



HM Government

Application Guidance: Application for Approval as a Community Sponsor

This guidance accompanies the 'Application for Approval as a Community Sponsor' form. Please refer to this guidance as you complete your application and provide as much information as possible against each requirement. The numbering in this document corresponds to the numbering in the application form. Your application should be detailed, comprehensive, supported with evidence and action-oriented. Carrying out the research required for this application will assist you in planning what your group can offer to a resettled family.

Reset is an organisation funded by the Home Office to provide training and support to prospective and approved community sponsor groups.

There are additional resources and guidance available on Reset's website:

www.resetuk.org

Mandatory requirements

The following are mandatory requirements which your group has to submit when applying to become a community sponsor:-

- a signed and dated application form
- a letter of consent from the appropriate local authority
- details of the accommodation (when applying for final approval)
- evidence to show that £9,000 has been ringfenced to support a resettled family
- a safeguarding policy (see Annex A for guidance). You must provide confirmation that you have sent your safeguarding policy to the Local Safeguarding Children's Board to give them an opportunity to comment.
- a complaints policy (see Annex B for guidance)

Section 1. About Your Organisation

Your organisation must have status as either:

- a charity, registered with the Charities Commission in England and Wales, the Office of the Scottish Charity Regulator (OSCR) in Scotland, or the Charities Commission for Northern Ireland;
- an individual or body falling within section 10(2)(a) of the Charities Act 2011; or a Community Interest Company (CIC), registered with Companies House.

Community groups interested in setting up a charity in England and Wales can find more information at GOV.UK. Groups in Scotland can access more information at the Scottish Charity Regulator website, and groups in Northern Ireland should refer to the Charities

[Commission for Northern Ireland](#) website. Community groups can decide to partner with an existing charity instead of becoming a charity themselves. The partner must be prepared to take full responsibility for the sponsorship arrangement and ensure that there are clear lines of accountability with your organisation.

CICs are limited companies which operate to provide a benefit to the community they serve. The purpose of CIC is primarily one of community benefit rather than private profit. For guidance on how to form a CIC, please refer to [GOV.UK](#).

Section 2. About Your Personnel

Every sponsor group must have a lead sponsor. The lead sponsor is ultimately accountable for the resettlement support provided by the group to the resettled family. They should hold a permanent and senior position within the organisation. Typically, they will be a member of the board of the charity or community interest company, or hold the position of Chief Executive, director, trustee or equivalent. The lead sponsor's responsibilities include adhering to the legal and financial requirements; establishing that a robust safeguarding policy is in place and adhered to; ensuring group members are suitable to support a resettled family and that consideration is given to conducting Disclosure and Barring Service checks where applicable.

2.8 The address provided should be the group's agreed contact address.

2.11 Please provide the names of the people in your group and their experience and /or role in the group, as well as the detailing the type of support to be provided. Community sponsor groups vary in size but are often made up of 5 to 20 members, some of whom might take on specialist roles. Some groups have found it helpful to have key roles for different elements of activity. Aside from the lead sponsor, these roles are not prescriptive, but it may be helpful to have a Project Manager, along with leads for housing, education, health, welfare income, accessing employment and volunteering, ESOL and interpreters.

Section 3. Community Sponsorship Resettlement Plan

In completing this section of the application form, you should refer closely to the Statement of Requirements for Sponsors (see Annex C).

3.1 Accommodation

3.1a It is not necessary to have sourced accommodation for your application to be considered, however you will need to secure suitable accommodation for a two-year period prior to your application receiving final approval.

3.1c Accommodation has to be available to the resettled family for two years.

3.1g All resettled families will be entitled to Local Housing Allowance (LHA). To find out an estimate for the amount the resettled family will be entitled to, please visit <https://lha-direct.voa.gov.uk/search.aspx>

3.1h The rent should ideally be set at or below the Local Housing Allowance rate to

enable the family to afford it with the social welfare income they receive. Where the LHA rate does not meet the full rental cost, you will need to show that you have considered the available funds and potential expenditure, and have budgeted accordingly.

3.1i You must give the local authority the opportunity to inspect your accommodation.

3.1j If the local authority is unable, or declines to inspect the property, you must provide evidence to demonstrate that the property meets the standards set out in the Statement of Requirements. This should be an independent inspection by a suitably qualified professional.

3.1l You are required to liaise with the police to see if they have any objection to the proposed address for the resettled family. Further guidance on this part of the process will be provided by the Home Office.

3.1n Please note that pre-pay/card accounts are not permitted for utilities.

3.1o The welcome booklet you compile for the resettled family could include information about your group, how and when you can be contacted, what to do in the event of an emergency and important local information. You may also want to include details about how to operate facilities in the house (e.g. heating, hot water, etc.). In the event that the resettled family are not literate in their first language you may want to consider using pictorial diagrams in your booklet.

3.1p The sponsor group is responsible for the resettled family's accommodation for the entire two-year period following their arrival in the UK. You will be expected to work with the family to support understanding of social welfare, banking, budgeting, house contracts and rents and to secure a smooth transition to sustainable accommodation after two years if required.

3.2 Arrival in the UK

3.2a Arrival in the UK will be a momentous time for your group as well as the resettled family. Keep in mind that those arriving may be overwhelmed and not all members of your group will be able to attend. A maximum of five people including interpreters should be sufficient.

3.2c It is recommended that a male and female interpreter attend the airport.

3.2d When making transport arrangements, please consider the size of transport required to accommodate the size of the resettled family and their luggage. It is particularly important to reassure the resettled family that their belongings are secure, and is advisable to make arrangements that ensure that the resettled family are not separated from their luggage on the journey from the airport to their new home.

3.2e Please consider what practical preparations are needed in order to make the resettled family feel welcome in their new home. Having access to a welcome pack of groceries with culturally appropriate food, emergency contact information, etc.

3.3 Initial Expenses

3.3a Your group is required to provide £200 cash per resettled family member after they arrive in the UK. The resettled family are not required to pay this money back. When providing this initial cash payment to the resettled family, you will want to discuss with them how they will want to receive the payment, bearing in mind the weekly social welfare income the resettled family are likely to receive. You should also consider the denominations that you will provide, how payments could be staggered, and how you will advise the resettled family to keep their money safe.

3.3c You could consider developing pictorial guidance, illustrating every day items with comparisons of the cost of household provisions, the cost in sterling and also including a currency conversion chart from the resettled family's host country. Consider letting the family know about different shops in the local area, including discount supermarkets and whether there are any opportunities to join in bulk buy ordering for some items.

3.3d You will need to be able to assist the resettled family in opening a bank account in order to receive their social welfare income. You will not be able to open the bank account without them, but it is advisable for your group to research what you need to do with your local banks so that you can assist the resettled family in making a decision on where their account/s will be opened. In supporting the resettled family to set up a bank account, give some thought to what banks may require and how the resettled family will be able to meet these requirements. You may wish to meet with your local banks to understand the options.

3.4 Local Area

Please use this section to tell us how you will empower the resettled family to familiarise themselves with and understand how to access local facilities and services, such as local shops, leisure centres, parks, libraries, local transport links etc. Please consider what options exist if the resettled family would like to buy halal food and attend places of worship.

3.5 Establishing a life in the UK

3.5a The Biometric Residence Permit (BRP) is an immigration document, issued in the form of a card, similar in appearance to a driving licence, which proves a refugee's right to stay, work and study in the UK. You should consider who in your group is best placed to receive these at a secure address on behalf of the resettled family and how they will get them to the resettled family. The BRP will not be issued until after the resettled family has arrived. The BRP must be hand delivered to the resettled family within one day of them being received by your group.

3.5b If the BRP cards are not delivered within 7-10 working days of the arrival of the resettled family please contact your Regional Contact Officer. Details can be provided by the community sponsorship team at communitysponsorship@homeoffice.gov.uk.

3.5c Become familiar with the school registration process in your local area, so that you know in advance what information will be required to register children at schools. This will enable you to start the registration process when you receive the arrival date for the resettled family. It is anticipated that the registration process should be concluded no later than two weeks after the resettled family's arrival. It's also important that you find out what school places are available as this will be helpful information in matching a

suitable family to your group, however this detail is not required in your resettlement plan. Early engagement with your local authority should help with this process.

3.5e Resettled families will need to learn English in order to improve their integration into your community and access medical care, local amenities, education and employment independently. Providing English for Speakers of Other Languages (ESOL) training is a key requirement for resettled families.

Learning English can be delivered through formal or informal teaching and training.

Formal language training is the provision of ESOL, or employment sector specific courses, which should allow refugees to attain accredited qualifications from a provider regulated by an appropriate national body (i.e. OFQAL, SQA or Qualifications Wales) or enable refugees to progress at a pre-entry level, for which there are no qualifications, to a standard at which they can then take accredited qualifications. Other key characteristics of formal language training are that:

- Their delivery is led by qualified tutors, normally provided at the local level by a college or formal provider;
- They are appropriate to individual refugees' abilities as identified following a diagnostic assessment led by a qualified ESOL tutor; and
- They follow agreed curricula.

The availability of providers will depend on local supply. Most providers are well-versed in providing a range of provision to suit learners' needs. The provider search on the National Careers Service website is a useful resource.

You are required to source a minimum of 8 hours of ESOL teaching per week for each adult in the resettled family for the first 12 months of their stay. Any further support you might be able to offer after this period is encouraged, though not compulsory. ESOL tuition should start within a month of the resettled family arriving in the UK. ESOL courses can be provided at local colleges and community organisations. Depending on local availability, you may need to arrange to pay for classes privately. You should consider the timing of these classes, being careful to avoid scheduling conflicts such as school collection.

If you need further advice on sourcing ESOL lessons or assessments, contact your regional ESOL coordinator (see Annex D for a list of ESOL coordinator contacts).

3.5f In instances where adults arrive outside term time, making immediate access to formal language training difficult, alternative informal language training should be provided within one month of arrival until formal arrangements for training can be arranged.

You should think about appropriate childcare from local providers or volunteers to allow adults to undertake formal and informal English training. You should also consider additional costs such as travel to reach the classes and cover childcare.

Local authorities are entitled to claim £850 ESOL funding for each adult refugee arriving through community sponsorship, and the resettled family should be able to benefit from any money claimed. This might be through ensuring that refugees are able to access additional ESOL services provided, or the funding could be transferred directly to your group to procure ESOL tuition direct with a suitable provider.

3.5g Providing an opportunity for families to practice their conversational English will assist in personalising learning and speed up progress. It's also an opportunity to share and learn your local vernacular. Please demonstrate how you will provide this opportunity. Informal English practice can take place in any location, may or may not have a pre-set curriculum, will usually be provided in a structured or semi-structured way, and delivered by a range of people. This kind of learning can include confidence building, active citizenship and a whole host of leisure or community activities. There is no minimum or maximum requirement for the amount of informal language support provided, it can be decided with resettled families on an individual basis.

While informal English learning has considerable value and breaks down accessibility barriers, it does not usually lead to qualifications. These are often necessary for accessing employment or going on to further study or training and should be encouraged where possible.

For a number of resettled refugees, informal language training may be a more suitable alternative to formal training e.g. in instances where a refugee is assessed as being at pre-entry ESOL level or is very elderly. In these instances, you should seek out appropriate informal training for the number of hours required with the intention of encouraging access to formal language training in the future.

3.5h Please demonstrate how you plan to monitor language-learning in the short, medium and long-term and any other steps you have considered to ensure progress is made. You will need to monitor progress for each adult and you should aim for at least one ESOL level of progress (in speaking and listening, reading, and writing) over the course of the year. The progress of those unable to attend formal ESOL lessons should be judged by a second diagnostic assessment to determine their English proficiency and how much progress they have made in being prepared to undertake formal English classes.

You should provide the opportunity to obtain an English language qualification at the appropriate level, where this will support access to employment and education.

We encourage you to use innovative methods to help resettled adults to learn English based on an understanding of your own community e.g. hosting language lessons in crèches to address concerns over the separation of children and parents etc.

3.5j Connect with the local DWP Partnership Manager in advance to tell them about the resettlement scheme and the roles that the Home Office and local authority play. Developing a relationship with Job Centre staff will be important going forward. (See Annex E for the Regional Partnership Managers' contact details.).

3.5i To estimate the likely social welfare income the resettled family will receive, please visit <https://www.gov.uk/benefits-calculators> - If you do not have accommodation lined up, it is recommended that you base your calculations on a two adult + three child family, but do consider that the size of the resettled family may vary. You may also wish to consider the impact of different property sizes.

3.5m In carrying out your research into GP surgeries, you should discuss your plans with the surgery and ask about their provision of interpretation services.

3.5n It is advisable to pre-book appointments to register the resettled family members at the GP for day 5 or 6 after arrival, unless there is a pre-existing medical condition which

requires earlier registration.

3.5o Should a resettled family require access to local mental health and wellbeing services, you should support the family to seek advice from a GP. You do not always need to be a professional to notice the signs of a mental health problem, however you should always leave formal diagnoses to professionals. It is also suggested that you research and establish links with organisations in your area who can provide mental health and wellbeing services to refugees.

3.5p Please consider that some resettled refugees will have qualifications and a history of professional/skilled work, whilst others may not have received much formal education in their home country. Supporting resettled family members into employment will need to be tailored to individual circumstances and might involve researching specific employment opportunities, vocational ESOL, arranging work shadowing placements, assisting with writing CVs, or preparing for interviews. You may also want to consider identifying local employers who would be open to providing work experience, etc.

3.5q Please explore a wide range of volunteering opportunities and establish links with trusted organisations that may be able to offer work experience to the resettled adults. For many resettled refugees, volunteering is the first step on their journey to employment, as well as supporting ESOL progression and providing social and community support. It is important that any volunteering, work experience placements, or part-time work fit in with the requirements of the Job Centre.

3.5r Access to digital services can be an important tool in developing a range of skills, and provides many resettled families with the means of maintaining communication with family and friends in their home country. Facilitating access to digital services could include researching public places with free access to the internet, e.g. libraries, community venues. Some resettled family members might require support to be able to use the internet and this could be provided by the group themselves or through courses available in the community.

3.5v It is essential that a 24-hour interpreting service is available to the resettled family for the first week after arrival. You could consider telephone services for this intensive period, particularly for evenings and overnight. Your group might find that having a mobile phone which interpreters share is the best way of meeting this requirement, as that way the resettled family only have one number they need to call.

3.5u - v Groups are required to provide access to interpreting services for the first 12 months following the arrival of the resettled family. It is likely that the first four to six weeks after arrival will be the time when the most intensive interpreting services are required, however, this period may be longer depending on the needs of the resettled family. You should give consideration to confidentiality and whether gender-specific interpreters are required. There may be some situations when it is appropriate to use a professional interpreter and groups should ensure that they have sufficient resources to pay for this, as and when it is necessary, over the course of the year. (Please note that when required, statutory service providers should provide interpretation services.)

Annex A: Safeguarding Policy Guidance for Sponsors

As part of their application for approval to be a community sponsor, prospective sponsors must prepare and submit a safeguarding policy. This is assessed as part of the application process for the purpose of ensuring that the prospective sponsor is adequately prepared to provide a safe and supportive environment for a vulnerable resettled family.

The purpose of this guidance is to help prospective community sponsors develop clear and effective safeguarding policies that will stand them in good stead to provide a safe and supportive environment for a vulnerable resettled family.

A safeguarding policy for community sponsorship should be concise, easy to understand, and should ideally be encompassed in a single document (or two in the case where adult and child safeguarding policies are separate).

When developing or reviewing your safeguarding policy, we recommend:

- speaking with your local authority;
- making contact with the local police safer neighbourhood team and including their contact details in the policy
- making contact with local refugee/faith groups and including contact details in the policy
- following the NSPCC guidance regarding children - <https://www.nspcc.org.uk/preventing-abuse/safeguarding/writing-a-safeguarding-policy>;
- reviewing guidance available from your local authority or online regarding the safeguarding of vulnerable adults;
- including information on Prevent e-learning training for employees/volunteers (<https://www.elearning.prevent.homeoffice.gov.uk/>)
- Preventing individuals from being drawn into serious and organised crime: <https://www.gov.uk/government/publications/individuals-at-risk-of-beingdrawn-into-serious-and-organised-crime-a-prevent-guide>
- keeping it clear and simple so everyone can understand and follow it.

Your safeguarding policy should, as a minimum, cover the following elements.

- Cover children and vulnerable adults
- Identify the potential risks to children and vulnerable adults
- Staff and volunteer hiring and vetting
- How staff and volunteers are trained
- Setting clear expectations for staff and volunteers working with children and vulnerable adults (e.g. when working alone)
- Managing allegations about staff and volunteers
- Clear process for how concerns are reported and managed
- Where staff and volunteers can seek more information and guidance on safeguarding.

Annex B: Complaints Handling Guidance

Community Sponsorship Scheme

[Sponsoring organisation name] Complaints policy and procedures template

[Sponsoring organisation name] views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the individuals that has made the complaint.

What is this policy for?

Our policy is:

- To make it easy for a resettled refugee to report a complaint
- To provide a fair and timely complaints procedure
- To make sure everyone providing resettlement support knows what to do if a complaint is received
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve on the services provided as part of the sponsorship agreement

What is a complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of care provided as part of the sponsorship agreement.

This will include complaints about:

- The people who are responsible for providing direct support to the family placed in the care of [Sponsoring organisation name]
- The quality of the support received
- Other service providers (e.g. relating to accommodation, interpreters, medical or English Language tuition providers)
- This will exclude complaints made by:
 - Volunteers
 - Other service providers
 - Members of the public

(These are the subject of a separate policy)

It does not include complaints by members of the resettled family about other members of their family, which would be dealt with through the safeguarding Policy.

Who can make a complaint?

Complaints may come from any member of the resettled family placed in the care of the sponsoring group. A complaint can be received verbally, by phone, by email or in writing. This policy is strictly for complaints from members of a resettled family and does not cover complaints from volunteers or staff providing resettlement care.

How are details of a complaint handled?

All complaint information will be handled sensitively and with care and confidentiality, telling only those who need to know and following any relevant data protection requirements.

Complaints Procedure

How should a complaint be made?

Verbal Complaint

A verbal complaint should be made at the earliest opportunity to [insert the name of the nominated complaints officer].

If this is not possible or is inappropriate to do so due to the nature of the complaint, the complainant should contact [insert the name of the Lead Sponsor].

Telephone Complaint

A telephone complaint should be made at the earliest opportunity by calling [insert name of the nominated complaints officer] on [insert phone number]. These details are also included in the family Welcome Pack.

If this is not possible or is inappropriate to do so due to the nature of the complaint, the complainant should contact [insert the name of the Lead Sponsor] on [insert number].

Written Complaint

A complaint should be made in writing, at the earliest opportunity via email to [insert email address] or by letter to the following address:
[insert address here]

How should a complaint be responded to?

Complaints received verbally or by telephone should be written down immediately, and a secure record kept. The person receiving the complaint should:

- Record the complainant's name, address and contact telephone number
- Write down the facts of the complaint
- Remind the complainant of the complaints procedure
- Advise the complainant what will happen next and give an idea of timescales
- If possible, and where appropriate, ask the complainant to follow up by providing a written account of the complaint in their own words

Complaints will receive an initial response by telephone within 24 hours or by the next working day. This should be followed by a written response, including all the above as well as the name and contact details of the person assigned to handle the complaint.

Resolving a complaint

i) In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the person receiving the complaint feels they may be able to resolve the complaint swiftly they should do so if possible and appropriate.

ii) Whether or not the complaint has been resolved, the complaint information should be passed to [state who complaints should go to] within 48 hours.

iii) On receiving the complaint, [person who complaints go to] records it in the complaints log. If it has not already been resolved, they will delegate an appropriate person to investigate it and to take appropriate action.

iv) Complaints should be acknowledged by the person handling the complaint within 48 hours. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached

v) If the complaint relates to a specific person, they should be informed and given a fair and timely opportunity to respond as part of any investigation.

vi) Ideally complainants should receive a definitive written reply within 10 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

vii) Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

viii) If the complainant feels that the problem has not been satisfactorily resolved, they can ask for the complaint to be escalated

Responding to an escalated complaint

If the complainant feels their complaint has not been satisfactorily resolved following the initial investigation, they can request it is escalated. At this stage, the complaint will be passed to [state who will be responsible for handling escalated complaints].

The request for escalation [how should this be made and to whom] should be acknowledged within 48 hours of receiving it.

The designated person should acknowledge receipt of the complaint in writing and advise the complainant how their appeal will be handled.

The designated person may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the initial complaint.

The same process outlined in v) – vii) above should be followed.

Any individuals who dealt with the original complaint should be kept informed and given ample opportunity to explain the reasons for the original decision.

The decision taken at this stage is final, unless it is appropriate to seek external assistance with resolution. [State who may make this decision for external resolution and from whom resolution will be sought]

Variation of the Complaints Procedure

The Lead Sponsor [insert name] may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a person who is responsible for reviewing a complaint.

Monitoring and Learning from Complaints

Complaints are reviewed [state frequency] to identify any trends which may indicate a need to take further action.

Language Translation

A copy of this complaints policy is made available to the resettled family in their own first language. This will be included as part of their welcome pack provided on their arrival at their new home.

Translation into the appropriate language is also provided, as necessary, both for the complaint itself and for subsequent communications during the complaint process, including the final response.

Who is responsible for this policy?

Overall responsibility for this policy and its implementation lies with the lead sponsor [insert name].

Policy Approved by:

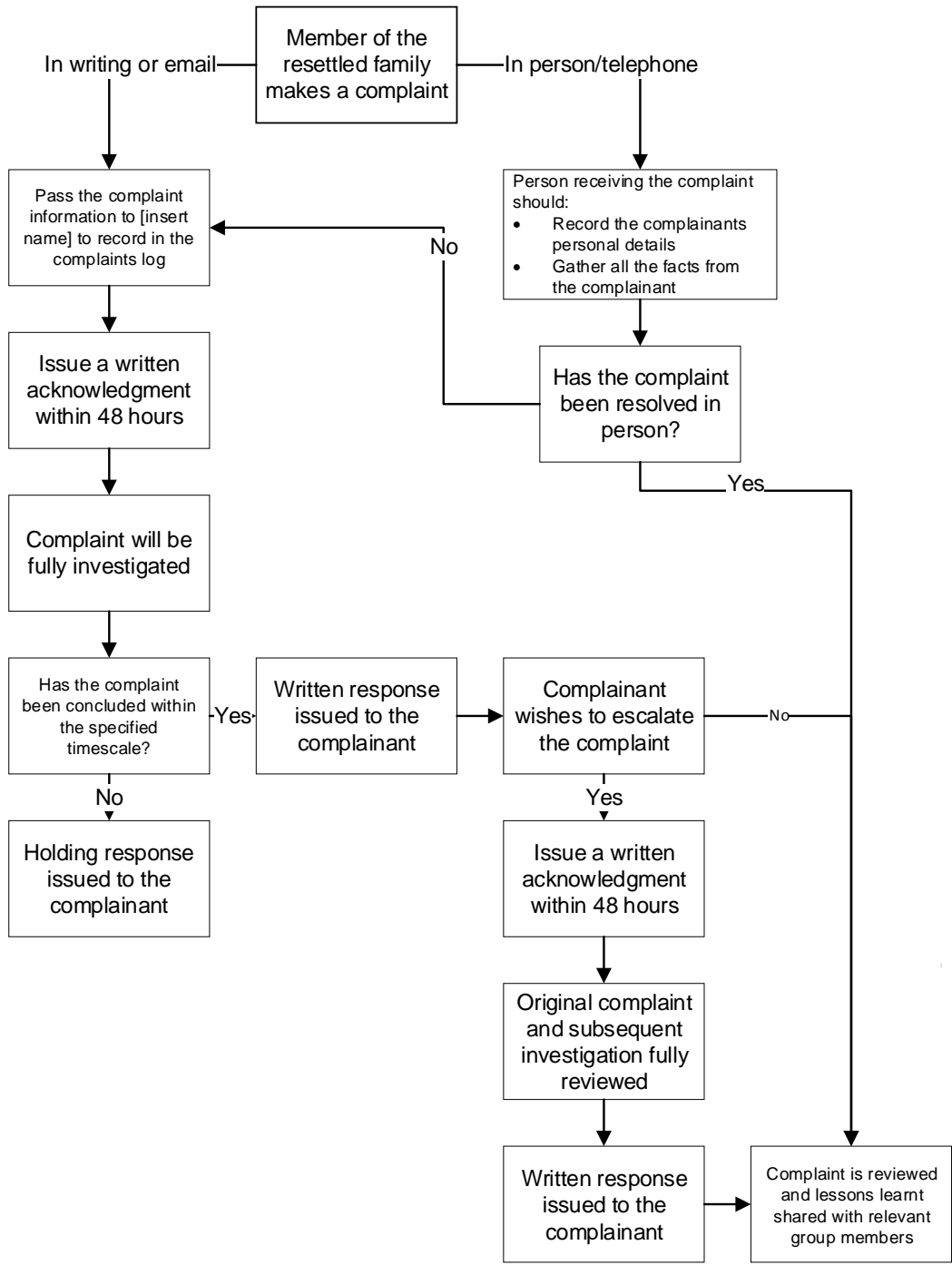
Lead Sponsor of [insert organisation name]

Date of Approval:

This policy is reviewed regularly and updated as required.

Policy Review Date:

Appendix A – Complaint Process



Appendix B – Complaint form

You are more than welcome to make the complaint in Arabic if this makes it easier for you. This form is to help you and us have a record of what the problem is and when it happened.

Name of person(s) making the Complaint	Date of complaint
Reason for complaint (please be as detailed as possible, bullet point each issue if possible)	
Below to be filled in by [sponsor organisation] member resolving the complaint	
Person(s) receiving complaint	Date Complaint received
Steps taken to resolve the complaint, time frame, feedback and learnings, give copy to complainant	

Annex C: Statement of Requirements for Sponsors

Accommodation

Aim: Resettled family has a home in which to settle in the UK, with adequate space and facilities to live in comfort.

Sponsors are required to source suitable and sustainable accommodation, available for use by the resettled family for a minimum period of two years with a two-year lease. The accommodation must:

- be available to the resettled family at a cost that is affordable and sustainable, taking into account the social welfare income the family will receive;
- have independent access and provide adequate privacy;
- comply with local authority guidance on occupation levels;
- be in a proper state of structural repair, maintained throughout in a good state of repair;
- have safe electricity and/or gas supplies, and with adequate ventilation and lighting.

The property should be appropriately furnished with:

- an appropriate number and type of beds;
- a toilet, a washbasin and a fixed bath or shower with hot and cold water;
- a fixed heating appliance in each room, which is capable of providing effective heating and which the tenant can control;
- facilities for cooking and for the hygienic preparation and storage of food (for example, a 4-ring hob with oven and grill, fridge-freezer, microwave oven, and kitchen sink);
- access to washing facilities (e.g. a washing machine or nearby launderette);
- access to facilities to dry clothes (e.g. outdoor clothes line or indoor clothes-drying rack);
- a fire blanket and smoke alarms (including a carbon monoxide alarm where appropriate).

The Sponsor must provide:

- assistance with registration with utility companies and making sure arrangements are made for payment (no pre-pay/card accounts);
- information to resettled persons on the accommodation, health and safety, and an emergency contact point.

Welcome to the UK

Aim: Resettled family members feel welcome in the UK and are able to quickly acclimatise to living in the UK.

Sponsors are required to:

- meet and greet arriving family from the relevant airport and escort them to their accommodation, briefing them on how to use the amenities;
- provide a welcome pack of groceries, the content of which should take into account the culture and nationality of the resettled family;
- provide £200 per person (adults and children) in cash on arrival for initial expenses including groceries, toiletries, clothes, and ensure the family have sufficient funds to live on while their claim for benefits is being processed (e.g. for a family of five the sponsor would provide £1,000);

- provide information and support to access local shops, services, and transport.

Establishing a Life in the UK

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

Sponsors are required to:

- ensure resettled family members receive their Biometric Residence Permits within 1 day of receiving them;
- provide assistance with registering children with local schools as soon as possible – commencing prior to arrival and concluding registration no later than 2 weeks after arrival;
- provide interpreting services, as required, for 12 months from arrival;
- arrange for English language tuition for adults as soon as possible and within one month of arrival;
- provide formal English language tuition by a suitably qualified ESOL teacher, for a minimum of 8 hours per week for the first 12 months;
- make provisions for formal English language tuition to be supplemented on a regular basis by less formal conversational English;
- monitor progress of each individual and aim for at least one ESOL level of progress (in speaking and listening, reading, and writing) over the course of the year;
- provide the opportunity to obtain an English language qualification at the appropriate level, where this will support access to employment and education;
- support attendance at local Job Centre appointments for benefit assessments, within three days of arrival;
- assist with registration with a local GP, within one week of arrival;
- advise on accessing appropriate mental health services and specialist services for victims of torture as appropriate;
- provide assistance with access to employment, including development of curriculum vitae, and education;
- provide assistance with accessing digital services;
- make aware of, and support attendance at, local community activities, within and without the sponsoring organisation, such as children’s playgroups, coffee mornings, local clubs, local events, etc.

Annex D – Regional ESOL Coordinator – Contact Details

Region	ESOL Coordinators	Email
East of England	Gill Searl	refugees@linguagloss.com
East Midlands	Sarah Short	sarah.short@emcouncils.gov.uk
London	Hannah Boylan	Hannah.Boylan@london.gov.uk
North East	Zeban Faisal	zeban_faisal@middlesbrough.gov.uk
North West	Laura Mackey	l.mackey@manchester.gov.uk
Northern Ireland	Ligia Parizzi	LParizzi@belfastmet.ac.uk
Scotland	Peter Broomfield	peter@cosla.gov.uk
South East	Alex Stevenson	alex.stevenson@learningandwork.org.uk
South West	Bronwyn Prosser	bronwyn.prosser@swcouncils.gov.uk
Wales	Erica Williams	erica.williams@wlga.gov.uk
West Midlands	Alex Stevenson	alex.stevenson@learningandwork.org.uk
Yorkshire and Humberside	Liz Maddocks	Liz.Maddocks@migrationyorkshire.org.uk

Annex E – DWP Regional Partnership Managers – Contact Details

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