

Service Specification: Refugee Resettlement Casework Support in Lancashire

1. Background and Context

1.1 In early 2016, the Lancashire Chief Executives Group, on behalf of several Local Authorities in Lancashire, agreed to participate in the Vulnerable Persons Resettlement Scheme (VPRS – also known as the Syrian Resettlement Programme) and in the Vulnerable Children Resettlement Scheme (VCRS). It was agreed that Lancashire would resettle 575 refugees by 2020, and that Lancashire County Council would coordinate the delivery of the schemes across the sub-region. As a result, Lancashire Refugee Integration Team (LRIT) was created and is fully funded by grants from Central Government. Today, LRIT delivers resettlement on behalf of all 12 district councils in Lancashire, as well as the two unitary councils of Blackburn with Darwen and Blackpool. All 15 Lancashire Councils are working towards delivery of the Pan-Lancashire Forced Migration Strategy 2024-2027.

1.2 Lancashire Refugee Integration Team (LRIT) has resettled over 1,300 refugees across Lancashire between 2016 and 2024. Our work supports resettled refugee families in various ways, including commissioning and procuring casework support to help newly arrived families and individuals to settle into their new communities and access mainstream services. We also provide ESOL (English for Speakers of Other Languages) classes, interpreting support and community integration activities amongst other support.

1.3 LRIT works with some of the most vulnerable refugees in the world who are selected on the basis of a number of vulnerability criteria, including people with medical conditions and disabilities, survivors of torture and/or violence, women or girls at risk, and children or adolescents at risk. Despite the support available to resettled refugee families, they experience a range of barriers to integration, including limited English language skills, culture shock, social deprivation, lack of understanding of UK systems and public services, physical and mental health issues, disabilities, childcare barriers and long-term impacts of the refugee and/or resettlement experience, including separation from close relatives.

1.4 LRIT continues to coordinate the following schemes for all 12 district and 2 unitary authorities in Lancashire:

- Afghan Citizens Resettlement Scheme (ACRS) opened in January 2022 following the rapid withdrawal of troops from Afghanistan and the subsequent evacuation of 'vulnerable' individuals.
- Afghan Relocation and Assistance Policy (ARAP) was launched on the 1st April 2021, for Afghan citizens who worked for or with the UK Government in Afghanistan in exposed or meaningful roles and may include an offer of relocation to the UK for those deemed eligible by the Ministry of Defence and who are deemed suitable for relocation by the Home Office.
- Afghan Resettlement Programme (ARP) which launched on the 1st March 2025 and replaces the ACRS and ARAP schemes.
- United Kingdom Resettlement Scheme (UKRS) started in March 2021. Its purpose is to resettle vulnerable refugees in need of protection from a range of regions of conflict and instability across the globe. Numbers resettled under it will be based on local authority capacity.

1.4 All of the above schemes provide for the principal applicant to bring their close family members to the UK. The individuals arriving under these schemes are given 3 or 5 years Refugee status or Indefinite Leave to Remain from day one and, as such, are able to work, rent, claim benefits and other public funds immediately.

1.5 LRIT works in partnership with Lancashire's district and unitary councils over decisions to accept new refugee families resettled to their area and on sourcing suitable properties for these new arrivals.

1.6 Accommodation is normally provided in the private rented sector but could be social housing with the housing authority's permission or housing provided by the Ministry of Defence or Local Authority Housing Fund properties. The families can claim Housing Benefit/Universal Credit for housing costs and benefits for daily living costs, depending on their circumstances. If they can take up employment these benefits will reduce over time, depending on levels of earnings.

1.7 The Service will complement other LRIT services. To avoid duplication, Service staff will be fully briefed about various programmes and services that LRIT deliver, and other project providers commissioned by LRIT will be fully briefed about the Service. The information required for the Service to operate in harmony with other LRIT services shall be included in the Caseworker training and in the Caseworker Resource pack.

1.8 Resettlement Casework in Lancashire has been undertaken by four main external providers; however, many of these contracts end in 2025, and we are now procuring new contracts to deliver the work from October 2025 onwards.

2. Aims and Objectives

2.1 Lancashire County Council is seeking proposals from qualified service providers to deliver refugee resettlement casework support. The Service will play a crucial role in assisting refugees under the following schemes:

- Afghan Citizens Resettlement Scheme (ACRS)
- Afghan Relocation and Assistance Policy (ARAP)
- Afghan Resettlement Programme (ARP)
- United Kingdom Resettlement Scheme (UKRS)
- In addition, as required, to provide resettlement and integration support to other groups of migrants relocating to the UK. The length of support for these groups will vary depending on the specifications laid down by the grant-awarding body, usually the British Government.

2.2 The purpose of all schemes is to settle Refugees in a way that:

- Secures national security and public protection, and
- Has the wellbeing of the vulnerable persons and the welcoming communities at the centre of decision making, and
- Delivers value for money for the UK taxpayer.

2.3 The Service will assist resettled refugees to integrate into their new communities, access necessary services and achieve self-sufficiency. The Government Resettlement Team has specified what support and resettlement outcomes needs to be in place for the families resettled under the scheme. See here for the current Funding Instructions: [UK resettlement programmes: funding instruction 2024 to 2025 - GOV.UK](#) and [Funding instruction for Afghan schemes: integration support, 2024 to 2025 \(accessible\) - GOV.UK](#). The support provided is expected to be intensive in the initial weeks following arrival and then to decrease gradually as the family integrates into their local community and settles into their new home. The support should enable the families to become familiar with their new environment and cultural norms and access services such as English language courses, healthcare, benefits, employment, education etc. Central government provides funding to the local authority to cover the costs of this support.

2.4 Following referral of cases from LRIT, the Provider shall prepare for the arrival of specific refugee individuals or families.

2.5 The Provider shall provide immediate assistance to families upon their arrival in the UK, including collection and transportation from ports of entry as well as support with settling into accommodation and accessing immediate services and support deemed necessary.

2.6 The Provider shall provide intensive casework support to the families for the first 12 months after arrival. Support at a lower level can be extended to Refugees for up to three years. Casework support should include the development and implementation of an individual support plan for each adult, enabling them to access all the services and support they require (either from mainstream services or bespoke provision under the scheme).

2.7 The Provider shall facilitate the furnishing, household items and fittings for homes provided under the Refugee Resettlement Programme, however costings for furniture and household goods will be invoiced for separately outside of this contract.

2.8 The tender has been divided into two Lots as follows:

Lot 1: East and Central Lancashire: Provision of resettlement and integration support to Beneficiaries of the UKRS, ARAP, ACRS, ARP and any other further refugee resettlement funded schemes the UK government puts in place (as appropriate), across the following local authority areas: Blackburn with Darwen, Burnley, Chorley, Hyndburn, Pendle, Preston, Ribble Valley, Rossendale, South Ribble.

Lot 2: North and West Lancashire: Provision of resettlement and integration support to Beneficiaries of the UKRS, ARAP, ACRS, ARP and any other further refugee resettlement funded schemes the UK government puts in place (as appropriate), across the following local authority areas: Blackpool, Fylde, Lancaster, West Lancashire, Wyre.

2.9 The Provider is required to scale up or down at pace in response to varying rates of arrivals and unexpected world events and changes to government schemes.

3. Scope of Work

3.1 This contract applies to all refugees who have arrived through central-government led resettlement routes and have been specifically referred by the authority to the provider as requiring support.

3.2 The Service shall be available to all resettled refugees referred by the authority, irrespective of gender, religion or belief, ethnicity or race, sexuality, disability, age, class, or socio-economic status.

3.3 Support for individuals and families who arrived through other forced migration schemes and resettled refugees who have not been referred directly by the Authority to the provider, are not within the scope of this Specification.

3.4 The Service managed by LRIT currently covers the following local authority areas: Blackburn with Darwen, Blackpool, Burnley, Chorley, Fylde, Hyndburn, Lancaster, Pendle, Preston, Ribble Valley, Rossendale, South Ribble, West Lancashire and Wyre.

4. Overview of Current Service and Needs

4.1 Lancashire Refugee Integration Team (LRIT) acts as coordinator and liaison point with the Government resettlement teams, identifies properties and accepts families in partnership with the relevant housing authority (district/unitary councils), completes specific pre-arrival tasks and provides specialist targeted support in areas such as housing and ESOL. The Provider shall be required to work with, and as part of, a multi-disciplinary team.

4.2 The refugee families already resettled across the area at the commencement of the contract will require support to complete their integration programme. These families will be at varying stages in their resettlement journey.

4.3 LRIT expects to receive a percentage of households with diverse and complex requirements, including disabled people and people with long-term fluctuating physical and mental health conditions. The Provider shall be expected to provide appropriate support to these individuals.

4.4 Stable housing is the foundation of successful integration in the community. However, this is becoming increasingly difficult in the current housing market climate. Currently, many resettled refugees are living in housing where the rent is subsidised by LRIT using resettlement programme funding. The Providers shall work with households to support them to manage tenancies independently.

5. Service Requirements

Integration casework support should be provided for three years for each individual, from the date of their arrival into the UK.

5.1 Pre-Arrival

The Provider shall undertake all of the pre-arrival tasks and requirements in line with the relevant Government's Funding Instruction for Local Authorities. The scope of activities in this timeframe includes:

- 5.1.1 Referrals of new families from LRIT to be accepted and confirmed by provider.
- 5.1.2 Check that the property is furnished and equipped appropriately and ready for the refugee family's arrival.
- 5.1.3 Attend meetings with LRIT, the relevant housing authority, landlord and approved voluntary groups (if applicable) as requested for the purposes of forward planning.
- 5.1.4 Identify any additional needs family may have on arrival (based on referral information)
- 5.1.5 Arrange connection of utilities for property (where necessary)
- 5.1.6 Arrange for a handbook on the accommodation and other key information (the "Property Handbook") to be prepared in liaison with the landlord (to be ready on the refugee family's arrival)
- 5.1.7 Arrange for a Property Handbook to be translated into beneficiaries' language.
- 5.1.8 Investigate local school or sixth form places for all school aged children. Liaise with Lancashire County Council's Education Department over any issues regarding school places.
- 5.1.9 Complete the 'In Year Admission Form' for any school aged children.
- 5.1.10 Allocate a caseworker.
- 5.1.11 Upload all relevant information and complete all relevant sections of the LRIT Resettler Database to confirm the above Pre-Arrival Outcomes have been achieved.

5.2 Initial Reception Arrangements

- 5.2.1 Meet and greet arriving refugees at the relevant airport and escort them to their accommodation / meet at property (book transport from airport as required).
- 5.2.2 Provide copies of the translated Property Handbook, the relevant district/unitary Handbook (with the relevant details filled in by the Provider) and the Welcome to the United Kingdom Handbook if this has not already been provided by the IOM.
- 5.2.3 Provide refugees with briefing on their accommodation including health and safety information and how to use amenities.
- 5.2.4 Provide information on what to do in an emergency and who to contact.
- 5.2.5 Ensure that refugees are provided with a welcome pack of groceries, toiletries and cleaning products on their arrival – the content of this pack should take into account the culture and nationality of the refugee(s), as well as any specific family needs (i.e. nappies, baby milk).

- 5.2.6 Apply to LRIT, where applicable, for an initial cash allowance (ICA) for each individual refugee of £200 where they have not yet received their first universal credit installment – this is to ensure they have sufficient funds to live on while their claim for benefits is being processed (this can be paid in instalments). In exceptional circumstances families should be provided with an extra allowance if delays are experienced to benefits that result in shortfalls exceeding these amounts.
- 5.2.7 Ensure that tenancy or license agreements are signed either on the day of arrival or soon after as required by the landlord.
- 5.2.8 Explain the key elements of the scheme and what will be happening over the coming days, weeks and months (including the families scheme exit).
- 5.2.9 Ensure that the refugee family is informed who their key personnel are and how to contact them. This will include their allocated caseworker, who will be the main person dealing with them during their first year of resettlement.
- 5.2.10 Ensure that the family's mobile phone(s) are in order and they know how to contact key individuals.
- 5.2.11 Ensure that the privacy notice and information sharing consent form has been signed and returned to LRIT via the Database within 48 hours of arrival.
- 5.2.12 Book appointment with Job Centre Plus for Benefits and NINO processing. The Provider shall (in the first week of arrival) arrange and attend appointments/fill in online applications with the local Job Centre Plus and other agencies as necessary (District Council, HMRC) in order for the family as a whole to access all the benefits that they may be entitled to. The Provider shall ensure the family brings any documents concerning their identity and immigration status with them when attending interviews in their local Jobcentre.
- 5.2.13 Introduce the family to the local area, showing them where local shops, services, places of worship, transport links etc are located (including introduction to local voluntary groups and agencies supporting refugees). If appropriate, the caseworkers should help the family to introduce themselves to neighbours.
- 5.2.14 Provide refugee on information on rent, how to pay it and responsibilities as a tenant.
- 5.2.15 Ensure that the family are registered with utility companies and ensure that arrangements for payments are put in place (no pre-pay coin or card meter accounts). Consider available social tariffs and discount schemes. Consider switching utility providers to gain best available rate.
- 5.2.16 Register with local GP and liaise over initial and specialist appointments and identify possible NHS Dental practices.
- 5.2.17 Liaise with LRIT ESOL Team to book ESOL assessments and enrol refugees in classes for a minimum of 8 hours per week (ideally 15 hours per week). Ensure childcare and transport costs are met.

- 5.2.18 All children under the age of 5 must be referred to the health visitor service.
- 5.2.19 Assist and advise on registration to access record of immigration status (eVisa).
- 5.2.20 Arrange for the family to meet with the local police and fire services.
- 5.2.21 Complete all updates on the LRIT Resettler Database, for each refugee individual confirming the above Arrival Outcomes have been achieved.

5.3 Arrival until 12 months post arrival

The Provider shall undertake all of the year 1 tasks and requirements in line with the relevant Government's Funding Instruction for Local Authorities (see [Appendix X](#)). The scope of activities in this timeframe includes:

- 5.3.1 Ensure that the refugee family are provided with a dedicated source of advice and support to assist with accessing benefits, services and support, signposting to other agencies if appropriate. This should mainly be delivered through an identified caseworker and in a way that empowers individuals to eventually access mainstream services and deal with everyday issues themselves.
- 5.3.2 Meet with the family face to face with an interpreter present on every working day for the first 2 weeks following arrival. Contact with other agencies (e.g. ESOL provider, the district council etc.) will be in addition to the above and should not be used as a substitute for face-to-face support from the Provider in the first 4 weeks.
- 5.3.3 Meet with the family face-to-face with an interpreter present at least 2 times each week during weeks 3 and 4 from the date of arrival. Contact with other agencies (e.g. ESOL provider, the district council etc.) will be in addition to the above and should not be used as a substitute for face-to-face support from the Provider in the first 4 weeks.
- 5.3.4 Offer a step-up and step-down approach to delivering support. This means that, although initially intensive support will be required followed by a gradual step-down approach, an individual may require later periods of intensive support to assist with certain issues that arise (e.g. accessing education, mental health provision etc.). As such, the service needs to be flexible for the individual.
- 5.3.5 Deliver support in accordance with the individual need identified within the Integration Support Plan (ISP) and tailored off as and when the individual is able to become self-sufficient and independent of requiring extensive support. For some individuals, this will require a repetition of key activities until evidence shows that are able to deal with everyday issues themselves.
- 5.3.6 Ensure that the family understands how the scheme works, what support they will receive and how this will reduce over time (including an end date for support). This needs to include explanation of both
 - a) any financial support (e.g. top-ups to the rent) and

- b) the support from their caseworker and it shall be made clear to the family what the procedure is for them to ask for further help and also, if necessary, to complain about the support and assistance provided during the scheme.
- 5.3.7 The Provider shall help individuals to understand the impact on their benefits of undertaking employment. Where this advice is provided by another agency, the Provider shall assist individuals to understand the information they have been given in order to make informed decisions about such matters. Emphasis should be placed on encouraging individuals to access employment where applicable.
- 5.3.8 At as early a stage as possible, where applicable, the Provider shall explain to the family the operation of the Benefit Cap, how it may potentially affect the family, the process for temporary support if the Cap applies and the expected responsibilities of the family in becoming exempt.
- 5.3.9 The Provider shall ensure that all relevant changes in circumstances are communicated to the relevant departments administering benefits and tax credits and that the family understands the necessity for this and the consequences of not doing so.
- 5.3.10 Maintain an overview of factors affecting the family, even where other agencies are dealing with a specific issue or the family themselves are doing so.
- 5.3.11 Provide support in a way that empowers individuals to eventually deal with issues themselves through mainstream services. Emphasis should be placed on teaching/showing individuals how to access services and support, rather than just doing things for them.
- 5.3.12 The Provider shall assist all adults to open their own bank accounts.
- 5.3.13 The Provider shall assist the family to apply for and access any available travel cards, vouchers or schemes which will facilitate or enable them to travel at a reduced cost.
- 5.3.14 Collate such casework information within the LRIT Resettler Database to enable LRIT to monitor and evaluate the effectiveness of the Programme's delivery.

5.4 Integration Support Plan

- 5.4.1 Within 4 weeks of arrival the Provider shall develop a bespoke Integration Support Plan for each adult individual for the first twelve-month period of their support to facilitate their integration into their community and enable them to become self-sufficient and independent. The Integration Support Plan shall focus on English proficiency, education and training, employment, social integration, housing, health and wellbeing and digital inclusion. The specific goals should be documented in the plan with the steps required to achieve these goals.

5.4.2 Any individuals that do not manage to achieve independence in 12 months need to be reported back to LRIT evidencing why an individual has not managed to achieve independence and what ongoing service support may be required.

5.4.3 A copy of the plan must be supplied to LRIT through the LRIT Resettler Database and with evidence that the individual has confirmed agreement with the plan.

5.5 Years 2 – 3 (dependent on identified needs)

5.5.1 To maximise flexibility the UK Government has said that it will be for the local authority to determine the best use of the grant, but support should be in line with the person-centred integration goals identified in the personalised integration support plan. Many individuals under the ARP may have already been in the UK for nine months at the point of arrival in to Lancashire and so may require different levels of support. The scope of activities in this timeframe includes:

- Housing related advice and support
 - o Re-establishing LHA which has stopped through no fault of the family
 - o Applying for Discretionary Housing Payments
 - o Resolving issues or disputes with landlords
 - o Dealing with rent increases
 - o How to move home
- Benefits Advice and liaison
 - o Sanctions or changes to benefits
- Education – both adults and children
 - o Identifying primary and secondary schools
 - o Accessing ESOL or other education support
- Health care – e.g. mental health referrals, social care needs.
 - o Mental health referrals and advice
 - o Follow up advice about health referrals
- Crisis intervention
 - o Unforeseen circumstances
- Employment support
 - o Training opportunities to support with progression to employment
 - o Tailored employment support
 - o Skills development
- Access to advice on immigration and legal issues

5.5.2 This support may be delivered in a variety of ways:

- Regular drop ins
- Accompanying service users to essential appointments
- Advocacy

- Interpreting
- Referrals and connections with other providers/activities and mainstream

5.6 Accommodation

- 5.6.1 The Provider shall act as the main point of contact with the landlord/landlord's agent and ensure that any problems concerning the payment of rent, other conditions of tenancy and other property issues are dealt with as quickly as possible. This should include being responsible for liaising with the DWP and LRIT about benefit payments and the arrangements for paying rent agreed with individual landlords. LRIT are responsible for landlord negotiations and payments of any agreed deposit, rent-in-advance, incentive payment or rent top-up.
- 5.6.2 Where rent is being temporarily subsidized (topped up) by LRIT, the Provider shall support the family towards managing their tenancy independently.
- 5.6.3 The Provider shall provide briefings on the accommodation and health and safety issues for all new arrivals including the provision of an emergency contact point.
- 5.6.4 The Provider shall support refugees to understand their tenancy, understand how to look after their property, report housing issues, and understand their responsibilities as a tenant.
- 5.6.5 The Provider shall ensure that the family are registered with utility companies and ensure that arrangements for payments are put in place (no pre-pay coin or card meter accounts).
- 5.6.6 The Provider shall arrange for the family to meet with a local Community Fire Officer to review any safety issues or concerns in the property.
- 5.6.7 LRIT recognizes that households may need to be assisted to move from their property and/or away from the area that they are resettled to if they wish to take up employment or housing in areas which are more affordable or in cases where an eviction notice has been issued. The Provider shall work with the household to facilitate this when the receiving area is within Lancashire. If the family are moving out of Lancashire, LRIT must be consulted.

5.7 Interpreting and Translation

The Provider shall arrange and book face to face interpreters for the family where necessary through the LRIT Interpreting and Translation Service. Where such services

have interpreters available these shall be used if at all possible. Failure of services to provide interpretation should be reported to LRIT through the LRIT Resettler Database.

5.8 Health, Wellbeing and Social Care Needs

- 5.8.1 The Provider shall ensure that each individual in the family is registered with a local GP, and other healthcare providers in line with identified medical needs.
- 5.8.2 The Provider shall provide the family with information, advice and assistance to understand how the health system works in the UK and help explain the reason for recommended vaccinations, screening etc. Where possible the provider should facilitate group sessions with refugee families and healthcare professionals to discuss these issues.
- 5.8.3 The Provider shall support each adult to develop their ability to use the health and social care system independently and know how to use services appropriately (i.e. pharmacy, GP, 111, 999.)
- 5.8.4 The Provider shall help the family to register all individual members with an NHS dentist, ensure they understand the payment system for NHS dentistry and what will be provided free and what will have to be paid for.
- 5.8.5 The Provider shall support individuals to request and access expert support within the NHS (and through other providers as required) and make referrals as necessary. This shall include, but not be limited to, appropriate mental health services and to specialist services for victims of torture.
- 5.8.6 The Provider shall ensure that any identified needs for adult social care and specialist children's services or early help services are referred to the appropriate services as soon as possible and that all referrals are reported to the LRIT Education and Social Care Lead.
- 5.8.7 The Provider shall keep a record in the LRIT Resettler Database in relation to each individual of any referrals needed, referrals and appointments made and shall monitor and support the individual to attend any such appointments.

5.9 Employment Support

- 5.9.1 The Provider shall assist adult individuals to identify their aspirations, support them onto relevant pathways to employment (including training, education, work experience and volunteering where appropriate) and to help them understand the interplay with the benefit system on entering employment.
- 5.9.2 The Provider shall assist adult individuals with the process of getting previous qualifications officially recognized in the UK (where appropriate).
- 5.9.3 Where appropriate the Provider shall refer individuals to relevant employment support providers. In such cases, the Provider shall ensure they are regularly

updated on progress so that any key issues can be reinforced/acted upon.

5.10 English Language Provision for Adult Refugees

- 5.10.1 The Provider shall liaise with the LRIT ESOL Lead to ensure that an assessment is undertaken of each adult's English language capability to determine their training needs. This assessment should take place at the earliest opportunity to ensure that formal language training is accessed where deemed appropriate. Each individual should be made aware of their assessment level.
- 5.10.2 Proactive steps should be taken to maximise opportunities for adults to access a minimum of eight hours per week within one month of arrival (and ideally 15 hours per week where at all possible).
- 5.10.3 If formal language training is deemed appropriate this should be provided until individuals have reached Entry Level 3 or for at least two years after their arrival in the UK, (whichever is the sooner). There should be regular liaison regarding progress in English language development and proactive support given to overcome barriers to attendance.
- 5.10.4 Individuals who have minimal or no literacy skills in their first language should be given additional support to attend their initial assessment, including support from a professional interpreter, and follow up support to ensure suitable course enrolments take place successfully.
- 5.10.5 In instances where families arrive outside term time, making immediate access to formal language training difficult, alternative informal language training should instead initially be provided within one month of arrival and/or tutoring arranged to bridge any gap until formal language training becomes available (these being arranged via the LRIT ESOL Lead.)
- 5.10.6 The provision of informal language training is a suitable alternative in instances where a refugee finds a formal language training environment a barrier to accessibility; in such instances the Provider shall encourage the individual to access formal language training in the future. This is because informal language training cannot provide accredited qualifications which are often necessary for accessing employment, further study or training.
- 5.10.7 Where it is not possible for an individual to access ESOL provision outside the home, arrangements should be made for a period of home tuition. This should be done through the LRIT ESOL Lead.
- 5.10.8 All adults should be offered the opportunity to access conversational practice outside of their formal language training.
- 5.10.9 The Provider shall liaise with the LRIT ESOL Lead for advice and support on overcoming barriers to accessing adequate ESOL provision. The Provider shall

work proactively with LRIT to identifying solutions.

5.11 Provision of Education for Under 18s:

- 5.11.1 The Provider shall contact local schools to determine available places and complete In Year Admission forms as necessary. If no school places are available, the provider is to seek support from the LRIT Education and Social Care Lead, so that all such children are in education as soon as possible after arrival.
- 5.11.2 The Provider shall support the family to visit and complete registration for school including acquiring any necessary school uniform and the Provider shall assist the family to establish the most effective route to the school (in liaison with the school) and apply for school transport as necessary.
- 5.11.3 The Provider shall work with any young people between the ages of 16 to 18 to explore options for Education and, if possible, to arrange for that young person to join full-time education and be allocated a place at a local school or college. If it is not possible to find a place at a local school the Provider shall assist the family and the young person to find alternative Education provision including, but not limited to, a place on an appropriate ESOL course. In the event that no suitable provision can be found the Provider shall the LRIT Education and Social Care Lead to discuss options for a bespoke provision for the individual.

5.12 Cultural Orientation

- 5.12.1 The Provider shall at appropriate times go through with the families the various handbooks on life in the UK (UK version and Lancashire Handbooks) and discuss issues of relevance. A proactive approach should be taken to this. Group sessions with several families should be organised where possible.
- 5.12.2 The Provider shall address specific issues that arise throughout the time they are supporting the families, bringing in other appropriate agencies where necessary.
- 5.12.3 The Provider shall facilitate sessions with families on adapting to life in UK (including rights and responsibilities, healthcare, housing, managing finances, employment and education.)
- 5.12.4 The Provider shall facilitate attendance at specific awareness raising sessions provided by LRIT and other appropriate organisations.
- 5.12.5 The Provider shall ensure all staff have a good awareness of the culture the families or individuals have come from and take steps to regularly update and review their knowledge.
- 5.12.6 The views of individual service users on these matters must be sought and taken into account (where possible) in relation to the support they are provided with.

5.13 Referral Route

All referrals will come directly from LRIT and include the individual(s) details and any known health issues. Providers are expected to confirm and accept referrals within 2 working days of receipt of referrals. Where possible LRIT will provide timescales of when the individual(s) are likely to arrive to the relevant local authority area.

5.14 Partnership Arrangements

5.14.1 The Provider shall coordinate and deliver resettlement and support services in partnership with LRIT, the relevant district/borough housing authority and local statutory and voluntary sector organizations to meet the specific needs of refugees relocating into the area.

5.14.2 The Provider shall have a good awareness of the areas covered and the various statutory and voluntary organizations working in the area. The Provider shall work with services, communities, third sector and other public bodies to understand any current and emerging tensions so that these can be addressed at an early stage and a partnership approach can be taken to support community cohesion and promote positive integration of newly arrived individuals.

5.14.3 If working with voluntary sector organizations, the Provider shall ensure that the volunteers working with refugee families have had the appropriate DBS checks, that they have a good awareness of the scheme and are aware of any individual issues of relevance (with an individual's permission).

5.15 Approach To Support

5.15.1 Support should be provided in a way that empowers individuals to engage with and access mainstream services, to overcome barriers to service uptake and achieve independence. This will require intensive support at the beginning in order to make sure all adults are practiced and confident in the variety of situations they may find themselves in. For some individuals, this will require a repetition of key activities until evidence shows that are able to deal with everyday issues themselves. The overarching support needs to be coordinated by the Provider even where other statutory and voluntary organizations are involved.

5.15.2 The Provider shall offer a step-up and step-down approach to delivering support. This means that, although initially intensive support will be required followed by a gradual step-down approach, an individual may require later periods of intensive support to assist with certain issues that arise (e.g. accessing education, mental health provision etc). As such, the service needs to be flexible for the individual.

- 5.15.3 The Provider shall design a pathway that addresses the persons whole needs and promotes independence rather than reliance on long term service provision.
- 5.15.4 The Provider shall maintain an oversight and record of factors affecting the family, even where other agencies are dealing with a specific issue or the family themselves are doing so.
- 5.15.5 The Provider shall work in partnership with LRIT, as well as the district and unitary housing authorities.
- 5.15.6 The Provider shall be mindful of their duties under Equalities legislation and take steps to ensure that the protected characteristics are taken into account in the design and delivery of their service.

5.16 Safeguarding

- 5.16.1 The Provider shall work in partnership with other key stakeholders to safeguard and protect children and adults coming via the Refugee Resettlement schemes.
- 5.16.2 The Provider shall have a designated safeguarding lead in place to lead on child and adult safeguarding concerns.
- 5.16.3 The Provider shall have policies in place for the safeguarding of children and adults and ensure that all support workers are fully trained in these matters.
- 5.16.4 The Provider shall ensure they are aware of the policies and procedures laid down by Lancashire County Council's Children's and Adult Social Services ([Safeguarding - Lancashire County Council](#)). In particular they must be aware of how to make a safeguarding referral.
- 5.16.5 In addition to any referral where safeguarding and other sensitive issues are identified, the Provider must notify LRIT Education and Social Care Lead and LRIT Senior Manager within 24 hours setting out any referrals or action taken in response to the situation and attend any related multi-agency safeguarding meetings. All actions taken must be recorded on the LRIT Resettler Database.

5.17 Staffing Requirements

- 5.17.1 The Provider shall ensure that the recruitment, selection and training of its staff is consistent with the standards of service required for the performance of the service. The Provider shall fully equip and train staff to ensure they are able to fulfil their roles and ensure that appropriate and sufficient security provisions are made for all staff undertaking face-to-face activities. Training must include the areas of Safeguarding, Prevent and Data Protection.
- 5.17.2 The Provider shall have significant knowledge and experience of the services and support that families and individuals are likely to require. This includes the benefit system, (including the impact on benefits of entering paid work and other changes

of circumstances), the health service, adult social care and children's services. They must be able to demonstrate how their staff are kept up to date with developments in these and other areas and are able to access the necessary current information on the benefit system and other areas of support.

5.17.3 The Provider and all staff within the service should have an in-depth knowledge of Lancashire and the social, geographical and economic uniqueness of each local authority area.

5.17.4 The Provider shall be culturally competent in delivering services to and have a workforce that is trained and sensitive to the needs of the families and individuals they are supporting (i.e. trauma informed provision).

5.17.5 The Provider shall have capacity to scale up and down at pace in response to varying rates of arrivals and unexpected world events and changes to government schemes/funding arrangements.

5.17.6 The Provider shall ensure that all applicants for employment (including all volunteers applying to work with the Provider) in connection with the services are obligated to declare on their application forms any previous criminal convictions subject always to the provisions of the Rehabilitation of Offenders Act 1974.

5.17.7 The Provider shall ensure that all staff and volunteers with whom they are working:

- If employed have the right to work in the United Kingdom under applicable immigration Law;
- Are subject to a valid enhanced disclosure check undertaken through the Disclosure and Barring Service ("DBS") including a check against the adults' and children's barred lists.
- If providing immigration advice, should be known to the Office of the Immigration Services Commissioner (OISC) in accordance with the regulatory scheme specified under Part 5 of the Immigration & Asylum Act 1999. The Provider shall use all reasonable endeavours to ensure that staff and or volunteers do not provide immigration advice or immigration services unless they are "qualified" or "exempt" as determined and certified by OISC. OISC accreditation so that referrals can be made in house for immigration advice when needed is desirable.

5.17.8 The Provider shall, on request, provide details of all staff and volunteers delivering the service.

5.17.9 The Provider shall, on request, provide LRIT with CVs and/or job descriptions and DBS status for all members of staff and volunteers selected to deliver the services. This information may be required by the Home Office, MHCLG or Ministry of Defence.

6 Monitoring and Recording

6.1 The Provider shall utilize and update the LRIT Resettler Database after each interaction with individuals and will upload an Integration Support Plan (ISP) to the LRIT Resettler Database for all adult individuals (within 4 weeks of arrival). These updates will be used as evidence of completed requirements. All Caseworkers should familiarize themselves with the *Resettler Database User Guide for Casework Partners* document and undertake annual training as requested.

6.2 Quarterly snapshots of Indicators of Integration will be updated on the LRIT Resettler Database and will be used by LRIT to produce a Year 1 Progress Report on families 12 months after arrival and Year 2 report.

6.3 The Provider shall attend quarterly Contract Review Meetings with LRIT.

6.4 The Provider shall complete the mandatory Government evaluation forms with each family and submit to LRIT on request (at times specified by Government which may vary). Evaluation forms should be completed on the LRIT Resettler Database but may be provided in excel form.

6.5 The Provider shall keep records of and receipts for all transactions and provide LRIT with a breakdown of expenditure annually or on request.

6.6 The LRIT Senior Manager (or delegated LRIT resettlement staff member) will aim to visit families on an ad hoc basis to review progress.

7 Research and Innovation

7.1 The Provider shall continually develop and improve the service. The Provider agrees to engage in research and innovation activities as proposed by LRIT where the research and/or innovation programme will meet the below criteria:

- That they do not disrupt, but add value, to the service
- Are cost neutral
- Governance processes have been satisfied

7.2 The implementation of any research or innovation programme will be jointly agreed by the Provider and LRIT.

8 Key Performance Indicators

8.1

	Key Performance Indicators	Green	Amber	Red	Frequency of Reporting
1	% of consent forms returned to LRIT within 48 hours of arrival.	98%-100%	85%-97%	0%-84%	Quarterly
2	% of Integration Support Plans for each adult individual for the first 12 months developed within 4 weeks after arrival	98%-100%	85%-97%	0%-84%	Quarterly
3	% of the allocated family properties are fully furnished, supplied with all household items and fittings as necessary and set up at least two days before arrival.	98%-100%	85%-97%	0%-84%	Quarterly
4	% of adult individuals accessing welfare benefits that are appropriate to their circumstances within 5 weeks of arrival.	95%-100%	85%-94%	0%-84%	Quarterly
5	% of adult individuals accessing 8 hours a week formal ESOL training within 1 month of arrival (if formal language training is deemed appropriate according to their assessment)	80%-100%	70%-79%	0%-69%	Quarterly
6	% of adult individuals that are independent in managing their finances and tenancy within the first 12 months	80%-100%	70%-79%	0%-69%	Quarterly
7	% of adults in suitable employment or training with the first 24 months of arrival in the UK (if deemed appropriate)	60%-100%	50%-59%	0%-49%	Quarterly

8	% of families registered with a GP within two weeks of arrival.	95%-100%	85%-94%	0%-84%	Quarterly
9	% of signed tenancy agreements uploaded to the database within four weeks of arrival into Lancashire	95%-100%	85%-94%	0%-84%	Quarterly
10	% of End of Service Evaluation Forms completed by families and uploaded to the Resettler Database at the point of exiting the scheme	80%-100%	70%-79%	0%-69%	Quarterly

8.2 The Key Performance Indicators (KPIs) are subject to change upon review by LRIT and the Provider one year from the commencement date. Depending on experience and performance data, LRIT may adjust the KPI targets to reflect the actualities of delivering the service.

8.3 LRIT will work with the provider to ensure the KPIs are challenging yet achievable.

9. Contract Value and Payment Schedule

9.1 See Contract.

Appendix A: Furniture, Household Items and Fittings

1. Introduction

This Appendix sets out the furniture, household items and other fittings required (dependant on family size) including the standard of items required and associated set up/installation.

2. Funding

Funding of £1,000 will be available per person. This is a limit and the Provider does not have to utilize the full amount. Funding is based on the furnishing, household items and

fittings listed below, to be supplied to standards specified and installed in the way specified.

3. Items Required

The list below details the items required to fit and furnish a property to be occupied by a family under the Refugee Resettlement Programme. Mandatory items in all categories should be new as standard with additional items being either new or second hand. Items in all categories should be of reasonable quality, capable of lasting up to 5 years and must meet current British furniture and furnishings fire safety standards. All electrical goods must meet current British electrical safety standards.

Numbers of each item necessary for each home should be agreed dependent on family size and in consultation with LRIT. All items can be invoiced for separately to the contract but the amount invoiced should only cover the items. Any staff costs associated with furnishing the property should be factored into caseworker costs during the pre-arrival period.

Household/General
Hoover (upright preferred)
Iron & ironing board
Mop & bucket
Broom
Dustpan & brush
Airier x 2 dependant on family size (indoor/ 1 x heated)
Washing line for garden (if required)
Pegs (if required)

Kitchen
Microwave
Pressure cooker
Toaster
Kettle
Dinner set (enough for all household plus guests)
Cutlery set (enough for all household plus guests)
Mugs (enough for all household plus guests)
Glasses (enough for all household plus guests)
Serving dishes x 2
Plastic set for babies (if required)
Tea towels x large pack
Washing up bowl
Kitchen bin
Frying pans

Saucepan set
Mixing bowls
Large Cooking pot x 2
Canister set (Tea, Coffee & Sugar)
Colander/strainer
Set of casserole dishes
Roasting tins
Baking trays
Set of sharp knives
Plastic measuring jug
Utensil set/slotted spoons
Cheese grater
Tongs
Chopping boards
Tin opener

Measuring spoons
Scissors
Wooden spoons
Lemon squeezer
Vegetable Peeler
Garlic squeezer
Plastic storage boxes for food
Sink strainer (to protect drains)
Bread Bin
Oven gloves

White Goods
Fridge Freezer (Large) (if not already in place)
Additional Fridge/Freezer if space and family size necessitates
Cooker (if not already in place)

Washer/dryer machine (if not already in place)

Bathroom

Bath towel Bundle (per person)

Non-slip bathmat (per bathroom for bath or shower)

Bathmat (per bathroom)

Bin (per bathroom)

Toilet brush (per bathroom)

Toothbrush holder (per bathroom)

Toilet Roll holder (per bathroom)

Shower curtain (if needed)

Mirrors (if needed)

Living room

Sofas (big enough for space/seat whole family)
Coffee table/nest of tables
Table & Chairs (if space allows)
TV unit
Table lamps & Floor Lamp
Cushions

Double Bedroom – Adults
Double duvet (summer/winter press stud 2 season)
2 x double fitted sheets
2 x double duvet sets
2 x good quality pillows (per person)
2 x bedside lamps

Lampshade (if required)
Double bed - frame not divan
Double Mattress
Bedside tables x 2
Chest of drawers (if required)
Wardrobe (if required)
Mirror
Mattress and pillow Protectors

Single Bedrooms (Children)
Bunk Bed (as necessary)
Single Bed (as necessary)
Single Mattress
Single duvet, cot, toddler bedding (per person)

Single bed fitted sheets x 2 (per person)
Single duvet set x 2 (per person)
Pillows (per person)
Waterproof mattress protector (if required)
Toddler safety bed rail (if required)
Bedside table (if required)
Chest of drawers (if required)
Wardrobe (if required)
Mattress and pillow protectors