

# Post Arrival Support Visits

We will be carrying out a visit online with you to talk to you about how you are and how you are finding life in the UK. The meeting is not arranged to test you in any way and will not have any effect on your status or any future applications to the Home Office. These meetings are an opportunity to check in with you and raise any issues you may have.

## **Who are we?**

Reset are the organisation appointed by the Home Office to carry out these meetings. We also work with the Community Sponsorship group who support you. We're a small staff team based across the UK. We are not representatives of the UK Government.

## **How often will these meetings take place?**

We will ask to speak with you approximately 2-3 months after your arrival to the UK. We will ask to meet you a second time around the one-year anniversary of your arrival to the UK.

## **Who will be included in the meeting?**

We will ask adult members of your household to attend. The meeting will be attended by and led by Reset. A representative from the UK Home Office will be present for the first meeting. We will provide an interpreter.

## **How will the meeting be conducted?**

We will conduct the meeting by video call.

## **How long will the meeting last?**

This should not take longer than 60 minutes.

## **Will we record the meeting?**

We will not record the meeting. However, we will take notes during the meeting, and Reset will share these with the Community Sponsorship Team at the Home Office. We will ask you if we can also share these with the Community Sponsorship

group who support you. This is your decision.

### **What will we ask?**

We'll be asking you how you are finding life in the UK and how you are settling into your housing, neighbourhood and local area. We'll ask about whether you are able to access schools for children in your family, as well as healthcare and other services, such as the Job Centre. We'll also ask you how your English lessons are progressing and about your ambitions around working or volunteering if applicable.

You don't need to disclose any confidential information in relation to your health or finances, and we will not disclose anything you tell us without your permission unless there is a statutory duty for us to do so.

### **Taking a break**

We recognise that it can be difficult or emotional speaking about certain subjects of your family's life and experience. If you need to take a break or stop the meeting, please just let us know. This would be completely fine, and we will not mind at all if you need to do so.