Application for Approval as a Community Sponsor

**Version: December 2018**

**Important:** before completing this form, please ensure that you read the ‘Community Sponsorship Guidance for Prospective Sponsors’, the application guidance and the sample agreement on [www.gov.uk/government/publications/apply-for-full-community-sponsorship](https://www.gov.uk/government/publications/apply-for-full-community-sponsorship). You should ensure that you understand the criteria and conditions for applying for approval as a community sponsor before submitting the application.

It is important to complete all sections of the form, including aspects which do not apply by crossing out or by writing ‘not known’ or ‘not applicable’.

Please attach all the necessary supporting evidence. All completed applications must include:

* 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
* a complaints policy

All completed applications must be submitted to: [communitysponsorship@homeoffice.gov.uk](mailto:communitysponsorship@homeoffice.gov.uk)

We recommend that you retain a copy of your completed application.

The Home Office will use the personal information you provide to consider this application. We may also share your information with other public and private sector organisations in the UK and overseas. For more detail please see the Privacy Notice for the Border, Immigration and Citizenship system at: [www.gov.uk/government/publications/personal-information-use-in-borders-immigration-and-citizenship](https://www.gov.uk/government/publications/personal-information-use-in-borders-immigration-and-citizenship). This also sets out your rights under the Data Protection Act 2018 and explains how you can access your personal information and complain if you have concerns about how we are using it.

**The information you provide on this form will be stored on a computer which is registered under the General Data Protection Regulation.**

Application for approval as a Community Sponsor

**Section 1: About your organisation**

* 1. **Name of your organisation:**Citizens UK

* 1. **Public address of your organisation:**136 Cavell St, London, E1 2JA
  2. **Telephone number:** 0207 043 9881
  3. **Website:** www.citizensuk.org.uk
  4. **Charity number:**  1107264
  5. **Company number:**   0526807
  6. **Details of membership or affiliations to a larger body or umbrella group:**

Citizens UK is  a membership organisation and Croeso Menai is one of its member institutions. Citizens UK will act as the lead sponsor and Croeso Menai will be responsible for the implementation and overall running of the proposed community resettlement scheme.

* 1. **Does your organisation hold a current UK Visas and Immigration sponsor licence (select ‘yes’ or ‘no’)?**

☐ Yes

x No

* 1. **If yes, what is your sponsor licence number:**

# Section 2: About your personnel

## Lead sponsor:

This is the person who takes ultimate responsibility for the accuracy of the information in this application and for the effective delivery of community sponsorship.

**2.1 Title and full name:** DETAILS HERE OF DEPUTY DIRECTOR OF CITIZENS UK

**2.2 Any other names that you have been known by (such as maiden name or alias):**

**2.3 Position in the organisation:**

**2.4 Date of birth:**

**2.5 Nationality:**

**2.6 UK passport number:**

**2.7 UK driving licence number:**

**2.8 Contact address:**

**2.9 Contact telephone number:**

**2.10 Contact email address:**

# Support personnel

**2.11 Please tell us about the core group of people who will be responsible for supporting the resettled family placed in your care if your organisation is approved for full community sponsorship. Please continue on a separate sheet if necessary.**

**You must ensure that all personnel undertaking activity in relation to children and vulnerable adults are suitable and of good character.**

**Include:**

* **full name**
* **role held within the group**
* **relevant experience**
* **type of support to be provided**

The following people are all members of the Core Croeso Menai team, who have been working on the project since the early days and are committed to staying for at least two years. Amongst those are the Welcome Team and others who have key roles such as Safeguarding Officer, Data Protection Officer.

With regard to welcoming the family, we are very aware of the intensity of support required in the first 4-6 weeks and therefore we have formed a Welcome Team from the Core Croeso Menai Group, whose members will be on a daily rota to support the family, in addition to an interpreter. In the first week, the rota will have *NAME*, Lead Coordinator, plus one (+ interpreter) every day visiting the family for up to six hours per weekday (but with flexibility for longer if necessary) from approximately 10am-4pm, depending on appointment times etc. In the second and subsequent weeks, this will drop to just one person and the interpreter visiting on a daily basis for up to six hours per day. The family will be provided with a 2 week rota in advance, so that they know who is coming and what appointments they will have each day.

We don’t plan to visit at the weekend, as we feel that it’s important the family have space on their own and also so that they can get used to doing things unsupported. However, if things arise at the weekend, a member of the Welcome Team would of course attend.

In addition, one of the two Lead Coordinators and interpreter would be on-call outside timetabled hours, for emergencies, and would then delegate a visit as deemed necessary.

If the family arrive on a Thursday or Friday, we would expect to run the rota through that first weekend, so that they are not left to fend for themselves so early on.

All 12 Core Team members are undergoing enhanced DBS checks at the moment. No member of Croeso Menai who plans to visit the family will be allowed to do so alone, without DBS. If this should arise, then that person would be accompanied by a Welcome Team member. Core team members and interpreters will have safeguarding training from our two safeguarding officers, and also it is hoped from the Local Authority.

All interpreters will undergo enhanced DBS checks as well, as part of the approval and training process for the project, and will be expected to work to a rota as part of the Welcome Team.

**Support personnel 1:**

*NAME*

*Croeso Menai Chair*

*Welcome Team Lead Coordinator 1 and Education Coordinator*

*RELEVANT EXPERIENCE*

**Support personnel 2:**

*NAME*

*Croeso Menai Vice Chair*

*Welcome Team Lead Coordinator 2 and ESOL*

*RELEVANT EXPERIENCE*

**Support personnel 3:**

*NAME*

*Croeso Menai Assistant Secretary*

*Welcome Team and Interpreter Coordinator*

*RELEVANT EXPERIENCE*

**Support personnel 4:**

*NAME*

*Croeso Menai Treasurer*

*General support*

*RELEVANT EXPERIENCE*

**Support personnel 5:**

*NAME*

*Croeso Menai Data Protection Officer*

*Welcome Team*

*RELEVANT EXPERIENCE*

**Support personnel 6:**

*NAME*

*Croeso Menai Core Team Member*

*Mental Health Specialist and General Support*

*RELEVANT EXPERIENCE*

**Support personnel 7:**

*NAME*

*Croeso Menai Secretary*

*Welcome Team and ESOL*

*RELEVANT EXPERIENCE*

**Support personnel 8:**

*NAME*

*Croeso Menai Core Team Member*

*Welcome Team*

*RELEVANT EXPERIENCE*

**Support personnel 9:**

*NAME*

*Croeso Menai Core Team Member*

*Safeguarding Officer and General support*

*RELEVANT EXPERIENCE*

**Support personnel 10:**

*NAME*

*Croeso Menai Core Team Member*

*Safeguarding Officer and General support*

*RELEVANT EXPERIENCE*

**Support personnel 11:**

*NAME*

*Croeso Menai Team Member*

*Arabic Translation and General support*

*RELEVANT EXPERIENCE*

**Support personnel 12:**

*NAME*

*Croeso Menai Team Member*

*Arabic Translation and General support*

*RELEVANT EXPERIENCE*

# Section 3: Community Sponsorship Resettlement Plan

## Requirements

### 3.1: Accommodation

**3.1a. Have you secured a property?**

*x Yes (please go to question 3.1b)*

**3.1b. If you know it, please tell us the earliest date that you think you would be able to welcome a resettled family:**

*Late November 2019*

**3.1c. Please confirm that the accommodation will be available to the resettled family for two years?** (Please note that this is an essential requirement as set out in the ‘Statement of Requirements for Sponsors’.)

*x Yes*

**3.1d. What security of tenure will the resettled family have, for example, a two-year fixed term assured shorthold tenancy?**

*2 year fixed term assured shorthold tenancy*

**3.1e. Does the property have independent access and provide adequate privacy to the resettled family?** (Please note that this is an essential requirement as set out in the Statement of Requirements for Sponsors.)

*x Yes*

**3.1f. How much is the rent each month (please state in £)?**

*£480 per month*

**3.1g. How much is the Local Housing Allowance (LHA) for the size of property your group has secured (please state in £)?**

*The LHA in North West Wales for a three bed house is £480 per month*

**3.1h.** **Is the accommodation affordable and sustainable, given the likely social welfare income that the resettled family will receive, taking into account any impact of the Benefit Cap?**

*x Yes (please provide detail in the space below).*

**3.1i. Have you invited the local authority to inspect your property, and completed any required works to their satisfaction?**

*x Yes*

**Please provide details of your engagement to date with the local authority regarding the property**

*We have informed Gwynedd Council that we have found a house and told them its location, and are now awaiting a response. As the house is currently being renovated by the owners, we don’t envisage that the local authority will wish to inspect the property until this work has been finished at the end of October 2019.*

**3.1j. If the local authority is not planning to inspect the property, please confirm that the property complies with the standards set out in the ‘Statement of Requirements for Sponsors’.** Please note that this is an essential requirement.

*x Yes, the property complies with the standards and the local authority will be inspecting it*

**Please provide evidence which demonstrates that the property complies with the standards set out in the Statement of Requirements for Sponsors:**

**3.1k. Please confirm that the property will be appropriately furnished in time for the resettled family’s arrival?** Please note that this is an essential requirement as set out in the ‘Statement of Requirements for Sponsors’.

*x Yes, the property complies with the standards.*

**3.1l. Have you liaised with the police to seek their assurances that they have no objection to a resettled family being housed at this address?**

*x No (please liaise with the Safer Neighbourhood Team) – we have made initial enquiries regarding suitability of location for the resettled family via the local authority and are awaiting contact with the police and Safer Neighbourhood Team to finalise this.*

**3.1m.** **How will you ensure that the resettled family are able to raise issues concerning the property with the landlord, bearing in mind the potential language barrier (for example, non-functioning appliances)?**

*The family will be requested to raise all issues through the Welcome Team and/or interpreter in the first instance, in order for the landlord not to be unnecessarily troubled and to ensure that the right person is contacted according to the issue raised. The property is located in the grounds of a private estate, so we are fortunate that there is an on-site manager, who is in charge of all maintenance issues and has a team of workmen to carry out any repairs required.*

**3.1n. Following the arrival of the resettled family, what plans do you have for the registration and payment of utilities?**

*As part of the house preparations, we expect to set up utilities before the family's arrival either under Croeso Menai or in the name of a Welcome Team member, if the former is not possible. Once they have bank accounts, we will then transfer the accounts to the family, in order for them to pay for utilities themselves. We will of course explain this process to the family via the interpreter. See also 3.3b*

**3.1o. Have** **you created and translated an information/welcome booklet about the accommodation for the resettled family to assist them with settling in, to include for example, health and safety information and details of an emergency contact point?**

X Yes

☐ No

**If no, please explain why you think this is not necessary:**

*This is something that is in the planning stage but will definitely be done in plenty of time for the family's arrival. For more detail, see sections 3.2e, 3.3c, 3.4b.*

**3.1p. What do you anticipate will happen at the end of the two years if the property is no longer available to the resettled family?**

*A few months before the end of the two year tenancy, a member of the Welcome Team will discuss with the family and the landlord what to do in the event of the property no longer being available. In that case, the Welcome Team will work with the family to find another property in the area at a suitable rent. If possible, we would negotiate with the landlord that they would not be evicted until a new place has been found. As far as possible, we would try to avoid them moving areas but as alternative properties in Bangor and Menai Bridge may be difficult to secure, then the family may have to accept moving to a village area, where properties tend to be more available and cheaper.*

**3.1q. How would you support the resettled family to find and move into alternative accommodation, if this were to be required?**

*If the family have to move, we would prepare them for this change a few months before (see 3.1p). Any potential property will be viewed by both the Welcome Team member(s) and the family, and all decisions would be made jointly. The Welcome Team would lead or support the family in negotiations with the new landlord, depending on their wishes. At all stages, the Welcome Team would continue to support the family in their move and with sorting Universal Credit, utility bills, schooling etc. If necessary, Croeso Menai would request further donations if the new accommodation is short of anything like furniture etc.*

*In other words, Croeso Menai would continue to support the family as before, until it is clear that they are once again independent and comfortable in their new home.*

### 3.2 Arrival in the UK

**3.2a. Who will meet and greet the resettled family at the airport?**

*A small group of Croeso Menai volunteers from the Welcome Team will meet the family, together with a male and female interpreter, to offer a warm but low key welcome. We will have prepared a name board with the family surnames on and flight time, ready to greet them.*

*Appropriate snacks, drinks and fruit will be made available for the journey home, and simple travel toys for the children, as it is approximately an hour and a half from Manchester airport. We will hire a minibus for this purpose and ensure that we have suitable child seats for the children in the family.*

**3.2b. How will you manage the arrival, ensuring that the resettled family’s dignity and privacy is maintained?**

*We would expect to leave the airport promptly and without delay, so that the family do not become too overwhelmed by the arrival process. We will not be informing any other parties of the arrival, nor would we publicise it in any way. We are aware of conventions for greeting e.g. no handshakes/hugs unless the family choose this form of greeting.*

**3.2c. How will you ensure that you can communicate with the resettled family at the airport?**

*A male and female interpreter will be present at the airport and will play an important part in the daily contact with the family for the first six weeks.*

**3.2d. What arrangements will you make to transport the resettled family and their belongings from the airport to their new home?**

*We will hire a minibus for this purpose and ensure that we have suitable child seats for the children in the family. If a driver is sourced from outside the group, then we would request that the hire company signs a non-disclosure agreement to prevent sharing information and to protect the family’s identity. The journey to Manchester airport is only one hour 40 minutes, so we don’t envisage any problem with getting the family home, whatever time their plane arrives.*

**3.2e. What plans will you make for the resettled family’s arrival at the property, for example, how will you ensure that they are able to look after themselves, including having access to a pack of groceries and** **being able to contact emergency services?**

*There will be a member of the Welcome Team waiting to meet the family at their new home, who will show them around the house with the help of the interpreters, and make sure they know enough about the house and equipment to settle comfortably for the first night. It will be made clear to them that the house is theirs and that they alone have keys to their own front door (other than the landlord) so that their privacy is assured.*

*Once we know the ethnic background of the family, we plan to invite local people of that ethnicity to join Croeso Menai (if not members already) and would hope to get them to make a first meal for the family, which can then be left in the fridge for them to heat up. Prior to the family's arrival we intend to make contact with the neighbours, to make them aware of the family's arrival and ask for their collaboration. We may ask them to arrange any contact with the family to be via the interpreter, in order to avoid any lack of understanding on both sides. It will be important to ensure that the family realise that members of the Welcome Team will be returning in the morning to properly support them in their new home and area. On this first day however, the family will be left to settle on their own after about an hour, in order to make the place their own, without strange foreigners interfering! It will be important to check as soon as possible the full names and dates of birth, of all family members against their visa certificates, to ensure that correct names are put on forms for e.g. bank account, doctor, benefits, school etc. to avoid confusion at a later stage. The following day we would then provide the family with a laminated sheet with their dates of birth, full address and postcode on, to take with them for appointments and also for the emergency services if required.*

*The family will be provided with a detailed timetable to show which members of the Welcome Team will visit them each day for the first two weeks and when appointments are booked. This will all be translated into their home language so that there is no confusion, and also talked through with the help of the interpreter on the first morning.*

*A Welcome Folder will be prepared in English and the family’s language. This will include information about the Croeso Menai team. It will contain all the necessary contact numbers, including emergency services, and an explanation of how to use the equipment in the house, including gas and electricity. There will be information about the surrounding area, shops and where to buy particular foods, such as halal meat. Also included will be information regarding the buses, trains, hospital, doctor’s surgery, churches, mosques and the police.*

*The house will be warm and stocked with appropriate food, toiletries, toys, books (including a pictorial English-Arabic or other language dictionary), some additional clothes for each family member etc. Beds will be made up. We will be mindful of cultural needs such as a shoe rack at the front door and of any other needs that the family may have, due for instance to a disability.*

*The house will be fully stocked with groceries, including fresh fruit and vegetables, about which we will take advice from local people of the same ethnicity. The freezer will also contain frozen meat (halal if appropriate) and other useful longer term provisions, to give the family choice in the first few days, without the obligation to immediately shop for food. We will hopefully know in advance whether any members of the family have specialist dietary requirements eg, gluten or dairy intolerance, and will therefore shop accordingly.*

*Sometime in the first few weeks, we will arrange for the Fire Service to undertake a home safety visit, to check the house has adequate fire safety measures but also to advise the family on what to do if there is a fire. This will all be relayed to the family via an interpreter.*

### 3.3: Initial expenses

**3.3a.** **Please confirm that you will provide £200 per resettled family member in cash for initial expenses to ensure that the resettled family have enough to live on whilst their claim for social welfare income is being processed.** Please note that this is an essential requirement as set out in the Statement of Requirements for Sponsors.

x Yes

*On arrival, the family will be provided with £200 per person, which will include coins of each denomination as well as £5, £10 and £20 notes. The money will be given to the family in stages over the first few days, so that they can get used to budgeting in Wales, while they wait for their benefits to come through. Everything will be explained to them via the interpreter, so that they fully understand and have the chance to ask questions.*

*Universal Credit can take up to 6 weeks to be paid, so Croeso Menai will expect to fund the family in the interim, until their benefits are paid. This may mean supplementing the standard Home Office requirement of £200 per family member but Croeso Menai intends to budget for this potential outlay.*

**3.3b. How will you empower the resettled family to have autonomy over their finances?**

*Guidance will be given on budgeting by a member of the Welcome Team in the early days. We will provide information with estimates of how much income they can expect to receive in benefits and what their outgoings are likely to be (rent, energy, phone, wifi, transport, health, education, food, etc.)*

*Once the family has opened bank accounts (one in the name of each adult) and is receiving benefits, members of Croeso Menai, along with an interpreter if needed, will assist the family to get all of the utilities transferred into their own names, ideally online. Until then, the cost of utility bills will be covered as necessary by Croeso Menai. Bills will be spread evenly between adult members of the family, so that regular income and expenditure are fairly matched and the family will be given advice on managing income and expenditure.*

*At all times, the family will be encouraged to take responsibility for their own finances. It will be made clear to them that the Welcome Team are not there to tell them what to do or how to spend their money. Our role will be one of signposting and supporting, to empower them to become fully integrated in the community.*

**3.3c. How will you help the resettled family become familiar with the value of UK currency and how much things are worth?**

*The first few English lessons by our language experts will focus on money, shopping etc. The Welcome Pack will provide details and pictures of the value of different coins and notes. They will be encouraged to practise using money and speaking to shopkeepers, bus drivers etc with the support of Croeso Menai volunteers right from the beginning.*

**3.3d. How will you support the resettled family to set up a bank account?**

*Appointments will be made for each adult with a local high street bank in advance of the arrival of the family. This will need to be arranged in advance but for a date when it is expected that the BRP cards have arrived, and also once they have utility bills in their names, signed tenancy agreement and NI numbers. Some of this we may be able to organise in advance of their arrival, once we know their full names.*

*Each adult (male and female) will have a bank account opened, in line with the cultural norm in the UK, and income and expenditure will be evenly split between the two accounts. All these arrangements will be explained to the adults by the interpreter and they will be encouraged to share responsibility for money matters between husband and wife. The adults will get full instructions via the interpreter on how to use ATM’s, deposit cash and cheques in the bank or post office, and how to access online banking. In the early days, they will of course be guided by the Croeso Menai team with using these facilities.*

### 3.4: Local area

**3.4a. How will you empower the resettled family to gain access to local shops, transport links, and understand the fare system?**

*On the first morning after they have arrived, after having spent an hour or two in the house answering any questions that may have arisen overnight, the family will be taken to see the local shops, which may mean catching the bus with the volunteers and interpreter. Although catching the correct bus and buying tickets will be the responsibility of Croeso Menai members, even on this first trip the family will be shown what is happening and how to ask for help. It is important to demonstrate to the family that bus drivers, shopkeepers, policemen etc are friendly and people to be trusted. They will be encouraged to undertake these transactions themselves, so that after perhaps 2-3 times, they will be happy to use the buses and go shopping on their own.*

*Croeso Menai expects to buy the family members bus passes, so that they don’t have to budget for transport in the early days. This will help them when they start college which, as well as the main shops, is also in Bangor.*

**3.4b. How will you empower the resettled family to become familiar with their new environment?**

*We will provide a map of the town in the Welcome Folder, with important locations highlighted (transport links, supermarkets, doctors, schools etc.), as well as initially accompanying the family to these places. Bangor is a fairly compact town so, we will demonstrate how accessible places are on foot. After helping the family as described in 3.4a, we will encourage the family to use public transport independently and be autonomous. We will also explain how to use taxis, in case public transport isn’t available for a particular journey.*

**3.4c. How will you help the resettled family to become acquainted with local markets and shopping customs****?**

*The family will be shown the shops in town, including supermarkets and clothes shops. In the first week, we will do a food shop with them in a supermarket, to demonstrate the British way of shopping. We will also take them to charity shops, as this may be a concept that they haven’t come across before. As they will be living on a tight budget, it’s important for them to see that there are cheap ways of living. And there is a street market on a Friday in Bangor, which members of the Welcome Team will take them to.*

**3.4d. What other plans do you have to support the resettled family during their first few weeks after arrival?**

*It will be important to arrange for an interpreter to work alongside the family and the Welcome Team members for several hours per day for at least six weeks, in view of the number of queries and appointments the family will have with, for example, doctor, bank, jobcentre, school, college, dentist, etc. Nothing will be familiar to them and the presence of someone speaking their language will help them to acclimatise more easily.*

*In the first week, the plan is for NAME to support the family every day for the first 5 days, together with one of five other Welcome Team members and an interpreter each day, in order for NAME to share her experience with all members of the Welcome Team. From the second week, one Welcome Team member and interpreter will support the family each day. In order for continuity on appointments, the days each member works may be adjusted to fit in with follow-up appointments. A Family Support calendar will provide information on the activities planned for the first couple of weeks and on a rolling basis after that, so that the family is clear what is happening in advance. The Lead Coordinators (NAMES) will be the family’s main point of contact, together with the interpreters.*

*Coordinators will be allocated from the Croeso Menai team for key areas, such as housing, education, benefits, health, transport, ESOL, employment etc in order to oversee consistency and progress for each family member.*

*The family will need to sign the tenancy agreement, which will have been translated into their home language. They will be given guidance on how to contact the landlord if they need to, although in the early days, we will expect that any queries will be passed through ourselves first, to avoid any unnecessary disturbance for the landlord.*

*It is important for the family to be invited to visit the mosque/church/chapel on the first day of worship if they are religious. If they are Muslim, we would invite other refugee families, especially the women who don’t tend to attend mosque as regularly as the men, to join them for prayers, so that they meet people from similar cultural backgrounds, as soon as possible. If they are Christian, we would expect to involve church members who are also Croeso Menai volunteers with welcoming them into a church of their choice.*

*Over the first few days they will also be shown local parks and playgrounds for the children and other green areas.*

*On the first trip to Bangor, the adults will be offered the opportunity to buy new British sim cards, which will only be PAYG until they have a bank account. Keeping in touch with their families by WhatsApp and the equivalent is vital for them. If possible, we will have arranged for wifi to have been set up prior to their arrival, and then to be transferred into their name once they have a bank account.*

### 3.5: Establishing a life in the UK

#### Biometric Residence Permits (BRPs)

**3.5a. Will you ensure that the resettled family receive their BRP within one day of your group receiving them?** Please note that this is an essential requirement as set out in the Statement of Requirements for Sponsors.

x Yes

**3.5b. Please explain what you will do if the BRP cards are not delivered within seven-ten working days of the arrival of the resettled family.**

*If the BRP’s don’t arrive within 7-10 working days, Croeso Menai will chase up the reason for any delay with the Home Office and continue to provide the family with money until they are able to receive benefits.*

#### School registration

**3.5c. Will you commence the process of registering children in school as soon as you receive confirmation of the arrival date?**

*x Yes*

**3.5d. What steps you will take to start the school registration process?**

*Primary schooling in Bangor is bilingual with an emphasis on Welsh. There is also an English medium Catholic primary school in Bangor (NAME), which most of the Gwynedd resettled refugee children attend at present. The resettled children in Menai Bridge attend NAME, which is bilingual with the majority of education through the medium of Welsh.*

*From the experience of the Anglesey refugee children over the last two years, it does not appear to have been a problem for them to learn two languages on arrival in Wales. All children who are 8 or over and newly arrived in Anglesey or Gwynedd from outside Wales, are invited by the Education Authority to attend an intensive Welsh language unit for one term, to boost their competence. One child (who was 9 on arrival and therefore only had 2 years in primary school) moved onto secondary school last September and is happily continuing his education in the bilingual stream: his abilities in the two languages are similar. It is therefore hoped that the children of our family will be able to attend the Welsh medium catchment area primary school, in order to become fully integrated in their local community.*

*At present we have established that NAME Primary School, Bangor will have places in all classes except possibly Year 3 from September 2019. This school is English medium but does teach Welsh as an additional subject. Gwynedd Education Department have also advised us that there are likely to be spaces in NAME, the catchment area school, so we would expect to start the online registration process with Gwynedd, once we have full names of the children prior to their arrival.*

*However, it’s not policy in Gwynedd for parents to have direct contact with the headteacher of a school until they have registered with the LA, so we may not be able to approach the school prior to the family’s arrival.*

*If the family has secondary school age children, the choice of school will be discussed with the parents through an interpreter, but we would expect them to attend NAME, Bangor which is more English medium and multicultural than other schools in the area. We have been reassured that places in secondary school are not likely to be a problem for our family, whatever time of year they arrive.*

*Once school places have been secured, the Croeso Menai Education Coordinator will discuss the educational background of the children with the school, according to the information provided to Croeso Menai by the Home Office, including any additional needs. This information will only be shared on a need to know basis.*

*All relevant information relating to school policies and procedures will be communicated to the family via an interpreter.*

*Arrangements will be made to purchase school uniforms for the children on arrival and free school dinners will be organised with the relevant authority, as the family will be in receipt of benefits.*

*The family will be taken to visit the school, ideally within a few days of their arrival, depending on the date of arrival and the availability of the head and class teachers.*

*If the family arrives during holiday time, it is expected that the children will be introduced to other refugee children living in their town, and also children of Croeso Menai members, so that they have playmates during the holiday period. Indeed, it is hoped that we will have some children as part of our welcoming team, who will play their part in supporting the children of the family.*

#### English for Speakers of Other Languages (ESOL)

**3.5e. What ESOL provision is available locally, and how will you ensure each resettled adult receives English language tuition within one month of arrival?** Please note that ESOL provision is an essential requirement as set out in the Statement of Requirements for Sponsors.

*The local college of Further Education, NAME runs free ESOL classes for speakers of other languages who are living and working in the community. Should arrival occur at a time when formal ESOL provision is not possible (i.e. summer holidays), the Croeso Menai team has members who are ESOL qualified, and who will set up classes for the adults (and children) of the family. Childcare arrangements may have to be set in place, to enable both parents to attend college classes.*

*We will use the information provided by the Home Office about the language level of the family members, to assess their level. We are aware that some adults may not necessarily be literate in their own language, and/or the Roman script may be new to them, so we would also be ready to provide basic adult literacy support if necessary.*

**3.5f. How will your group ensure that each resettled adult receives a minimum of eight hours ESOL each week during their first year in the UK?**Please note that this is an essential requirement as set out in the Statement of Requirements for Sponsors.

*Classes at NAME are held every day and students are expected to attend full time (normally 6 hours per day, at least 3 days a week). There are a variety of levels, including classes for complete beginners. If an adult is not able to attend college (for example, a mother with a small baby), we have three ESOL teachers in the core team, who will provide a minimum of eight hours tuition per week in the home.*

**3.5g. How will you provide additional conversational English language support?**Please note that this is an essential requirement as set out in the Statement of Requirements for Sponsors.

*Several members of the core team are ESOL teachers and have the necessary experience and qualifications to support the family with language learning. They will be able to give additional English lessons and encourage the use of English in everyday activities. We will use the information about the language competence of the family members provided by the Home Office to assess their level of English.*

*Designated volunteers will also meet regularly with family members to allow them to practise conversational English and to support them with day-to-day activities (e.g. the language to use at the bank, doctors etc.). This will enable the family to become less dependent on interpreters once they have settled in. The family will also be introduced to the app Duolingo, which can be used in their own time to improve their English via their own language, including Arabic, French and other languages.*

*Pobl i Bobl (a local organisation providing aid and support to refugees abroad and at home) ran a weekly English Club in the summer holidays, where at least 10 volunteers would talk in informal groups with the Syrian resettled adults, in order to encourage language practice. At the same time, another adult volunteer and some of the local teenagers entertained the children, encouraging them to speak English and Welsh. This was very popular and gave the Syrians confidence to practise their English in a safe setting. Croeso Menai hopes to repeat this idea, and encourage all refugees to attend, which would further help our family to integrate.*

*It will be explained to the family that Welsh is spoken by a majority of residents of Anglesey and Gwynedd and the adults will be encouraged to learn a few words of Welsh, as part of their cultural integration. It is hoped that the children will be fully immersed in Welsh at school, as explained earlier.*

**3.5h. How will ESOL progress be monitored?**Please note that this is an essential requirement as set out in the Statement of Requirements for Sponsors.

*NAME has a full range of ESOL courses and individuals are expected to work towards exams each year, whatever their starting point*.

*ESOL teachers at the college are fully trained and committed to supporting their students to obtain qualifications and skills which will support access to employment and further/higher education.*

*Members of the core team have experience in teaching preparation for work skills, such as interview training, giving presentations, writing CVs, job application letters, preparing for the IELTS examination, etc.*

#### Social Welfare Income

**3.5i.** **Have you identified Jobcentre Plus locations closest to where the resettled family will live?**

x Yes *Bangor, Gwynedd*

☐ No

If no, please explain why not:

**3.5j. Please confirm that you will pre-book appointments with the Jobcentre Plus within three days of the resettled family’s arrival.** Please note that this is an essential requirement as set out in the Statement of Requirements for Sponsors.

*An appointment will be arranged with one of the members of staff at the Bangor Job Centre who already has experience of working with the local authority refugee claimants. This will ideally be booked for Day 3 (or earlier), when it is hoped the family’s BRP’s will have arrived.*

**3.5k. How will you support the resettled family to make a claim for social welfare income?**

*The adults will be accompanied to the Jobcentre by the Welcome Team Benefits Coordinator and interpreter until they feel confident to attend on their own.*

*If any adults need to apply for ESA, an appointment will be made with the GP to obtain a Statement of Fitness for Work. Otherwise the adults who are available for work, will need to apply for Universal Credit. NAME has experience of completing ESA applications, but if further assistance is required, Croeso Menai would seek the help of Citizens Advice.*

*Until the family have opened a bank account, they will receive their benefit payments via the Simple Payment method. If there is a shortfall due to lead times with benefits, Croeso Menai will provide cash to cover any lean period.*

*The family will need to take their visa documents with them as proof of ID and will receive their NI numbers in return, although we understand that the BRP’s now include the NI number, so this may not be necessary. They will need a National Insurance number to open their bank accounts.*

**3.5l. How much social welfare income do you calculate the resettled family are likely to receive each week? (£)**

*According to Turn2Us Online Calculation Report, an example family with three children, aged 6, 4 and 1, living in a three bedroom house, would receive £384.62 per week Universal Credit and Child Benefit, plus 100% Council Tax Reduction (CTR). The housing element is based on a Local Housing Allowance of £110.40 per week but the family would be subject to a Benefit Cap, resulting in a loss of approximately £42 per week. The family will not receive any money for a third child if it was born after April 6th 2017.*

*The family should also be able to apply for Helpu Dwr Cymru tariff to reduce the cost of water rates and the Welsh Government Learning Grant for attending ESOL courses at the local FE college (Coleg Menai).*

#### GP registration

**3.5m. Have you identified GP surgeries with capacity to register new patients close to where the resettled family will live?**

☐ Yes

X No (please research GP surgeries with capacity to register new patients).

*We have made initial enquiries and identified the surgeries in Bangor nearest to the house. Once we know the make-up of the family, we will make contact with the practice in advance of the family’s arrival. Initial investigations via Health in Wales (*[*http://www.wales.nhs.uk/*](http://www.wales.nhs.uk/)*) for surgeries in Bangor do not appear to suggest any problem with registering.*

**3.5n. Please confirm that you will arrange to register the resettled family with a local GP within one week of arrival?**Please note that this is an essential requirement as set out in the Statement of Requirements.

*x Yes*

*Further details regarding GP appointments*

*We will liaise with the practice to confirm that it will provide an ‘enhanced service’ for vulnerable groups, as specified by the local health board (Betsi Cadwaladr), to minimise barriers and provide parity with the local population by providing a baseline of clinical care and health care needs. This enhanced service, which can be commissioned at any time, would provide extra resources for the family, such as extra time in appointments and interpretation services.*

*On arrival, the family will need to be supported to complete registration forms for the GP practice. For all initial appointments, they will be accompanied by an interpreter, until we know that the family is comfortable to handle such interactions alone. This will include explaining to them about choosing whether to opt out of organ donation. These forms will need to be returned to the Health Centre as quickly as possible, so that the family are registered without delay and a health screening appointment can be arranged for each family member, together with a Health Visitor visit if there are pre-school children in the family.*

*Immunisations will be checked by the surgery and this may mean that some children require further immunisation, depending on what they received from the UNHCR during preparations in their country of departure.*

*It is hoped that the family will be able to register with an NHS dentist in the immediate area but this is dependent on NHS availability at the time of their arrival, so they may have to travel further afield for regular dental treatment. If this is not practical by bus, Croeso Menai volunteers will transport them by car. Emergency dental treatment can be arranged at limited clinics in Llanfairpwll, Llandudno Junction and Bethesda, by phoning 0845 46 47 and the family would be supported to make this phone call by the Welcome Team and an interpreter, and then taken to the clinic for the appointment.*

**3.5o. What research have you done to provide guidance to the resettled family about accessing local mental health or wellbeing services?**

*We will arrange for the local medical practice to undertake both mental and physical assessments to identify new or ongoing problems and initiate appropriate treatment, follow ups and/or referral onwards.*

*Continuity of healthcare is important for the family and the Health Board in North Wales (Betsi Cadwaladr University Health Board - BCUHB) acknowledges its importance, as well as recognising that there are barriers for refugees and asylum seekers, such as language and the time needed to overcome those barriers, when accessing mainstream services. The aforementioned ‘enhanced service’ should enable family members to have extra time allocated, so that an interpreter can be used, if necessary, during an initial mental health assessment.*

*We will ensure that the family is able to pass on any relevant information regarding their health to their local medical practitioners, by means of an interpreter.*

*If any volunteers have concerns about family members, or if other agencies raise such concerns, this will be discussed with the family member(s) to agree on the best course of action, such as referral to statutory services if required. There are two Health Specialists working with Refugees and Asylum Seekers in North Wales that can be consulted. We are aware of the Mental Health Care Pathway in North Wales, which involves getting a referral from a GP to either the Local Primary Mental Health Team, Community Mental Health Team or Children and Adolescents Mental Health Service. Children with lower levels of need can access a school-based counsellor.*

*NAME is a trainee clinical psychologist and has links with psychologists and mental health practitioners in the local area. NAME can speak in a sensitive manner with the family member(s) about their situation and make some ongoing assessment of their mental health needs, as well as their strengths and abilities. She can then explain existing services to them via an interpreter, and decide with the family member(s) on the best course of action.*

*The family may have been through traumatic experiences, but they also may have developed strategies to cope. It is important therefore not to make assumptions about their needs or to ‘pathologise’ what will often be ‘normal’ responses to ‘abnormal’ traumatic events. At the same time, it is important to make them aware of available services if they do need psychological support.*

#### Access to employment

**3.5p. What action will you take to support the resettled family’s access to employment and education?**

*Designated volunteers in the Welcome Team will accompany the family members to the local Job Centre for the purposes of seeking employment, together with an interpreter as required. They will also assist with identifying job opportunities for the family, including volunteering, work experience and training.*

*Job opportunities are available in the area in construction, engineering, hospitality and tourism, business and IT, healthcare, support work and administration.*

*Discussions will be held with the adult members of the family to investigate their vocational training background, work experience, skills and aspirations with regard to work. If the adults have any specific skills or trades, Croeso Menai will research opportunities in their field. We expect to be able to access a wide network of contacts through our mailing list of over 100 supporters, in order to arrange work placements (paid or voluntary) to give the adults experience of working practices in North Wales. We may even be able to set something up in advance, if it is clear what the skills are from their Home Office profile. In any case, a Personal Integration Plan will be set in place for each adult in the family soon after they arrive, which will give a more formal framework to this kind of discussion, and will be followed through over the course of their first two years.*

*Members of the core team have experience in Further and Higher Education and can make contact with local education providers depending on the family’s needs. Full and part time courses are available at Coleg Menai in vocational subjects such as Computer Skills, Catering, Hairdressing, Beauty, Healthcare, Engineering, Electrical, Bricklaying, Joinery etc. There are also courses to improve literacy and numeracy skills, together with Access courses to Higher Education.*

*In addition to the local Jobcentre, which has facilities for helping people with CVs and job applications, there are members of the Core Team who have experience of helping long term unemployed adults and young people write CVs and applications and become more work ready.*

**3.5q. What volunteering opportunities have you identified in the local area for the resettled family?**

*We intend to access a network of contacts that we hope will be able to offer work experience or volunteering opportunities, as mentioned above in 3.5p.*

*We recognise that community involvement is essential for language development and integration, as well as enhancing self-esteem. There are a range of volunteering opportunities available in the area, which are kept updated and promoted by Mantell Gwynedd in Caernarfon and Medrwn Môn in Llangefni, Anglesey. We plan to take the family there to help them explore these opportunities depending on their interests.*

#### Assistance with accessing digital services

**3.5r. How will you empower the resettled family to access digital services?**

*In order for the family to have early access to the internet and contact with their families abroad, Croeso Menai will set up wifi in the house in advance of their arrival. Once their bank account is set up, the broadband account will be transferred into their name.*

*The family will be helped to buy British PAYG sim cards on the first visit to town, and in due course with setting up a contract phone if they wish, once they have a bank account.*

*A television will be purchased and set up for the family, so they can access English and Welsh programmes to encourage language learning.*

*If any of the adults are interested in improving their IT skills, members of Croeso Menai can provide training. They can also join a computer skills course in the ESOL department at Coleg Menai. It may be possible to purchase (or acquire by donation) a laptop computer for the family, if it seems appropriate.*

*The family will be introduced to the local library in Bangor, where internet access is available, and they can apply for membership cards for both children and adults.*

#### Access to neighbourhood and community activities

**3.5s. What neighbourhood and community groups and activities are you aware of that the resettled family can be linked into?**

*The team will work with the family to discuss what local activities may be suitable for the adults and children, and assist them in finding activities that are sensitive to their needs and interests. Croeso Menai will also work in collaboration with the family to arrange trips and events to entertain and help with integration. This could involve other members of Croeso Menai, some of the local Arabic speaking community (or family’s home language), and Pobl i Bobl, depending on the preferences of the family.*

*Pobl i Bobl is an active refugee support group in North West Wales, which has, over the last three years, organised many events and trips for the council resettled families living in the area – welcome parties, Easter crafts and games, Christmas parties with Sion Corn (Welsh Father Christmas), English Conversation Club, trips to Greenwood Forest Park, local beaches, Fun Centre etc. We intend to work in partnership with PiB to facilitate such things for our family.*

*Pobl i Bobl also collects and sorts aid to send out to refugees in Greece, France and Syria. We have found that many of the resettled refugees wish to participate in the weekly sorting sessions, and so Croeso Menai will provide transport and accompany any family members wishing to attend. It is an easy opportunity for the adults to meet other refugees but also local members of the community, and some very good friendships and work experience contacts have built up through this network.*

*Croeso Menai will liaise with the wider refugee community, as well as local community groups to help bring people together and facilitate participation by the resettled family in local community life. Croeso Menai is building links with a range of local groups (Islamic Centre, University Saudi and Kuwaiti Societies, Church in Wales, International Department at Bangor University, the Welsh chapels, Catholic church, Rotary Club, Soroptimists, WI, Merched y Wawr, sports clubs, town bands and choirs, Friends of the library etc.) and young people (Scouts, Cadet groups, Rainbows, Brownies, Beavers, mother and toddler groups, sports clubs etc.) in order to inform them about our community sponsorship project and to provide information for the resettled family about opportunities for local activities.*

#### Interpretation services

**3.5t. Please confirm that you will have interpretation support available for the first year?**Please note that this is an essential requirement as set out in the Statement of Requirements.

*x Yes*

**3.5u. How will you ensure that interpreters are available 24/7 for the first week the resettled family are in the UK?**

*During the intensive early weeks, we will organise a rota of male and female interpreters to work alongside the Welcome Team. We would expect that the interpreter and Welcome Team will have direct contact with the family for up to six hours per week day (and possibly more in the first week) for at least the first six weeks. He or she will be the first port of call for the family, if they have problems or emergencies outside the timetabled contact time, and they will work in collaboration with the Lead Coordinators to address any issue. Any interpreter that signs up with us will have to agree to be on an on-call rota 24/7 emergency cover for the first 6 weeks. However, it will also be made clear to the family through the interpreter, that we would expect them to cope on their own outside the rota-ed contact time, unless it is a genuine emergency, so that the interpreter is not unduly disturbed.*

*We will also use the services of Clear Voice Interpreters in an emergency, as recommended by other groups, which provides a telephone interpreting service 24/7. This involves registering with Clear Voice to obtain a PIN number and code for languages, and thereafter one can dial for an interpreter on demand.*

*The group is confident that with modern day communication resources, there will always be access to an interpreter via telephone/text/WhatsApp/Google Translate etc, if not in person.*

**3.5v. How will you ensure that there is sufficient interpretation resource available to support the resettled family during the intensive first four to six weeks?**

*All interpreters will undertake an enhanced DBS check due to the 1:1 nature of their work and level of confidentiality and sensitivity required to work with refugees. Interpreters will be selected according to their competency and certification in English, plus previous experience, together with any qualifications they may have in ESOL teaching. We will ask them to agree to the timetable of availability as outlined in 3.5u above.*

*We now have two local resettled Syrians, who speak very good English on our team. They are looking forward to offering translation services to our family, if they are Arabic speaking. We have also recently made contact with three women, who have worked as interpreters and classroom assistants for Anglesey council, to invite them to join Croeso Menai and work with our family during the intensive period at the beginning. And there is the option of asking Arabic speakers from the mosque and student groups at the University for help – we already have ties with the mosque leadership team, and the Saudi and Kuwaiti Societies at the university.*

*If the family have a different first language, this will take more investigation but with the diversity of ethnicities at the university, we are confident of finding interpreters to help us, particularly during the intensive period in the first 4-6 weeks.*

*We are also coordinating with Gwynedd Council to arrange for our interpreters to take part in courses run by the Red Cross specifically for interpreters.*

**3.5w. Have you budgeted to pay for professional interpreting services if required?**

*We expect interpreting and translation services to be a significant outlay for Croeso Menai and will budget accordingly for this essential provision. The expected rate for unqualified but fluent speakers of English and Arabic is £10-20 per hour. Depending on the English language skills of the family, we envisage that access to interpreters may be needed on a full-time basis for the first 6 weeks (at a potential cost of approximately £2000) and then will continue for up to 12 months ad hoc. A substantial proportion of the budget will therefore be set aside for interpretation services.*

*We will also investigate the language support provided in the school, to see if we will need to supplement this ourselves. This is likely to be necessary at secondary school age but SCHOOL NAME has an Arabic member of staff and makes regular use of EAL support (English as Additional Language).*

*Through her previous work as Resettlement Case Worker, NAME already has many contacts in the Arabic local community, so if the family is Arabic speaking, the Croeso Menai team will have a pool of additional interpreters to call on in a voluntary capacity, if one of our regular interpreters is not available. We would also make use of Clear Voice Interpreters or Google Translate in the temporary absence of an interpreter.*

# Section 4: Disclosure

Please tell us if any of the following applies to you (lead sponsor), your organisation or any board members, directors (or equivalent) of the organisation.

By providing this information, you give permission for the information that relates to you as lead sponsor and/or your organisation to be checked. These include checks against government records and other third parties such as the Police National Computer, or its equivalent in Northern Ireland. We may make these checks when considering your application and may repeat them at any time. We may also conduct checks on individual members of your organisation. Where this is the case, you will be notified in writing and the individuals’ permission will be sought.

In accordance with the General Data Protection Regulation and the Data Protection Act 2018, the information you provide will only be retained for as long as necessary in keeping with the purpose for which it was made.

**Do any of the following apply to you (lead sponsor), to the organisation you represent, or to any of its board members or directors (please select 'yes' or 'no'):**

**4.1 Is, or has ever been, in a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors (including any individual voluntary arrangement), or subject to an Administration Order or any legal proceedings concerning their solvency or there are any other matters affecting your or the organisation's financial viability?**

☐ Yes

x No

**4.2 Has any criminal conviction? This should not include any spent convictions under section 4 (2) of the Rehabilitation of Offenders Act 1974.**

☐ Yes

x No

**4.3 Is or has been involved in any illegal activities?**

☐ Yes

x No

**4.4 Has not fulfilled obligations related to payment of taxes?**

☐ Yes

x No

**4.5 Is guilty of serious misrepresentation in supplying information?**

☐ Yes

x No

**4.6 Is a member, or has been a member in the past, of an organisation proscribed in accordance with section 3 of the Terrorism Act 2000.**

☐ Yes

x No

**4.7 If the answer to any of these questions is ‘yes’, please give details here:**

**4.8 Has your organisation been subject to an investigation, assessment or compliance case by the Charity Commission?**

☐ Yes

x No

**4.9 When did the investigation/case commence and what was the nature of the Charity Commission’s concerns?**

**4.10 Has the investigation/case concluded? If so, please provide the outcome of the investigation/case and a summary of the Charity Commission’s findings?**

**4.11 Please provide details on any action required by your group in response to the Charity Commission’s investigation/case – such as acting on regulatory advice and guidance, compliance with an Action Plan, Official Warning or direction. Have these required actions been completed? If not, what are the timescales for doing so? Is there any ongoing Charity Commission involvement or monitoring of the charity?**

**4.12 Have you within the last 12 months submitted a serious incident report to the Charity Commission? If so, what was the report about and what was the Charity Commission’s response.**

Yes. We had reported an incident which involved one of our partner organisations which potentially posed a reputational risk to us. Since then the Charity Commission got back to us and closed the SIR with no requirement for any follow-up actions.

**4.13 Are the trustees of the charity in compliance with their legal obligations to file the charity’s statutory returns with the Commission within the specified timeframes?**

Yes.

**4.14 Have any of the funds being devoted to your sponsorship offer been provided by a third-party organisation(s)?**

☐ Yes

x No

**If yes, please tell us the name(s) of the third-party organisation(s) and the terms under which funds have been provided.**

**4.15 Please confirm that should your application be approved, you will have public liability insurance in place at least two weeks before the resettled family arrives?**

x Yes *(by Citizens UK)*

No

**4.16 Have representatives from your group attended/booked to attend community sponsorship training?**

X Yes

☐ No

**If yes, when?**

*NAME at Carmarthen - 22/9/18 Others will be booked in due course prior to arrival of the family. We have been told that Reset prefer to do the training not too long before the family's arrival and that this is likely to be arranged for all members of our Welcome Team at a venue in North Wales.*

The information you provide in this application form will be taken into account in considering your application, as will any inconsistencies between the information you provide and the information we obtain from our checks. **Failure to provide accurate information may lead to your application being refused.**

# Section 5: Declaration

I have read the community sponsorship guidance documents on [www.gov.uk/government/publications/apply-for-full-community-sponsorship](https://www.gov.uk/government/publications/apply-for-full-community-sponsorship) and I am fully aware of the requirements to support a resettled family under the community sponsorship scheme. By submitting this application, I confirm that the information I have given in this application is complete and is true to the best of my knowledge.

If there is a material change in my organisations' circumstances or any new information relevant to this application becomes available, I will inform the Home Office immediately.

I agree to co-operate with Home Office officials, or any other officials charged by the Secretary of State for the Home Office, with processing this application for community sponsorship.

I understand the requirements for safeguarding children and vulnerable adults and will ensure the suitability and good character of the people who will provide support to a resettled family under a community sponsorship arrangement.

I confirm that my organisation has safeguarding policies and procedures in place which will be made known to the resettled family resettled under this application.

I understand that the Home Office may make enquiries of the lead sponsor and the organisation in order to establish and verify that the information provided is accurate.

I confirm that all individuals named on this application are aware and have consented to being included as part of this application.

I have included (please tick the boxes that apply to show that you have included the correct information with your application form):

☐ a letter of consent from the appropriate local authority

* ☐ details of the accommodation (when applying for full approval)
* ☐ evidence to show that £9,000 has been ring-fenced to support a resettled family
* ☐ a safeguarding policy
* ☐ a complaints policy

This form must be completed by the lead sponsor, and the completed application form must be sent from the lead sponsor's email account.

**Lead sponsor’s name:**

*Signature*

Jonathan Cox  
Deputy Director  
Citizens UK

**On date:**   18th September 2019