



Middlesbrough

moving forward



Resettlement Support Package



TABLE OF CONTENTS

Table of Contents.....	2
Welcome.....	3
The Role of Stronger Communities Middlesbrough (SCM).....	4
Community Cohesion.....	4
Asylum Support.....	4
Specialist Training and Employment Programme (STEP).....	4
Homes for Ukraine.....	4
Resettlement.....	5
Stronger Communities Middlesbrough (SCM) Charter.....	6
What You Can Expect from Us:.....	6
What We Can Expect from You:.....	6
Resettlement.....	7
How SCM Supports You.....	8
Your Rights and Responsibilities as a Tenant.....	9
Being a Good Neighbour.....	13
Who to Contact?.....	14
Useful Contacts.....	16
Frequently Asked Questions (FAQs).....	17

WELCOME

"Welcome to Middlesbrough, a city with a rich and dynamic history and culture, built on migration. Middlesbrough is home to friendly people and offers a lot of opportunities in terms of employment, education, and leisure. This makes it a great place to live and work, and to raise a family.

The information you will find on these pages will tell you about the services and support we offer to our asylum seeker and refugee community. We also invite you to explore the rest of our website to learn more about the council's services and departments and find out how our town's government operates.

Finally, we hope that the following pages will also be an opportunity for you to become involved in our town. We have a variety of volunteer opportunities available, and we always encourage community participation in any issues that matter to all of us."

- Andy Preston, Mayor of Middlesbrough

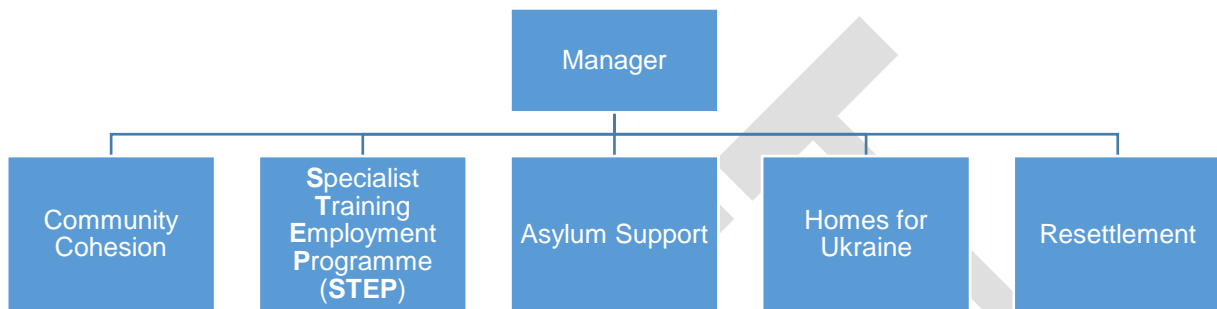
Middlesbrough has a reputation for being friendly, warm, and welcoming, and for offering everybody a real sense of community. We have lots of activities all year long that celebrate our cultural diversity, and we really try to get the people of our town involved in telling us what they like and don't like. We hope that the following information will make you feel welcomed and home.

You can contact Stronger Communities Middlesbrough by e-mailing scm@middlesbrough.gov.uk if you have any questions.

THE ROLE OF STRONGER COMMUNITIES MIDDLESBROUGH (SCM)

SCM is a team that looks after new and emerging communities and their relationship with the settled community. Our aim is to ensure communities become cohesive and resilient, so that Middlesbrough becomes a place that people are proud to live, work, or study in.

To achieve this, SCM looks after a number of key elements within the community:



Community Cohesion

Community Cohesion is the golden thread that keeps the team together. Everything we do as residents has an impact on cohesion and resilience.

Asylum Support

We support people in Middlesbrough who are seeking asylum, and work closely with the Home Office accommodation provider, Mears.

We support people seeking asylum to report anti-social behaviour and hate crime.

We also work closely with asylum-seeking mothers and babies. We support them with regular coffee mornings, registering with a library, taking part in activities led by voluntary organisations, and more.

Specialist Training and Employment Programme (STEP)

The STEP, part of NE Rise, offers refugees support to find employment. This is done in partnership with Open Door North East and The Other Perspective. This is a grant funded, time limited program, although we always look at continuation in future.

Homes for Ukraine

Due to the recent outbreak of the war in Ukraine, SCM has had to develop response mechanisms to the situation. Since the war in Ukraine started in February 2022, the people of Middlesbrough have opened their hearts and homes to those fleeing the country. The team works with those arriving from Ukraine to help them settle into Middlesbrough.

Resettlement

Middlesbrough prides itself on being a very welcoming town and is always quick to respond to emerging humanitarian crises. This booklet is about the work we do in resettlement and what you can expect from us if you came here through a resettlement route.

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STRONGER COMMUNITIES MIDDLESBROUGH (SCM) CHARTER

What You Can Expect from Us:

- You, our customer, will always be our focus.
- We will endeavour to not have you repeat the same information several times.
- We will keep everything as simple as possible.
- We will get it right the first time.
- We will treat you fairly and with honesty.
- We will live by Middlesbrough Council's values – To be focused, to collaborate, to be creative, to have integrity, and to be passionate about what we do.

What We Can Expect from You:

- To treat our team fairly and with honesty.
- To provide us with all the information we need in order to help you – make sure you tell us if there are any changes in circumstances, such as, child's birth, child turning 16 years old, work, etc.
- To help us improve by offering suggestions and feedback - [Feedback and complaints about a Council service | Middlesbrough Council](#)

RESETTLEMENT



How SCM SUPPORTS YOU

The motto of our team is “to do as much as necessary but as little as possible”. Our goal is for you to become fully independent in Middlesbrough.

We understand that there is a period of adjustment while you get to know your new surroundings and what it means to live, work, and study in the United Kingdom. Hence, we will support you as much as is necessary. This includes doing such things as:

- Completing a change of circumstances on your Universal Credit account
- Accompanying you to register with a GP
- Informing our **Ethnic Minority Achievement Team (EMAT)** of your arrival so school places can be found for your children

We will talk to you about your wishes, hopes, and dreams for your family and we will show you, as much as possible, what you can do and where you can go in order to make that come true. We will also add you to a WhatsApp group where information is shared on activities and opportunities in Middlesbrough. If you require support in applying or registering for these things, we will help you with that.

If there is anything we can help with, we will. Sometimes, however, there are things we cannot change which can, understandably, cause stress. However, we will never accept any threatening and / or abusive behaviour. We will always try our very best to be of assistance, but we cannot change things such as laws, policies, or waiting lists.

A key element of our support to you is the Personal Integration Plan (PIP) and the Family Integration Plan (FIP). This will enable you to tell us more about your own aspirations and it will enable us to support you better. This plan is completely private to you and will not be shared with anyone without your explicit consent. When you come to the end of your support under your resettlement programme, we will work with your family to develop the FIP. This will ensure that you have time to access any support you may still need as a family unit.

YOUR RIGHTS AND RESPONSIBILITIES AS A TENANT

By law, your landlord must:

- Insure the property
- Pay for and arrange necessary repairs to the structure/exterior of the property, sanitary installations, electrical system, gas installation, heating and hot water
- Protect your deposit in a government scheme and return it in full at the end of your tenancy or explain in writing why money has been deducted
- Follow correct legal procedures for evictions including obtaining an order from the court
- Ensure safety checks are conducted annually by a qualified gas engineer (Corgi registered) who will inspect all gas appliances, flues and fittings to ensure they are safe and carry out necessary maintenance; tenants must be provided with a CP12 certificate indicating the gas installation and appliances are safe
- If the property is furnished, to ensure all soft furnishings in the property are compliant with the Furniture and Furnishings (Fire) Safety Regulations 1988; such furnishing and furniture will normally have fire safety labels
- Ensure that the electrical installations and appliances are safe at the start of the tenancy and are in proper working order throughout the tenancy
- Supply the operating instructions of electrical appliances including safety notices at the start of the tenancy
- Make 'reasonable adjustments' in the property for disabled tenants
- Install smoke detectors that are wired into the mains electricity supply (if the property was built later than June 1992)

As a tenant, you are obliged to:

- Pay your rent
- Take care of the premises
- Repair any damage caused by you or anybody lawfully visiting or living there
- Adhere to the terms of your tenancy agreement
- Keep the inside of the property in reasonable proper order
- Allow your landlord access to the property – you should still be given at least 24 hours' notice of any viewing
- Report repairs to your landlord
- Be responsible for certain minor repairing works, like unblocking sinks and changing lightbulbs and fuses

- Make sure that you look after and clean any appliances the landlord provides, such as, cookers, ovens, microwaves or fridges

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STRONGER COMMUNITIES MIDDLESBROUGH AND YOUR HOUSE

Stronger Communities Middlesbrough IS NOT your landlord. We identified a property for you, which you have accepted, and have furnished it appropriately. All furniture is compliant with the Furniture and Furnishings (Fire) Safety Regulations 1988 and all white goods (fridge/freezer and washing machine) are either new or used and in safe and proper working order when you arrive.

We understand that everybody has certain basic needs when it comes to their home, namely that it should provide them with safety, stability, and community. This is particularly true for those people who have had to leave their own homes behind. As such, we have developed a number of accommodation principles by listening to our service users and to external organisations that have experience in this field.

Our principles are that:

1. Your home will have been checked for safety by our Environmental Health team. This means it is free from hazards and that it is fit for habitation.
2. Your home will have cooking, bathing, and heating facilities. This means you will have a cooker, a fridge, a microwave, pots and pans, plates, glasses, cups, utensils, and a food package when you arrive.
3. Your home will be suitable for the size of your family. In the UK, this means you will have one bedroom for every adult (over 16) or couple, and one bedroom for your children. Bedroom sharing is expected for two children of mixed gender but who are under the age of 10, or two children of the same gender but who are under the age of 16.
4. You will be provided with information on steps to take if you feel unsafe. This includes contacting your landlord, contacting the Neighbourhood Safety Officers, or contacting the Police on 101 or 999.
5. Your home will have appropriate furniture for a family of your size to eat, sleep, and sit.

Unless otherwise stated, the items in the property belong to you. This means that you are responsible for them as well. If something breaks accidentally, it is your responsibility to replace it. If something breaks through no fault of your own, it may still be under warranty. Please, contact us if you believe this has happened.

If there are items you would like to have that are not in your property, you can buy them. If you do not like any of the items in your property, you can replace them. However, you are responsible for this, including the cost, yourself.

If there are any issues with your property itself, such as damp, mice/rats, windows or doors not closing properly, your heating or hot water not working, or anything else, you must contact your landlord to resolve this problem.

You are responsible for paying your rent, energy bills, and Council Tax. We will support you to complete a change of circumstances on your Universal Credit and to request a Council Tax Reduction if you are entitled to one. We will also encourage your landlord to request rent payments are made directly to them from your Universal Credit award.

Make sure that you keep the property and the appliances in a good condition. This will benefit you when you decide to move into another property and the landlord of that property asks for reference from your previous landlord. If you treated the property well and paid your rent on time, your previous landlord would give a good reference for you which in turn would help you in getting another property.

If there are any issues in your property or your environment, we take those very seriously and will do all we can to find a resolution. However, it is important that you are proactive and contact the right people in the right way if a problem does occur. This will also minimise the length of time it takes to find a resolution. Please, read the section “Who to Contact” for further information.

BEING A GOOD NEIGHBOUR

In the UK we try to keep noise to a minimum late at night (10 p.m.) and early in the morning (6 a.m.). You should inform neighbours when having parties or large numbers of guests over.

While playing, if a child accidentally throws or kicks a ball into your property, you should either hand it back or allow it to be collected.

It is sensible to keep your doors and windows locked when not in use and store items, such as, bikes and electronic equipment in a secure place.

Ensure that you keep the footpath in front of your property and alley gates clear of obstacles.

When parking your car, understand that you do not necessarily have the right to park outside your home. Anyone can park on a public road if they adhere to any restrictions imposed by way of signs and markings and it is not causing an obstruction. You may also need a resident's parking permit to park in your street. We will help you to apply for this. Please note that if you have a resident's parking permit, it will apply to your entire street and not necessarily the space right outside of your property.

Recycle your waste as much as possible and make sure you use the right bins.

See Q12 on the FAQs page if you have any bulky household items that you no longer want and need advice on how to dispose of them appropriately.

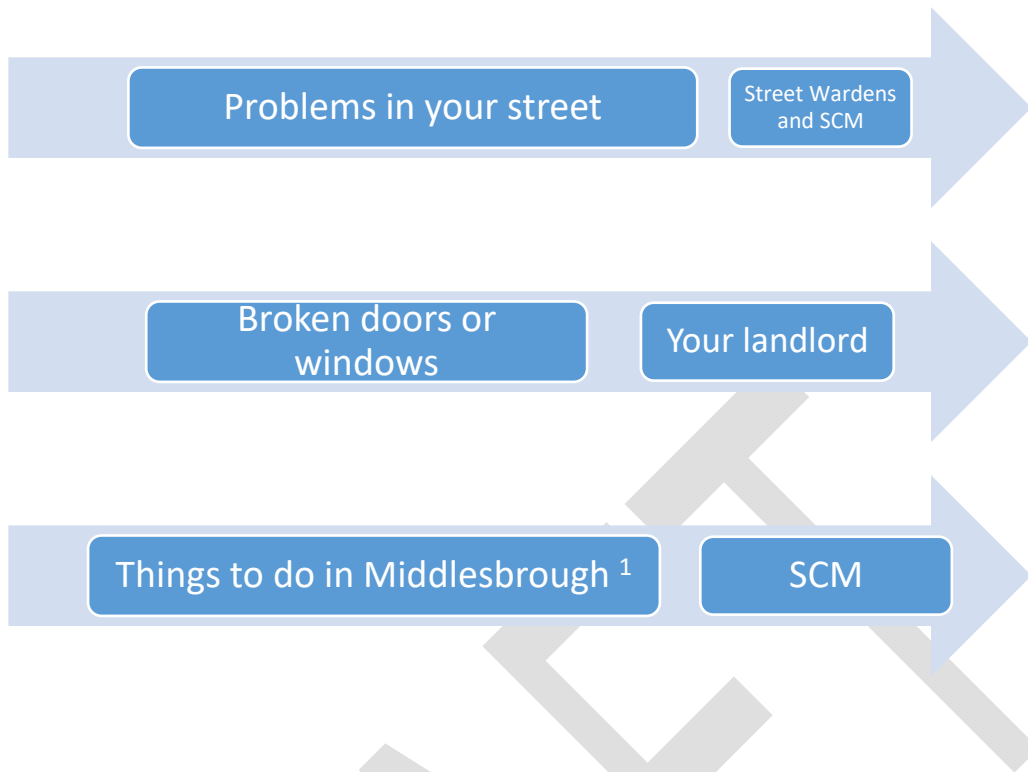


WHO TO CONTACT?



1. **Ethnic Minority Achievement Team** (Visit the EMAT page on MBC's website: [Ethnic Minority Achievement Team \(EMAT\) | Middlesbrough Council](#))

2. SCM can share job opportunities via WhatsApp chat group, and, if needed, guide in filling the application form.



1. If you need to know about the areas you can visit with family or any shopping places, etc., SCM can guide you. Visit the following link for more information: [Living in Middlesbrough | Middlesbrough Council](#)

USEFUL CONTACTS

Name	Contact details
Stronger Communities Middlesbrough	scm@middlesbrough.gov.uk
Non-emergency police	101
Emergency police / ambulance / fire	999
Non-emergency health	111
Neighbourhood Safety Team	01642 228500

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FREQUENTLY ASKED QUESTIONS (FAQS)

Q1. Can Middlesbrough Council (MBC) give me a loan to buy a car?

No.

Q2. Can MBC fund me a TV / Internet / landline?

No.

Q3. Can MBC help me in finding a property?

Yes, we can assist you in finding a property by registering you with Tees Valley Home Finder. Also, we can show you how to use other websites to search for a house suitable to your family size. We will also explain to you how these portals work.

Q4. Can I move into another property?

Yes, you can once your tenancy agreement ends. Usually, the tenants have to give a month's notice to their landlords before moving out of the property. Kindly read your tenancy agreement to check the terms and conditions from your landlord, please.

Q5. Who do I contact if I am not sure about something?

Contact your support worker from MBC for guidance / support.

Q6. Who do I contact if I am not happy about the services I am getting from MBC?

You can e-mail complaints@middlesbrough.gov.uk, or write to: Complaints Team, Ground Floor, Civic Centre, Middlesbrough TS1 2RH. You can phone the Complaints Team for advice and assistance on 01642 729814.

Click here for more information: <https://www.middlesbrough.gov.uk/open-data-foi-and-have-your-say/have-your-say/feedback-and-complaints-about-council-service>

Q7. I want to move to another town / city. Will I get the support from MBC after moving out of Middlesbrough?

No. As soon as you move out of Middlesbrough, all the support from MBC will stop. You will have to register yourself to the local authority of the town / city you move in to start receiving the support it offers to refugees. Not all towns and cities have specialised support services, however.

Q8. I need legal advice regarding my family stuck in Afghanistan to come to the UK.

You may check this website: [Launch of the Afghan Pro Bono Initiative — Safe Passage](#) and refer your case to cases@afghanprobono.org.uk

The British Red Cross may also be able to assist you. They can be contacted on 01642 607230.

Finally, there are immigration solicitors in Middlesbrough you can contact. They are:

1.

Name: Miles Hutchinson & Lithgow
Address: 68 Borough Road
Middlesbrough
TS1 2JH
Telephone: 01642 242698

2.

Name: Immigration Advice Centre Ltd
Address: 65 Albert Road
Middlesbrough
TS1 1NG
Telephone: 01642 219222

3.

Name: Iris Law Firm
Address: 3rd Floor, The TAD Centre
Ormesby Road
Middlesbrough
TS3 7SF
Telephone: 01642 256480 / 01914770055

4.

Name: Collingwood Immigration Services
Address: Broadcasting House
Newport Road
Middlesbrough
TS1 5JA
Telephone: 0191 229 9538 / 0191 676 7002

5.

Name: Edwards Immigration Services Ltd
Address: Ground Floor
12/14 Albert Road
Middlesbrough
TS1 1QA
Telephone: 01642 230337 / 07515262270

6.

Name: Halliday Reeves Law Firm
Address: Boho Zero
21 Gosford Street
Middlesbrough
TS2 1BB
Telephone: 0330 133 7777 / 07375556974

Q9. Does my support compare to what veterans (ex-members of the armed forces) are receiving?

Veterans in the UK, receive the same number of benefits as you. The British government is thankful for your service to them in Afghanistan due to which they have brought you to the UK. Also, most of you receive settlement (Indefinite Leave to Remain - ILR) for which people generally have to wait for 5 years, depending on the visa category. Visit the following website for information about the benefits that veterans receive: [Benefits and concessions for the Armed Forces, veterans and their families - Citizens Advice](#)

Q10. For how long will I receive the support I am getting from the MBC?

Up to 3 years if you have arrived under an Afghan resettlement scheme. Different schemes have different time limits attached to them, which will be applicable to you.

Q11. The mattress in my bedroom is not suitable for me. Can I get another mattress, instead?

If there is a medical reason why the mattress needs to be changed, get a letter from a GP / health professional and we will be able to buy a new mattress for you.

Q12. I have some white goods (refrigerators, washing machine, etc.) and / or a piece of furniture to be collected. Who should I contact?

You can either contact MBC to collect the items or donate them to a charity. For more information: [Bulky item collection | Middlesbrough Council](#)

Q13. I find it hard, sometimes, to understand the accent the person is speaking English with. If a landlord, a plumber or an electrician visits the property outside your working hours and tries to explain something to me, what should I do?

You can ask them to write a note for you or record what they are saying on your phone. Alternatively, you can make the video of what they are saying. You can either send any of them over to us or we can visit you to explain what they said.

Q14. Can I get a laptop / bicycle / sewing machine?

This depends on charities / organisations who provide them; they mostly offer them on conditions. The Council has nothing to do with that except to refer you to them.

Q15. Who should I report my lost or stolen documents / items to?

If anything is stolen from you, you must report the incident to the police. If you lost any item or document, you need to inform the relevant authority, such as, DVLA, in case of losing driving licence, Home Office, in case of losing BRP, etc.

Q16. Do you cover the cost of school uniform for children?

Yes, we cover the cost of the school uniform for both primary and secondary schools but once only. Following are the items we cover per child after getting the requirements from school:

- School Shirts x 2
- School Trousers or Skirts x 2
- School Shoes x1
- School Bag x 1
- Trainers or Sports Shoes x 1
- A pack of socks x 1
- P.E. Shirts x 2
- P.E. Shorts x 2
- Plain Jumper or Cardigan x 1
- Jumper or Cardigan with a logo x 1

You will need to provide us with the following information:

- The school your child attends.
- Their clothing size.
- Their shoe size. Be aware that shoe sizes do not relate to the age of the child, so you may need to take your child to a shoe shop to have their feet measured. This service is free of charge.

When your child moves from primary to secondary school within the period of your resettlement scheme in Middlesbrough, we can cover the cost of their new uniform once, too.

Q17. How to determine how many bedrooms I need for my family?

Shelter is a registered charity that campaigns for tenant rights in Great Britain which explains this here: [Check if your home is overcrowded by law - Shelter England](#)

In the UK, you are entitled to one bedroom for every adult (over 16) or couple, and one bedroom for your children. Bedroom sharing is expected for two children of mixed gender but who are under the age of 10, or two children of the same gender but who are under the age of 16.

Q18. What are the things we can do as a family in Middlesbrough?

There are plenty of places you can visit with family. The following website gives a good overview of that: [20 Best Things To Do In Middlesbrough Near Me | Attractions in North Yorkshire | Day Out With The Kids.](#)

If there are particular areas that you would like to visit, please let us know. We work closely together with organisations that have access to some areas of historical or natural significance and can, where relevant, arrange for visits.

Q19. How to find out what events are happening in the town or nearby?

If you use Facebook, you can follow the pages or join the groups to stay updated with the events happening across Teesside, as follows:

[Middlesbrough Council | Middlesbrough | Facebook](#)

[North East of England Asian Network | Facebook](#)

[Teesside Asian Community | Facebook](#)

[Muslim Business Network UK | Facebook](#)

[New Crescent Society | Facebook](#)

[Middlesbrough Institute of Modern Art | Middlesbrough | Facebook](#)

[Middlesbrough Libraries | Facebook](#)

[BME Network | Facebook](#)

[CVFM Radio | Middlesbrough | Facebook](#)

[The Community Hub at Newport | Middlesbrough | Facebook](#)

[Tees Issues by Andy Preston | Facebook](#)

[Events in the North East of England \(E.I.T.N.E.O.E\) | Facebook](#)

[The Hope Foundation | Middlesbrough | Facebook](#)