

Post-arrival planning

Following arrival day, you're going to have a lot to help the family with. They are likely to be very tired, taking in lots of information and needing to navigate systems in the UK. Be prepared for what is essential and non-essential and include the family as much as possible from the outset. Make sure you find time for yourselves and your group too.

We recommend that you:

- Ensure tasks are delegated across group members.
- Communicate regularly between group members.
- Start the [benefit registration process](#) as soon as possible
- Allow time for things to settle in.
- Regularly repeat key things that need to be done.
- Plan the timeline for key activities.
- Ensure you allow the family time to themselves – they are going through a lot.

Early days

In the first few weeks after the family's arrival, there's going to be a lot to get through. This will include starting the benefits process, gathering the necessary documents to open a bank account, completing the forms for school registrations etc. You'll be making sure the family receive their BRPs within 24 hours of a group member receiving them (usually 7-10 days within arrival of the family), and you'll be helping them to budget the initial cash payment that you will need to give them.

Give the family plenty of opportunity to spend time on their own; allow them space and time to begin to settle in.

During this time, you can start to see whether the family have everything they need. For example, if they arrive in the winter months, they may need warmer clothing - as a group, decide whether you will use some of the money you have raised to enable them to purchase this. You might also find eye tests are required and it's unlikely that much, if any, dental treatment has taken place in the last few years.

You should schedule in time to explain tenancy agreements, how rent will be paid, the [payment of utility bills](#) and ongoing costs (groups have shared with us that the idea of paying for water and for a TV license always causes confusion!). You should also find time to talk through with the family [the support you will provide](#). There are so many other things to go through – bin and recycling collections, any local events or activities they should be aware of such as UK bank holidays, and traditional events such as Halloween and Bonfire Night.

You should also explain cultural norms in the UK, for example, [leaving children alone](#), no [smoking](#) in public places and legal requirements in the UK.

Ensure that you help the family explore the local area and the services on offer, show them how to access public transport, and how to use cashpoints once they have a bank account. Do also go into the supermarket with them and show them that they might need £1 to use a trolley, pay 10p for a plastic bag or how to use self-service check out – these are all things you will need to show the family, and which they will learn in time.

Settling in

Things will change with the family as they begin to get more settled into life in the UK. You should be aware that feelings and emotions will naturally dip over time, particularly when challenges come up, but [advice and support is available](#) to your group.

Remember to discuss [goal setting](#), [empowerment](#) and [the support you offer](#) regularly. You should expect to need to repeat this information to the family, as they'll have a lot to take in over time.