

Dundee Humanitarian Partnership

Performance Framework Outcomes Report 2018/19



**POLICE
SCOTLAND**
Keeping people safe
POILEAS ALBA



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

The Dundee Humanitarian Partnership: New Scots – Arriving and Thriving

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Introduction: Refugee Resettlement in Dundee

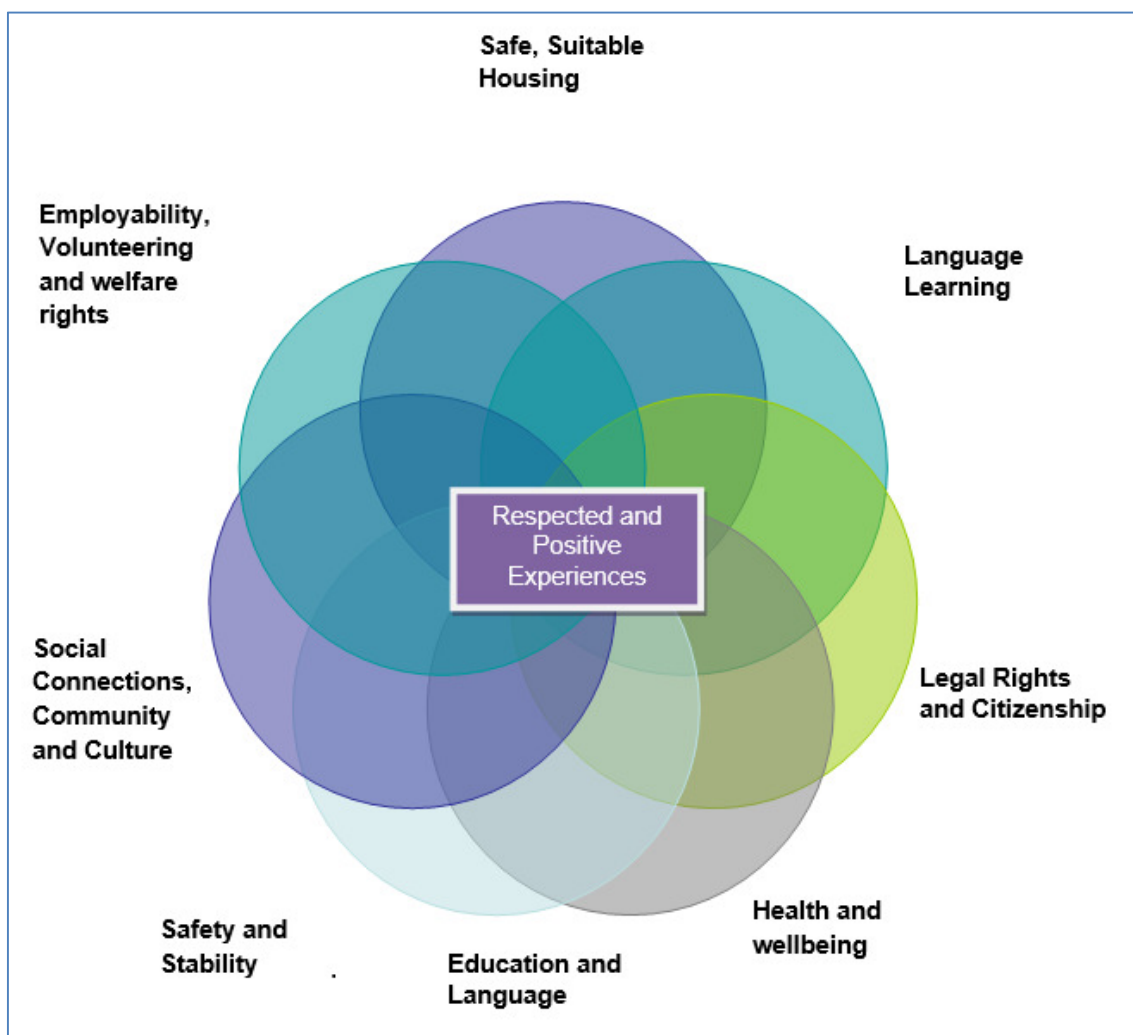
Mission Statement

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.

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 (UNHCR). It was set up in January 2014 to help the most vulnerable refugees.

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 for Work and Pensions, Scottish Refugee Council and Scottish Fire and Rescue. By working collaboratively we have achieved a project that has successfully supported Refugees arriving in Dundee and now aspires to build capacity into the Partnership and wider community by developing a sustainable infrastructure for refugee integration support provision.

In Dundee we aim that children and adults seeking refuge are able to build a new life and integrate into Dundee. In doing so we focus our supports on the following wellbeing outcomes:



The purpose of this report is to present the performance of the Humanitarian Protection Partnership during 2018-19 against the Indicators identified in the Performance Framework.

Note regarding reported data

- The work of the partnership is an ongoing process; new families were welcomed to the City throughout the year, to begin their integration journey. Personal achievements and family life fluctuate for refugees as with any other family: people gain and lose work; families grow; housing, health and learning needs change; as do expectations and aspirations. Measures of progress given at any time are generally, therefore, snapshots of the overall progress of the scheme.
- A number of performance indicators within this report are based on the results of a service user survey, issued in both paper and online versions. The survey was issued to 80 adults and 22 full responses were gained, giving a return rate of 27.5%. The full survey result can be viewed in [Appendix 1](#).

Achievement and Personal Development

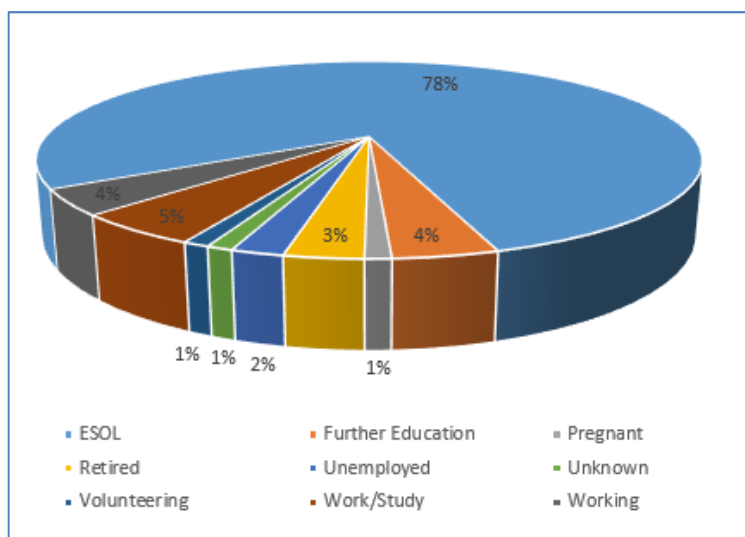
OUTCOME: REFUGEES ARE SUPPORTED TO BECOME PROFICIENT ENGLISH SPEAKERS

1. Percentage of refugees attending ESOL classes

78% of adult refugees are currently attending ESOL classes either at community ESOL provided by Dundee City Council or through Dundee & Angus College.

ESOL attendance breakdown:

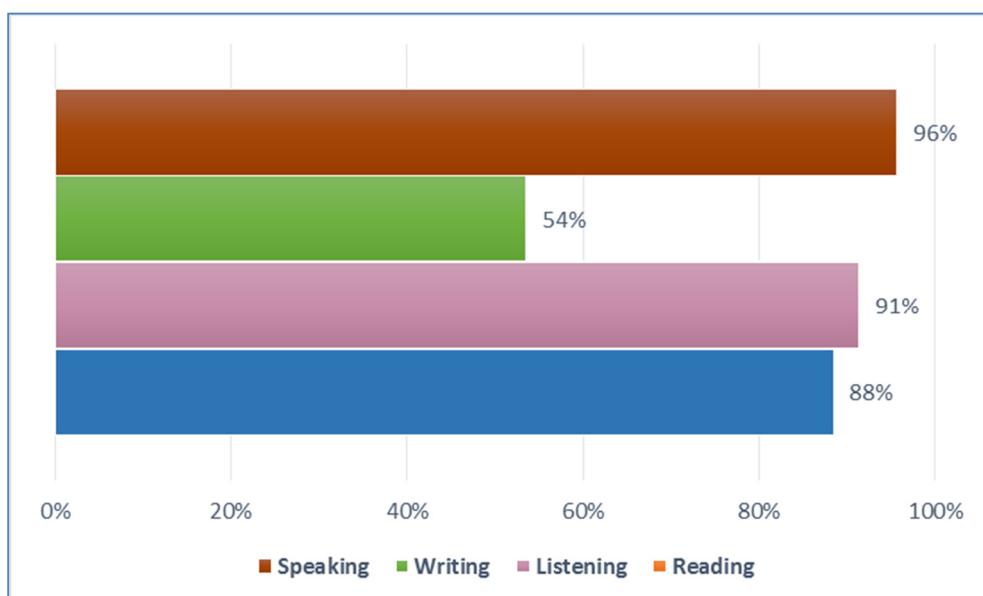
- 88% of adult females
- 67% of adult males



2. Percentage of refugees who have passed pre-entry level ESOL

Assessments of competency levels are yet to be completed by the ESOL team for all current and past attendees. The following statistics are available for those who have been assessed to date and have been added to the numbers of those attending further education and those currently working (whose competencies are assumed to be above a pre-entry level).

Assessment results account for 70% of all adult refugees.



4. Number of hours of ESOL provision available per week to refugees

16 hours per week of community based ESOL provision are available to each supported refugee.

ESOL team have started to utilise volunteers in group and classroom settings to enhance learning opportunities and enable more learners to hear different voices and experiences. 10 volunteers are currently supporting the delivery of around 28 hours of ESOL classes specifically for refugee learners. The number of literacy groups and 1:1 learning opportunities within group settings are to be increased, with the recruitment of further volunteers. Learners are also offered 'buddies' where it is considered appropriate after ESOL assessment.

It would be worth reconsidering the suitability of this measure; ESOL availability should remain constant at current funding levels.

OUTCOME: CHILDREN ARE SUPPORTED TO ACCESS EDUCATION AND DEVELOP SKILLS FOR FUTURE SUCCESS

5. Percentage of children in full-time education.

100% – All school age children attend full time school-based education.

The necessity for this indicator should be reconsidered, as the programme ensures that all school age children are registered with a school on arrival and able to attend; this would only change under extenuating circumstances for specific individuals

6. Percentage of children working within Stage 2 (Early Acquisition) of The Stages of English Language Acquisition.

9% of school age children are currently receiving bilingual support;

4% of school age children are currently working within Stage 2 (Early Acquisition).

Indicator 5 is a more insightful indication of performance, as it clearly illustrates the level of education support afforded bilingual pupils throughout the year.

7. Time dedicated to Bilingual Pupil Support

7 hours per week are currently spent giving direct Bilingual Pupil Support, comprising:

- 5 hours classroom support per child;
- Additional 2 hours support given by Bilingual Assistants

All pupils receive some support when they first arrive; they may then be assessed as being supported well in their class by their class teacher and seen to be making good progress. The EAL team maintain contact, monitor the pupil's progress, offer support and provide resources where required. The families, in addition, are supported in educational matters, and interpreters are provided at meetings, Parents' Evenings etc.

OUTCOME: ADULTS ARE SUPPORTED TO DEVELOP THEIR SKILLS AND CAREER OPPORTUNITIES

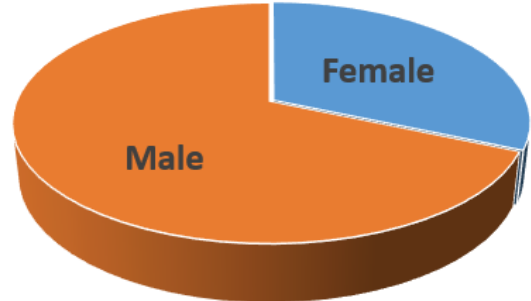
See [Observations](#) regarding the significant gender differences highlighted here.

8. Number of refugees currently in further education (college or university)

Adults currently attending college or university: 26

18 Male; 8 Female (approximate 2:1 split)

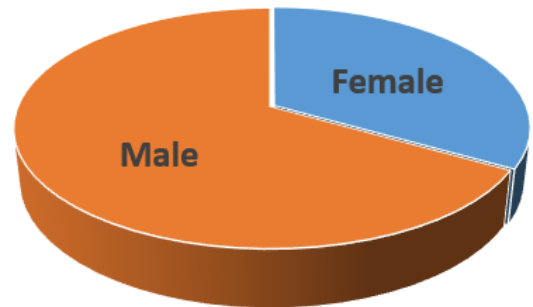
These values include college-based ESOL students, some of whom study additional subjects or courses further to their ESOL learning.



9. Number of people who have attended or who are attending the ESOL employability project

Get Ready For Work (GRFW) registrations: 45

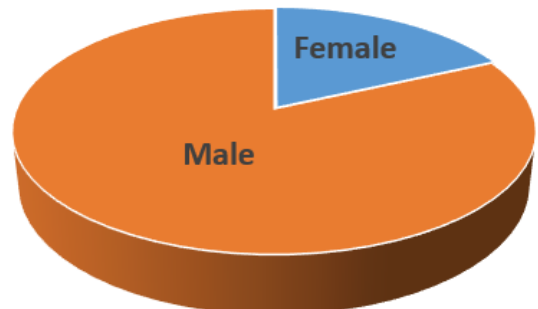
30 Male; 15 Female (2:1 split)



10. Number and percentage of people currently in employment

In employment: 11

9 male; 2 female (approximate 4:1 split)



Integration

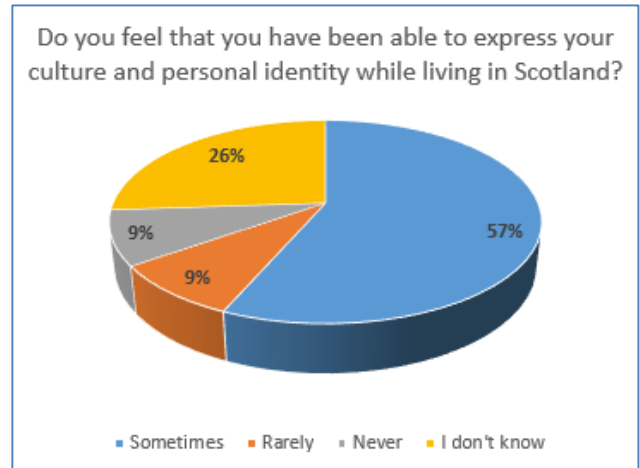
OUTCOME: REFUGEES ARE ABLE TO APPROPRIATELY EXPRESS BOTH THEIR CULTURE AND PERSONAL IDENTITIES IN DUNDEE

11. Percentage of refugees who feel enabled to express their culture and personal identities

57% of respondents stated that they felt that they sometimes were able to express this;

18% felt that they were never or rarely able to express this.

This aspect of integration is particularly difficult to quantify, as the question itself begs further enquiry. The results presented in the chart are favourable although, coupled with the responses from other lifestyle and culture questions, there is a firm indication that this is a major aspect of integration to be focused upon going forward with the VPRS scheme in Dundee.



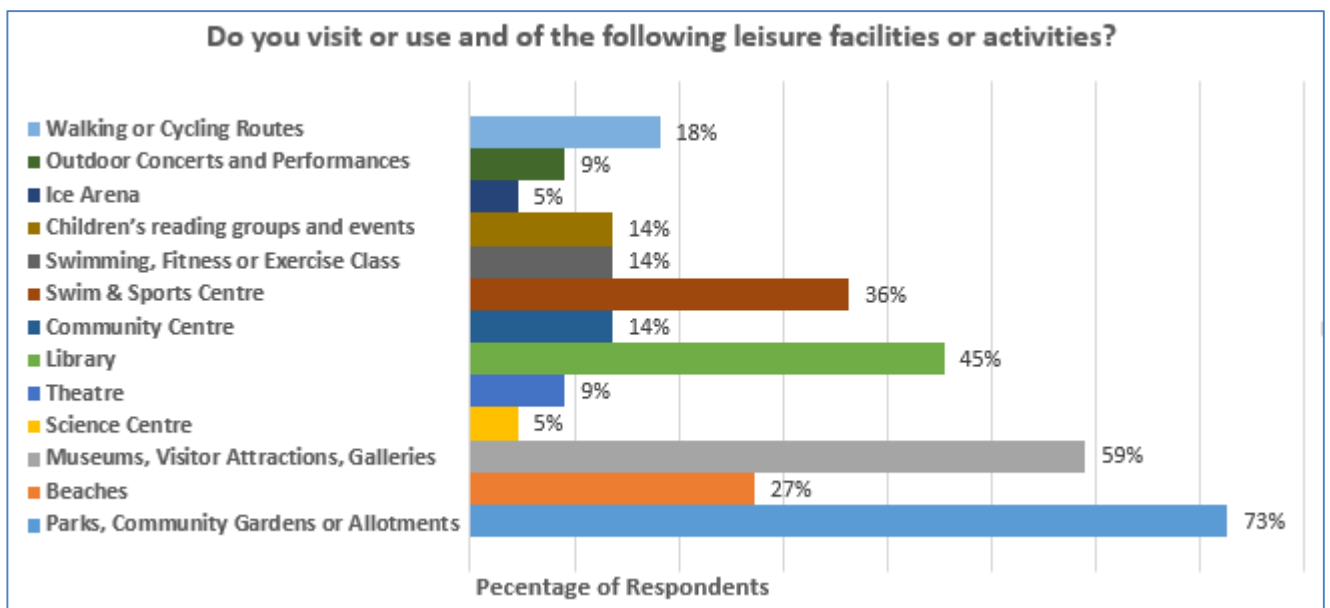
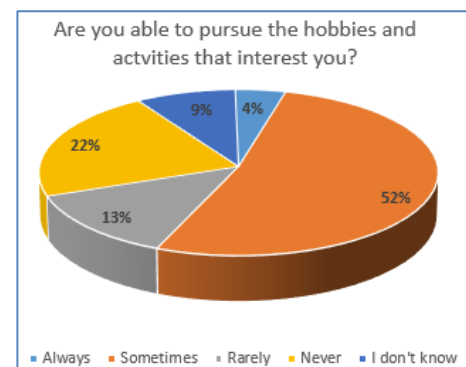
OUTCOME: REFUGEES ENGAGE FREQUENTLY IN LOCAL COMMUNITY AND LEISURE ACTIVITIES

12. Percentage of refugees who report that they are able to frequently participate in activities they enjoy

56% of respondents stated that they felt that they were always or sometimes able to participate;

22% felt that they were never able to do this.

Only one respondent stated that they were a member of any club - whether within or outside of their own cultural sphere - however the responses regarding leisure facility usage are more encouraging.



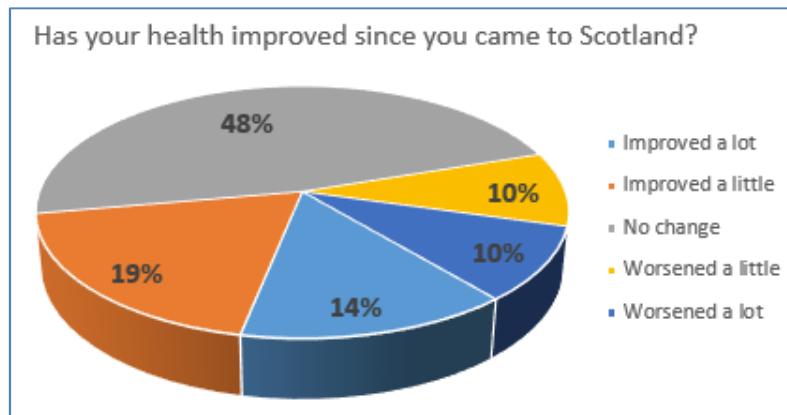
Health and Wellbeing

OUTCOME: REFUGEES HAVE ACCESS TO HEALTH SERVICES WHICH PROMOTE THEIR HEALTH AND WELLBEING

13. Percentage of refugees who feel that they have access to adequate health services to meet their needs

100% of survey respondents confirmed that they have been able to access Doctor and Dentist services as required, whether by themselves or with the assistance of friends or support workers.

Results of the survey also confirmed that the overall health of the refugee population has improved, with few respondents noting a deterioration.



OUTCOME: REFUGEES ARE SAFE AND ARE PROTECTED FROM HARM

14. Percentage of refugees who report feeling safe within their home and local community

100% of survey respondents stated that they felt Very Safe or Safe in the area in which they live.

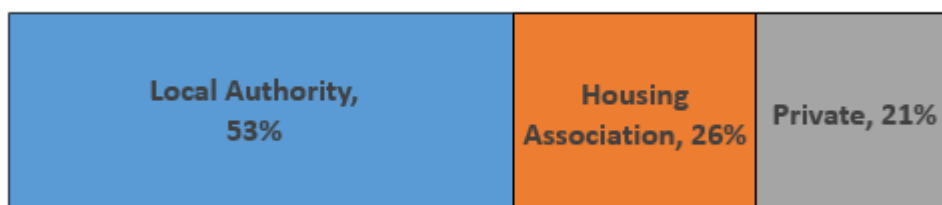
15. Number of adult and child protection investigations involving refugees

<5 Adult protection investigations;
<5 Child protection investigation.

OUTCOME: REFUGEES WILL BE PROVIDED WITH SUITABLE AND SAFE HOUSING THAT MEETS THEIR NEEDS

16. Percentage of refugees who have secure tenancies (council, registered social landlords)

79% of families are housed in Local Authority or Housing Association accommodation.



Independence

OUTCOME: REFUGEES ARE SUPPORTED TO CLAIM THE BENEFITS THAT THEY ARE ENTITLED TO

17. Number of people who have been sanctioned.

There have been no benefits sanctions to date, suggesting that refugees are being effectively supported to claim their benefits.

OUTCOME: REFUGEES ARE TRAINED AND SUPPORTED TO PROVIDE PEER SUPPORT WITHIN THEIR COMMUNITIES

18. Number of refugees who are trained to be peer supporters

To date there have been 10 refugees recruited and they are currently in the process of induction and training through Scottish Refugee Council.

OUTCOME: REFUGEES ARE ABLE TO LIVE INDEPENDENT LIVES WITHIN DUNDEE'S COMMUNITIES

19. Number of refugees who state they are able to make and attend appointments independently, without the need for support

9% consider themselves able to do this without assistance.

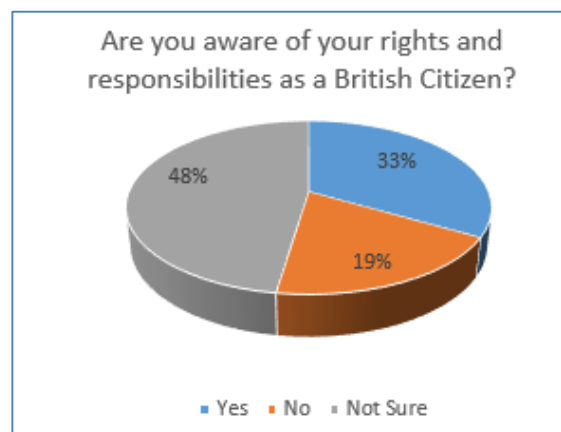
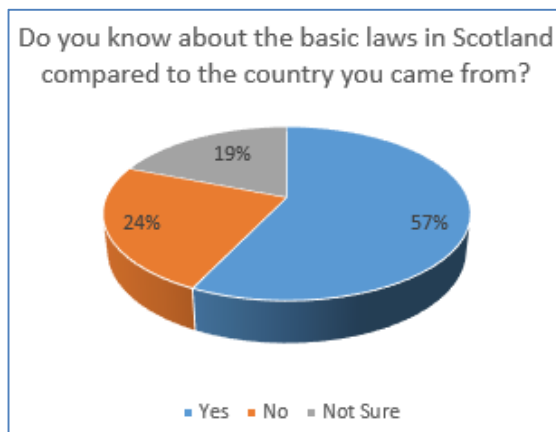
The need or perceived need for assistance may come from an array of reasons, including language levels and understanding of procedures and protocols. The [survey results](#) also show that over a third of respondents felt that they were receiving too much help from the Integration Support team. This highlights one of needs for further integration development.

OUTCOME: REFUGEES UNDERSTAND THEIR RIGHTS AND RESPONSIBILITIES AS SCOTTISH CITIZENS

20. Percentage of refugees who state that they understand how Scottish law affects them

57% stated that they understood the basic laws in Scotland.

However, only 33% stated that they knew their rights and responsibilities.



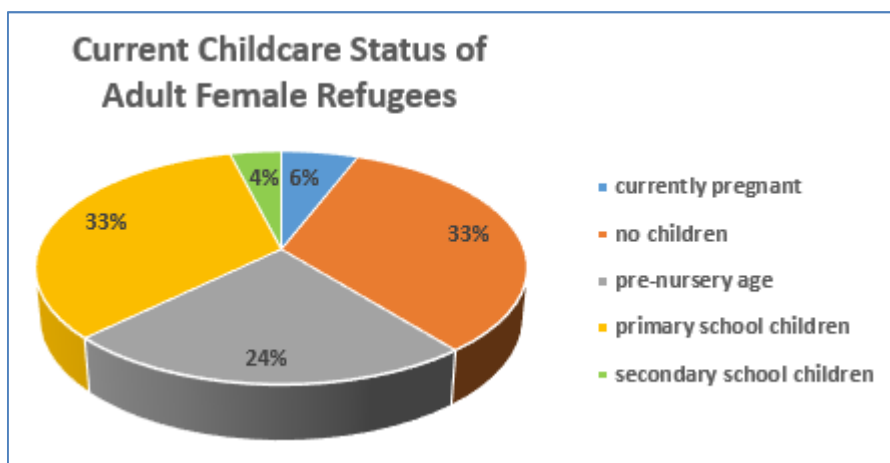
OUTCOME: REFUGEES UNDERSTAND THEIR IMMIGRATION STATUS AND RIGHTS

21. Number of staff within the Partnership who are OISC trained

5 staff trained but not as yet accredited.

Observations: The Gender Divide

Based on the available data, it is clear that there are definite additional barriers to the integration of women into Scots society. One of the largest obstacles may be related to childcare; although childcare is not exclusive to women, it is a general societal trend that women are more likely than men to adjust their careers or education for family life.



Of the adult female refugees resettled into Dundee, almost a quarter are currently looking after pre-nursery age children. In addition, a third are having to balance their daily activities around primary school hours.

Whilst community ESOL provision offers crèche facilities and schedules classes to allow for “the school run”, childcare requirements significantly hinder abilities to attend further education courses and enter into employment and this is noticeable in the earlier analyses.

Conclusions

The Humanitarian Protection Partnership exists primarily to tie together and direct a range of specialist skills that are already available within mainstream Government and Community services and adapt them to best meet the needs of families resettled within Dundee through the VPR and VCR schemes according to the outcomes identified in the Performance Framework. There are currently specific Home Office funded posts within each of the partner Departments in order to harness these specialist skills with specific focus on the resettlement programme. As such, the Partnership’s operational strategy is dependent upon the City Plan for Dundee and the Strategic plans of all Departments within Dundee City Council.

Going forward after the end of the current Home Office programme in March 2020, on the assumption that a significantly reduced budget will be set there should be a plan towards making the majority of these skills available through the day-to-day services of the Council and partner organisations that encounter or work with resettled individuals.

This report has identified a number of areas that require to be built upon to enable us to sustain the support of our New Dundonians. Current service provision must continue, but at the same time new support streams are required to shift the focus from ‘Arriving’ to ‘Thriving’, with the objective of building capacity to support future needs as funding streams change.

Key Recommendations and Actions

ACHIEVEMENT AND PERSONAL DEVELOPMENT:

The ESOL team works closely in Partnership with the Employability Support Team by supporting refugees to participate in a range of Employability Services and assist with removing barriers to employment, achieving qualifications, gaining work experience and ultimately supporting people into sustainable employment.

With the Humanitarian Partnership's focus moving forward from resettlement to integration, additional resources need to be developed to equip refugees with the skills and knowledge required to increase refugee outcomes.

Investment Plan

Provision of specialised employability resources to ensure that training and employment are made available and attainable for refugees and that employers and related organisations are culturally aware, understanding and adaptable to the needs of these people coming from a significantly different background with different employment ethos.

Proposed funding for tailored Volunteering/Job Brokerage support will provide a supportive environment for refugees to:

- *develop language skills and understand Scottish working cultures and practices;*
 - *build confidence, self-esteem and motivation to engage in employment or further education/training;*
 - *aid understanding in how skills can be used in a Scottish employment context.*
-

STAFF LEARNING & DEVELOPMENT:

Through Partnership with the Scottish Refugee Council's Integration Support team, the need has been identified to develop further learning and development support to public services, voluntary sector, and wider services to ensure sustainability of refugee integration.

Although refugees will be treated no differently than other Dundonians, an additional knowledge base is essential to ensure adequate communication of services and procedures to allow individuals and families to access services independently. In addition to specific services, a baseline level of understanding will be required from within all of the Council's services and partner organisations.

Investment Plan

Proposed funding for delivery of a Learning & Development programme will ensure sustainability of refugee integration practice in Dundee by enabling service providers to increase their knowledge and awareness and also to enable Dundee City Council services to improve their internal practices and protocols in working with refugees by:

- *development of training programmes and advice leaflets;*
 - *introduction of early intervention and prevention approaches;*
 - *development and implementation of a multi-agency toolkit to provide accessible guidance on wider areas of refugee specific topics and support requirements.*
-

HEALTH & WELLBEING:

In Dundee, access to primary healthcare services is coordinated and prepared for pre-arrival, based on the medical information provided by UNHCR; GPs will refer onto any specialist service as required. However, it is evident that due to the differences in healthcare system in the UK compared to the countries of origin, refugees often rely on support agencies and social services to be able to access healthcare services.

There is a need to increase knowledge and awareness within refugee families about the healthcare system in the UK, including access routes, entitlements and expectations as well as their responsibilities as service users. Promoting this awareness would facilitate independent access to healthcare, and in the long-term reduce dependency on Integration Support Services.

Investment Plan

Proposed funding for development of Health and Wellbeing intervention in the form of a Peer Support Initiative will empower individuals to independently access health services and community based health initiatives in Dundee and ensure access to specialist healthcare if required.

INDEPENDENCE:

Scottish Refugee Council began delivering the Humanitarian Integration Service to refugees in Dundee in December 2018 as part of the Humanitarian Partnership. Their service delivery model consists of a combination of one-to-one support, through casework, and group work support, through Peer Action and Learning practice.

It is clear from the outcomes within this report that refugees are slowly developing community connections and learning to integrate with the wider community, however our survey indicates a number of gaps in social awareness in a UK context and a lack of knowledge of Dundee facilities and services that could be addressed through cultural awareness training, but which may be more successfully presented to refugees by refugees. Peer Support volunteers are currently being recruited and trained and this vital resource should be nurtured as an essential building block of sustainable integration.

Investment Plan

Proposed funding for a Peer Volunteer Coordinator (PVC) to work with refugees to form, train, and supervise a group of refugee peer volunteers and enable them to take a proactive role in helping fellow refugee families will ensure sustainability; trained and experienced refugees who have been involved in the project will be able to continue support, enabling engagement with local community-based services and activities and health and wellbeing services.

Exit Planning

The aim of the current partnership is to exit at the end of March 2020. We plan to have built a sustainable project that would leave a legacy of resources and a number of people will have utilised the opportunity to undertake learning opportunities. However there are a number of posts we would want to continue, to ensure that the refugees in Dundee can reach their goals and outcomes. This would include as a priority Employability and ESOL provision.

The Scottish Refugee Council's community development plans will be an essential aid to the exit plan to provide assurances that future integration requirements will be met and to build on the resources already in place. It will be necessary to determine the extent of their presence that will remain once the current service contract has ceased and the future focus of their service outwith the current contract terms (Peer Volunteer, Community Development, Resettlement Development, Immigration and Citizenship advice). Continued funding of integration support from Scottish Refugee Council would be beneficial to absorb any impact from reducing the availability of previously tailored Council Services.

Appendix 1: Survey Results 2018-19



Survey Results
2018-19.pdf