

Dundee Humanitarian Protection Partnership

Performance Framework



**POLICE
SCOTLAND**
Keeping people safe
POILEAS ALBA



Department
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Pensions



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

The Dundee Humanitarian Partnership: New Scots – Arriving and Thriving

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1. Introduction and Background

1.1 Self-Evaluation in Dundee

In Dundee, we recognise that self-evaluation is a critical component of improving outcomes for children, young people and vulnerable adults. Together, we are promoting a culture whereby single and multi-agency self-evaluation helps to identify and extend good practice, where staff can respond positively to the learning achieved and where agreed areas for improvement can be implemented timeously within and between agencies.

In order to support self-evaluation and continuous improvement for the Humanitarian Protection Partnership, the Humanitarian Protection Performance Framework was developed.

1.2 Humanitarian Protection

The Vulnerable Persons Resettlement Scheme (VPRS) and Vulnerable Children's Resettlement Scheme (VCRS) is a managed migration scheme, run by the United Nations High Commissioner for Refugees. The programme prioritises help for survivors of torture and violence, women and children at risk and those in need of medical care.

In Dundee the VPRS and VCRS is delivered as a partnership between Dundee City Council, NHS Tayside, Dundee Health and Social Care partnership, Dundee Voluntary Action, Police Scotland, Department of Work and Pensions, Commissioned Humanitarian Integration Services and Scottish Fire and Rescue.

1.3 Performance Framework

The Performance Framework has been designed to support the Humanitarian Protection Partnership to capture key performance data on the impact that services have on the lives of refugees in Dundee. It also supports the monitoring and reporting of progress towards the strategic aims of the Partnership (see 2.1) and facilitates opportunities for continuous improvement through the analyses of performance information.

The framework was informed by the Dundee Partnership Refugee Planning Model (December, 2016), New Scots Refugee Integration Strategy 2018 – 2022 (January, 2018), and the findings of an independent research project conducted by a PHD student. The framework has also been developed in accordance of the Integrated Health and Social Care Partnership's Clinical, Care and Professional Governance (CCPG) Framework. The CCPG framework consists of the following themes:

1. Information Governance
2. Professional Regulation and Workforce Development
3. Service User Safety
4. Service User and Staff Experience
5. Quality and Effectiveness of Care
6. Promotion of Equality and Social Justice

The framework outlines the key outcomes of the Humanitarian Protection Partnership based on its strategic aims and proposes key performance indicators to measure progress towards these outcomes. The framework was designed to give both a strategic and holistic overview of performance.

It is intended that this framework will be used as one in a suite of different resources for self-evaluating the Humanitarian Protection Partnership. The Partnership measures and reports on performance

- The Resettlement Evaluation for the Home Office
- Funding expenditure reports for COSLA and the Home Office
- Annual Dundee Humanitarian Survey Refugee Society
- Individual Review Activities (e.g. Evaluations)

2. Our Vision, Mission and Strategic Aims

Our Vision

Children and Adults seeking refuge in Dundee are able to build a new life and integrate fully into their new communities.

Our Mission:

To work in partnership with local and national organisations and within local communities, supporting New Scots to live, learn and work in Dundee; removing barriers to achieving their goals and realising their potential.

2.1 Strategic Aims

Achievement and Personal Development	Refugees are supported to become proficient English speakers. Children are supported to access education and develop skills for future success. Adults are supported to access further education and personal development opportunities in order to pursue their aspirations.
Integration	Refugees become fully integrated members of Dundee's communities and their views are valued and respected. Individuals develop strong social relationships within their communities.
Health and Wellbeing	Refugees are able to access appropriate health and social care and are enabled to look after and improve their own health and wellbeing. They have safe and suitable housing and are protected from harm.
Independence	Refugees are aware of their rights and responsibilities as Scottish Citizens. They are given appropriate levels of support and encouragement to ultimately lead independent lives.

3. Performance Framework

3.1 Achievement and Personal Development

Outcome	Indicator(s)	How will this be collated?	Frequency	Description & Rationale
3.1.1 Refugees are supported to become proficient English Speakers	Percentage of refugees attending ESOL classes [separated by gender]	Provided by ESOL service	Annually	This will allow us to monitor levels of engagement with English learning. This figure is broken down by gender to ensure there is no inequality between men and women accessing English support.
	Percentage of refugees who have passed pre-entry level ESOL	Provided by ESOL service	Annually	Most refugees arrive at pre-entry level, progression past this level would indicate refugees are able to speak functional English.
	Number of hours of ESOL provision available per week to refugees	Provided by Community ESOL Classes	Annually	Learning English is an important part of settling into life in Dundee. Practicing English language use will help refugees to move forward in community, family, employment and learning.

3.1 Achievement and Personal Development

Outcome (numbered)	Indicator(s)	How will this be collated?	Frequency	Description & Rationale
3.1.2 Children are supported to access education and develop skills for future success	Percentage of children in full-time education.	Information Assistant	Annually	All children have a right to education, this indicator monitors levels of provision.
	Percentage of children working within Stage 2 (Early Acquisition) of The Stages of English Language Acquisition.	Provided by The Accessibility and Inclusion Service (EAL)	Annually	Pupils' progression through The Stages of English Language Acquisition is monitored in schools by AIS. Support is provided by this service for the pupils, families and schools as needed. This may include direct teaching, sharing of AIS resources, translation and interpreting services, advice, consultation and staff training.
	Time dedicated to Bilingual Pupil Support	Provided by AIS	Annually	

3.1 Achievement and Personal Development

Outcome (numbered)	Indicator(s)	How will this be collated?	Frequency	Description & Rationale
3.1.3 Adults are supported to develop their skills and career opportunities.	Number of refugees currently in further education (college or university) [separated by gender]	Information Assistant	Annually	This gives us an indication of how many refugees are studying. This is broken down by gender to investigate gender inequality.
	Number of people who have attended or who are attending the ESOL employability project [separated by gender]	Information Assistant	Quarterly	This gives us an indication of how many refugees are developing their employability skills and experience.
	Number and percentage of people currently in employment [separated by gender]	Information Assistant	Quarterly	This indicator will allow us to see how many adult refugees are in employment. In many families, one individual will assume a full-time parent role and this should be considered when interpreting this indicator.

3.2 Integration

Outcome	Indicator(s)	How will this be collated?	Frequency	Description & Rationale
3.2.1 Refugees are able to appropriately express their both culture and personal identities in Dundee.	Percentage of refugees who feel enabled to express their culture and personal identities.	Annual Survey	Annually	This indicator relates to the findings of a report by a PHD research student. Specifically, it focuses on whether refugees feel enabled to express the identities that are important to them. It is important to acknowledge that there are some cultural traits that we would not accept in Dundee (eg, some forms of gender discrimination)
3.2.2 Refugees engage frequently in local community and leisure activities.	Percentage of refugees who report that they are able to frequently participate in activities they enjoy.	Annual Survey	Annually	This gives us an indication of whether refugees are able to access the leisure/community activities they enjoy. If they do not, then there may be barriers preventing them.

3.3 Health and Wellbeing

Outcome	Indicator(s)	How will this be collated?	Frequency	Description & Rationale
3.3.1 Refugees have access to health services which promote their health and well-being	Percentage of refugees who feel that they have access to adequate health services to meet their needs	Annual Survey	Annually	While it is ensured that all refugees have access to a GP and dentist, this indicator gives qualitative insight into whether refugees health/wellbeing.
3.3.2 Refugees are safe and are protected from harm (Theme 3 of CCPG Framework)	Percentage of refugees who report feeling safe within their home and local community	Survey	Annually	This relates both to safety from individuals within the wider community as well as in homes (e.g. domestic abuse, child abuse).
	Number of adult and child protection investigations involving refugees	Information assistant	Annually	This indicator will provide insight to protection issues faced by refugees and will be monitored for any trends.
3.3.3 Refugees will be provided with suitable and safe housing that meets their needs	Percentage of refugees who have secure tenancies (council, registered social landlords)	Information assistant	Annually	This indicator provides insight into both the security of housing and the quality (in relation to housing standards)

3.4 Independence

Outcome	Indicator(s)	How will this be collated?	Frequency	Description & Rationale
3.4.1 Refugees are supported to claim the benefits that they are entitled to	Number of people who have been sanctioned.	DWP/information assistant	Annually	This gives an indication of how effective support is for refugees for claiming benefits and fulfilling their claimant commitment.
3.4.2 Refugees are trained and supported to provide peer support within their communities	Number of refugees who are trained to be peer supporters	Information assistant	Annually	Peer support allows refugees communities to become more self-reliant.
3.4.3 Refugees are able to live independent lives within Dundee's communities	Number of refugees who state they are able to make and attend appointments independently, without the need for support	Annual Survey	Annually	This indicator provides insight into how self-sufficient refugees feel in relation to making and attending appointments. This is a significant milestone of becoming independent in Scotland and can also give us a sense of English proficiency and level of reliance on humanitarian support services.
3.4.4 Refugees understand their rights and responsibilities as Scottish citizens	Percentage of refugees who state that they understand how Scottish law affects them	Annual Survey	Annually	This indicator provides qualitative insight into refugees' knowledge of Scottish law.
3.4.5 Refugees understand their immigration status and rights	Number of staff within the Partnership who are OISC trained.	Information Assistant	Annually	This indicator provides assurances that refugees have access to appropriately accredited immigration advisors.