

Humanitarian Protection Partnership



Annual Report March 2019

The Dundee Humanitarian
Partnership: New Scots-
Arriving and Thriving



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Introduction

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 December 2015 Dundee welcomed the first 5 refugee families to the city. Since the inception of the scheme Dundee has now welcomed 180 refugees (103 adults and 80 Children) from Syria, Iraq, Ethiopia, Somalia and Sudan to the city.

Partnership Working

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 (SRC) and Scottish Fire and Rescue. We have learnt since the beginning of the scheme that by working collaboratively we have achieved a project that has successfully supported Refugees arriving in Dundee.

The staff team funded by this resettlement project includes Humanitarian Protection Co-ordinator, Information Assistant, Housing Resettlement Worker, Adult Social Worker, Children and Families Social Worker, Employability Officer, Senior CLD Worker and ESOL (English for Speakers of Other Languages) tutors. A commissioned service provided by SRC provides Arabic speaking Humanitarian Integration Support Workers. In addition the wider team includes leads from Education, Welfare Rights, Police Scotland, Scottish Fire and Rescue, Department for Work and Pensions, NHS and Dundee Energy Efficiency Advice Project (DEEAP).

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.

In line with the Scottish Government's New Scots strategy the Dundee Integration project endorses 'Scotland's vision of refugee integration as a two-way process, bringing positive change in refugees and host communities, and helping to build a more compassionate and diverse society.'

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:

Healthy: Children and adults are able to access appropriate healthcare and are enabled look after and improve their own health and wellbeing.

Independent: Individuals and Families are provided with safe, secure and suitable housing that will enable them to settle and build a new life.

Safe: Children and adults are safe from harm and abuse.

1 <https://www.gov.scot/publications/new-scots-refugee-integration-strategy-2018-2022/>

Achieving: Children and adults are able to learn English. Children are supported to access Nursery/ Education and become active learners. Adults are supported to access Employment, Training or Further Education as appropriate to their circumstances and preferences.

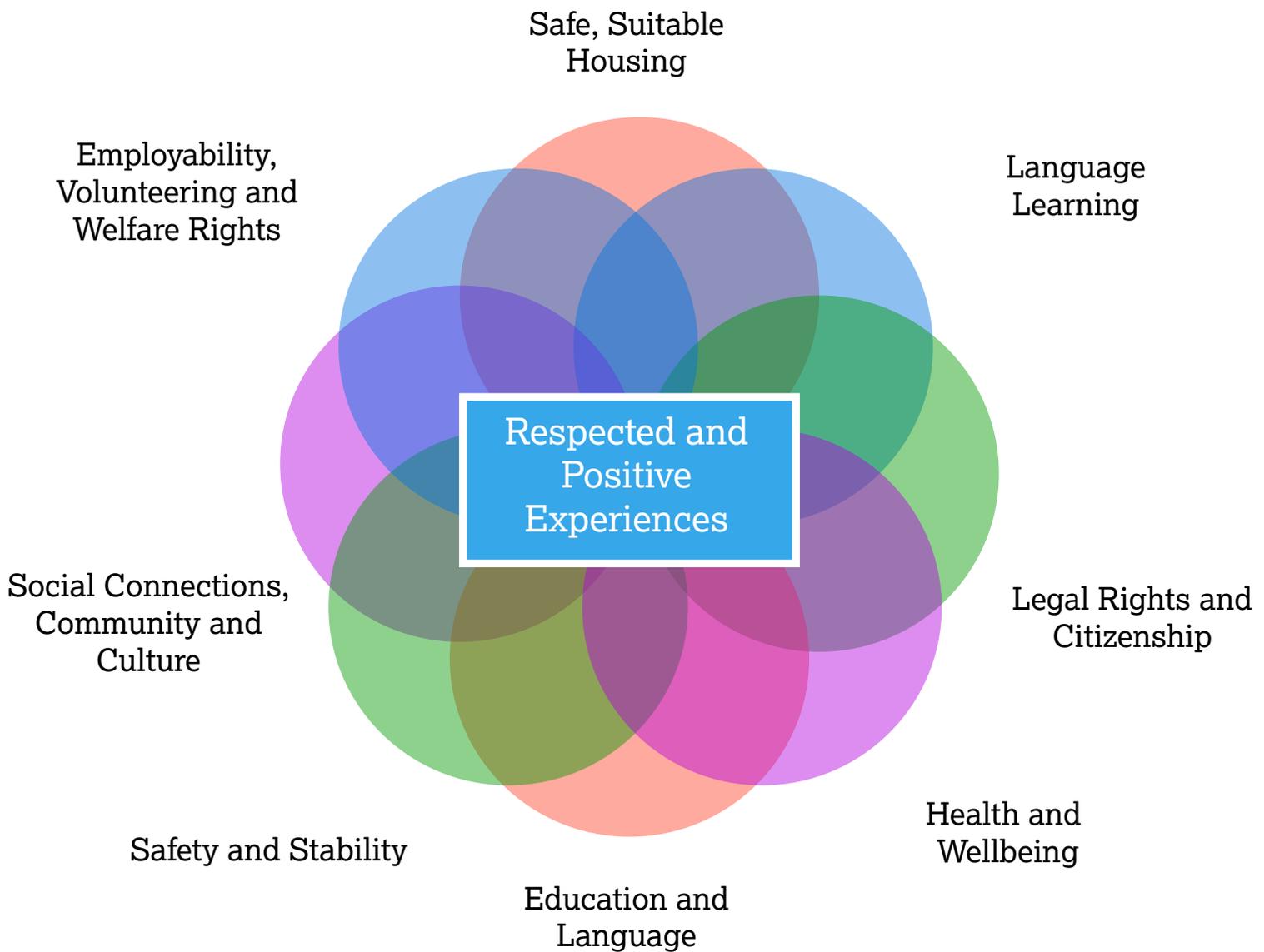
Included: Children and adults are included in communities in Dundee.

Respected: Children and adults are given a voice, and involved in the decisions that affect their wellbeing and integration into Dundee.

Positive Experiences: Children and adults have positive experiences of supports and services designed to assist them to build a new life in Dundee.

Planning Model

Our planning model is based on a multi-dimensional approach and includes the following themes to ensure a welcoming Scotland where refugees are able to rebuild their lives from the day they arrive.



To achieve these outcomes and themes we have developed a pathway based on 5 key stages.

The Dundee Humanitarian Protection Pathway

Dundee Humanitarian Partnership – Integration Journey (Appendix 1)

Acceptance and Decision Making – Information is sent to COSLA regarding accommodation, health and social care and support that can be offered in Dundee; this informs which refugees' profiles are sent to Dundee for consideration. Screening then takes place with representatives from Social Care Partnership and Dundee City Council (Neighbourhood Services and Children and Families), led by the Humanitarian Protection Coordinator. The group will review profiles provided to determine if as a partnership we can meet families' medical, housing, educational and support needs. A decision will be made whether to accept or decline a proposed family based on this review and, if accepted, who is required to be invited to the pre-arrival case conference. The Humanitarian Protection Coordinator will then advise the relevant Home Office and COSLA contacts and organise pre-arrival arrangements.

Pre-Arrival organisation – Preparation will be undertaken during this stage and focused on ensuring that housing and health appointments are in place for arrival. A multi-agency case conference is held 2 weeks prior to arrival to update staff on the families due to arrive; consider individual family circumstance and needs; co-ordinate actions and confirm roles and responsibilities; consider any health supports required during arrival; prepare a personalised initial integration plan which confirms practitioners involved.

Day of Arrival – It is recognised that families arriving in Scotland will be tired after a long journey. We felt it important that those supporting families on the day of arrival are sensitive to this as well as providing a warm welcome. Any medical issues identified during pre-screening which require urgent attention will be actioned via NHS Tayside. A number of key documents are provided in a welcome pack in each home. This includes emergency contact numbers; basic information on Dundee; consent to share information form, information on English language learning; information on the NHS in Tayside; the law in Scotland; bus timetable and a 10 journey bus pass; a map of Dundee. One week supply of food is provided in the home which is purchased with advice from peer volunteers to ensure it is culturally appropriate. A hot meal is provided for the first 2 evenings, which is prepared and delivered by peer volunteers.

Initial Resettlement (the first 4 weeks) – All relevant appointments have been organised in advance; this includes health, benefits and bank appointments. All appointments and named workers who will support these appointments are added to the Initial integration plan. Refugees are introduced to the education staff to assist with the enrolment of their children at school and will undergo an ESOL assessment to ensure they are placed in the most appropriate English class.

Integration – All stakeholders within the Humanitarian Protection Partnership will work in collaboration to support refugee integration in Dundee to ensure that refugees can independently access services in relation to the indicators of integration. The role of the Arabic speaking Integration worker will be to ensure that families will be able to build social connections and to access services independently. The integration support staff will develop a holistic integration plan with each individual guided by the indicators of integration framework and the New Scots Strategy. The plan will be co-produced with the families after the 4 week initial integration period.

Underpinning each of these stages is governance in relation to information sharing, financial, legal framework for support and protection, communication and use of social media.

The Indicators of Integration

Employment

The Humanitarian Integration Employability team provide support to refugees to secure employment in Dundee. This includes the Get Ready for Work programme (Appendix 2), which is delivered in Partnership with the Dundee City Council ESOL team and was developed as a response to the employment needs of the refugees. It involves a range of organisations from the Dundee Employability Pipeline over an 8 week period concentrating on language and employability skills. The project has proved to be successful and is now running its 5th course. 40 refugees have completed the course to date, resulting in 9 refugees in paid employment, 24 in employment/volunteering placement and 12 moving into full time education. The Get Ready for Work ESOL and Employability project won a COSLA gold award in 2018 for 'Achieving Better Outcomes in Partnership'.

In addition, staff from the Employability team have supported 7 people on a 1 to 1 basis to apply for jobs and are assisting another 5 people with college/university applications. A job club specifically for refugees, runs once a week, and has been accessed by 12 people in the first 3 weeks since its conception. It is delivered by the employability team and staff from the Dundee International Women's Centre, who also run a group once a week for refugee women who are furthest away from the labour market. Currently a working group for Enterprise project with SRC and E-Zones Business Start Up is aiming to create a peer group who can learn about setting up a UK business with a goal to sell/exhibit products at the Scottish Refugee Festival in June 2019.

Housing

Dundee City Council in liaison with Registered Social Landlords and private landlords provide support to refugees to secure and maintain sustainable and suitable accommodation. The resettlement tenancy officer ensures that houses are decorated, furnished, cleaned and secure on arrival. Support is provided in relation to maintaining the tenancy including the rights and responsibilities required in relation to all tenancy matters. Initial advice and is given during the signing of the tenancy and a follow up 'new tenant' visit is carried out one month after arrival. Visits to the home by the Scottish Fire Service, Police Scotland and DEEAP are arranged during the initial 4 week period to ensure the safety and security of the refugees.

Education and Language

Dundee City Council's ESOL team provide learning opportunities for adults to learn conversational, oral and written English so that Adults can build a new life and live independently in Dundee and gain entry into employment, training and volunteering opportunities.

The team in Dundee consists of a team of ESOL tutors supported by a senior Adult Learning worker. They provide formal and informal ESOL classes for a range of abilities as well as the Get Ready for Work project delivered with the Employability team. Refugee learners can access up to 16 hours of ESOL in the community per week (Appendix 3).

To ensure we minimise barriers to attendance, a bus pass for the first year is provided to anyone attending the community classes 3 times per week or more and an onsite crèche is provided to ensure that parents can access the classes.

In addition to the community classes 19 refugees attend Dundee and Angus College to access ESOL classes, which is a more formal setting leading to qualifications in ESOL. All of the refugees attending either the community class or the college course have continued to improve and move onto a more advanced course. Two of the learners who attended Dundee College from 2017-2018 have progressed to University.

Dundee City Council Children and Families Accessibility and Inclusion Service (EAL) visit each family before their child enrolls in school. This ensures that parents can ask questions and become familiar with the education system in Dundee before their child starts school. Detailed background information regarding the child's educational, cultural, linguistic and life experiences is gathered to provide the school with an individual account of each child's needs.

Guidance

We identified that specialist adult guidance was required to help our refugee learners identify what they want to do in Scotland and to help them engage more with their local community. Learners come to Scotland with no knowledge of the educational system, cultures around looking for work or employment law and can be overwhelmed by the range of choices available to them. Supported by SRC Support Workers, all adult refugees have been offered the opportunity to meet local Adult Learning Guidance Workers soon after their arrival, to find out more about their communities and start thinking about their future in Scotland.

Health and Wellbeing

Medical information provided by UNHCR on arrival is sent directly to the GP and an appointment arranged for the first week after arrival. The practice is made aware of any medical needs and will refer onto specialist services if appropriate.

SRC are currently working jointly with Dundee Healthy Living Initiative (HLI) to ensure that refugees can access community health programs. Sessions facilitated by sexual health service and HLI have delivered information sessions for women on medical screening programmes and contraception. Feedback has been positive and it is planned for more sessions to take place, delivered by Peer Volunteers. A consultant at Sexual Health and Reproductive service has agreed to provide training. SRC have provided training to all staff in the HLI team and progress will be made this month to ensure refugees can access the HLI service.

Social Connections

Humanitarian integration staff work with each individual to ensure that connections are made within their local communities; this is part of each individual's plan to ensure they can become involved in leisure and social activities of their choice. SRC will be working jointly with local community guidance workers to support refugees to increase engagement with existing community-based groups, activities and services. SRC are planning an event where refugees will decide what supports they can provide to each other as peers, to ensure long term sustainability.

Ongoing peer support and group work led by SRC will systematically support refugees to build healthy and meaningful social connections and to increase engagement with community based activities, groups and organisations.

Safety and Stability

All Adults will be supported to participate in an assessment led by an Adult Social Worker located in First Contact Team in line with current operating procedures. This will enable a multi-disciplinary assessment, including designated SRC support worker and health professional leads, as to whether any statutory involvement is required to enable Adults to achieve their outcomes and reduce any risks which may cause the Adults harm. Where any risks or need for statutory involvement is identified First Contact Team will then provide support and intervene as is required in line with current operating procedures.

All Children will be supported to participate, as is appropriate to Child's age, in a GIRFEC assessment led by a Children Services Social Worker located within Intake Services, in line with current operating procedures. This will enable a multi-disciplinary assessment, including designated SRC support worker, education and health professional leads, as to whether any statutory involvement is required to enable children to achieve SHANARRI outcomes and reduce any risks which may cause harm to the Child. Where any risks or need for statutory involvement is identified Children Services will then provide support and intervene as is required in line with current operating procedures.

Financial stability - DWP staff provide support to refugees to access mainstream benefits in line with each individual's circumstance on arrival. DCC Welfare Rights team ensure that correct benefits are claimed as circumstances change. Better off calculations are carried out by the employability team before anyone moves into employment to ensure they are not worse off by working. Police Scotland and Scottish Fire and Rescue carry out visits to each home to advise on community and fire safety.

Legal (rights and citizenship)

OISC accredited staff at SRC provide second tier immigration advice to the refugees. If required they can signpost to specialist legal advice. Home Office and COSLA provide regular updates on the resettlement scheme and this is cascaded to refugees.

Future learning for staff

In November 2018, staff from across the partnership attended a development day to reflect on what had been achieved to date and to identify gaps in provision. A number of actions were identified with staff overwhelmingly asking for more opportunities to come together across the partnership to develop a better understanding of operational roles and to share knowledge and practice.

Quarterly networking sessions have been planned in 2019 with the following topics identified:

Status, Rights and Entitlements - Dylan Fotoohi, Scottish Refugee Council
Trauma Based Practice - an Introduction - Dr Kate Duncan, Consultant Clinical Psychologist,
Language & Learning Pathways - Kirsty Forrester (Adult Learning) & Anne Ferrier (Education),
Dundee City Council

The Dundee Model

At the beginning of September, the first minister launched ***Delivering for today: investing for tomorrow. The Government's Programme for Scotland 2018 – 19***. In it the Scottish Government prioritises:

“...work to develop opportunities for refugees to build their skills and employment options, including through volunteering and work placements...”

...support refugees to have a voice in improving their health and wellbeing through participation in local and national health forums...

...provide opportunities for refugees to produce work for and to participate in cultural, heritage and sports activities.”

We believe that, in Dundee, we have developed a model that can deliver these ambitions, based on a culture of:

- developing really good partnership working to improve outcomes for individuals, based on openness and mutual respect,
- valuing human rights and dignity,
- all partners understanding and supporting a personalised journey
- And a desire to strengthen local communities.

All stakeholders within the Humanitarian Integration Partnership are addressing potential barriers and supporting refugees to increase their knowledge of local services so that they will be able to independently communicate with and access those services in the future when specialist services may no longer be available.

In addition to supporting clients, the partnership aims to develop a sustainable infrastructure for refugee integration support provision in Dundee. SRC is planning to offer training, consultancy and capacity building support to statutory, voluntary and community-based services (within and out with the partnership) in order to increase their knowledge and capacity to engage with the refugee community in Dundee.

Performance Management

In order to support self-evaluation and continuous improvement for the Humanitarian Partnership, the Humanitarian Protection Performance Framework (Appendix 4) was developed. The framework was designed to give both strategic and holistic overviews of performance. Key performance data have been captured to enable measuring and monitoring of integration progress and to highlight areas that require future development and funding. The Humanitarian Partnership Outcomes Report 2018-19 (Appendix 5) sets out the results of this monitoring and highlights key recommendations and actions to be delivered in the coming year.



Refugees Receiving ESOL Graduation Certificates

Appendices:

- 1** Integration Journey - Final Pathway
- 2** Get Ready for Work Report
- 3** ESOL Timetable
- 4** Performance Framework - Final
- 5** Outcome Reporting 2018-19

