

Item	Notes
Local Authority Services	<p>PSR team members have spoken with Graham Humphrey, the In-Year Manager for Admissions Access at Southwark Council, who confirmed that children with refugee status would be entitled to an education place within the borough. Mr Humphrey strongly advised that the family apply through the Council for a school place rather than to individual schools within the borough, so PSR will be following his advice. The family, with help from a member of PSR's Welcome Team and if necessary the interpreter we engage, will need to fill out an in-year admissions form on the Southwark Council website, where there is also a Guidance Document. These documents can be accessed here. Graham Humphrey advised also that anyone who needs help with form can arrange a meeting at Southwark Council to receive assistance in filling it out. If any children of the family are Key stage 4 age (years 10 and 11), they would be placed in a school through Southwark's fair access scheme. A member of the Welcome Team will lead on supporting the family through this process and time will be dedicated to this within the calendar for the family's first weeks (if the family has children of an age to require school places).</p> <p>Southwark Council's Community Support manager has confirmed the sponsored refugees will be supported by a caseworker from Southwark Council.</p> <p>PSR have liaised with Southwark Council's Early Help Services, through the localities manager. The Service is currently being restructured with a completion date of the end of August, after which we will be notified of our local contact. PSR's Welcome Team will be able to liaise with the localities manager and will support the family with accessing these services if needed.</p> <p>PSR have liaised with Southwark Council with regard to the provision of Adult Social Care Services through Victoria Nestor, Service Manager, Community North Older Persons & Physical Disability. PSR's Welcome Team will request an assessment from Southwark Adults Social care service should any adults require this and will support the family with accessing services.</p>
Health Services	<p>We are have liaised with Southwark Council's Community Support team, who have confirmed that they will be implementing a spot purchase agreement with the Pavilion Health Centre in Brixton (Lambeth), for the undertaking of health assessments for the families Southwark Council is sponsoring. PSR could also access this service. In addition, PSR have put together a comprehensive list of local GPs, dentists and other health services in of Welcome Folder and Welcome Pack for the family and the Welcome Team assisting them. A member of the Welcome Team, along with the interpreter, will be on hand to assist the family in registering with primary health services. If needed, the Council's Case Manager based in the Community Support Unit can assist with registering with GPs and dentists.</p> <p>The closest major provider of secondary care and specialist medical services is King's College Hospital, a 10- to 15-minute walk from the house. This is a major trauma centre and contains a large A&E as well as a dedicated Children's A&E. Full details will be provided to the family in the Welcome Folder.</p> <p>4.3.iii Accessing mental health services and services for victims of trauma</p> <p>PSR team members are liaising with Guy's and St Thomas' Healthcare Trust, Southwark Council and Pavilion Medical Centre (Service Provider) regarding the possibility of accessing a specialised vulnerable persons service, which would include an initial health assessment of family members and a care pathway to meet identified needs. This would also involve a dedicated Case Worker to assist the family to access appropriate health services. We have also been given assurances by Southwark Council that the Case Worker assigned to support the Syrian refugee families that Southwark Council are in the process of resettling will also be available to the PSR family. This Case Worker will be well placed to identify relevant services and assist the family in accessing them.</p>
Primary healthcare	<p>PSR has also been in touch with local community services for refugees, including the Baytree Centre and Southwark Day Centre for Asylum Seekers. These provide support services to help meet the needs of local asylum seekers. The Day Centre offers the opportunity to build social networks via classes and meet-ups, and has explained they will open a file and assess the family's needs if they come to an initial drop-in session, which are held on Tuesdays. The Day Centre can refer on to local services to support the family if required, and the Baytree Centre provides support networks for women.</p>
Secondary Healthcare and additional physical, mental health and wellbeing services identified	
Interpreter and languages assistance	

PSR's preferred interpreter is: Alaa Khattab

He has experience of supporting another resettled Syrian refugee family in Devon. He now lives in London and works part-time for Embrace UK in Haringey supporting 8 Syrian refugee families. He has a Masters in International Development. More information about Alaa can be found here. He is asking for £20/hr, which will be covered in full by PSR.

We have also identified a number of other possible interpreters. These include:

- **Zohra Aitbelkacem:** A female interpreter who has worked in the UK in primary schools teaching French part-time since 2013. She has a degree in translation and interpretation in Arabic, French and German from an Algerian University. She speaks classical and Levantine Arabic. Also charged £20/hr.

- **Zeinab Aboutak:** Speaks Levantine Arabic and asking for £20/hour plus travel expenses. Works full time at Embrace UK as a support worker and interpreter. Has a master's degree in Media and Communications from University of Leicester.

We also have two back-up/emergency interpreters within the group. These are:

- **Bethany Elce:** Bethany learnt to speak Levantine Arabic while living in South Lebanon for a year. She was working there as an English language teacher, employed by International House on a US Aid-funded project for Lebanese language teachers. She did a beginner's course of spoken Arabic at the American Language Centre in Beirut.

Bethany also took private Arabic classes while living and working in Palestine for three months as a Human Rights Monitor. She can communicate in Levantine dialect of Arabic to a conversational standard. She is currently studying elementary level Arabic at SOAS language school in London.

- **James Lynch:** James studied Arabic when he was employed by the Foreign and Commonwealth Office, taking an 18-month tailored course - 9 months in London and 9 months in Damascus. He passed the FCO's Operational Arabic exam (reading, writing, listening and speaking) meaning he was qualified to use Arabic professionally to represent the UK government. He has subsequently used Arabic extensively for the FCO during a posting to Qatar and for the last seven years for Amnesty International, where he was deputy director of the Middle East programme. He has provided interpretation in official meetings with government authorities as well as in interviews with victims of human rights violations e.g. with refugees and internally displaced persons in the Kurdish region of Iraq.

4.6.i ESOL

PSR aim to sign the family up for formal ESOL learning at a college as soon as possible after they arrive. However, we recognise that we might miss an enrolment period (end of August). In addition, the adults in the family may need some time to adjust to London life and get to know how to get around and some of the adults may have medical needs that mean they are unable to attend formal education straight away. However, PSR will ensure that the family are signed up for formal ESOL tuition as soon as is practically possible.

Within PSR, we have a number of qualified ESOL teachers who work part-time or are studying and have agreed to volunteer some teaching time each week. Bethany Elce, Sophy MacDonnell, Sonia Nesbitt, Rita Tam, Cathy Kearney, Eleanor Robinson and other PSR members are all qualified ESOL teachers.

Bethany has agreed to assess the family's level of English soon after arrival. Our plan is to use ESOL qualified teachers in a home tuition scenario for some of the 8 hours/week required and to top this up with a 2- or 4-hour weekly class at either:

- **the Thomas Calton Centre, Alpha Street, Peckham** (these classes are free for people on active benefits and lead to a qualification) or

- **the Southwark Day Centre for Asylum Seekers and Refugees, Copleston Centre, Copleston Road, Peckham** (classes are 2 hours long and free but do not lead to qualification).

Both of these centres have crèches, but access might be on a first come, first served basis at Thomas Calton Centre.

If the adults are not able to access formal classes, for example due to arriving in the middle or end of a term, we will arrange to provide more hours of teaching in their home. We are taking this approach as we feel the family will need some time to settle into their new surroundings and it is highly likely that they will arrive in the middle of a term and will therefore miss enrolment dates.

For the home-based ESOL lessons, Bethany Elce and Sophy MacDonnell will design a framework that all the PSR ESOL teachers will follow, and information will be shared on a regular basis as to the family's progress. Many of our ESOL teachers teach or have taught at Morley College London, one of the UK's oldest and largest specialist providers of adult education. Our ESOL teachers will operate on a rota system. We will obviously work towards a good level of progress. If the adults arrive with no English at all they will start at Pre-entry level 1, so will be very unlikely to reach level 3 in a year. We will endeavour to ensure that they progress as quickly as they are able depending on literacy levels and medical appointments etc. The Languages Team will aim to meet every 6 weeks for an update on how the family is progressing and team chair Claire Tillotson will be available for any issues arising at any time.

Provision of English Language tutoring by a fully qualified ESOL tutor

Initial full time Interpreter confirmed

We envisage that the Welcome Team will take the family to local places and events chosen according to the family's interests e.g. library, shops, local parks, orientation outings using local bus routes, coffee morning at local community centres, gardening group at Southwark Day Centre for Asylum Seekers, a women-only English class at PECAN in Peckham. We also have a contact at the Peckham Mosque who attends a Qur'an class and has offered to welcome the family and orient them. Informal English conversation will be an integral part of these visits.

More formal teaching will happen 4 days a week and informal classes will happen on 1 day (perhaps Fridays). Once we have a scheme of work from the ESOL teachers, Languages Team chair Claire Tillotson will co-ordinate and inform the volunteers doing informal conversation which topic needs to be covered on the Friday session.

The Safeguarding Team will brief the volunteers in what to expect from the family and on safeguarding procedures and processes we will set up e.g. people to visit the family in pairs at least in early stages, everyone to fill in a form when they visit the family to say what was discussed and whether any issues arose that need following up.

Provision of informal English conversation classes for children and

Safer Neighbourhood Team

Engagement with Southwark police/safer neighbourhood team

PSR's Safeguarding team have met with PC Daniel McLynn from the Safer Neighbourhood Team (SNT) Dulwich Village ward (in which the house is situated). He advised that the area the house is situated in is considered in the main safe and a 'low crime' area, particularly in comparison with Southwark as a whole. The most likely crimes are burglary (it's an affluent area compared to others around) and car crime. He also offered to arrange for someone to visit the house and advise on safety in advance of the family arriving, which PSR plan to follow up on and arrange. PC McLynn also suggested PSR might want to talk to Herne Hill ward SNT also, as the family may need to be aware of other potential risks if they gravitate more in that direction, so the Safeguarding team will do this in advance of the family arriving. PC McLynn was very reassuring in terms of how the SNT would respond to any low level concerns - either from local residents about the family, or from the family about anything they feel unsure/unsafe about.

Benefits & Employment

Securing Biometric residence permit; Understanding of relevant benefits & plan for immediate sign up; engagement with JobCentreplus; plan for setting up bank account

4.1 Biometric residence permit

Ms Gabriella D'Avino, chair of PSR, with the support of an interpreter, will ensure that Biometric Residents permit will be provided and explained to the family with seven days of arrival in the UK. She will apply for the BRPs on behalf of the family ahead of their arrival, she will provide a secure address and sign for receipt of the cards. In case the BRPs have not been received, Gabriella will contact the HO Resettlement Team.

4.2 Supporting registering for benefits and attendance at Jobcentre Plus with 3 days of family's arrival

PSR's benefits lead and housing group chair have done extensive research into the benefits system to establish information on the welfare income likely to be available to the family and details of the application process for the range of benefits for which the family might be eligible. This research has included a two-hour bespoke training/advice session with a specialist housing and benefits lawyer at Southwark Law Centre plus calls to the national Citizens Advice Bureau helpline and the national Universal Credit helpline. They have also met with Will Harwood, Southwark and Lambeth Borough Partnership Manager for the Department of Work and Pensions, who has provided advice on the application process for welfare benefits and has agreed to be available to answer specific queries once the make-up of the family is clear. Will Harwood has recently overseen the benefits process for 20 Syrian families who have arrived under Lambeth LA's VPRS commitment; this has involved training specific Job Centre work coaches in the flexible and supportive approach needed by these vulnerable claimants. Will Harwood has asked that our benefits lead alert him as soon as the family submit their benefits claim so that he can ensure they are allocated to one of these specialist work coaches. He will then be available to us should any benefits-related issues arise during the initial benefits claim or later on during the first year after arrival.

Southwark is a full service Universal Credit area, so we have focused our research on the likelihood that the family would be applying for UC, along with Council Tax Reduction support and Child Benefit if applicable. However, we are aware that there are scenarios in which the family would need to apply for old-style benefits instead (e.g. if they have 3 or more children) so we have also sought out information on the application process for that. We are fully aware of the need for a flexible approach as in practice the details will depend upon the family structure and the circumstances of the individuals.

We have:

- Established the application process for Universal Credit. Our plan for the first 2 days after arrival includes supporting the family with opening a bank account and then applying for welfare benefits. We are visiting local banks to ensure we have identified one with an understanding branch manager and that we have full details of the documentation that will be required to open an account. Lloyds Bank has been identified as a bank, which will accept refugee biometric residence permits as proof of ID and a tenancy agreement or potentially TV licence as proof of address. PSR will ensure a member of the Welcome Team and the translator attend the bank with the refugee family to support and, if necessary, advocate for them.

Assistance with Employability

Emily Larkin (PSR's Chair of Finance and Fundraising) will act as employment lead for the group. Emily has worked in HR and recruitment marketing for 15+ years and is well placed to support in the development of CVs and discuss/advise on suitable routes to employment at an appropriate time. The priority for the family will be to settle into their home and area and develop their English language skills before seeking employment. Within the first 4 weeks, through the interpreter, we will establish their work experience and history as well as some direction from them regarding their employment ambitions. Depending on their immediate employability skills we will establish a plan for training, work experience or employment. We have also been encouraged by Southwark Council to engage with Southwark Works, and we will do so in due course.

Cultural considerations & support with settling in

PSR has made good links with Southwark Refugee Welcome Group, a group of volunteers within Southwark that is primed to welcome the refugees Southwark Council will resettle through the Vulnerable Persons' resettlement scheme. The group have shared useful local knowledge and will be able to link the family up with other locally resettled Syrians, should the family wish to do so.

PSR has also spoken to the Southwark Day Centre for Asylum Seekers and the Southwark Refugee Communities Forum. The Day Centre (SDCAS) provides drop-in sessions on Tuesdays and Wednesdays – the closest for us will be the regular Tuesday session held at the organisation's Copleston Road centre (SE15 4AN). The family can come to this session from 1pm when lunch is served, and then speak to an adviser who will open a file for them and do a needs assessment. SDCAS offers skills training, including English language teaching, gardening, networking and general advice and support. Advisors at the drop-in sessions can also signpost access to counselling services. Similarly, the Southwark Refugee Communities Forum, where our contact is David Reid, provides advice and signposting to services.

PSR has made links with Greater London Authority's Senior Project Officer for Resettlement of Syrian Refugees who would be happy to link the family up with other resettled Syrian families across London should the family wish this, for instance through attendance at their regular events to welcome resettled Syrians.

Engagement with local refugee organisations; Engagement with GLA syrian resettlement team to identify areas of syrian refugee communities within London; liaising with local mosques

Full details of local amenities and activities will be shared with the family on arrival.

There are a wide range of free activities for Under 5s within Southwark. These will be listed as part of the Welcome Folder given to the family on arrival. PSR's welcome team and interpreter will ensure the family are aware of what is on offer and have the assistance they need to access activities and engage with the Southwark Family Information Services if they would like. Details of activities can be found here: <https://www.southwark.gov.uk/childcare-and-parenting/advice-and-support-for-families/activities-for-under-5s>.

The closest children's centres to the house are the Albrighton Centre in South Camberwell, and the Crawford Centre in Camberwell and a list of the activities they provide – which include Bookstart (reading rhymes and stories for 0-5s), a breastfeeding café, Move and Groove and Health Visitor clinics – will be included in the Welcome Pack.

Libraries

Herne Hill Library is currently being redeveloped as a Community Hub and has a self-service library, with library staff on site every day for up to two hours. It has regular reading groups and story time sessions for children. Comprehensive services can be found at Peckham Library which is a library and community building. It has a lending library and an information and media centre as well as running a number of classes for babies and children including: Sing-song sessions for under 5's; Baby and toddler sessions; Bookstart; Story Stop for children and their family (age 3 to 8); and chatter book groups (age 8 to 12). Dulwich Library, which is based in East Dulwich, has a lending library and a number of classes for children including children's services: Chatterbook (age 7 to 11); Babyrhyme sessions (age 0 to 4); Baby and Toddler sessions (age 0 to 4); Manga, Amine and comic book clubs (age 10 to 16); and Board games (age 5 to 14). It also has a wide range of creative groups for adults.

Parks

South east London is blessed with great green spaces. A short walk from the house in Herne Hill is Brockwell Park which has: a large recently built children's play area, a One o'clock club for under 5s with their parents or carers; a paddling pool area and sand pit; flower gardens and three ponds; a café; all weather sports pitch and facilities for basketball, BMX biking, greens bowling, cricket, athletics, football and tennis. It has an outdoor lido and vast green spaces which are often used for community events.

Peckham Rye Park and Peckham Rye Common has 113 acres of recreational grassland, ornamental and water gardens, a lake and woodland, a children's play site and an older children's adventure playground. It has a café and hosts outdoor concerts, plays and a summer festival.

Dulwich Park, also close to the house, has a large recently renovated children's play area, a range of sports facilities including football, greens bowls, tennis courts, outdoor gym

Housing

Local amenities and activities

PSR has been offered a detached house of five bedrooms - three double bedrooms and two single bedrooms (plus one downstairs box room) over three floors with a garden, from a private landlord. The accommodation is a 1980s brick house with cavity walls on a quiet residential street in Herne Hill, near to a small selection of shops, a park, many bus routes and a railway station.

Housing secured

3.1 Welcome Team

The Welcome Team includes eight PSR members and one professional interpreter, who will be providing support to the resettled family. The group is composed of six women and two men who have demonstrated a strong commitment and availability. The team's members have the adequate knowledge and experience to support a vulnerable family. In the group there are experts in working with vulnerable people, including refugees, children, victims of human rights violations, disable and elderly people with dementia, victims of sexual harassment. Team's members are Mrs Sally Robinson, a Serving Police Officer; Mr Tim Finch, the director of Sponsor Refugees; Mr James Lynch and Mr Alaa Khattab, Arabic speakers with knowledge of Syrian Culture; Ms Gabriella D'Avino, chair of PSR; Mrs Helen Turner; Mrs Philippa Bow; Mrs Ruth Allaun and Mrs Claire Tillotson.

3.2 Arrival at airport:

PSR will provide the Home Office with a Welcome letter, written in Arabic or the family's primary language that can be given to the family in advance of their flight to the UK. It will include the photos and names of the people in the 'Meet and Greet' group who will welcome the family at the airport.

The 'Meet and Greet team' will include:

- 2/3 members of the Welcome Team (including at least one man and one woman)
- at least one person who speaks Arabic or the family's primary language (ideally one of PSR's main interpreters)
- possibly 1 or 2 children, if there are young children in the family group.

The Meet and Greet Team will provide a friendly and upbeat welcome at the airport, ensuring that the family feels warmly welcomed at the same time as exercising discretion and respect for the privacy of the family and the sensitivity of the situation.

PSR will hire at least 1 minibus (probably 2 given the size of the property) to transport the family and the 'Meet and Greet' team from the airport directly to the house. The team will ensure that the luggage of each family member travels in the same minibus as that person.

On arrival at the house, the 'Meet and Greet team' will show the family around the house, pointing out basic things (showers, lights, cooker etc) and give them the Welcome Folder.

Welcome Team, Welcome Folder and Welcome Pack

Comprehensive safeguarding policy in place

PSR's safeguarding team has put together a comprehensive Safeguarding policy which is attached along with this spreadsheet.

Peckham Sponsors Refugees has partnered with Citizens UK as our lead sponsor.

Key contact: Tim Finch tim.finch@citizensuk.org

Address: 136 Cavell Street, London E1 2JA

Phone numbers: 0207 0403 9881/07595 920899

Website: www.citizensuk.org/www.sponsorrefugees.org

Charity number: 1107264

Company number: 052688071

HMRC references: 948PE00111557

PAYE reference number: 948/C122773

As of 29th June 2018, PSR had raised £14841.22, with more fundraising events planned. We have had confirmation from the Home Office that they require a total of £9,000 to be raised per household, so this amount already exceeds the required total. A copy of the confirmation of funds letter, from All Saints Church Peckham (where our funds are currently held) is attached with this submission.

Confirmation of partnership with a registered charity

Confirmation of sufficient funds raised