

Syrian Vulnerable Person Scheme – Supporting Information

1. Introduction/Background

- 1.1 In September 2015 the Government announced the expansion of the refugee resettlement programme with a commitment that over the term of the parliament 20,000 vulnerable Syrians would be resettled across the UK.
- 1.2 The proposed number for resettlement equates to 4000 per year across the whole of the 450 Housing Authorities (365 England, 32 Scotland 31 Northern Ireland and 22 Wales). When calculated in this manner it suggests that it would be reasonable to offer resettlement packages for 8-10 refugees per Local Authority per year.
- 1.3 Local Authorities have been supporting resettlement schemes for many years. However, the current scheme is an expansion of one which had been trialled in Glasgow, Coventry and Bradford over the last 15 months focusing on Syrian refugees.
- 1.4 The focus of this scheme, as opposed to other refugee programmes, is that the refugees are coming to the UK directly from Refugee Camps and are deemed to be the most vulnerable thus requiring more assistance to help them out of the situation they find themselves in.
- 1.5 The existing process has been condensed to 4-5 weeks in order to meet the intense pressure to support resettlement of highly vulnerable people.
- 1.6 The UNHCR is working within the refugee camps to undertake health and security checks for proposed individuals which might be resettled. If the results of these checks meet the pre identified criteria then the Home Office would work with the UNHCR to match against offers for resettlement which had been provided by Local Authorities.
- 1.7 Detailed information will then be sent to the receiving Local Authority and an assessment would take place, in conjunctions with partner agencies, to make sure that the refugees could be effectively supported. Based upon this assessment the Local Authority would accept or decline the proposal.
- 1.8 If the offer is accepted then the Home Office conducts final checks and liaises with the receiving Local Authority to organise collection following final Border Control checks at the airport. The refugees would then be relocated to their new accommodation and the resettlement programme would commence.
- 1.9 The Government has issued a funding scheme for the first year which details the costs associated with refugee resettlement. The scheme specifically lists costs associated with Education, Special Education Needs, Primary Care, Department of Work & Pensions, Secondary medical costs and Local Authority Costs.
- 1.10 The Council would be expected to issue a claim based upon the resources used to support the resettlement process and this would follow a clear audit trail.

- 1.11 Subsequent funding schemes have not yet been defined. The Local Government Association is encouraging the Government to review the success for the funding scheme for the first year after 18 months of the scheme being in place – to ensure the Local Authorities are not being disadvantaged.
- 1.12 So far in the South East in Phase 1 (pre Christmas) 11 authorities have offered support and following matching 6 authorities have now received refugees. This has translated to approximately 50-60 people.

2. West Berkshire Progress to Date

- 2.1 Since the announcement in September this Council has been developing a plan in order to consider the implications for this Council and whether there is capacity to support the scheme.
- 2.2 The Council has been working on a number of strands An Officer led working group has been set up with officers from key services chaired by the Chief Executive and supported by Cllr Doherty. The group has been meeting fortnightly over the last few months to ensure the national process is understood; best practice is adopted and a robust plan are put in place.
- 2.3 An action plan has been developed which has covered a number of key areas including:
- (1) **Engagement with other Councils** – this has been a key piece of work in order to understand the implications, the issues and importantly the likely needs of those coming to us. There is also a piece of work developing in relation to joint working across Berkshire.
 - (2) **Housing** – this is already under pressure in the area. As a result engagement has taken place with Housing Associations, Private Landlords and owners of empty homes in order to encourage homes that may not already be available to rent to become available (not just for refugees but for the wider population). This has resulted in a positive response with direct offers now being pursued by the Housing Officers.
 - (3) **Working with Partners** – this action has taken a number of strands including engagement with health partners who will have a key role to play. This is not just by way of access to GPs but also dentistry and the health community.
 - (4) **Working with voluntary agencies** – a group has been set up to work with us in ensuring a smooth integration. This includes National (British Red Cross, CAB) and local groups (Reading Refugee Support Group, – West Berkshire Refugee Support Group & Al2gether).
 - (5) **Developing a ‘welcome pack’ & integration programme** – this is being developed at the moment with an aim to have a comprehensive pack and initial integration programme in order to support the refugees. This will include details of day to day life in the UK and in West Berkshire including English classes, going to school, going to work, how to pay for bills, what the post office does etc. The final format of the pack will depend very much on the profile of the people received.

3. Resourcing

- 3.1 It is anticipated that Officer input into the scheme will be relatively high for the first cases however that this will reduce over the time of the integration and reduce with each case coming since the lessons will be put in place.
- 3.2 There are likely to be additional Officer resource requirements by way of a case worker to support the families. However this impact may be reduced by involving the voluntary agencies and by undertaking the work and therefore costs across Berkshire.
- 3.3 Officers from the Communities Directorate consider that an increase in 2 families would be manageable within their current workload.
- 3.4 The costs of any additional resource should be included in the annual unit costs for the Council.

4. Challenges

- 4.1 There are likely to be many challenges in the integration process not least because the people involved have already had a traumatic time.
- 4.2 It should be noted that the general public may perceive that refugees have accessed Social Housing as a priority resident - above those who have been on the Housing Register for a period of time. At the moment this can be addressed since the housing offered was not in the current market as an option. However pre-prepared media statements will be put in place and combined with a low profile integration scheme.
- 4.3 We may experience obstacles in terms of language barriers. We have existing channels to access translation services and have also identified Voluntary Agencies who can provide the same services if the need arose. Equally, the resettlement plan will provide opportunities for the refugees to learn English either through Newbury College and/or Voluntary Agencies.
- 4.4 It is likely that they may encounter some difficulties locating work, Voluntary Agencies have offered their assistance and experience to assist with preparing and locating work. The resettlement scheme will also provide avenues to register themselves with the Department for Work and Pensions as they will be entitled to work in the UK.
- 4.5 It is possible that the pre screening will not highlight all medical conditions – for example dentistry needs and/or deeply engrained psychological issues. The resettlement scheme would seek to ensure that all refugees can be registered and access the appropriate medical facilities. A plan would be constructed between the Local Authority and Health colleagues if new medical conditions became apparent.
- 4.6 We may encounter an influx of support from the public and we must ensure that this is utilised in a safe and effective manner. In order to harness the support we propose that they would be directed to local Voluntary Agencies and the GOV.UK website.
- 4.7 It is likely that they may not understand the local culture around money, education and the operation of local emergency services. The Induction Programme will offer the information and advice to assist with understanding.

5. Proposed Way Forward

- 5.1 The Council is in a good position at the moment with some key elements now progressing well including:
- (1) at least 2 -3 houses being offered from the private sector to support the scheme. These are currently being followed up by Housing Officers in order to secure the tenancies;
 - (2) A draft action plan has been developed and is attached at Appendix B. This will be refined with detail as to responsibilities as the work progresses. This has been based on the learning from other Local Authorities in an attempt to reduce the issues for this Council;
- 5.2 It is therefore considered that subject to the tenancies being secured that the Council could place an offer to the Home Office in late Dec/Early Jan with the likelihood of the first refugees being welcomed to West Berkshire in late February/early March 2016.

6. Communication

- 6.1 Nationally there continues to be a great deal of media attention on the refugee crisis and this includes media enquiries locally about the preparations undertaken to settle refugees and the numbers arriving in West Berkshire.
- 6.2 Public comment following media coverage is divided with those sympathetic to their plight and those who feel they are jumping the queue.
- 6.3 In order to allow refugees to settle away from the spotlight it is suggested that a low-key approach is taken to communications about their settlement. This would be consistent with the approach taken in other areas with no other local authority, apart from in Scotland, making public announcements despite 60 people arriving in the south-east.
- 6.4 In contrast to this, we can be proactive in talking about the preparations being put in place to receive them. It is proposed that:
- (1) A press release is issued in December announcing that West Berkshire Council is finalising its' plans to accept some refugees in early 2016.
 - (2) An internal article for staff is published on the intranet and in Reporter updating them on the council's involvement in settling refugees and promoting the role of different services in helping make it possible.
 - (3) A separate written briefing is provided to key professional partners – e.g. the police – who not be directly impacted by the integration but may have to respond to any issues which emerge.
 - (4) Holding statements to be prepared to cover both the period before they arrive and after in anticipation of further media enquiries.

7. Options for Consideration

- 7.1 The Full Council supported the national scheme.

8. Conclusion

- 8.1 The Council has spent the last 3 months preparing with local partners and have now identified housing to commence Phase 1 (2-3 families). The Government will be funding the scheme and we are confident that our costs will be covered. As a result the impact on the Council is likely to be minimal.
- 8.2 The Full Council has agreed to support the Scheme (ref meeting on 10th December) and therefore an offer to the Home Office will be made soon initiating the process.
- 8.3 Progress is being made by way of:
- (1) The Councils Steering Group is progressing an integration plan along with other agencies;
 - (2) In Phase 1 we plan to accommodate 2-3 families (10 – 15 people);
 - (3) A review is undertaken 3 months post the arrival of the first refugees and a report prepared for this Board detailing successes, issues, costs and process;
 - (4) External communications will be low key.

9. Consultation and Engagement

Internal Consultation:

- Nick Carter, Chief Executive
- Racheal Wardell, Communities Director
- Andy Day, Head of Strategic Support
- June Graves, Head of Housing
- Mac Heath, Head of Children Services
- Andy Walker, Head of Finance
- Martin Dunscombe, Communications Manager
- Cllr Lynne Doherty
- Corporate Board

Appendix B

Equality Impact Assessment - Stage One

We need to ensure that our strategies, policies, functions and services, current and proposed have given due regard to equality and diversity.

Please complete the following questions to determine whether a Stage Two, Equality Impact Assessment is required.

Name of policy, strategy or function:	Refugee Resettlement
Version and release date of item (if applicable):	
Owner of item being assessed:	Carolyn Richardson
Name of assessor:	
Date of assessment:	10 December 2015

Is this a:		Is this:	
Policy	No	New or proposed	Yes
Strategy	Yes	Already exists and is being reviewed	No
Function	No	Is changing	No
Service	No		

1. What are the main aims, objectives and intended outcomes of the policy, strategy function or service and who is likely to benefit from it?	
Aims:	To provide an effective resettlement programme for Syrian Refugees allocated to West Berkshire.
Objectives:	To provide a comprehensive integration plan, induction pack and means for longer term support for individuals or families resettling in West Berkshire.
Outcomes:	It is hoped that the plans and support from Voluntary Agencies will enable the refugees to integrate into the community comfortably.
Benefits:	The strategy will guide agencies through the resettlement process to make sure that the system is used without major disruption or exacerbating existing anxieties for the refugees resettling into the community.

2. Note which groups may be affected by the policy, strategy, function or service. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine

this. (Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.)		
Group Affected	What might be the effect?	Information to support this
TBC	This is not known at this stage since the people who will be receiving the support are those that will be arriving into the area and this information is not known yet. It is not anticipated that the impact to other service users will be impacted however by the proposals.	Attached plan for integration
Further Comments relating to the item:		

3. Result	
Are there any aspects of the policy, strategy, function or service, including how it is delivered or accessed, that could contribute to inequality?	No
Please provide an explanation for your answer: It is intended that the refugees will received the relevant support related to any vulnerabilities they may have.	
Will the policy, strategy, function or service have an adverse impact upon the lives of people, including employees and service users?	No
Please provide an explanation for your answer: It is intended that the refugees will received the relevant support related to any vulnerabilities they may have. In addition at this stage the indication from the service providers are that the numbers proposed should be manageable.	

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, then you should carry out a Stage Two Equality Impact Assessment.

If a Stage Two Equality Impact Assessment is required, before proceeding you should discuss the scope of the Assessment with service managers in your area. You will also need to refer to the Equality Impact Assessment guidance and Stage Two template.

4. Identify next steps as appropriate:	
Stage Two required	
Owner of Stage Two assessment:	
Timescale for Stage Two assessment:	
Stage Two not required:	

Name:

Date:

Please now forward this completed form to Rachel Craggs, the Principal Policy Officer (Equality and Diversity) for publication on the WBC website.

Syrian Refugee Vulnerable Person Scheme

DRAFT

West Berkshire Resettlement Plan

Version 1 Dec 2015

Contents

Syrian Refugee Vulnerable Person Scheme	9
1. Background.....	11
2. Who does it help?	11
3. Current Situation	12
4. Aim and Objectives of this plan.	12
5. Action Plan.....	12
6. Summary of Process.....	14
Annex A Multi-Agency Meeting	15
Annex B Case Tracker	16
Annex C Case File Details for Family Groups	17
Annex D Property Set Up	20
Annex E Arrival Day Arrangements Checklist	23
Annex F Programme for first 2 weeks.	24
Annex G Tenancy Agreements	26
Annex H Review Process	27
2 weeks' review	28
9 Month Review	30
Annex I Financial Returns to the Home Office	31
Annex J Key Contacts	32

1. Background

- 1.1 In September 2015 the Government announced the expansion of the refugee resettlement programme with a commitment that over the term of the parliament 20,000 vulnerable Syrians would be resettled across the UK.
- 1.2 The proposed number for resettlement equates to 4000 per year across the whole of the 450 Housing Authorities (365 England, 32 Scotland 31 Northern Ireland and 22 Wales). When calculated in this manner it suggests that it would be reasonable to offer resettlement packages for 8-9 refugees per Local Authority.
- 1.3 Local Authorities have been supporting resettlement schemes for many years. However, the current scheme is an expansion of one which had been trialled in Glasgow, Coventry and Bradford over the last 15 months and specifically focusing on Syrian refugees.

2. Who does it help?

- 2.1 The focus of this scheme, as opposed to other refugee programmes, is that the refugees are coming to the UK directly from Refugee Camps and are deemed to be the most vulnerable thus requiring more assistance to help them out of the situation they find themselves in.
- 2.2 The programme prioritises help for survivors of torture and violence, women and children at risk, and those in need of medical care. Under the UK's expanded VPRS programme the UK is accepting refugees under all the United Nations High Commissioner for Refugees eligibility criteria as set out below:

Profile for prioritization	Description
Women and girls at risk	Women and girls who are heads of household with no effective adult male support or protection; or who have other protection risks related to their gender.
Survivors of violence and/or torture	Survivors or witnesses of torture, violence, severe mistreatment, or SGBV.
Refugees with legal and/or physical protection needs	Individuals who face serious threats to their physical security, particularly due to political opinion or belonging to a minority group, for whom the authorities are unable to provide protection.
Refugees with medical needs or disabilities	Individuals with medical conditions or disabilities who fall within the medical needs resettlement category.
Children and adolescents at risk	Children and adolescents who face serious protection risks.
Persons at risk due to their sexual orientation or gender identity (actual or perceived)	Lesbian, Gay, Bisexual, Transgender and Intersex refugees at risk. UNHCR submits this cases under Legal and Physical Protection Needs category.
Refugees with family links in resettlement/HAP countries	Refugees who have family links in a resettlement country, or are in need of family reunification, recognizing the definition of family based on the principle of dependency.

- 2.3 The refugees who are accepted under the VPRS are granted humanitarian protection giving them leave to remain for five years with full access to employment and public funds and rights to family reunion comparable to refugees.
- 2.4 At the end of the five years, if they have not been able to return to Syria, they may be eligible to apply for settlement in the UK.

3. Current Situation

3.1 Following on from the trial locations the scheme has been expanded across the UK. In addition due to the desperate nature of the refugees in the camps the process has been increased in tempo such that the process has been condensed to 4-5 weeks.

3.2 West Berkshire has committed to up to 10 individuals by way of 2 families of refugees per year with a review at the 1 year point.

4. Aim and Objectives of this plan.

4.1 The aim of this plan is to provide information and a framework to ensure as far as possible a welcoming transition for the Syrian refugees placed in West Berkshires care.

4.2 The objectives of this plan are:

- a. to set out the actions to do before arrival, on arrival and for the next year;
- b. to set out the roles and responsibilities of services and agencies
- c. to provide check lists and action cards.

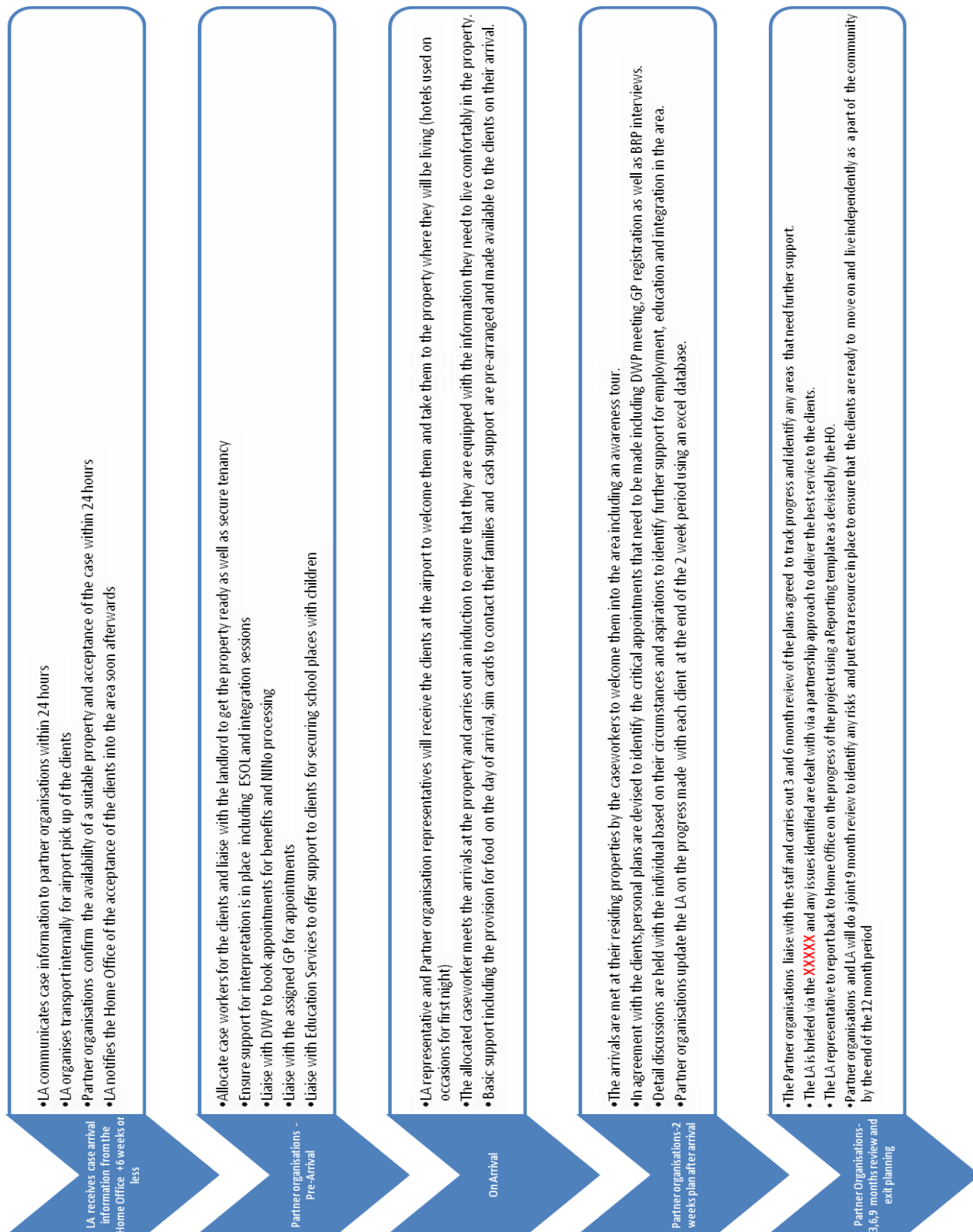
5. Action Plan

5.1 Below is the action plan setting out what needs to be done before arrival, on arrival and post arrival with details of who is responsible and any supporting documents to the action.

Ser	Action	Responsibility	Supporting Documents
	Pre Arrival		
	Submit offer to Home Office	SPOC	
	Property tentatively confirmed	Housing	Annex G
	Six to eight weeks before the arrival date, information is sent via a secure portal with basic information about the refugees and their needs (including information about any medical conditions or disabilities).	SPOC	
	Information sent to: a. Education Service b. Children Service c. Adult Social Care Service d. Housing team e. Primary Care Services f. Other agencies as necessary based on the information	SPOC	
	Services and Agencies Review the data and assess whether there are any issues – esp in relation to the Health care package required if likely to be over £25k.	All Services	
	Confirmation sent to Home office or additional questions sent.	SPOC	
	Multi –agency meeting put in place with all affected services and agencies to confirm all the arrangements and needs	All agencies – arranged by SPOC	Annex A

	to be put in place (this will be on a case by case basis)		
	All processes put in place as agreed at the MA meeting in advance of arrival	All agencies	Annexes B,C, D
	Day 1		
	Transport and 3 x people arranged to meet the refugees at the airport (this is likely to be a full day with briefings in advance by Home Office etc)	Lead Communities Transport Plus a translator	Annex E
	Brought back to West Berkshire to the home.		
	Basic information provided		Annex F
	Day 2		
	Start of welcome process		Annex F
	Week 1		Annex F
	Week 2		Annex F
	Periodic reviews		Annex H
	3 Month, 6, 9 & 12 months		
	Submit Finance Returns	Finance Service	Annex I

6. Summary of Process



Annex A Multi-Agency Meeting

Suggested Attendees based on case needs:

1. West Berkshire Council Officers including:
 - a. Housing Officers
 - b. Education Officers (schools allocation, SEN etc)
 - c. Adult Social Care Officers
 - d. Transport Officer
 - e. Property Services Officer
 - f. Finance Officer
2. Housing Association
3. DWP
4. CCG
5. Other Health agencies as necessary
6. Newbury College
7. Voluntary agencies as appropriate.

Suggested Agenda:

1. Introductions
2. Case review of each refugee expected to arrive using case tracker (Annex B)to include:
 - a. Housing needs – are there any adaptations necessary, is the house available appropriate
 - b. Children Education needs
 - c. Adult Education needs
 - d. Adult work opportunities
 - e. Specific equipment needs based on case notes – eg wheel chairs, push chairs, cots
3. Confirm arrangements for setting up the house to a basic home
4. Confirm arrangements for pickup (Annex C)
 - a. Representatives
 - b. Transport
 - c. Translator
 - d. Date & Timings
5. Confirm programme for first 2 weeks (Annex D)
6. Set review date

Annex B Case Tracker

HO grouping	Proposed Arrival Date	VPR	Count	Name	Address	Individ uals- Gender and Age	Medical Needs	Casew orker	Council Referrals	Accomm odation Provider	Other support

Annex C Case File Details for Family Groups

Ref No.	Group No.	Arrival Date	No in Group
Name of Main Adult:		Surname:	
D.O.B.		M/F	Marital Status
Passport/Travel Doc	Biometric done : Date	BRP rec : Date	
NI No.		Religion:	
JSA/ESA/IS	Date:	Amount:	
CHB/CTC	Date:	Amount:	
NHS No:	Hosp No:		
Other:			
Benefit changes:			
Medical updates:			

Property Info:

Address and tel:			
Landlord:			
Rent:	HB	CTR	
Notes:			

Adult 2:		Surname:	
D.O.B.		M/F	Marital Status
Passport/Travel Doc	Biometric done : Date	BRP rec : Date	
NI No.		Religion:	
JSA/ESA/IS	Date:	Amount:	
CHB/CTC	Date:	Amount:	
NHS No:	Hosp No:		
Other:			

Adult 3:				Surname:	
D.O.B.				M/F	Marital Status
Passport/Travel Doc		Biometric done : Date			BRP rec : Date
NI No.				Religion:	
JSA/ESA/IS	Date:		Amount:		
CHB/CTC	Date:		Amount:		
NHS No:			Hosp No:		
Other:					

Child 1:

Name:					
D.O.B.				M/F	
NHS No			Hosp No:		
School:				Date Started:	
School meals done:	Date:	Bus Pass done:	Date:		

Child 2:

Name:					
D.O.B.				M/F	
NHS No			Hosp No:		
School:				Date Started:	
School meals done:	Date:	Bus Pass done:	Date:		

Child 3:

Name:				
D.O.B.		M/F		
NHS No		Hosp No:		
School:			Date Started:	
School meals done:	Date:	Bus Pass done:	Date:	

Child 4:

Name:				
D.O.B.		M/F		
NHS No		Hosp No:		
School:			Date Started:	
School meals done:	Date:	Bus Pass done:	Date:	

Annex D Property Set Up

Furniture	Purchased By	Cost
1 fridge Freezer		
1 Cooker		
1 Washing machine		
2 sofas		
1 Dining set		
1 coffee table		
1 bed per child		
1 double bed for parents		
1 double wardrobe per bedroom		
1 chest of drawers per bedroom		
Window blinds/curtains (if required)		
Bedding		
1 duvet per bed		
1 duvet set per bed		
1 Afghan blanket per bed		
1 pillow pp		
Essential Housing Items		
1 hand towel pp		
1 bath towel pp		
1 ironing board		
1 iron		
1 toilet brush per bathroom		
1 dustpan and brush		
1 serving plate		
1 dinner service		
1 set of kitchen utensils		
4 tea towels		
1 dish drainer		
1 washing up bowl		
2 chopping boards		

1 set of kitchen knives		
1 set kitchen scissors		
1 set of glasses (1pp)		
1 set of mugs (1 pp)		
1 bathroom mirror		
1 mop bucket		
1 mop		
1 vacuum		
1 pressure cooker		
1 frying pan/wok		
1 saucepan set		
1 kettle		
1 toaster		
Cutlery 1 place setting per person		
1 jug		
1 kitchen bin		
1 small box of soap powder		
1 kitchen cleaner		
1 bathroom cleaner		
Shampoo		
Shower gel		
Toothpaste		
Washing up liquid		
Bleach		
Scouring sponges		
Dish clothes		
Bin bags		

Groceries	Purchased By	Cost
Tea		
Coffee		
Sugar		
Jam		
2 pkt biscuits		
Fruit juice / children juice		
Eggs		
Tortilla wraps /flat bread		
Tinned tuna		
Tinned tomato chops		
Tomato paste		
Green olives		
Pasta		
Rice 5kg		
Cooking oil		
Salt		
Ground Black pepper		
Ground Cinnamon		
Ground Cumin		
Cardamom		
Paprika		
Fruit and Veg:		
Apples		
Oranges		
Bananas		
Lemon		
Tomatoes		
Lettuce		
Onions		
Potatoes/frozen chips		
Garlic		
Dairy and meat		
Milk		
Feta cheese		
Yoghurt		
Halal chicken		
Toiletries		
Shampoo (adult and/or baby)		
Shower gel (adult and/or baby)		
Soap bar		
Hand wash liquid		
Tooth paste		
Tooth brush		

Annex E Arrival Day Arrangements Checklist

Action	Details	
Confirm Flight Details		
Confirm Transport requirements (specialist lifts etc)		
Confirm representatives to meet at airport		
Confirm Translators details		
Final Checks of Home		
Provision of fresh food into the home		
Check with Home office re any changes		

Annex F Programme for first 2 weeks.

Those in red text are week one priorities

Action	Date	Appointment with:	Lead agency & Officer
Welcome meeting			
Biometric Residence Permit BRP (Post Office)			
Social and Financial			
Housing			
Allocation, moving in and welcome pack			
Furniture			
House introduction			
Tenancy agreement			
Gas company register			
Electricity company register			
Water company register			
4 week bus pass for adults and children (first month)			
Mobile sim card and top up			
Introducing the area and main places for shopping (halal), advice, travel, routine appointments, GP Surgery, Walk in Centre, ESOL, DWP, etc.			
Council Offices, CAB Offices,			
Bank account			
Debit card			
Benefits			
DWP appointment			
National Insurance Number			
Job Seekers Allowance JSA			
Employment and Support Allowance ESA			
Income Support			
Child benefit			
Child Tax Credit			
Housing Benefit			
Council Tax			
Medical			
GP register			
Nurse appointment			
Health visitor			
Hospital appointment			
Education			
ESOL			
School for children			

Other:

Comments:

Annex G Tenancy Agreements

To insert

Annex H Review Process

Review	Aim	How it is evidenced	Client Wellbeing
2 Week Review	To ensure all of the critical registrations are done in line with the Home Office Requirements	<ul style="list-style-type: none"> • Full Completion of the front sheet. • Highlighted areas if any registration has not been possible and the reason 	<p>Check the client is settled and record any issues that the client has.</p> <p>Explain all the appointments as you attend with them.</p>
2 Month Review	To follow through all appointments and check that Medical, Education, Social Care, DWP, Banking and ESOL needs are met	<ul style="list-style-type: none"> • Update any information on the Front Sheet. • File Recording • Review Form 	Discuss with the client/s their plans for the future now they are more settled and draw up an action plan and discuss who needs to do what to achieve their goals.
4 Month Review	Continue to follow up appointments and escalate if any are outstanding. Ensure that clients understand how to liaise with schools, medical professionals and other authorities	<ul style="list-style-type: none"> • Update any information on the Front Sheet. • File Recording • Review Form 	Review the clients action plan and work with them to achieve this
6 Month Review	Continue to support the clients with more complicated issues	<ul style="list-style-type: none"> • Update any information on the Front Sheet. • File Recording • Review Form 	Review Clients action plan
9 Month Review	To check that the client would have the tools to cope when the support ends	<ul style="list-style-type: none"> • Update any information on the Front Sheet. • File Recording • Review Form 	Work with the client to identify issues that they still need support with. Identify where the client would seek support after the 12 month support has ended
EXIT PLAN	To Support	Close the case file	Ensure that the client has full details of how to access future support in the area.

2 weeks' review

Date:	
Name:	VPR No:

The aim of this 2 week review is to ensure that you're most important and immediate needs are met in terms of:

- a. housing
- b. critical registrations in line with the Home Office requirements
- c. other important social, educational and medical actions

Action	Yes	No	Date
Biometric Residence Permit BRP			
Welcome meeting			
Social and Financial			
Housing			
Allocation, moving in and welcome pack			
Furniture			
House introduction			
Tenancy agreement			
Gas company register			
Electricity company register			
Water company register			
4 week bus pass for adults and children (first month)			
Mobile sim card and top up			
Introducing the area and main places for shopping, advice, travel, routine appointments, GP Surgery, Walk in Centre, ESOL, DWP, etc.			
Council Offices, CAB Offices, Sorted			
Bank account			
Debit card			
Benefits			
DWP appointment			
National Insurance Number			
Job Seekers Allowance JSA			
Employment and Support Allowance ESA			
Income Support			
Child benefit			
Child Tax Credit			
Housing Benefit			
Council Tax			
Medical			
GP register			
Nurse appointment			
Health visitor			

Syrian Vulnerable Person Scheme – Supporting Information

Hospital appointment			
Education			
ESOL			
School for children			
Other:			
Comments:			

9 Month Review

Date:	
Name:	VPR No:

End of support:

Area	Outstanding issues	Support needed for independence at 12 months
Medical		e.g. making GP appointments
Housing		How to contact landlord Spire House for HB
Benefits		Job centre for DWP CAB if problems
ESOL		Adult ed, CRMC, colleges
Education		Contact at school and head MGSS if relevant
Employment/ Training		Job Shop
Home management		e.g. budgeting services available in West Berkshire
Other support the client may need:		

Annex I Financial Returns to the Home Office

To follow when received

Annex J Key Contacts

To follow when agreed