

## **ANNEX C – STATEMENT OF REQUIREMENTS**

### **1. Section 1 – Delivery Requirements**

- 1.1 The Syrian VPR scheme is made up of two elements.
  - 1.1.1 **Pre arrival** – Provision of medical and travel services enabling the migration of accepted Beneficiaries to the UK;
  - 1.1.2 **Post arrival** – Housing provision, initial reception arrangements, casework and orientation support including English language provision.
- 1.2 The Authority requires the following deliverables:

### **2. Post Arrival services**

Provision of accommodation:

- 2.1 The Recipient will meet and greet arriving Beneficiaries from the relevant airport and escort them to their properties briefing them on how to use the amenities
- 2.2 The Recipient will arrange accommodation for the arriving Beneficiaries which meets local authority standards and which will be available on their arrival and is affordable and sustainable
- 2.3 The Recipient will ensure that the accommodation is furnished appropriately. The furniture package should not include luxury items. This means that food storage, cooking and washing facilities can be provided but the facilities should not include the provision of other white goods or brown goods, i.e. TV's, DVD players or any other electrical entertainment appliances.
  - 2.3.1 The Recipient will ensure that the Beneficiaries are registered with utility companies and ensure that arrangements for payments are put in place (no pre pay/card accounts)
  - 2.3.2 The Recipient will provide briefings on the accommodation and health and safety issues for all new arrivals including the provision of an emergency contact point

Casework support service:

- 2.4 The Recipient will ensure that Beneficiaries are provided with a welcome pack of groceries on their arrival
- 2.5 The Recipient will provide a cash/ clothing allowances for each Beneficiary of £200 – this is to ensure they have sufficient funds to live on while their claim for benefits is being processed.
- 2.6 The Recipient will provide advice and assistance with registering for mainstream benefits and services and signposting to other advice and information giving agencies – this support includes:
  - 2.6.1 Assisting with registration for and collection of Biometric Residence Permits following arrival
  - 2.6.2 Registering with local schools, English language and literacy classes

- 2.6.3 Attending local Job Centre Plus appointments for benefit assessments
- 2.6.4 Registering with a local GP
- 2.6.5 Advice around and referral to appropriate mental health services and to specialist services for victims of torture as appropriate
- 2.6.6 Providing assistance with access to employment
- 2.7 The Recipient shall put in place a support plan for each family or individual for the 12 month period of their support to facilitate their orientation into their new home/area.
- 2.8 The Recipient shall put in place arrangements for the provision of English language classes which Beneficiaries should be able to access within one month of arrival. This should be provided following an assessment to determine the appropriate level of provision. This provision should be delivered by an accredited English for Speakers of Other Languages (ESOL) provider. This ESOL provision should be made available until such time as suitable mainstream provision becomes available or until 12 months after arrival (whichever is sooner). The purpose of the language tuition is to ensure that Beneficiaries are able to carry out basic transactions within the communities in which they have been placed.
- 2.9 Throughout the period of resettlement support the Recipient will ensure interpreting services are available.
- 2.10 The above services will be provided through a combination of office based appointments, drop in sessions, outreach surgeries and home visits.

#### Requirements for Beneficiaries with special needs/assessed community care needs

- 2.11 Where Beneficiaries are identified as potentially having special needs/community care needs the Authority will ensure, as far as possible that these needs are clearly identified and communicated to the Recipient 6 weeks prior to the arrival of the Beneficiaries.
- 2.12 Where special needs/community care needs are identified only after arrival in the UK, the Recipient will use its best endeavours to ensure that care is provided by the appropriate mainstream services as quickly as possible

### **3. General Requirements**

Hours of operation:

- 3.1 The Recipient shall note that the Authority's offices perform normal business during the hours times of 09.00 to 17.00 on Working Days
- 3.2 The Programme as defined in the Statement of Requirements (SoR) shall be provided on each Working Day. The Authority recognises that in the interests of efficiency the exact availability and timings of the various service elements will vary. It is envisaged that some Out of Hours provision will be required from the Recipient
- 3.3 All premises used to deliver the Programme elements should meet all regulatory requirements and be suitable for the purpose.
- 3.4 The Recipient and/or its Delivery Partners shall develop, maintain and implement the following procedures:
  - 3.4.1 A procedure for Beneficiaries to complain about the service provided by the Recipient.
  - 3.4.2 A procedure for managing and reporting critical incidents. The Authority must

be advised of such incidents as soon as reasonably possible, but in any event by the end of the next Working Day

Personnel standards:

- 3.5 The Recipient shall ensure that the recruitment, selection and training of its Staff, including persons employed by or as agents or sub-contractors to the Recipient, are consistent with the standards of service required for the performance of the service. The Recipient will 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. Also, the Recipient shall ensure that staffing levels are appropriate at all times for the purposes of the service and ensure the security and well-being of all Beneficiaries, dependent children and its staff.
- 3.6 The Recipient shall ensure that all applicants for employment in connection with the Requirement are obligated to declare on their application forms any previous criminal convictions subject always to the provisions of the Rehabilitation of Offenders Act 1974.
- 3.7 In addition, the Recipient shall ensure that all Staff (including volunteers and sub-contractors):
  - 3.7.1 employed or engaged have the right to work in the United Kingdom under applicable immigration Law
  - 3.7.2 Disclosure and Barring Service checks are undertaken on any potential Staff member. The results of such checks must be known before any employee undertakes duties requiring contact. Where such checks reveal prior criminal convictions that might reasonably be regarded as relevant to the appropriateness of the individual to have unsupervised access, particularly to children under the age of 18, or where such checks are not possible because of identification issues, the Recipient shall follow its internal policy and carry out an appropriate risk assessment before an offer of employment is made.
  - 3.7.3 who are likely to have unsupervised access to children under the age of 18 have been instructed in accordance with National Child Protection Guidelines and Area Child Protection Committee guidance and procedures.
  - 3.7.4 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 Recipient shall use all reasonable endeavours to ensure that Staff do not provide immigration advice or immigration services unless they are “qualified” or “exempt” as determined and certified by OISC.
- 3.8 The Recipient shall, on request, provide the Authority with details of all staff (and volunteers and sub-contractor agents) delivering the service in this schedule.
- 3.9 The Recipient shall, on request, provide the Authority with CVs and/or job descriptions for all members of staff selected to work on the project.
- 3.10 The Recipient shall use all reasonable endeavours to comply with the requirements of the Computer Misuse Act 1990.
- 3.11 The Recipient shall implement the Programme in compliance with the provisions of the Data Protection Act 1998.

Information sharing:

- 3.12 The Authority expects the Recipient to share relevant information on the delivery of the Programme and on Beneficiaries by signing a Sharing of Information Protocol with relevant deliverers of the Programme.
- 3.13 Beneficiaries will be expected to sign a consent form to confirm their willingness to share personal data with executive bodies and relevant deliverers of the programme. The Recipient will retain these forms and will allow inspection by the Authority as requested.