

Moray ARAP – Action Plan**Resettlement Team**

Action	Who?	Details	Timescale
Advise COSLA of pledge	Resettlement Team/Lead	Committee 16/09/2021	ASAP after committee decision Participation confirmed 22/09/21
Confirm language services/interpretation required	Resettlement	GLOBAL contracted at present	TBC once families matched
Establish transport / pick up arrangements	Resettlement Team	To be arranged based on holding hotel location of allocated families. Home Office service to be considered.	TBC once families matched
Plan arrival schedule	Resettlement Team/Nabil* Support Worker	Timeline of arrival, meeting from transport *TBC – may be able to provide cultural input	TBC once families matched
Prepare Induction materials	Resettlement Team	Official welcome pack available + Moray specific information	Information currently being collated.
Community Liaison Officer to consult with MOD families near properties	Resettlement Team /MOD	MOD police to be involved also	Carmen Gillies POC

Food starter pack arrangements and stock fridges	Resettlement Team/3 rd sector Support Worker	Amount required, dietary needs TBC (Check allergies/child or baby requirements)	TBC once families matched
Prepare standby / emergency response for any unforeseen issues	Resettlement Team/OOHs	Brief to be passed to out of hours, contingency (support worker on call for first 48* hours)	TBC once families matched
Identify bank, prepare comfort letter and arrange initial meetings	Resettlement Team	Confirm documentation required (things lost?)	TBC once families matched
Gain consent to share for any relevant partners	Resettlement Team		At initial signing of tenancy agreements etc.
Design and prepare wider 'cultural' induction to life in Scotland	Resettlement		Plans ongoing, to be finalised once families matched
Biometrics	Resettlement	TBC once we know applications required	
Devices and internet connection	Resettlement/Employability Team	Via Employability Team	
DVLA/Driving in the UK session	Resettlement		TBC once families matched
Third Sector Meeting	Resettlement	To confirm input/roles/arrangements	Ongoing conversations with TSi, last w/c 11/10
Exit Strategy	Resettlement	12 month plan from the offset	TBC once families matched
Grampian wide approach	Resettlement	Ongoing joint working with other LAs for best practice and to build communities	Regular meetings planned

Housing

<u>Action</u>	<u>Who?</u>	Comments/ Further Details	Timescale
Allocate properties to the scheme	Edward Thomas (Housing)/MOD	Awaiting ministerial approval	Decision imminent
Visit properties	Housing/Resettlement	To assess any work required	ASAP after MOD approval
Allocate families to properties	Housing/Resettlement	To be arranged once family sizes and any special requirements known	TBC once families matched
Arrange all works to be completed on housing, to include painting where needed	Edward Thomas (Housing)/MOD	Agreement on responsibility TBC after lease agreed.	TBC once families matched
Provide list of furniture and flooring required + create inventory	Area Housing Officer	MOD may be able to provide?	TBC once families matched
Arrange utility connections / Account set up Gas & electric meters	Area Housing Officer		TBC once families matched
Consider any adaptation requirements	TBC (OT)	Properties to be assessed once aware of individual's needs. Unable to take complex disability cases?	TBC once families matched
Fire safety visit	Housing	Liaising with MOD/Housing to confirm	ASAP after MOD approval
Marker (police/fire service) to be placed on properties	Housing/Resettlement		TBC once families matched
Consider broadband connection	Housing/Resettlement	Highland may be able to advise their process	TBC once families matched

Property Inspection	Area Housing Officer		ASAP after MOD approval
Heating on before arrival	Housing		TBC once families matched
Tenancy sign up + welcome packs	Area Housing Officer	Resettlement Team to attend TBC	TBC once families matched

Income Maximisation

Action	Who?	Details	Timescale
Initial contact from income maximisation/benefits Team	Benefit Team - Resettlement team to liaise		TBC once families matched
UC registration/income maximisation	Benefit Team		TBC once families matched
Apply for NI numbers	Benefits Team, if families have not already received during resettlement process	Process TBC - usually in place as part of scheme	TBC once families matched
Child Benefit Application	Benefits Team		TBC once families matched
Apply for relevant grants (depending on age of children)	Benefits Team/Resettlement Team		TBC once families matched

Police Scotland & Fire Service

Action	Who?	Details	Timescale
Police information session	Police Scotland (Resettlement to liaise and plan)	Details on who to call and when	TBC once families matched

Support Worker Action Plan (Initial plan – still to be confirmed)

Action	Who?	Details	Timescale
Produce a short term support plan for each family Review short term plan - identifying ongoing support needs Use this to form Integration Plan and set review date	Resettlement Team	Recruitment/planning underway	TBC once families matched
Register with GP's and other health services	Resettlement Team	Recruitment/planning underway	TBC once families matched
Attend appointment with Families to open bank accounts	Resettlement Team	Recruitment/planning underway	TBC once families matched
Distribute Weekly cash allowance	Resettlement Team	Recruitment/planning underway	TBC once families matched
Attend appointments with Families at Job Centre Plus to register for Universal Credit.	Resettlement Team	Recruitment/planning underway	TBC once families matched
Support to access mainstream services. Signpost families to other	Resettlement Team	Recruitment/planning underway	TBC once families matched

support, services or facilities – supporting families to access these.			
Maintain and sustain a tenancy	Resettlement Team	Recruitment/planning underway	TBC once families matched
Liaise with other organisations as required	Resettlement Team	Recruitment/planning underway	TBC once families matched
Facilitate briefing sessions	Resettlement Team	Recruitment/planning underway	TBC once families matched
Help with access and use of public transport	Resettlement Team	Recruitment/planning underway	TBC once families matched
Budgeting skills	Resettlement Team	Recruitment/planning underway	TBC once families matched

Third Sector Interface (TSI) Moray

Action	Who?	Details	Timescale
Facilitate donations and offers of help	TBC	TSi Moray approached and in conversation	Ongoing discussions
Liaise with 3 rd sector organisations (Moray Baby Bank, Fine Craft, Moray Food Plus etc.)	Referral to be made once families allocated	Confirm if donations for babies/found children needed 3 rd Sector meeting to be arranged	TBC once families matched

Employability

Action	Who?	Details	Timescale
Employability / Training Opportunities	Amy Cruickshank/Key Workers	Team ready to support	TBC once families matched

Education

Action	Who?	Details	Timescale
School and Early Learning Childcare placements sourced	Education/Vivienne Cross	Placements available for primary age S3 placement very limited	TBC once families matched
Identify support needed for schools, EAL / ASN requirements	Education/Nabil Ramzy		TBC once families matched
Introduction visits timetabled and organised	Education/Nabil		TBC once families matched
School uniforms to be arranged	3 rd Sector support if req		TBC once families matched

Health

Action	Who?	Details	Timescale
Briefing for all Health professionals	Claire Power		TBC once families matched
Translated health advice and prescription support given to all professionals and chemists	Claire Power		TBC once families matched
Registration with health services – see Resettlement list above			
Immunisation plan and delivery	Susan Duthie (TB Nurse)	TB/COVID19 vaccines	TBC once families matched
Identify mental health needs and trauma support	TBC		TBC once families matched

ESOL

Action	Who?	Details	Timescale
Assessment of all adults 18+	TBC based on provider Moray College UHI current provider	Online options to be considered if devices sourced	TBC once families matched
Give each learner their assessed level and a plan for ESOL classes	By chosen provider (TBC)		TBC once families matched
Provision of formal/informal ESOL	Chosen provider TBC	Formal classes and conversational ESOL	TBC once families matched
Allocated ESOL funding	Funding held by Moray Council to be allocated accordingly	Arrangements to be confirmed based on funding level (£850/adult in Y1) and services required	TBC once families matched

Communication Plan

Action	Who	Details	Timescale
Prepare communications plan	Corp Comms/Sharon Dunbar	Webpage live - http://www.moray.gov.uk/moray_standard/page_138847.html Email address live: refugeeresettlementteam@moray.gov.uk	Ongoing
Internal information sharing	Project Officer (Carmen Gillies)	Distribution of relevant information to relevant people	Strategic meetings ongoing
Media press release	Corp Comms/Sharon Dunbar	Press release completed	Completed/updates ongoing
Monitoring social media and fielding requests	Corp Comms/Social Media Team	**Partners to be asked to monitor their networks and forward any untoward messages to Corporate Comms. Direct anything that could be considered Hate Crime to the police.**	Ongoing

COSLA/Home Office/Other LAs

Action	Who	Details	Timescale
Notify of pledge	See Resettlement section above		
Maintain communication with COSLA/Home Office	Resettlement	Ongoing meetings, updates and calls	Ongoing
Maintain communication with other LAs	Resettlement	Sharing best practice and experiences	Ongoing

Finance

Action	Who	Details	Timescale
Identify Lead for Finance/claims	Finance Dept		Discussions ongoing at strategic meetings
Apply for funding	Finance Lead	(Budget holder – Jane Mackie) Cost centre/coding created 0101.92RE	TBC once families matched
Monitor additional funding available	Finance/Resettlement	e.g. ESOL childcare grants	TBC once families matched