

# RESETTLEMENT SUPPORT SERVICE

Commissioning of Resettlement Support Service (formally Refugee Integration and Support Service) 2023



## 1. PURPOSE

This Business Case sets out the requirement to commission a Resettlement Support Service (formally a Refugee Integration Service known as RIS), to support the smooth resettlement and integration of people with refugee status (or similar) into the community of Plymouth.

It is recommended that:

- The business case including the proposed procurement process for the resettlement support service is approved to ensure continuity of provision of an integration and resettlement service;
- The award of the contract(s) is delegated to the Strategic Director for People

The estimated contract value is £450,000 per annum with a total estimated contract value of £4,050,000 over 9 years if all contract extension options are invoked. This will enable changes in national policy to be taken into account, for example those introduced by the Home Office in the recent Nationality and Borders Act 2022, and any that the Illegal Migration Bill may bring.

The longevity and sustainability of the service is constrained by the continuation of grants received from the Home Office as the majority of funding is from this source. Current funds would allow the service to continue up to 31<sup>st</sup> March 2028. There is a need to build in contingency and a risk register to plan for what may happen from this date forward. Extension options will be invoked only once funding is confirmed and all risks considered.

## 2. BACKGROUND

Plymouth has a long and proud history of accepting and settling refugees and asylum seekers (RAS), the numbers of which fluctuate over time as a response to worldwide catastrophes and conflicts. This is reflected via a commitment in the Plymouth Plan to equality and diversity and to promote cohesion to meet our obligations under the Public Sector Equality Duty.

A refugee is a person who has been forced to flee his or her home country and is unable or unwilling to return because of fear of persecution. The rights of refugees and asylum seekers are enshrined in international law namely the Geneva Convention that was created in the aftermath of the Second World War and to which the United Kingdom is a signatory. This document uses the UNHCR broad definition of the term 'refugee' and therefore encompasses those people resettling in Plymouth that may not receive designated refugee status from the Home Office (recent arrivals from Afghanistan and Ukraine will therefore fall within this definition).

Many refugees undergo traumatic experiences both in their home countries and during their journeys to reach their new country of residence. Despite aforementioned rights, including access to mainstream benefits and services and entitlement to work, when refugees arrive in their host country, they may experience barriers to integration such as insecure legal status, poor housing conditions, and a lack of access to education and employment opportunities and prejudice. They may also be impacted by poor English language skills and a lack of understanding of how the UK system works.

An environment that promotes solidarity, diversity and openness is essential for resettlement to grow sustainably. The arrival of refugees can trigger positive social and economic changes, transform civic culture and local institutions, and promote social cohesion, particularly when local communities are engaged in welcoming them.

### 3. CURRENT POSITION

Following the Immigration and Asylum Act 1999, UK policy has been to relocate asylum seekers to a series of 'dispersal areas' in regional urban centres.

Plymouth is designated as a 'dispersal city' for asylum seekers. There are approximately 350 asylum seekers living in Home Office commissioned dispersal accommodation at any one time. Around half of those seeking asylum and dispersed to the City are eventually granted refugee status, at which point they are entitled to rent and can access other statutory housing assistance.

In terms of demographics, most recently, 75% of referrals come from 6 countries – Iran, Afghanistan, Eritrea, Syria, Sudan, and Iraq. 80% are male, 69% single, 75% are between ages 25 – 44.

Data analysis suggests that around 80 people per year choose to remain in the city and will require intense support with accessing housing, benefits and employment at the point of receiving a positive decision. Support can last anywhere between 6 months to 2 years depending on need.

To further our commitment Plymouth has participated in several Home Office managed resettlement schemes enabling a safe passage for many of the most vulnerable people fleeing conflict and persecution. These include the Syrian Vulnerable Person's Scheme (SVPRS), Vulnerable Children's Resettlement Scheme (VCRS), Afghan Relocation and Assistance Policy, (ARAP) Afghan Citizens Resettlement Scheme (ACRS) and Homes for Ukraine (H4U). Individuals arriving via these schemes may be entitled to support for a longer period, ranging between 3-5 years.

Plymouth has grown and developed a strong network of services and resources to help and support refugees and asylum seekers who arrive in the city to settle and make it their home. Over the past 20 years a burgeoning and vibrant community comprising of many different nationalities has developed.

#### **Support and Opportunity**

Once granted refugee status, people begin a process of settling in as permanent residents, often requiring support through this major life transition to develop new networks, and integrate successfully into new communities.

Most of the refugee population have suffered from a difficult pre-migration history and have subsequently experienced mental health problems. At the same time, poor physical health as a result of persecution, torture, abuse and injuries are also common as well as other health issues and long-term illness. Post-arrival factors, which might create mental strain in refugees and asylum seekers include unemployment, poverty, social isolation, prejudice and uncertainty about the future.

Newly transitioned refugees require a much greater amount of support. People are required to make significant choices on receiving a positive decision, particularly in relation to housing options, schools, locality, ESOL and employment. Local data shows that the majority of refugees will require support for between 3-6months. Relatively few will continue to access housing and integration support at the 12-month period and those who are usually require considerable additional support from other mainstream services e.g. mental health or Adult Social Care. Language and employment needs often require support over a longer period. Data indicates that both newly transitioned refugees that remain in Plymouth and refugees arriving via the Resettlement route have limited English and literacy skills.

The ability to settle and integrate successfully can also vary depending on the route in which refugees arrive at their destination; whether through a specific resettlement scheme or the general asylum process. Those that arrive through the asylum route may experience a lengthy process, which may include time spent in a detention centre or going through an appeals process.

Despite this, refugees bring with them knowledge, and experience, and with the right support and a dedication to learn new skills they can make positive contributions to their new homes.

#### 4. CURRENT SERVICE PROVISION

Services and networks in Plymouth have arisen to respond to helping refugees. These are in addition to the public-sector funded services i.e. the NHS, the Council, the University and the Home Office, as well as national and local voluntary sector organisations. **(See Annex I for current list)**

In 2017 Plymouth City Council commissioned the Refugee Integration Service (RIS). The successful proposal was a partnership of local service providers who have worked collaboratively to deliver a service that support refugees who receive a positive decision through the asylum process and those who have arrived in Plymouth as part of Home Office Resettlement Schemes.

Initially via the Syrian Vulnerable Persons Scheme SVPRS and expanded to further include other managed Resettlement Schemes, Afghan Relocation and Assistance Policy, (ARAP), Afghan Citizen's Resettlement Scheme and Homes for Ukraine (H4U). The RIS service has enabled 211 people to be resettled under SVPRS, 55 people through ARAP with a further Council commitment for ongoing participation and welcomed over 200 Ukrainians into the city. In addition approximately 80 people receive positive decisions through the asylum process and choose to remain in Plymouth each year.

Support under the service includes casework support to assist people into housing and maximise their incomes, provision of a crèche to enable women with children to attend over 168 classes of ESOL per year, support families into schools, help for people to meet positive health outcomes, and build their confidence with employment support.

The total number of people the service supports directly and indirectly per annum is approximately 404. This figure includes the lead client (each family has one lead client named on the referral) and dependents. Many of these are short focused interventions for people revisiting the service following a period of initial stability after their post arrival/status intensive support.

Within the wider community the service has delivered training for many organisations on supporting refugees, delivered events within the City to bring different communities together in a positive way and provided support and advice for people and families who have been victims of racial abuse.

The core service is currently funded at £461,594.68 per annum.

There has been further funding this year to continue support for those arriving via Homes for Ukraine, this being £162,737 and the numbers supported are in addition to the 404 mentioned above. We would expect that those Ukrainians that remain in Plymouth and have not yet moved into their own Private Rented Sector accommodation to continue to be supported through the core contract. (The funding contribution is heavily supported by the Home Office Resettlement Schemes with additional contributions from Strategic Co-operative Commissioning and NHS Devon Integrated Care Board (ICB):

- £364,865.68 - Home Office Resettlement Schemes via Community Connections
- £27,458 - Strategic Co-operative Commissioning
- £69,271 – NHS Devon ICB

The future core annual contract value amount (£450,000 per annum) is anticipated to be lower than current spend. This is because temporary additional funding may come in and out of the new contract during its lifetime, generally from the Home Office and relating to specific resettlement schemes and numbers of arrivals.

The families arriving through the Refugee Resettlement Schemes, ARAP and ACRS are supported for between three to five years post-arrival at £20,050 per person. This is frontloaded for the first 12 months and then decreases over the subsequent years. The funding can be pooled across the family and local authorities are not required to report breakdown spend per family. The tariff automatically becomes available once the family arrives into the city and unless there is material change in circumstances, e.g. the family moves out of area. The Council is entitled to claim across the period. Funding for guests arriving via the Homes 4 Ukraine scheme has reduced to £5,900 from an initial £10,500 this is to reflect support for the first 12 months in which they are in the UK. Where possible we will use this money to also support a move-on plan for guests who are being accommodated with hosts beyond the initial 12 month period.

The pooled funding and joint working in delivering the current service has ensured a positive integration for those arriving through the resettlement process and newly granted refugees that have arrived via claiming asylum in the UK. It has also provided supported interventions for more long term established refugees who have not had their needs met by mainstream services.

There is a need to continue to provide a specialist service because of the issues outlined above in this document, which have been further compounded by a challenging financial climate, reductions in support services and the impact of continued conflict.

In April 2022 the Nationality and Borders Act was passed that introduced reforms to the asylum system. These include the introduction of a two-tier asylum system, meaning those who arrive in the UK via irregular means may receive less protection and support and an increase in the standard of proof for establishing someone is a refugee.

The Illegal Migration Bill is currently at the House of Lords stage, and if passed will change the law so that people who come to the UK illegally will not be able to stay. Crucially, the Home Secretary will be under a legal duty to make arrangements for the removal of illegal entrants falling within the scheme. The impact of this Bill when it becomes law on the service may be significant and will need to be monitored. It is anticipated that there will be amendments to the Bill before it is given Royal assent.

## **5. PROPOSAL**

We are proposing to commission a collaboration of providers, or partnership to deliver the service – see section 7 for more detail on the range of options considered. An initial service design process has commenced, to focus on co-production with service providers, commissioners, other stakeholders and people with lived experience. This will be used to inform any procurement process.

It is recommended that the Council explore the use of an assurance process making use of the Light-Touch procurement regulations allowed for this type of service provision to build on opportunities for service providers to be able to work and bid together. The proposed process is anticipated to consist of two stages:

- (1) Stage 1 - Shortlisting. The aim of this shortlisting stage is predominantly to test the capability and capacity of potential provider collaborative and to identify whether there is more than one capable provider partnership;
- (2) Stage 2 will either be: (a) a competitive process (if more than one capable provider partnership is identified at Stage 1), which may involve dialogue and will involve assessment of bids against published evaluation criteria and weightings; or (b) a partnership “Assurance Process” with a single group, if only one capable provider partnership is identified at Stage 1.

The latter approach will involve the partnership and key stakeholders working collaboratively through agreed working task & finish groups and will focus on progressing to establish a set of key

requirements / checklist of areas to be discussed and agreed. A process of continual evaluation will be undertaken to identify areas for further development. Co-production and mutual assurance check point meetings will confirm progress against objectives, confirm the direction of travel and agree to continue with further development.

This vision is to enable an innovative and trauma-informed place based approach to support refugees and deliver support, help and guidance to Group 1<sup>1</sup> and Group 2<sup>2</sup>, (as defined in the Nationality and Borders Act 2022) refugees with recourse to public funds and others arriving through managed resettlement schemes enabling them to settle and integrate into the host community.

We envision the outcomes of this contract: will help service users meet their aspirations and feel socially included, build on their assets, skills and attributes to enable them to participate and contribute fully in society. Annex 2 is a draft service description document that we issued with the EOI (Expression of Interest). Specific outcomes will include:

- Improved access to housing
- Increased self-sufficiency via employment, maximisation of welfare benefits, learning
- Attainment of positive health and wellbeing outcomes
- Improved independence through language, social connections, digital inclusion and regularisation of status (where applicable)
- Improved cultural competency to help local communities and services to become more refugee friendly

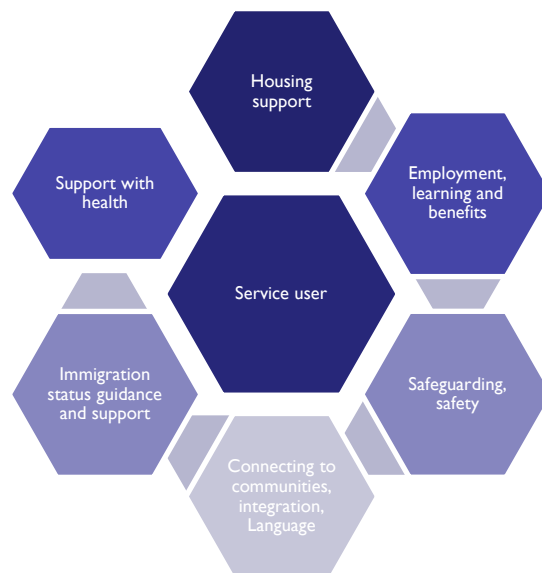
The activities that will be required to deliver the outcomes include:

- Providing housing support
- Providing employment, learning and benefits support
- Cultural awareness raising activities and supporting people who have experienced hate, racism and discrimination
- Immigration status guidance and support Connecting to communities, integration, language support
- Support with accessing health services

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<sup>1</sup> A person will be considered a Group 1 refugee if: they have come to the United Kingdom directly from a country or territory where their life or freedom was threatened. They will have full recourse to public funds, have leave to remain for 5 years and then access to apply for Indefinite Leave to Remain and family reunification rights.

<sup>2</sup> A person will be considered a Group 2 refugee if: their entry in the country is consider unlawful (this would for instance apply to people coming to the UK across the English Channel). They will receive temporary refugee permission to stay, not have a defined settlement route, have limited access to family reunification and may have the No Recourse to Public Funds condition imposed on them. They will have the right to work.



### The service will:

- Be a recognised partnership that is able to contribute towards improved community cohesion and aligns with other community strength based empowerment programmes across the city;
- Generate evidence about what works, to be able to evaluate the impact of funded projects on refugee integration and self-sufficiency;
- Provide evidence to inform future policy, programming, and mainstream service delivery working closely with wellbeing hubs and family hubs;
- Support other organisations to become more culturally aware and competent when assisting people from refugee communities by offering expertise to help ensure their services are accessible and culturally sensitive towards the needs of this cohort. This may professional advocacy for those people that have experienced hate crime or race related discrimination;
- Work in support and collaboration with members of the Refugee and Asylum Seeker (RAS) forum in Plymouth;
- Be expected to participate in statutory bodies led by the Council e.g. Prevent and Safer Communities and other ad hoc focus groups which require input from providers on the specific needs of this cohort;
- Have a strong and consistent focus on cross-partnership delivery that draws on the support of mainstream services;

Safeguarding will be at the heart of the service. Providers will be required to carry out their service through a trauma informed lens and be able to identify where activities or behaviours pose a risk to an individual or others. Support may include signposting to mainstream domestic abuse services, focus groups for specific vulnerable cohorts e.g. women on topics such as Violence Against Women and Girls (including FGM and honour based violence), identifying signs of modern slavery and where appropriate referrals through the National Referral Mechanism.

Throughout the service design we expect a strong focus on equality and inclusion. The service should be refugee-centred, ensuring that the needs and best interests of refugees remain at the forefront of delivery. Services should regularly undertake research and consultation with its service users to be able to adapt and modify its delivery throughout the course of the contract to meet the needs of the cohort, especially those identified as having additional, specific vulnerabilities or barriers to engagement.

## 6. TIMESCALES

An indicative timescale is as follows:

Activity	Timescale
Cabinet approval for Business Case	July 2023
Market Engagement / Stakeholder co-design workshop	May, June, July 2023
Procurement process	July – December 2023
Contract Award	January 2024
Transition and TUPE of staff	January – March 2023
New contracts start date	1 <sup>st</sup> April 2024

## 7. OPTIONS AND KEY RISKS

Option 1	Benefits	Risks
<p><b>Commission a collaboration of providers, or partnership</b> to deliver an innovative and trauma-informed place based approach to support refugees and deliver support, help and guidance to Group 1 and Group 2, (as defined in the Nationality and Borders Act 2022) refugees with recourse to public funds and others arriving through managed resettlement schemes enabling them to settle and integrate into the host community.</p> <p>Co-produced with providers, commissioners, other stakeholders and people with lived experience it is recommended that the Council choose to use an assurance process if only 1 emerging partnership, making use of the light-touch procurement regulations allowed in this type of service provision. If more than 1 then a competitive process will be required</p>	<p>Uses a more collaborative and transparent approach, ensuring dialogue and agreement between Commissioners, providers and other stakeholders; makes full use of diversity of partners with their unique contributions</p>	<p>Commissioning approach may draw out potential disagreement between providers which may be resource intensive.</p>
Option 2		
<p>Commission and competitively procure an open Framework Agreement</p>	<p>This would be open to all suppliers at the start of process and allow groups of providers to apply to be</p>	<p>Resources would be required to administer mini competitions for call-off contracts. Does not allow for a collaborative partnership approach to deliver service provision; would require a social</p>

	considered, so allows diversity provision choice	worker type role and brokerage function
<b>Option 3</b>		
Procurement of a Dynamic Purchasing System	This would be open to all suppliers to join at any time at the start of process and allows groups of providers to apply to be considered, so allows diversity provision choice	Resources would be required to administer mini competitions for call-off contracts. Does not allow for a collaborative partnership approach to deliver service provision; would require a social worker type role and brokerage function
<b>Option 4</b>	<b>Benefits</b>	<b>Risks</b>
<b>Do nothing</b> and let the contracts end at current contract end date	Save money for the council	<p>The majority of the service is externally funded so any financial benefits to the Council would be minimal.</p> <p>Plymouth receives a considerable number of asylum seekers and without suitable provision in place their needs would be unmet. This would likely lead to greater demand for other Council and community services and would not specifically support asylum seekers to resettle, connect and integrate positively within the community in Plymouth</p>



<b>Annex I Services that support refugees and asylum seekers in Plymouth</b>				
<b>Provider</b>	<b>Service</b>	<b>Funder/commissioner</b>	<b>Description</b>	<b>Support</b>
<b>Clearsprings Ready Homes</b>	AAST (Asylum Accommodation Support Transformation)	Home Office	Provide accommodation and support for asylum seekers during period in which their asylum application is considered	
<b>LiveWell SouthWest</b>	Asylum Seeker and Refugee (ASR) Service Mental Health	NHS Devon ICB	Initial assessment and intervention of ASR Mental Health needs. Facilitate access into appropriate health services. Mental health interventions using an eclectic approach incorporating health promotion activities to improve mental well-being.	
<b>LiveWell SouthWest</b>	Asylum seekers and refugee health screening programme	NHS Devon ICB	comprehensive health and wellbeing screen for all ASR dispersed to Plymouth	Identify physical, mental health needs and/or risk factors and liaise with the appropriate healthcare services to ensure these needs are met; advise with guidance in GP registration
<b>The providers below</b>	<b>Refugee Integration Support Service</b> - is a commissioned service delivered by a partnership between the providers listed below, plus <b>British Red Cross (BRC)</b> have also been funded to deliver some immigration advice supports. Service supports refugees as part of special resettlement programmes, including more recently Afghan translators and Homes for Ukraine, and also those arriving as asylum seekers once they have received a positive decision, holistic and strengths based support provided to ASR communities; also includes community cohesion, cultural competencies support			
<b>PATH</b>	Refugee Integration and Support Service	PCC/Home office	Is the lead contractor with PCC to deliver the RIS service; housing worker accesses private rented accommodation for those using the service	Easy let housing worker and manager for RIS H4U: Host Support and Liaison Worker
<b>PDREC</b>		NHS Devon ICB	Provide advocacy and support for Refugees who have settled in Plymouth, but still need additional support around a wide variety of issues including, race hate crime, domestic abuse, health, benefit and debt support, housing, and education.	Also deliver refugee and asylum seeker awareness training, co-ordinates community events including Respect Festival, runs women's groups, etc. Has a mental health project with Plymouth MIND focussing on support for Ukraine.
<b>START</b>		PCC/Home Office	Support refugees as part of special resettlement programmes and also once they have received a positive asylum decision to secure housing, full rights and welfare benefits entitled to, supporting integration into local community;	

<b>Open Door Languages School (ODILS)</b>		PCC/Home Office	Provide English for Speakers of Other Languages classes	12 months, level of support as required by learner with the aim of achieving sufficient competence to deal with mainstream service providers without the aid of an interpreter.
<b>Open Door Languages School (ODILS), Plymouth Hope, START</b>	Plymouth Refugee Opportunities Project	Home Office Refugee Transitions Outcomes Fund,	There are 2 delivery partners (ODILS, START) who are supported by Bridges Outcomes Partnership through a social impact bond. Plymouth City Council have a strategic and advisory role. The funding will support approx. 80 refugees between September 2021 to March 2024. The support offered will be a holistic offer of housing, integration and employment.	
<b>Provider</b>		<b>Description</b>		
British Red Cross		Provides new arrivals with a local induction of the City; an International Tracing and Messaging Service and Family Reunion joint services with Plymouth University's Law Clinic.		
Devon & Cornwall Refugee Support (DCRS)		Work mainly with asylum seekers who are then referred to START once receive positive status; only work they do with refugees is support with post status immigration applications such as travel documents and citizenship applications		
Open Door Languages(ODILS)		Provide English for Speakers of Other Languages classes		
Plymouth Hope		Focuses on younger asylum seekers and refugees, running health and wellbeing sessions. Support for young people and parents with homework. Running a buddying 'asylum guide' scheme for asylum seekers of all ages. Provides a youth club		
Migrant Legal Project		Only local immigration law firm offering legally aided casework, also offer private immigration advice		
Law Clinic, University of Plymouth		Family reunion, exceptional case funding, other miscellaneous legal issues		
Diversity Business Incubator		Support for refugees who wish to start a business or become self-employed		
All Nations Ministries, Advice & Information		Plays a role in the effective integration of new arrivals to the city; provides information, advice, befriending, and advocacy on a range of different issues such as housing, welfare benefits, debt, health, education and immigration		
Give Back		Involves asylum seekers and refugees volunteering to help communities they are based in.		

## Annex 2 Draft Service Description document

### The overall purpose of the service:

An alliance/partnership of providers working collaboratively to:  
 deliver an innovative and trauma-informed place based approach to support refugees and deliver support, help and guidance to Group 1<sup>3</sup> and Group 2 refugees with recourse to public funds<sup>4</sup> and others arriving through managed resettlement schemes enabling them to settle and integrate into the host community. Outcomes of this contract: will help service users meet their aspirations and feel socially included, build on their on their assets, skills and attributes to enable them to participate and contribute fully in society. Specific outcomes for services users will include

- Improved access to housing
- Increased self-sufficiency via employment, maximisation of welfare benefits, learning
- Attainment of positive health outcomes
- Improved independence through language, social connections, digital inclusion and regularisation of status (where applicable)
- Improved cultural competency to help local communities and services to become more refugee friendly

Service will:

- Be a recognised partnership that is able to contribute towards improved community cohesion within the City
- Generate evidence about what works, to be able to evaluate the impact of funded projects on refugee integration and self-sufficiency
- Support other organisations to become more culturally aware and competent when supporting people from refugee communities, offering expertise to ensure they are accessible and culturally sensitive towards the needs of this cohort including professional advocacy for those people that may have experienced discrimination

This document contains initial descriptions of service requirements

### 1. Service / function name: Effective Partnership/alliance working

**Description** Partners/alliance will need to consider how within their associated organisations they will work effectively together to support the key service areas and deliver all services equitably

<sup>3</sup> A person will be considered a Group 1 refugee if: they have come to the United Kingdom directly from a country or territory where their life or freedom was threatened. They will have full recourse to public funds, have leave to remain for 5 years and then access to apply for Indefinite Leave to Remain and family reunification rights.

<sup>4</sup> A person will be considered a Group 2 refugee if: their entry in the country is consider unlawful (this would for instance apply to people coming to the UK across the English Channel). They will receive temporary refugee permission to stay, not have a defined settlement route, have limited access to family reunification and may have the No Recourse to Public Funds condition imposed on them. They will have the right to work.

This will entail collaborative close integrated working in particular around:

- Performance management – collect and share information about performance and make evidence-based recommendations around improvement
- Maximise effectiveness of the partnership implementing and monitoring changes whole system continuous improvement – identifying the key drivers for change
- relationships of trust
- being prepared to share risks, responsibilities and opportunities
- alignment around outcomes and a commitment to agreed principles and behaviour
- consideration of staffing, boards and governance and budgets
- consideration of reporting and IT requirements

## **2. Service / function name: Initial period of support following arrival or positive decision grant (both Group 1 and Group refugees), including benefits support**

### **Description:**

This describes the immediate support required to be delivered to both Groups and includes the requirements of the Home Office Statement of Outcomes in the support of Home Office Resettlement Schemes (this includes all managed migration schemes including those that may not include the term 'Resettlement' in their definition) :

- Work with Plymouth City Council to arrange accommodation for service users which meets local authority standards,
- Ensure that service users are provided with a dedicated source of advice and support to assist with registering for mainstream benefits and services, and signposting to other advice and information giving agencies, including the following:
- Assisting with the distribution of Biometric Residence Permits following arrival,
- Registering with local schools, or if Adults, English language and literacy classes
- Attending local Job Centre Plus appointments for benefit assessments (where necessary),
- Develop an overarching (or framework) integration support plan and bespoke integration support plans for each family or individual for the first twelve (12) Month period of their support to facilitate their integration and orientation into their new home/area

- Where special needs/community care needs are identified only after arrival use best endeavours to ensure that care is provided by the appropriate mainstream services as quickly as possible
- Support with ensuring registration with GP practice

#### Home Office Resettlement Schemes only:

- Where applicable, work with Plymouth City Council to arrange accommodation for service users which meets local authority standards, will be available on their arrival and/or relocation to the local authority area, and is affordable and sustainable, ensure that the accommodation is furnished appropriately, is registered with utility companies and ensure that arrangements for payments are put in place
- Where applicable, meet and greet arriving service users at time of arrival ensuring they have access to necessary food and hygiene provisions
- Provision of a minimum of eight hours per week of formal English language training (where required) within one month of arrival This should be provided until they have reached Entry Level 3 or for at least twelve months after their arrival in the UK,
- Year 2 – 5 continue to support service users on their journey towards integration and self-sufficiency. Support should be in line with the person-centred integration goals identified in the personalised integration support plan and should include (but not be limited to) ongoing integration into the communities into which a Beneficiary has been resettled; progress towards and into employment (which may include tailored employment support and sector specific formal or informal language training); social care costs for adults and children; or, additional

### 3. Service / function: Integration into community, involvement, social capital

**Description:** Refugees can often be marginalised and feel excluded and detached for the community in which they live. The service will aim to support refugees to lead full and active lives within their community. the service will enable a person to engage with community assets to help them:

- Grow their personal community and strengthen the networks around them
- Learn and develop skills or interests
- Contribute directly to improving their own local community by working with community groups, re-investing learned skills or developing their own community groups.

Signposting and guidance to support refugees who need to regularise their status after being granted an initial period of leave

### 3. Service / function: Integration into community, involvement, social capital

Many refugees might need encouragement to engage with the resources, assets and amenities in their communities. Connecting people with their local communities is important aspect of this service. Within Plymouth there are many community groups and wider services, this service also will help to support these groups to feel confident and comfortable to support people who are refugees.

Key aspects of the community involvement function will:

- offer support and training to help build the confidence of organisations and other assets not specific to supporting people who are refugees with understanding the benefits it will bring to them and
- Reduce barriers within community by providing awareness training on refugees to improve understanding and expectations and promote cohesion

### 4. Service / function name: Improved positive health outcomes

**Description** Most of the refugee population have suffered from a difficult pre-migration history and have subsequently experienced mental health problems. Refugees experience hardship, destitution, hostility, and racism. At the same time, poor physical health as a result of persecution, torture, abuse and injuries are also common as well as other health issues and long-term illness. Post-arrival factors, which might create mental strain in refugees and asylum seekers, include unemployment, poverty, social isolation and uncertainty about the future.

The aim of this part of the service is to support refugees so they are better able to manage their physical and mental health.

key functions of the service are:

- Build trusting and collaborative relationship with the service user.
- Assist refugees to navigate and access both NHS and community health services
- Have up-to-date safeguarding training and ensure that Safeguarding policies and procedures are fully adhered Work in a culturally sensitive way for all service users, tailoring service to meet their individual needs, challenging stigma and discrimination, advocating for person if appropriate, and ensuring up-to-date community knowledge. Work with a range of needs and work in a trauma informed manner

### 5. Service / function name: Support into employment, learning and digital exclusion

#### Description

Refugees may face various barriers to employment and getting a job including holding qualifications not recognised in their new country, having fled war torn countries before completing their education, problems navigating systems and working culture in the UK, English

proficiency which can be one of the biggest hurdles to finding work. They all have so much to contribute but need a helping hand to understand the systems and working culture in the UK and become financially independent:

#### Key objectives

- provide support and help and an achievable plan to help refugees into work that is right for them
- Undertake an assessment of each Adult Beneficiary's English language capability to determine their training needs, whether Formal Language Training is appropriate, and where Informal Language Training should be used to complement, or as a foundation for, Formal Language Training.
- Work in partnership to provide support to access the labour market - move people on from meeting DWP requirements, to being labour market ready. This may include initiatives such as volunteering or work experience as well as sector based English training.

Provision of specialist employment and integration focused ESOL – this can be a mixture of informal and formal lessons or work-based sector academies, health and well-being sessions where there is a focus on English as well as providing information. Support to reduce digital exclusion in the refugee population

### 6. Service/function name: Improved access to housing with provision of housing support

**Description** Providing access to safe and secure housing is the first step towards successfully integrating refugees into society and giving them a chance to live and work independently. Everyone deserves a place to call home. Homelessness can have very damaging health effects, both physical and mental, compounding the distress of fleeing persecution from another country. We have a moral duty to accept refugees and give them the best chance of rebuilding their lives.

key functions of the service are:

Provide housing options advice to all clients and dependants, including those arriving through family reunion, and tenancy sustainment support.

- provide support to enable refugees to be living in suitable housing within 3 months
- ensure that tenancies are sustained with a minimum of 6 months

### 7. Service / function name: Help to improve community cohesion/supporting cultural understanding of service users

**Description:** Community cohesion describes the ability of our local communities to be inclusive and supportive towards people of all cultures, ethnicities, identities and beliefs. Building cohesion within and between communities is an essential step towards improving people's quality of life.

- Delivery partners to be registered as safe third-party reporting centres for hate incidents
- Victim support for those that experience hate crimes or racial discrimination
- Representation and attendance at Local Authority statutory boards such as Prevent, Community Safety Partnership delivery groups, the Trauma Informed network and the Domestic Abuse/Sexual Violence network.
- The service delivery needs to be trauma informed and guided by those with lived experience.
- Delivery needs to link into the trauma informed development programmes to engage/develop key agencies in Plymouth to build their capacity and increase their ability to support clients in the future
- Cultural competency and awareness training to be provided and delivered to key agencies in Plymouth to build their capacity and increase their ability to support clients in the future.
- An awareness of equality and diversity and the differing needs of refugees