

Dundee Humanitarian Partnership – Integration Journey

Arrival Planning
Multi-Agency
Coordination of
Resources and
Case Conference

Resettlement Planning
Integration from Day One

Home
Office
Referral

PRE-ARRIVAL
Set up tenancy;
Provision of furnished house;
Arrange Health Appointments;
Inform Support Services;
Arrange Education resources;
Arrange initial money sources;
Prepare welcome pack

Home Office; COSLA; DCC
Health & Social Care,
Housing & Communities;
Education; Police Scotland;
DWP; Scottish Fire & Rescue
Service

ARRIVAL
Meet Refugees - handover from
Immigration;
Meet support staff/volunteer;
Drive to new home;
Supply refreshments;
Allow time to contact home;
Introduction to homes, appliances,
security, heating etc;
Overview of initial timetable;
Welcome Pack, Cash &
Emergency Numbers provided;
Explanations by Translator/Support
Worker;
Ensure hot meal is delivered for
first two nights

Dundee City Council

Scottish Refugee
Council

SETTLING IN
SRC initial assessment;
ESOL need assessment;
SW needs assessments
GP & dentist registration;
Set up Bank account;
Benefits claimed at DWP;
Fire safety checks;
Energy efficiency advice;
Basic locality orientation;
Provide biometric card

Home Office; DCC Health &
Social Care, Housing &
Communities; Education;
Further Education; Police
Scotland; DWP; Scottish Fire
& Rescue Service

INTEGRATION
SRC 12 month integration plan;
SRC Ongoing assessment, goal setting
and progress review ;
Advice, information, signposting to
relevant services ;
Peer support and group work;
Ongoing Education, Adult Learning,
Guidance and Employability;
Ongoing support for those with complex
needs;
Access to wider third sector and
community based services

Integration Support;
Adult Guidance; DCC Health &
Social Care, Housing &
Communities; Education

1. Refugees understand their rights, responsibilities and entitlements and are able to exercise them to pursue full and independent lives.
2. Refugees and asylum seekers are able to access well-coordinated services, which recognise and meet their rights and needs.
3. Policy, strategic planning and legislation, which have an impact on refugees and asylum seekers, are informed by their rights, needs and aspirations.

Capacity Building, Sustainability, Staff development, public engagement, refugee involvement, Partnership and collaboration, inclusive communities, human right-based approach