

Lambeth
**SANCTUARY
SERVICES**



Lambeth

Welcome Pack



For arrivals on the Afghanistan Citizens Resettlement Scheme (ACRS) and Afghan Relocations and Assistance Policy (ARAP)

Welcome to the Borough of Lambeth and your new home.

We would like to extend a warm welcome to you and everyone arriving from Afghanistan. We are a diverse and inclusive borough with a rich and vibrant history. As a council we have and will continue to support all sanctuary seekers who arrive in Lambeth and help them to settle into the borough, so they feel happy to call Lambeth their home.

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Introduction

Lambeth is a Local Authority (or council). Councils such as Lambeth are responsible for delivering important local services and facilities in their area such as:

- Providing advice and assistance covering employment, benefits, housing, health, and education.
- Provide advice and referrals to specialist public health services to support with specific needs e.g., mental health services, adult social care, and children's services.
- Support you should you become homeless.
- Support you to integrate into your local communities.
- Work to ensure your community is safe and clean/free of waste.
- Are responsible for looking after the local environment such as parks, roads, and buildings.

Websites:

- www.lambeth.gov.uk
- www.lambeth.gov.uk/lambeth-sanctuary-services

Councils are also responsible for working with the Home Office and other sections of the UK government to deliver meaningful projects and refugee resettlement programmes such as the Afghanistan Citizens Resettlement Scheme (ACRS) and Afghan Relocations and Assistance Policy (ARAP).

The **Lambeth Refugee Resettlement Programme** provides safe homes for families to settle in the borough of Lambeth. We work with estate agents and landlords to find suitable homes and provide dedicated support to both the family and landlord to make the tenancy a success and support families to lead fulfilling lives.

Your Resettlement Support



Lambeth Council will work with the charity **Single Homeless Project (SHP)** to ensure all resettled refugees are provided with a dedicated source of advice and support, so they can thrive and live independently in Lambeth.

You will be allocated your own support worker from SHP who will meet you on a weekly basis and assist with registering you for mainstream benefits and services, and signposting to other specialist services to support your health and well-being. This support includes but is not limited to:

- Assisting with the distribution of Biometric Residence Permits following arrival.
- Registering with local schools, or if Adults, English language, and literacy classes.
- Attending local Job Centre Plus appointments for benefit assessments.
- Registering with a local GP, and other healthcare providers in line with identified medical needs.
- Advice around and referral to appropriate mental health services and to specialist services as appropriate.
- Support to access employment, training, and education

SHP details:

- SHP office number: 0204 509 8411
- SHP address: 55 Bondway, London, SW8 1SJ
- SHP opening times: Monday – Friday, 9 am – 5 pm

Length of Resettlement Support

Lambeth Council and SHP will support you for a total of 3 years (36 months) from the date you moved into your new home to help you resettle. During the first 12 months, you will have your own SHP support worker who will be your main source of contact.

SHP will create a holistic support plan for each refugee family designed to support your individual needs and resettlement. In these first 12 months Lambeth's and SHP's key objectives are to work with you to:


- Develop your English language by accessing ESOL courses (English for speakers of other languages)
- Support you to access health and wellbeing services such as dentists, mental health services, and GPs.
- Support you to understand your rights and responsibilities as a tenant and resident of Lambeth.
- Support you to become financially independent by accessing employment, training, and public funds (benefits).
- Support you to navigate and understand the benefits system and signpost you to other specialist support services to build your confidence and understanding so you can do this independently in the future.

At 12 months, you will have developed skills and experience to independently access services on your own and will no longer need your own SHP support worker. They will meet with you to discuss your resettlement at 12 months and explain what happens next.

At 12 – 36 months, you and your family will be in the ‘**Step Down**’ phase of resettlement support. You will not be allocated your own SHP support worker. You will need to book a drop-in appointment with SHP via telephone. Your scheduled appointment will take place over the phone or at SHPs office in Vauxhall.

At 36 months, Lambeth Council and SHP will meet with you to discuss your resettlement journey in Lambeth and explain that your resettlement support has now come to an end. There are many support services in Lambeth, and you will still be able to access them and will now have the experience and knowledge to reach out to them on your own. We have listed a few key services in our resource booklet you might find useful.

Lambeth Council Refugee Resettlement Team



Lambeth

The Lambeth Refugee Resettlement Programme is managed by Ed Waters, the Refugee Resettlement Programme Team Manager who works closely with, Jessica Georgiou, the Refugee Resettlement Housing Officer. As a team, they work to ensure the programme is a success by making sure new and existing families are receiving the right level of support, have fair access to available services, and feel safe and welcomed in their new home and the local community.

A key part of the Lambeth Refugee Resettlement Teams role is to work with landlords and agents to find new properties to welcome new refugee families and support existing landlords and tenants with housing needs. Ed and Jess support refugee families to:

- Maintain their tenancies
- Advocate for refugee families in response to repairs and maintenance works
- Mediate communication between tenants and landlords
- Know their responsibilities and rights as a tenant
- Develop their confidence and understanding so they can live independently in the future

Specialist frontline support workers from **Single Homeless Project**, will work closely with families to provide holistic support and support Lambeth Council to help to resolve any housing issues such as paying rent on time, utilities, and repairs.

Lambeth Refugee Resettlement Team details:

- Email: refugeeresettlement@lambeth.gov.uk – 48-hour response window on weekdays
- Opening times: Monday – Friday, 9 am – 5 pm
- Address: Civic Centre, 6 Brixton Hill, London SW2 1EG

Your New Home

You must use your new home respectfully in a ‘tenant-like manner’. This means:

- Keeping your home reasonably clean
- Safety checks on electrical appliances you own
- Keeping gardens or outside areas in a reasonable state
- Making sure your home is well ventilated to help avoid condensation and mold
- Minor maintenance such as changing light bulbs or smoke alarm batteries
- Paying your rent on time and pay your utility bills (gas/electric/water)

You must report any repairs and accidental damage to your landlord as soon as possible. You might be liable to pay for any damage caused by you, your family or your guests.



You must allow access to your home at reasonable times if the landlord or someone acting for them wants to inspect the condition of the property. You're entitled to at least 24 hours written notice of an inspection. If the time is not convenient you can suggest a better time. As well as your landlord, Lambeth council will be conducting property checks at 3 – 6-month intervals.

Lambeth Council and Single Homeless Project are here to support you to communicate with your landlord and live comfortably in your new home. If you have any questions, are unsure what actions you need to take, or do not feel safe in your home, please communicate this to us.

How the Lambeth Refugee Resettlement Scheme Works

Lambeth Council ask landlords to commit to a 12-month (preferably longer) tenancy which will provide resettled families with a stable start to their new life in Lambeth. The details of the tenancy agreements are discussed before families arrive and tenancies are signed on the day of the refugee family's arrival.

Landlords are paid rent up to the Local Housing Allowance (LHA) rate. An LHA rate means a landlords will only charge up to a set rent amount in your local area. This amount is determined by the number of rooms a property has. All tenants being charged an LHA rate in the same area with the same number of rooms/house size, will pay a similar or same amount of rent.

Jess, the Refugee Resettlement Housing Officer visits the property before a family arrives to check its safety and suitability. If a family has medical needs or mobility issues, we will ask landlords for permission to carry out minor adaptations (such as handrails). This will be discussed in detail before a tenancy agreement is signed. We will make sure that the property is furnished before a family arrives.

Financial Support for Families

Your support worker at Single Homeless Project will assist you with looking for work and applying for legacy benefits, such as Universal Credit if you are not working or if you are on a low income. Universal Credit is a monthly payment from the UK government to support you with costs such as living expenses, food and travel. Other examples of benefits you may be eligible for are Personal Independence Payment (PIP) and/or Child Benefit.

To support you to resettle in your first year, you may also be eligible for Discretionary Housing Benefit (DHP). This is paid for by Lambeth Council and is additional financial support to help you pay for your rent. This benefit is not something to rely on long term. If you are eligible, you will receive this for up to a year maximum as it is expected you will be in part-time or full-time work in your first year

There is also support for:

- School uniforms for each child attending school. Cost covered will be up to £100.
- A small transport budget provided via Oyster cards.
- A local supermarket voucher to help you settle in your first 2 weeks.
- One off incentive/rent in advance/deposit paid to your landlord to secure your current home for you to live in for.

If you require any form of financial support and it is an emergency, this should be discussed with your Single Homeless Project support worker as soon as possible.

Lambeth and SHPs key objective is to work with all resettled families to support them to become financially independent. The most effective way to become financially independent is to work. You will be supported to get into part-time or full-time work in your first year of living in Lambeth.

Transport Links

Lambeth is well connected with Underground, bus and train links to the rest of the city. In total, there are over 23 rail stations in the borough including those on the London Underground, or 'tube', stations. A few key rail stations are:

- Vauxhall, Stockwell and Brixton tube stations are on the Victoria line.
- Clapham North, Clapham Common, Oval and Kennington are on the Northern line.
- Lambeth North is on the Bakerloo Line.
- Clapham High Street and Wandsworth Road are on the London Overground.
- Waterloo Station, which is one of the UK's largest transport hubs, is also in Lambeth. This has many different tube lines as well as rail links connecting London to the south of England. Brixton and Vauxhall also have national rail stations.
- There is also a large network of buses to take you anywhere in Lambeth and further afield in London.



Your First Weeks

You are most welcome to the Borough of Lambeth. We want to support you in the best way we possibly can so please don't hesitate to ask us any questions you have. Your Single Homeless Project Support Worker will be your main source of contact for immediate concerns and will be introduced to you on the day you arrive in Lambeth. They will keep Lambeth Council up to date with your resettlement in the borough.

Your support worker will support you to:

- Navigate the local area
- Set up all utilities such as council tax, gas, electricity, and water
- Signpost you to specialist services such as the Job Centre, ESOL classes, health service
- Support you to sign up with the dentist, GP, and book an initial health assessment.
- Create a detailed support plan with goals you want to achieve to help you resettle in Lambeth

Lambeth Council meets with SHP every 2 weeks to receive updates on their support to resettled families in the borough. If you need anything at all to help you settle into your new home, please don't hesitate to ask and we will do what we can to make you feel more at home.

Welcome to Lambeth! 😊