

# New Scots: Integrating Refugees in Scotland's Communities

YEAR 1: IMPLEMENTATION PROGRESS REPORT



“Scotland has a long, proud and rich tradition of welcoming refugees. UNHCR, the UN refugee agency, recognises the leadership the Scottish Government and its partners have shown in setting out a clear framework which includes access to language learning, housing, employment and family reunification. Equally important is the continued progress on evaluating the integration process. It is our firm belief that this holistic approach has played a vital role in rebuilding the lives of people who have fled conflict and persecution, and empowering them to make positive contributions to their new communities.”

**Gonzalo Vargas Llosa, UNHCR Representative to the UK**

# Contents

Foreword	page 1
Introduction	page 4
Reflections From 2014	page 5
How The Strategy Is Being Implemented	page 7
Refugee Statements On Participation	page 8
New Scots Impact Conference	page 11
Connecting With Current Work	page 13
Needs Of Dispersed Asylum Seekers	page 19
Employability And Welfare Rights	page 27
Housing	page 36
Education	page 42
Health	page 51
Communities And Social Connections	page 57
Annex A: Membership Of Groups	page 70



# Foreword

We are pleased to share with you this report documenting the progress achieved in the first year of the implementation of the national refugee integration strategy, *New Scots: Integrating Refugees in Scotland's Communities*. We celebrate the forging of effective cross sector, collaborative relationships and we can begin to see the fruits of these in the delivery of actions within this plan.

I would like to acknowledge and thank those who have played a crucial leadership role in pushing forward the implementation of the strategy and thereby promoting the well-being of refugees and asylum seekers and the communities where they live. The significant progress that has been made reflects the engagement of strategic gatekeepers and builds on synergies with existing policy. Strong leadership partnerships have been forged in many of the policy areas of the strategy, and it is in these areas where most progress can be seen. For example, a cross sector Dispersal Strategy Group is now established and will continue to oversee addressing the needs of dispersed asylum seekers. A similar cross sector 'move-on' Group is tasked to iron out the multiple difficulties faced by new refugees as they transition out of asylum support. Short life working groups are being employed to address particular issues, such as the group convened by NHS Greater Glasgow and Clyde and Scottish Refugee Council to identify Refugee Integration Pathways. Wherever appropriate, contributions have been made to strategic planning in each sector. For example it is anticipated that the refreshed English for Speakers of Other Languages (ESOL) strategy for Scotland will address many of the priorities in the *New Scots* action plan.

This document provides an indicator of progress on every action, and makes clear that there is still work to be done to complete actions already identified. Particular challenges have emerged where actions span policy areas devolved to the Scottish Parliament and those reserved to Westminster such as housing and benefits. This report also identifies an urgent need for Scottish Government key gatekeepers in health to engage effectively with the process. The Core Group will be responding to the evolving social, economic and political landscape by specifying further actions to be prioritised in the next two years. Throughout this process refugee community representatives have been at the heart of the consultation. Their contribution – and the seriousness with which they take their responsibility of representation – will continue to be crucial to the effectiveness of this strategy. It is our ambition that the voices of people in Scotland will have an increasing influence on the design and implementation of refugee integration policy and practice.

Quite rightly, we have a reputation for being welcoming in Scotland. However we cannot afford to be complacent; already there are many refugees and asylum seekers who struggle to integrate, who become increasingly isolated, marginalised and suffer from deteriorating mental health. Too many new refugees continue to experience destitution or to endure unacceptable housing conditions. Successful integration is essential to enabling every individual to fulfil their potential, share a sense of belonging and contribute to our society. The New Scots refugee integration strategy provides the foundation for supporting continuous improvement and learning in refugee integration policy and practice, and thereby promoting a diverse and flourishing Scotland.

**ALISON STRANG**

Queen Margaret University  
Chair of the Core Group

Uniting Nations in Scotland's aim is the integration of refugees and local people: we see the New Scots integration strategy as an important opportunity to welcome people to their new home.

Partnership is a key part of the strategy. UNIS works with Police Scotland (including Youth Volunteers), North Glasgow Homes, City of Glasgow College, Glasgow University, BEMIS, Glasgow Campaign to Welcome Refugees, Inner Circle Possil Men's Group and International Women's Group, and of course, the Scottish Government and Scottish Refugee Council.

Integration only happens by us working together. We are looking forward to Year one and two of working with even more agencies to ensure that everyone has the opportunity to fulfil their potential.

**MUNIR EMKIDEH, UNIS CHAIR**

The Community Conferences have been great. A way for people to learn individually and from each other about the challenges and opportunities for refugees. Colleges, housing, health and other people have been there – listening and answering.

They have been an opportunity to share our own life experiences and learning collectively. We hope these agencies are hearing, change and do more of these themselves.

**IRANIAN PARTICIPANT, SCOTTISH REFUGEE COUNCIL/HOLISTIC INTEGRATION SERVICE COMMUNITY CONFERENCES**

Best Way Community Development works with refugees who resettled from the Congo, and other nations, in Motherwell. Integration is really important. Our group is working together to build on our own strengths and create opportunities here in Scotland. We face many challenges: housing, employment, racism etc. Working as a group with Scottish Refugee Council we are finding ways to tell our own story and identify solutions. The strategy will hopefully be a way of helping us do this, and link with other agencies and groups that help to find better ways of integrating.

**BEST WAY COMMUNITY DEVELOPMENT**

# Introduction

## Vision

The vision behind this strategy is for a Scotland where refugees are able to build a new life from the day they arrive in Scotland and to realise their full potential with the support of mainstream services; and where they become active members of our communities with strong social relationships.

## Purpose

The purpose of this strategy is to coordinate the efforts of all organisations involved in supporting refugees and people seeking asylum in Scotland in order to make Scotland a welcoming place to people seeking protection from persecution and human rights abuses. The strategy also aims to make the most of the resources that are available for this task by promoting partnership approaches, joined-up working and early intervention where possible. The action plans within this strategy have been developed in partnership with all of the key agencies. They are grounded in refugees' experiences of life in Scotland and in consultation with refugee community groups in order to ensure that refugees' needs and aspirations are central to the plans. The delivery and monitoring of progress will also be undertaken in partnership.

# Reflections From 2014

2014 was a momentous year in the history of Scotland as the nation voted in an historic independence referendum. This gave everyone in Scotland the opportunity to reflect on questions about what kind of country they wished to live in. For its part, the Scottish Government set out its vision for an independent Scotland which envisioned a nation that would play a socially responsible role in the world and continue to provide a place of safety for the most vulnerable, including those seeking asylum. Its proposals placed an emphasis on an asylum system that would be robust, fair and socially responsible, with a clear adherence to human rights and equality principles and to the rule of law. Notwithstanding views on Scottish nationhood, or indeed the outcome of the referendum, these principles of fairness and equality are ones to which all partners in this strategy would surely wish to adhere.

The referendum saw an unprecedented turnout of 84.5% which saw the debate reaching every community in Scotland including refugee communities who were very active in attending events organised by the Scottish Refugee Council and other third sector organisations. Ultimately, the electorate voted for Scotland to remain as part of the United Kingdom, although the Smith Commission was subsequently set up to take forward commitments that had been made to devolve more powers to Scotland in the event of a 'No' vote.

The Smith Commission was overseen by Lord Smith of Kelvin, involved members of all major political parties in Scotland and considered over 14,000 submissions from the public and over 250 submissions from organisations. The Commission's report<sup>1</sup>, published on 27 November 2014, set out various powers that should be devolved to Scotland, as well as a number of policy areas where further consideration is required. Asylum is one such area and agreement was reached for the Scottish and UK Governments to work together to explore the possibility of:

---

<sup>1</sup> [http://www.smith-commission.scot/wp-content/uploads/2014/11/The\\_Smith\\_Commission\\_Report-1.pdf](http://www.smith-commission.scot/wp-content/uploads/2014/11/The_Smith_Commission_Report-1.pdf)



- a) different powers being in place in Scotland for asylum seekers to access accommodation and financial support and advice.
- b) being able to lodge from within Scotland an asylum claim to the Home Office.
- c) MSPs being able to represent directly to UK Visas and Immigration and Immigration Enforcement their concerns with respect to devolved matters affecting their constituents.

Aside from the political sphere, 2014 has seen a steady increase in the number of asylum seekers being dispersed to Glasgow by the Home Office due to an associated increase in numbers seeking asylum in the UK as a whole. At the time when New Scots was published in December 2013 there were around 2,400 dispersed asylum seekers in Scotland; this figure now stands at around 3,300.

The Home Secretary, Theresa May MP announced to the UK Parliament on 29 January 2014 that the UK Government would be introducing the Syrian Vulnerable Persons Relocation Scheme which would take in the most vulnerable refugees, who had been displaced to neighbouring countries by the on-going conflict. In Scotland, a number of local authorities are seeking to participate in the scheme, while Glasgow City Council is already playing an integral part by receiving a significant proportion of the families that have arrived in the UK to date. Refugees arriving through this scheme are granted the status of Humanitarian Protection on arrival and are offered a specific package of support. The Core Group will look to consider the specific needs of this new group in relation to this strategy.

# How The Strategy Is Being Implemented

The strategy is being implemented over a three-year period between 2014 and 2017. Implementation is being led by COSLA, the Scottish Government and the Scottish Refugee Council and includes a wide range of agencies including service providers, third sector organisations, local authorities, government departments and refugees and asylum seekers.

The strategy continues to be led by a Core Group, chaired by Dr Alison Strang, Senior Research Fellow, Institute for International Health and Development, Queen Margaret University. The group meets on a quarterly basis and oversees implementation of the strategy. A full list of organisations represented on the group can be found on page 68.

Each individual thematic chapter has an allocated lead to take forward the relevant action plans and each group involves representatives of the organisations that have committed to taking the action plans forward. Since the launch of the strategy, a number of new organisations have become involved and committed to help take forward actions in their specific area of expertise.

## Refugee Participation

The input of refugees and asylum seekers during the development of the strategy has continued to be a characteristic of implementation with every group being asked in their progress reports to the Core Group to detail information on refugee and asylum seeker input on that specific group.

The strategy uses the generic term 'refugee' when referring to both people who have been granted refugee status (or another form of status such as Humanitarian Protection or Discretionary Leave) and people who are in the asylum process awaiting a decision on their claim. A distinction is only made where there is a technical or legal imperative in relation to specific rights of each group, or where failing to do so could obscure the meaning of the text.

# Refugee Statements On Participation

As representative groups of 26 refugee-led community organisations in Scotland, and their members across Glasgow, Scottish Refugee Policy Forum (SRPF) and Refugee Women's Strategy Group (RWSG) have welcomed the opportunity to participate in Scotland's refugee integration strategy process. We feel that it is critical that those with direct experience of the asylum process and of integrating into Scottish communities are key partners in the implementation of New Scots: Integrating Refugees in Scotland's Communities. The strategy has brought key decision-makers with specific expertise in each theme around the table, and this has created an important opportunity for all of us to learn from each other.

We are pleased to have been invited to contribute to the thematic groups and feel that our contribution is valued and that we are treated as key partners. In particular, our experience of participation in the Education themed group is a positive example: other partners in the group have welcomed and valued the input from RWSG and SRPF. This provides a 'good practice' example for participation. Additionally, Outcome 2 in the Employability and Welfare Rights theme enables the refugee-led groups to determine their level of involvement and to pro-actively identify items for discussion. However, there have also been examples of where the organisation and facilitation of some meetings have made it more challenging for us to feel involved and to represent the views of the wider refugee and asylum seeking community effectively.

As core partners have recognised, our contribution requires considerable time and effort by groups with limited resources, run by volunteers who are learning new languages and systems, and are facing the issues explored in the strategy in our daily lives. The support our organisations receive from community workers is critical to enabling us to participate effectively.

We are very committed to participating in the implementation of New Scots and we would encourage core and themed group stakeholders to reach out wider to our communities in taking forward the key actions in the strategy, in addition to individual representatives attending stakeholder meetings. We hope that all agencies recognise the shared collective responsibility to support refugee participation.

To conclude, we would like to emphasise how pleased we are to be involved in the New Scots process. We hope that together we can consider and adopt a range of approaches to understanding the refugee experience in Scotland so as to enable all stakeholders to increase the effectiveness of their partnership with refugee-led groups, demonstrating to refugee communities the strategy's commitment to fulfilling its outcomes, and raising awareness about the strategy among refugee communities. We hope that it provides a learning opportunity for all the agencies involved that they find rewarding and informative for the coming years.

#### **REFUGEE WOMEN'S STRATEGY GROUP AND SCOTTISH REFUGEE POLICY FORUM**



# New Scots Impact Conference

An Impact Conference<sup>2</sup> was held on Holocaust Memorial Day 27th January 2014 in the Mitchell Library, provided as a venue by a key partner, Glasgow Life, to contribute to the final Year 1 progress report and inform action in Year 2. Key aims of the Impact Conference were:

- People share learning across a wide range of integration actors
- People make new connections which will help them to work with a wide range of people to progress integration
- People are inspired to use their new ideas in integration.

The conference attracted 150 delegates from a wide range of sectors. A third of the delegates were individual refugees and representatives of community organisations. Participants were welcomed by Councillor Archie Graham who restated Glasgow's rich history and commitment to welcoming new people, cultures and ideas. An 'Opinion Finder' sought views on the statement, "People make Glasgow - this includes asylum seekers and refugees too" which generated an overwhelmingly positive response.

Keynote speaker Alex Neil MSP, Cabinet Secretary for Social Justice, Communities and Pensioners' Rights, stated how it is incumbent on us to welcome refugees and help them live full lives, it's humane and morally the right thing to do. He went on to add that New Scots themselves are keen to share their skills, talents and experiences. The Cabinet Secretary also announced the continuation of funding of the Scottish Refugee Council and Glasgow City Council Public Sector Partnership pilot the Family Keywork Service.

The Holistic Integration Service's work<sup>3</sup>, informed the day by sharing its learning on 'Who are New Scots?'. It highlighted the diversity and dynamism of New Scots and provided insights into their lives whether asylum seekers, refugees or those reunited through family reunion<sup>4</sup>. It challenged delegates to rethink how they work with refugees, to recognise New Scots' self-agency and resilience, and to take an asset-based approach to working in partnership.

---

<sup>2</sup> New Scots conference 2015 - photos by Iman Tajik

<sup>3</sup> The Holistic Integration Service, funded by BIG Lottery Scotland is a partnership led by Scottish Refugee Council with the Bridges Programmes, British Red Cross, Glasgow Clyde College and Workers Education Association Scotland. Queen Margaret University is the Learning Partner

<sup>4</sup> The Third Country National Orientation and Integration Service a partnership between British Red Cross, Scottish Refugee Council and Workers Education Association Scotland is co-funded by the European Integration Fund

New Scot speakers themselves demonstrated this. Aso Fatoohi, Sogand Azimi and Laity Senghore spoke of their own personal experience as first and second generation refugees highlighting the benefits of a peer and asset based approach<sup>5</sup>. This was summed up by the words: “We don’t do it to them. We don’t do it for them. We do it with them. We do it for us!” They challenged the audience, “We as asylum seekers and refugees value and wish to share our skills, talents, gifts, knowledge and life experience. Will you?”

Gail Hopkins, author of the UNHCR report *‘A New Beginning, Refugee Integration in Europe’*<sup>6</sup> complimented the work to date in Scotland and the range of stakeholders New Scots had brought together. She identified synergies and opportunities with other European agencies with which participants were encouraged to make links.

Workshops were held throughout the day to enable participation and involvement, facilitated by a wide range of stakeholders. An appreciative enquiry approach was used across the key integration domains: health, housing, education, employment (and welfare), social connections and asylum dispersal. Overall progress in achieving outcomes was confirmed and learning and new ideas shared. The afternoon workshops built on these. Cross cutting themes were identified that built upon the dynamism and resilience of New Scots: Building on Assets, Volunteering, Taking a Learner Centred Approach to Integration, Peer Based Approaches, Developing Social Connections and Creating Safer Communities. Participants were asked to commit to concrete actions around these themes and the integration domains.

The closing session was used as a plenary for delegates themselves to share their learning and ideas about integration. New Scots Core Group members – Scottish Government, Scottish Refugee Council, COSLA, Scottish Refugee Policy Forum and Refugee Women’s Strategy Group – then reflected and shared their own learning. The Impact Conference looked forward to Year 2 Implementation of the New Scots integration strategy: it’s time for “Action! Action! Action!”

---

5 Health Peer Education Project – partnership between Greater Glasgow & Clyde Health Board and Scottish Refugee Council

6 New Beginning, Refugee Integration in Europe – UNHCR, Gail Hopkins

# Connecting With Current Work

As well as the specific actions associated with New Scots, there are a number of other strategies, action plans and bills going through the Scottish Parliament which will themselves help improve the integration of refugees and asylum seekers. These include:

## Scotland's National Action Plan for Human Rights

Scotland's National Action Plan for Human Rights (SNAP), launched 10 December 2013, is a roadmap for the progressive realisation of international human rights standards in Scotland. Running from 2013 to 2017, it aims to coordinate action by public and third sector organisations towards achieving this vision. Action Groups have been established and are coming together to identify potential action steps based on the areas highlighted within SNAP. A Monitoring Group is working to develop indicators to measure progress, and a Leadership Panel held its initial meeting in October. A Year One report was published on 25 November 2014, and a National Innovation Forum held on 10 December. The work of SNAP, whilst being very much about mainstreaming and operationalising a human rights based approach across Scotland and being intended to benefit the rights of all, includes a particular focus on the rights of refugees and asylum seekers under the Justice and Safety strand.

## Welcoming our learners: Scotland's ESOL Strategy 2015-2020

This English for Speakers of Other Languages (ESOL) Strategy for Adults in Scotland is a refresh of the 2007 adult ESOL strategy for Scotland and sets the strategic direction for ESOL moving forward. Many changes have taken place since the launch of the original strategy with public services now operating in a climate of reduced budgets. The strategy maintains the vision and principles as set out in 2007 and looks to build on the achievements since then to ensure that learners in Scotland continue to have the opportunity to access high quality learning and teaching in ESOL. The strategic objectives will be framed within the objectives for adult learning in Scotland which aims to ensure that learning is lifelong, life-wide and learner-centred. The refreshed strategy shows



how the outcomes of ESOL provision can contribute to a number of priority policy areas that will enable providers and stakeholders to articulate ESOL activity to wider national outcomes. The priority for high quality ESOL provision remains and its significance is reflected in the Education outcome on English language skills in the New Scots strategy.

## **Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls**

Equally Safe was launched on 25 June 2014 by Shona Robison MSP, then Cabinet Secretary for Commonwealth Games, Sport, Equalities and Pensioners' Rights. The strategy was co-produced with COSLA and focuses on preventing violence against women and girls (VAWG), improving the services provided to women, children and young people who experience violence, and ensuring the justice system treats perpetrators effectively and victims sympathetically.

The aim of Equally Safe is to create a strong and flourishing Scotland where all individuals are equally safe and respected, and where women and girls live free from such abuse – and the attitudes that help perpetuate it.

The strategy includes some early commitments which will deliver very specific, practical improvements to services, however the long-term societal changes which are being sought need a phased approach. The next step will be to establish a joint strategic board and a series of expert working groups which will inform the development of longer-term action plans, and these in turn will influence spending decisions.

The strategy was developed in consultation with a wide range of statutory and third sector partners and was also informed by feedback from women who use these services. Key partners such as Police Scotland, the Crown Office and Procurator Fiscal Service, Scottish Women's Aid and Rape Crisis Scotland approved the strategy prior to publication.

Whilst the strategy does not specifically mention refugee women, the Scottish Government is clear that it applies to all women in Scotland.

# The Scottish Housing Event and the Joint Delivery Plan

The Scottish Housing Event in November 2014 was attended by over 250 people involved in the supply and support of housing in Scotland. The event produced a wealth of ideas and views which are being used to inform the new Joint Housing Delivery Plan for Scotland (the Joint Delivery Plan). The collaborative Joint Delivery Plan will make the most of individual and shared knowledge, expertise and resources and will allow partners to be better placed to deliver for people and communities in Scotland. The Joint Delivery Plan will be finalised by the end of April 2015. It will contain over 30 actions based around home and place, and the housing journey and support, which were key themes of the event.

Accountability for delivery of the plan will rest with the Housing Policy Advisory Group and any successor Group. Actions within the Joint Delivery Plan need a combination of resources: not just money but also expertise and skills, existing buildings, land and ideas and concepts such as master-planning and community engagement. These resources and capacities are held by lots of different organisations and the plan will provide a focus by identifying leadership, outcomes and timescales to deliver the actions over a period of three to five years.

## Human Trafficking and Exploitation (Scotland) Bill

The Human Trafficking and Exploitation (Scotland) Bill will bring forward measures to improve how Scotland deals with the trafficking of human beings and the exploitation of individuals. The bill will create a legislative framework which ensures that police, prosecutors and other agencies have the powers to make Scotland a hostile environment for human traffickers and those who exploit others, and helps to identify and support the needs of those who are victims of these behaviours.

Legislation is not the full answer to eradicating these crimes – a holistic approach that puts in place measures which are necessary, practicable and sustainable is required. The bill will ensure that a strategic, cross-agency approach to tackling trafficking and exploitation is established by placing a duty on Scottish Ministers to engage with relevant stakeholders, in the public, private and third sectors, in the development, implementation and review of a trafficking and exploitation strategy. That strategy will set out a vision and key objectives for a multi-agency approach to tackling these crimes, for example by raising awareness and the training of front-line professionals to recognise the signs of potential trafficking and exploitation with the aim of making Scotland a hostile environment for traffickers and those who exploit others, benefiting potential adult and child victims. The strategy and subsequent updates of it will require to be laid before the Parliament.

## Alex Neil MSP

### Cabinet Secretary for Social Justice, Communities and Pensioners' Rights

The Scottish Government maintains that refugees and asylum seekers should be integrated from day one, and not just when leave to remain has been granted. The implementation of New Scots supports refugees in gaining an understanding and knowledge of their rights and entitlements. This then enables them to integrate and enrich our communities by contributing their experience, skills and culture. New Scots helps eradicate barriers to integration and brings organisations together to provide a strategic role in partnership to improve the refugee integration experience in Scotland.

I would like to thank all of the organisations involved in helping to take this pioneering strategy forward. Most of all, a special thanks must also go to the refugees and asylum seekers for their time, commitment and inputting their personal first-hand experience. It is their invaluable insight which will play a significant part in improving integration for those who will come through the asylum process in Scotland in the years to come.

Best wishes for 2015 and for continuing improvements to refugee and asylum seeker integration.

## John Wilkes

### Chief Executive, Scottish Refugee Council

The first year of implementation of this strategy has seen positive commitment by many existing and new stakeholders. This is a good initial step towards the long-term goal of supporting refugees to rebuild shattered lives and contribute fully to their new communities in Scotland. The relationships that have been built will not only propel the strategy forward and begin to achieve tangible benefits for refugees and for Scotland but also potentially help mitigate the impacts of new emerging challenges. It is vital that refugees themselves are involved in tackling the issues that they face so it is very encouraging to see the participation of refugees in many aspects of this strategy in its first year.

# Cllr Harry McGuigan

## COSLA Spokesperson for Community Well-being

COSLA continues to be fully supportive of the New Scots strategy and the partnership working that has been established over the first year of the strategy's implementation. I am delighted that good progress has been made thus far and that there is a commitment from all those who are involved to find ways of working together that support the integration of refugees and asylum seekers in Scotland. I am also pleased that every effort is being made to involve asylum seekers and refugees in this process as there are surely no better people to inform service providers of their needs and aspirations.

Of course we must not be complacent. Much still needs to be done, and there is no doubt that the current financial climate presents challenges for us all. However, I am confident that the structures that have been established in the last year will provide a strong platform for the activities that are planned for the next year and that the work associated with New Scots will ultimately help to improve outcomes for refugees and asylum seekers in this country.

“Glasgow has a reputation as a welcoming city, but we know we need to – and can – do a lot more to make refugees and asylum seekers feel at home. The New Scots programme is an invaluable initiative and Glasgow City Council is fully committed to supporting it and to learning from the partners involved, including refugees and asylum seekers themselves.”

**Councillor Archie Graham, Depute Leader, Glasgow City Council**



# Needs Of Dispersed Asylum Seekers

## Stakeholder Views

Support from the key worker was very helpful, and it made a big difference. I felt much more confident about my asylum interview after receiving the advice today from my key worker. The practical advice was also very helpful, when you helped me to contact the reporting centre regarding reporting, and the directions they gave me to Yorkhill Hospital to allow us to take our daughter there.

Attending the events was very helpful, and helped us find our way around Glasgow. In future we will feel more confident when travelling around Glasgow, and will go more places by ourselves. We also have a better understanding of the different systems in the UK. Support from the key worker was very helpful, and it made a big difference. We are very happy with it.

**FAMILY FROM PAKISTAN, FAMILY KEYWORK SERVICE**

Scottish Refugee Council has helped and supported me during my asylum process and also after getting status to help me dealing with the Home Office, housing, the Job Centre and every other issue I have had. The advisers and staff at Scottish Refugee Council are perfectly capable of identifying my needs and taking care of them. I would feel very alone and hopeless without them. I give them a 20 mark (i.e. A+).

**IRANIAN REFUGEE, HOLISTIC INTEGRATION SERVICE**

My key worker helped make a huge difference to my life, especially when I faced problems with my house, claiming benefits and struggled to prepare baby products for my kid. He also helped me fully prepare for the substantive interview, though I am still waiting to have the interview, I feel much more confident than before.

**FAMILY FROM CHINA, FAMILY KEYWORK SERVICE**

Parent Network Scotland (PNS) has an ethos of supporting parents across Scotland in a safe nurturing manner. Over the past year through working with Scottish Refugee Council we have become aware of the need to support parents from the new communities in their emotional integration.

Families come in all shapes and sizes and when different cultures meet it can be a stressor for parents to accept the changes in their children. PNS and the SRC are in agreement that parenting support is crucial for the integration of family life and for the benefit of society as a whole.

This new partnership has been invaluable to us as an organisation as more and more of our communities become diverse. With the experience of both organisations in place this will be a great piece of work and one that will have huge benefits for the families we serve.

**JACKIE TOLLAND, NATIONAL DIRECTOR PARENT NETWORK SCOTLAND**



## Key Achievements and Developments in Year One

The Needs of Dispersed Asylum Seekers element of New Scots is focused on the specific arrangements put in place for asylum seekers as they arrive and are accommodated in Scotland. Glasgow remains the sole dispersal area for asylum seekers in Scotland, although a small number of people in the asylum process who do not require housing and/or support continue to live in different local authority areas across the country. There has been a significant increase in the number of people being dispersed to Glasgow over the last year, reflecting a wider trend that has seen the total number of asylum seekers rise across the UK. In Glasgow, this has meant that the numbers in the city have now risen to approximately 3,300 individuals, as compared with around 2,400 when New Scots was published in December 2013.

While asylum policy continues to be reserved to the UK Government, a significant recent development in this regard has been the publication of asylum-related recommendations by the Smith Commission on further devolution of powers to the Scottish Parliament. The Commission's report, published in November 2014, highlighted that the parties involved in the process had agreed that the Scottish and UK Governments should work together to explore:

- “(a) different powers being in place in Scotland for asylum seekers to access accommodation and financial support and advice;
- (b) being able to lodge from within Scotland an asylum claim to the Home Office; and
- (c) MSPs being able to represent directly to UK Visas and Immigration and Immigration Enforcement their concerns with respect to devolved matters affecting their constituents.”

Clearly item (a) in particular could have an impact on the manner in which asylum accommodation and associated services are provided in Scotland, although it is unclear at this early stage what changes might be introduced.

In terms of the specific activities associated with the Needs of Dispersed Asylum Seekers work stream, steady progress has been made during the first year of the strategy's implementation. In the first instance, a Strategy Group comprising all key stakeholders was established and met for the first time in April 2014. Terms of Reference and core membership of the group were agreed at this meeting and actions for forthcoming meetings were prioritised. This led to an initial focus on Outcome 2 and good progress has been made reviewing the information that is available to asylum seekers and monitoring the accommodation provider's referral processes.



The Strategy Group has taken an active interest in the key worker pilot that is being conducted by Scottish Refugee Council (SRC) in conjunction with Glasgow City Council and with funding provided by Scottish Government. The pilot seeks to support newly arrived families with children aged 0–8 who seek asylum in Scotland, to ensure that this group benefits from a key worker approach dedicated to early intervention and integration. Support is provided for at least six months after arrival or dispersal to Scotland, so that families and children are:

- Provided with timely, accurate and appropriate information and advice;
- Actively involved in decisions affecting their lives;
- Provided with the appropriate level of emotional and practical support;
- Assisted to get help when they need it;
- Benefiting from the key worker speaking on their behalf when appropriate; and
- Benefiting from better coordination of services, through the key worker intervention.

From the start of the project the service has supported 106 families with children from 0–8 years old and the total number of children under 8 supported since the start of the project is over 100. The Strategy Group aims to learn from the evaluation of the pilot and see how this can inform and improve the provision of support to asylum seekers.

## Areas for Development

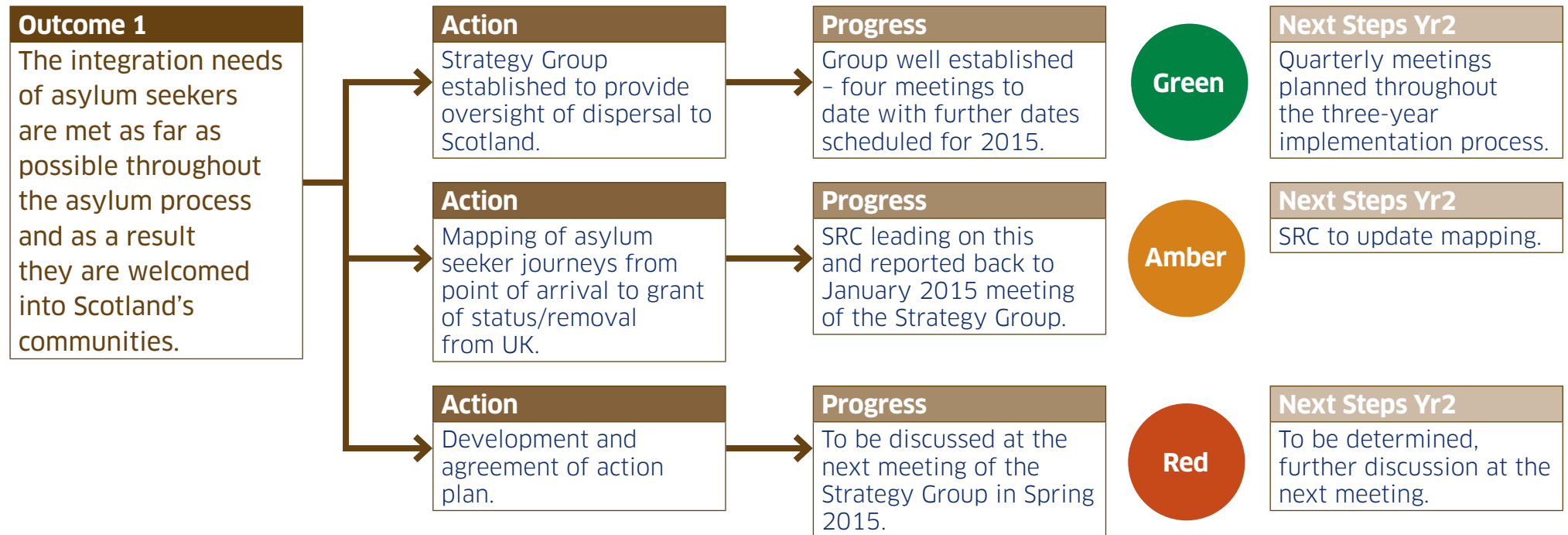
There is still progress to be made with regard to a number of the Strategy Group's Year One actions. Early discussions have taken place on best practice from across the UK, and on the widening of dispersal, and these strands of the strategy will be a particular focus for the group over the coming year. In the context of ever increasing pressure on housing stock and services within Glasgow, it is likely that the group will take a particular interest in issues associated with the widening of dispersal and will begin to explore, in more detail, the benefits and challenges of looking beyond the city. Likewise, as the various Year One actions move towards completion, there will be a need to apply the learning from this work in order that there is a positive impact on service provision for asylum seekers, wherever they happen to be accommodated. In the longer term, there will be a need to keep a close watching brief with regard to discussions taking place around the recommendations on asylum made by the Smith Commission and the impact that any proposals will have on the welfare of asylum seekers in Scotland.

Despite the steady progress that has been made, there is no room for complacency in relation to what the Strategy Group has been tasked with. While COSLA continues to coordinate the work of the group, it is clear that its success will be contingent upon all of its members promoting and supporting the delivery of the various actions that have been identified in order that its three overarching outcomes can be achieved.

## Refugees' Experiences

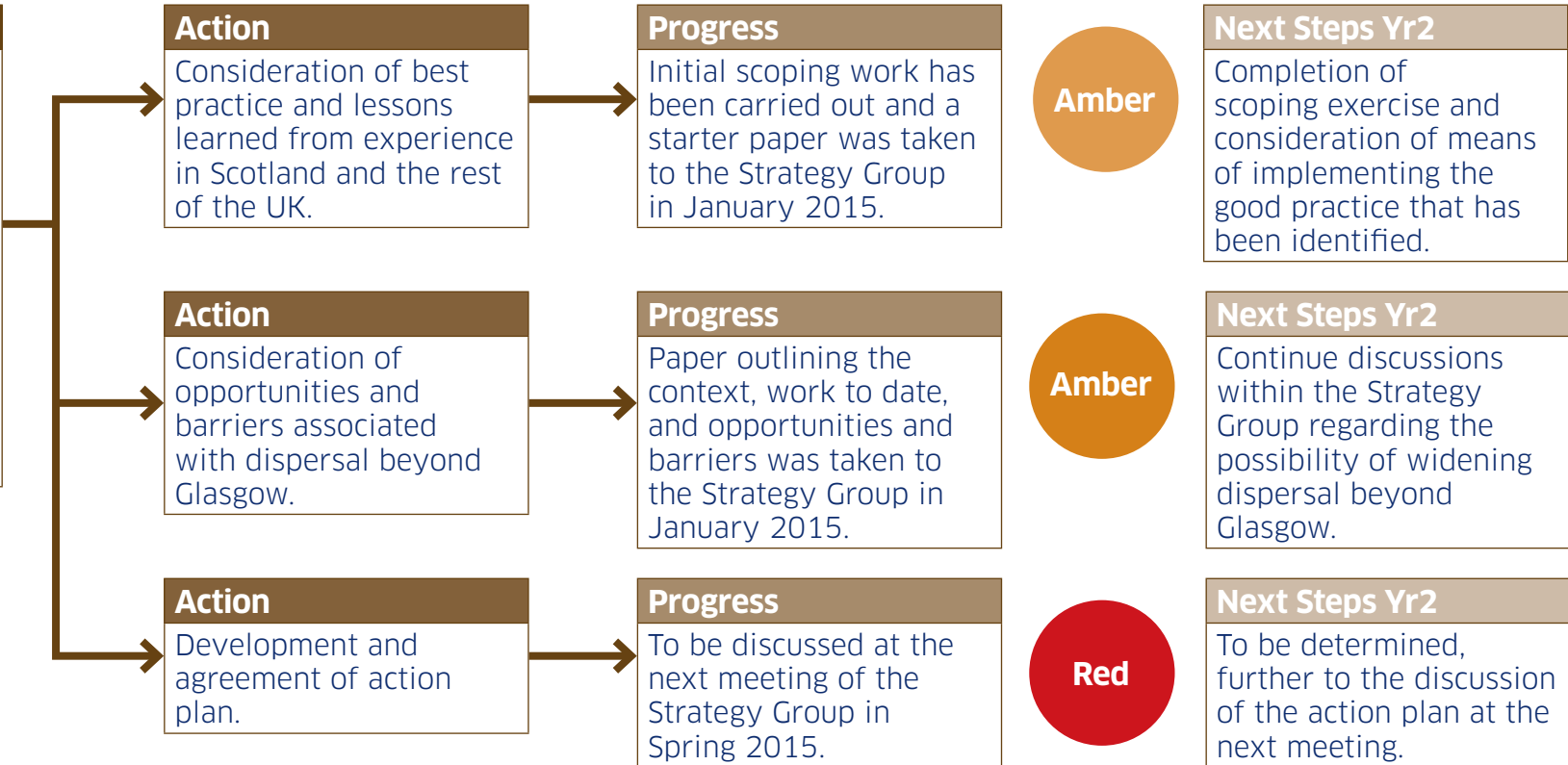
The Strategy Group recognises that it is crucial that refugees are active participants in its work. As such, SRC was asked to pursue the nomination of representatives from the Scottish Refugee Policy Forum (SRPF) and the Refugee Women's Strategy Group (RWSG). Nominees were identified and RWSG representatives have attended each meeting of the group since July 2014. However, the SRPF has found it more challenging to send a representative. It is hoped that partners can work together to overcome these difficulties and support greater refugee participation in order that the group can draw on a wider range of refugee knowledge and experience.

# Needs of Dispersed Asylum Seekers





**Outcome 3**  
The long-term strategic planning of the dispersal of asylum seekers in Scotland is informed by the needs of asylum seekers and local communities leading to an increase in integration.



# Employability And Welfare Rights

## Stakeholder Views

The Holistic Integration Service has been the key to this country for me. It made me understand the system here. With the help of my Scottish Refugee Council adviser, I got housing advice, went to English classes, went to Bridges Programmes, Volunteer Centre and I am moving to my house next week! It all benefited me. It was human and helpful. This service is really needed and I can't imagine what would have happened if I had not had that key.

**SUDANESE REFUGEE, HOLISTIC INTEGRATION SERVICE**

Why wouldn't we? Also they have language skills which match some of our service users.

**ASPIRE HOUSING**

The company employs refugees because they match the criteria for the job and have the required skills; they employ people as an individual, not because of their status. It does not matter where they are from, we treat everyone equally.

**BLYTHSWOOD SQUARE HOTEL, GLASGOW**

No problems to employ refugees. Diversity work and integration; its a great experience for current staff to have someone from a different culture. And we are always willing to support people who bring motivation.

**BUDDIES CLUBS AND SERVICES (GLASGOW WEST) LTD**

They are dedicated and committed and reliable. Our refugee staff seem to have a need to prove themselves which they shouldn't need to.

**HOGGANFIELD LOCH CARE HOME (CARE IN THE COMMUNITY)**

# Key Achievements and Developments in Year One

The Employment and Welfare action plan covers a wide range of issues from accessing first benefit payments to improving employment and business opportunities. Due to the variety of fields covered in the plan, it is not led by one single organisation. COSLA coordinates the implementation of Outcome 1, Scottish Refugee Council and Department for Work and Pensions (DWP) coordinate the implementation of Outcome 2 and, the Scottish Government and Scottish Refugee Council coordinates the implementation of Outcome 3.

Although most actions for Year 1 are not yet complete, progress is steady. It was essential during this first year of implementing the strategy to gain the commitment from relevant statutory bodies. Some are responsible for implementing reserved agendas while others lead on devolved agendas. The success of this year is to have managed, for each outcome, to establish relevant partnerships to take the actions forward and Year 2 should see more outcomes being achieved.

## Areas for Development

This action plan is being implemented at a time when the UK welfare system is undergoing considerable change, and of course control of elements of the welfare system will transfer to the Scottish Parliament following the recommendations of the Smith Commission. Challenges currently faced by refugees at the 'move-on' stage are likely to increase with the implementation of Universal Credit. Data from the Holistic Integration Service shows that the average time for new refugees to receive their first benefit payments from the day of being granted is 39 days, suggesting a period of destitution of 11 days. This has a detrimental impact on other integration outcomes and must remain a priority for this strategy to achieve change. This may require the strategy to reach outside Scotland to implement long standing changes.



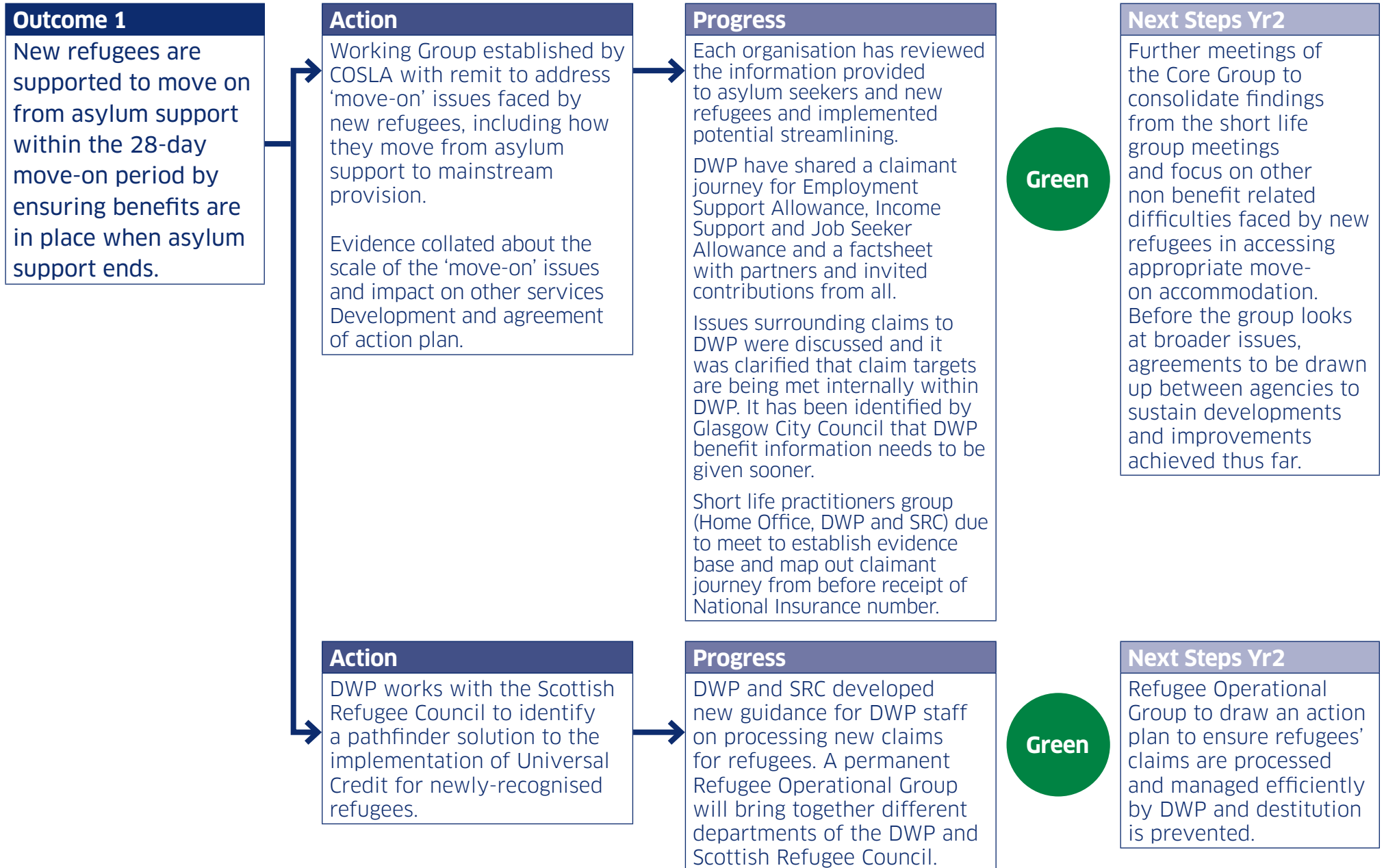
# Refugees' Experiences

Scottish Refugee Policy Forum (SRPF) and the Refugee Women Strategy Group (RWSG) have been involved inconsistently in the implementation of this plan.

Regarding Outcome 1, a decision was taken at the outset that this work should be taken forward by an officer group given the technical nature of the issues being discussed. Regarding Outcome 2, they are an ad-hoc member of the working group with Skills Development Scotland, Department for Work and Pensions and Scottish Refugee Council. It was agreed that ad-hoc membership was the most efficient way for both groups to contribute and enable them to attend any meetings they wish to and to propose items for discussion. Their involvement in the meeting created the opportunity for open and meaningful discussions on the types of employment support required. Regarding Outcome 3, RWSG has recommended social enterprise initiatives that need to be promoted more widely.



# Employability and Welfare Rights



**Outcome 2**  
 Refugees are supported to fully understand their rights to welfare support, the labour market and volunteering and employabilities and as a result are increasingly able to access these.

**Action**  
 DWP works with the Scottish Refugee Council to ensure staff are trained to understand refugees' qualifications and transferable skills to assist refugees to be matched to suitable employment opportunities.

**Progress**  
 DWP and SRC co-developed and co-delivered a master class on implementing the Claimant Commitment with Refugees. Evaluation showed that the training was not cascaded down consistently throughout all JCP offices.



**Next Steps Yr2**  
 Scottish Refugee Council and DWP will continue to explore other training needs and delivery methods. SDS and DWP to explore partnership to upskill DWP staff.

**Action**  
 DWP to continue to fund accessible community English language courses (ESOL) to enable refugees to meet the requirement of their Claimant Commitment (formerly Job Seekers' Agreement).

**Progress**  
 From November 2014, DWP started a policy of mandatory English Language Referral Training for every JSA claimant assessed below ACCESS 3. The conditionality is to attend ESOL. English language referral training will be up to 16 hours per week and will last for up to 20 weeks.



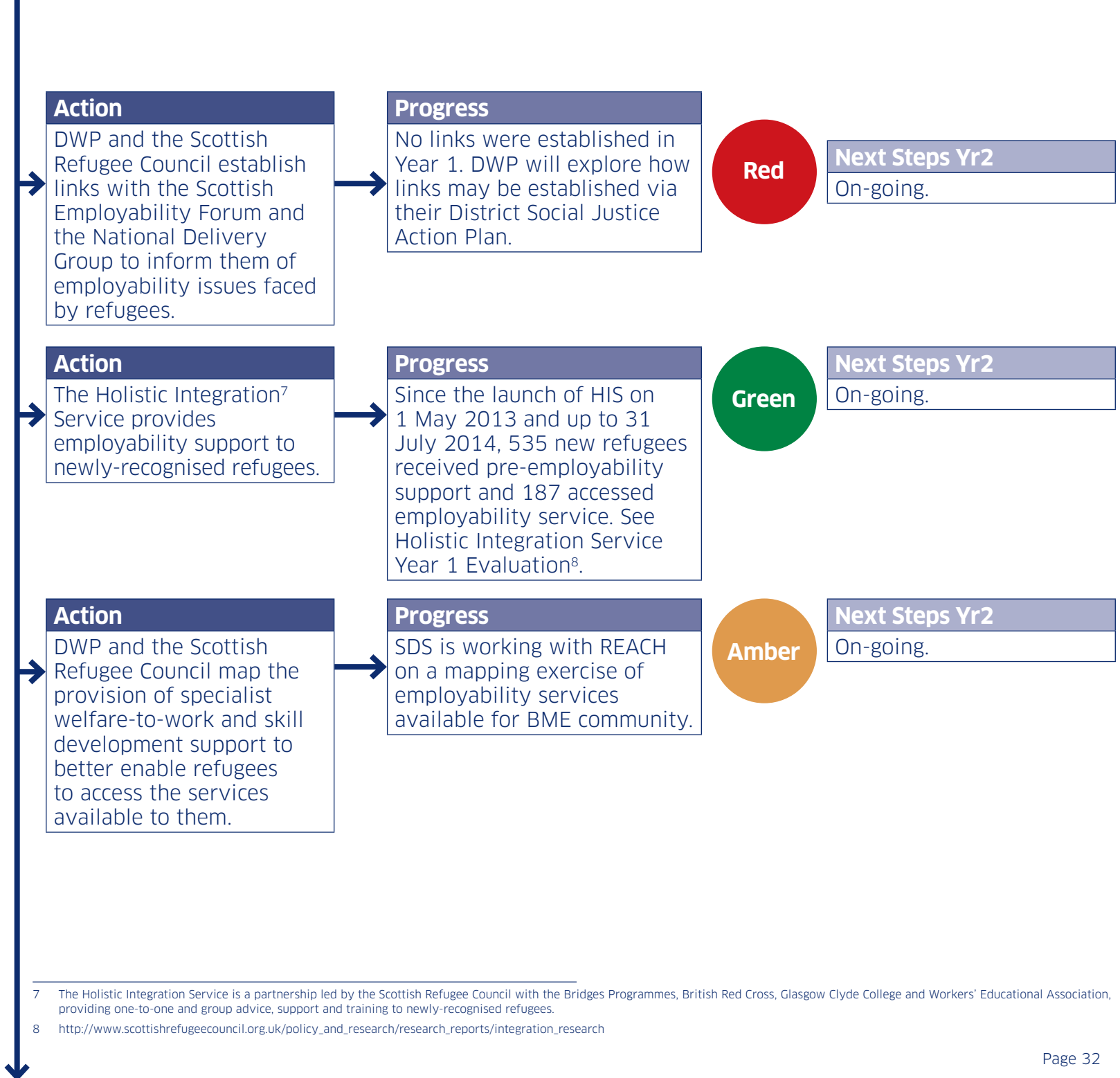
**Next Steps Yr2**  
 Monitoring and evaluation of impact of provision on refugees.

**Action**  
 DWP and the Scottish Refugee Council to work with Skills Development Scotland and other providers to promote Training for Work and other training opportunities.

**Progress**  
 DWP, SDS and SRC formed a subgroup to take joint actions forward. SDS will take this action with working group responsible to promote modern apprenticeship.

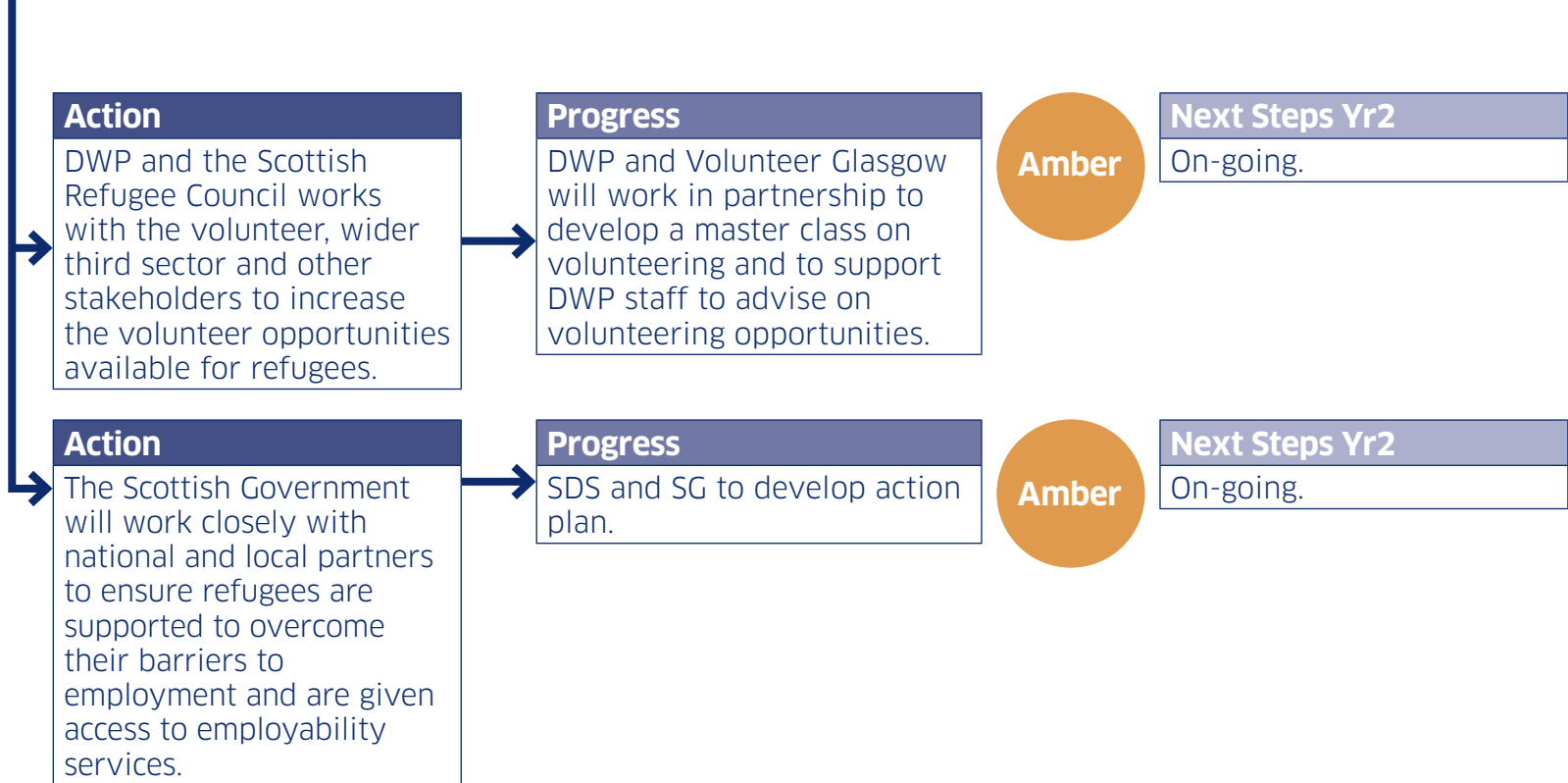


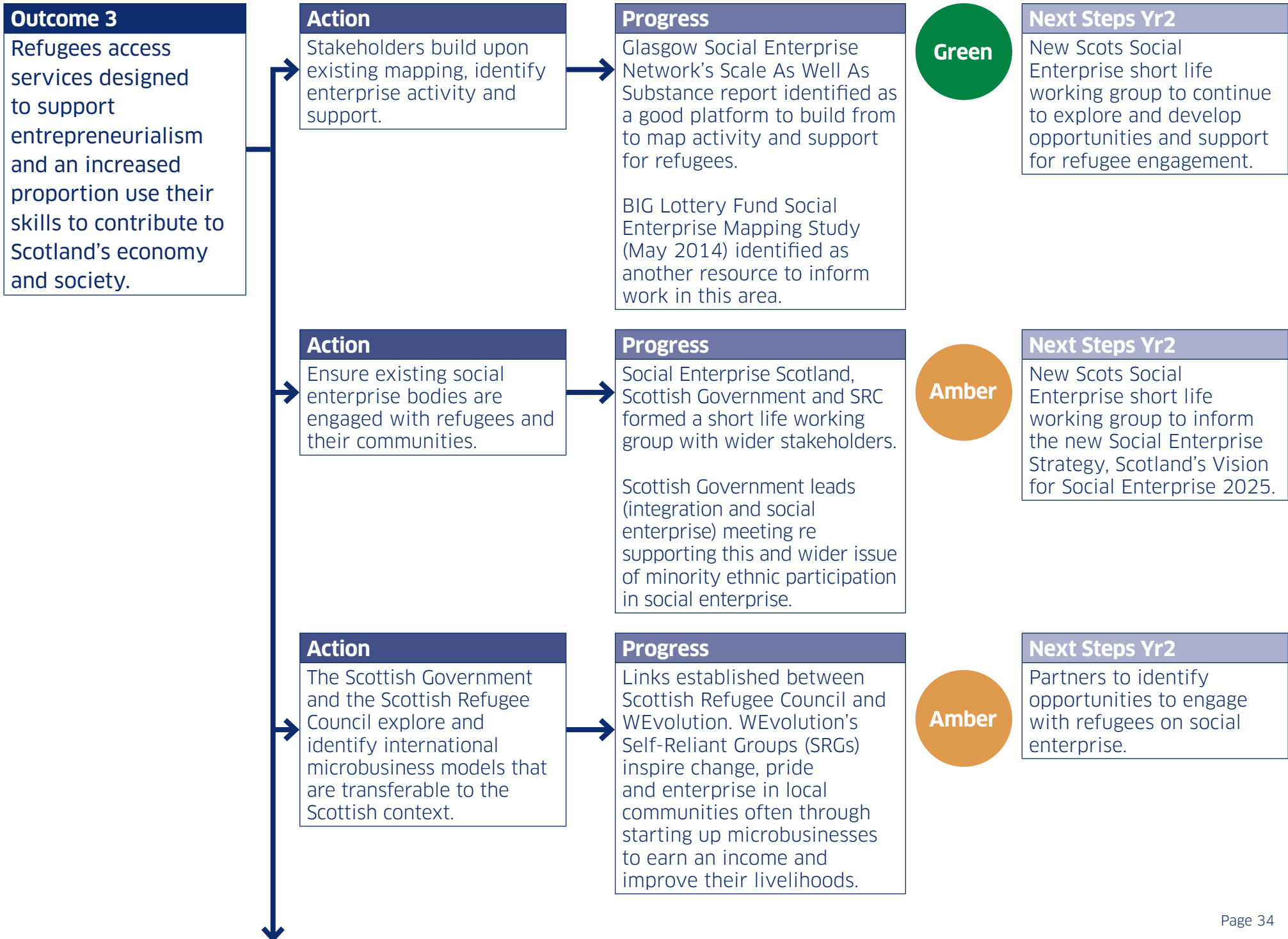
**Next Steps Yr2**  
 DWP pilot other employability approaches and partnership models between public bodies and the voluntary sector, e.g. health services recruiting bilingual refugees to assist in the delivery of public services.  
  
 RWSG will engage with key employment and employability agencies to facilitate the development of understanding of and response to the specific needs of refugee women.

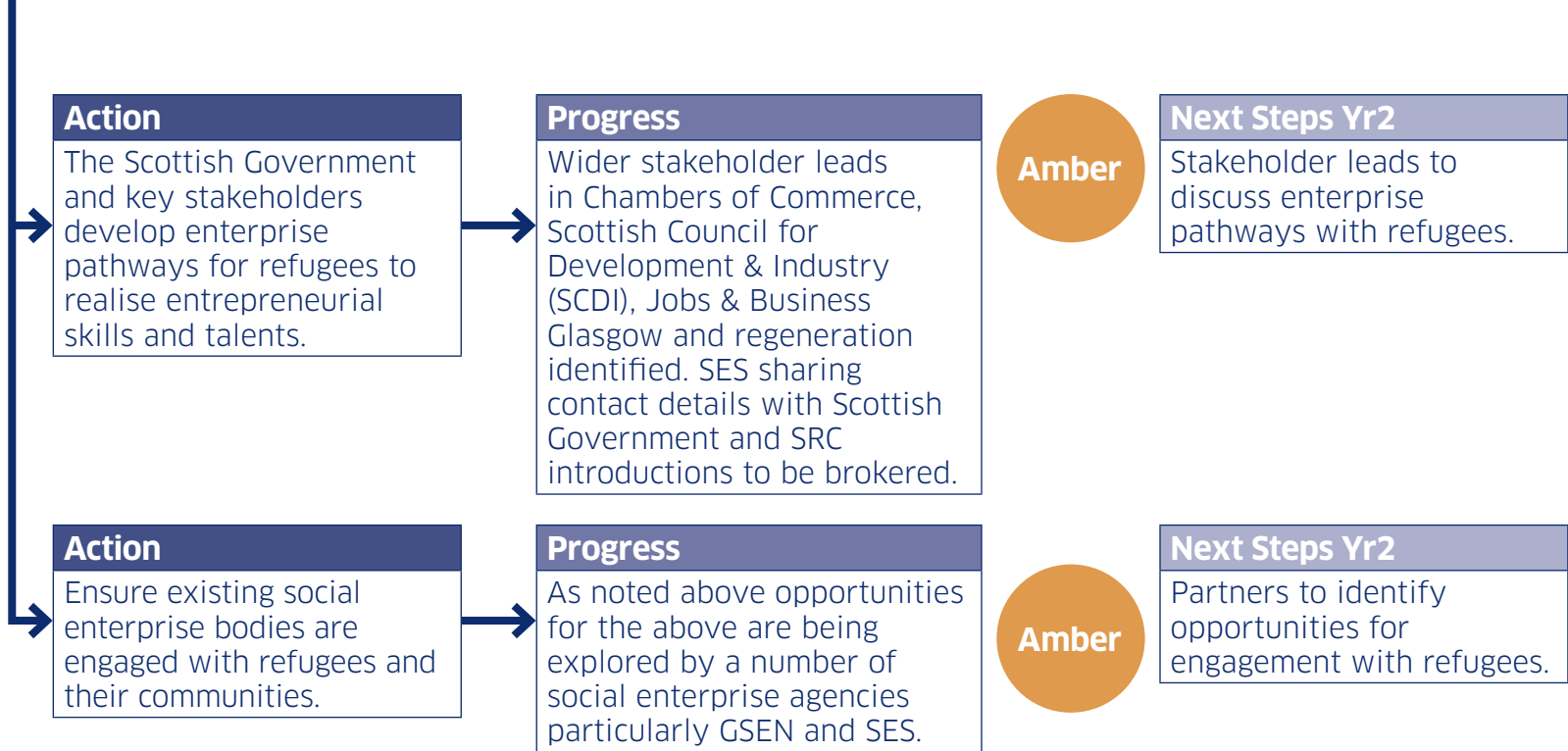


<sup>7</sup> The Holistic Integration Service is a partnership led by the Scottish Refugee Council with the Bridges Programmes, British Red Cross, Glasgow Clyde College and Workers' Educational Association, providing one-to-one and group advice, support and training to newly-recognised refugees.

<sup>8</sup> [http://www.scottishrefugeecouncil.org.uk/policy\\_and\\_research/research\\_reports/integration\\_research](http://www.scottishrefugeecouncil.org.uk/policy_and_research/research_reports/integration_research)







# Housing

## Stakeholder Views

The service helped me a lot, especially all the practical information on what to do on the ground to deal with essential things, how to and where to go for housing, claim benefits and start my integration. It's a new system for me so when there are new things I want to do, I make sure I check with my Scottish Refugee Council adviser beforehand so I am confident I know the best course of action.

**CAMEROONIAN REFUGEE, HOLISTIC INTEGRATION SERVICE**

Glasgow City Council fully supports the New Scots Strategy and by rolling out the housing option approach to refugees we hope that this will not only widen the opportunities and choice given to refugees, but enable refugees to make a more informed decision on their future with regard to settled accommodation.

**SUSANNE MILLAR  
ASSISTANT DIRECTOR, SOCIAL WORK SERVICES, GLASGOW CITY COUNCIL - CHAIR OF HOUSING OPTIONS BOARD**

One year on, it is clear that the Scottish Refugee Council and their partners have been instrumental in keeping the vision and spirit of the integration strategy alive. With a strong focus on housing, the strategy has helped to ensure that refugees are entitled to the same housing rights and options as Scottish nationals - this has been an important principle and welcome development.

**MARGARET-ANN BRUNJES  
DIRECTOR, GLASGOW HOMELESSNESS NETWORK**



Glasgow and West of Scotland Forum of Housing Associations (GWSF) welcomes the New Scots Refugee Integration Strategy. We believe that the strategy will improve outcomes for refugees and asylum seekers; and the fact that it has been co-produced with the individuals who have day-to-day experience of the barriers and difficulties which this group often face adds to its credibility and effectiveness.

GWSF recognises that housing can often be a crucial issue for refugees, on a practical level and also in relation to individuals' wider health and well-being. Our members are keen to continue to engage with the Scottish Refugee Council, and other key partners, on the integration strategy to improve housing outcomes for refugees.

**DR. COLLEEN ROWAN** MEMBERSHIP AND POLICY OFFICER  
GLASGOW AND WEST OF SCOTLAND FORUM OF HOUSING ASSOCIATIONS

At Queens Cross Housing Association we're proud of our long-standing partnership with the Scottish Refugee Council.

We make our own small contribution by providing a housing nomination as part of our Partnership Agreement. This is over and above the application of Housing Options which is firmly embedded in to our day-to-day work.

The New Scots refugee integration strategy provides a clear sense of direction so that we meet the challenge faced by individuals and families seeking refuge.

**FIN MCELHINNEY**  
DIRECTOR OF HOUSING & SUPPORT SERVICES

## Key Achievements and Developments in Year One

The Housing action plan has three main objectives:

- Refugees are supported to fully understand the housing options available to them by a range of agencies and as a result are able to make the best possible choice;
- Refugees are able to access suitable housing options; and
- New refugees are supported to move from asylum accommodation to a more permanent home during the 28-day period by agencies working together to ensure they are aware of their long-term options and are not left without somewhere to live.



The context for housing is important: asylum seekers are housed according to the Home Office contract; and refugees are subject to Scottish housing legislation. This differentiation causes confusion and poses challenges in affecting change. In terms of housing for refugees, the housing work stream is able to have a more substantial impact.

The work to date has been to see how choices for refugees can be improved within the city. This has meant exploring options with more housing associations (Registered Social Landlords) as well as investigating the potential for using the private rented sector. This will enable a greater range of options being available for refugees.

Alongside this, we are aware that restricting the work to Glasgow is limiting and there is potential to develop options outwith the city. In the first year this has mainly been restricted to the local authority areas that are adjacent to Glasgow to enable access to services within the city. Contact has been made with the West of Scotland local authority hub as well as the Glasgow and West of Scotland Forum of Housing Associations to try and expand awareness of refugee issues and to expand potential housing options.

## Areas for Development

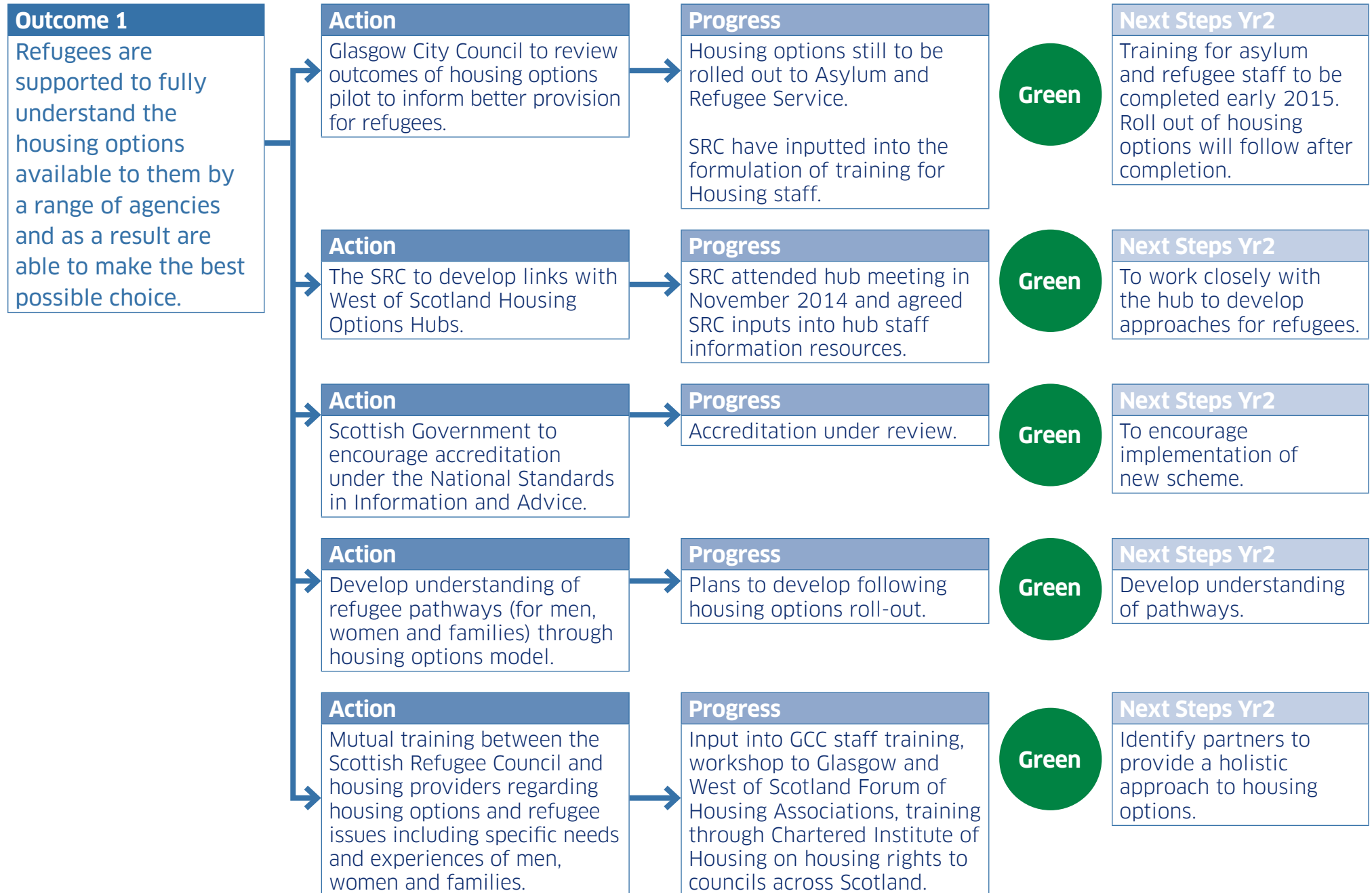
Work to develop links with housing providers who are able to provide housing for refugees is an on-going task, both inside and outside of Glasgow. This will require further work raising awareness among providers and developing relationships. In the forthcoming year, this will be an important part of developing the housing action plan in order to facilitate the availability of the maximum options for refugees so that they are able to access other opportunities such as employment.

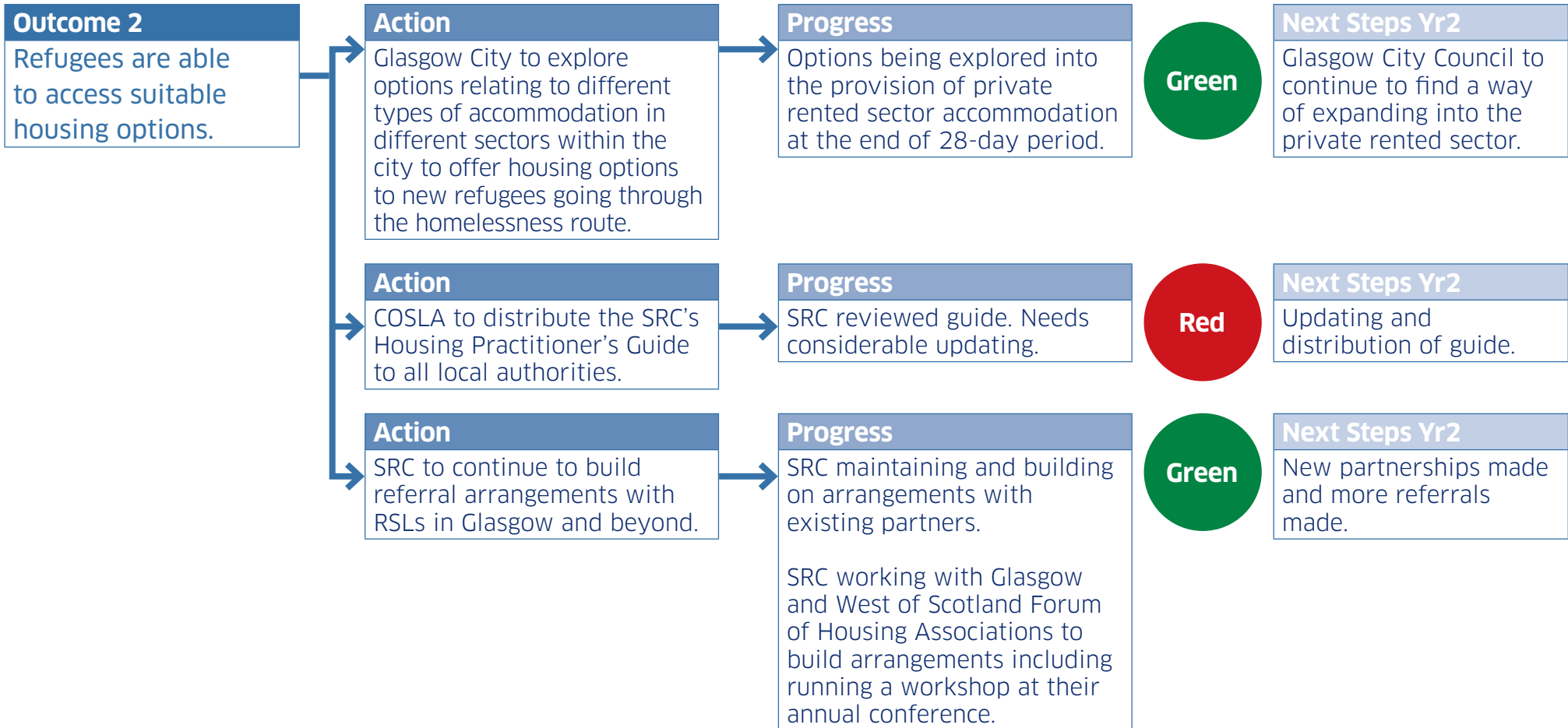
Work to develop move on accommodation has not been looked at in detail during the first year and will be an area for development over year two.

## Refugees' Experiences

Refugee Community Organisations have been at the heart of our approach including running a session with Refugee Women's Strategy Group to explore how they might be involved in this and other relevant housing strategies. A similar session is being arranged for Scottish Refugee Policy Forum early in 2015. We also involved refugee facilitators in Scottish Refugee Council's Housing Consultation Event on 4 August 2014 to ensure that refugee voices are shaping our approach to this strategy.

# Housing





**Outcome 3**  
New refugees are supported to move from asylum accommodation to a more permanent home during the 28-day period by agencies working together to ensure they are aware of their long-term options and not left without somewhere to live.

**Action**  
Working Group established by COSLA with remit to address 'move-on' issues faced by new refugees (taking account of potentially different issues faced by men, women and families) which impact upon their ability to access housing, and to find solutions.  
  
Evidence collated about the scale of the 'move-on' issues and impact on other services.

**Progress**  
Each organisation has reviewed the information provided to asylum seekers and new refugees and implemented potential streamlining.  
  
During year one, the focus of the 'move on' group was on issues associated with new refugees' access to benefits. The group will turn its focus to specific housing issues in year two.



**Next Steps Yr2**  
Further meetings of the Core Group to consolidate findings from the short life group meetings and focus on other non benefit related difficulties faced by new refugees in accessing appropriate move-on accommodation. Before the group looks at broader issues, agreements to be drawn up between agencies to sustain developments and improvements achieved thus far.

# Education

## Stakeholder Views

Education can liberate and empower those fleeing persecution from a lifetime of trauma, persecution and fear, and by ensuring those seeking refuge enjoy fair access to education and necessary support, we can in turn improve their life chances and the success of our wider society as a whole.

NUS Scotland believes that access to education should not stop at a border, and is proud to take part in the New Scots Strategy and help work toward outcomes that welcome the contribution of asylum seekers and refugees to our education system.

**KIRSTY HAIGH, NUS SCOTLAND VICE PRESIDENT (COMMUNITIES)**

The New Scots Strategy has acted as a catalyst for improved partnership working amongst providers of ESOL in Glasgow. Partners are working together to ensure that there is adequate information available to refugees and that language learning is available to enhance integration and improve employability skills. As the strategy enters its second year, I am sure that partnership working will improve.

**MARGARET GILROY, DIRECTOR OF ACCESS AND CONTINUING LEARNING, GLASGOW CLYDE COLLEGE**

WEA Scotland is delighted to have played a part in the implementation of the Education strand of the New Scots Strategy through the delivery of high quality English language provision at the earliest opportunity, representation on the Education Group and working in partnership to ensure progression routes for our learners. Early intervention in terms of English language provision is crucial to the integration of refugees.

**JAYNE STUART, NATIONAL DIRECTOR, WORKERS EDUCATIONAL ASSOCIATION SCOTLAND**



We believe that lives can be transformed through learning. We fully support the New Scots Strategy and its outcomes for education.

Access to education and learning opportunities is a key ambition of our Statement of Ambition for Adult Learning. The importance of English language skills to help with integration is stated in our national English for Speakers of Other Languages (ESOL) Strategy for Scotland.

By addressing these specifically for refugees, asylum seekers and their children, the New Scots Strategy supports our aims of reducing inequality in education and ensuring that learning opportunities can be accessed by all.

**ALAN ARMSTRONG, STRATEGIC  
DIRECTOR, LIFELONG LEARNING  
DIRECTORATE, EDUCATION  
SCOTLAND**

As an asylum seeker, I have experienced first-hand the barriers which prevent me from accessing education in Scotland and reaching my full potential. Participating in the New Scots Strategy Group allows me to give voice to refugees, asylum seekers and their children by identifying ways to increase participation in Scottish higher education and full-time further education.

**ARAM MOHAMMED, NUS SCOTLAND  
ASYLUM SEEKER OFFICER**

The course is good to push me, to keep me continuing. If I just stayed in the hostel, I would just give up.

**ERITREAN REFUGEE, HOLISTIC  
INTEGRATION SERVICE**

## Key Achievements and Developments in Year One

The Education work stream is considered as one of the biggest work streams within New Scots. It is wide ranging in the areas of education it looks to address. It requires the commitment of several national organisations with differing remits and responsibilities and the encouragement of smaller ones to contribute where they can to actions that have particular relevance to them. Education Scotland agreed to lead on the Education Implementation Group which was established and met in June 2014. The first meeting assessed the actions to be taken forward in Year One and identified where further membership of the group was needed. Terms of Reference for the group were agreed and finalised by the second meeting which was held at the end of August 2014. A real interest and willingness to be involved has been shown by a number of organisations and because of this, membership of the group has grown.

One of the main tasks this year was identifying and making contact with organisations to commit to the strategy. Following a few amendments to the actions, commitment to almost all of the actions has been given. Members of the group have been helpful and resourceful in providing key information that will inform and strengthen our understanding of the educational needs of refugees and asylum seekers.

The group has now met three times in the space of six months with members tasked with taking specific actions forward. A strong collaborative approach has been developed among the different member organisations. This has proven to be successful in making significant progress this year in relation to Outcome 2 such as the securing of three scholarships for asylum seekers at the University of Strathclyde giving them access to higher education. Other significant contributions to Outcome 2 include the work being developed to bring together key information on entitlement to and guidance on education and this has been possible because of the joint working which is happening between member organisations.

Good progress has also been made for Outcome 1 including lead organisations reviewing national policy in relation to ESOL and carrying out national training activities which have helped to raise awareness of ESOL qualifications. Actions on reviewing national policy were planned for Year 2. However, this has already been progressed in Year 1. A refreshed ESOL strategy is due to be launched on 1st April which has been informed by the views of providers, stakeholders and ESOL learners including those who are refugees and asylum seekers. Implementation of the refreshed ESOL Strategy will involve seeking the views of ESOL learners including refugees and asylum seekers. Through the Education Group, a commitment has already been made by the Refugee Women's Strategy Group to help support the implementation of the refreshed ESOL Strategy. Local organisations have been monitoring access to local ESOL provision. One of the intended outcomes is for refugees and asylum seekers to be able to access provision easily and without the need to wait for lengthy periods of time. Research is currently being carried out on need and demand in Glasgow which will be used to inform policies on ESOL provision in Glasgow.

## Areas for Development

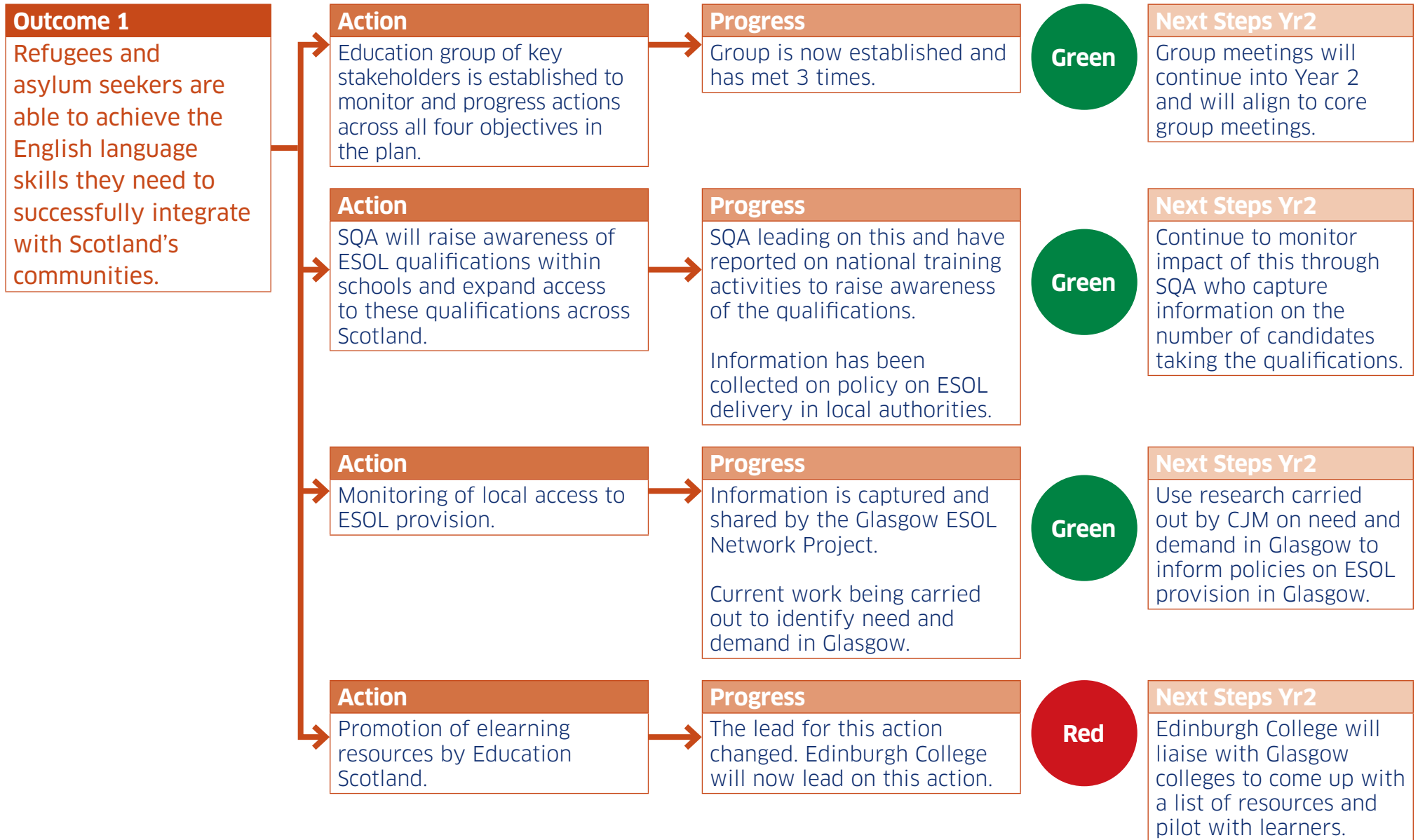
Education Scotland continues to coordinate the work of the group. Already, it can be seen that there is a real motivation and effort among members to drive the New Scots Strategy forward. While actions in Year 1 have been the focus for the group, it is clear that in progressing many of them, a long-term focus needs to be adopted and therefore the impact may not be immediate. For example, Year 2 will be used to monitor the impact and usefulness of the information that has been produced on entitlement to and guidance on education. Year 2 will also be used to review ESOL provision in Glasgow following the findings from the research on demand. For Outcome 2, members of the group who have been identifying known barriers to accessing higher education and full-time further education will begin to prioritise barriers that can be addressed. Therefore, it can be seen that many of the actions may be further developed and carried on into Years 2 and 3. Work continues to be developed under Outcomes 3 and 4 and it is hoped that this work will make significant progress as we move into Year 2.

## Refugees' Experiences

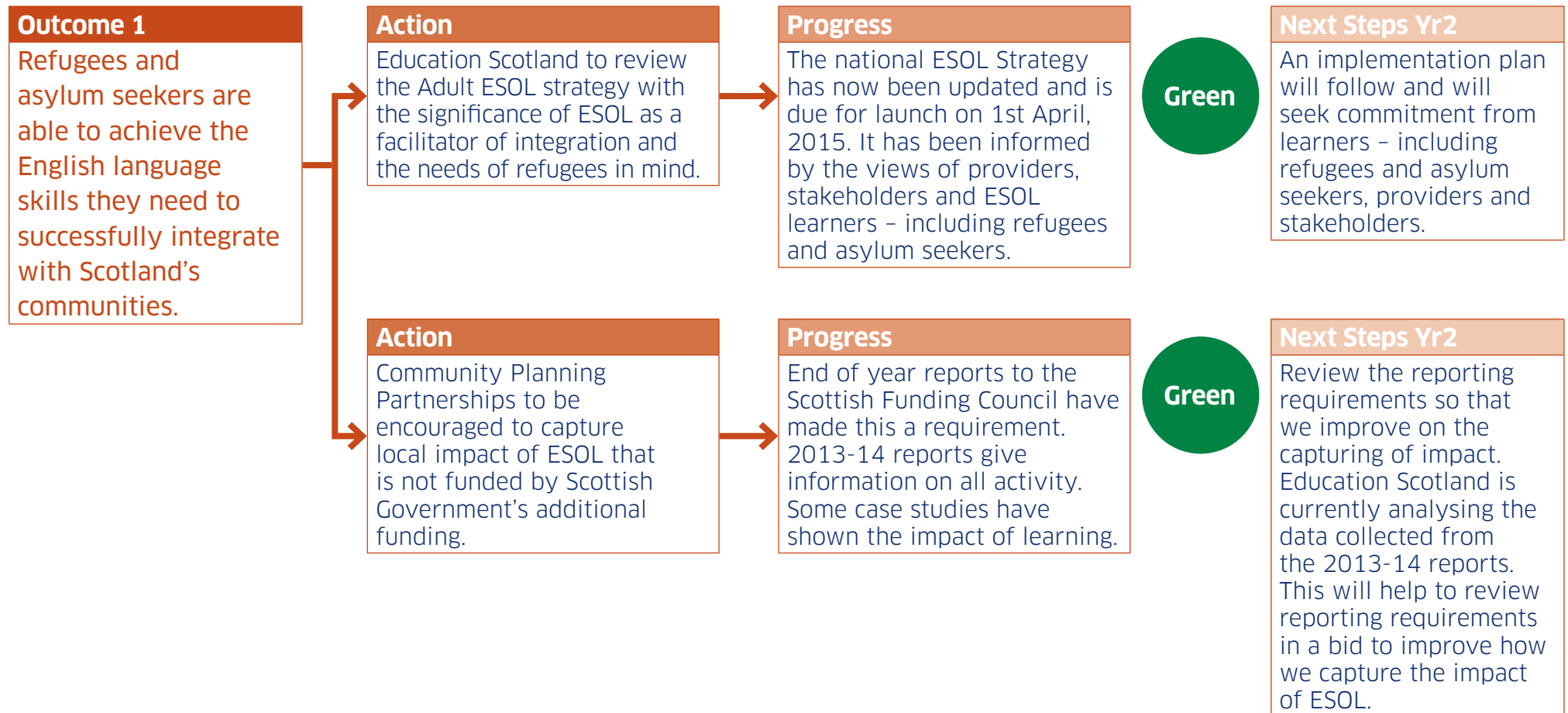
Representation from refugees and asylum seekers is given to the group with the Scottish Refugee Policy Forum, Refugee Women's Strategy Group and NUS Scotland being members. This has added value to the group with representatives being able to contribute and give an informed perspective which is helping to maintain the focus of the work. It is vital that they continue to be members to help inform and progress actions as we move forward. For Outcome 1 there is commitment from the Refugee Women's Strategy Group to help identify need and to support the implementation of the refreshed ESOL Strategy. For Outcome 4, the RWSG will work with organisation leads to raise awareness of community languages and how they are used in communities.



# Education



## OUTCOME 1 – Year 2 actions that have been progressed in Year 1



**Outcome 2**  
 Refugees and asylum seekers access appropriate education opportunities and increase their qualifications/ knowledge/experience as a result.

**Action**  
 SRC to work with ES, SDS and the SFC to publish guidance for careers advisors and admissions staff advising them of the entitlements of refugees and asylum seekers.

**Progress**  
 Guidance document is in draft form. Due to be ready for March 2015.



**Next Steps Yr2**  
 To explore effective methods to distribute the guidance to those working with asylum seekers and refugees as well as refugees and asylum seekers.

**Action**  
 The SRC and COSLA will work with Education Scotland to promote educational entitlements to nursery and school for refugees and asylum seekers.

**Progress**  
 Information about entitlements has been drafted and will be published early in 2015. Work is on-going to ensure the information is publicised through various websites including SRC, Parentzone and the Scottish Government.



**Next Steps Yr2**  
 Monitor its usefulness through feedback from refugee groups. The Refugee Women's Strategy Group will promote the information to its members.

**Action**  
 SRC, NUS, USSA and SFC will explore known barriers to accessing HE and full-time FE and establish whether these could be addressed.

**Progress**  
 A sub group has been formed. Group have identified barriers. Further consultation is planned with students in colleges and HE. Three scholarships have been secured for asylum seekers at the University of Strathclyde.



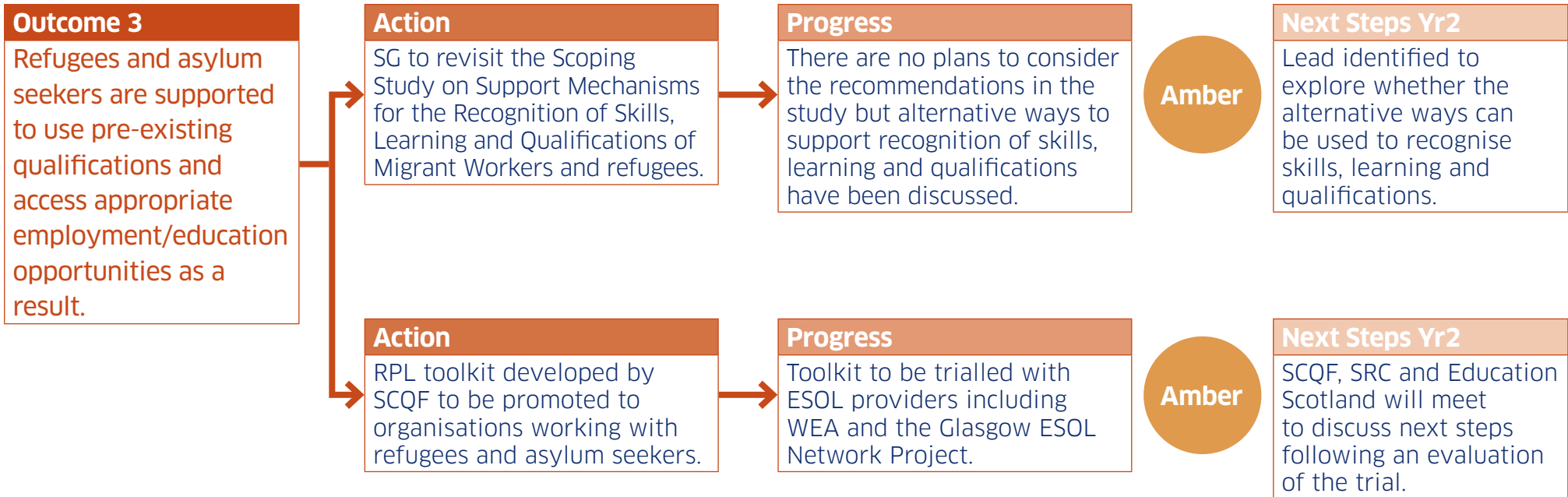
**Next Steps Yr2**  
 The same group will begin prioritising barriers that can be addressed.

**Action**  
 Young refugees linked into targeted support provided by SDS for 16-19 year olds such as individual coaching support and the My World of Work website.

**Progress**  
 SDS is monitoring and making available data on the number of young refugees and asylum seekers who are SDS clients.



**Next Steps Yr2**  
 SDS will provide further data in Year 2 to determine increasing/ decreasing trends.



**Outcome 4**  
Scotland's linguistic diversity is promoted and as a result is valued, enabling refugees to contribute full/effectively to Scottish society.

**Action**  
Education Scotland and the SQA to work to raise awareness of community languages and how they are used within Scotland's communities.

**Progress**  
A number of organisations including the RWSG and the SRPF have been contacted in a bid to gather information about community languages across Scotland.

**Red**

**Next Steps Yr2**  
An event to be organised to bring stakeholders together who are involved in work around promoting linguistic diversity.

**Action**  
Census data and other data resources in schools to be explored to improve knowledge of refugee populations by COSLA and SEALCC.

**Progress**  
SG contact has explored what data on refugee/asylum seeker populations in schools and their languages can be captured through data already collected. It is impossible to offer data on language spoken by asylum seeker/refugee status (as language information is not collected at pupil level) but is possible to link level of competence in English and so this information can be provided by local authority, or school.

**Red**

**Next Steps Yr2**  
Discuss data available with COSLA and SEALCC, and ascertain what other data they would like, and whether it can be drawn from the data collected.

**Action**  
SG to establish how the multi-lingual refugee community can benefit from the 1+2 language strategy.

**Progress**  
The lead for this is currently trying to establish a key contact within each local authority involved in the audit of languages taught in schools and who would be the lead in implementing 1+2.

**Amber**

**Next Steps Yr2**  
To be determined.

# Health

## Stakeholder Views

I applied to volunteer to integrate with Scottish people. I used to live in England, moved to Scotland, I needed to meet people, use my skills and my time. Peer Education is a great opportunity to help my community. I've learn a lot of new things that I can now pass on. The training from the NHS and Scottish Refugee Council was essential. I have a master's degree in English Teaching and now that I have worked in this project, I know that in the future, I want to continue working with asylum seekers and refugees.

**QUOTE FROM HEALTH PEER EDUCATOR FOR SCOTTISH REFUGEE COUNCIL'S PEER EDUCATION PROJECT**

My key worker was very helpful, and very nice. When I first met her I was very stressed, I was struggling with myself and my son. Without her I would not have known what to do, everything was upside down. She encouraged me to do things, to go places by myself, and she was the one who introduced me to social work, and together they helped me. Thank God for that. After my baby was born, they were not gaining weight, and always sick, our key worker helped after that. She was one of the first people I met in the UK. I wouldn't have been able to have my baby without her. I know lots of other people are struggling and don't know how things work. I have met other asylum seekers, and they are really struggling. They need someone like her.

**QUOTE FROM A FAMILY FROM NIGERIA, FAMILY KEYWORK SERVICE**

The New Scots Strategy provides a framework for health services to work with asylum seekers and refugees in a person centred way which takes into account the importance of health in individual asylum seekers and refugees well-being and resettlement in the city.

**DR PAUL RYAN, NHS GREATER GLASGOW & CLYDE**

The New Scots Strategy has highlighted the commitment of many stakeholders in making the experience of asylum seekers and refugees in Scotland a welcoming one. In NHSGGC we are committed to ensuring that we meet the health care needs of all newly arrived asylum seekers and refugees by working in collaboration with service users and services to ensure appropriate pathways in and through services are available to meet the needs of all asylum seekers and refugees in the city.

**MARK FEINMANN, NORTH EAST CHP DIRECTOR, NHS GREATER GLASGOW & CLYDE**

## Key Achievements and Developments in Year One

NHS Health Scotland, Scottish Refugee Council, NHS Greater Glasgow & Clyde (NHSGGC) and the Mental Health Foundation, have met on an on-going basis to form the framework for a strategic group. They have identified key health policies e.g. Achieving Sustainable Quality in Scotland's Healthcare - 20:20 Vision; Mental Health Strategy 2012-15 which have particular significance for progressing the aims of New Scots, and national plans such as Scottish National Action Plan on Human Rights (Priority 4) and NHS Health Scotland Delivery Plan 2014-15 which have been identified as having mechanisms for co-production and programmes to reduce health inequalities which will link with New Scots outcomes. Other issues such as the integration of health and social care, and personalisation of care, appear to have delayed Scottish Government participation and the establishment of a Strategic Group. The opportunities for wider strategies to be informed by New Scots experiences have therefore been limited.

An area of achievement has been the Refugee Integration Pathways. A short life working group between NHSGGC and Scottish Refugee Council has identified opportunities for an asset-based approach that supports Glasgow health improvement strategy, improved community responses and identifying opportunities to achieve Glasgow's Single Outcome Agreement priorities. A partnership between Scottish Refugee Council, NHSGGC (Health Improvement) and Queen Margaret University has begun a pilot peer education project which will be evaluated and inform health and well-being from an asset-based approach. This pilot has been extended across the city and will continue in Year one.

## Areas for Development

The Strategic Group has been lacking Scottish Government input and opportunities for moving forward must be remedied. Other key agencies have met regularly and identified synergy and opportunities between agendas and this must be seized.

The pilot Health Peer Education project has provided an opportunity to identify how refugee and asylum seeker positive health behaviours can be maintained and possibly inform the wider Scottish public health agenda. NHSGGC funding for this in Year two of New Scots will enable this.

Whilst strategic links have been made by many partners, community groups have not fully seized the opportunity to inform these agendas and success will be contingent upon all stakeholders working together to ensure that the three overarching outcomes can be achieved.

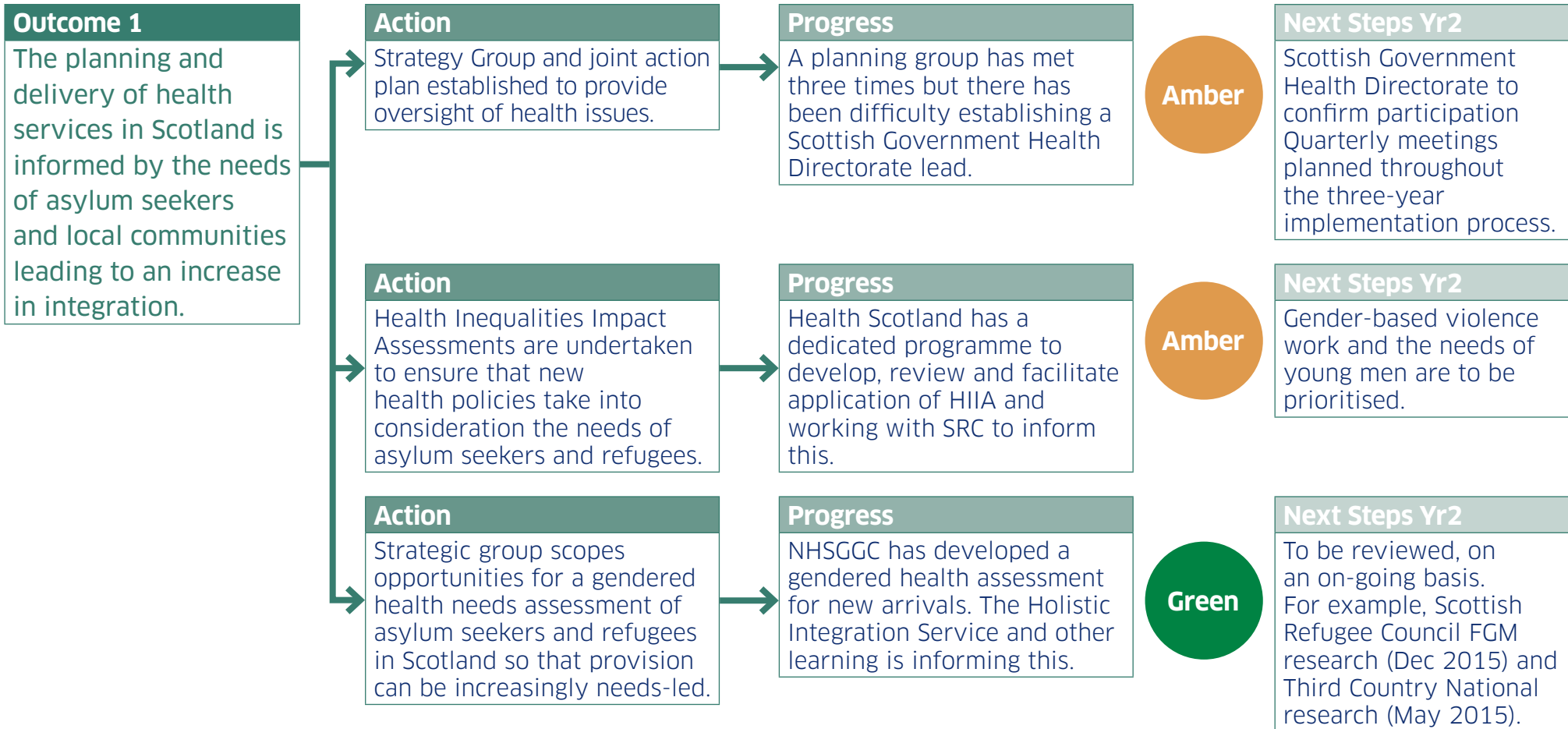
## Refugees' Experiences

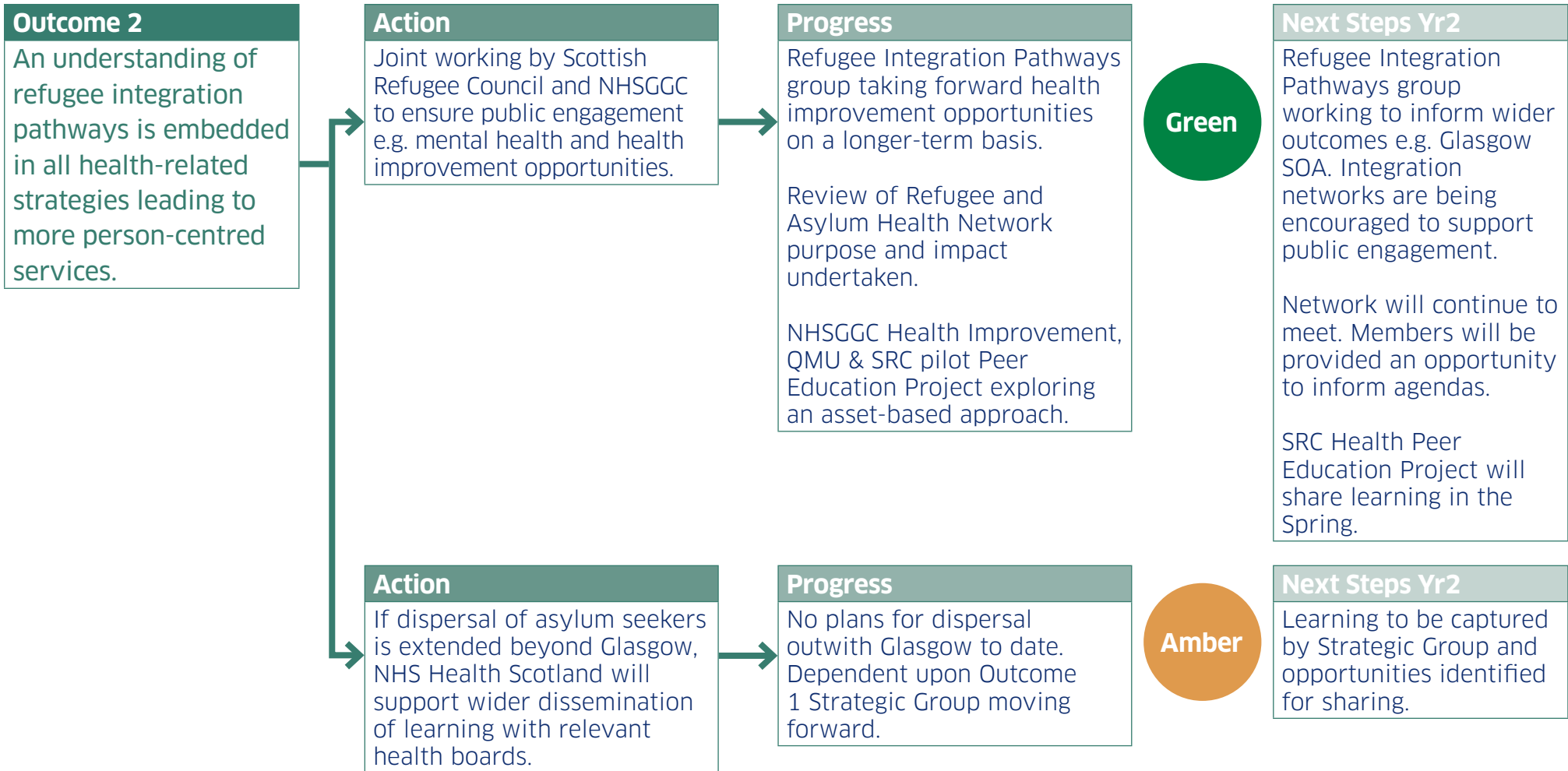
Scottish Refugee Council 'Women and Children First?' maternity research published April 2014, broadly indicates that female asylum seekers, including women who have received negative decision are regarded equitably and are able to access services.

Overall, refugees appear to have few barriers registering and accessing services. Scottish Refugee Council Health Peer Educators and the Holistic Integration Service experiences are identifying further opportunities for improvement, especially regarding opportunities for maintaining health and well-being.

NHSGGC has met with integration networks to highlight the opportunities for them to inform strategic priorities. It has identified that refugees and asylum seekers in some areas are isolated but in other areas where they are not, opportunities for an asset-based approach could be improved.







**Outcome 3**  
 Refugees and asylum seekers are supported to full understand their rights and entitlements. Service providers are increasingly aware of how to meet their needs. As a result refugee and asylum seeker health needs are better met.

**Action**  
 COSLA-led Strategic Group looking at dispersal to consider the information on health services provided to dispersed asylum seekers on arrival.

**Progress**  
 Wide range of documents identified, prioritised and reviewed.

**Amber**

**Next Steps Yr2**  
 Develop plan for editing documents as appropriate.

**Action**  
 Dissemination of information by key agencies on health services to refugees and asylum seekers.

**Progress**  
 Partnership project by NHSGGC Health Improvement, QMU & SRC piloting a peer education approach.

**Green**

**Next Steps Yr2**  
 Evaluation of peer education as a model for promoting health and well-being.  
  
 Community-based groups to explore how social connections can support this further.

**Action**  
 Relevant policy and practice developments (human rights and mental health services, human trafficking, domestic violence, strategy refreshes) links to be made by Strategic Group.

**Progress**  
 Strategic Group has still to meet but the planning group has been identifying developments in the meantime e.g. mental health.

**Amber**

**Next Steps Yr2**  
 To be taken forward by the Strategic Group.



# Communities And Social Connections

## Stakeholder Views

I have learned so much about people from other cultures through arts projects I've participated in. Oftentimes the media tells us to think of people from other countries in stereotypical ways but through the arts projects I've been involved in I've heard people's stories, sometimes they are not so different from my own. It's important to see the people behind the labels and the arts can help to us do this.

**DARREN MURRAY FROM SCOTLAND, PARTICIPATED IN SCOTTISH REFUGEE COUNCIL'S ARTS AND HERITAGE PROJECT *A VIEW FROM HERE*, 2012-2014**

Part of Glasgow Life's role is to provide services which enrich the cultural life of Glasgow. We are determined to ensure that our museums, libraries, arts, sports, communities and learning venues and programmes are accessible and relevant to asylum seekers, who are natural partners in this task of enriching the life of the city.

**JILL MILLER, DIRECTOR OF CULTURAL SERVICES, GLASGOW LIFE**

I know that refugees and asylum seekers place great importance on feeling safe, and I want you to know that I am totally committed to ensuring that Police Scotland does all that it can to keep people safe.

**SIR STEPHEN HOUSE, CHIEF CONSTABLE OF POLICE SCOTLAND**

I came to Scotland two years ago from Iran. I got involved in an arts project because I wanted to share my culture and heritage with others, also learn more about Scotland and the place where I was living. I have had the opportunity to make so many new friends and also develop my artwork. In Iran I worked as a textile artist. Since I came to Scotland it has been difficult to find work as an artist and this project has supported me to do that. I live in a high-rise flat and it can be a lonely place sometimes, so the project was an important part of finding a community in the place where I live now.

**PARIA GOODARZI, ORIGINALLY FROM IRAN, CAME TO SCOTLAND IN 2012, VOLUNTEER ARTIST FOR SCOTTISH REFUGEE COUNCIL'S ARTS AND HERITAGE PROJECT *A VIEW FROM HERE*, 2012-2014**

## Key Achievements and Developments in Year One

The Communities and Social Cohesion thematic area covers a very broad range of different actions each of which involves a variety of different stakeholders. The goals of this are for refugees: to be enabled to build social relationships and are involved and active in their local communities; to live in communities that are safe, cohesive and, as a result, are welcoming; to engage in cultural activities (and that Scottish cultural life reflects the diversity of Scotland); and finally that communities across Scotland have a better understanding of refugees and asylum seekers.

It was agreed therefore not to establish one overarching implementation group due to the varied nature of activity, rather Scottish Refugee Council, which is involved to differing degrees in many of the actions, would be the nominated lead with the Scottish Government in this area, coordinating action with the relevant stakeholders in each area.

2014 has been a significant year for Scotland. In the summer Glasgow hosted the Commonwealth Games and in September the people of Scotland voted in the referendum on Scottish independence. The strategy set out that asylum seekers and refugees should have opportunities to engage in both of these important events. Four political education events were held based on the referendum with participation by 200 refugees and asylum seekers to increase understanding of the political process in Scotland and the UK. Clarity around entitlement to vote was sought and voter registration was promoted. The Organising Committee of the Commonwealth Games and Glasgow Life created opportunities for refugees and asylum seekers to participate in volunteering and cultural activities during the Games.

Police Scotland is making progress on the actions set out in the strategy to ensure refugees live in safe communities. This includes engaging with refugee communities and capturing expertise of staff working closely with refugees to inform its Community Engagement and Public Reassurance Strategy.

130 events took place around Refugee Week Scotland in June providing opportunities for refugees to participate in cultural activities and providing spaces for people in Scotland to engage with refugees and refugee issues. Many community events were linked to and promoted by the Commonwealth Games and Homecoming Scotland.

## Areas for Development

Initial work has started to seek to map refugee populations and communities in Scotland to increase current understanding of refugee populations and engagement with refugee community groups and local groups. Engagement with Creative Scotland and with Glasgow Life to take a more strategic approach to realise the cultural participation and rights of refugees in Scotland will be developed this year. Scottish Refugee Council has begun work to assess the current state of play of organisations communicating issues about asylum in Scotland. An event to bring key organisations together will take place in March 2015. Scottish Refugee Council and Police Scotland will meet with other stakeholders to reflect on Year one actions and to develop further actions for Year two and three to reflect more of Police Scotland's work in local communities.

## Refugees' Experiences

Refugees were involved in the development, delivery and participation of four events to promote understanding and engagement with the independence referendum. Police Scotland held an event in March 2014 to assist in the development of its community Engagement and Participation Strategy. Refugee groups are represented on the steering group of Refugee Week Scotland and over 30 events during Refugee Week were self-organised and led by refugee groups.

**Outcome 1**  
 Refugees are enabled to build social relationships and are involved and active in their local communities.

**Action**  
 The Scottish Government will ensure that refugees benefit from national initiatives for equality and community empowerment.

**Progress**  
 The Scottish Government Equality Unit is providing £2.81m for the period 2012-15 to organisations working with refugees and asylum seekers in Scotland.

**Amber**

**Next Steps Yr2**  
 Implementation of funding.

**Action**  
 The Scottish Government, COSLA and the Scottish Refugee Council to review census data and other data sources to improve knowledge of refugee populations in Scotland.

**Progress**  
 The Scottish Government published in March 2014, an 'Overview of Equality Results from the 2011 Census Release 2, focusing on ethnicity, religion and disability'. This and other ethnicity data arising from Census 2011 will provide a basis to support work identified below.

**Amber**

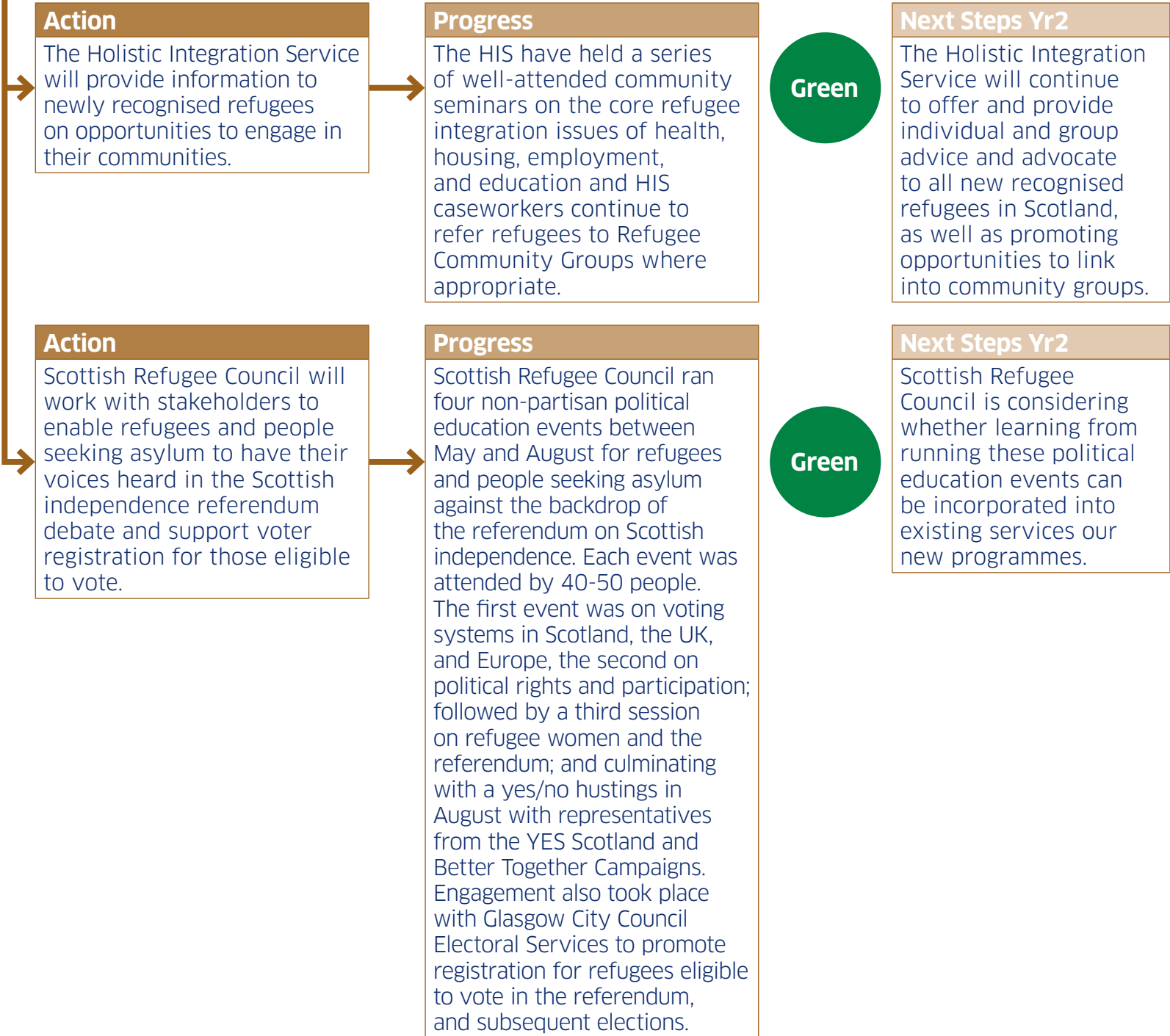
**Next Steps Yr2**  
 Work to be commenced.

**Action**  
 Scottish Refugee Council will work with partners and stakeholders to map current community groups, faith groups and refugee community organisations in Scotland; availability of community development support; and assessment of gaps in support.

**Progress**  
 Scottish Refugee Council has defined the scope of this work and is seeking additional resources for it to progress.

**Amber**

**Next Steps Yr2**  
 Work to be commenced.





**Outcome 2**  
Refugees live in communities that are safe, cohesive and, as a result, are welcoming.

**Action**  
Good practice in working with refugees by public authorities under their duty to foster good relations is disseminated by the Equality and Human Rights Commission.

**Progress**  
Scottish Refugee Council continues to be alert to, and to get a better sense through its own networks, as to whether identity-based prejudice is a problem for asylum and refugee communities including in schools. This work is on-going.



**Next Steps Yr2**  
Engage more fully with the agenda set by the Equality and Human Rights Commission (Scotland) 'Good Relations in Scotland' work.

**Action**  
Police Scotland will ensure that any national and local forums/networks concerning refugee interests and issues are included in its National Equality and Diversity Stakeholder Database.

**Progress**  
The stakeholder database dates from the transition process to Police Scotland. It includes key stakeholders from communities. This engagement led to the identification of key issues for communities that could then be reflected in Police Scotland's strategic priorities and operational responses.



**Next Steps Yr2**  
Enhancing the database will be considered at the next Police Scotland Equality and Diversity Governance group.

**Action**

Police Scotland will include refugee interests and issues in its Community Engagement and Public Reassurance Strategy.

**Progress**

Police Scotland will review and develop, in consultation with refugee organisations, guidance for police who come into contact with refugee communities and issues that affect them, including distinct issues for asylum seekers. This builds on both a Police Scotland and Scottish Refugee Council workshop in March 2014 for refugees and asylum seekers; as well as the expertise in G (Greater Glasgow) Division in working with refugee communities. These officers are now reflectively capturing their good practice with refugees for the benefit and guidance of other police officers.



**Next Steps Yr2**

A draft Community Engagement and Reassurance Strategy will be ready by January 2015, followed by operational guidance in April 2015.

**Action**

Police Scotland will ensure that customised training/development for those in 'high-impact' roles at the interface of Police-community relations equips participants to be more cognisant of refugee communities and some of the particular issues affecting them.

**Progress**

A review of existing 'safer communities' training is on track to ensure relevant officers and staff have the requisite knowledge of refugee and asylum communities and issues. Officers and staff with experience of these issues are involved in this review.



**Next Steps Yr2**

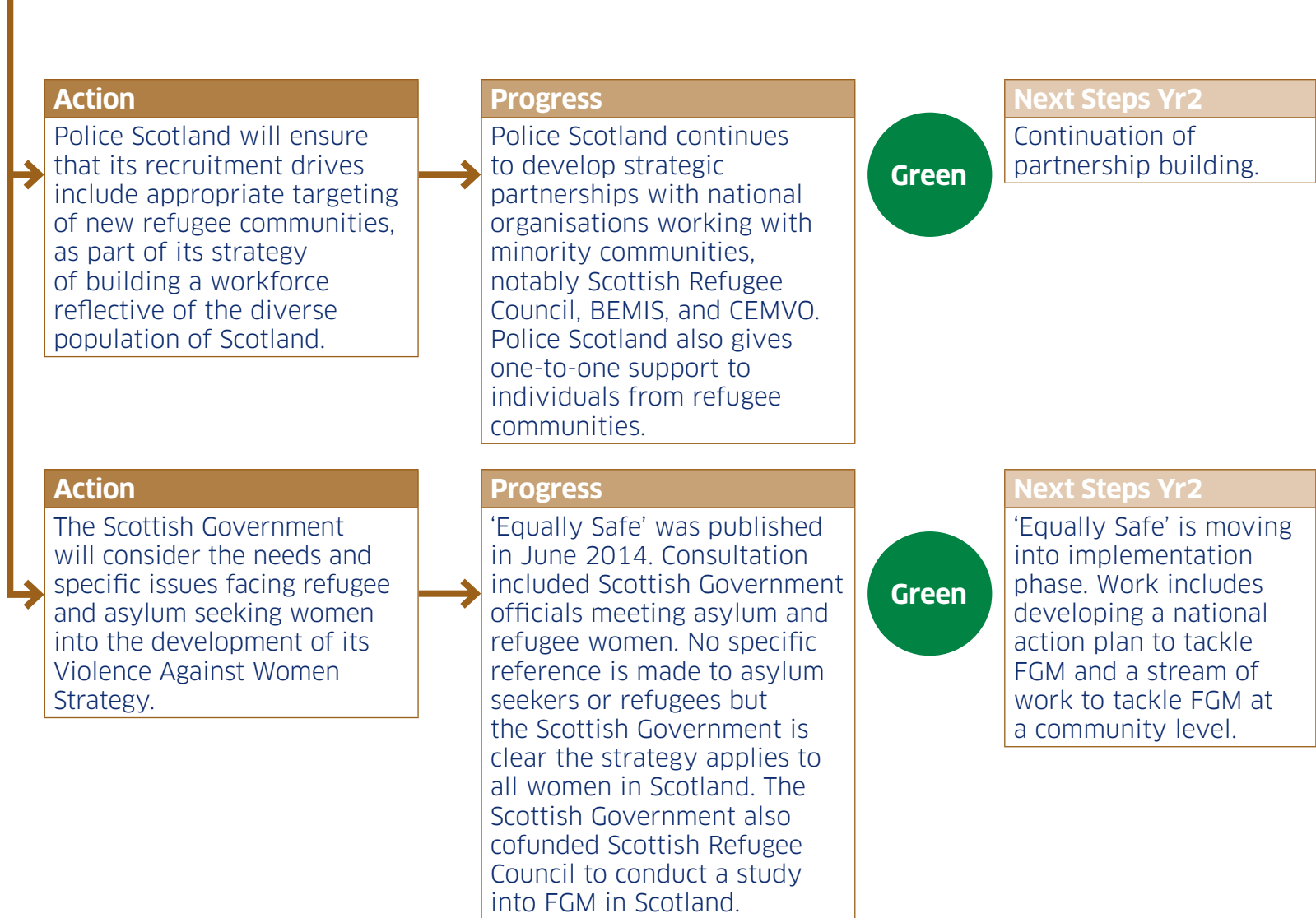
Discussion to develop further actions to spread best practice.

**Action**  
Police Scotland will continue to develop appropriate knowledge, skillsets, and sensitive communications around its gender-based violence priorities, such as human trafficking and Female Genital Mutilation.

**Progress**  
Having identified the 'high Impact' roles around community engagement, investigation and intelligence, the training courses for Police Scotland staff working in these areas of business across Scotland now have specific presentations covering 'honour' based violence, female genital mutilation, forced marriage and human trafficking. These subjects are covered on a variety of Crime Management courses, namely the Domestic Abuse Investigator, Child Protection, Initial Investigator, Senior Investigating Officer, Intelligence Officer Foundation, Safer Communities and Community Safety and Crime Reduction Courses. Also now integrated into probationer and initial sergeant training. Seminar held on these issues in December 2014 attended by 200 'high impact' staff and partner agencies. E-learning package on HBV has been rolled out to all front line officers and staff in Police Scotland.



**Next Steps Yr2**  
Implementation of training and consideration of new developments such as the Human Trafficking Bill.



**Outcome 3**  
Refugees engage in cultural activities and Scottish cultural life reflects the diversity of Scotland.

**Action**  
Refugee Week 2014 is used as a platform for refugees and the communities in which they live to engage in cultural activities and to highlight the contribution that they make to Scottish society.

**Progress**  
Refugee Week Scotland 2014 took place between 16-22 June 2014. 130 events took place in 13 local authorities across Scotland. Scottish Refugee Council worked with 160 partners including refugee community groups, Glasgow Concert Halls and Kelvingrove Art Gallery and Museum and national initiatives such as Glasgow 2014 Commonwealth Games and Scottish Government's Homecoming Scotland.



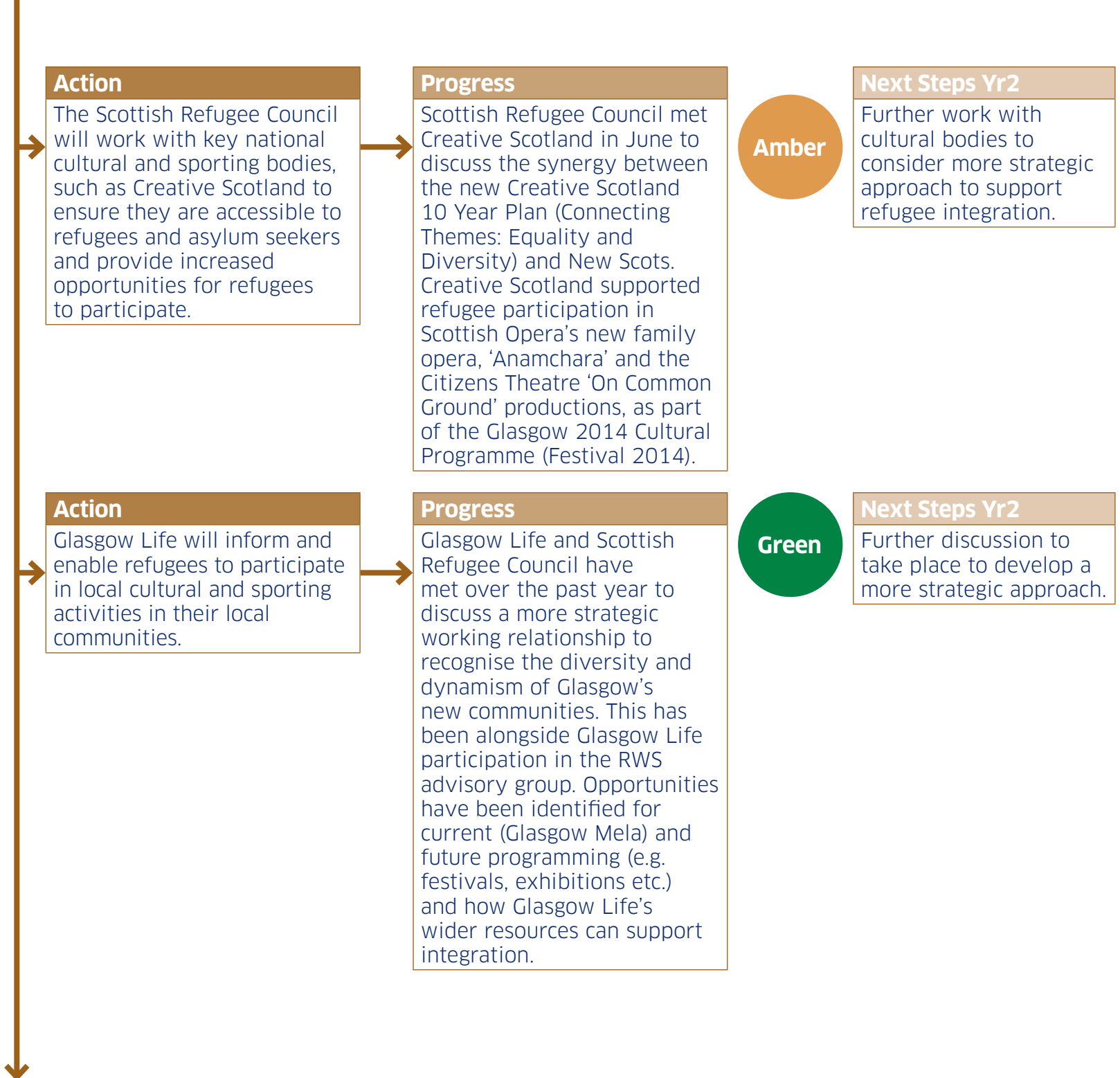
**Next Steps Yr2**  
Refugee Week Scotland 2015 will take place between 3-21 June 2015.

**Action**  
The Scottish Government will consider the participation and inclusion of refugees within the development of Scottish Government-led national events, such as the Year of Homecoming 2014.

**Progress**  
Scottish Government provided funding for BEMIS to facilitate Homecoming 2014 events that showcased Scotland's rich cultural diversity in partnership with GRAMNet, Scottish Refugee Council, the Scottish Football Association and others. Several refugee groups (10% of total) were beneficiaries of the Multicultural Homecoming Small Grants programme.



**Next Steps Yr2**  
Scottish Refugee Council will meet with the Scottish Government to consider how the Year of Food and Drink 2015 can link with Refugee Week Scotland.



### Action

The Commonwealth Games Organising Committee will ensure the participation of refugees within the development and delivery of the Commonwealth Games 2014. Voluntary and community organisations will promote opportunities.

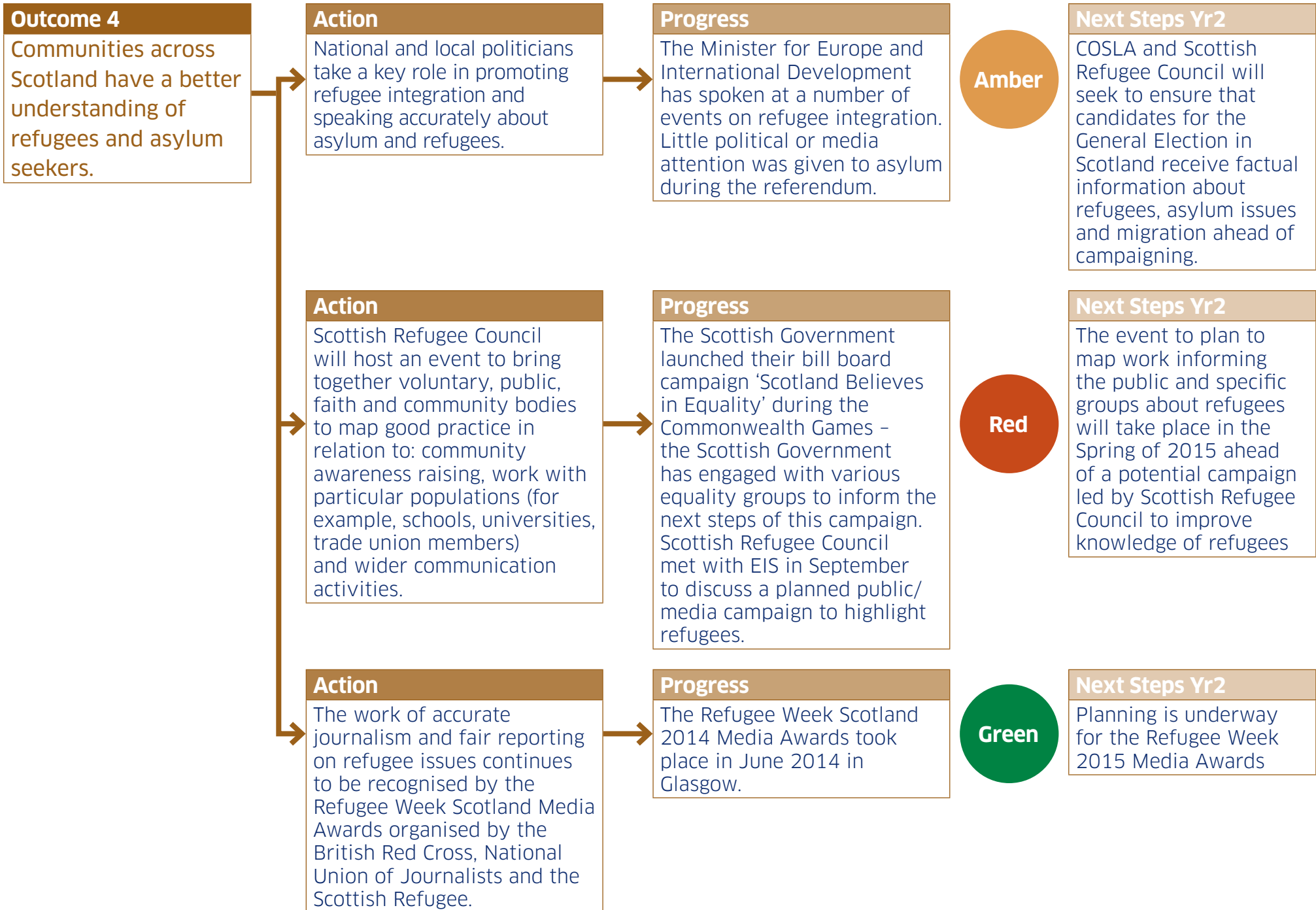
### Progress

Scottish Refuge Council worked with Glasgow 2014 and Glasgow Life to ensure opportunities for volunteering, taking part in the Queen's Baton Relay and other opportunities were promoted and taken up. Glasgow 2014 supported 11 refugee community events as part of the Commonwealth Festival. After the Games a range of household goods used in the athletes' village including bedding were distributed to new refugees.

Green

### Next Steps Yr2

Completed.





# ANNEX A: MEMBERSHIP OF GROUPS

## MEMBERSHIP OF THE CORE GROUP

COSLA  
Creative Scotland  
Department for Work and Pensions  
Education Scotland  
Glasgow City Council  
Glasgow Life  
Home Office  
Migrant Help  
NHS Greater Glasgow & Clyde Health Board  
NHS Health Scotland  
Police Scotland  
Refugee Women's Strategy Group  
Scottish Government (Equality Unit)  
Scottish Government (Homelessness Team)  
Scottish Refugee Council  
Scottish Refugee Policy Forum

## MEMBERSHIP OF IMPLEMENTATION

### DISPERSAL OF ASYLUM SEEKERS

Scottish Refugee Council  
Scottish Refugee Policy Forum  
Refugee Women's Strategy Group  
Glasgow Integration Network Forum  
Migrant Help  
British Red Cross  
Home Office  
Serco

COSLA  
Scottish Government  
Police Scotland  
NHS Greater Glasgow and Clyde Health Board  
Glasgow City Council

### HEALTH

Deep End Group  
Glasgow Centre for Population Health  
NHS Health Scotland  
NHS Greater Glasgow & Clyde  
Mental Health Foundation  
Scottish Refugee Council

### EDUCATION

Edinburgh College  
Education Scotland  
Glasgow City Council – Education Department  
Glasgow City Council – EAL Department  
Glasgow Clyde College  
Glasgow ESOL Network  
National Union of Students  
Refugee Women's Strategy Group  
Scottish Funding Council  
Scottish Government  
Scottish Qualifications Authority  
Scottish Refugee Council  
Scottish Refugee Policy Forum  
Student Award Agency for Scotland (SAAS)

Skills Development Scotland  
WEA Scotland  
University of Strathclyde Students' Association

### HOUSING

Glasgow City Council  
Scottish Government (Homelessness Team)  
Scottish Refugee Council

### EMPLOYABILITY AND WELFARE SUPPORT

Department for Work and Pensions  
Scottish Refugee Council  
Skills Development Scotland

### COMMUNITIES AND SOCIAL CONNECTIONS

Scottish Refugee Council  
Scottish Government  
Police Scotland  
Refugee Week Steering Group  
(see page 76 of full report for listings of participating organisations)  
Glasgow Life  
Glasgow Games Organising Committee  
British Red Cross  
GRAMNET  
National Union of Journalists  
Refugee Women's Strategy Group  
Scottish Refugee Policy Forum





© Crown copyright 2015

**OG**L

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](http://nationalarchives.gov.uk/doc/open-government-licence/version/3) or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at [www.gov.scot](http://www.gov.scot)

Any enquiries regarding this publication should be sent to us at  
The Scottish Government  
St Andrew's House  
Edinburgh  
EH1 3DG

ISBN: 978-1-78544-241-4 (web only)

Published by The Scottish Government, March 2015

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA  
PPDAS20187 (03/15)

W W W . g o v . s c o t