



From mountain to sea

Aberdeenshire New Scots Refugee Integration Strategy

2022 - 2025



**“In Aberdeenshire the weather may be cold,
but the people are always warm”**

From mountain to sea

Aberdeenshire Vision

The Aberdeenshire vision for refugee and asylum resettlement and integration, remains rooted in the principles of partnership, community development, innovative practice and co-production – putting new Scots and welcome communities at the centre of decision making, planning and innovation. We recognise new Scots, volunteers and communities as a power for change in our communities and not simply victims of conflict, disaster, torture or war.

The 2022-25 strategy will build on previous learning and achievements, focusing on how locally and nationally we can improve our practice and professionalism to ensure that we support new Scots to achieve the resettlement goals they desire. This strategy also takes note of improvements and priorities not yet achieved and outcomes still to be met. As global resettlement programmes evolve and change, so will the needs of new Scots in Aberdeenshire. The experience of Covid-19 has shown us that together, new Scots, the settled community and resettlement partners can be responsive, adaptable and innovative and strive for excellence no matter the circumstance. Resettlement is a temporary state that enables families to move through difficult junctures in their lives, with respect, dignity and hope.



Monitoring Outcomes and Achievements

Employability

Outcomes	Achievements
Targeted new Scots have a progression to work plan that reflects language levels, projected progression, and timescale for employment	A mainstream referral system was established, but to ensure support is tailored and effective, funding was secured for a dedicated Employability Keyworker (New Scots). Claire Murray will take up post on 25.10.21
DPS and GREC Employability ESOL Programmes deliver on agreed outcomes for new Scots	A range of GREC and CLD Employability Programmes were delivered to new Scots in Inverurie and Ellon. Courses saw an increase in numbers of women participating. Numbers of people progressing to employment have increased but don't necessarily correlate to those who attended employability programmes. Seven learners participated in a CLD Employability and Family Finances course, with 3 completing SQA Assessments
New Scots gain more practical work experience via the Starbucks' Employability Programme	Friends of Al-Amal Project produced an Introductory IT Course delivered by Ahmad Al Rashid. 12 learners in 2 groups attended and were able to recognise their IT learning and progression
Employment figures have increased by a minimum of 5% by 2020	Starbucks Employability Programme completed with 2 clients being employed
Increase in volunteering opportunities	No One Left Behind Project in partnership with Premier Coaches and Aberdeenshire Council created new employment opportunities, but successful council appointments were affected by the pandemic. Premier Coaches continue to employ new Scots in their workforce.
Al-Amal Project has become an employability partner	Employment figures have increased approximately by 10% clients post Covid-19 restrictions lifting. Jobs are a mixture of Part Time and Full Time with most in low or minimum wage economy. 4 clients have secured permanent positions with a supply chain engineering firm.
	New business start-ups have increased. A number of shops have been opened in Aberdeen and clients continue to pursue entrepreneurial ideas. Resettlement Team staff trained in Skills Benchmarking for refugee clients

Monitoring Outcomes and Achievements

Housing

Outcomes	Achievements
New PSL Process Map in place by August 2019	PSL Process Map was completed and worked effectively and efficiently
The Refugee Resettlement Programme has a clear Housing Strategy and post 2020 offer (as required) in relation to housing acquisition	The New Scots' Housing Strategy was reviewed in 2021. A full analysis of housing outcomes for tenants was carried out, and based on the data it was agreed that a move from using private sector housing to low demand council and housing association properties was appropriate
Funding for Housing Officer (New Scots' Support) identified, and Job Tasks defined	The Housing Officer (Support) post was funded, and a worker appointed. Donna Kerfoot ensured that tenants were supported with tenancy transitions and complex housing issues. The post ended in March 21, but funding has now been agreed to create a Housing Officer (New Scots) post embedded in mainstream but working in parallel with the Resettlement Team
Housing Officer (New Scots' Support) recruited by September 2019	An inspection and reinstatement framework was developed and delivered in an efficient manner
Improvements made and costs reduced in relation inspection and maintenance of PSL properties	A series of Housing Workshop were delivered in English and Arabic for new Scots tenants including Types of Tenancies, Managing your Tenancy; Damp and Condensation and Moving Home
New Scots' tenants have the opportunity to attend Housing Workshops in their community	Tenants have become more able and confident in identifying types of tenancies and understand their own tenancy, rights and responsibilities
New Scots; tenants are able to demonstrate knowledge of a range of housing issues i.e., types of tenancies, types of housing, moving house, lease agreements etc	Friends of Al-Amal Project volunteers have provided advocacy and support to tenants moving home within the private sector

Monitoring Outcomes and Achievements

Welfare Rights and Financial Inclusion

Outcomes	Achievements
<p>New Scots on Universal Credit are attending support and training sessions to help them overcome the digital divide</p> <p>A proportion of new Scots are able to manage their own Universal Credit journals and engage with their Work Coach and DWP within the first 6 months of training</p> <p>New Scots successfully manage their benefits and Universal Credit accounts with the ongoing support of Job Centre staff and interpreters are required</p> <p>ASAT has a clear refugee offer in relation to service capacity and new Scots will be clear how to make an ASAT referral independent of the Resettlement Team and for which purposes</p> <p>Resettlement Training delivered to Westhill CAB by June 2019</p> <p>An ILR legal process map with supports in place by January 2020</p>	<p>Aberdeen Jobcentre produced an Introduction to Universal Credit document for claimants in Arabic and English and Peterhead Jobcentre provided claimants with tailored support</p> <p>WEA delivered free Digital Skills Training online</p> <p>Managing Universal Credit journals continues to be challenging for some clients, but with more experience and knowledge in the community, peer support is invaluable and less clients are being referred with journal issues</p> <p>Clients can now access all Aberdeenshire Support and Advice Team (ASAT) services independently of the Refugee Resettlement Team. ASAT have a clear offer, provide weekly appointments with an interpreter if required and as a result have minimised the number of families falling into destitution or crisis</p> <p>Training delivered to Westhill CAB in May 2019 with ongoing support provided virtually</p> <p>Indefinite Leave to Remain (ILR) partnership with Ethnic Minorities Law Centre in place. 9 clients have received ILR and a further 9 are in application and Biometric stages. Phases 3 – 6 will be completed by 2026. Phase 7 families will be resettled with ILR status</p> <p>Shire, City and Grampian Regional Equality Council (GREC), applied to the Asylum, Migration and Integration Fund for a Digital Skills Project Officer. The application was successful, and a worker has just been appointed. Priorities will be included in the next strategy</p>

Monitoring Outcomes and Achievements

Early Years & Education

Outcomes	Achievements
Refreshed EAL assessment and enrolment process map in operation	EAL Process Map in place and working well. Families are supported through all stages of application and enrolment with needs of schools and families assessed and addressed. Dedicated new Scots EAL resource ensures strong connection with families and children from aged 2 to school leaver
New Scots' Early Years' Seminar attended by representatives from Al-Amal Project, NHS Grampian, Aberdeenshire Council and early years' partners	New Scots' Early Years' Seminar attracted over 100 practitioners and new Scots' women. Seminar attendees reported back a greater understanding of the needs of women and how practice could be developed and enhanced to reflect this. Action plans were agreed and closer connections with Early Years Practitioners, nurseries, schools and Third Sector cemented. New developments included a Mum and Baby Group and Guide for Pregnancy and Birth in Arabic
Improved early years' outcomes for new Scots' families as a result of greater understanding of unmet needs and improved communication	During Covid-19 lockdown periods, Friends of Al-Amal Project delivered online storytelling and craft sessions for families
Training plan and early years' improvements agreed following the June seminar	Learning at School and Home module was devised and delivered by CLD in Westhill to young parents
Refugee pupils and families are more effectively supported and engaged with as a result of the refocused Schools' Group	Ramadan Guidance made available to all schools along with improved signposting on EAL website
Ramadan Guidance for Schools and Parents is in place by May 2019	New Scots' School Group continues to meet and gives partners the opportunity to share practice, highlight issues and improve practice. This was particularly useful during the Covid-19 lockdown, ensuring that families had the handwear, software and ability to stay connected to school
Contextual Entry to College and University Policy is effective by April 2020	Contextual Entry to College and University now embedded for new Scots learners

Monitoring Outcomes and Achievements

Language Learning

Outcomes	Achievements
Learners acquire language skills developed at the appropriate level to help them navigate their home, family and work lives	The partnership progression framework between WEA, CLD and College is clear and consistent. We have robust evidence of learning and progression via accredited ESOL routes. Assessments work well when conducted
CLD Learners acquire the language skills required to sufficiently undertake formal assessment at appropriate level	30 learners achieved SQA Preparation for Literacies, 21 achieved SQA ESOL Literacies 1, 13 learners achieved SQA ESOL Literacies 2 and 5 learners achieved SQA ESOL National 2
CLD and College learners acquire language levels developed to National 3 to enable them to be work ready	Formal assessments are carried out on arrival, with learners referred to WEA for literacies level learning, CLD for National 2 and 3 or NESCOL for ESOL or further study
Literacy learners receive a minimum of 8 hours ESOL in Year 1	Wide range of WEA, CLD, GREC and college ESOL classes available that allows learners to access a minimum of 8 hours ESOL per week
Family Learning ESOL meets the unmet needs of parents who cannot attend mainstream ESOL classes	Informal learning via Conversation Cafes, Friends of Al-Amal Project Ladies' Zoom and one to one support has bolstered learning and more importantly confidence
Additional models of ESOL developed as per the Employability Theme	Employability ESOL delivered by GREC and CLD. Further workplace ESOL planned via No One Left Behind but was cancelled due to Covid restrictions
Learners have a greater understanding and ownership of their own learning styles, projected progression, and how-to self-study	Home based online learning has increased the number of women participating in ESOL classes because of accessibility
Al-Amal , Friends and GREC deliver alternative ESOL models based on unmet need. New materials, CLPL and deliver models produced by CLD	A group of 4 women participated and received certificates from Scottish Mental Health Foundation for online training that including mental health ESOL

Monitoring Outcomes and Achievements

Health & Wellbeing

Outcomes	Achievements
New Scots have the confidence and tools to manage secondary health care appointments	Working through Family Integration Plans, families are now able to manage secondary care appointments and letters without ongoing support from their Housing Officer
Increase in new Scots attending screening appointments	Data not available and unlikely to have been achieved due to Covid-19. Remains a priority
New Scots demonstrate an understanding of the Public Health services available to them in their community	Families are provided with public health information in own language. Barriers to accessing some services remain, especially with post Covid restrictions in place. From March 2020 to July 2021, weekly Covid-19 updates were provided on the new Scots' WhatsApp group and advice given on testing, isolation, regulations, treatment and vaccinations
New Scots receive the mental health supports required from a variety of sources appropriate to them, community, peer, Mental Health Social Work Team, GP, Cornhill	Mental Health pathway in place to ensure urgent needs are met. Partnership with Mandala Consultants in Glasgow established to provide clients with free online trauma counselling Clients took part in H&SCP engagement sessions and gave voice to the particular needs of refugee communities
Mental Health partners have a clearer insight into new Scots perceived issues around mental health and unmet needs	A collaboration between AHSCP and Homestart between September and December 2019, allowed New Scots parents the opportunity to attend an 8-week parenting skills programme
New Scots contribute towards the Aberdeenshire Health and Social Care Partnership's Strategic Plan	The AHSCP Public Health team, working with local partners, offered a series of relaxed semi-structured 2-hour thematic sessions e.g., Bookbug, singing and dancing, outdoor play, cooking/food skills, face painting and pebble painting.

Monitoring Outcomes and Achievements

Communities, Culture and Social Connections

Outcomes	Achievements
<p>Clear communication and engagement plan in place between Al-Amal, Friends of Amal and the Resettlement Team</p> <p>Al-Amal and Friends of Amal project outcomes and actions in place for 2019 / 2020</p> <p>Scottish Refugee Council (SRC) 'New Scots' Connect' project embedded in Aberdeenshire and clients experiences improved outcomes as a result</p> <p>Refugee Holiday Programme with Scottish Faiths Action for Refugees up and running</p> <p>CLD community development support for Al-Amal and Friends of Amal projects clarified and shared</p> <p>Clear framework in place to enable Third Sector involvement in new Scots Integration Framework in Aberdeenshire</p>	<p>CLD Community Development Worker attends both Friends of Al-Amal and Resettlement Team meetings to ensure effective communication, practice sharing and joint planning</p> <p>Friends of Al-Amal became a Scottish Charitable Incorporated Organisation (SCIO) and have produced a new scheme of outcomes and actions for the 2022 plan</p> <p>Aberdeenshire staff, volunteers and third sector partners are connected to Scottish Refugee Council (SRC) via regular New Scots Connect email updates and the north east SRC Development Worker</p> <p>Refugee Holiday Programme outcomes were so successful, funding was secured for a further year but was cancelled due to Covid-19. Collaboration with Scottish Faiths Action for Refugees continues, and Holiday Programme remains a priority</p> <p>Clear and effective community development support embedded in resettlement</p> <p>Aberdeenshire Refugee Resettlement Programme draft frameworks agreed: (i) Programme Strategic Delivery (ii) Partnerships (iii) Integration Planning Process</p> <p>Friends of Al-Amal Community Garden Project established</p> <p>Peterhead community and volunteers supported to engage with arrival of Afghan families</p>

Monitoring Outcomes and Achievements

Safety & Stability

Outcomes	Achievements
<p>New Scots are safe and stable in Aberdeenshire</p> <p>New Scots fully understand the process involved in applying for Leave to Remain and the risks involved</p> <p>Data is monitored to ensure new Scots in Aberdeenshire are not disproportionately reported for suspicious behaviour</p> <p>New Scots are well informed about Scots Law, have their Police Scotland information in Arabic and have the opportunity to attend engagement sessions</p> <p>Al-Amal Project and Police Scotland continue to consult with each other on issues as appropriate</p> <p>Home safety visits are completed within a few days of arrival HFINES report and findings inform and influence practice</p>	<p>Home Office monitoring continues to show that 98% of clients state that Aberdeenshire is a safe community for resettlement</p> <p>The Indefinite Leave to Remain process is understood and clients are aware of implications and risks</p> <p>Concerns identified by Police Scotland or staff in respect of the wellbeing of New Scots are shared via concern reports on the Vulnerable Person Database and with relevant statutory partners where appropriate in accordance with current information sharing protocols.</p> <p>During the reporting period, officers from Police Scotland attended an event in Ellon, along with members of the local refugee community to provide information about Scots Law, including driving legislation, and also discussing hate crime and how to report it. Whilst there was clear apprehension from some of the attendees about meeting police, given previous traumatic experiences in their home countries, the meeting went well and helped break down barriers</p> <p>There has been a small number of reported incidents involving refugees being victims of antisocial behaviour. Markers on the Police Scotland WebSTORM system alerting Single Points of Contact has worked well, ensuring scrutiny around these incidents. This has enabled further discussion to ensure proper safety plans and support are in place. It has also allowed monitoring to ensure these incidents do not form part of a larger pattern of concerns</p> <p>At the peak of the pandemic, officers recorder personal video messages for clients, to explain the stay-at-home message and to reassure</p> <p>In June 2021, local Officers from Police Scotland participated in the 'Aye Welcome Refugees' campaign, with social media messaging which received generally positive feedback</p> <p>Scottish Fire and Rescue Service home visits are still restricted but clients are given information on how to stay safe at home and what to do in an emergency</p>

Monitoring Outcomes and Achievements

Aberdeenshire Refugee and Asylum Strategic Group

Outcomes	Achievements
<p>Aberdeenshire New Scots Integration Strategy completed by end April 2019</p> <p>Strategy promoted and shared as appropriate</p> <p>Political processes, committee reporting, and permissions required clarified for future plans</p> <p>Councillors fully updated once 2020 plans announced</p> <p>Financial analysis and monitoring prepared for meetings</p> <p>Third sector involvement clearly defined within the Resettlement Framework</p>	<p>Strategy published in April 2019</p> <p>The strategy has been shared with national and local partners and clients across all sectors. Links are available on the Aberdeenshire Council Refugee Resettlement page</p> <p>Refugee and Asylum Strategic Group reports to the Communities Committee. Repositioning of the team and programme under Business Services makes political reporting clearer</p> <p>Refugee Resettlement Team Coordinator reports to Area Manager (Buchan), Business Services</p> <p>Elected members are Briefed on a regular basis. Briefings included general updates for all councillors and more specific information for local councillors on arrivals</p> <p>Financial monitoring in place.</p> <p>Aberdeenshire Refugee Resettlement Programme draft frameworks agreed (i) Programme Strategic Delivery (ii) Partnerships (iii) Integration Planning Process</p>

Monitoring Outcomes and Achievements

Refugee Resettlement Team

Outcomes	Achievements
<p>Evaluation on Resettlement Team delivery completed with Al-Amal members by December 2019</p> <p>Associate team meeting regularly to proactively plan</p> <p>Increase knowledge and understanding of good practice in refugee resettlement through national dialogue and engagement</p> <p>Team members are fully aware when contracts / secondments will end</p> <p>Team members are fully aware that contracts / secondments will continue beyond March 2020 and timeframes involved</p> <p>Team members actively contribute towards Aberdeenshire's resettlement vision beyond 2020 if applicable</p>	<p>In person evaluations were delayed due to Covid-19 and restrictions. Online evaluations have been less effective, but clients have a number of routes to feedback information. Remains a priority</p> <p>Refugee Resettlement Team (Coordinator and 4 HO's), meet weekly</p> <p>New Scots Support Team meet weekly with Coordinator, 4 Housing Officers (New Scots), Money Advice Officer (ASAT), Community Development Worker (CLD) and Housing Officer (Support) until March 20 in attendance. ESOL, mainstream Housing colleagues and partners attend meetings as and when required</p> <p>Aberdeenshire Refugee Resettlement team has continued to strive for best practice, improvement and excellence. Peer reviews undertaken with Edinburgh City Council and a range of training opportunities completed including Unaccompanied Asylum-Seeking Children, IOM Afghanistan and Child Protection</p> <p>Refugee Resettlement Team now positioned in Business Services. Resettlement Officer Job Profile analysis underway. Review of practice, frameworks and resources ongoing</p> <p>Aberdeenshire Council has reaffirmed its commitment to resettlement and various schemes. The Resettlement Team will resettle 30 families per year via UKRS, ARAP and ACRS:</p> <p>gov.uk/government/publications/uk-resettlement-programmes-funding-instruction-2021-to-2022</p> <p>gov.uk/government/publications/afghan-relocations-and-assistance-policy/afghan-relocations-and-assistance-policy-information-and-guidance</p> <p>gov.uk/guidance/afghan-citizens-resettlement-scheme</p>

2022-2025

Employability The Narrative & Need	Action	Partners	Outcomes
<p>In our last plan, we were confident that if we provided ESOL progression routes and mainstream employability support, clients would systematically move into employment</p> <p>Despite Covid, more clients did move into employment than expected but with a few exceptions, many of the jobs were within industries where language and skills requirements were minimal.</p> <p>Although positive, we still need to provide clients with the tailored support and advocacy they need to help them navigate employment readiness and application processes</p> <p>The Employability Keyworker will work with each client to design a plan that best suits their needs. Engagement with employers will also be a priority, providing them with the assurances and support they need</p> <p>Employment opportunities focus within key industries like public sector, care and commerce</p>	<p>Establish new self and staff referral process</p> <p>Design a Process Map for new Scots' Employability Support</p> <p>Develop an employers' database</p> <p>Establish a communication plan for advertising and promoting employment and volunteer opportunities</p> <p>Work with employability partners to maximise resources</p> <p>Work with ESOL providers to explore unmet language learning needs</p>	<p>New Scots</p> <p>Refugee Resettlement Team</p> <p>New Scots' Support Team</p> <p>Employability Partnership</p> <p>WEA</p> <p>CLD (ESOL)</p> <p>GREC</p> <p>Business Gateway</p> <p>Scottish Refugee Council</p> <p>Employers</p>	<p>Clients are able to self-refer for employment support</p> <p>Partners are able to refer clients for employment support</p> <p>We have a better understanding of how clients access and move into employment using own networks</p> <p>Clients are able to access the tailored support, training and skills development they need to make them job ready</p> <p>Clients have employment plans that allow them to progress</p> <p>Clients understand job markets and how access works</p> <p>Clients are moving into more mainstream jobs within public sector, care and commerce</p> <p>Employers are confident to recruit new Scots</p> <p>Employers database has been built</p>

Housing The Narrative & Need	Action	Partners	Outcomes
<p>Our move to utilising low demand social housing should reduce the number of house transitions and complex housing issues. Clients will have a secure tenancy without and short-term risks.</p> <p>The data in the April 21 Housing Review showed that 20% of tenants had a change in occupancy over a 5-year period. This was mostly down to new babies, disability needs, family reunion and marriage but it evidences that new Scots may require targeted housing support beyond early tenancy support.</p> <p>Although language and confidence levels grow, tenants still find it difficult to manage change in circumstances and navigating housing services. The new HO Support post will provide the support, learning and advice needed to make clients don't become at risk of debt or homelessness</p> <p>Damp and condensation continue to be a major concern than needs to be addressed by education</p> <p>Use of low demand social housing is new so we'll need to consider how the work of the Resettlement team and Tenancy Services blend together</p> <p>Fuel poverty affects clients disproportionality due to numbers on benefits and low incomes</p>	<p>Update tenants on new Housing Strategy</p> <p>Educate tenants on housing policies, allocations etc</p> <p>Appoint HO (Support)</p> <p>Embed HO Support referral route</p> <p>Develop a Process map for Tenancy Services and Resettlement Team joint work at early tenancy stage</p> <p>Develop RSL Process map</p> <p>Devise and deliver a reducing dampness plan</p> <p>Agree a tenancy management process for 3 ex HMO's</p> <p>Work with SCARF around housing energy needs and fuel poverty</p>	<p>New Scots</p> <p>Housing</p> <p>Resettlement Team</p> <p>SCARF</p> <p>ASAT</p> <p>Property Services</p> <p>Langstane Housing Association</p> <p>Osprey Housing Association</p> <p>Grampian Housing Association</p> <p>Al-Amal Project</p>	<p>New Scots Housing Support Officer is recruited</p> <p>Tenants know and understand the new Housing Strategy</p> <p>Tenants are able to navigate relevant housing policy including allocations and tenants' rights and responsibilities</p> <p>Tenants have positive housing outcomes during periods of change, transition or crisis, and are less at risk of homelessness or destitution due to HO (Support)</p> <p>Tenants are more able to manage their tenancy and navigate changes in circumstance</p> <p>Effective Tenancy Services Process Map in place</p> <p>Effective RSL Process map is in place</p> <p>The reducing dampness plan is in place and the number of properties affected by condensation has reduced</p> <p>A SCARF referral process is routinely used to support tenants with issues around home energy and money</p> <p>Tenants are fully informed and are able to access all support, funding and resources available to minimise fuel poverty</p>

Welfare Rights & Financial Inclusion The Narrative & Need	Action	Partners	Outcomes
<p>The introduction of Universal Credit aimed to make claiming and managing benefits simpler but for many new Scots' it remains a complicated field. Clients are more able to access mainstream ASAT support but are still reliant on officers when it comes to pro-actively claiming benefits and entitlements</p> <p>Money advice issues for those in low paid work and managing zero hours contracts continues to be an issue</p> <p>Lack of digital ability, knowledge and confidence means some clients have ongoing issues with online forms and UC Journals. This is exacerbated by the lack of face-to-face support from agencies</p> <p>Internal council systems and incorrect billing continues to cause clients confusion and requires officer time to resolve</p> <p>Increasing pressures around energy costs and the removal of the UC uplift, may result in family finance pressures</p> <p>Increase in the resettlement commitment to 30 families per year will have a direct impact on ASAT Money Advice Officers as they engage with every client</p>	<p>Review ASAT support and ensure it is robust for increase in resettlement offer</p> <p>Bring together Employability Keyworker, ASAT and DWP to develop wrap around support for those in, entering or leaving employment or training</p> <p>Develop individual and group learning skills around digital inclusion and a Digital Toolkit</p> <p>Work with Digital Champions to build capacity</p> <p>Work with Jobcentres to connect benefits with learning and work experience</p> <p>Signpost clients to financial inclusion, rights and money advice sessions and training to build capacities</p>	<p>New Scots</p> <p>ASAT Money Advice Officers</p> <p>Resettlement Team</p> <p>Employability Keyworker</p> <p>Digital Inclusion Project Officer</p> <p>Jobcentres</p> <p>CLD Community Development</p> <p>Tackling Poverty & Inequalities</p> <p>CAB</p> <p>CPAG</p> <p>Friends of Al-Amal Project</p>	<p>ASAT New Scots Money Advice has a framework for ensuring an increased number of clients can access services</p> <p>Clients know and are able to refer themselves to ASAT Money Advice services</p> <p>Clients are more able to manage benefits transitions around work, training and education</p> <p>Digital Champions from within the community have a leadership role in identifying, and addressing needs</p> <p>Clients digital skill have improved thus enabling them to manage online benefits, finances and forms more effectively</p> <p>Digital Inclusion Toolkit is in place and being used by clients</p> <p>An increased number of clients have taken part in money advice sessions and are more confident and able</p>

Early Years and Education The Narrative & Need	Action	Partners	Outcomes
<p>EAL support with assessment and enrolment into school, works well. An increased resettlement offer and additional geographic locations may put pressures on the EAL resource so the Process Map may need reviewed.</p> <p>EAL teacher also provides support with early years' applications. Managing new arrivals is relatively easy but tracking which clients require support post resettlement can be challenging. This is an issue with all the migrant worker families, not just refugees. Health Visitors should signpost families with younger children, but this doesn't always happen</p> <p>Every enrolment and family is different and the process needs to be flexible, while maintaining a consistent process to support young people, families and schools</p> <p>The New Scots' Schools Group could be more productive if participation increased. Schools still tend to report back issues rather than lead on proactive CPD and learning discussions. Need to continue focus on collaborative improvement and identifying focus areas and themes that will benefit all.</p>	<p>Evaluate EAL support with a selection of schools, Health Visitors, and families, around enrollment and key transitions</p> <p>Assess impact of increased resettlement offer on EAL Process Map</p> <p>Review and redefine Early Years' EAL support for new arrivals and longer term settled families</p> <p>Continue to facilitate and focus the Schools' Group on developing practice and CPD</p> <p>Schools Group to produce collaborative improvement actions</p>	<p>New Scots</p> <p>EAL Teacher</p> <p>Resettlement Team</p> <p>Health Visitor</p> <p>Early Years Development Worker</p> <p>Nurseries</p> <p>Schools</p> <p>QIO</p>	<p>Learning and improvement actions are in place as a result of the EAL evaluation on enrolments and key transitions</p> <p>Newly arrived families have the support required to settle children into school and early years' provision</p> <p>Settled families with young children know how to apply for early years provision and how to access the appropriate supports and forms required for admission</p> <p>Schools have process in place to support new Scots' families with home and blended learning if required</p> <p>Families have the technology and training they need to access online learning</p> <p>School parental engagement strategies reflect the particular needs of new Scots' families</p> <p>Through a range of methods including research, CPD, collaboration and interviewing, educators have a greater understanding of the longer-term educational needs and barriers to learning for pupils with refugee experience</p>

Language Learning The Narrative & Need	Action	Partners	Outcomes
<p>A process for assessing learners' language levels on arrival is in place. Learners are then referred to WEA for literacies learning and to CLD and College for higher levels. CLD provide person centred assessment of all adult learners in the community, so benchmarking is accurate and consistent but delays in assessment can be detrimental to learner progression and partner planning</p> <p>The progression framework is efficient but doesn't allow for innovation and creativity, and there is a risk that it could stifle the social practice model. Comparator authorities have brought together partners to develop New Scots' ESOL Strategies to ensure provision is connected up and unmet needs and improvement opportunities identified. WEA can draw on a wide range of courses developed across Scotland but many of these courses are not geared to the level of learner the WEA agreed to teach within the framework, so this is a constraint.</p> <p>Friends of Al-Amal Project provide additional informal language learning support via volunteers. Need for more coordinated volunteer support and training has been identified</p> <p>Online learning has in some areas increased participation because barriers have been removed i.e., rurality, transport costs, childcare</p>	<p>ESOL Partnership to review the current ESOL progression framework and build on partner strengths</p> <p>ESOL Partnership to develop a New Scots' ESOL Monitoring Report to track achievements, outcomes and improvements</p> <p>Develop a more robust system for recruiting, supporting and training volunteers across all partners – including Friends of Al-Amal Project</p> <p>Continue to evaluate the benefits and balance of online and in person learning</p> <p>Ensure learners have the technology required to aid learning and engagement (Connecting Communities)</p> <p>Develop informal learning opportunities for women and families</p> <p>Pair learners with volunteers for 1:1 support</p>	<p>New Scots</p> <p>CLD</p> <p>WEA</p> <p>NESCOL</p> <p>GREC</p> <p>Friends of Al-Amal</p> <p>Resettlement Team</p>	<p>New Scots' ESOL review is produced with progression routes reflecting partner strengths</p> <p>New Scots' achievements, outcomes and improvements are tracked in a Monitoring Report</p> <p>Informal learning support provided by volunteers is underpinned by robust volunteer recruitment, support, training and coordination</p> <p>Needs of learners are reflected in the balance of online and in person learning</p> <p>All learners have the technology required to maximise learning opportunities</p> <p>Women and families have the opportunity to develop language via informal social supports and projects with Friends of Al-Amal Project i.e., Storytelling and craft sessions</p> <p>Individual learners have targeted language support via 1:1 volunteers</p>

Health and Wellbeing The Narrative & Need	Action	Partners	Outcomes
<p>Prior to Covid-19, the New Scots community was navigating primary and secondary care without too many issues. The move to more complex forms of communication and appointments coupled with delays in follow up appointments and waiting times has caused the community a disproportionate amount of difficulty, primarily due to language and working out complex instructions. We have no data to prove this, but anecdotal evidence is clear and consistent.</p> <p>Public health and screening remain an issue and area for improvement.</p> <p>Engagement with clients on evaluating and planning services, has suffered due to a lack of community contact time. When possible, a full health needs assessment will be required.</p> <p>Covid-19 has led to clients being more isolated than before with almost all community and social activities on hold. This has had an impact on feelings of low mood, isolation and loneliness – especially for those with no extended family in the UK.</p> <p>New mums are unlikely to have support from extended family and friends in the first few years of parenthood. Integration in mainstream early years activities is still rare prior to nursery stage</p>	<p>Work with NHS partners to ensure that primary care services are accessible and understood</p> <p>Carry out a full Health Needs Assessment with NHS and HSC partners</p> <p>Develop a new Scots Public Health Strategy incorporating screening, education, translations etc</p> <p>Restart and identify a range of community-based projects that clients can be signposted to i.e., Gardening Project</p> <p>Develop a new Mum and Baby Group with a focus on learning and wider integration</p>	<p>NHS Grampian</p> <p>CLD (Community Development)</p> <p>Resettlement Team</p> <p>Friends of Al-Amal</p> <p>Health Visitors</p> <p>Public Health</p> <p>Equality & Diversity (NHS)</p> <p>Early Years' Development Worker</p> <p>Health Centres</p> <p>Homestart</p> <p>Volunteers</p> <p>AVA</p>	<p>New Scots understand how to access Primary Care services and are able to navigate online communication and automation systems</p> <p>An increased number of new Scots are participating in screening and public health initiatives</p> <p>Health and Wellbeing needs of New Scots are more clearly defined and evidenced as a result of a full health needs assessment</p> <p>Number of new Scots participating in a range of community projects has increased, thus reducing isolation, low mood and loneliness</p> <p>Community Gardening Project provides clients with a healthy and supported volunteering experience and brings together shared skills</p> <p>New mums taking part in the Mum and Baby Group are more confident and able to engage in a range of activities and resources in place to support them and their child's development</p>

Communities, Culture & Social Connections The Narrative & Need	Action	Partners	Outcomes
<p>The Aberdeenshire resettlement programme is built on the principles of community development. Clients have always been at the heart of decision-making processes and planning but over the last 2 years that involvement has significantly reduced.</p> <p>Al-Amal Project continues in a low-key manner with support being given within the community but less partnership work beyond. The capacity and ambitions of Friends of Al-Amal have grown but they have to be mindful of volunteer time and limited resource.</p> <p>The Resettlement Team regularly invited clients to participate in arrival planning but Covid procedures has made that more challenging and day to day contact has reduced as a result of Covid-19 Risk Assessment and an increase in online engagement.</p> <p>A priority for 2022 must be to rebuild confidence in communities to come together again in a safe way to reconnect. Opportunities for clients to co-work and take on leadership roles within the strategy need to be increased and improved.</p> <p>Volunteers make invaluable contributions to the programme, but roles, boundaries, training and coordination needs to improve</p>	<p>Continue to work in partnership with Friends of Al-Amal and Al-Amal and provide the supports and guidance required</p> <p>Explore and promote community leadership and capacity building opportunities for clients</p> <p>Engage with Third Sector partners to ensure connectivity to the programme and strategy is fit for purpose</p> <p>Develop response packs for individuals and communities wanting to support refugees locally and globally</p> <p>Develop a new robust volunteer framework</p> <p>Work with partners and new Scots to identify and develop more community-based opportunities</p>	<p>New Scots</p> <p>CLD</p> <p>Friends of Al-Amal</p> <p>Al-Amal Project</p> <p>Resettlement Team</p> <p>GREC</p> <p>WEA</p> <p>AVA</p> <p>TSI</p> <p>Community Planning Partners</p> <p>Scottish Refugee Council</p>	<p>Friends of Al-Amal Project is embedded in the Resettlement Programme, planning, evaluation, and delivery framework</p> <p>Al-Amal Project continues to support Aberdeenshire new Scots and has access to all supports and guidance asked for</p> <p>New Scots have developed community leadership skills</p> <p>A framework is in place to enable Third Sector involvement in Resettlement Programme and with clear connectivity to the Refugee & Asylum Strategic Group</p> <p>Communities know how they can support new Scots' families and refugees, with physical donations and volunteer time</p> <p>A new framework for the recruitment, coordination and support of volunteers is in place</p> <p>Volunteers in communities are connected, sharing good practice and learning from each other</p> <p>New Scots are more confident, able to access to a range of community integration and volunteering opportunities</p> <p>Clients are at the heart of co design and empowerment and can see the change they demand</p>

Safety and Stability The Narrative & Need	Action	Partners	Outcomes
<p>We have no data showing issues of Hate Crime reporting but we can't be complacent. We need to work to ensure clients are aware of their rights around Hate Crime legislation.</p> <p>Ongoing engagement with Police Scotland has been invaluable for clients and staff. Families have reported increased confidence in Police Officers as a result of early community engagement</p> <p>As resettlement expands to other communities across Aberdeenshire, we need to ensure that environmental scanning and sharing of relevant information on the Vulnerable Persons Database continues.</p> <p>SF&RS Home Visits have now restarted and are invaluable to clients post arrival</p> <p>Domestic Abuse reporting hasn't increased within the community, but proactive informing must continue</p> <p>Clients state that family separation contributes most to feelings of instability. Legal immigration issues are outwith our control, but we can continue to make sure clients are fully informed of rights</p>	<p>Inform clients of Hate Crime legislation and reporting processes</p> <p>Reintroduce community-based Police engagement sessions</p> <p>Work together to manage environmental scanning, VPR, Cases of Interest and emerging issues</p> <p>Continue with SF&RS Home Safety Visits</p> <p>Share Domestic Abuse information and guidance with women</p> <p>Signpost clients to charities and legal organisations that can assist with family Reunion</p> <p>Continue to provide pastoral care, support and signposting to counselling for clients affected by family separation</p>	<p>New Scots</p> <p>Police Scotland</p> <p>Resettlement Team</p> <p>SF&RS</p> <p>GREC</p> <p>CLAO</p> <p>Just Right Scotland</p> <p>British Red Cross</p> <p>Women's Aid</p>	<p>New Scots continue to be safe and stable in Aberdeenshire</p> <p>New Scots understand how to report a Hate Crime and the processes that follow</p> <p>New Scots arriving, have an opportunity to meet Police Officers in a safe and social way, and have a copy of a Guide to Scots Law in their first language</p> <p>Data is monitored to identify patterns or trends around crimes against new Scots</p> <p>Home safety visits are completed within a few days of arrival</p> <p>New Scots have legal and administrative supports in place to apply for and secure Indefinite Leave to Remain</p> <p>New Scots are consulted on whether or not their community is a safe place for refugees to be resettled</p> <p>Women have access to information and support needed around Domestic Abuse</p>

Aberdeenshire Refugee and Asylum Strategic Group The Narrative & Need	Action	Partners	Outcomes
<p>The strategic group continues to meet twice a year. Most of the co-working happens throughout the year so very few major issues present at meetings</p> <p>Commitment from partners is good and creative solutions continue to be found to complex problems. Participation in meetings is good but we need to reflect on whether we still have the right people around the table. Colleagues in education have questioned how they can ensure all elements and functions within education can be incorporated without adding more people to the group</p> <p>Clients contributions to strategy development need to be restabilised as the Al-Amal Project is not as active in the partnership as before</p> <p>Councillors and Senior Leadership are kept informed via briefings. Re introducing presentations directly by clients would have greater impact, but restrictions continue to make this difficult</p> <p>Continue to ask who and what is missing from our plans</p> <p>Future proof emerging issues and programmes including Asylum Dispersal and UASC</p>	<p>Complete Monitoring and Reporting of 2019 – 2022 Strategy</p> <p>Complete 2022 – 25 Strategy</p> <p>Review group membership</p> <p>Complete Refugee Resettlement Team repositioning</p> <p>Issue regular briefings to councillors and Senior Management</p> <p>Prepare financial analysis and monitoring for meetings</p> <p>Form subgroup for pre arrival scanning and resource checks</p> <p>Liaise with clients and new partners on strategy contributions</p> <p>Develop UASC planning frameworks and operational practice</p>	<p>Housing</p> <p>NHS Grampian</p> <p>Resettlement Team</p> <p>DWP</p> <p>Police Scotland</p> <p>New Scots</p> <p>Schools</p> <p>EAL Service</p> <p>ASAT</p> <p>Finance</p> <p>Third Sector</p> <p>Councillors Area Manager</p> <p>Social Work COSLA</p> <p>Employability</p>	<p>Learning, improvements and unmet needs are identified from the 2019 – 2022 strategy monitoring and evaluation</p> <p>The Aberdeenshire New Scots Strategy 2022 – 25 meets the needs of new Scots and our communities</p> <p>Resettlement outcomes are maximized by ensuring appropriate partners are on the group</p> <p>Refugee Resettlement Team is repositioned to ensure structure is fit for purpose and resource maximised</p> <p>Councillors and senior management are fully informed</p> <p>Budget allocation is clear and reflects outcomes, priorities and delivery commitments</p> <p>Services (Housing / EAL / Police / Schools / Health) are confident that schools, health services and housing in new resettlement areas can adequately accommodate new arrivals</p> <p>Strategic Group is prepared and engaged in new streams including Asylum Dispersal and UASC</p>

Refugee Resettlement Team The Narrative & Need	Action	Partners	Outcomes
<p>The Refugee Resettlement Team has been positioned over 3 services for the last 5 years. Reposition will bring the whole team together under Business Services.</p> <p>A new Resettlement Officer Job Profile is being analysed by HR</p> <p>Increased resettlement commitment will mean the team needs to grow to meet delivery targets</p> <p>The extended team (New Scots Support Team), includes an Employability Keyworker, EAL Teacher, Money Advice Officer, CLD Worker, UASC SW and Housing Officer – all with a remit to support the new Scots community</p> <p>Resettlement work across councils is still relatively new, but the team is committed to developing best practice, further developing outcome focused resettlement and leading on a refugee resettlement self-evaluation framework for Scotland</p> <p>Work has begun on a new Integration Planning Framework that pulls together a menu of 45 outcomes across the main indicators of integration</p>	<p>Complete team repositioning</p> <p>Finalise Resettlement Officer Job Profile</p> <p>Build team posts and capacities to meet the increased resettlement offer including UASC</p> <p>Facilitate Refugee Resettlement Team meetings and the wider New Scots Support Team</p> <p>Produce a team CPD plan for future learning and skills development</p> <p>Engage with local and national partners on developing best practice</p> <p>Work with partners on a new Improvement Framework applicable for all councils</p> <p>Finalise and hone the new Family Integration Plan</p>	<p>Resettlement team</p> <p>New Scots Support Team</p> <p>HR</p> <p>Area Manager</p> <p>Education Scotland</p> <p>COSLA</p> <p>Home Office</p> <p>Scottish Refugee Council</p> <p>Strategic Group</p>	<p>The Refugee Resettlement team is positioned to deliver the best possible outcomes for clients</p> <p>Housing Officers are now Resettlement officers with a set of clear purposes, skills, and experiences</p> <p>The Aberdeenshire offer of resettling 30 families per year is met by a fully staffed team</p> <p>Wide ranging needs of clients are met by the New Scots' Support Team working together to deliver on outcomes and unmet needs</p> <p>The Aberdeenshire team regularly attends CPD and practice sharing / learning events to build knowledge and skills</p> <p>A How Good is Our (or equivalent)' Improvement Framework is developed by the team in conjunction with Education Scotland, COSLA, Scottish Refugee Council and the Northern Alliance</p> <p>New Integration Planning Framework (incorporating Outcome Star) improves evidence of client progression and outcomes</p>

Unaccompanied Asylum Seeking Children (UASC) The Narrative & Need	Action	Partners	Outcomes
<p>The National Transfer Scheme (NTS) protocol for unaccompanied asylum seeking children (UASC), was created to enable the safe transfer of unaccompanied children in the UK from one local authority to another local authority. When the NTS first began operating in 2016 it formed the basis of a voluntary agreement between local authorities in England to ensure a fairer, more equitable distribution of children across local authorities. Legislation was amended in 2018 to extend the scheme to include local authorities in Scotland, Wales, and Northern Ireland. From 26 July 2021, the NTS operated on the basis of a national voluntary rota, into which local authorities in England, Scotland, Wales and Northern Ireland, with UASC at or over 0.07% of their child population, could refer newly-arrived unaccompanied children</p> <p>In November 2021 NTS moved from voluntary to mandatory. As of Feb 22, Aberdeenshire has resettled 4 UASC and expect to receive more young people via the NTS</p>	<p>Embed UASC within the existing overarching New Scots' Integration Strategy</p> <p>Design a UASC operational, staffing and planning framework</p> <p>Recruit UASC Social Worker</p> <p>Connect resettlement and UASC practice to ensure resources, learning and skills are maximised</p>	<p>UASC Social Worker</p> <p>Social Work Teams</p> <p>Refugee Resettlement Team</p> <p>EAL</p> <p>Housing</p> <p>ASAT</p> <p>Employability</p> <p>CLD</p> <p>Third Sector Providers</p> <p>COSLA</p> <p>Scottish Guardianship Service</p>	<p>UASC outcomes included in new Strategy and added to Refugee & Asylum Strategic Group agenda</p> <p>Young people resettled via the National Transfer Scheme, have the best possible outcomes driven by an efficient and effective UASC operational, staffing and planning framework</p> <p>UASC priorities, learning and improvements identified via new UASC Social Worker in post</p> <p>The work of New Scots's Support Team is expanded and developed to reflect UASC practice, planning and delivery</p>