

## Who is being nominated?

Jacqueline Kerr

## Organisation

Dundee City Council

## Award Details

### Category

Category 4: Silo Buster 2019

### Q1: Overview

In line with the Scottish Government's New Scots strategy, the Humanitarian Protection Partnership in Dundee 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.'

This multi-agency partnership was established to deliver the Syrian Vulnerable Persons Resettlement Scheme within Dundee. Our partnership includes staff from Housing and Communities, Health and Social Care, Third Sector, DWP, Police Scotland, NHS Tayside and Fire Service. After initial planning and acceptance of a Refugee family, members of the Partnership meet to discuss each family before arrival and provide input from their service to ensure that each individual is supported by a personalised integration plan to ensure their needs are met.

Continued, specialist, support for resettled families is assured through the Partnership's ethos of joint-working. A series of secondments from Partner Departments allows for efficient and effective channelling of skills, knowledge and resources and helps foster enthusiasm for the programme throughout the Council's services. The introduction of Development and Learning events has enabled inter-disciplinary cooperation and multi-skills discussions to help inform further service delivery.

### Q2: What did you do?

The Humanitarian Protection Partnership aims 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 outcomes: Healthy Children and adults are able to access appropriate healthcare and are enabled to 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.

Achieving Children and adults are able to learn English. Children are supported to access education and become active learners. Adults are supported to access language classes to learn English and progress to employment or further study.

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.

Our pathway has 5 key stages:

Acceptance and Decision Making – Information sent to COSLA regarding accommodation, health and social care and support that can be offered in Dundee. The partners 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.

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, which updates 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 – A warm welcome is provided, which includes peer volunteers meeting the new arrivals. Any medical issues identified during pre-screening requiring urgent attention will be actioned via NHS Tayside. A number of key documents are provided in a welcome pack in each home.

Initial Resettlement (the first 4 weeks) – All relevant appointments have been organised in advance, this includes health, benefits and bank appointments. 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 – The role of the Integration worker will be to ensure that families will be able to build social connections and to access services independently. The 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

### **Q3: What did you achieve?**

Learning the language is paramount; we provide formal and informal ESOL classes for a range of abilities. Individuals can access up to 16 hours of ESOL per week. To ensure we minimise barriers to attendance, a bus pass for the first year is provided to anyone attending the classes 3 times a week or more, and an onsite crèche is provided to ensure that parents can maintain access to the classes.

All individuals attending ESOL classes have progressed in their language ability. Specialist adult guidance staff support individuals to identify what they want to do in Scotland and help them engage more with their local community. Refugees often arrive in 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. In response to this, we have developed a Get Ready for Work programme which 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 the 5th course. 40 people have completed the course to date, resulting in 8 going into paid employment, 22 in employment/volunteering placement and 12 moving into full time education.

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 Scottish Refugee Council 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.

Our partners work jointly with local community guidance workers to support refugees to increase knowledge of and engagement with existing community-based groups, activities and services. Refugees will decide what assistance and guidance they can provide to each other through peer support to ensure long term sustainability.

Ongoing peer support will then encourage refugees to build healthy and meaningful social connections and to increase engagement with community based activities, groups and organisations. This will ensure that the project is sustainable in the long term.

A community drop in hub has been co-designed with refugees to provide a one stop shop advice hub within the community. This provides refugees with access to staff from the partnership when they require support/advice.

“But, the most important thing which is they consider us like a Scottish citizen since we’ve arrived until now and forever.

I love Scotland...especially (Dundee), the people,  
This is my home now. Thank you

#### **Q4: Why should you receive an award?**

In December 2015 Dundee accepted its first refugees to be resettled in the City. Joint leadership from Housing and Communities and Health and Social Care meant that right from the beginning this was a partnership that acknowledged we could learn from each other, ensuring that refugees were supported to build a new life in Dundee. A single service could not provide all the resources and knowledge required due to the complex nature of the needs of the new arrivals. We have learned that by working together we are able to support individuals in rebuilding their lives with us in Scotland.