**Service Offer**

What can you expect from the Refugee Service as part of the Homes for Ukraine scheme?

On our first visit to you and your guests your assigned Resettlement Officer (RO) will leave their contact details (email and phone number), as well as the team email address ([asylumseekerrefugeeteam@northumberland.gov.uk](mailto:asylumseekerrefugeeteam@northumberland.gov.uk)).

RESETTLEMENT OFFICER:  
MOBILE:  
EMAIL:

Your RO will outline the support that we can offer. Each case is different, and our support is based on the individual needs identified in discussions with you as the host and your guests.

Things that are covered include:

* Help with benefits applications – what benefits are guests entitled to, help with applications and follow ups
* Advice on accessing your local Jobcentre Plus, and an explanation of the services they offer
* Help with registering with the GP’s and Dentists, and advice on seeking specialist healthcare
* Help with school admissions for children and young people, as well as advice on free school meals
* Access to English lessons for adults (including 16-18year olds)
* Advise on the support available from key services like the Council and who to contact if there are safeguarding concerns

This list is not exhaustive, and your RO will try to help with any queries that you may have.

**Regular contact**

After the initial visit we will contact you and your guest monthly (normally by email but this can be discussed with your RO). This is an opportunity for you to discuss any minor issues you may be having. Of course, you don’t have to wait until your monthly contact to raise issues or concerns – you can speak to your RO at any time. If there is no possibility that the hosting arrangement can continue after the first six months, please make this known to your RO at the earliest opportunity and they can plan an online meeting to look at the options rather than waiting until the fifth month as outlined below.

At the beginning of month five we will contact you to discuss your plans for the end of the initial six-month hosting arrangement. Many hosts are able to continue to offer accommodation and support to their guests, but in some cases either the host or the guest wants to consider the alternatives. Your RO will give some basic advice which may help you to decide.

At the beginning of the six month the RO will arrange an in person visit to you and your guests to go through the options that are available in more detail. Depending on what you both decide the RO will also help with any applications that need to be made. Further details are available in the advice about housing options in Northumberland.

**Post six months**

Your RO will continue to offer support to you and your guests and will continue to make contact monthly to check that there are no issues or concerns.