

Timeline and Support Checklist

A quick guide to ensure you have all support bases covered. Maybe this maybe useful to download this page and use as a checklist?



Week Before Arrival

- Carry out adjustment works to property post property inspection.
- Furnishing house, make beds and final clean.
- Read meters.
- Get basic groceries.
- Get the Google Translate App onto your phone and start to practise how to use it.
- Telephone your local Job Centre Plus in Barnstaple (N Devon) or Bideford (Torrige) once you know the date of arrival for going in the next day. Alternatively, you could start their application at this stage online here which will then prompt the Job Centre staff to call you for the appointment to go in.

Day One

- Meet from airport and welcome family.
- Sit down together and get to know one another. Find out how you like to spend your time and what each-others daily routine might look like. Any expectations or ideas as to 'house rules' would be good to share. *we have a list of questions that you might find useful to fill out and share together if that is helpful in this discussion.
- Orientate the guest/s to the area.
- If there are children, call the local school/s to make an appointment to show the family around.

Day 2-5

- Introduce support group (we can help to provide this group or you can form your own, but we highly recommend you do have a support group).
- Explain how everything works in the house e.g. washing machine, kettle, oven, central heating. Explain recycling system
- Set up email addresses for adults in family, if they don't have them, but most should.
- Trip to benefits (Job Centre Plus) office. The guest will need to take documents that show date of birth; proof of address for everyone to be included in the claim; and bank account details for the person making the claim on behalf of themselves or family.
- Open bank accounts.
- Shopping trip for groceries
- Sort out mobile phones and English sim cards if needed (you need this to claim the £200 payment from the Post Office). We have access to a limited number of Sim cards and they are also held in our two welcome hubs in Barnstaple and Bideford.
- Visit school/s to introduce family. Applications for school places are coordinated through Devon County Council's School Admissions team using an online portal: Make sure school uniforms shoes and PE kit are ready

Day 5-10

- School start for children.
- Register for free school meals and complete necessary school paperwork.
- Begin ESOL lessons – introduce to teachers etc.
- GP and dentist registration.
- Explain currency, budget and costs of everyday items and bills.
- Explore options for getting specialist food shopping locally (there is a great Polish shop in Barnstaple which does a lot of Eastern European-friendly food, as well as Tesco!)

Weeks 2-4

- Explore local area and introduce to clubs and events.
- Encourage more independence with school including travel if possible.
- ESOL lessons ongoing.
- Appointments with job centre, GP, dentist.
- Encourage independence in getting around local area: travel training. (Filers busses are giving access to free bus passes in Northern Devon).
- Continue to support with money management and budgeting only if needed.
- Support family to check emails and respond to information if needed.

Weeks 5-10

- Continue to support access to health services.
- Support access to ESOL lessons.
- Support family with learning english informally through conversation, if needed.
- Continue to support access to job centre.
- Support with accessing emails and written letters, if needed.
- Continue to support relationship with school if needed.
- Support children with english language learning and reading.
- Support family to read information sent from school.