

## Post Arrival Support Visit Template

Date of Support Visit	
Who on call	<i>Names and orgs on call</i>
Group Name	
Lead Sponsor (name and org)	
Project Lead & Key Group Members	
Name of family	
Case number	
Date of arrival	
PRA name	
<i>Name of family member</i>	<i>Age</i>
<i>Name of family member</i>	<i>Age</i>
<i>Name of family member</i>	<i>Age</i>
<i>Name of family member</i>	<i>Age</i>
<i>Name of family member</i>	<i>Age</i>

Introduction	<ul style="list-style-type: none"> <li>• Thank you, introduce self, role, introduce those on call</li> <li>• Explain purpose and next steps following call</li> </ul>
<b>General Overview</b>	
How was arrival? Did it go to plan?	

<p>How does it feel like the family are doing?</p>	
<p>How are your Group? Any issues?</p> <p><i>Prompts: is support evenly distributed? Enough capacity? Any concerns?</i></p>	
<p><b>Benefits</b></p> <p><i>Prompt: Assistance with budgeting offered? Initial cash payment given? Additional Funds being made available? DHP claimed? Council Tax reduction applied?</i></p>	<p><input type="checkbox"/> Registered</p> <p><input type="checkbox"/> Receiving</p>
<p><b>Health care</b></p> <p>(Doctor, Dentist, Optician registration)</p> <p><i>Prompt: remind on interpreters for Doctors, vouchers for opticians)</i></p>	<p><input type="checkbox"/> Registered - Doctor</p>
<p><b>Education</b></p>	<p><input type="checkbox"/> Registered</p>

<p><i>Prompt: are family taking children to school unaccompanied, school communicating through Group/family? Accessing free school meals etc</i></p>	
<p><b>ESOL</b></p> <p><i>Prompt: Have classes started? Level established? Attending 8 hours?</i></p>	<p><input type="checkbox"/> Registered – Adult 1</p> <p><input type="checkbox"/> Registered – Adult 2</p> <p><input type="checkbox"/> Registered – Adult 3</p>
<p><b>Employment and Volunteering</b></p> <p><i>Prompt: any discussion regarding future ambition around employment/volunteering?</i></p>	
<p><b>Housing</b></p> <p><i>Prompt: Tenancy in family name? utilities set up in their name or plan to do so? Are family happy with</i></p>	

<p><i>housing? Plans after 2 years thought about?</i></p>	
<p><b>Settling in</b></p> <p><i>Prompt: Are family in contact with anyone outside of Group? What goals are family working toward?</i></p>	
<p><b>Any issues/questions at this stage?</b></p> <p><i>Prompt: invite questions/clarity from other attendees</i></p>	
<p><b>Next steps</b></p>	<p><i>Record here any follow ups promised, or resources/contact information to send and who will do this</i></p>