

An Roinn Leanaí, Comhionannais, Míchumais, Lánpháirtíochta agus Óige Department of Children, Equality, Disability, Integration and Youth



### Community Sponsorship Ireland

A Guide for Sponsors' Settlement Planning

Department of Children, Equality, Disability, Integration and Youth www.gov.ie/dcediy

#### Welcome!

Sponsoring and welcoming a resettled refugee family to your community is a serious undertaking, but with the right preparation and support you are sure to succeed and find the experience rewarding for all involved.

The purpose of the Settlement Plan is to show that you, as a Community Sponsorship Group, are prepared to welcome and support a resettled family arriving under Community Sponsorship. It should also provide a useful framework for your preparations, helping you to plan for the potential needs of a family coming to your community. In addition to ensuring access to key services and entitlements, your group will play a vital role in helping refugees to become self-reliant and to develop the capacity to participate fully in Irish life. You can use the questions as pointers to help you focus on different aspects of your preparation.

Your Settlement Plan should outline the details of how your Community Sponsorship Group will support the refugee family who will be resettled in your community. It will require you to detail how you propose to meet the outcomes and requirements outlined below under the various headings

The purpose of this guidance document is to assist you in completing the Settlement Plan. You will find guidance text below relating to each question in the Settlement Plan, which should help you to understand the type and level of detail that is required for each question. Please refer to this guidance regularly when completing your Settlement Plan to ensure your Plan is as complete as possible.

Remember, you are not alone; your Regional Support Organisation (RSO) will be on hand to answer any questions and to help you compile the Settlement Plan. Your RSO will also review your completed Settlement Plan and required documents before sending them to the Irish Refugee Protection Programme at the Department of Children, Equality, Disability, Integration and Youth for approval.

**Important:** before completing the settlement plan form, please ensure that you have read this guidance.

It is important to complete all sections of the plan, as an incomplete plan will be returned and may cause a delay in its processing. The Settlement Plan may also be shared by the Department of Children, Equality, Disability, Integration and Youth with other organisations, such as UNHCR and the Irish Red Cross.

#### **Data Protection**

The purpose of this policy is to provide a clear statement of the Department's commitment to protect the rights and privacy of individuals in accordance with the Data Protection Acts. We place a high importance on the correct, lawful and fair handling of all personal data, respecting the legal rights, privacy and

trust of all individuals with whom we deal or interact with.

#### For full policy click here - Data Protection Policy PDF

#### Key factors you will need to identify in the plan:

- **Who** in your group will do the tasks you have identified?
- **How** will you all fulfil your assigned roles?
- Where will the family live, the children go to school, etc.?
- When will your group deliver the various supports to the family?

When you are completing the plan please ensure you have addressed the full range of things that will be needed to welcome, support and integrate a resettled refugee family in your community. This includes:

- A home of their own, of an acceptable standard, furnished and with adequate facilities.
- School places for any children.
- Appropriate translation and interpretation services, as required.
- Arrival day plans and a comprehensive welcome and support plan for the first week.
- Accessing Social Welfare Payments and eligibility for the Housing Assistance Payment (HAP) and providing financial support to the family until the Social Welfare payments are in place.
- Opening a bank account.
- Signing on with a GP, dentist and other medical services.
- English language training, both formal (ESOL training and qualifications) and informal (conversation sessions).

In the Settlement Plan you will need to show that you can deliver across all aspects of the resettlement process, from welcome to ongoing support and integration. You will need to show that members of the group have the relevant experience or expertise, or that you have linked with other people and organisations in your area who can help. Necessary or useful skills and competencies within your group include:

- Finance budgeting, accounting, etc.;
- Child safeguarding knowledge and designation either as a Mandated Person or Designated Liaison Person (DLP);
- Ability to act as, or to access, interpreters (most often Arabic to English);
- English language tuition e.g. ESOL qualifications;
- Experience as a health practitioner;
- Local authority experience and/or contacts;
- Knowledge of or connections to organisations or groups specialising in supporting refugees or asylum seekers, social inclusion or local development;
- Ability to find employment or training opportunities for the resettled family; and
- Knowledge of or connections to places of worship, cultural centres, or refugee support groups.

#### Section 1 - Pre-Arrival

The group has raised sufficient funds and fulfilled preparatory training, child safeguarding and Garda vetting requirements prior to the family's arrival.

#### Question/s

#### Guidance

#### **Fundraising**

1.1. Have you raised the required minimum amount of €10,000 (of which €2,000 may be in-kind donations) in order to support the family financially? (Please include a group bank statement with your application form)

YES/NO Amount raised (in €): Please include here information about the funds you have raised to date and any additional details that you consider relevant.

You must submit a bank statement that evidences the funds raised to the Department of Children and Youth Affairs along with your settlement plan.

Community Sponsorship Groups (CSGs) are required to demonstrate that they have a minimum of €10,000 on hand to support the sponsored family, of which a maximum of €2,000 may be in-kind contributions (e.g. a commitment given to provide professional interpretation services, English classes, childcare etc. free of charge). Groups are required to raise funds to demonstrate commitment, support the implementation of their settlement plan and cater for unexpected eventualities.

CSGs are encouraged to develop a fundraising plan with realistic targets. Your RSO will be able to support you and offer advice on fundraising. A broad approach can be useful, mixing fundraising with donations from local businesses for example.

A dedicated account should be set up for the purposes of administering and holding in trust any funds raised with appropriate oversight and controls established – for instance a minimum of two co-signatories should be required prior to any withdrawal.

N.B. You should not commence your fundraising until you have received approval to participate in the programme from the Department of Children, Equality, Disability, Integration and Youth.

1.2. Have you prepared a draft budget for the sponsorship commitment period, based on projected expenses and the amount raised to date? **YES/NO** 

Details:

Outline here the steps you have taken towards creating a budget for the sponsorship commitment period.

CSGs should develop a feasible budget that outlines how the funds raised will be used to support the resettled family.

Examine the areas that your CSG will be responsible for and how you plan to address this over the course of the sponsorship period. When preparing your budget take into account which resources can be provided in-kind, through donations and which can be covered by social welfare until such time as family members access employment.

You will also need to ensure you have a contingency plan for any additional or unforeseen costs such as urgent dental work, or any special needs the family might have. Back to Education supports for children and adults should also be fully researched and planned for (e.g. childcare arrangements while parents attend classes). You may also need to factor in delays in accessing certain entitlements.

Include the above information and any other relevant budgetary preparations you have made in this section.

Please outline when you anticipate that the family will require various financial supports. You can outline this here or include it in a supplementary budget template, if you have prepared one. For example, the family may require financial support until welfare and rental supports have been processed.

1.3 Have you attended community sponsorship training with your RSO?

#### YES/NO

Please outline the date the training was undertaken and who from the group attended.

State here when training was undertaken and who in your CSG attended.

It is essential that group members attend the Community Sponsorship training provided by your RSO.

In providing training and support, your RSO will do their best to prepare you for any challenges ahead and to help you prepare to deal appropriately with challenges when they arise.

#### **Child Safeguarding and Garda Vetting**

1.4. Have you completed a group Child Safeguarding Policy in consultation with your RSO's Designated Liaison Person? (Please submit this with your Settlement Plan)

#### YES/NO

To complete this section, you must:

Demonstrate that you have developed, in consultation with your RSO's Designated Liaison Person (DLP), a Child Safeguarding Policy that outlines the procedures which are in place in the case of any suspected or known harm or risk of harm to a young person or child by a member of the group and;

	- Demonstrate that all group members are aware of who the group safeguarding liaison person and DLP are, what their roles are, and the steps you have taken to ensure this.
	A Child Safeguarding Policy for your group must be submitted to the Department of Children, Equality, Disability, Integration and Youth along with your settlement plan.
	Consider that as a group you will be working with children. It is vitally important that Children First guidance and legislation is strictly adhered to by your group, with the support and assistance of your RSO, in the implementation of community sponsorship. Consider how, as a group, you will keep children safe from harm while they are being supported by your group.
	Each RSO will have an appointed Designated Liaison Person (DLP) within their organisation. Each Community Sponsorship Group is also asked to appoint a child safeguarding liaison person who can liaise directly with the DLP.
1.5. Are all group members familiar with the contents of the group Child Safeguarding Policy, and able to easily access it?  YES/NO	Please state here whether your group's Child Safeguarding Policy is readily accessible to all group members.
	Describe the steps you have taken to make sure that every group member has reviewed the Child Safeguarding Policy and is familiar with its contents and how to access it.
	For example, it is a good idea to hold a meeting as a group to ensure that every group member is familiar with the group's Child Safeguarding Policy.
1.6. Has each group member completed Tusla's e-learning module, 'Introduction to Children	Please verify that all group members have completed Tusla's Children First E-Learning Programme, which is available free online.
First'? (Please provide certificates of completion with the Settlement Plan. These will be emailed to group members on completion).  YES/NO	Every group member who completes the E-Learning programme will be issued with a downloadable certificate. Please submit all group members' certificates alongside this Settlement Plan to the Department of Children, Equality, Disability, Integration and Youth or to your RSO as evidence of completion.
1.7. Have you appointed a point of contact within your group for matters concerning child safeguarding? (Please provide	It is necessary to appoint a relevant person to be the first point of contact in respect of the group's Child Safeguarding Policy.
name)	Name that person here, and outline briefly their role.

YES/NO	It is important that all group members know who this person is and know when and how to contact them if necessary.
1.8. Has each group member undergone Garda vetting? (Please provide certificates with your Settlement Plan).  YES/NO	Submit evidence of the successful completion of the vetting process to the Department of Children, Equality, Disability, Integration and Youth along with your settlement plan.  The National Vetting Bureau (Children and Vulnerable Persons) Acts 2012-2016 makes it mandatory for people working with children and/or vulnerable adults to be vetted by An Garda Síochána National Vetting Bureau.  All group members must be Garda vetted. CSGs should start the Garda vetting process once their application has been approved by the Department of Children and Youth Affairs. Your RSO will facilitate the vetting process and will
	also be able to provide additional details about the vetting process, including how your information will be stored and shared and will be on hand to answer any concerns or questions.

#### **Additional Resources**

- Tusla Children First E-Learning Programme Website
- Garda Vetting Website

#### Section 2 - Post-Arrival

Resettled family members feel welcome in Ireland and can quickly adapt to life in their new home.

Question/s	Guidance
2.1. Who in the group will meet and greet the arriving family at the airport?	Outline here the arrangements you have for greeting the family at the airport and escorting them to their new home.
2.2. How will you ensure you can communicate with the family on arrival? Have you prepared for an interpreter to be with you at the airport?	<ul> <li>When describing your plan, mention: <ul> <li>Who will go to the airport to greet the family;</li> <li>How you will make sure that the welcoming team features a gender balance;</li> <li>The things you will bring, for instance a small banner or a letter of welcome in the main</li> </ul> </li> </ul>
2.3. How will you escort the family and their belongings to their new	language of the family; - Efforts you have made to ensure that an interpreter will be present at the airport to

home, and what arrangements will you make around this?

translate between the group and the family, if necessary (consider gender balance and the possible need for male and female interpreters at the airport);

- Your plan for the journey from the airport to the family's home;
- Considerations such as child seats and
- Sourcing a vehicle with sufficient space for the family's luggage

The family's arrival at the airport will have a lasting impression on them as they arrive in Ireland for the first time. Keep the group attending the airport small. Remember that the family will probably be tired after the long journey so it is important that they are not overwhelmed by being greeted by too many people.

Other considerations might include reassuring the resettled family that their belongings are secure and making arrangements to ensure that they are not separated from them on the journey from the airport to their new home.

Some groups who organised a call with the family in advance opted to include the people who made the call to be in the welcome team to ensure that familiar faces and voices were present.

2.4. Have you prepared and translated a welcome booklet providing information about the family's accommodation to assist them settling in? This booklet should include information about the purpose of the community sponsorship group. accommodation and the operation of household appliances, lease obligations, health and safety information, contact details for your group and information about what to do in case of an emergency. Who will be responsible for preparing this booklet?

For this section, please provide details of any preparations you have made to make an informational welcome booklet for the family. Consider what initial information the family will need to know about their new home, community and life in Ireland.

If you have already prepared a welcome booklet at the time of submitting this Settlement Plan to the Department of Children, Equality, Disability, Integration and Youth, you can submit a copy of the booklet as well.

If not, set out what information will be included in the welcome booklet.

The welcome booklet should include:

- The basic safety and orientation information relating to the family's new home (e.g. telephones, how-to guides for appliances, other household equipment and objects that might be new to the family).
- Names, contact details and photos of group members (as long as group members are happy to provide this information)
- Household services and utility information, e.g. contacts for service providers, information on bills etc.

- Health and safety information,
- Emergency contact person,
- List of emergency numbers, including information on 999 and 112,
- Nearest hospital and walk-in clinic.

This booklet should be translated into the family's language. The inclusion of visual representations (e.g. pictures, graphics and symbols) in the welcome booklet would be beneficial in case a member of the family is illiterate.

The booklet could also include welcome cards, maps of the local area, international calling cards, bilingual and pictorial dictionaries as well as the names, contact details and times of availability of the group members.

Consider having a few copies of the booklet available for different members of the family when in the house or out and about.

Outline here who in the group will be responsible for this.

2.5. What essential items (e.g. basic, culturally appropriate groceries, toiletries and other household items) will be purchased in advance of the family's arrival? What additional non-essential items, e.g. in the form of a welcome pack for the family, will you provide? Who will be responsible for getting these items?

Describe here what essential items you will stock in the house in advance of the family's arrival.

Set out how you will accommodate basic food and hygiene needs, and how you will prepare for any specific dietary requirements, e.g. Halal, vegetarian etc.

Outline any other items will you provide for the family, including a welcome pack. Please add who will be responsible for getting these.

When completing this section, consider what basic and practical items the family might need for the first few days after arrival. For example, it is a good idea to stock the fridge and provide food that can be easily heated up upon arrival. If the family will arrive in winter, some extra warm clothing may be needed. Other requirements might include basic kitchen items, bedding, towels, toilet roll, basic stationery, plug adaptors, mattress protectors for children, sanitary products, toothbrushes and toothpaste etc.

We also encourage groups to prepare a welcome pack, the content of which should take into account the culture and nationality of the resettled family. This welcome pack should help make the family feel more at home upon arrival. This might include things like slippers, a coffee and tea set, maps and information on the local area, toys for children, scented candles and so on.

2.6. How will you provide the family with cash equivalent to their social welfare entitlements for initial expenses including groceries, toiletries and clothes while social welfare payments are being processed? Who will take responsibility for this?

Describe how you will make sufficient money available to the family until Social Welfare payments are received. Outline how you intend to communicate this to the family when they arrive.

Outline who will take responsibility for this.

Outline how long you anticipate this will be necessary for and how frequently you intend to provide these payments.

This money will need to cover basics, including groceries, toiletries and clothes. Also note that the family may require more than the basic social welfare allowance in the first month following their arrival due to initial set-up expenses. Consider how you will build flexibility into your budget to ensure that you can assist the family to cover any additional set-up costs.

- 2.7. Are you able to provide information on budgeting assistance if required? (Please provide any information or research you have done around this, e.g. contacting the Monetary Advice and Budgeting Service (MABS)). Who will take responsibility for this?
- (MABS)). Who will take responsibility for this?2.8. How will you help the resettled family become familiar with the value of the Euro

currency and how much things

are worth?

Describe here how you will help the family to become familiar with the Euro currency and what things cost in Ireland. Also, describe how you will communicate to the household bill amounts, payment methods and payment schedules, while ensuring that you come up with a plan that suits the household.

When do you intend to speak with the household about this? For how long do you anticipate that you will support the household to pay for bills and other household expenses?

Set out here if you have made any efforts to research the services available at your local Monetary Advice and Budgeting Service (MABS) office. How will you make the family aware of MABS if required?

Outline who in the group will take responsibility for this.

Consider as you complete this section how you will start to encourage the household to take autonomy over their own finances as quickly as possible.

2.9. How will you help relevant family members to set up a bank account? Who will take responsibility for this?

Demonstrate here the research you have conducted into local banks; the paperwork and criteria the family will need to complete and fulfil to set up an account; and any information you have received from the bank.

When will you assist the family to establish a bank account? Outline who will take responsibility for this.

The family should be given a choice in how they receive and spend their money.

2.10. How will you provide information to the family around local shops and transport? Who in the group will be available to show the family the local amenities and shops etc.?	Please outline:  - How the family will become acquainted with their local area; - Whether you will provide maps / transport / information on fares and; - How you will make the household aware of the different local shops.  Outline who will take responsibility for this.  When do you intend to introduce the family to the local community and amenities?
2.11. How will you assist the family to access mobile phone services on arrival (including sim cards) and the internet?	Describe the arrangements you have made to ensure that the family will have access to a phone, computer and WIFI. For example, describe the preparations you have made around providing mobile phones and Irish sim cards, and an internet and landline connection in the house.  If the family members are not computer literate, or not
	able to function independently online, describe what support or training you could put in place and the research you have done around this.
	Also consider language supports here. Outline the supports you could provide if certain family members needed assistance, for example with Roman alphabet keyboards or translation of online services where necessary.

#### **Additional Resources**

• The Money Advice and Budgeting Service (MABS)

#### Section 3 - Ongoing Supports: Establishing a Life in Ireland

The resettled family can make a life for themselves in Ireland, including accessing community activities, medical care, language skills, education and employment.

Question	Guidance
Irish Residence Permit (IRP)	
3.1. How will you assist the family to register for their Irish Residence Permits (IRPs) as soon as possible, ideally within 7	The family will be required to register with the Immigration Service Delivery (ISD) part of the Department of Justice within 7 days of arrival.

days of arrival? Where will the family have to go to do this and who will accompany them? (Note that you may have to arrange the appointment before the family's arrival)

Describe the steps you have taken to prepare for this and the research you have done around it.

#### **Outline:**

- The steps you have taken to contact your local Garda station. It is helpful to contact the station in advance of the family's arrival to ascertain if the family can register locally or if they are required to travel to another city/town;
- The travel arrangements you have made or will make for appointments;
- Who from the group will be able to accompany members of the household to appointments;
- Who can explain the requirement / purpose / limitations of the Residence Permit if necessary and;
- How an interpreter will be sourced.

Also remember that, outside Dublin, the family will be required to make a return trip at a later date in order to collect their Residence Permits in person. This will require further transport and potential interpretation arrangements.

Outline who will take responsibility for this.

#### Personal Public Service Number (PPSN) Registration

3.2. How will you assist the family to register for their Personal Public Service Numbers (PPSNs) as soon as possible, ideally within 7 days of arrival? Where will the family have to go to do this and who will accompany them?

Describe here the research you have done and preparation you have made around assisting the family to access PPS Numbers.

#### Please outline:

- Efforts you have made to contact and identify your nearest PPS Number Allocation Centre, which will be an Intreo office;
- Efforts you have made to obtain and familiarise yourself with the required processes, forms and documentation;
- The address of your local Intreo office;
- When, following the family's arrival, you hope to arrange an appointment for them;
- Who will make the initial appointment;
- Who will accompany the family on the day and;
- How you will source an interpreter if required.

N.B. the family cannot access Social Welfare Payments without a PPS number. It is therefore imperative that they obtain PPSNs as soon as possible.

It is a good idea to contact your local Community Welfare Officer and Citizens Information office in advance for advice on processes and documentation, especially personal documents e.g. passports. **Describe here your efforts to do this.** 

Outline who in the group will take responsibility for this.

#### **Social Welfare Support**

Please note that when researching the below supports, it is advisable to contact your local Community Welfare Officer and Citizens Information service for guidance and up to date information. Please describe your efforts to do so, where relevant, in support of each section.

3.3. Have you identified the nearest social welfare branch office or Intreo centre to where the resettled family will live?

YES/NO Details:

Please provide the address of your nearest social welfare branch office or Intreo centre.

Describe how you will assist the family to access the social welfare branch office or Intreo centre, especially if they are not easily accessible from the family's accommodation.

Outline who in the group will take responsibility for this.

When do you intend to make an initial visit with the family to your nearest social welfare branch office or Intreo centre?

3.4. How will you support the resettled family to make a claim for social welfare income when they arrive? Where will the family have to go to do this and who will accompany them?

Please set out how you will support the family to make a claim for social welfare income.

#### Please outline:

- How you will ensure that the family is able to make a claim for social welfare income as soon as possible after their arrival (note that the family will be required to have obtained PPS Numbers prior to making a claim for social welfare income);
- Who will be responsible for helping the family to make the necessary applications and;
- Who will accompany the family appointments and organise interpretation services as necessary?

You will need to demonstrate here that you have researched and are aware of the application requirements and the logical application order for PPSNs, social welfare supports and HAP, and have prepared accordingly.

For example, the family is required to have obtained a PPSN in order to apply for other State supports.

Recall from Section 3.2 that the family will need to obtain PPSNs as quickly as possible. This will affect how quickly they can access social welfare and other State services and supports. This means that you will need to ensure that they have an appointment as soon as possible; and that they have the required documentation for the

	application. In some instances, you may be able to book appointments in advance of the family's arrival or prepare some of the forms in advance.
3.5. What information have you gathered so far around social welfare supports? (e.g. have you familiarised yourselves with relevant forms; made an application timeline; asked Citizens Information/Intreo/your local social welfare branch office for information?)	Describe here the efforts you have made to research the welfare supports the family may be entitled to.  If one or more members of the group are familiar with the workings of the Department of Social Protection / the welfare system, and can take the lead on this, please mention that here.  You should be aware of and have access to the following forms/supports:  - UP1 – Jobseekers Allowance – This is the form required for claiming the main benefit for the family.  - Jobseekers Claim Part B – This form is connected to the UP1 and further assesses the applicant's situation such as availability of public transport, size of town, etc.  - Application for Jobseekers Allowance Means Test – This form assesses assets held by the family in order to determine claim.  - Supplementary Welfare Allowance (SWA.1) and Request for Nominated Payment (SWA.22.A) – The Supplementary Welfare Allowance will help to provide the family with income before their jobseekers claim is processed.  N.B. The family may be eligible for other supports and therefore require other forms, depending on their individual circumstances.
3.6. How much social welfare income do you calculate the resettled family are likely to receive each week? (€) (Please provide detail, e.g. Job Seekers Allowance, Supplementary Welfare Allowance, etc.)	Please outline the projected weekly income and type of welfare payments you have calculated for the family. Note that this is only an estimate.  Outline how you have calculated this amount.  Please detail here when you anticipate that the family will be able to access this income, based on your arrangements and projected processing times for PPSN etc.
3.7. What steps will you take to ensure that any Child Benefit Payment will go directly to the mother?	Child Benefit is normally paid to the child's mother or step-mother. In certain circumstances it can be paid to the father, for example if the mother is deceased or If the child does not live with their mother or step-mother.

It is important that the mother of the family is aware of this and made aware that the benefit can cover some of the costs of raising a child in Ireland.

Please briefly outline how you will ensure that the mother in the family is aware of this.

#### **Healthcare supports**

3.8. How will you support the household to register for medical cards? Who in the group will take responsibility for this?

Describe here how your group will help the household apply for medical cards. Outline the research and preparation you have made towards assisting the household to apply for medical cards.

When do you intend to assist the household with their application for medical cards?

Outline who in the group will take responsibility for this.

- 3.9. What steps have you taken/will you take to identify and contact local GPs in advance of the resettled family's arrival?
- 3.10. How will you assist the family to register with a local GP, ideally within one week of arrival? Who will accompany the family to the GP?
- 3.11. Is your chosen GP familiar with the HSE telephone or inperson interpretation service? Is this service available to your local GP?

Outline the steps you have made to identify a suitable GP and local doctor's surgery ahead of the family's arrival. If you have found a surgery with space on their books, please provide the address here. Describe your plans to notify the GP in advance of the family's arrival.

Outline the steps you have taken to check what information family members will need to bring with them to the GP when they first register or attend an appointment, e.g. medical history, which may need to be translated.

Describe any travel arrangements that may be necessary for the family to attend appointments, and how you will assist the family with this.

#### Note:

It is advisable to pre-book appointments to register the resettled family members with the GP within one week of their arrival, unless there is a preexisting medical condition which requires earlier registration. Describe how you will ensure the family have the opportunity to register with the GP as soon as possible, keeping in mind what is practical for them.

Describe here arrangements you have made to ensure that there can be an interpreter present for GP appointments if necessary.

Note:

	<ul> <li>Your local surgery may be able to provide an interpretation service, either via phone or inperson. Describe steps you have taken to ascertain whether your GP is familiar with this service and whether it is available.</li> <li>Many people will prefer a same-sex GP (and interpreter when using this service).</li> <li>Outline who will be responsible for helping with this.</li> </ul>
3.12. How will you assist the family to register with a local dentist? Who will accompany the family if needed?	Describe the research you have done around locating and contacting the nearest dental clinic and HSE Dental Clinic (for children up to 15) in your area.  Please provide the address and any relevant details here.  Outline any steps you have taken here to budget for costs that may not be covered by the household's medical cards. Your chosen dentist may be able to assist you with estimating costs.  Note:  - Not all private dental clinics will provide services to medical card holders. You can check with the dental clinic or with Citizens Information to check if a particular clinic accepts medical card holders. Additional treatments are available to medical card holders who have certain medical conditions.  - Many people will prefer a same-sex dentist (and interpreter when using this service).  Outline who will be responsible for accompanying the family to their appointments and helping them through the registration process.  Outline when you intend to introduce the household to the dentist.
3.13. Have you checked with your GP and dentist to see if they will accept medical card holders? If not, what steps have you taken to ensure that the family will be able to register with a local GP and dentist, given that they will hold medical cards?	Describe here any research you have done around the GP and dental services available to adults with a medical card.  It is important to check with GP and Dental Practices in advance of the family's arrival to make sure that they will accept medical card holders.  N.B. The HSE will assign a GP to a family if 3 GPs won't accept new patients or medical card holders. Keep a log of your contacts with GP services and, where relevant, their stated reason for not permitting the family to register with

them. This may prove useful when contacting the HSE if necessary.

3.14. Have you identified any appropriate mental health services and specialist services in your region, where available, such as for victims of torture, and gender-based violence?

Describe steps you have taken to research mental health and psychosocial supports that may be available to the family if required.

YES/NO Details: Describe here any enquiries you have made with your RSO, health professionals or any local, regional or phone-based support services for victims of torture, gender-based violence, or those with mental health issues, etc. If you have considered any associated transport requirements, describe those here. Consider where in-person services are located.

Outline who will be responsible for this, including connecting the family with supports and conducting research.

#### **Educational Support for Child/ren**

3.15. How will you assist the family to register their child/children with local schools as soon as possible, ideally concluding registration within 2 weeks of arrival? (Note that you may have to arrange an appointment with the school/s or local Educational Welfare Service before the family's arrival). Who will take responsibility for this?

Outline here the steps you have taken/will take to register a child or children in a local school.

Outline who in the group will be responsible for this.

#### Please outline:

- If you have identified spaces in (a) local school/s:
- Any research you have done around the requirements to register a child in a school, e.g. requisite documentation, when you anticipate the family may be arriving and, based on this, whether they will qualify for the Back to School Allowance:
- Any research you have conducted around the Back to School Allowance and any other potential sources of support for school-going children;
- Any supports that schools can offer around English language provision;
- Any other learning supports that are available, as well as social supports including 'buddy systems' and orientation that schools can provide:
- If there is a school bus route near the family's home or facilities such as a 'walking bus' and;
- Where relevant, the ethos and approaches of the schools in your local area.

#### Note:

 The Back to School Allowance is only available for select months ahead of the beginning of the school

3.18. How will you supplement

term September. Consider the school's uniform policy, the books and accessories needed, and transport routes to the school. If applicable, outline your budget for initial uniform, essential stationery and accessory costs. Consider how you could support the household to independently budget for this, depending on their anticipated arrival time. Describe any research you have done in relation to the items the school may be able to provide. Note that at this stage you will not know the makeup of the family and therefore may have to contact both primary and secondary schools and research a wide range of supports. Describe your research here in relation to the 3.16. What additional supports may be available to assist the additional educational and social supports and child/children especially during the extracurricular activities that local schools can first 6-12 months in school? provide. Specify if the school/s can provide additional psychosocial support in a school context, should the child/children require **English for Speakers of Other Languages (ESOL)** 3.17. How will you arrange formal Note and demonstrate any research you have done English language tuition for adults around where the family's nearest language school/s as soon as possible, ideally within is/are located. This should be an ACELS recognised a month of arrival (depending on English Language Teaching Organisation. If it is a the needs of the family)? Note considerable distance from the family's home, how that formal English language can you assist with transport arrangements? tuition should be provided by a Does your group include a member who is a qualified suitably qualified ESOL teacher. Who will take responsibility for **ESOL** English language tutor, or do you have access to a qualified ESOL tutor? If so, name the group this? member or connection between the ESOL tutor and the group. Mention any efforts you have made to contact a tutor prior to the family's arrival who would be available to provide regular lessons. Also, describe here how you intend to budget for the cost of any English language tuition, qualification and certifications, e.g. that may be helpful for employment. Outline when you anticipate the family might start accessing English language tuition following their arrival, and how you will facilitate the family to access English language tuition at a pace that suits them.

Describe here your plans to organise regular English

formal English language tuition with less formal conversational English practice?

language practice in a way that also accommodates the family's preferences and capacities.

Outline your plans to arrange regular meetups, and how you would plan this with the family. Note down which members of the group are available to meet for informal language / conversational practice, remembering to take into account additional dynamics such as gender balance.

Demonstrate here any relevant research, including access to free services such as Fáilte Isteach, a community project in which volunteers help welcome migrants through conversational English classes and SPEAK, an online platform that offers free facilitated conversational classes in multiple languages, including English.

Outline other programs and supports for language learning outside of classes such as conversation circles, online learning, and phone apps.

3.19. Have you identified any local opportunities for the family to achieve English language qualifications that will support access to employment and education?

YES/NO Details:

Note your steps to contact your nearest Education and Training Board (ETB) or Intreo office for any information on English language courses that offer recognised certification tailored towards employment and education.

Mention here any group member who is familiar with employment and/or language education who can assist with this. If you know any members of the community who could offer tuition, please describe any steps you have made to contact them.

Describe any research you have done around available funding from your local authority for childcare provision to enable parents/carers to access ESOL lessons.

Outline when you anticipate the family members might benefit from relevant English language qualifications, keeping in mind that the family may wish to settle in before accessing vocational language support.

It is also important to consider what childcare arrangements may need to be put in place while the parents take ESOL lessons.

#### Access to Employment, Education etc.

3.20. How will you provide assistance regarding access to employment, including development of curriculum vitae,

Set out how you as a group can provide support around employment, CV development and qualification recognition.

education and recognition of qualifications etc.? Who will take responsibility for this?	Your Intreo office can assist with developing curriculum vitaes and identifying vocational courses or other training schemes. Identify who from the group will introduce family members to their local Intreo office (see above).
	Note any preparations you have made for an interpreter to be present, if required.
	Identify here the relevant authorities, e.g. Quality and Qualifications Ireland (QQI), who can assist with assessing qualifications, qualification transfers etc.
	Describe how your group can assist those who are ready for employment in understanding the job search process, interview process, job readiness courses, and channels to find a job.
	Job searches may occur on the internet, or through employment agencies, mailing lists, employment bulletins, and social networks.
	Outline how you will support the family to seek and access employment, while also respecting their individual pace and preferences.
3.21. What volunteering opportunities have you identified for the resettled family, if any, in the local area?	Note the steps you have taken to identify any initial volunteering opportunities etc. in the community that may be of interest to the family. Note that everyone is different, and the family therefore may not be interested in the opportunities that you have identified.
	List any that you have come across so far and any connections with group members who could introduce the family to these opportunities.
	When do you anticipate that you would introduce the family to these opportunities, if interested?
3.22. How will you assist family members to obtain an Irish driving licence, if desired?	Describe any research you have done on the applicable laws around recognition of foreign driving licences.
	Describe any steps you have taken to familiarise yourself with the NDLS requirements for obtaining a driving licence in Ireland. If a family member wishes to replace or obtain a new driving licence, outline here how you could support them.
	Please mention here if you have identified any driving schools or instructors in the area with which the family could complete the 12 hours of Essential Driver Training. Describe how you might source an interpreter, if needed.

Consider insurance costs and how these will be covered. Consider gender preferences for instructors and interpreters.

How will you ensure that the family is supported to access driving licence/s and necessary tuition when they need to? Note that many jobs require an Irish or recognised driving licence, and therefore it may be particularly helpful for accessing employment as well as autonomy. Note also that you may have to budget to support the family with this.

Identify who in the group is responsible for this.

#### **Community Involvement**

3.23. What local community activities have you identified that the family could be linked in to if they so wish? These might be both within and without the sponsoring group, and may include children's playgroups, coffee mornings, local clubs, local events, etc.

3.24. How will you support the family to attend these community activities?

3.25. What places of worship have you identified in your area? (Please note that at this stage you will not know the religious identity, if any, of the family being resettled to your community)

Identify here any local community groups who may be willing to help welcome the family. Consider gender balance, age and identifying activities for different members of the family.

Note here if any members of the CSG are members of other societies or clubs in the local area.

Note any youth clubs or places of worship that offer community activities.

When do you intend to introduce the family to these activities if they are interested?

Consider the potential religious beliefs of the family.

List any local mosque/church/other appropriate places of worship. If these are a considerable distance from the family's home, describe how you plan to assist with transport arrangements.

Who in the group will be responsible for helping with this?

#### **Interpretation and Translation Services**

3.26. Have you sourced locally available interpreting services that will be available to the family? **YES/NO Details:** 

You will need to demonstrate that you have budgeted for and have access to sufficient interpretation services, particularly in the early stages but also throughout the sponsorship period.

How will you identify and sustain interpreting services?

Outline who in the group will be responsible for this.

The provision of sufficient, quality and confidential interpretation and translation is essential particularly for early communication with resettled families. It should be borne in mind that people from some cultures may feel more comfortable talking with someone of the same sex and similar age. Family members, especially children, and friends should not be used as interpreters. The Department of Social Protection and the HSE will provide free interpretive and translation services for relevant appointments, if advance notice is provided.

Please be aware that there is no regulation of interpretation in Ireland and quality may vary.

3.27. If applicable, how have you budgeted to pay for professional interpreting services? **Details:** 

Explain how costs associated with interpretation will be met. Mention here any back-up arrangements including access to a telephone or text support for interpretation.

Outline arrangements you have made for an interpreter who will be available to accompany family members to meetings, GP appointments, etc. Provide details of any informal interpretation supports you have sourced, including a member of your group, friend or neighbour for e.g. social settings. Please note the language you have prepared interpretation supports for, e.g. Arabic.

Professional interpretation services can be expensive, so it is a good idea to have people in your group's network who can provide informal interpretation supports. However, in some situations, informal interpretation solutions may be inappropriate - for instance for medical or dental appointments. Therefore, it is important to budget and plan so that the family can access professional interpretation supports where necessary.

#### **Achieving Independence**

3.28. Can you briefly outline what your groups' strategy is to ensure the family attain independence when the 18-month sponsorship commitment ends?

You should outline how you will support the sponsored family to become self-sufficient and independent beyond the sponsorship period of 18 months.

This includes phasing out the family's reliance on the group and providing only as much support as the family needs.

Your group should continually work with the family towards self-sufficiency throughout the sponsorship period.

Some benchmarks of self-sufficiency include, but are not limited to: proficient English language skills obtained, employment/self-employment secured with sufficient income to cover living expenses; and, the ability to conduct

day-to-day tasks such as paying bills, paying rent, budgeting, navigating the local area and accessing local transport networks and learning to drive.

Your group could draft a Planning for Independence strategy at the beginning of the sponsorship process, and revise it on an ongoing basis based on discussions with the family and how their situation unfolds.

#### **Additional Resources**

- ISD information on obtaining an Irish Residence Permit (IRP)
- List of PPS number allocation centres nationwide
- Accreditation and Coordination of English Language Services (ACELS) list of recognised language schools nationwide
- NDLS Information on obtaining a driving licence for holders of non-Irish driving licences
- HSE GPs who accept medical cards
- About the Irish Health System: a guide for refugees and other migrants (English & Arabic)
- HSE Medical card application process
- Information on social welfare payments available from the Department of Social Protection
- Irish Translators' and Interpreters' Association
- Local Educational Welfare Service
- Quality and Qualifications Ireland
- BITC RISE and EPIC employability projects

#### Section 4 – Accommodation

The group has sourced suitable housing for a resettled refugee family prior to their arrival.

One of the primary and more difficult challenges your group may face is finding suitable housing for the resettled family for the duration of the sponsorship period (2 years).

Finding suitable housing can take time, so it is recommended that your search starts as soon as possible, ideally as soon as your initial application as a Community Sponsorship Group has been approved.

Your group will be responsible for the payment of the deposit and any rent payable in advance of the family's arrival. Any rent paid by the group in advance of the family's arrival is non-refundable under HAP. It is therefore recommended that groups only commit to housing once they have almost or fully completed the other components of the Settlement Plan. Remember that it will take time to

**complete the other parts of the preparation process.** This includes fundraising the required amount; compiling your Settlement Plan; Garda vetting for all group members; completing the Tusla e-learning training; and composing a group Child Safeguarding Policy.

Therefore, you may submit Sections 1 - 3 for approval even if you have not yet secured accommodation. You may then submit Section 4 once you have secured suitable accommodation. This will help to expedite the application process between sourcing accommodation and the family's arrival.

When budgeting for rental costs, it is important to be aware that:

- As above, your group will be responsible for all rental costs prior to the family's arrival
- Your group will be responsible for the cost of deposit
- Your group may also have to pay rent upfront for 2-3 months while the family's application for HAP is being processed
- To apply for HAP, the family must first apply to be put on the local authority's social housing list. Second, once approved, they will need to apply for HAP
- A portion of the rent paid in advance of HAP being approved may be refunded, dating back to the point of application for HAP. Note that this is paid back in arrears, and therefore you should budget accordingly to cover this month's rent upfront
- Local authorities may grant a 20% top-up to the standard HAP rate available to the family. For example, for a HAP payment that covers rent up to €950, the threshold may be increased to €1140. However, be aware that local authorities do not always immediately approve the 20% discretionary top-up for HAP payments. Prepare a contingency budget so that you can cover this additional amount in case this occurs
- Private rental accommodation can be expensive, and is not always fully covered by HAP. Consider how you or the family will pay the differential
- Remember that the family will also have to pay a weekly amount to supplement the HAP payment. This is required for the local authority to continue to pay HAP to the landlord. This amount will be equivalent to a percentage of their income, around 12-15%

Housing support does not replace existing entitlements. Rather, it is a commitment to ensure that housing has been identified and is available upon arrival in the destination community and will remain so for 2 years. In the plan you will be required to show, in detail, that you have addressed this essential criterion.

Question	Guidance
4.1. Have you secured suitable accommodation available to the resettled family for a period of 24 months?  YES/NO	Please demonstrate here that the accommodation is available for the family for a minimum period of two years from their date of arrival. Please also provide the property's address here and specify the potential capacity of the accommodation in compliance with

If appropriate, please submit Sections 1 - 3 of your Settlement Plan and other relevant documentation for pre-approval. Please provide the property's address:	guidance from the local authority on occupation levels.  Describe the property here: Is it an apartment or a house? How many bedrooms are there in the property? What family size / make-up will the property be able to accommodate?  The Housing Act 1966 considers a property to be overcrowded if:  1. The number of people who sleep in the house, and the number of rooms, are such that any two people older than ten years of age and of the opposite sex, and unmarried, must sleep in the same room; or 2. There is less than 400 cubic feet of air per person in a bedroom.
4.2. If you know it, what is the earliest date that you think you would be able to welcome a resettled family?	State when the accommodation will become available, i.e. the family's earliest move-in date.
4.3. Have you verified that the property meets the Standards for Rented Houses Regulations 2017 and 2019 and the local authority guidance on occupation standards? (Your RSO will be able to help organise an independent inspection) YES/NO Details:	Outline the steps you have taken to ensure that the accommodation you have sourced for the family meets the 2017 and 2019 Regulations and guidance on occupation standards.  The housing sourced must meet the standards set out in the Standards for Rented Houses Regulations 2017 and Housing (Standards for Rented Houses) Regulations 2019. Your local authority will be able to assist you with ensuring that the house is compliant with these standards. Your RSO will be able to help organise an independent inspection of the property.  You must submit an independent inspection certificate along with your settlement plan.
4.4. How much is the rent each month (please state in €)?  Details:	State how much the rent is per month for the property.
4.5. Is the property a private rental property whose rent will be supplemented via HAP?  YES - Go to 4.6.  NO - Please detail below details of the accommodation, including how it will be funded and secured	Describe here the nature of the lease, including whether it's rented privately, and whether the family will be using HAP to supplement rent payments  If Housing Assistance Payment (HAP) is not being used to supplement rent payments, provide details of how the accommodation is funded and secured for the required period of 24 months. Mention here if you have

for the required period of 24 months; and go to 4.9.	sourced a donated property and if so, what the terms of the lease or license agreement are.
4.6. How will you assist the family to apply for HAP with your local authority? Who in the group will be responsible for explaining the HAP scheme to the family and assisting them with their application?	Describe your efforts to contact the relevant Housing Officer in your local authority for information and advice relating to HAP applications.  HAP is a form of social housing support provided by all local authorities. HAP means that local authorities can provide housing assistance for households who qualify for social housing support. Under HAP, local authorities will make a monthly payment to a landlord, subject to rent limits, on behalf of the HAP recipient. The HAP recipient will then pay a weekly rent contribution to the local authority. The rent contribution is a differential rent – that is, a rent set by the local authority based on income and the ability to pay. You should discuss with the Housing Officer what is the most efficient way to get all paperwork completed and get the HAP payment processed as soon as the family arrives.
4.7. How much is the Housing Assistance Payment (HAP) rate for the size of property your group has secured based on estimated family size (please state in €)?	State the estimated HAP payment you expect the family will receive and outline how you have calculated this. The current HAP rates are available on the <u>Citizens Information website</u> .
4.8. Is the accommodation affordable and sustainable for the family, considering the social welfare income, including HAP, the family will receive?  YES - (please provide detail below)  NO - (please explain how you will ensure that the resettled family can afford their rent and all other essential household expenditure)	Demonstrate that the rent is affordable and sustainable, considering HAP rates in your local area that the resettled family may be entitled to.  If the cost of rent is not fully covered by HAP, explain here how you will ensure that the shortfall can be paid each month. For example, describe here how you could assist the family to pay this; or if you intend to pay for this out of the funds you have raised as a group.  It is important that sponsor groups help families to become self-sufficient as part of successful integration. It is important to have a conversation with the family about rental payments and to see what they are comfortable with. If, as a group, you plan to pay the difference in rent on behalf of the family, consider how long you intend to do this for; and, as you reach the end of the sponsorship commitment period, how you will assist the family to become financially self-sufficient and able to independently finance rental payments.

4.9. Please confirm that the property will be appropriately furnished in time for the family's arrival.  YES/NO	Provide details of the furnishings and appliances in the property.  The condition and contents of the property need to comply with the Housing (Standards for Rented Houses) Regulations 2017 and 2019. For example, the property needs to be fitted with certain white goods and appliances. The property also needs to be fully furnished and in an appropriate condition.
4.10. Does the property provide adequate privacy?  YES/NO Details:	Describe any features of the property which will provide the resettled family with adequate privacy.  The property must be own-door and not rooms in a house share.
4.11. How will you help the family to register with utility companies and make appropriate arrangements for payment? Who in the group will be responsible for explaining utility obligations? (Note that utilities will need to be in place prior to the family's arrival)	Set out your arrangements for registering the household with utility companies. What are payments likely to amount to and how will they be made? Describe how your group plans to help pay for utilities until the resettled family is in receipt of social benefits. Outline how you will communicate how heating systems and billing works.
	Outline who the contact point will be in the case that appliances break down, and how you will make sure that the family is familiar with this person and their role.
	Consider here potential language barriers and describe how you might overcome these, e.g. through translated information in a welcome booklet or through an interpreter etc.
4.12. How will you provide the family with information (including in the appropriate language) about the property, including, for example, health and safety and utilities?	Describe any plans to provide an information booklet that details the basic safety features of the new home (e.g. telephones, appliances, other basic household equipment and objects that might be unknown or confusing to figure out), household services and utilities, appliances 'how to' guides, and health and safety information.
	This could form part of the welcome booklet you provide the family on arrival but be conscious not to overwhelm the family with too much information immediately on their arrival.
	Orientation information about the property and locality should be delivered to the family in a phased manner through an interpreter and a translated information booklet. The family should be provided with essential information upon their arrival and other non-essential information can be provided once they have had an opportunity to settle

	into the property. Essential information would include information about the safety features of the property, other health and safety information, the safe operation of appliances and what to do in case of an emergency.
4.13. Who in the group will act as the contact point in case of any emergencies or accidents? How will the family be made aware of this point of contact?	Name the contact point in the group in the case of emergencies or accidents. Describe how you will introduce the family to this person and share their contact details.  You may consider creating a contact and address book for the family and speed dial keys on a phone for particularly important contacts.
4.14. Is the property adequately connected to public services, transport, and the local community? How will the family be made aware of these services?	Describe the location of the family's accommodation in relation to key local public services, transport and the local community.  Families will require access to key state and community services. This includes doctors, dentists, schools, further education, English language tuition, shops and local amenities. Community supports such as local groups and sports clubs are essential to support good integration and community connections. The property should be located within easy reach of the wider community to enable a meaningful community integration process. You will need to detail how you will ensure appropriate transportation is available to the family to access these services. This could include assigning 1-2 group members as designated drivers.
4.15. Does the property have safe electricity and/or gas supplies with adequate ventilation and lighting? <b>YES/NO</b>	State recent repairs and replacements, e.g. if the boiler etc. has been replaced or serviced, or if it has been tested for safety of supply.  Adequate ventilation, lighting and safe electricity and gas supplies are required for rental accommodation under the Housing Standards Regulations 2017 and 2019. If you arrange for the property to be assessed in accordance with the Housing Standards Regulations, this will form part of the assessment and you can refer back to this assessment.
4.16. What do you anticipate will happen at the end of the two-year rental commitment period if the property is no longer available to the resettled family?	Outline here how you will assess the housing needs of the family before the sponsorship period comes to an end. Detail what steps your group has made/will make to ensure the family have access to suitable accommodation after the sponsorship period ends.  You might consider the affordability of your local area and the preferences of the landlord. It is important to speak to

the family about this on an ongoing basis and to support them with their choices. It is a good idea to revisit this question periodically through the sponsorship commitment period. 4.17. How would you support the Outline here how you could support the family to find resettled family to find and move and move into alternative accommodation following into alternative accommodation if (or during) the sponsorship commitment period. required? Being forced to change neighbourhood and/or downsize may impact the family's integration. Note that you may have to support the family to find alternative private rental accommodation or social housing. It's important to speak to the family about this if it is a possibility and to support them to make decisions around their accommodation arrangements. This may include providing them with information around the accommodation options available in your local area and things like deposits, references, HAP, affordable areas and so on. If you have done any research around transitioning into social housing or finding accommodation on the private rental market, it is worth including it here.

#### **Additional Resources**

**Application Checklist** 

- Housing Assistance Payment (HAP) Scheme
- The Irish National Organisation of the Unemployed: Working for Work Handbook
- 2017 (Standards for Rented Housing) Regulations 2017 Irish Statute Book
- 2019 (Standards For Rented Houses) Regulations 2019 Irish Statute Book
- RTB Guide to Minimum Standards for Rented Residential Accommodation Leaflet
- Citizens Information Minimum standards for rented housing

## PLEASE COMPLETE ALL SECTIONS OF THIS FORM BEFORE SUBMITTING PLEASE SUBMIT THIS FORM TO YOUR RSO ALONGSIDE THE FOLLOWING:

# [□] Completed Settlement Plan, Sections 1-3 [□] Evidence of completed Garda Vetting for all group members [□] Group Child Safeguarding Policy

□ Proof of completion of Tusla Children First e-learning module for all group members
 □ Group bank statement evidencing funds raised to date
 Once you have sourced suitable accommodation for the resettled family, please also submit the following:
 □ Completed Settlement Plan, Section 4
 □ Evidence of accommodation secured for a period of 24 months
 □ Evidence the accommodation meets the minimum standards for rented accommodation (Inspection Certificate)

CSI Guidance for Sponsors' Settlement Planning

Version 4, Nov 2022

