

# Kirklees Refugee Move-On Service

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## About the service

The Move-On Service is for single people who have been awarded:

- Refugee Status in the UK
- Leave to Enter
- Leave to Remain
- Humanitarian Protection
- Discretionary leave.

Each person using the service will have their own bedroom in a house shared with others, plus a package of housing related support. We can support up to 16 people at any one time.

The support we offer helps refugees become familiar with life in the UK and will help them build up daily living skills. Most importantly, we offer a temporary place to live until longer term accommodation can be found.

## Our aims are to:

- help refugees look for, apply and move into permanent housing within nine months
- promote options and choices helping people become independent and self-reliant
- help people with leave to remain integrate in the UK and their local community, use their skills and get involved in new things.

## How much will it cost?

The support you receive is funded through Supporting People and this is free to service users. There will be rent and Council Tax to pay plus charges for utilities like gas, electricity, water and the furnishings we provide.

The amount you will have to pay will vary depending on your income and your individual circumstances. If you receive Income Support or Job Seekers Allowance, Housing Benefits may pay all the accommodation charge. If you are on other benefits, or you are working, you may have to pay part or all of the charges.

It is very important that you keep your payments up to date.



This is one example of the properties we have available. A five bed roomed shared house close to Huddersfield town centre.



## How to apply

You can apply to the service by contacting us in person or via somebody else. This might be another agency, a family member, friend or carer. The first thing we need when accepting a referral are details of name, current address and contact telephone number.

Once we receive the referral details we will make contact within seven days to arrange an assessment of need. During the assessment we look at the amount of support needed, the length of time since becoming a refugee and how much other support is available from other sources. We will need to see proof of positive immigration status at this point.

Following the assessment we aim to make contact within seven days with our decision. This will be to offer an immediate place or a place on the waiting list. If we feel the Refugee Move-On Service is not appropriate we will explain the reasons for this in writing. We will also make every effort to find alternative support. If you disagree with our decision you have the right to appeal.

## **What to expect from the refugee Move-On Service**

Each person accepted onto the scheme will have a designated support worker who will visit on a weekly basis. An assessment of need is carried out on the first appointment and we encourage refugees to fully participate in this and share their thoughts on what their needs are. A support plan will then be drawn up and reviewed on a regular basis or as and when requested.

A friend, family member, advocate or any other professional is welcome to take part in the assessment and in the agreeing of support plans.

## **What do we expect from people who use our services?**

You will be expected to:

- meet with a support worker on a regular basis to discuss progress towards your goals and record your achievements
- ensure terms and conditions of the licence agreement are followed. If any conditions are breached then the accommodation and support package may end
- treat other service users and staff fairly, without discrimination and with dignity and respect.

Licenses can also be ended if there are any incidences of anti-social behaviour.

## About Supporting People funding

The money we receive to provide the service is from a government body called 'Supporting People.' We are monitored by Kirklees Council's Supporting People Team, who assess us on the following:

- The type of support we provide
- The quality of support we provide
- How we spend the money we have been allocated

Providing a useful and good quality service is important to us and we regularly look at ways to improve the service.

All Supporting People funded programmes provide support in five key areas. The five key areas are listed below, with some examples of the types of support somebody on the Refugee Move-On service would expect to receive.

### Achieve economic wellbeing

- Access to longer-term accommodation (council, private rented, housing association etc).
- Develop domestic life skills.
- Apply for benefits, develop budgeting skills and manage or reduce existing debts.
- Access to furniture and household appliances.
- Access to employment, education and training opportunities.

## **Enjoy and achieve**

- Build up and develop social, family and community networks.
- Access to advice about important UK laws and customs.

## **Being healthy**

- Develop a healthy lifestyle and support to access healthcare services, or specialist drug and alcohol services.
- Understand the importance of personal hygiene, cleanliness at home and how to use laundering facilities.

## **Stay safe**

- Help to identify and manage risk – this might be risk to the person, risk to the home, or risk to other people.
- Advice on hazards within the home.
- Help with looking after and maintaining the home and learning how to identify and order repairs.
- Build up an understanding of rights and responsibilities in the UK.

## **Make a positive contribution**

- Understand about anti-social behaviour issues.
- Awareness of equality and diversity and support to help recognise and challenge inappropriate behaviour and how to report discrimination or hate crimes.
- Understand the benefits of becoming more involved in the wider community and use their skills to benefit themselves and others.

## **Consultation and feedback**

We like to use the feedback of customers to help us get better. In order to achieve this we provide support for people to get involved and use different ways of encouraging participation. This might be through group forums, consultation away days, reviewing policies, feedback surveys etc. Where we can, we will use comments and feedback to change how we do things.

## **Confidentiality**

We operate within Kirklees Council's Confidentiality Policy which means we will not give out personal information without permission. The exception to this is if there is a risk to personal health and safety or a risk to others. Everybody who is accepted onto the scheme will be provided with a copy of this policy.

## **Equality and fairness**

We operate within Kirklees Council's Equal Opportunities Policy which means we treat people fairly, without discrimination and with dignity and respect.

A copy of this policy can be made available if requested.

## **Complaints and compliments**

We are happy to receive comments about our service and deal with complaints. We follow Kirklees Council's complaints procedure, which means all complaints are treated seriously. Once a complaint has been received a written response will be sent out within six working days. If we need to change anything that is brought to our attention, we will try to do so and inform the complainant of this.

We know it can be difficult making a complaint. We therefore try and make things easier by offering different ways of doing so. Complaints can be raised verbally or in writing through a Move-on Service Support Worker or their Manager, or another person/agency. We can also provide information about independent agencies that may be able to offer advice or advocacy.

## Useful Contacts

### **Housing Options Centres Huddersfield**

Civic Centre 3, High Street, Huddersfield HD1 2PR

Tel: 01484 221350

**Open** Mon, Wed and Fri 9-11.45am and 1.30-4pm

Tues and Thurs 1.30-4pm

Emergency only; Mon-Thurs 4-5pm, Friday 4-4.30pm

### **Dewsbury Town Hall**

Wakefield Road, Dewsbury WF12 8DG

Tel: 0192432431

**Open** Mon, Wed and Fri 9-11.45am and 1.30-4pm

Tues and Thurs 1.30-4pm

Emergency only; Mon-Thurs 4-5pm, Friday 4-4.30pm

### **REIS (Refugee Integration and Employment Service)**

Clare House, 19 Clare Hill, Huddersfield HD1 5BS

Tel: 01484 223423

### **KASS (Kirklees Asylum Support Service)**

Clare House, 19 Clare House, Huddersfield HD1 5BS

Tel: 01484 223443

### **RETAS (Refugee Education Training Advisory Service)**

Roundhay Resource Centre, 233-237 Roundhay Road,  
Harehills, LEEDS LS8 4HS

Tel: 0113 3805630

Fax: 0113 3805631

## Contact details and further information

Please feel free to contact us for further information, advice or to make a referral.

Refugee Move-On Service, Clare House, 19 Clare Hill,  
Huddersfield HD1 5BS

Tel: 01484 223441 or 01484 223442

Fax: 01484 223436

Email: [refugeemove-on@kirklees.gov.uk](mailto:refugeemove-on@kirklees.gov.uk)

Visit [www.kirklees.gov.uk](http://www.kirklees.gov.uk)

## Information in other formats

Kirklees Council is committed to ensuring that its communication is clear, plain and available to everyone. This information can be made available in languages other than English. It can also be made available in large print, audio CD, audiotape and Braille.

Full details are available by telephoning 01484 225274.

یہ معلومات انگریزی کے علاوہ دوسری زبانوں میں، بڑی لکھائی میں، سی ڈی یا ٹیپ پر اور بریل میں بھی فراہم کی جاسکتی ہے۔ براہ مہربانی اس نمبر پر فون کر لیں: 01484 225274 (Urdu)

આ માહિતી અંગ્રેજી સિવાયની બીજી ભાષાઓમાં, મોટી છપાઇમાં, ઓડિઓ સી.ડી., ઓડિઓ ટેપ અને બ્રેઇલમાં ઉપલબ્ધ કરી શકાય છે. મહેરબાની કરી 01484 225274 નંબર પર ટેલિફોન કરો. (Gujarati)

ਇਹ ਜਾਣਕਾਰੀ ਅੰਗ੍ਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਬੋਲੀਆਂ, ਵੱਡੇ ਆਕਾਰ ਦੀ ਛਪਾਈ, ਆਡੀਓ ਸੀ ਡੀ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ 01484 225274 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। (Punjabi)

这些资料备有其它语文、大字体、语音光碟、录音带和凸字版本可供索取。请致电 01484 225274 查询详情。(Chinese)

Te informacje można nabyć w różnych językach, w powiększonym druku, na płycie kompaktowej lub na taśmie i Braille. Proszę telefonować na numer 01484 225274. (Polish)

