' funded in the first year through the foreign aid budget. A new minister, Richard Harrington, was appointed to coordinate resettlement of Syrians to the UK.<sup>3</sup>

## What happens before Syrians arrive in the UK?

**Refugees are assessed by UNHCR under their vulnerability criteria and referred to the UK for resettlement.**

The criteria for selecting individuals under the SRP are:

- women and girls at risk
- survivors of violence and/or torture
- refugees with legal and/or physical protection needs
- refugees with medical needs or disabilities
- children and adolescents at risk
- persons at risk due to their sexual orientation or gender identity
- refugees with family links in resettlement countries.

Once they have been selected, refugees also undergo:

- health and security screening
- additional vetting by the UK
- some level of cultural orientation.

These and other functions are performed by the Home Office, UNHCR and the International Organization for Migration (IOM), as outlined in the box below. Local authorities participating in the resettlement scheme are also asked to send Home Office a factsheet with brief information about their hosting town or city.

### Roles and responsibilities of key agencies before Syrians are resettled

**UNHCR** – Identifying refugees qualifying for resettlement; confirming identity of every individual and undertaking security checks within Syria (against military history and political affiliation to identify issues of concern such as links to extremism); completing Refugee Referral Forms (RRF).

**Home Office** – Further security vetting; identifying local authorities responsible for resettlement within the UK; organising visa and travel documents and arranging national insurance numbers (NINOs).

**IOM** – Health screening and completing health records; cultural orientation course (managing expectations); travel arrangements using a combination of chartered and scheduled flights.

## How do we refer to people resettled under the SRP and what are their rights?

Syrians resettled to the UK under the SRP are granted a five-year 'Humanitarian Protection' (HP) visa. This is entered onto their identity documents, rather than the term 'refugee', even though they have been assessed by UNHCR as refugees under the Refugee Convention.

You may also see material referring to resettled Syrian refugees as 'Syrian Vulnerable Persons' or SVPs. This terminology differentiates them from other people with protection in the UK who arrived through different routes. These are technical distinctions that are important to be aware of.

In practice, it is more common and perhaps more understandable in our communications to refer to 'Syrian refugees', as we do in this guide.

The broad rights and entitlements for Syrian refugees with Humanitarian Protection under the SRP are summarised in the box below.

## Rights and entitlements

Resettled Syrians are granted a five-year Humanitarian Protection (HP) visa. This status gives them the right to:

- work
- family reunion
- claim benefits including: Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), Income Support (IS), Child Benefit (ChB), Child Tax Credit (CTC), Working Tax Credit.<sup>4</sup> They are subject to the same restrictions as UK nationals, such as the benefit cap. This list may change as Universal Credit is rolled out.
- pay home student tuition fees (instead of overseas student fees) at university.

They do not have the right to:

- claim a Personal Independence Payment (PIP) or Disability Living Allowance (for children), Carer's Allowance (CA) for the first two years
- apply for student finance for the first three years.

**After five years resettled refugees can choose to return to Syria or apply for permanent settlement in the UK.**

## How is the SRP different to asylum?

Resettlement is separate to the process of claiming asylum by someone who is already in the UK. The key differences are outlined in the box below.

### Resettlement schemes

There is no legal right to resettlement for refugees, and states do not have an obligation to offer resettlement.

Under resettlement schemes, individuals have been recognised as refugees by UNHCR under the 1951 Refugee Convention (and its 1967 Protocol).

They are brought to the UK directly from refugee camps overseas already with permission from the Home Office to stay in the UK for at least five years.

They have access to the rights above.

### The asylum system

Individuals have the legal right to claim asylum in a country that is a signatory to the 1951 Refugee Convention (or its 1967 Protocol).

The asylum process is the main process for people arriving in the UK to apply for international protection.

The asylum process is used by individuals and families that arrive in the UK independently and then make a claim for international protection.

They are known as asylum seekers until they receive a decision from the Home Office on their claim. They cannot work or claim benefits until a positive decision is reached.

## What other resettlement schemes are there in the UK?

**We are not starting with a blank slate: there is much that we can learn from local authorities. There are other organisations who have been involved in different resettlement schemes, and benefits to build on from those experiences,** such as the opportunity to work with local partner organisations effectively and constructively.

The SRP is not the first resettlement scheme in the UK. The UK has run two other resettlement schemes for some time: the Gateway Protection Programme (GPP) and the Mandate Refugee Scheme (MRS). Key features of these schemes are provided in the adjacent boxes.

Up to 750 refugees (the UK's set 'quota') a year are usually resettled directly to the UK from overseas to live in the UK, generally through the GPP. They come from a range of countries, where there has been protracted conflict or where their particular needs could not be met. These resettled refugees usually receive 'Indefinite Leave to Remain' (also referred to as 'ILR') upon arrival in the UK and are eligible to apply for UK citizenship after being in the UK for five years.

### Gateway Protection Programme (GPP)

The Gateway Protection Programme (GPP)<sup>5</sup> was the main resettlement scheme in the UK until the SRP began. It is run by the Home Office with UNHCR. Refugees living in other host countries abroad apply to be resettled through UNHCR, who then assesses all applications for resettlement, and refers appropriate cases to the UK.

The UK tends to prioritise cases that involve medical needs or women at risk. It does not take emergency cases or unaccompanied children under GPP.<sup>6</sup>

The GPP resettles groups of refugees from a small number of countries each year. In 2015, a total of 652 refugees were resettled and their main countries of origin were: Somalia, Ethiopia, Democratic Republic of Congo, and Iraq.<sup>7</sup>

The Home Office works with the relevant local authority and NGOs to facilitate refugee integration. The Government covers all costs for resettlement during the first year in the UK. Refugees are supported for 12 months through a tailored integration package with the aim of living independently and accessing mainstream services after 12 months.

## Mandate Refugee Scheme (MRS)

The Mandate Refugee Scheme (MRS) resettles refugees from around the world who have a close family tie in the UK who can accommodate them.

The refugee is usually the spouse, minor child, parents or grandparents over the age of 65, of someone who is settled permanently (or has limited leave that is on a potential route to settlement) in the UK. Therefore people arrive individually or in small family units; there are no large organised groups arriving as happens with GPP.

In 2015, 18 refugees were resettled under the MRS (fewer than five from any one country of origin).<sup>8</sup>

There is no integration package under the MRS as the UK-residing relative is expected to provide initial accommodation and cultural orientation for their family members. MRS refugees are entitled to mainstream welfare benefits under the same conditions as UK citizens.

## What happened before 2004?

The SRP, GPP and MRS resettlement schemes provide organised, ongoing systems by which recognised refugees can legally come to and stay in the UK. Before these were in place, the UK resettled groups of refugees purely on an ad hoc basis, responding to needs as they arose. The table below shows the main resettlement groups that have come to the UK since World War II. The Kosovan and Bosnian projects listed were not technically resettlement programmes because they originally only offered temporary protection rather than the possibility of permanent settlement.

## Earlier groups of resettled refugees in the UK<sup>9</sup>

Dates	Refugee group	Number resettled
1999	Kosovan Evacuation Programme for those fleeing ethnic violence in former Yugoslavia (temporary protection only)	4,000
1992-96	Bosnian Evacuation Project (temporary protection only)	3,000
1979-92	Vietnamese (including ethnic Chinese) in camps in Hong Kong who had fled the Vietnam War	22,500
1973-79	Chileans fleeing Pinochet regime	3,000
1972-74	Ugandan Asians expelled by Idi Amin government	42,000
1957	Hungarians fleeing Soviet occupation	20,000
1940-50	Polish and other refugees fleeing WWII	210,000

## How is the SRP different to previous resettlement schemes?

**The SRP has some key differences to other resettlement schemes and these features provide opportunities for everyone involved in the SRP.** For example:

- it is a very well-publicised scheme
- it is a Tri-Department programme involving the Home Office (HO), Department for Communities and Local Government (DCLG) and Department for International Development (DfID)
- it covers a single nationality group arriving at regular intervals during the next five years
- funding will be available to provide integration support for more than 12 months (up to five years).

In particular, there is an opportunity to build on the goodwill towards Syrian refugees that has been expressed by many people in our local communities.

# 2. Participating in the Syrian Resettlement Programme

Participating in the resettlement scheme is voluntary and it is the local authority's decision to decide on how many, when and how refugees in its locality will be resettled – as long as the proposed arrangements meet the Home Office requirements.

The numbers, timescale and delivery model chosen may change over time, as more is known about the cohort and good practice and learning is built upon.

## Deciding to participate

Each local authority will have different processes to go through to get formal agreement to go ahead with participating in the resettlement scheme.

While the political mood associated with the refugee crisis may shift, it appears that there will remain general support for resettling refugees in this country. While national climate is an important political factor in making the decision to participate, decision makers should focus on the situation in their localities and local support for the scheme.

This is especially relevant for smaller, more rural local authorities, and those with more ethnically homogenous communities that have little experience of international migration, where resettlement will be a new experience.

In the areas with two tiers of local government, the decision making process might be slightly longer and more complex to get the agreement signed off.

As that decision is likely to have a great impact on the community and have potential budget implications, agreement might need

to be sought through the political structures although, in some instances, the chief executive or executive committee will have powers to make that decision.

## Regional planning

**All regions in the UK are developing regional delivery models.** Local authorities interested in joining the SRP are advised to contact their regional Home Office contact or their Regional Strategic Migration Partnership (RSMP) to discuss the options available in their region.

Many **local authorities in Yorkshire and the Humber** consulted other authorities in the region before making final decisions about the terms of their participation in the scheme, to enable a more cohesive regional and sub-regional approach.

## Home Office minimum requirements

Local authorities wanting to participate in the SRP need to show that they are able to provide the following, as outlined in the Statement of Outcomes (SoO) for the programme:<sup>10</sup>

- **arrangements in place to greet refugees** as they arrive – greetings at the airport and transfer to chosen accommodation
- **suitable accommodation** for at least 12 months (and ideally two years)
- **integration caseworker support** for 12 months



- access to English for Speakers of Other Languages (**ESOL**) **courses** from accredited providers (up to 12 months) and **translation services**, if necessary
- assistance in accessing appropriate **mental health services**.

## Deciding on numbers and timescales

When a local authority decides to participate in the scheme, the Home Office expects the authority to indicate how many refugees they are likely to resettle and over what period of time.

**The Home Office expects local authorities and regions to take a mix of case types** (with different household sizes and needs), subject to the accommodation available.

Before making this decision, it is important to think through the following:

- local property market (types of accommodation available and rental cycles)
- availability of school places
- proximity to local services and potential transport issues
- diversity of the local population and existing cohesion issues
- ratio of potential refugees to the local population
- availability of health provision (liaise with a health lead).

Considering these factors will help in deciding what numbers and timescales local structures are able to cope with, without putting pressure on existing services.

Group sizes, the frequency of arrival and the overall time period for taking resettled refugees will have a great impact on your delivery options. For example, making arrangements for accommodating and supporting 180 people might look like this:

- three families (of five people) arriving every

month over a period of 12 months, or

- a larger group of nine families (approximately 45 people) arriving every six months over a period of two years.

Each option would require very different plans and resources.

Local authority experience suggests there are potential advantages in taking larger groups over shorter timescales (rather than taking a couple of cases over a long period of time) in terms of making economies of scale and directing support where it is needed. This is especially relevant if refugees are to be resettled over a large geographical area where support cannot be easily targeted.

A sub-region of the North West is taking a staggered approach to resettlement for their districts. Their districts are receiving refugees over relatively shorter timescales and in larger groups to ensure better use of funds.

## Delivery models

### What to consider?

There are many factors that need to be taken into account when choosing the resettlement model that will be best suited to your local structures. These include:

- previous experience and existing capacity
- long-term planning objectives
- local political and social structures
- participating in a regional model
- the council's procurement rules
- types of tenancy (private rented sector, social housing, housing association etc)
- geographical location of services
- numbers and frequency of arrivals
- affordability and wider social impacts
- costs of delivery and potential delivery partners.

Although delivery options do not need to be given to the Home Office at the time of indicating agreement to participate in the scheme, it is good practice to think about it in advance. Your preferred delivery model is likely to affect some of your initial decisions such as the total numbers of refugees taken and timescales, and may change over time.

## Delivery models available

**There is no one model of resettlement delivery** and local authorities already participating in the SRP have adapted different models. Some have decided to:

- deliver all services in-house
- commission certain elements of the Statement of Outcomes to third sector organisations (eg integration support, housing or ESOL)
- commission some services jointly with other local authorities in the region (eg integration casework support, interpreters)
- subcontract the whole delivery of the project to the third sector.

Local authorities participating in the scheme through a regional or sub-regional model will potentially have more delivery options available as some services, such as integration or housing support, can be procured and managed at the regional level.

You will want to build in regular reviews to ensure the model chosen still works locally over time.

### Experiences from local authorities

**Leeds City Council** has sub-contracted the Refugee Council to provide integration support. **Kirklees Council** has decided on an in-house support model and has created a caseworker role within housing services with responsibility for supporting integration of resettled refugees. **Coventry City Council** has opted for contracting the whole scheme out to the third sector, while in **Bradford Metropolitan District Council** previous resettlement schemes have been managed and delivered by directly by a third sector organisation.

### New local authorities

Some of the **smaller councils in Scotland** have decided on joint procurement of specialist services (such as interpreting and specialist mental health support services) via top tier arrangements. They have also organised joint training sessions with Scottish Refugee Council to prepare staff and raise awareness of what to expect when working with refugees.

## Consider appointing a lead officer

An officer should be responsible for supporting the decision making process, liaising with a regional lead and keeping momentum going. Your lead officer should be able to manage discussions across departments and external organisations, consider the models for delivery and steer the decision-making process.

## Making it work

Your local authority should carry out initial preparatory work while it waits for Syrian cases to be referred.

This early preparation should include mapping of existing provision and identifying relevant contacts within key services.

When exploring available delivery options it is important to **start identifying and contacting key statutory partners and third sector organisations** to establish existing capacity and identify potential gaps in provision.

## Consider setting up a working group

Many local authorities have set up a working group that meets regularly to share information and discuss progress of cases.

Some local authorities have two working groups:

- **strategic** – responsible for service planning and co-ordination
- **operational** – tasked with the delivery of the scheme, reports to the strategic group.

Suggested key contacts for a resettlement working group and their respective roles:

- **GP practices** – initial check-ups and primary care needs
- **NHS England or Clinical Commissioning Group (CCG)** – secondary health needs including mental health support
- **local authority public health** – to coordinate migrant screening
- **housing local authority lead** – coordination of housing procurement
- **housing providers (social housing providers, private landlords)** – identifying suitable properties
- **neighbourhood coordinator** – identifying and mitigating potential community cohesion issues
- **Police** – advice on safety, antisocial behaviour and community cohesion issues
- **education and school admissions** – plan for new pupils and engagement with new parents in the locality
- **Childrens' services** – youth development and provisions
- **Social services** – supporting vulnerable arrivals and those with additional needs
- **interpreting services** – planning demand for Arabic and any other languages eg Kurdish, Armenian
- **local authority benefits (Housing Benefit and Council Tax Support)** – planning for new arrivals' claims and coordinate with Jobcentre Plus

- **Jobcentre Plus (the Home Office should give a key local contact)** – arranging and coordinating benefits
- **local colleges, universities and training providers** – ESOL and other educational provision
- **integration support casework providers** – delivery and coordination of refugee integration support
- **local Prevent lead** – advice on safety and community cohesion.

Other services on a working group might include:

- local third sector organisations
- religious leaders and local community representatives.

## Checklist: participating in the SRP

- local councillors support the resettlement scheme
- local authority able to meet Home Office requirements
- a lead person selected
- contact made with RSMP to establish options available in the region
- Home Office informed about the local authority wanting to participate
- formal decision-making process taken place and agreement signed off
- start made on identifying statutory key stakeholders and establishing key links
- availability of housing and possible integration services reviewed
- access to specialist services and mental health considered
- initial numbers, frequency and timescales agreed
- various delivery models explored
- costings reviewed and risk assessed to ensure delivery can be covered by the financial package offered.

# 3. Accepting cases

The UK accepts Syrian 'cases' that have been identified by UNHCR based on key criteria reflecting their vulnerability (see 'Introduction and context'). Syrian households need to be matched to places that can best meet their needs.

Once your local authority has made the decision to participate in the SRP, you should provide information about availability and type of housing in the area (flats, sheltered accommodation, adapted properties etc) or family composition preferences (adults, families only etc). This means that the needs of refugees identified by UNHCR can be better matched with offers of help.

**The Home Office has indicated that over the longer term, larger families (requiring four or more bedrooms) and those with accessibility needs are likely to remain a significant part of the referrals received from UNHCR.**

## Initial referral

Your local authority will be matched with appropriate resettlement cases by their RSMP regional lead or the Home Office directly. This match, where possible, should be in line with your previously stated preferences around household size and the timing of new arrivals, although **refugee need will be the main factor for matching.**

On referral, your local authority lead will receive an email informing them that the details of the case have been uploaded onto the Home Office MOVEit portal.

The information available on the portal includes:

- **Refugee Referral Form (RRF)** from UNHCR. This should contain: photographs, information about family composition, ages, main languages spoken, religion and health issues (if they qualified on health grounds).
- **Medical Health Assessment (MHA)** completed by IOM.
- **Finance Annex A** (blank initially, but needed to generate payments).

Your local authority should review the information provided against availability of accommodation and any other relevant factors, before deciding whether to accept or reject each case.

## Sourcing and securing accommodation

The local authority must ensure appropriate accommodation is secured for new arrivals. This must be 'affordable and sustainable'.<sup>11</sup>

The process of sourcing and matching accommodation will depend on the chosen delivery model (private rented sector, social housing etc as discussed in 'Participating in the SRP') but must take into account the following needs of the case:

- family size
- medical/housing needs of each individual in the household
- proximity to health and other services
- transport links
- availability of school places

- safety of the neighbourhood
- diversity and cultural considerations (availability of culturally appropriate food, places of worship etc).

Steering group members or key contacts already developed should be able to advise on some of these elements.

**Hull City Council** likes to check with police cohesion and local policing teams when sourcing properties to ensure areas are suitable for use.

Further considerations include:

- costs of preparing initial accommodation (eg deposit for private rented accommodation, costs of furnishing and decorating for social housing)
- rent level (should be fully covered by Housing Benefit – Local Housing Allowance (LHA) rates, benefit cap restrictions etc)
- security of accommodation (the length of the tenancy ideally should be at least one year to provide stability for the household)
- political sensitivities and other relevant local factors.

## Health approval

**You also need to liaise with a health lead within NHS England or the CCG to ensure that health costs and provision have been agreed.**<sup>12</sup> Although the health costs for each case will be arranged with the Department of Health (DH) separately, the local authority still needs to communicate with the health lead to ensure that the health approval for their cases has taken place. This is especially important for local authorities that have integrated social care and health provision.

## Final case approval

Once appropriate housing is identified and the health approval is confirmed, your local authority lead sends confirmation that the case has been approved. This might be sent directly to the Home Office or to your RSMP, depending on the arrangements in your region.

The final flight details for the case are then confirmed and arrangements are made for exit visas, Biometric Residence Permit (BRP) documents and NINO allocations.

The MOVEit portal should now contain Advance Booking Notifications (ABN) produced by IOM containing the travel details for refugees selected for resettlement.

## Timescales

At the time of writing there is no time limit within which the local authority has to make a decision about accepting a case. However, the expectation is that a decision will be made within a couple of weeks, since it might have a knock-on effect on the preparation time in the later stages of the process (such as higher property void costs).

If accepted, the Home Office will require at least six weeks for visa and travel arrangements. **During that six week period, the local authority needs to fully prepare for the arrival** (see 'Pre-arrival planning').

Assuming that the local authority decision about the case is taken within a couple of weeks, it will take eight weeks from the time a case is first referred to the local authority to the arrival date of the refugees.

However, when the date of the flight is known in advance any delay in reaching a decision about the case could have an impact on preparatory work.

## Checklist: accepting cases

- availability of housing and family size preferences given to the RSMP/Home Office
- key contacts for working group(s) identified and meetings arranged
- email received by local authority lead confirming a case has been referred (from Home Office/regional lead)
- log-in details for the Home Office MOVEit portal confirmed and all available documents reviewed
- appropriate accommodation identified
- confirmation received from the health lead that the case is approved
- confirmation of acceptance given by the local authority lead to the regional lead/Home Office
- six week preparation period starts during which travel arrangements are confirmed and ABN are available on the MOVEit portal.

# 4. Pre-arrival planning

Planning is key to successful resettlement. As stated earlier, accepted refugees arrive in the UK within eight weeks from the initial referral to the local authority. Since it is expected that the local authority will accept a case within around two weeks, it will then have six weeks left to ensure that everything is in place for the arrival of the refugees.

**Once the cases are accepted, the preparatory work needs to be intensified to ensure everything is ready for the arrival of the group.**

Ensure that all key services are now engaged and the appropriate processes are put in place. This is especially important for those local authorities with no previous resettlement or asylum dispersal experience, as their preparatory work could be more demanding compared to those already involved in the other schemes.

Preparatory work needs to include arranging service provision as well as developing necessary procedures. This section covers the following areas of pre-arrival planning:

- housing
- education and ESOL
- health
- integration casework support
- interpreting and translation services
- core procedures.

## Housing

The secured accommodation (see ‘Accepting cases’) needs to be made ready for the arrival of the refugees.

The Home Office FI specifies that accommodation must meet local authority standards and must be furnished ‘appropriately’.<sup>13</sup>

Occasionally, there may not be enough information on the MoveIT portal to fully prepare accommodation for refugees with specific needs such as disabilities.

For those cases there should be continual dialogue via the RSMP regional lead and the Home Office about need, adaptations and estimated costings.

The funding available to local authorities should only be used for the provision of basic white goods like food storage (ie a fridge freezer), a cooker and a washing machine, but not luxury items, brown goods (eg TV) or other entertainment appliances.<sup>14</sup> However, these items can still be provided as long as other sources of funding are used.

**A welcome pack of groceries reflecting the culture and nationality of the refugees must be provided, according to the Statement of Outcomes.**<sup>15</sup> This might include items such as bread, milk, tea, coffee, sugar, eggs, cereals, tins of tomatoes and beans, rice, pasta, baby food etc.

Some local authorities, such as **Leeds City Council**, have used furnishing guidance for supported housing and adapted it to the needs of Syrian refugees. An example inventory list is provided in the Appendix.

**Some items not usually on a standard housing inventory list have been considered necessary by local authorities based on their experience with Syrian refugees already resettled in the UK.**

These items include:

- large cooking pots
- a pressure cooker
- large, thick blankets.

Local authorities using mixture of private and social housing need to ensure the same standards across different types of properties.

Most of the accommodation **Hull City Council** uses is unfurnished. Hull provides new, budget furniture, to ensure that everyone receives the same standard of furniture and it meets cleanliness and health and safety requirements.

The refugees can take the furniture with them, if they decide to move property or location; this helps give refugees a sense of security, particularly when they have left everything behind, and contributes to refugees regaining their sense of wellbeing.

### **Additional household items**

Some local authorities provide additional items. **Leeds City Council**, for example, provides donated second-hand pushchairs and prams to make it easier for families with children to move around. **Hull City Council** believes it is important to consider provision of safety gates and baby bottles (even for breastfed babies). Mothers often stop producing milk due to the stress of the journey to the UK, and may find they are unable to breastfeed their babies on arrival.

## Tenancy agreements and utilities

Housing providers need to be informed of the refugees' arrival date so that tenancy agreement sign-up can be arranged within the first week. It is good practice to prepare joint tenancy agreements for all adults who will be living in the property to give everyone the same rights.

Plans also need to be made to register new tenants with utility companies upon arrival and arrangements for payments to be in place. The FI states that no pre-pay/card accounts are allowed.<sup>16</sup>

## Landlord preparation

The landlord should be clear that the accommodation has to be ready for the arrival of refugees. They should ensure that:

- utilities are uncapped and ready to use
- the property is warm for the new arrivals (the heating is on)
- appropriate bins are available and collection days confirmed.

Some local authorities using social landlords have mentioned difficulties in ensuring that the property is warm before the refugees' arrival, as health and safety rules do not allow utilities to be used before the person moves in. In these instances, heating has been switched on during the morning of the arrival day.

## Housing support

**For the first year, new arrivals will require assistance in resolving housing issues**

(e.g. repairs, utilities, issues with bins, neighbour disputes). The first weeks and months are often very intense, and then the need for longer-term support will vary according to individuals' needs.



**You should decide how you will provide housing support.** Local authorities already involved in the SRP deliver housing support in different ways:

- using existing social housing or housing association arrangements
- contracting third sector organisations experienced in managing tenancies for vulnerable clients
- combining housing support with integration casework support.

## Rent

Landlords must be clear about how rent is going to be paid. Although new arrivals will be potentially entitled to Housing Benefit (HB) from the first day, they will be subject to restrictions in the same way as British nationals. It is possible that HB may not cover the full rent.<sup>17</sup>

At the time of writing, plans to cut the benefit cap threshold in the UK to £20,000 a year per household (£384.62 per week outside London) will come into force in autumn 2016. The local housing allowance is also expected to be lowered further.

Syrian refugees are likely to be affected as resettled families are larger than UK average and they are unable to apply for Personal Independence Payments (PIP) for the first two years in the UK.

**A lead person should anticipate where this might occur, and ensure that arrangements are in place to pay the part of the rent not covered by HB.** This might come from the local authority grant or Discretionary Housing Payments. Alternatively, larger families could be placed in supported housing (which is exempt from the benefit cap).

## Education and ESOL

### Pre-school children

The FI does not provide specific funding for children under the age of three. The majority of two-year-olds will be eligible for free childcare as their parents will likely to be receiving one of the qualifying benefits (JSA, ESA or IS). Like all other three and four-year-olds in the UK, they will be eligible for 570 hours of free early education or childcare a year (ie 15 hours each week).

The FI provides educational funding to cover three and four-year-old resettled children (see 'Financial planning').

Consider securing nursery places for younger children and liaise with early years' providers and local children centres to plan how education funding could be best used.

### Children of school age

Attending school is an important step in restoring children's sense of normality. While in pre-war Syria primary school enrollment rate reached 97 per cent,<sup>18</sup> many children have since had their education disrupted or stopped. Therefore it is vital that school places for children of school age are arranged in time for their arrival. School places are normally allocated via normal admission processes and are chosen primarily based on the proximity to the sourced accommodation.

**Additional measures may be needed to help resettled children to access education and achieve the level expected for their age.** Specified educational funding is provided under the SRP to support each resettled child of school age to settle into school (see 'Financial planning'). Starting the planning process early should enable the education funding to be used more efficiently.

Representatives from school admissions and children's services should be involved in pre-arrival planning processes and working group meetings (see 'Accepting cases').

Schools need to be made aware that new pupils have limited or no English. In areas where schools don't have many students with English as an Additional Language (EAL), more time and planning might be needed to secure the required resources.

The educational funding should help to ensure that children have access to school uniforms, meals and travel arrangements so they can start attending schools promptly upon arrival. Other costs for additional resources might include interpreting, staffing and facilities.

To ensure all schools where refugee children are going to be placed are ready and provide the same services for new pupils, **Bradford Metropolitan District Council** has employed a school liaison officer. The liaison officer is responsible for coordinating EAL activities, travel and reception arrangements for new pupils in schools across the city.

Consider preparing a short briefing about the SRP and Syrian culture for the schools where resettled children will be placed.

There is scope to apply for further Home Office funding for resettled children up to the age of 18 and in full-time education who have 'compelling circumstances'.<sup>19</sup> We understand this to be intended to cover children with special educational needs (SEN). Such applications will be assessed on a case-by-case basis.

## 16 to 19-year-olds

Resettled young people aged 16 to 19 years ideally should access full-time education.

Some courses may be more appropriate for older students who do not have fluent English and do not have GCSEs. These include 'ESOL with Maths and English' courses and vocational qualifications. However, these are not always widely available.

The government requires all young people to be in education, employment or training. However, the Home Office FI specifies that education funding for the SRP only covers resettled Syrians up to the age of 18 years.

Liaise with local colleges and sixth forms to assess how additional funding can be best used to enable new arrivals in this age group to access relevant mainstream courses and apprenticeships.

Be aware that for older resettled children in families, their attendance at an educational institution is linked to some benefits that the family might claim. Students attending less than 12 hours of education per week will affect parental entitlement to child benefit<sup>20</sup> and consequently their child tax credits and housing benefit.

## English for Speakers of Other Languages (ESOL)

Your local authority should have already established links with ESOL providers for English language provision (see 'Accepting cases').

New arrivals will have different levels of English. ESOL classes need to match that need. The FI states that:<sup>21</sup>

- providers delivering ESOL (or equivalent) need to undertake assessments with each individual to determine support arrangements
- classes should be accessed within one month of their arrival
- ESOL should be delivered by an accredited provider.

You may need to plan for ESOL classes that are below the lowest standard ESOL Entry Level 1 offered by the majority of education providers, as many Syrians already resettled in the UK spoke no English on their arrival.

ESOL providers should also plan for the fact that Syrian refugees might not know the Latin alphabet, since Arabic is written in a script or be illiterate.

## Health

Plan for GP registration, initial health checks and immunisation as soon as refugees arrive, in collaboration with your health contacts and your integration support team.

New arrivals often need urgent dentist and optician appointments due to lack of basic healthcare where they have been living. Have exemption forms ready to apply for help with health costs and identify appropriate optical and dental practices.<sup>22</sup>

Some local authorities already have migrant screening programmes run by local GP surgeries and clinics contracted by councils' public health teams. Ensure procedures are put in place so new arrivals can access those services.

## Mental health and wellbeing

**As the aim of the SRP is to resettle refugees that are among the most vulnerable, new arrivals may have severe mental health issues. Meeting Home Office requirements in this scenario will require facilitating access to specialist mental health services ie support for survivors of violence and torture.**

In localities where specialist mental health provision is not easily accessible or available through the NHS, consider incorporating counselling services delivered by specialist third sector organisations into integration casework support. You might be able to work with a local organisation or a national organisation with expertise in this field such as Freedom from Torture (although this guide does not recommend any particular one organisation over others).

## Integration casework support

**Integration casework support needs to be provided for a period of 12 months. It is expected to facilitate refugees' orientation into their new communities.**<sup>23</sup> Integration casework support includes all aspects of integration, from ensuring access to income through employment and benefits, access to primary and secondary care, dentists and opticians to compulsory and further education, ESOL and integrating with host communities.

Planning integration casework support depends on the number of refugees resettled, the frequency of their arrival and their individual needs. Integration casework support tends to be very intense initially (for the first few weeks or months), then will fluctuate according to the needs and issues arising for each individual. Delivery arrangements should anticipate this changeable pattern of need among the client group.

Caseworkers need to have experience of working with vulnerable people, ideally through interpreters.

**Integration casework support can be delivered in many different ways.** Local authorities already participating in the SRP:

- deliver integration casework support in-house through family or housing services
- commission out to third sector organisations with experience of working with refugees and asylum seekers and/or other vulnerable clients (eg homelessness shelters, victims of domestic violence)
- use a combination of both options (eg in-house staff trained by an experienced third sector organisation).

Consider using specialist third sector refugee and asylum organisations. Many of them have expertise of working with refugees from around the world and are already involved in the SRP in a number of regions, such as Refugee Council and Refugee Action (again, we do not recommend one organisation in particular).

Maximise the expertise already in your area but do not underestimate the cultural dimensions and intensity of the support required.

Your local authority might receive offers of help from local third sector or religious organisations. This needs to be carefully considered to assess appropriateness of the support offered. It is useful to have knowledge of local projects and initiatives to suggest alternative options.

#### **Other important things to consider when planning integration casework support:**

- identifying a suitable place for a drop-in
- out of hours provision
- Disclosure and Barring Service (DBS) checks for caseworkers
- monitoring system (through a personal integration plan for example)
- complaints and contingency procedures (see 'Core procedures' below)
- consent forms (to ensure resettled refugees agree for their details to be shared) and information sharing forms (to enable exchange of information between different agencies) (see 'Core procedures' below).

## Interpreting and translation services

Many refugees will not be able to read or speak English, so planning for interpreting and translating is essential. Note that some Syrian refugees may not be literate in their own first language and may benefit from picture-based information. Options to consider include:

- procure interpreting services through your top tier authority or through your regional coordinating body (RSMP), particularly for smaller and two-tier councils with no local capacity
- use internal interpreting services (cheaper and potentially more reliable as the relationship between various services is already established)

- train up community interpreters (for local authorities who have existing Syrian/Arabic-speaking communities)
- employ bilingual housing support staff and/or integration support caseworkers.

Syria is a diverse country with many religions and ethnicities. When exploring different interpreting options, consider potential cultural, political, religious and ethnic issues (see also 'Cultural considerations'). For example:

- Arabic is spoken by a majority of Syrian refugees, but Arabic isn't the only language used. Languages such as Armenian and Kurdish are also spoken by some of the refugees who have been resettled in the UK so far.
- Cultural norms can prevent women speaking about certain issues in the presence of a male. Female interpreters might need to be available.
- Areas with established Syrian or other Arabic-speaking communities may provide options to use community interpreters, but this might not always be appropriate due to political, religious and ethnic differences.

## Core procedures

There are a number of procedures a local authority has to put in place to meet the Home Office requirements specified in the FI.<sup>24</sup>

The local authority must ensure that all relevant safeguarding, equality, data protection, confidentiality, and health and safety laws are complied with, but also should provide clear guidelines on how to respond to various challenges.

**Consider designating one person to be responsible for ensuring that all members of staff are familiar with the policies and procedures, and to be a single point of contact in case of emergencies.**

## Contingency plans

### **Anticipate problems that might arise.**

Having emergency procedures in place will enable staff to address problems adequately without unnecessary delays, meeting the deadlines specified in the FI (for example, informing the Home Office within 24 hours of having identified special needs or community care needs, or reporting critical incidents by the end of the next working day).<sup>25</sup>

Consider drawing up a contingency plan for each emergency to ensure safeguarding principles have been adhered to. Emergencies to plan for might include problems with the house (such as lack of hot water or heating), urgent hospitalisation and pregnancy, as well as sensitive issues such as relationship difficulties/breakdown, violence or criminality.

## Complaints procedures

Complaints procedures have to be clear and in a format that is accessible to all resettled refugees. **It is essential that new arrivals understand the process and know how and to whom their complaint needs to be made.**<sup>26</sup> It might be useful to translate complaints procedures into Arabic and provide a blank complaint form.

Complaints procedures need to be consistent with your local policies, and there should be consistency in the procedures across all service providers. This is especially important when parts of the project are delivered by partners or subcontractors, as complaints will need to be directed to the appropriate service providers.

## Consent forms and information sharing

**Consent forms are needed to ensure that resettled refugees understand and agree for their information to be used by the local authority.**

**Information forms are needed to enable the exchange of relevant information between different agencies and partners.**

It is essential that resettled refugees understand the content of both documents and their purpose before signing them. The forms need to be either bilingual (English and Arabic versions) or translated orally before signing, in the language the individual fully understands.

If consent and information forms are in English, it is good practice to include a paragraph confirming that the content of the document was orally translated before it was signed.

## Managing and reporting incidents

**The local authority must inform the Home Office about incidents or matters arising that affect the wellbeing of clients and all critical incidents.**<sup>27</sup> The local authority should have appropriate procedures in place to report and manage such incidents effectively.

Incidents can cover a wide variety of events and can affect clients, staff, or services. For example:

- personal safety: accidents, injury, violence, hate crime
- information security: breach of data security
- technological: ICT problems
- physical or environmental: a fire, flood, power outage which affects people, buildings, services or ICT infrastructure.

Critical incidents are those requiring immediate action and/significant disruption. They are defined in FI as:<sup>28</sup>

- serious harm to an individual
- having significant community impact
- having significant impact on public confidence in the local authority.

## Checklist: pre-arrival planning

### Housing

- house furnished as per the inventory list
- welcome pack of groceries provided in the house (bread, milk, tea, coffee, sugar, eggs, cereals, cans of tomatoes and beans, rice, pasta, baby food etc)
- gas and electricity uncapped and water ready to use
- heating turned on in the morning of arrival day
- kitchen appliances checked and working
- adaptations checked and approved (when applicable)
- tenancy agreement sign-up arranged
- checked whether HB will cover full rent and arrangements made to cover the shortfall
- bins provided and collection dates checked
- housing packs prepared, including simple pictorial packs for illiterate refugees, and translated
- arrangements for housing support made
- potential risks identified and emergency plan prepared.

### Education

- educational options for pre-school children explored
- school places arranged for all children
- EAL support planned discussed in all schools
- provision for school meals and uniforms agreed
- educational provisions for 16-19 year olds identified
- ESOL classes for adults planned, including pre-entry levels.

### Health

- public health and a lead from CCG and NHS England liaised with
- specialist mental health provision identified
- GPs identified and registrations, first check-ups and immunisations planned
- HC1 forms ready
- dentists and opticians identified.

## Integration casework support

- integration casework support arrangements agreed
- drop-in places identified
- integration activities planned
- thematic briefings/sessions arranged with experts (family reunion, university eligibility).

## Translation and interpreting services

- translation services identified and availability of languages checked
- availability of female and male interpreters checked
- arrangements made for availability within the first week (the most intense)
- confidentiality and consent forms prepared
- the interpreter service briefed about the resettlement scheme.

## Core procedures

- potential issues identified, contingency plan prepared and contact person nominated
- complaints procedure in place and shared with steering group and new arrivals
- information sharing and consent forms drafted and agreed by steering group
- managing and reporting incidents procedures drawn-up and agreed.

# 5. Financial planning

## The SRP Funding Instruction (FI) – Year 1

The SRP is operated through a Home Office Funding Instruction (FI)<sup>29</sup> where a local authority is allocated a specified amount for each resettled person. The FI clarifies yearly payments to a local authority for:

- **local authority costs:** currently at £8,520 per each individual
- **education:** currently at £4,500 for each child aged five to 18 years, and £2,250 for each child aged three to four years. Payments are based on the age of the beneficiary at the time of arrival in the UK.

Local authority costs include:

- **preparatory work:** securing and setting up accommodation, translation and administration costs and transport
- **delivery costs:** one-off cash payments of £200 per person, providing housing and integration casework support, administration and finance, ESOL provision, and social care costs.

The local authority is responsible for ensuring that the education funding is paid to educational institutions that accept resettled children.<sup>30</sup> The FI does not specify what funding should be used for, but it could cover, for example, the costs of school uniforms, school dinners, travel costs, EAL teachers, bilingual teaching assistants, interpreters, and inclusion/liaison workers.

On the top of the payments mentioned above, local authorities can apply for additional funding in the event of ‘compelling circumstances’<sup>31</sup> in two areas:

- additional funding for educational purposes for a child under the age of 18
- necessary social care costs.

These can be requested on a case-to-case basis and will be assessed individually by the Home Office.

**It is essential that each local authority reads the Funding Instruction documents carefully and assesses the financial implications.**

## Health costs

Health costs in the first year are agreed with DH and CCGs separately, and thereafter come through the standard per capita funding routes. As highlighted in previous sections, local authorities should work with CCGs and NHS England to collectively plan health services in their areas.

## Breakdown of possible local authority expenses

Though the funding is not ring-fenced and the spend is completely up to local discretion (subject to fulfilling the SoO), examples of what the payments might need to cover are provided in the box below.



Type of cost	Costs include
LA lead	LA coordination, finance, administration
Housing	Void (normally up to eight weeks), (re)decoration, furnishing, adaptations, grocery pack
Housing support	Caseworker(s), interpreter(s)
Integration casework support	Caseworker(s), interpreter(s)
Social care	Adult and children's social care needs
ESOL	Accredited ESOL course with steps to integration
Cash allowance	One-off clothes and food allowance (£200 per person)
Education	School uniform, EAL support, education inclusion/liaison worker.

- For additional payments the local authority needs to indicate on the claim form the type and amount needed. Each case will be assessed on its own merits.

Payments are made to the local authority by BACS within 30 days of receipt of a correctly completed claim form.

## Monitoring and verification process

**At the end of the financial year each participating local authority is required to submit a total expenditure calculation.**

For audit purposes the local authority must be able to provide:<sup>33</sup>

- costs for individual cases
- evidence of the costs
- justification of expenditure.

Note that while the two latter requirements are straightforward, providing breakdown of expenditure for individual cases might be more complicated. For example, where services are delivered jointly (such as interpreting or casework support) it will be difficult to assess the exact amount spent on each individual, unless it is assumed that everyone received the same level of support.

## How and when is funding received?

Payments to local authority will be made throughout the 12 month period as follows:<sup>32</sup>

- The first payment for 40 per cent of the expected yearly costs for each individual will be authorised on the day of arrival and paid within 30 days.
- The remainder will be paid in arrears in two equal instalments at the end of the fourth and eighth months.

Note that payments to assist the local authority in preparation for refugees cannot be received in advance of their arrival.

To receive payments a local authority should:

- Complete a claim form at Annex A (downloaded from the Home Office MOVEit portal). This must contain details of individual refugees and costs claimed (the LA costs, education, additional educational and social care costs), indicating whether it is an initial or subsequent claim.
- Submit the claim for payments. The first claim can be made from the day of arrival of refugees

## Funding for years 2-5

Further funding to local authorities has been confirmed by the government for years 2-5 of the SRP, though at a lower level per person per year than the year 1 allocation.<sup>34</sup>

It has been confirmed that funding for years 2-5 will consist of a per person tariff tapering from £5,000 to £1,000 over the four years and the funding will be unringfenced.<sup>35</sup> The yearly funding for each individual is expected to be as follows:

Year 2: £5,000  
Year 3: £3,700  
Year 4: £2,300  
Year 5: £1,000.

Local authorities will be able to decide how best to use the funding for years 2-5, which could include education and social care costs, more ESOL classes, training or other employment-related activities or further integration services.

## Checklist: financial planning

- familiarised with FI
- Annex A form (available on MOVEit portal) completed with details of new arrivals and costs claimed, and uploaded onto MOVEit portal – can be claimed from the day of arrival
- expenditure monitoring arranged.

# 6. Arrival and the first week

Your arrangements for the arrival of Syrian refugees need to include airport collection and transport and induction to their accommodation. This will be followed with the start of integration casework support.

**Your practical plans might be affected by the exact timing of the arrival of the resettled group** (according to the time of day, week, year, public holiday etc) and might need to be reviewed for each arrival group.

## Arrival – day 1

### Meet and greet at the airport

Meeting and greeting refugees at the airport is an important step in the resettlement process as this will be the refugees' first insight into their new life in the UK. Refugees are likely to be tired after the long journey and it is important to remember this when planning post-arrival activities.

It is good practice to ensure that integration support caseworkers are present at the arrival of refugees they will be supporting, as it helps in building the connection between them.

Regional charter flights are likely to become the norm for resettled arrivals. So far Syrian refugees have been arriving in the UK either on a scheduled or a charter flight, depending on the numbers involved.

Carefully decide how many people, and who exactly, should be greeting the refugees at the airport. Consider the impact on the newly

arrived; it can be overwhelming to have a large group of unfamiliar people greeting them.

## Transport

When planning transport from the airport, ensure the vehicles are booked in advance and have plenty of luggage space. Additionally, it might need to be adapted to needs of refugees with disabilities.

## Initial reception and induction

You have the option to conduct the first administrative tasks at this point, such as:

- **a quick introduction** about the SRP in your local authority
- **introduction of the integration support caseworker** (if caseworkers were unable to meet new arrivals at the airport)
- **signing consent and sharing information forms** (so caseworkers can deal with matters arising on newcomers' behalf, and information can be shared between services involved – see 'Core procedures' in 'Pre-arrival planning')
- **distribution of the cash allowance** to cover living costs before their benefits are available (£200 for each family member) (see 'Financial planning')
- **establishing a means of contact**, remembering that accommodation won't necessarily include a landline and new arrivals won't have UK SIM cards or power adapters.

You may prefer to hold an induction or reception event to welcome the new arrivals and undertake some of these tasks with the whole group before taking people to their individual accommodation, particularly if the group is large. Depending on the size of the group and local capacity, this could be held in a community/church hall or a local hotel for example, and could include a hot meal (ideally traditional Syrian food).

**Keep the arrival day activities to a minimum**, so as not to tire out and overwhelm the new arrivals.

Once you have taken each family to their new homes, a member of the team should do the following:

- **provide an induction** on using appliances and facilities within the house, including how kitchen appliances work, how to use the electricity, gas, heating, shower, smoke alarm etc and provide a housing pack (with written translations)
- **explain what has been provided** in the welcome pack of groceries
- **give a clear instruction on who to contact** in case of emergency
- **distribute translated welcome briefing** (with caseworkers photos, details and emergency numbers; see below)
- **communicate details of the next day's arrangements.**

## Welcome briefings

**Preparing briefings about accommodation, health and safety and an emergency point of contact is a Home Office requirement.**<sup>36</sup>

It is good practice to prepare it in the format of a welcome pack for new arrivals. Welcome packs should include the most important information only so new arrivals do not feel overwhelmed.

Welcome packs should be translated into the refugees' language (as per details on the MOVEit portal - see Accepting cases and include pictorial instructions for illiterate refugees.)

The basic welcome briefing given to refugees resettled by **Leeds City Council** includes:

- contact details and a photo of their integration worker
- emergency numbers (police and NHS)
- a map of the city
- a housing pack explaining health and safety rules, and instructions for all appliances in the house.

## Timetable for days 2-5

It is strongly advisable to **have ready a clear timetable of structured post-arrival activities, especially covering the few days**, as careful planning is crucial to successful resettlement.

Many tasks need to be done promptly, as specified in the FI. Tasks include: tenancy sign-up, applications for benefits, GP and utility registration, opening bank accounts and orientation in local area.

Remember when planning arrival and the first week activities that working through interpreters means that meetings and discussions might take twice as long as usual.

A suggested timetable to cover these core activities is presented next, based on some local authority experiences so far.

## Day 2

- Explain the nature and extent of support, the levels of assistance that will be given, and what is expected from individuals (attending appointments, time-keeping etc.).
- Take people to shops to purchase food and show how local transport systems work.
- Make arrangements for school uniforms and travel for school age children.
- Sign tenancy agreements, ensuring joint tenancy agreement for all adults sharing a house, including spouses.

## Day 3

- Meet at the Jobcentre Plus (JCP) or pick up clients, depending on how far they have to travel. They should apply for JCP benefits (JSA, IS or ESA) and have an initial employment interview, if possible. They should also apply for local authority benefits such as HB, Council Tax Support, Free School Meals and HMRC benefits (CTC and ChB). Note that Syrians are unable to apply for PIP and CA for first two years (statutory rules).
- Children start schools – assisted by caseworker or integration officer (explain to parents about drop-in and pick-up rules and times).
- Register new arrivals with utility companies and make arrangements for payments.

It is good practice to ensure that not only one partner in the household is named on or accesses all the household benefits. For example, JSA/ESA may be payable to one partner while CTC and ChB goes to the other.

## Day 4

- Meet at an agreed place and provide accompanied orientation visits to bus/train stations, libraries, housing provider offices, schools, churches or mosques, and drop-in locations, explaining British culture and customs.
- Apply for free bus passes for children and eligible adults (if locally available).
- Register with the GP and have first check-ups.
- Register with dentist/optician (unless required sooner).
- Open separate bank accounts for all adults (and update benefit claims so benefits will be paid directly into their own bank accounts).

## Day 5

- Encourage clients to come to any drop-in by themselves.
- Deal with arising issues (housing, benefits, etc).
- Develop a personal integration plan with each individual to monitor integration, including a baseline assessment, employment experience, aspirations, an action plan etc.
- Distribute BRP documents (should be received by the local authority one to two days after arrival).

While this order of activities can be changed, be aware that some tasks need to be done before others. For example, a tenancy agreement needs to be signed before the appointment at the JCP, because proof of a tenancy might be required in support of benefit claims.

## Checklist: planning for arrival and the first week

- flight time and airport details checked
- appropriate transport and interpreter organised
- meeting point and warm meal arranged
- welcome briefings prepared and translated
- arrangements made for cash payments
- consent and information sharing forms prepared
- means of future contact established
- ensure BRP documents are received and distributed to families
- timetables for first week prepared and communicated with the steering group (schools, JCP, integration support provider, GPs etc).

# 7. Ongoing integration support

## Integration casework support

Casework support should enable new refugees to integrate successfully into their local communities. This includes ensuring refugees' independence, enabling them to use mainstream services, and encouraging refugee inclusion in the local area.

Casework support with resettled refugees is intensive, complex and needs careful long-term planning. Normally casework support will be particularly intense for the first few weeks and months. It should then vary according to the needs and situation of each individual.

The intensity of integration casework support will depend on the individual or family. Some cases will have higher integration casework needs than others.

As integration casework support has been conducted as part of the GPP for a number of years, there are many useful practice guides available that should help new SRP caseworkers (see 'Resettlement resources'). This section highlights important aspects and principles of integration only.

## How is integration casework support delivered?

The FI specifies that casework support needs to be provided through a combination of the following activities:

- office based appointments
- drop-in sessions

- outreach surgeries
- home visits.<sup>37</sup>

### **Integration casework support at an individual level is normally delivered through a personal integration plan.**

An initial baseline assessment is done for each adult (during the first week) that consists of the individual's past work experiences, skills, education, health etc., as well as their expectations and aspirations in the UK.

The plan normally covers short and long term objectives in relation to:

- benefits and finance
- housing
- education (including schooling of dependent children)
- English language
- training and volunteering
- health and wellbeing
- social activities and leisure
- employment
- family life and relationships between close and extended family members (family tracing, reunification)
- permanent settlement (immigration rules, rights and requirements).

The personal integration plan is monitored and reviewed with clients every few weeks.

### **The nature of casework support should change throughout the year.**

Initially, it will need to meet immediate needs such as securing income, schools for children, ESOL provision, local orientation etc. Once refugees are more settled, it will be important to focus on managing expectations, dependency and attachment issues.

Examples of integration casework support activities:

- **one-to-one support** – personal development, managing expectations and addressing individual issues
- **drop-in sessions** – to provide a regular, open, reliable place and time for refugees to ask questions and raise issues as they arise
- **women's or men's groups** – to discuss issues related to health, family planning and family structures
- **group activities** – ESOL classes, thematic information sessions based on commonly asked questions such as family reunion (eligibility and process) and university (eligibility, timescale, student support available, etc)
- **community activities** – engagement in local sport and conversation clubs, library etc
- **community development** – assisting new arrivals in forming new community groups helping them to preserve their culture.

For monitoring and evaluation purposes, casework information must be collated and available for inspection.<sup>38</sup>

## Principles of delivering support:

- ensure caseworkers have a good understanding of Syrian culture and understand the principles of working with vulnerable people through interpreters
- ensure clients understand what support will involve and when the support will terminate (usually after 12 months, but depends on your local authority model for years 2-5)

- manage clients' expectations from the start and don't make promises that may not be fulfilled
- explain the boundaries of your relationship with the client, what is acceptable and what is not
- encourage independence
- provide a safe space to enable individuals and groups to have a voice (such as women/men only and elderly groups)
- provide information and empower clients to make their own decisions, give options and advise of the potential consequences of each choice
- encourage feedback from service users
- involve clients in their personal integration plan so they own their integration journey
- monitor client progress (through personal integration plan for example).
- work closely with housing support staff (when housing support is delivered separately).

## Challenges facing resettled refugees

### Family issues

The resettlement process is a very stressful experience for many families and some find it more challenging than others. Many people come to the UK with high expectations and the reality of life here might be very different. This might lead to depression, increased family tensions, family breakdowns or domestic violence. Caseworkers should be prepared to deal with such issues if and when they occur.

### Local community

Resettled Syrians need opportunities to make links with their wider host communities and be encouraged to access mainstream services where appropriate.

Managing expectations of the local community is also important. Resettled refugees might not feel ready to engage with local residents straight away. However, it is important not to isolate them, and when they are ready, gradually facilitate social connections to local refugee organisations and the wider community.

For further issues that might have an impact on integration of new arrivals please refer to 'Cultural considerations'.

## Exiting integration casework support

Integration casework support needs to be provided for a minimum of 12 months. Beyond this, the provision of direct support to resettled refugees will depend on your local authority's approach. Although there is funding available for years 2-5, this is likely to cover different types of support or activities, bearing in mind the need to minimise dependence and encourage inclusion more broadly (see 'Financial planning' and 'Years 2-5 and exit').

**A strategy should be planned in advance to ensure clients are prepared for the gradual reduction of integration casework support.**

Casework support should have been front-loaded overall, with activities carefully planned to encourage integration from day one and manage client expectations throughout. It should have enabled resettled refugees to become more confident and independent in using mainstream services. For example, during the year caseworkers may have already developed packs confirming contact details for local council services, housing, utility companies, citizens advice bureaux, health (GP and medical emergency), police etc. You may also want to consider arranging training for local practitioners to improve their response to refugees in culturally sensitive way.

## Checklist: ongoing integration support

- prepare individual personal integration plans together with individuals as a way of monitoring personal progress
- plan different activities and means of delivering integration support
- plan thematic information sessions in advance
- plan evaluation sessions throughout the 12 months to review progress
- establish links with local community groups and services
- consider assisting refugees in setting up their own community groups
- arrange training for local professionals to better respond to needs of Syrian refugees
- develop and deliver an exit strategy from the more intensive integration casework support, ensuring refugees are aware of any changes for them.



# 8. Local community engagement

## Preparing the local community

**Consider how to prepare the host community for the arrival of new refugees, in order to encourage positive relationships.**

Consider organising evening meetings with residents in the areas where accommodation for refugees has been secured. This is an excellent opportunity to make local residents aware of planned arrivals and the situation they come from, address any myths surrounding refugees and learn of and mitigate local concerns. It is important to involve local police teams working on community cohesion to ensure they are aware of new arrivals.

Supporting the development of welcoming communities can be a resource in making refugees feel more connected with their neighbourhoods and regaining a sense of belonging.<sup>39</sup>

## Communications and media

Your media strategy is part of community preparation and needs to be planned in advance. Discuss your approach with key stakeholders (such as those on your working group) and assess the potential impacts of proactive and reactive strategies.

A pre-planned approach and single point of contact allows press statements to be agreed and prepared in advance. This approach will enable a local authority to influence media coverage and ensure consistency in order to help to protect the privacy and safety of

newly arrived Syrians and minimise negative impacts on community cohesion.

Some local authorities have chosen to use the opportunities presented on Syrian resettlement to proactively engage with the media, whereas others have decided that a low key approach is more appropriate in their local area.

## Fostering positive relationships

### Managing donations and offers of help

Make plans for managing donations from the public, local organisations and businesses. Some local people will want to donate clothes, toys, books and other items to the newly arrived refugees. This needs to be managed and coordinated to ensure equitable standards for all arrivals.

Increased levels of community compassion can also be used to raise support for other vulnerable members of the community and promote diversity.

Third sector organisations in Yorkshire, supported by **Leeds City Council**, joined together to create the Yorkshire Aid Distribution Centre. This is a regional donation centre where all donations are sorted and distributed to local and regional partners according to their needs.

## Volunteering

There is an opportunity to involve members of the host community, including members of existing Syrian groups, as volunteers. Volunteers can assist new arrivals in local orientation, informal language training and social interaction. They can be facilitators in the integration process<sup>40</sup> by brokering newcomers' connections with the wider community.

## Community information events

Consider holding regular public events to celebrate the contribution of both the refugees and the local community to provide a meeting platform to encourage tolerance and mutual understanding.

## Checklist: local community engagement

- meetings with local residents groups organised jointly with the police
- media strategy in place
- management of potential donations and offers of help planned
- volunteering opportunities created in partnership with local third sector organisations
- consider organising community events.

# 9. Cultural considerations

## Religion and ethnicity

It is important that local authorities are aware of the ethnic and religious diversity of new arrivals so appropriate accommodation is sourced and suitable places of worship are identified.

Syrians are not an ethnically homogenous community. While the majority of Syrians are Arab,<sup>41</sup> around ten per cent are from ethnic minorities, such as Kurds, Armenians or Turkmen.

Islam is the official religion of Syria, but other religions are also present, such as Christianity, Druze and Judaism.

## Food and drink

Traditional Syrian food includes rice, burghul (similar to couscous), kebabs, vegetable stews (various combinations of okra, lentils, aubergine, tomatoes, onions and beans), fish, beef and lamb. As for drinks, strong sweet coffee is popular among Syrians. Muslims will only eat halal meat, while pork is seen as haram food (forbidden).

Local authorities should consider providing some of these items in the basic food packs for new arrivals and if you are arranging an appropriate hot meal at arrival. Integration support casework providers should also locate shops where new arrivals can source familiar spices and food products.

## Names

You may notice from the initial information received about cases that family members of Syrian refugees may have different surnames. When a Syrian woman gets married she usually keeps her own surname, while children are given their father's last name as surnames. However, you may also notice that some children have a different surname to both parents; in the Arabic tradition they can be given their fathers' first name as their surname.

It is vital that no assumption is made about surnames of new refugees (especially children), and correct spellings of surnames (as per passports) are used when signing tenancy agreements, registering with GPs, opening bank accounts, schools and Jobcentre Plus.

## Marriage

Syrians sometimes marry at quite a young age compared to UK nationals. The rural population tends to marry earlier than in urban areas, and this can be before the age of 18. Polygamous marriages are allowed among the Muslim population, with some men having two or more wives.

This may raise questions about bringing second wives to the UK or wives being under 18. It is worthwhile for the local authority to have a briefing explaining immigration rules and family reunion or organising a thematic session with an immigration expert.

## Child safeguarding

There are some differences between Syria and the UK that must be explained to resettled refugees. For example, the age at which compulsory education starts and the law on corporal punishment in schools and the home is different in the UK to Syria.

In Syria, older children are often required to perform various tasks around the house and care for their younger siblings. Young children might be left in the house on their own or allowed to stay outside without parental supervision, as in Syria neighbours take active part in raising and disciplining children.

It is important to communicate this cultural information to schools, social workers and other front-line staff likely to be involved with families so parents can be approached sensitively. It is also vital that families are informed about laws in the UK in the first weeks of arrival, and implications of non-compliance.

## Gender

A man is likely to be considered the head of the resettled household. Women might not always have been involved in financial matters in Syria, and might not have held their own bank accounts. During the visits to public services and hospitals in Syria, women are usually accompanied by their male guardians (husbands, fathers, brothers) and may seek male permission to speak to other people.

Issues might therefore arise when a wife is given the same rights in the UK (to a tenancy agreement for example). It is important to have rules and laws in the UK clarified at the start. Sensitive issues like family planning or domestic violence should be discussed in women-only groups (some in same age groups).

## Mental health

Mental health is generally a taboo subject among Syrians. Only severe, tangible mental disorders (such as schizophrenia) may be considered as meriting medical intervention.

Depression or guilt about leaving family and friends behind felt by resettled refugees might not surface immediately and even then they are unlikely to be raised with medical professionals. Whenever there are suspicions or signs of depression, refugees need to be approached with sensitivity and in full confidentiality, even in relation to close family members.

## Smoking

Smoking in Syria is fairly commonplace. As opposed to the UK, in Syria there are no restrictions regarding smoking in public or private places. UK smoking laws should be explained to Syrians very soon after arrival as they may face fines for smoking in restricted places (enclosed spaces, cars etc).

## Littering

In Syria, littering is not considered to be an issue. You will need to explain littering laws in the UK and that disposing of, for example, cigarette ends or food waste in public spaces can result in a fine.

# 10. Years 2-5 and exit from the SRP

## Long-term planning

The Syrian Resettlement Programme is a relatively new programme and, at the time of writing, most of the 20,000 resettled Syrian refugees are yet to arrive in the UK. Few, if any, local authorities at this stage have been able to consider their strategy beyond the initial 12 months of the programme.

**This is a good opportunity for local authorities and local areas. What do you hope these communities will look like in future? You can consider and plan for including and integrating new Syrians into our local communities in the longer term.**

Whatever strategy is in place, remember these key points from this guide:

- new refugees should be enabled to integrate successfully into their local communities
- involving local communities is essential to foster positive local relationships.

Clearly it is important to take account of migration trends and other migration-related schemes into this strategic planning. This might include existing schemes such as asylum dispersal, as well as other resettlement schemes such as GPP and the expected scheme to resettle the refugee children.

## Additional support in years 2-5

Home Office funding will be provided to cover additional support to resettled Syrian refugees beyond 12 months. This is a new element of resettlement support for all local authorities (including those with resettlement experience under the GPP) that can help to resource your longer term strategy alongside local sources of support.

At the time of writing, local authorities have flexibility with regards to how they will use the additional funds.

Additional support to resettled Syrians in years 2-5 may or may not involve casework. You might consider developing a five year resettlement package, with intensive support and focus on ESOL activities at first, and training, employment support and community engagement in the later stages.

Remember that clients must be informed about specific support they may be able to access, and over what period of time.

Consider involving local businesses in this process, in order to address local needs and skills shortages and facilitate integration of the refugees within the wider community.

The inclusion of support in years 2-5 is a realistic and welcome new aspect to resettlement programmes, but it is essential that additional provision isn't provided that could lead to dependency, when the focus must remain on integration and independence.

## Checklist: years 2-5 and exit from the SRP

- develop a longer term strategy for the integration and independence of resettled Syrian refugees in your area
- review options for providing specific additional support for up to five years
- consider liaising with local employers and universities to facilitate longer term independence and integration for refugees
- plan an exit strategy and communicate this to clients.

# 11. Resettlement resources

Existing resources on refugee resettlement include the following:

## ‘Gateway Protection Programme: good practice guide’

- focuses on 12 month support provided to resettled refugees
- explains principles and elements of integration casework support
- practical advice around staffing and monitoring and evaluation.

Refugee Action and Refugee Council (2008) ‘Gateway Protection Programme: good practice guide’ [www.refugeecouncil.org.uk/assets/0002/5053/Gateway\\_good\\_practice\\_guide\\_sept\\_2008.pdf](http://www.refugeecouncil.org.uk/assets/0002/5053/Gateway_good_practice_guide_sept_2008.pdf)

## ‘Welcome to Europe! A comprehensive guide to resettlement’

- background to conflicts and refugees in different parts of the world
- looks at resettlement process from what is happening in the refugee camps, through to reception and approaches to integration
- compares resettlement programmes delivered in different countries.

ICMC (2013) ‘Welcome to Europe! A comprehensive guide to resettlement’ [www.resettlement.eu/sites/icmc.ttp.eu/files/ICMC%20Europe-Welcome%20to%20Europe.pdf](http://www.resettlement.eu/sites/icmc.ttp.eu/files/ICMC%20Europe-Welcome%20to%20Europe.pdf)

## ‘Syrian vulnerable person resettlement programme fact sheet’

- a five page overview of the resettlement programme
- addressed mainly to local authorities and partners on the Syrian vulnerable person resettlement programme (VPR).

Home Office / DCLG / DFID (2015) ‘Syrian vulnerable person resettlement programme fact sheet’ [www.gov.uk/government/publications/syrian-vulnerable-person-resettlement-programme-fact-sheet](http://www.gov.uk/government/publications/syrian-vulnerable-person-resettlement-programme-fact-sheet)

## ‘UNHCR Resettlement handbook’

- lessons learnt from resettlement globally
- a comprehensive guide to reception and integration practice with examples from different countries
- separate sections on placement, reception, social support, language assistance, orientation, employment, health etc
- individual country profiles to download.

UNHCR (2011) ‘UNHCR Resettlement handbook’ [www.unhcr.org/4a2ccf4c6.html](http://www.unhcr.org/4a2ccf4c6.html)

## ‘Navigation guide to key issues: Resettlement programmes and the UK’

- overview and history of the resettlement programmes in the UK
- legal aspect of resettlement
- lessons learnt from previous resettlement programmes.

ICAR (2004) ‘Navigation guide to key issues: Resettlement programmes and the UK’ <http://icar.livingrefugeearchive.org/navgdresettlement.pdf>

## ‘Welcome to Sheffield: Reflections on eight years’ experience on receiving resettled refugees at local level’

- a case study of resettling refugees in Sheffield
- breakdown of roles among services
- planning – timescale of activities pre-arrival and post-arrival
- useful practical tips.

ICMC (2014) ‘Welcome to Sheffield: Reflections on eight years’ experience on receiving resettled refugees at local level’ [www.resettlement.eu/sites/icmc.ttp.eu/files/ICMC\\_WelcomeToSheffield.pdf](http://www.resettlement.eu/sites/icmc.ttp.eu/files/ICMC_WelcomeToSheffield.pdf)

## ‘A Place to Live, A Place to Stay: A Good Practice Guide for Housing in Refugee Resettlement’

- explains different models of accommodation procurement in Europe, as well as in the UK
- case studies from Leeds and Sheffield.

ICMC (2014) A place to live, a place to stay: A good practice guide for housing in refugee resettlement [www.resettlement.eu/sites/icmc.ttp.eu/files/ICMC\\_SHARE%20A%20Place%20to%20Live\\_Housing%20Good%20Practice%20Guide.pdf](http://www.resettlement.eu/sites/icmc.ttp.eu/files/ICMC_SHARE%20A%20Place%20to%20Live_Housing%20Good%20Practice%20Guide.pdf)

## ‘Resettlement’

- provides information about resettlement in general, with accompanying news, guidance and trends data.

UNHCR ‘Resettlement’ webpage at: [www.unhcr.org/pages/4a16b1676.html](http://www.unhcr.org/pages/4a16b1676.html)

## ‘European resettlement network’

- A platform for exchanging information on resettlement, coordinated by IOM, UNHCR and ICMC. [www.resettlement.eu](http://www.resettlement.eu)



# 12. Key terms and acronyms

ABN	Advance Booking Notification
BRP	Biometric Residence Permit
CA	Carer's Allowance
ChB	Child Benefit
CCG	Clinical Commissioning Group
CTC	Child Tax Credit
DCLG	Department for Communities and Local Government
DfID	Department for International Development
ESA	Employment and Support Allowance
ESOL	English for Speakers of Other Languages
FI	Funding Instruction
GPP	Gateway Protection Programme
Halal	Arabic for permissible
Haram	Arabic for forbidden
HB	Housing Benefit
HMRC	Her Majesty's Revenue and Customs
HO	Home Office
IOM	International Organization for Migration
IS	Income Support
ILR	Indefinite Leave to Remain
JCP	Jobcentre Plus
JSA	Jobseeker's Allowance
MHA	Medical Health Assessment
MRS	Mandate Refugee Scheme
NINO	National Insurance Number
PIP	Personal Independence Payment (formerly called DLA)
RRF	Refugee Referral Form
RSMP	Regional Strategic Migration Partnership
SoO	Statement of Outcomes
SRP	Syrian Resettlement Programme
SVP	Syrian Vulnerable Person
UNHCR	United Nations High Commissioner for Refugees
VPR(S)	Vulnerable Persons Relocation (Scheme)


# 13. Key contacts

Regional Strategic Migration Partnership (RSMP) contacts across the UK

Region	Officer lead	Email
East of England	Gosia Strona	malgorzata.strona@eelga.gov.uk
East Midlands	Sarah Short	sarah.short@emcouncils.gov.uk
London	-	mayor@london.gov.uk
North East	Janine Hartley	janine_hartley@middlesbrough.gov.uk
North West	Katy Wood	k.wood@manchester.gov.uk
South East	Roy Millard	roymillard@secouncils.gov.uk
South West	Sarah Short	sarah.short@swcouncils.gov.uk
Wales	Anne Hubbard	anne.hubbard@wlga.gov.uk
West Midlands	Dally Panesar	dalvinder.panesar@birmingham.gov.uk
Yorkshire & Humber	-	admin@migrationyorkshire.org.uk

# Appendices: useful documents

**A. Refugee Referral Form (RRF)** This form is blank for reference purposes.

**UNHCR**  
The UN Refugee Agency

UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR) - Resettlement Registration Form

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**1. Case-related Data**

UNHCR case number: \_\_\_\_\_

Embassy file number: \_\_\_\_\_ HQ Reference number: \_\_\_\_\_

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Submission Priority: - Case size: \_\_\_\_\_

Primary Submission Category: -

Secondary Submission Category: -

Arrival: \_\_\_\_\_ Country of Asylum: \_\_\_\_\_ Cross referenced cases: \_\_\_\_\_

Registration: \_\_\_\_\_ Refugee Status: \_\_\_\_\_

Address: \_\_\_\_\_

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**2. Individual Bio Data localhost proGres v3.0.3.0\_Std** Relationship to PRA

(If NOT currently living with Principal Applicant, explain under Section 7 - Additional Remarks)

UNHCR Registration Number: \_\_\_\_\_

Alias Names: \_\_\_\_\_ Sex: \_\_\_\_\_ DOB: \_\_\_\_\_ Est. \_\_\_\_\_ Age: \_\_\_\_\_

Marital Status: \_\_\_\_\_ Country of Origin: \_\_\_\_\_

Citizenship: \_\_\_\_\_ Place and Country of Birth: \_\_\_\_\_

Religion: \_\_\_\_\_ Name of Father: \_\_\_\_\_

Ethnic Origin: \_\_\_\_\_ Name of Mother: \_\_\_\_\_

Education: \_\_\_\_\_

Occupation/Skill: \_\_\_\_\_

Languages: \_\_\_\_\_

Specific Needs: \_\_\_\_\_

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### 3. Relatives of principal applicant and spouse not included in this submission

ALL OTHER CLOSE RELATIVES OF THE APPLICANTS in the country of origin, the country of refuge / asylum or any other country. *Note: Record at least all immediate biological and legal parents, spouses, children and siblings, including step and half relationships, of each person listed in Section 2. Where possible include any other relatives (e.g. more distant relatives residing in a country of resettlement) if the relationship is important in the context of the resettlement submission (e.g. sole surviving relative). People in a relationship of dependency to anyone listed in Section 2, but who are unable to be included in the submission under Section 2, must be recorded. In the case of separated and/or unaccompanied children in Section 2, include all known family members.*

Name: Sex: DOB: Est. Age:

Relative of:

Relationship:

Place and Country of Birth:

Country of Residence:

Legal Status:

Marital Status:

Comments:

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#### **4. REFUGEE CLAIM**

(Including: events and reasons leading to the granting of refugee status/reasons for a continued need for international protection. If relevant, an exclusion analysis should be included and indicate activities/events e.g., involvement in armed struggle, previous convictions, military service. The claim(s) of other family member(s) which may be different from the PRA's should likewise be included in order to improve the prospects of acceptance for the entire family. Also, countries and dates of transit in other countries should be included, if applicable, as well as information on detention. See Resettlement Handbook, Chapter 3 and Handbook on Procedures and Criteria for Determining Refugee Status)

- **4.1 Summary of the Basis of the Principal Applicant's Refugee Recognition**
- **4.2 Summary of Legal Analysis**
- **4.3 Summary of Exclusion Analysis**
- **4.4 Concluding Statement of Eligibility**
- **4.5 (If applicable) Summary of Other Dependent Adult Family Members' Individual Refugee Claims**

#### **5. NEED FOR RESETTLEMENT** (see Resettlement Handbook, Chapter 5, 6 and 7.2)

- **5.1 Lack of Prospects for Voluntary Repatriation to the Country of Origin or Local Integration in the Country of Asylum**
- **5.2 Resettlement Submission Category and Prioritization**
- **5.3 If the Priority is Emergency or Urgent, Clearly Set out the Reasons for the Prioritization**

**6. SPECIFIC NEEDS ASSESSMENT** \* (Including: specific information about the physical or mental health condition, specific needs or vulnerability of the PRA and others included in the submission with particular regard to the possible need for support services in the country of resettlement. See Resettlement Handbook, Chapter 5 and 7.5.1)

\* Pursuant to the declaration under Section 8 of the RRF, the government authority receiving this resettlement submission from UNHCR is encouraged to share information contained in Section 6 with an appropriate settlement agency (either government or non-governmental) in order to provide for effective on-arrival services.

**7. ADDITIONAL REMARKS** (e.g. explanations of dependency links of adults included on the case and of cross-referenced cases, distant relatives including friends in resettlement countries, residence of family members in locations different from PRA, changes in marital status including dates and supporting documentation available, explanations of discrepancies and any other information for resettlement authorities).

**8. DECLARATION**

I/We, the undersigned, authorize UNHCR to share all information and any documents pertaining to me/us and my/our family/dependants in the context of a resettlement submission with officials of Governments other than my/our own. In this connection, I/we authorize the Government authority receiving this resettlement submission from UNHCR to share information contained in Sections 1-3 and 6-7 with an appropriate settlement service agency (either governmental or non-governmental) provided a confidentiality agreement exists between the agency and the Government authority to protect the confidentiality of that information. Furthermore, I/we authorize UNHCR to receive any information relating to a resettlement submission on my/our behalf from such Government authority. This includes, in particular, my/our agreement that the reasons for a decision relating to a resettlement submission are shared with UNHCR. All persons affirm that the information provided to UNHCR for the purpose of this submission is correct and truthful to the best of their knowledge.

-----  
Place and Date-----  
Place and Date-----  
Place and Date

-----

-----  
Signature of UNHCR Interviewer

Name:

Title:

-----  
Signature of Interpreter (if applicable)

Name:

Person to be contacted for any possible clarification or further information (if not same as interviewer):

Name:

Title:




**9. ATTACHMENTS** (Please list all attachments and ensure that each document is labeled. If the documents have been, or will be, sent separately from the RRF, record the reference numbers and the actual or anticipated mailing or transmission date on the list of documents.)

- a)
- b)
- c)
- d)
- e)
- f)
- g)

# Appendices: useful documents

**B. Medical health assessment (MHA)** This form is blank for reference purposes.

	<b>Migration Health Assessment WORKSHEET Form 04MH_A</b>		1. Assessment Date:
			2. Program:
			3. Ref. ID No:
	4. Name :		
<small>(Last) (First) (Middle)</small>			
5. Gender: F <input type="checkbox"/> M <input type="checkbox"/>		6. DOB:	7. Principal Applicant: No <input type="checkbox"/> Yes <input type="checkbox"/>
8. Case No.		9. Country:	10. Nationality:
11. Exam Place:		12. Exam Country:	13. Doctor:
<b>14. Health Assessment completed on:</b>			
<b>15. Medical Conditions Identified</b>			
<input type="checkbox"/> None	<input type="checkbox"/> Syphilis	<input type="checkbox"/> Physical impairment/disability	
<input type="checkbox"/> TB, active, infectious	<input type="checkbox"/> Other sexually transmitted diseases	<input type="checkbox"/> Significant Mental health condition	
<input type="checkbox"/> TB, active, non-infectious	<input type="checkbox"/> Human immunodeficiency virus	<input type="checkbox"/> Addiction(abuse) of specific substances	
<input type="checkbox"/> TB, inactive		<input type="checkbox"/> Other significant condition, specify:	
<b>16. Description of significant condition / Treatment / Recommendation</b>			<b>ICD Code(s)</b>
			<input type="button" value="Update"/>
<b>17. TREATMENT Administered: No <input type="checkbox"/> Yes <input type="checkbox"/></b> <small>(pls. provide details in Remarks above, or attach the "IOM treatment form")</small>			
<input type="checkbox"/> Syphilis		<input type="checkbox"/> Anti-malaria	
<input type="checkbox"/> De-worming			
<b>Dates:</b>	<b>Drugs/Dosage:</b>	<b>Dates:</b>	<b>Drugs/Dosage:</b>
1.		1.	
2.		2.	
3.		3.	
<b>18. VACCINES Administered: No <input type="checkbox"/> Yes <input type="checkbox"/></b>			
<b>Dates:</b>	<b>Vaccine:</b>	<b>Dates:</b>	<b>Vaccine:</b>
1.		4.	
2.		5.	
3.		6.	
<b>19. Travel Recommendations</b>		<b>20. Pregnancy</b> No <input type="checkbox"/> Yes <input type="checkbox"/>	
Fit to travel: Yes <input type="checkbox"/> Conditionally <input type="checkbox"/> No <input type="checkbox"/>		a) To travel Before:	
Special attention on pre-flight assessment: No <input type="checkbox"/> Yes <input type="checkbox"/>		b) Not to travel before:	
Hospitalization required: Pre-depart. <input type="checkbox"/> Post-arrival <input type="checkbox"/>			
<b>21. Equipment / Medication</b>		<b>22. Escorts</b> No <input type="checkbox"/> Yes <input type="checkbox"/>	
<input type="checkbox"/> Ambulance	<input type="checkbox"/> Stretcher	<input type="checkbox"/> Bowel Prep.	<input type="checkbox"/> Med. Escort-POE
<input type="checkbox"/> WCHR	<input type="checkbox"/> 3 seats	<input type="checkbox"/> Diapers	<input type="checkbox"/> Med. Escort-FD
<input type="checkbox"/> WCHS	<input type="checkbox"/> Oxygen	<input type="checkbox"/> Urinary catheter	<i>Medical Escort By:</i>
<input type="checkbox"/> WCHC	<input type="checkbox"/> Interflight Th admin.	<input type="checkbox"/> Other	<input type="checkbox"/> Doctor <input type="checkbox"/> Nurse
<b>23. Post-travel recommendations</b>		<b>23.A Follow-up needed :</b> No <input type="checkbox"/> Yes <input type="checkbox"/>	
Special schooling/employment needs <input type="checkbox"/>		By whom:	
Consequences on daily living activities (Assistance Required) <input type="checkbox"/>		<input type="checkbox"/> by GP	
Special housing requirements <input type="checkbox"/>		<input type="checkbox"/> by Specialist, specify:	
Excessive demands for the health service <input type="checkbox"/>		<input type="checkbox"/> one week	
<i>Remarks/Details:</i>		<input type="checkbox"/> one month	
		<input type="checkbox"/> 6 months	
<b>Date:</b>		<b>Examining physician's name address and telephone number (stamp may be used):</b>	
<b>Signature:</b>			

IOM Health Assessment Form®, November 2007 (Page 1 out of 4)

Name: *Error! Reference source not found.*  
 Case No: *Error! Reference source not found.*

**Form 04MH\_B**  
**MEDICAL HISTORY & PHYSICAL EXAM**

**1. Assessment Date:**  
**2. Program:**

**3. Name:** \_\_\_\_\_ **4. Case No:** \_\_\_\_\_ **5. Date of Birth:** \_\_\_\_\_

Yes	No	1. Medical History	
<input type="checkbox"/>	<input type="checkbox"/>	Illness or injury requiring hospitalization	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Surgical interventions	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Heart disease or high blood pressure	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Neurologic disease, incl. stroke or seizures	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Mental illness/problems	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Stomach or bowel disease (incl. recent diarrhea)	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Liver or kidney disease	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Diabetes or other endocrine disorder	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Urogenital problems / conditions	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Hematologic disease	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Muscle, bone and joint problems	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Problems with eyes or ears	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Cancer or tumors	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	TB, pneumonia, or other lung disease	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Household member with significant inf. disease (or TB contact in general)	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Recurrent fever (last 6 months)	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Coughing	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Loss of weight (last 6 months)	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Sexually transmitted diseases	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Skin problems (rash, etc...)	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Tatoos, body piercing	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	History of blood transfusions	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	History of torture/violence	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Displaced from home, number of months:	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Are you taking medications, specify below	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Do you have any drug allergies?	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Smoking habits:      Years:      No/day:	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Alcohol habits:      Years:      Units/week:	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Illicit drug use? Specify past or present, name of the drug(s), quantity, period, when stopped (if in the past), any treatment	<input type="checkbox"/>

2. Reproductive history		Number
Pregnancies:		LM Period :
Deliveries:		Are you pregnant? <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Yes
Babies born alive:		Gestation (what week?):

3. Physical Examination:				(repeat if abnormal)		
Height		cm		Vital sign	Initial	Repeated
Weight		Kg		BP		Units
BMI		Kg/m <sup>2</sup>		Pulse		/min
Head circumference (< 18months)		cm		Resp.rate		/min
	Visual Acuity	Uncorrected		Corrected	Correction (if available)	
Left/ Right		/		/	/	

	N	Abn	ND		N	Abn	ND		N	Abn	ND
General appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Endocrine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visible disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Respiratory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Skin (incl. scars)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental state	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Abdominal/GIT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Neurologic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EENT (incl. hearing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Musculo-skeletal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lymph nodes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teeth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Genito-urinary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Breasts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cardiovascular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hernial sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pregnant: Yes <input type="checkbox"/> No <input type="checkbox"/> Fundal height (cm):			

Remarks/Notes:

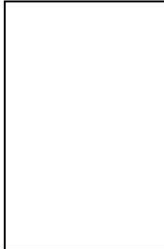


Name: **Error! Reference source not found.**  
 Case No: **Error! Reference source not found.**



**Migration Health Assessment  
 CXR & TB LAB WORKSHEET  
 Form 04MH\_CXR**

1. Assessment Date:
2. Program:
3. Ref. ID No:

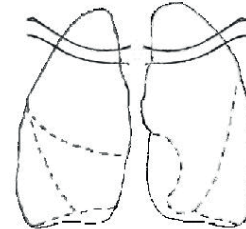


4. Name:		
(Last)	(First)	(Middle)
5. Case NO:	6. Date of Birth:	

7. Chest X-Ray	<input type="checkbox"/> Done on	<input type="checkbox"/> Normal	<input type="checkbox"/> Abnormal F/U needed	<input type="checkbox"/> Abnormal no F/U
	<input type="checkbox"/> Not Done due to:	<input type="checkbox"/> Age	<input type="checkbox"/> Pregnancy	<input type="checkbox"/> Other, Specify

8. From the Medical file:	<input type="checkbox"/> TB signs or symptoms	<input type="checkbox"/> Contact with TB patient	<input type="checkbox"/> History of TB
---------------------------	---	--	--

9. Chest X-ray Interpretation by the Radiologist		
<input type="checkbox"/> Can suggest Active TB (need smears)	<input type="checkbox"/> Can suggest INACTIVE TB (need smears if symptomatic)	<input type="checkbox"/> Other X-ray findings
<input type="checkbox"/> Infiltrate or consolidation	<input type="checkbox"/> Discrete fibrotic scar or linear opacity	<input type="checkbox"/> Musculoskeletal
<input type="checkbox"/> Any cavitary lesion	<input type="checkbox"/> Discrete nodule(s) without calcification	<input type="checkbox"/> Cardiac or major vessels
<input type="checkbox"/> Nodule with poorly-defined margins (such as tuberculoma)	<input type="checkbox"/> Discrete fibrotic scar with volume loss or retraction	<input type="checkbox"/> Pulmonary
<input type="checkbox"/> Linear, interstitial markings (children only)	<input type="checkbox"/> Discrete nodule(s) with volume loss or retraction	<input type="checkbox"/> Other
<input type="checkbox"/> Pleural effusion	<input type="checkbox"/> Upper lobe retraction or volume loss	
<input type="checkbox"/> Hilar/Mediastinal adenopathy	<input type="checkbox"/> Other (such as bronchiectasis)	
<input type="checkbox"/> Other (such as miliary findings)		



Date:	Radiologist's Name:	Radiologist's Signature:

10. IOM Physician's Comments on CXR

11. TB Smears and Cultures											
Date:	Smears <input type="checkbox"/> Done <input type="checkbox"/> Not Done						Cultures <input type="checkbox"/> Done <input type="checkbox"/> Not Done				DST <input type="checkbox"/> Done <input type="checkbox"/> Not Done
	Neg	Scanty	AFB count	1+ (1-9 /10F)	2+ (1-10 /F)	3+ (>10F)	Neg	Pos	Cont	Non Diagn.	
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

12. TST <input type="checkbox"/> Done <input type="checkbox"/> Not Done			
Date taken	Date read:	Result, mm:	History of BCG
			No <input type="checkbox"/> Yes <input type="checkbox"/> Unknown <input type="checkbox"/>

Name: Error! Reference source not found.  
Case No: Error! Reference source not found.

Form 04MH LAB  
LAB WORKSHEET

1. Assessment Date:  
2. Program:

3. Name	4. Case No	5. Date of Birth:
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6. HIV Test <input type="checkbox"/> Done <input type="checkbox"/> Not Done				
Type:	Date:	Test kit:	Test Results:	Test Notes:
Screening			<input type="checkbox"/> Neg <input type="checkbox"/> Pos <input type="checkbox"/> Indt.	
Screening			<input type="checkbox"/> Neg <input type="checkbox"/> Pos <input type="checkbox"/> Indt.	
Screening			<input type="checkbox"/> Neg <input type="checkbox"/> Pos <input type="checkbox"/> Indt.	
Confirmatory			<input type="checkbox"/> Neg <input type="checkbox"/> Pos <input type="checkbox"/> Indt.	

7. Syphilis Test <input type="checkbox"/> Done <input type="checkbox"/> Not Done					
Type:	Date:	Test kit:	Test Results:	Titer:	Test Notes:
Screening			<input type="checkbox"/> Neg <input type="checkbox"/> Pos		
Confirmatory			<input type="checkbox"/> Neg <input type="checkbox"/> Pos		

8. Urinalysis <input type="checkbox"/> Done <input type="checkbox"/> Not Done						Microscopy:
Date: 12-Dec-2007	Blood	<input type="checkbox"/> Neg <input type="checkbox"/> Pos	Repeat Date: 04-Dec-2007	Blood	<input type="checkbox"/> Neg <input type="checkbox"/> Pos	
	Albumin	<input type="checkbox"/> Neg <input type="checkbox"/> Pos		Albumin	<input type="checkbox"/> Neg <input type="checkbox"/> Pos	
	Sugar	<input type="checkbox"/> Neg <input type="checkbox"/> Pos		Sugar	<input type="checkbox"/> Neg <input type="checkbox"/> Pos	

9. CBC <input type="checkbox"/> Done on <input type="checkbox"/> Not Done							
Name:	Result:	Unit	Ref. range:	Name:	Result:	Unit	Ref. range:
WBC		x 10 <sup>3</sup> /mm <sup>3</sup>	5.0-10.0	Eosinophils, %		Percent	0-4
RBC		x 10 <sup>6</sup> /mm <sup>3</sup>	4.1-5.3	Basophils, %		Percent	0-2
Hemoglobin		g/dL	12.0-18.0	Neutrophils, abs		x 10 <sup>3</sup> /mm <sup>3</sup>	1.8-7.8
Hematocrit		Percent	37.0-52.0	Lymphocytes, abs		x 10 <sup>3</sup> /mm <sup>3</sup>	0.7-4.5
Platelets		x 10 <sup>3</sup> /mm <sup>3</sup>	140-390	Monocytes, abs		x 10 <sup>3</sup> /mm <sup>3</sup>	0.1-1.0
Neutrophils, %		Percent	45-76	Eosinophils, abs		x 10 <sup>3</sup> /mm <sup>3</sup>	0.0-0.4
Lymphocytes, %		Percent	17-44	Basophils, abs		x 10 <sup>3</sup> /mm <sup>3</sup>	0.0-0.2
Monocytes, %		Percent	3-10				

10. Other tests with Numeric Results					
Date:	Test name:	Result:	Unit:	Ref. Range:	Test Notes:
	Select the test				
	Select the test				
	Select the test				
	Select the test				
	Select the test				
	Select the test				
	Select the test				
	Select the test				
	Select the test				
	Select the test				
	Select the test				

11. Other tests with Neg/Positive Results				
Date:	Test name:	Test kit:	Test Results:	Test Notes:
	Hep B		<input type="checkbox"/> Neg <input type="checkbox"/> Pos	
	Select the test		<input type="checkbox"/> Neg <input type="checkbox"/> Pos	
	Select the test		<input type="checkbox"/> Neg <input type="checkbox"/> Pos	
	Select the test		<input type="checkbox"/> Neg <input type="checkbox"/> Pos	
	Select the test		<input type="checkbox"/> Neg <input type="checkbox"/> Pos	
	Select the test		<input type="checkbox"/> Neg <input type="checkbox"/> Pos	
	Select the test		<input type="checkbox"/> Neg <input type="checkbox"/> Pos	

Lab Remarks:

# Appendices: useful documents

C. Financial claim form – Annex A This form is blank for reference purposes.

SRP Funding 2015-2016 Financial Year LA USE										Period									
ANNEX A for 2015/2016 SRP Claims										Data Match									
Local Authority Name										Region									
Line	LA Ref	First Name	Surname	Date of Birth	Nationality	VPP File Number (If Available)	Arrival Date within UK	Valid Period Start	Service End Date (If App)	Initial / Subsequent Claim	LA Comments	Education Costs Claimed Yes / No	Gen Assessment claim Yes/No	Additional Cost Claimed - Give Amount	Additional Costs Type				
1																			
2																			
3																			
4																			
5																			
6																			
7																			
8																			
9																			
10																			
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32																			

# Appendices: useful documents

## D. Sample housing inventory 3 bedroom template (family of 6, including a baby)

KITCHEN	Quantity	Move-in	Leaving	For office use - replenished
Teaspoons	6			
Soup spoons	6			
Forks	6			
Dinner knives	6			
Large sharp knives	2			
Scissors (large)	1			
Cutlery tray	1			
Utensil set (including potato masher, peeler, perforated spoon, tin opener, ladle etc)	1			
Utensil holder	1			
Grater	1			
Glasses	6			
Mugs	6			
Measuring jug	1			
Chopping board	1			
Dinner plates	6			
Cereal bowls	6			
Side plates	6			
Large saucepan	1			
Medium saucepan	1			
Small saucepan	1			
Large cooking pots	3			
Frying pan	2			
Glass oven dish	1			
Pressure cooker	1			
Colander	1			
Oven tray	3			
Electric kettle	1			
Fridge freezer	1			
Toaster	1			
Electric cooker	1			
Washing machine	1			
Swing bin	1			
Mop bucket	1			
Long handled brush	1			
Scrubbing brush	1			
Mop	1			
Dustpan and brush	1			
Tea towels (on request)	4			

Sink drainer	1			
Washing up bowl	1			
Blinds	1			
High chair	1			

LIVING ROOM	Quantity	Move-in	Leaving	For office use - replenished
Dining table	1			
Dining chairs	5			
Three seater settee	1			
Armchair	1			
Bookcase	1			
Coffee table	1			
Net curtain	1			
Curtains/blinds	1			

BEDROOM ONE	Quantity	Move-in	Leaving	For office use - replenished
Double bed	1			
Double mattress	1			
Double headboard	1			
Double wardrobe	1			
Chest of drawers	1			
Fitted sheets	2			
Thick double blanket	1			
Pillows	2			
Pillowcases	4			
Double duvet	1			
Double duvet cover	2			
Cot	1			
Cot mattress	1			
Cot bedding	2			
Net curtain	1			
Curtains/blinds	1			

BEDROOM TWO	Quantity	Move-in	Leaving	For office use - replenished
Single beds / bunk bed	2 or 1			
Single mattress	2			
Wardrobe	1			
Chest of drawers	1			
Fitted sheet	4			
Single duvet	2			
Single duvet cover	4			
Pillow	2			
Pillowcase	4			
Net curtain	1			
Curtains/blinds	1			



BEDROOM THREE	Quantity	Move-in	Leaving	For office use - replenished
Single bed	1			
Single mattress	1			
Wardrobe	1			
Chest of drawers	1			
Fitted sheet	2			
Single duvet	1			
Single duvet cover	2			
Pillow	1			
Pillowcase	2			
Net curtain	1			
Curtains/blinds	1			

ADDITIONAL ITEMS	Quantity	Move-in	Leaving	For office use - replenished
Lampshades	As needed			
Hoover	1			
Iron	1			
Ironing board	1			
Bath towels	6			
Hand towels	4			
Bathroom mirror	1			
Coat hangers	6 per person			
Clothes airer	1			
Smoke alarm	1			
Carbon monoxide detector	1			
Energy saving light bulbs	7			
Fire blanket	1			
Shower hose (if no shower in the property)	1			
Washroom watering can (Muslim households)	1			
Thick blankets	As needed			
Baby bottle (as appropriate)	1			
Safety gates (as appropriate)	As needed			

Project worker signature  Date

# References

- 1 Home Office (2015) Immigration Statistics, October to December 2015 [www.gov.uk/government/statistics/immigration-statistics-october-to-december-2015](http://www.gov.uk/government/statistics/immigration-statistics-october-to-december-2015) Asylum tables Vol.4 Table as\_19\_q: Refugees (and others) resettled, including dependants by country of nationality
- 2 'Syria: refugees and counter-terrorism - Prime Minister's statement'. Oral statement to Parliament, 07.09.15 [www.gov.uk/government/speeches/syria-refugees-and-counter-terrorism-prime-ministers-statement](http://www.gov.uk/government/speeches/syria-refugees-and-counter-terrorism-prime-ministers-statement)
- 3 'Syria refugees: UK government response', News story from the Prime Minister's office, updated 14.09.15 [www.gov.uk/government/news/syria-refugees-uk-government-response](http://www.gov.uk/government/news/syria-refugees-uk-government-response) and 'Home Office Minister with responsibility for Syrian refugees appointed', Press release 14.09.15 [www.gov.uk/government/news/home-office-minister-with-responsibility-for-syrian-refugees-appointed](http://www.gov.uk/government/news/home-office-minister-with-responsibility-for-syrian-refugees-appointed)
- 4 Benefit entitlements are, of course, subject to change. The lack of entitlement for refugee children to apply for Disability Living Allowance for example, is currently being challenged in the courts.
- 5 UK Visas and Immigration (2010) Gateway Protection Programme: information for organisations. Guidance. [www.gov.uk/government/publications/gateway-protection-programme-information-for-organisations](http://www.gov.uk/government/publications/gateway-protection-programme-information-for-organisations)
- 6 UNHCR (2014) 'United Kingdom (September 2014 version)' country chapter. In: UNHCR (2011) UNHCR Resettlement handbook [www.unhcr.org/4a2ccf4c6.html](http://www.unhcr.org/4a2ccf4c6.html)
- 7 Home Office, op. cit.
- 8 Home Office, op. cit.
- 9 Devised using ICAR (2004) Navigation guide to key issues: Resettlement programmes and the UK <http://icar.livingrefugeearchive.org/navgdresettlement.pdf>

- 10 Home Office, DFID, and DCLG (2016) Funding to Local Authorities, Year 1: Financial Year 2016/17 Syrian Resettlement Programme (SRP) Date of issue: 23 March 2016 Version 0.9 – also known as the SRP Funding Instruction (FI) (1 April 2016 – 31 March 2017). See p.10 Annex B – Statement of Outcomes
- 11 Ibid. See p.10 Annex B – Statement of Outcomes, para 2.2
- 12 Health costs are being agreed between the Home Office and Department of Health separately; the process is yet to be confirmed.
- 13 Home Office, DFID, and DCLG, op. cit. See p.10 Annex B – Statement of Outcomes, para 2.2
- 14 Ibid. See p.10 Annex B – Statement of Outcomes, para 2.2
- 15 Ibid. See p.10 Annex B – Statement of Outcomes, para 2.4
- 16 Ibid. See p.10 Annex B – Statement of Outcomes, para 2.2.1
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- 19 Home Office, DFID, and DCLG, op.cit See p.4, para 4.3
- 20 'Child Benefit when your child turns 16' (updated December 2015). Webpage accessed at: [www.gov.uk/child-benefit-16-19](http://www.gov.uk/child-benefit-16-19)
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- 27 Ibid, Annex B – Statement of Outcomes, para 3.4.2
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- 29 Ibid.
- 30 Ibid. See p.4, para 4.2
- 31 Ibid. See p.4, paras 4.3 and 4.4
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- 35 Richard Harrington MP, answer to written question 26220, 16 February 2016. [www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2016-02-08/26220](http://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2016-02-08/26220)
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- 37 Ibid. See p.11 Annex B – Statement of Outcomes, para 2.11
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