

**MEMORANDUM OF UNDERSTANDING BETWEEN [NAME OF COMMUNITY SPONSORSHIP GROUP] AND CITIZENS UK**

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# **PURPOSE**

* 1. The purpose of this memorandum of understanding (the **"Memorandum of Understanding"**) is to agree the relationship between:
1. the community sponsorship group **[NAME OF COMMUNITY SPONSORSHIP GROUP]** (the "**Community Sponsorship Group**"); and
2. its lead sponsor **CITIZENS UK** (charity number 1107264) acting through its foundation Sponsor Refugees (the "**Lead Sponsor**")

 and to set out terms of reference to manage and deliver the community sponsorship scheme to resettle a refugee family in **[PLACE]** (the **"Scheme"**)**.**

* 1. This document outlines each party's key roles and responsibilities and a process for governance of the Scheme.
	2. Sections 3 - 8 of this Memorandum of Understanding are legally binding on the Community Sponsorship Group and the Lead Sponsor.

# **PARTIES TO THIS MEMORANDUM OF UNDERSTANDING**

* 1. Community sponsorship allows community groups made up of volunteers to welcome and support a refugee family into their neighbourhood. Groups must either register themselves as a charity or partner with a registered charity who is willing to take on the legal responsibility for overseeing the activities of the Community Sponsorship Group.
	2. Within this Memorandum of Understanding, the Lead Sponsor agrees to act as the lead sponsor of the Scheme and the Community Sponsorship Group will act as the delivery partner of the Scheme.

**ABOUT THE COMMUNITY SPONSORSHIP GROUP**

Include here a brief summary of the group outlining the make-up and competences of the group, e.g.:

* History and character of group (i.e. multi-faith group, local neighbourhood group)
* Number of volunteers, areas of expertise
* Finances, whether house found, agreement of local authority obtained etc.
* Links to website or social media pages if any
* Please add your group constitution to Appendix B. at the end of this document. You can find information about and a template constitution here: <https://citizens-Uk.teachable.com/courses/1033060/lectures/21639794>

*It is not essential to have a constitution, but we highly recommend this. You will likely need one to set up a bank account, and it is useful to spend time agreeing how you will work together as a group.*

**ABOUT THE LEAD SPONSOR**

**Citizens UK** organises communities to act together for power, social justice and the common good. We are the home of community organising in the UK, with diverse civil society alliances across the UK. We develop the leadership capacity of our members so they can act on the issues that matter to them. Community organising is democracy in action: winning victories that change lives and transform communities. For more information, see Appendix A.

**Sponsor Refugees** is a project of Citizens UK. It was launched inOctober 2017 and it works to promote community sponsorship and to provide advice and support to community groups wanting to take on the responsibility of raising funds, finding and home and then welcoming and settling refugee families in their neighbourhoods. As of February 2021, Sponsor Refugees is working with more than 100 sponsorship groups across the UK and works in partnership with the Home Office, Reset and other organisations to grow and strengthen the community sponsorship scheme. <http://www.sponsorrefugees.org/>

Details of our team and their experience can be found here: <http://www.sponsorrefugees.org/our_people>

Citizens UK is Registered Charity 1107264

Citizens UK, 136 Cavell Street, London, E1 2JA

# **ROLES AND RESPONSIBILITIES**

 This section outlines the division of roles and responsibility between the Community Sponsorship Group and the Lead Sponsor in relation to the Scheme.

* 1. **Community Sponsorship Group:**

 The Community Sponsorship Group is responsible for the delivery of the Scheme. In delivering the Scheme, the Community Sponsorship Group undertakes the following:

1. **Financial Commitment:**
2. The Community Sponsorship Group will fundraise a minimum of £9,000 per family in line with Home Office requirements.
3. The Community Sponsorship Group will undertake any further fundraising activities required to deliver the Scheme successfully. The Community Sponsorship Group will be solely responsible for raising any necessary funds and no money will be raised or donated by the Lead Sponsor.
4. The Community Sponsorship Group will comply with any of the Lead Sponsor's requirements relating to the funds raised by the Community Sponsorship Group, including those relating to where the funds raised are deposited.
5. The Community Sponsorship Group will pay fees to the Lead Sponsor of [£1,500 per Scheme]/[£1,000 per Scheme], subject to the terms of any payment plan agreed between the parties.
6. **Budget:**
7. The Community Sponsorship Group will prepare a detailed and robust budget estimating the amounts of expenditure the Community Sponsorship Group is likely to incur when helping the refugee family with various aspects of their resettlement and integration of each part of the Scheme (the **"Budget"**).
8. The Community Sponsorship Group will review and revise the Budget on a regular basis, with input and advice from the Lead Sponsor if required, and in line with any auditing requirements.
9. The Community Sponsorship Group will share their up-to-date budget and bank statements on request of the Lead Sponsor for review.
10. **Financial administration:**
11. The Community Sponsorship Group will appoint a finance lead for the Community Sponsorship Group (with appropriate experience or expertise) to provide regular financial information in line with the requirements of the Lead Sponsor.
12. The Community Sponsorship Group will record all income and expenditure by the Community Sponsorship Group.
13. The Community Sponsorship Group will be responsible for all day to day spending under the Scheme and accounting for said spending. Any expenditure under the Scheme must be for the benefit of the refugee family in relation to their settlement.
14. **Housing:**
15. The Community Sponsorship Group will source and secure suitable and sustainable accommodation for a refugee family for a minimum of two years.
16. The Community Sponsorship Group will ensure that the accommodation is affordable, such that the refugee family's income and additional money provided by the Community Sponsorship Group will fully cover the rent and any other costs for the two-year tenancy.
17. The Community Sponsorship Group will work alongside the Home Office to consult the local police's Safer Neighbourhood team to determine whether the area poses any particular risks for the family being settled under the Scheme.
18. The Community Sponsorship Group will organise the tenancy agreement, taking guidance as necessary from bodies such as the Residential Landlords Association and the Local Authority.
19. The Community Sponsorship Group will ensure that the house meets the UK government's Decent Homes Standard (as amended or updated from time to time) and has all appropriate appliances and furniture.
20. **Local Authority Permission to Apply:**
21. The Community Sponsorship Group will obtain written permission to apply from the relevant Local Authority to support the application to become sponsors, approve the property, and secure school places for children under the Scheme.
22. **The Application Form and other plans**
23. The Community Sponsorship Group will draft and deliver the required application made to the Home Office under the Scheme (the "**Application**"), liaising with and getting final sign off on the plan from the Lead Sponsor.
24. The Community Sponsorship Group will draw up other plans and policies for the delivery of a successful Scheme as required by the Home Office and deemed necessary by the Lead Sponsor in consultation with the Community Sponsorship Group.
25. **Safeguarding and Data Protection:**
26. The Community Sponsorship Group **will use the Lead Sponsor's policy template** to draw up a safeguarding policy that ensures the safety and well-being of all members of the refugee family under the Scheme (the "**Safeguarding Policy**").
27. The Community Sponsorship Group will appoint a designated safeguarding lead to lead on all aspects of safeguarding, including the implementation of the Safeguarding Policy, and who will liaise with and take guidance from the Lead Sponsor where necessary.
28. The Community Sponsorship Group will ensure that all volunteers in the Community Sponsorship Group are familiar with the Safeguarding Policy and related procedures and adhere to them, and those who provide direct support to the family under the Scheme are appropriately screened (including disclosure and barring service checks, volunteer registration, references and training for relevant volunteers).
29. The Community Sponsorship Group will create a complaints policy so that the family under the Scheme can raise concerns if they have a problem with volunteers in the Community Sponsorship Group. If the complaint cannot be resolved by the Community Sponsorship Group itself, this policy will refer the family under the Scheme to the Lead Sponsor.
30. The Community Sponsorship Group will write risk assessments for the following activities: Preparing the House; Day of Arrival; General Volunteering with the Family in their Home or Community; and any additional higher-risk activity. These will be sent to the Lead Sponsor to be reviewed and signed off.
31. The Community Sponsorship Group will follow legal guidelines on Data Protection.

**Publicity and media**

1. The Community Sponsorship Group will produce protocols for media and publicity, taking into account:
2. issues of informed consent from the refugee family under the Scheme;
3. privacy and safeguarding and any applicable provisions of the Safeguarding Policy;
4. the Community Sponsorship Group's approach to publicising its other activities; and
5. any approaches by the media.
6. The Community Sponsorship Group will ensure that the Lead Sponsor is fully informed of its activities under the Scheme for the purposes of celebrating and promoting community sponsorship generally, whilst always adhering to the requirements of the Scheme as set out in this Memorandum of Understanding. In particular, the Community Sponsorship Group will ensure that any publicity and media will adhere with Section 3.1(i) of this Memorandum of Understanding
7. **Group conduct & values**
8. The Community Sponsorship Group will write a Code of Conduct, detailing their group rules of safe and responsible conduct. This will be sent to the Lead Sponsor to review and approve. The Group will ensure all volunteers and family members are aware of and follow the Code of Conduct.
9. The Community Sponsorship Group and its members will not engage in discussion likely to cause conflict and will maintain a culture of respect for beliefs held by others.
10. Whilst acting in the name of Lead Sponsor or of the Community Sponsorship Group, no member will use their membership as a vehicle to promote views and opinions which are outside the charitable remit of the Lead Sponsor, its core values of mutual respect, democracy, and the pursuit of the common good.
11. The Lead Sponsor is committed to celebrating and respecting diversity and promoting tolerance and solidarity between communities. As such, the Lead Sponsor requires that its members engaging in the Scheme do so in the spirit of the common good.
12. The Community Sponsorship Group is required to safeguard against hatred and all forms of terrorism or support for violence and take care that their delegates speaking or participating at any event hosted by the Lead Sponsor or the Community Sponsorship Group honour and respect our shared values. Where applicable, the Community Sponsorship Group will provide the Lead Sponsor with more information regarding its delegate or speaker, to facilitate the completion of a Lead Sponsor speakers' form. This may be required when, for example, the delegate could be viewed as representing the Lead Sponsor.
13. If there are any concerns that omissions, actions or statements of the Community Sponsorship Group, or an individual(s) who is part of the Community Sponsorship Group, conflict with the constitution and values of the Lead Sponsor and/or bring the Lead Sponsor into disrepute, or in the exceptional circumstance that the Scheme is not being fulfilled to the Lead Sponsor's satisfaction and the Community Sponsorship Group fails to resolve the situation, the executive management of the Lead Sponsor will direct staff to oversee the management of the Scheme directly as a last resort.
	1. **The Lead Sponsor**

 The Lead Sponsor is responsible for the oversight of the Scheme and stands as guarantor of its delivery. The Lead Sponsor is not responsible for assisting the Community Sponsorship Group with meeting any of the fundraising requirements arising out of or connection with the Scheme.

 In overseeing the Scheme, the Lead Sponsor undertakes the following:

* 1. **Overall legal responsibility for the Scheme**
1. The Lead Sponsor will ensure that policies, processes and structures of the Community Sponsorship Group are in line with applicable legal standards and best practice.
2. The Lead Sponsor will be responsible for the quality of the Application and any supporting plans, and will be named as the Lead Sponsor in the Application.
3. The Lead Sponsor will oversee the Application and its delivery.
4. The Lead Sponsor will sign an agreement with the Home Office as Lead Sponsor of the Community Sponsorship Group.
	1. **Guarantor or the delivery of the Scheme**
5. The Lead Sponsor will act as ultimate guarantor of the delivery of the Scheme.
6. In the unlikely event that the Community Sponsorship Group disbands, or its relationship with the family under the Scheme breaks down, or of any other severe disruption, the Lead Sponsor will be in a position to assume responsibility for the delivery of support to the refugee family under the Scheme until such time as the Home Office and Local Authority can make other arrangements.
	1. **Guidance to Community Sponsorship Group and approval of the Application**
7. The Lead Sponsor will provide guidance to the Community Sponsorship Group where appropriate on all aspects of the Scheme.
8. The Lead Sponsor will sign off the Application, plans and policy when, as Lead Sponsor, it is satisfied they are of the appropriate standard and rigour.
	1. **Monitoring and evaluation**
9. The Lead Sponsor will, in conjunction with the Community Sponsorship Group, set out processes for on-going monitoring of the Scheme to ensure it is being delivered well.
10. The Lead Sponsor will, in conjunction with the Community Sponsorship Group, establish a process for evaluating the Scheme so that future sponsorship groups can draw on the learning.
	1. **Insurance**
11. The Lead Sponsor will provide appropriate public liability insurance cover for key volunteers of the Community Sponsorship Group or assist the Community Sponsorship Group in taking out appropriate insurance directly in relation to the Scheme (the "**Public Liability Insurance**").
12. The Lead Sponsor’s Public Liability insurance can only provide cover if the Community Sponsorship Group is NOT a registered charity, CIC, or other legally constituted body. If the Community Sponsorship Group is a legally constituted body, they must arrange for their own insurance cover.
13. The Lead Sponsor will ensure that the Public Liability Insurance is in place prior to the arrival of the refugee family in the United Kingdom under the Scheme.
14. The Lead Sponsor will not provide or assist with taking out any insurance to cover any fundraising activities undertaken by the Community Sponsorship Group. The Community Sponsorship Group is responsible for obtaining insurance in relation to any fundraising activities where necessary.

# **GOVERNANCE**

 To ensure good governance and best practice, the Community Sponsorship Group and the Lead Sponsor agree to the following principles:

* 1. **Adhering to assigned roles:**

Both parties agree to stick to their respective roles, as defined in this Memorandum of Understanding, and not to expect the other party to take on tasks that are not its responsibility. In particular, both parties confirm their understanding that the Community Sponsorship Group retains sole responsibility for any fundraising requirements arising out of or in connection with the community sponsorship.

* 1. **Transparency & Accountability:**

Both parties will ensure that they provide appropriate and timely levels of information and support so as to maintain a strong and trusting relationship.

* 1. **Listen and respond to the needs of the family:**

 The needs of the families must be respected at all times and will take priority over other considerations under the Scheme. The relationship between the two parties should always reflect this fact.

* 1. **Be proud advocates for community sponsorship:**

 Together, the Community Sponsorship Group and the Lead Sponsor will promote community sponsorship in an appropriate and measured way, looking to encourage other groups to take it up, to advance refugee resettlement in the UK and to improve the narrative of refugee welcome across the country.

# **MANAGING RISKS**

* 1. **Reputational risk**

 In the event of a complete breakdown of the Scheme or serious problems with its delivery, there is a risk of reputational damage to the Lead Sponsor. This Memorandum of Understanding and the plans mentioned in it are designed to mitigate this risk, by ensuring that if problems arise they can be dealt with quickly and successfully and do not become critical to the success of the Scheme.

* 1. **Financial liability**

The Lead Sponsor is assuming some financial liabilities in its position as guarantor of the work of the Community Sponsorship Group. In the event of the breakdown of the Community Sponsorship Group, the Lead Sponsor could be left having to meet unforeseen costs. This risk should be mitigated by careful budgeting and a commitment from the Community Sponsorship Group to raise, without assistance from the Lead Sponsor, any additional funds required for the purposes of the Scheme.

* 1. **Breakdown in relationship between the Community Sponsorship Group and family under the Scheme**

 If there was a breakdown in relations between the Community Sponsorship Group and the refugee family under the Scheme, the Lead Sponsor would be required to oversee the first round of mediation, notwithstanding its own relationship with the Community Sponsorship Group. The Community Sponsorship Group should therefore, in accordance with clause 3.1g(iv) of this Memorandum of Understanding, produce a complaints policy which should be provided to the family under the Scheme so that they can make a complaint about the Scheme or a volunteer if necessary.

# **TERMINATION**

* 1. The arrangement defined in this Memorandum of Understanding terminates two years after the family under the Scheme arrives in the UK.
	2. In the event of changes in the way the Lead Sponsor programme is run or delivered, the Lead Sponsor will ensure an orderly transfer of the Scheme and funds to another lead sponsor.
	3. In the event of changes to Home Office rules governing community sponsorship, the Lead Sponsor and the Community Sponsorship Group must agree a way forward which best protects the interests of the family under the Scheme.
	4. Without prejudice to any other right or remedy available to it, the Lead Sponsor may terminate this Memorandum of Understanding with immediate effect by notice to the Community Sponsorship Group if:
		1. the Community Sponsorship Group commits a material breach of this Memorandum of Understanding and either:
		2. the breach is not capable of remedy; or
		3. if the breach is capable of remedy, the Community Sponsorship Group fails to remedy the breach within 10 Business Days after being given notice by the Lead Sponsor specifying the breach and requiring the breach to be remedied; or
		4. the Community Sponsorship Group commits more than one breach of the provisions of this Memorandum of Understanding and the cumulative effect of those breaches is sufficient to cause the Lead Sponsor (acting reasonably) to draw the inference that the Community Sponsorship Group does not have the intention or the ability to manage the Scheme in accordance with this Memorandum of Understanding.
	5. Without prejudice to any other right or remedy available to it, the Community Sponsorship Group may, subject to Clause 6.6 below, terminate this Memorandum of Understanding with immediate effect by notice to the Lead Sponsor if the Community Sponsorship Group:

a) no longer wishes to partake in the Scheme; or

b) does not wish to appoint the Lead Sponsor as its lead sponsor in the Application.

6.6 The Community Sponsorship Group’s right to termination under clause 6.5 will no longer apply after the Lead Sponsor has, pursuant to Clause 3.2(a)(iv) above, entered into an agreement with the Home Office to act as the Lead Sponsor for the Scheme.

6.7 In the event of termination under Clause 6.5, the Lead Sponsor will return to the Community Sponsorship Group any fees paid pursuant to Clause 3.1(a)(iv) to date, less any costs incurred by the Lead Sponsor in relation to the Scheme prior to termination.

# **CONFIDENTIALITY**

* 1. Each party undertakes to the other that, except with the other party's prior written consent or as permitted under Clause 7.2, it will not disclose to any person any information of a confidential nature relating to the other party (including any confidential information concerning its business, operations, assets, liabilities or affairs) which it receives or obtains as a result of the negotiation, entering into or performance of this Memorandum of Understanding ("Confidential Information").
	2. A party may disclose Confidential Information:
		1. if required to do so by law, a court of competent jurisdiction or any securities exchange or governmental or regulatory authority or body; or
		2. to any of its officers or employees who need to have the information in connection with the proper performance of their duties or to any professional advisers who are advising it in connection with any of the matters dealt with in this Memorandum of Understanding but the disclosing party must ensure that each such person to whom information is disclosed keeps the information confidential and does not disclose it to any third party.
	3. The provisions of this Clause 7 shall continue to apply to each party without limit in time.

# **THIRD PARTY RIGHTS**

A person who is not a party to this Memorandum of Understanding shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Memorandum of Understanding.

1. **NO PARTNERSHIP OR AGENCY**
	1. Nothing in this Memorandum of Understanding is intended, or shall operate, to create a partnership between the parties or to authorise any party to act as the agent of the other party for any purpose.
	2. No party shall have authority to act in the name or on behalf of or otherwise to bind the other party in any way (including by way of the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

# **GOVERNING LAW AND JURISDICTION**

10.1 This Memorandum of Understanding (and any non-contractual obligations arising out of or in connection with this Memorandum of Understanding) shall be governed by and construed in accordance with English law and subject to the exclusive jurisdiction of the English courts.

**IN WITNESS WHEREOF**, this Memorandum of Understanding has been executed on the date of signature below.

**[COMMUNITY SPONSORSHIP GROUP] as the Community Sponsorship Group**

Name:

Signature:

Position:

Date:

**CITIZENS UK as the Leading Sponsor**

Name: Jonathan Cox

Signature:

Position: Deputy Director of Citizens UK

Date:

# **APPENDIX A: ABOUT CITIZENS UK**

Citizens UK is the nation's largest and most diverse alliance of active citizens and leaders from local institutions who are committed to working together for the common good.

We are a growing organisation. Currently, there are over 450 local institutions in dues-paying membership. Community organising starts with the recognition that real change can only come when community- rooted organisations pool resources and learn the art of public action – building enough power to oblige the State and the Market to consider and respond to the real needs of ordinary people whilst also leading the way ourselves on the issues and good practices which are the responsibility of Civil Society.

In the last 30 years, since our Founding, Citizens UK has trained more than 7,000 community leaders in community organising and leadership techniques and built strong and permanent relationships of trust between diverse organisations. Through this training and by putting it into public action, Citizens UK has given citizens the confidence to participate in public life for the good of their institution and communities as well as to enhance the safe and peaceful governance of the UK, their nation, region, city, town and neighbourhood.

The charitable aim of Citizens UK is 'to develop the capacity of the citizens of Britain and Ireland to participate more fully in society and to strengthen their institutions and groups in the process'.

Our Vision is 'A healthy democracy with Civil Society at its heart'.

The Citizens UK Board of Trustees is elected in part from the membership and is accountable to all Members through an Annual General Meeting and Special General Meetings. The Board of Trustees holds ultimate liability and governance responsibility for the legal, financial and operational management of the charity according to the law of England and Wales. The Board is the final arbiter of disputes, membership requests and determining the strategic direction and decisions of the organisation.

Citizens UK is Registered Charity 1107264

Citizens UK, 136 Cavell Street, London, E1 2JA

# **APPENDIX B: GROUP CONSTITUTION**

(You can find a template constitution here:

<https://citizens-uk.teachable.com/courses/1033060/lectures/21639794>

*It is not essential to have a constitution, but we highly recommend this. You will likely need one to set up a bank account, and it is useful to spend time agreeing how you will work together as a group.*

**APPENDIX C: DATA PROTECTION GUIDELINES**

Community Sponsorship Groups must follow government guidelines on data protection. Here is a summary of good practice:

* Only collect, store or use personal data if your group needs to do so for a clear, specific purpose
* Only collect, store and use the minimum amount of data you need for the Group’s purpose. Don’t keep extra data if you don’t know why you need it, and don’t keep data that is no longer needed
* Make sure people know how to contact the relevant person in the Group if they want to remove their data from the Group’s records
* [Tell people what data you have about them](https://www.resourcecentre.org.uk/information/data-protection-for-community-groups/#access) if they ask you to, and [remove](https://www.resourcecentre.org.uk/information/data-protection-for-community-groups/#removing) it if requested.
* [Store](https://www.resourcecentre.org.uk/information/data-protection-for-community-groups/#storing) data securely.
* Be clear whether data belongs to the Group or to members personally.

Any volunteer who has any concern about how the Group is handling personal data, whether about themselves or others, should contact Sponsor Refugees.

**APPENDIX D: CHECKLIST OF DOCUMENTS TO PREPARE**

[Download a Google Drive Application Pack here](https://drive.google.com/drive/folders/1Cjdf_GI3RsdoF6pDS012fTQCrhaNkFRh?usp=sharing). This contains all the templates you need. Our resources are also available on our Online Portal – click on the links below.

**Citizens UK must review and sign off the following documents before the arrival of the family:**

* [Home Office Application Form](https://citizens-uk.teachable.com/courses/1033075/lectures/21640069). We have copies with example answers to guide you.
* [Safeguarding Policy.](https://citizens-uk.teachable.com/courses/1033075/lectures/21640072) You **must** use Citizen UK’s template policy.
* [Complaints Policy.](https://citizens-uk.teachable.com/courses/1033075/lectures/21640097) We have templates in English and Arabic that you can use. We recommend that you include a summary in your Volunteer Handbook and Code of Conduct (see below).
* [Local Authority (LA) Consent](https://citizens-uk.teachable.com/courses/1033075/lectures/21640073). Your LA must provide a letter or email to consent to your sponsorship. If you have a two-tier LA (e.g. county and district), both councils must provide consent.
* [Property Offer Form, Move It form](https://citizens-uk.teachable.com/courses/1033075/lectures/34913727), and [Safer Neighbourhood Police form](https://citizens-uk.teachable.com/courses/1033075/lectures/34913652) --- these are all short forms that you will need to send to the Home Office, to enable your application to be approved, and a family to be matched. We can send you copies of each form and help you to complete them. You will also need to provide a [Fact Sheet for the family.](https://citizens-uk.teachable.com/courses/1033075/lectures/39596643)
* Risk Assessments for the following situations:
	+ Preparing the house
	+ Day of Arrival (transporting the family from the airport)
	+ General volunteering with the family in their home and community
	+ Any additional activity that could be higher-risk (e.g. a welcome party, a trp to the sea-side, childcare).

We will need to sign these off before the activity takes place.

* [Code of Conduct](https://citizens-uk.teachable.com/courses/1033077/lectures/21640143) – explaining the rules and safe practice guidelines that volunteers and family members are expected to follow. We must sign this off before the family arrives.
* [Volunteer Handbook](https://citizens-uk.teachable.com/courses/1033077/lectures/21640143) – with a summary of your safeguarding procedures, Code of Conduct, how to raise complaints or whistleblow, and key contacts. We have a template you should use. All volunteers must be given a copy.
* [Budget and Bank Statements](https://citizens-uk.teachable.com/courses/stage_two_building_a_team/lectures/21639797) – we must sign off your budget before the family arrive. We ask to see your Bank Statements before each Post-Arrival Support Visit (every few months), to ensure that you are managing money appropriately.
* If you are a legally constituted body (e.g., a registered charity or CIC), Citizens UK’s insurance cannot cover you. In these circumstances you must arrange your own Public Liability Insurance and provide us with proof that you will be covered. We can help you to arrange this.