

ITEM No ...4.....

REPORT TO: CHILDREN, FAMILIES AND COMMUNITIES COMMITTEE – 20 JANUARY 2025

REPORT ON: DUNDEE HUMANITARIAN PARTNERSHIP UKRAINE RESETTLEMENT

REPORT BY: EXECUTIVE DIRECTOR OF NEIGHBOURHOOD SERVICES

REPORT NO 11-2025

1.0 PURPOSE OF REPORT

- 1.1. The purpose of this report is to advise members on progress made by Dundee's Humanitarian Protection Partnership and the impact of humanitarian support provided to Ukrainian Displaced Persons (UDPs) in Dundee from March 2022 to August 2024.

2.0 RECOMMENDATIONS

- 2.1. It is recommended that committee:
- a. Note the progress in welcoming Ukrainian Displaced Persons to Dundee and the support provided by the council and its partners; and
 - b. Note that on 26th November, the Ministry for Housing Communities and Local Government announced that Ukrainians resident in the UK on any of the Ukraine schemes would be able to apply for the Ukraine Permission Extension (UPE) visa scheme when their existing visa expired. This will grant them a further 18 months stay in the UK.

3.0 FINANCIAL IMPLICATIONS

- 3.1 There are no direct financial implications. Dundee's humanitarian project is fully funded by the UK Home Office and the Scottish Government.

4.0 BACKGROUND

- 4.1. Prior to the war in Ukraine, Dundee had a robust humanitarian programme providing support for refugees through the following resettlement schemes:

- The Vulnerable Persons Resettlement Scheme (VPRS).
- Vulnerable Children's Resettlement Scheme (VCRS).
- United Kingdom Resettlement Scheme (UKRS); and
- Afghan Relocation and Assistance Policy (ARAP).

These are managed migration schemes run by the United Nations High Commissioner for Refugees (UNHCR).

- 4.2. In Dundee, support for refugee resettlement is delivered as a partnership between Dundee City Council, NHS Tayside, Dundee Health and Social Care Partnership, Dundee Volunteer & Voluntary Action, Police Scotland, Department for Work and Pensions, Scottish Refugee Council and Scottish Fire and Rescue (Dundee's Humanitarian Partnership). The day to day implementation is overseen by the Humanitarian Protection Team based in Neighbourhood Services.
- 4.3. The Dundee Humanitarian Partnership has been actively supporting Ukrainian Displaced Persons (UDP) in Dundee since March 2022. People arrive in Dundee through the Homes for Ukraine scheme, supported and managed by the UK Home Office and the Scottish

Government's Scottish Super Sponsor scheme. Due to high numbers arriving in Scotland with this scheme, Dundee housed around 350 people in temporary hotel accommodation.

- 4.4. The Humanitarian Protection Team provide Ukrainian Displaced Persons with support and services focused around:
- initial resettlement, health, and wellbeing.
 - supporting people to find secure housing and build their independence, and.
 - personal development, employment and promoting integration.
- 4.5. All hosts welcoming Ukrainian citizens under the Homes for Ukraine Scheme are vetted by the Council, must complete a disclosure Scotland check and their home must pass a safety inspection before the sponsored individual or family can move in. Staff based with the Humanitarian Protection Team provide support to both hosts and guests and regular visits are carried out to ensure the well-being and safety of both host and guest throughout the placement. The Humanitarian Protection team also administer payments to hosts registered through the UK government's Homes for Ukraine scheme on behalf of the Ministry for Housing Communities and Local Government. From the 01 April 2025, Ukrainians that remain within the Homes for Ukraine Scheme will be supported to transition to UPE visas, following the government announcement that also confirmed that you payments will be extended for eligible hosts for the 18 months that they are covered by the Visa issued under the UPE scheme.

5.0 DEVELOPMENTS

- 5.1. The Humanitarian Team is based within Neighbourhood Service's Communities Service and the attached report (appendix 1) evaluates the outcomes of these various support initiatives offered to Ukrainian Displaced Persons arriving in Dundee between March 2022 to August 2024.

6.0 INITIAL RESETTLEMENT, HEALTH, AND WELLBEING

- 6.1. Numbers arrived from Ukraine on a much larger scale than previous resettlement schemes with over 500 people arriving from Ukraine between March 2022 and August 2024. Since April 2022, a number of people have moved out of the city or returned home to Ukraine and there are currently 443 Ukrainians living in Dundee.
- 6.2. Initial resettlement support is jointly provided by Dundee City Council social work and housing officers and bilingual support staff contracted through the Scottish Refugee Council. In addition, the Scottish Refugee Council have trained eight Ukrainian peer volunteers to offer practical and emotional support to newcomers.
- 6.3. Dundee City Council and the Scottish Refugee Council provide benefit advice to Ukrainian displaced people soon after their arrival to Dundee. Support with more complex benefits issues are supported by the council's Welfare Rights Team. All families and individuals arriving from Ukraine are registered with a GP surgery and can register with Kingscross Dental Hospital.

7.0 SUPPORTING PEOPLE TO FIND SECURE HOUSING AND BUILD THEIR INDEPENDENCE

- 7.1. The Dundee City Council Humanitarian Team includes a Housing Support Officer and a Resettlement Housing Officer who offer holistic housing support to ensure that the basic housing needs of Ukrainian individuals and families are met. After moving into resettled accommodation ongoing support is provided by the Scottish Refugee Council and Dundee City Council Housing Officers. Welfare Rights continue to support people to make changes to and apply for the benefits to which they are entitled.

- 7.2. 71% (315) of the 443 Ukrainian's resident in Dundee are housed in local authority or housing association accommodation with others living in private lets or in hosted accommodation. Support is provided to hosts by housing staff based within the Humanitarian team.

8.0 PERSONAL DEVELOPMENT, EMPLOYMENT AND PROMOTING INTEGRATION

- 8.1. All school age children attend full time school-based education, receiving tailored support to enhance their learning experience. Depending on the child's stage of English Language Acquisition, children from Primary 4 upwards may also receive English as an Additional Language (EAL) support either through direct teaching from an EAL teacher, support in class from a Bilingual Assistant or by attending the senior phase English for Speakers of Other Languages classes.
- 8.2. In the early stages of the Ukrainian crisis, the English for Speakers of Other Languages (ESOL) team based within the Communities Service took a lead in assessment and coordinating community-based language provision for adults. The team worked with Dundee University to establish English classes for high level learners and support for those who wished to embark upon higher level study or seek UK certification for Ukrainian qualifications.
- 8.3. Between April 2022 and August 2024, the ESOL team enrolled 258 adults from Ukraine in English language classes. The ESOL team offer a range of classes from foundation to pre-intermediate levels, supplemented by conversation cafes, digital skills and social groups designed to promote wider integration. The ESOL teamwork in close partnership with Dundee and Angus college who provide an additional six outreach classes in community centres for Dundee City Council registered learners.
- 8.4. Ukrainian citizens living in Dundee participate in a wide range of community-based leisure activities and report feeling well connected and is testament to the success of Dundee's resettlement scheme.

9.0 POLICY IMPLICATIONS

- 9.1. This report has been subject to the Pre-IIA screening tool and does not make any recommendations for change to strategy, policy, procedures, services, or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

10.0 CONSULTATIONS

- 10.1. The Council Leadership Team and humanitarian partners were consulted in the preparation of this report and agree with its contents.

11.0 BACKGROUND PAPERS

- 11.1 None.

Tony Boyle
Executive Director of Neighbourhood Services

Louise Butchart
Head of Housing, Construction & Communities Services

26 November 2024

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Appendix 1: Dundee Humanitarian Partnership, Ukraine Resettlement Outcomes Report.



Dundee Humanitarian Partnership
Ukraine Resettlement Outcomes Report

November 2024



Department
for Work &
Pensions



The Dundee Humanitarian Partnership



Executive Summary

Introduction

The Dundee Humanitarian Partnership has been actively supporting Ukrainian Displaced Persons (UDP) in Dundee since March 2022. This report evaluates the outcomes of various support initiatives from March 2022 to August 2024, focusing on resettlement, integration, health, and independence.

The number of Ukrainian Displaced Persons (UDPs) resettled in Dundee:

- Total Arrivals: Over 500 people arrived from Ukraine between March 2022 and August 2024.
- Current Population: At the time of writing, there are 443 Ukrainians currently residing in Dundee. Some individuals have moved out of the city or returned to Ukraine since March 2022.

These figures highlight the significant scale of the resettlement efforts in Dundee compared to previous schemes.

Key Outcomes and Achievements

Dundee has a robust resettlement programme for refugees, including those from Ukraine. A survey was conducted in May 2024 to gather data on the experiences and outcomes of Ukrainian Displaced Persons (UDPs) in Dundee. 64 full responses were received - 27.5% of the 224 adults to whom it was sent.

1. Health and Wellbeing

- Access to Health Services: 94% of respondents have accessed GP services, though access to dental services remains a challenge for 25%.
- Safety: 66% of respondents feel safe in their community, with no reported adult or child protection investigations.

2. Housing and Independence

- Secure Housing: 71% of families are housed in local authority or housing association accommodations.
- Benefit Support: UDPs are supported to claim entitled benefits, with ongoing training for peer support within their communities.

3. Personal Development, Employment, and Integration.

- 100% of Ukrainian children are enrolled in full-time education, receiving tailored support to enhance their learning experience.
- 66% of adult UDPs are currently attending ESOL (English for Speakers of Other Languages) classes provided by Dundee City Council or Dundee & Angus College with 258 adults enrolled between April 2022 to August 2024.

- The majority of respondents have shown progress, with many progressing from pre-entry to more advanced levels and some even pursuing further education at college or university.
- Further Education: 33% of survey respondents are attending college or university.
- Employment: 25 respondents are currently employed, with ongoing support from employability services helping 76 adults to date.
- Community Engagement: 91% of respondents know where their community centres and libraries are, indicating successful integration efforts.



Please note that the report will use the language UDP (Ukraine Displaced Person) rather than refugee due to current immigration status.

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Introduction: Ukrainian Resettlement in Dundee

Mission Statement

To work in partnership with local and national organisations and within local communities, supporting those seeking safety in Dundee to live, learn and work in Dundee, removing barriers to achieving their goals and realising their potential.

Prior to the war in Ukraine, Dundee City Council already had in place an award-winning programme, supporting refugees through the following resettlement schemes; The Vulnerable Persons Resettlement Scheme (VPRS); Vulnerable Children's Resettlement Scheme (VCRS); United Kingdom Resettlement Scheme (UKRS) and Afghan Relocation and Assistance Policy (ARAP). They are managed migration schemes run by the United Nations High Commissioner for Refugees (UNHCR).

In Dundee, the support for refugee resettlement is delivered as a partnership between Dundee City Council, NHS Tayside, Dundee Health and Social Care Partnership, Dundee Volunteer & Voluntary Action, Police Scotland, Department for Work and Pensions, Scottish Refugee Council and Scottish Fire and Rescue. By working collaboratively, we have achieved a project that has successfully supported Refugees arriving in Dundee and now aspires to build capacity into the Partnership and wider community by developing a sustainable infrastructure for refugee integration and support provision.

The numbers arriving from Ukraine were on a much larger scale than previous resettlement schemes with over 500 people arriving from Ukraine from March 2022 to August 2024, compared with around 260 refugees arriving in Dundee between 2015 and 2021. There are currently 443 Ukrainians in Dundee. A number of people have moved out of the city or returned home to Ukraine since April 2022.

The partnership was already in place with key officers well placed to support the arrivals from Ukraine. Feedback from UDPs has included:

“Amazing place, welcoming and warm people. We were staying in the Hotel first 3 months. Found jobs immediately, in first 2 weeks for 45k/year. Councils helped us to find a private landlord to rent a flat. Now living here for 1.5 years already! It's a pleasure and the best country with the best people in the world!”

“Free transport from the airport to the hotel; social workers who were coming to the hotel to help us with benefits; free clothes and toys for kids at the hotel; people from Red Cross who were regularly visiting the hotel and helping us with everything needed; SRC advisor who was helping us after we moved to private flat - I do not think that any other country provide SUCH a support for the refugees upon arrival.”

“I am very glad that we came here, we were received very well. The Ukrainian-language assistants of the Council help with paperwork and advise on what grants and assistance we can apply for. Thank you so much for being able to organize everything this way.”

“We experienced peace, safety, kindness welcome support help and all this is the best experience we ever faced in our lives.”

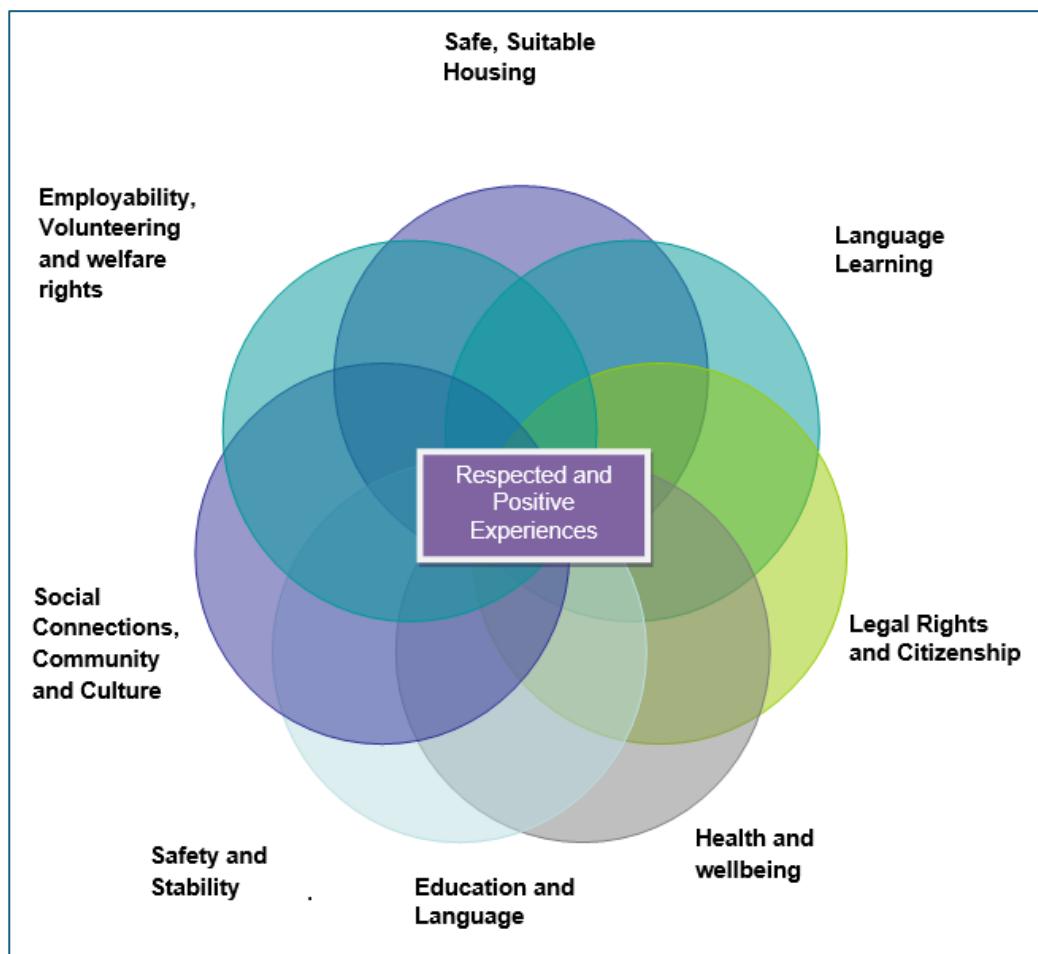
“The assistance we received on our first weeks after arrival to Scotland was incredible. However, afterwards I felt difficult to integrate myself into local society.”

“The help of a support worker is very useful, language courses are very helpful, and a positive experience with finding housing. I hope for further support.”

“I was very worried when I flew here. The unknown is always scary. But immediately after arriving in Dundee, all my worries passed. I felt support and confidence that I would not be left alone with problems. They accommodated us in a beautiful hotel, helped us deal with documents, enrol our children in schools, and much more. It was a wonderful experience; I could not even count on it. Thank you”

“I initially arrived at Glasgow and then was moved to Dundee. It’s a beautiful city but considering the fact I didn’t know anyone here made me feel alone and stressed at the very beginning.”

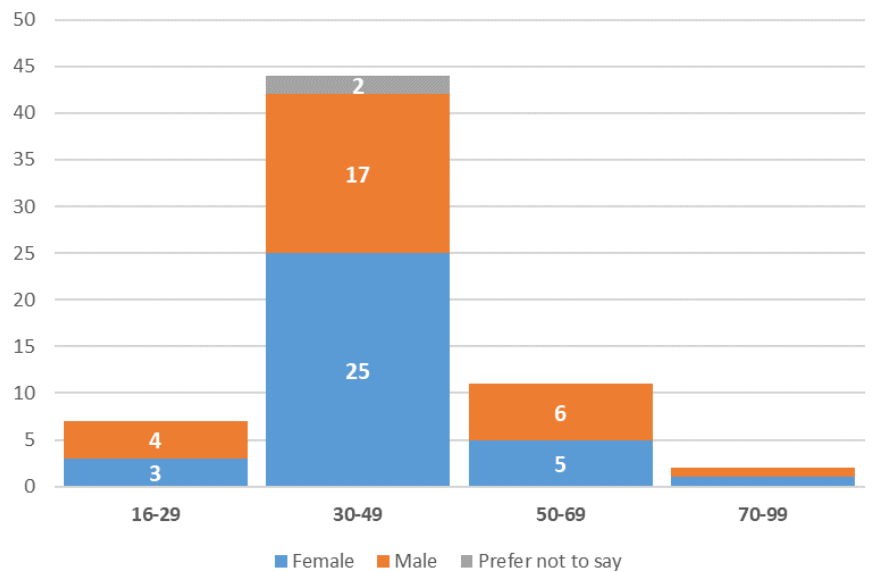
In Dundee, our aim is that children and adults seeking refuge can build a new life and integrate in Dundee. In doing so we focus our support on the following wellbeing outcomes:



This report seeks to capture the impact of the Dundee Humanitarian Protection Partnership during March 2022 and August 2024, supporting those arriving from Ukraine against the Indicators identified in the Performance Framework. The work of the partnership is an ongoing process, arriving Ukrainian families have been welcomed to the city throughout the period since April 2022.

Survey Respondents

Several performance indicators within this report are based on the results of a service user survey carried out in May 2024 issued in both paper and online versions and other relevant data. The survey was issued to 224 adults, and 64 full responses were gained, giving a return rate of 27.5%. 34 respondents were male, 28 female and 2 preferred not to say. Most respondents were aged 30-49.



Health and Wellbeing

Outcome: UDPs have access to health services which promote their health and wellbeing.

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

- 94% of respondents have been able to access GP/Doctor services when needed. 5% were not able.
- 52% have been able to access dental services with an additional 22% not needing access. 25% were unable to access dental services.
- 45% can access emergency services without support, a further 30% responded “I don’t know”. 23% are unable to access emergency services without support.

“I don’t have enough health care in Scotland.”

“I have not been able to make an appointment with a neurologist for 2 years.”

“I went to the doctor, but I didn’t receive any feedback about the study.”

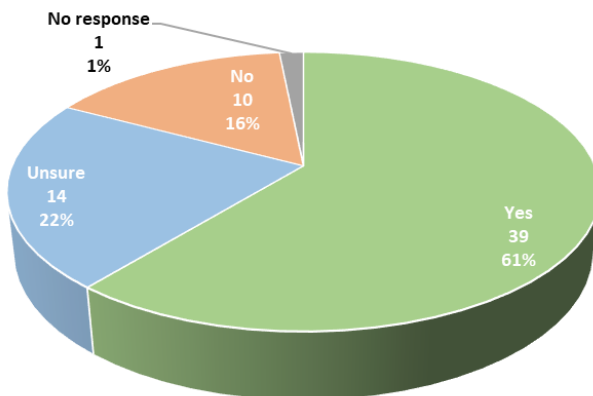
“Translation service is not fully available.”

“I regularly visit the doctor; I get all the medicines prescribed for me for free. I had two cataract surgeries. I feel safe in my new home.”

“I received help from an audiologist and my family doctor.”

Do you feel confident using technology to access services such as health and support services?

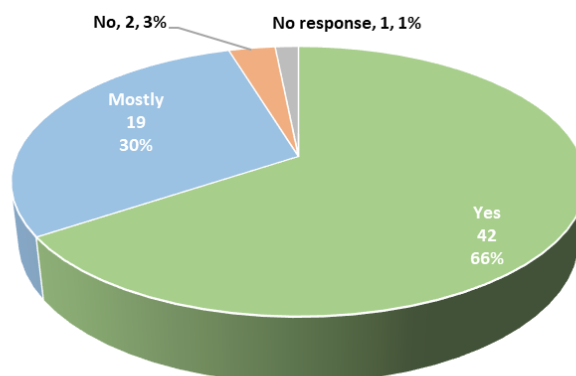
- 61% responded yes.
- 22% said they were unsure.
- 16% responded no.
- 1 did not respond.



Percentage of UDP's who report feeling safe within their home and local community.

66% of survey respondents stated that they felt Safe in their community with a further 30% feel 'mostly safe'.

Do you feel safe in your local community?



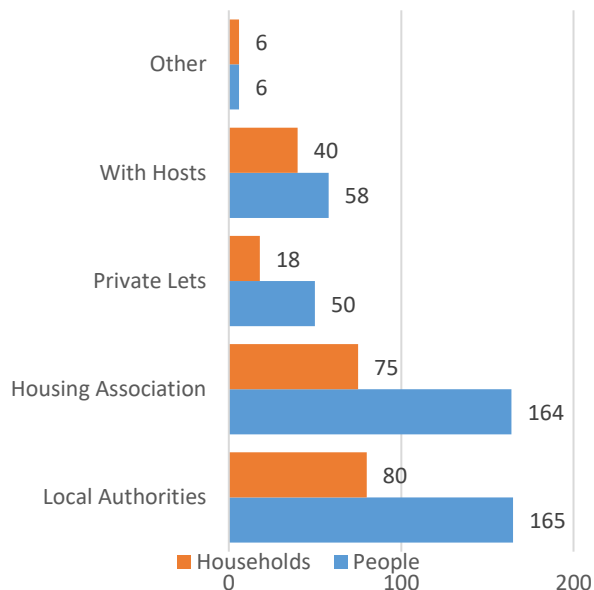
Number of adult and child protection investigations involving refugees

There have been no known adult or child protection investigations.

Outcome: UDPs will be provided with suitable and safe housing that meets their needs
 Percentage of UDPs who have secure tenancies (council, registered social landlords, private let)

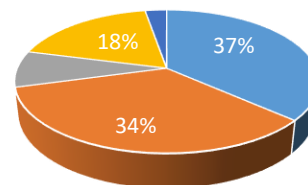
The Homes for Ukraine scheme supported those arriving from Ukraine into 'hosted accommodation' this was accommodation offered by people who had a spare room in their home. The Ukrainian guest lived as part of the household and the host received a monthly payment, £350 for year one and increasing to £500 in year two and three.

In addition to this scheme the Scottish Government offered a Scottish Super Sponsor Visa enabling people in Ukraine who did not have a Homes for Ukraine sponsor to be sponsored by the Scottish government.

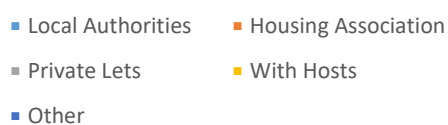


Due to high numbers arriving in Scotland with this scheme, Dundee was used to house around 350 people in temporary hotel accommodation.

Staff in the Humanitarian Protection team have supported both those in hotel and host accommodation to secure more permanent accommodation over the past two years.



71% of families are housed in Local Authority or Housing Association accommodation. The remainder are either in private or hosted accommodation.

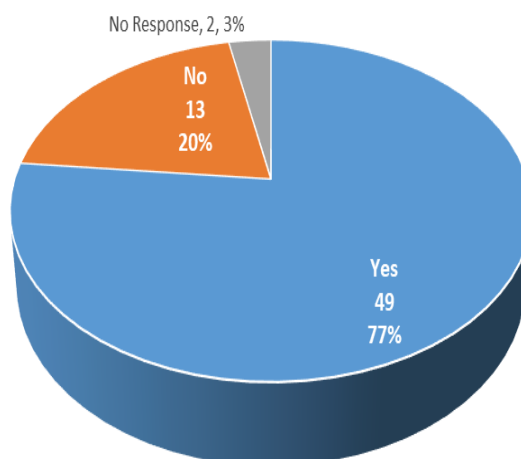




Independence

77% of respondent stated they know who to ask for help. Who they ask for help included:

- Staff from the council and Scottish Refugee Council
- The Job Centre
- Hospital. School, kindergarten.
- The police
- My family
- Our community and friends
- My teacher in the ESOL team
- 999 in an emergency
- The anti-social team
- My warden



Our contracted support service, Scottish Refugee council have an information WhatsApp group. Information is shared on a varied number of topics and is translated to ensure information is shared with all who are settling in Dundee. A newsletter is produced every month which contains a variety of information, and this is translated into Ukrainian with the help of Peer Volunteers.

Outcome: UDPs are supported to claim the benefits that they are entitled to

On arrival in Dundee people are supported by support staff to claim benefits they may be entitled to. Support with more complex benefits issues are supported by the council's Welfare Rights Team.

Outcome: UDPs are trained and supported to provide peer support within their communities

Number of UDPs who are trained to be peer supporters.

Scottish Refugee Council have trained and supported 8 peer volunteers. The volunteers are crucial in offering practical and emotional support to newcomers, whether it is guiding them through essential services or just being a friendly face. The volunteers help break down cultural and language barriers, reducing the isolation and confusion may people feel when they first arrive.

The peer volunteers have been integral to a video project currently being developed by Scottish Refugee Council. The videos are providing step by step guides on important services such as using the My Dundee platform, updating a Universal Credit journal, and using the heating systems in residential properties.

The videos are available with voice-over explanation in Ukrainian making them more accessible to the community. This helps reduce confusion and stress especially when trying to navigate unfamiliar complex systems. This also assists in encouraging independence and less reliance on staff.



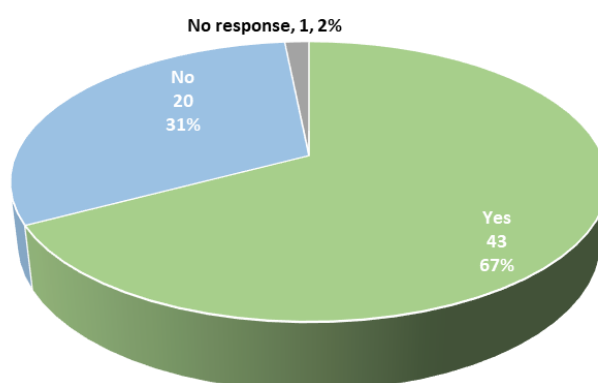
Outcome: UDPs understand their rights and responsibilities as Scottish citizens

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

67% stated that they understood the basic laws in Scotland. Information on the law in Scotland is provided to all those arriving in the city. Updates on the law is posted on the WhatsApp information groups.

Support staff are assisting people to apply for their E Visa. This is the new electronic residency permit which provides right of residence in the UK. The E-Visa replaces the physical Biometric Residence Permit. Everyone who is not a British Citizen will need to apply for this permit before 31st December 2024.

Do you know the basic laws in Scotland?



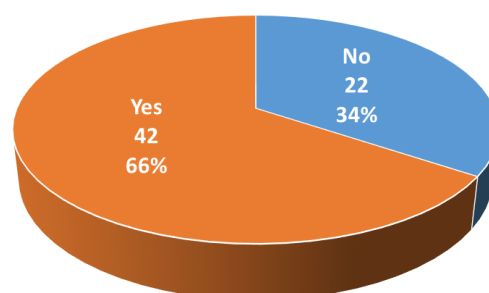
Achievement and Personal Development

Outcome: UDPs are supported to become proficient English Speakers

Percentage of UDPs attending ESOL classes

Do you attend English Classes?

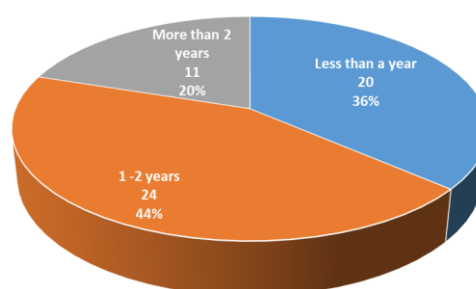
66% of adults who responded to the survey are currently attending ESOL classes either at community ESOL provided by Dundee City Council or through Dundee & Angus College.



- 71% of females answered yes, 29% no.
- 39% of males answered yes, 61% no.

How long have you studied in English class?

Between April 2022 and August 2024, the ESOL team enrolled 258 adults from Ukraine in a variety of levels of ESOL class. The majority have passed pre-entry ESOL and progressed to more advanced classes. Many have progressed to Dundee and Angus college to both full and time ESOL provision.



Currently there are 6 foundation groups, 4 beginner groups, 2 pre intermediate groups, supplemented with 3 conversation cafes, 3 reading groups, a cooking ESOL class, an ESOL family group and a digital skills class. Several of the groups and classes are supported by volunteers. The team reacts flexibly to the needs of the learners, forming new groups as required, promoting progressions through ESOL levels, and offering additional targeted 1:1 support when required.



In addition, the ESOL teamwork in close partnership with Dundee and Angus college providing 6 community outreach classes: 2 elementary, 2 pre intermediate, 1 intermediate and 1 upper intermediate class, as well as a 10-week Transitional Pathway course, which is a taster course in Jan-March. We also stay in contact with Dundee University to signpost high level learners to their community outreach classes (1 or 2 usually from Oct to May) for additional language provision.

There is creche provision for learners who have childcare responsibilities. The ESOL team also provide a summer programme for ESOL learners and their families.

The learners receive ongoing guidance and signposting to other appropriate organisations and events from their tutors as well as a dedicated CLD worker who supports them with finding volunteering opportunities (taken up by many), identifying suitable provision in local community centres, and, in partnership with 3rd sector workers and volunteers, facilitating groups of interest across Dundee, thus also building the capacity of those organizations to continue supporting UDPs in their neighbourhoods.

Outcome: Children are supported to access education and develop skills for future success.

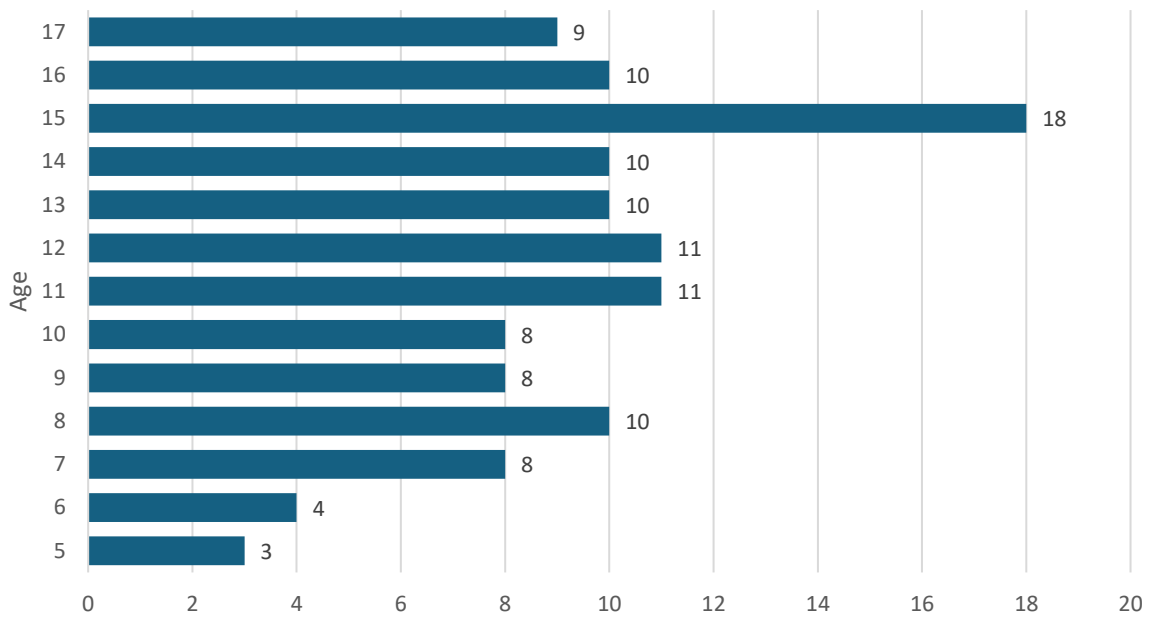
Percentage of Ukrainian children in full-time education.



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

All children are supported in their learning by class teachers and, depending on the child's Stage of English Language Acquisition (ELA), children from P4 upwards may receive a block of ELA support either through direct teaching from an ELA teacher, support in class from a Bilingual Assistant or by attending the senior phase ESOL classes.

Age of children currently in school in Dundee



Outcome: Adults are supported to develop their skills and career opportunities
 Number of UDPs currently in further education (college or university)

33% of survey respondents are currently attending college or university.
 11 Male; 20 Female; 2 no gender given.

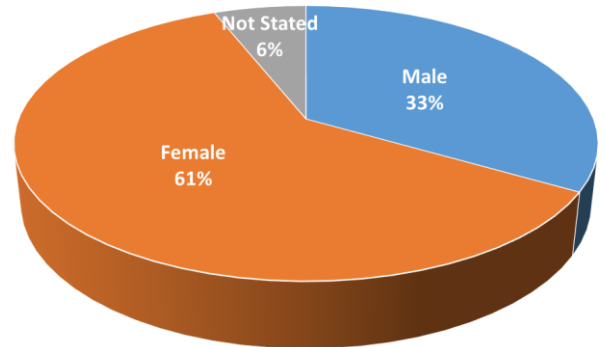
These values include college-based ESOL students, some of whom study additional subjects or courses further to their ESOL learning.

30 respondents attending College (19 female, 10 males, 1 didn't state gender)

3 respondents attending University (1 female, 1 male, 1 didn't state gender)

31 respondents reported not attending College or University, reasons included:

- 4 previously completed courses.
- 2 planning on starting soon.
- 10 working
- 3 caring for children



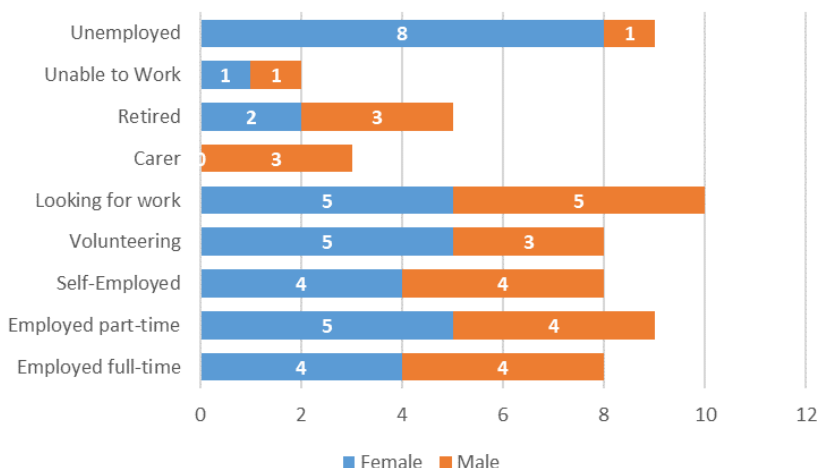
“I still face difficulties in learning English, and so far, it is very bad. This is because of me, of course, and nothing else. My wife and I have some health problems, and this makes us behind in education.”

“I have a small child and cannot attend college.”

“I studied for a year in college and now I work.”

1. Number and percentage of survey respondents currently in employment.

25 respondents were in employment: 13 female, 12 male.



In the survey, respondents were able to pick more than one answer (Unemployed, Carer, Looking for work etc). Some of those reporting as ‘in employment’ also stated they were ‘looking for employment,’ which suggests they would like a different job or additional work. Some of those ‘volunteering’ also reported ‘looking for work.’

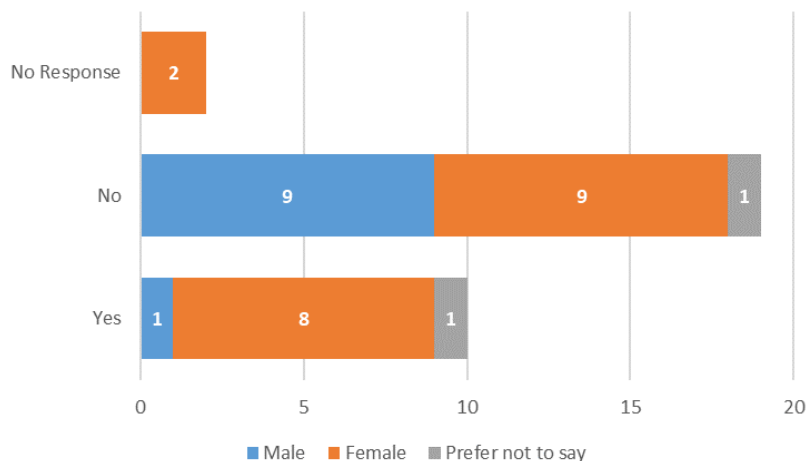
“I volunteer in Furniture Bank (Resource Centre). Accepting donations and delivering orders. Also, I volunteer in Ninewells Community Garden.”

“I would like more support with finding a job and writing a CV. I’m having trouble finding a job.”

“I am about to start my own business and become self-employed.”

“I’m improving my English so I can start confirming my diploma and work as a doctor.”

For those unemployed, unable to work, looking for work or volunteering, we asked “Are you unable to find work due to childcare commitments?”



Number of UDPs who have attended or who are registered with the Employability service.

The adult employability service has supported 76 adults with employment to date. Get Ready for Work (GRFW) is an award winning, employability course for refugees and those arriving under Humanitarian routes and was developed to support the employability needs of the first Refugees from Syria who arrived in Dundee in 2015. GRFW programme is a partnership between Employability and ESOL. These courses are designed to help participants integrate into the local job market and society. Here are some key highlights:

- Comprehensive support ranging from career guidance, CV writing, job application assistance and interview practice. This holistic approach ensures that clients who attend the course are well prepared for the job market.
- Personalised Assistance and 1-1 support - this support is flexible and person centered meaning it is tailored to the individual needs of each client. Includes 1-1 career guidance and general employability support
- Integration with other services - the employability support we offer is aligned with other key services such as health and money advice, this ensures a comprehensive support system for the participants

Overall, the courses have been designed to help resettlement and to help find meaningful and sustainable employment in Scotland, contributing to a fairer and more equal society.

See: [Appendix 2 Case Study GRFW](#)

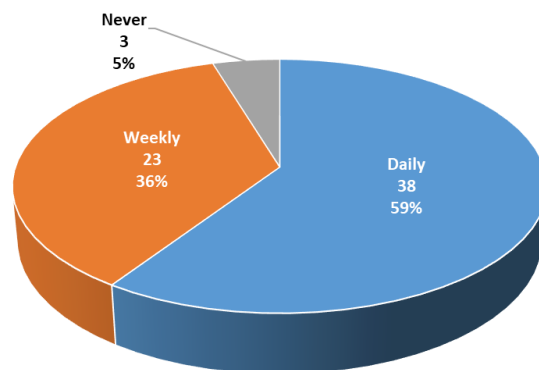


Integration

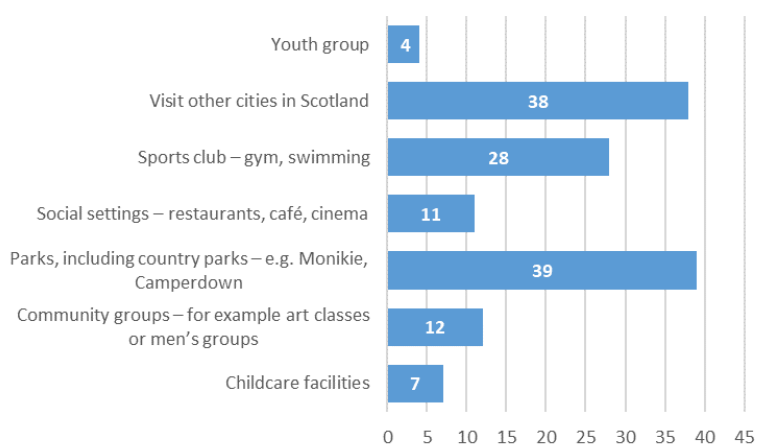
Outcome: UDPs engage frequently in local community and leisure activities.

91% of respondents knew where their community centre and library are.

Percentage of UDPs who report that they are able to frequently participate in activities they enjoy (right):



The activities that respondents highlighted they attend:



In Dundee, what activities do you participate in:

- Shopping, traveling, playing with children and even parks.
- Shopping and weekly outings
- Football, volunteering, library.
- The child goes to football and water polo.
- Traveling, attending concerts, meeting with friends
- My wife and I have been volunteers at the Maxwell community garden for over a year.
- We ride bikes.
- Yoga, table games
- sailing club
- Rugby sessions for child, Zumba & yoga for adults
- Reading books



- I write poems in Ukrainian, grow flowers in pots and draw pictures by numbers.
- Dance club, snooker club.
- We are busy mostly.

Select the activities that you and your family would like to go to:

- Hiking around Dundee, more activities outside, more travels around Scotland during summertime
- More travels, to go for a tour to USA and other countries, traveling around Scotland.
- Go to parks and malls, Shopping, Museums, Art classes,
- Sports Club, Table tennis, Swimming pool, Sports hall, yoga
- Visiting the gym for the son, ballroom dancing for the daughter, Sports for children 4 years old.

“I would like to enter the pool, but I don’t have time now and my Activate membership card is not working.”

In addition to the integration support provided by the Scottish Refugee Council, the ESOL team have offered dedicated support to find out and become more connected into local communities. This has been through 1:1 work, small groups, signposting to relevant activities and one-off information sessions/workshops.

Exit Planning

It is recognised that we have built a sustainable project and a legacy of resources. However, it is important that the partnership retains key posts to ensure that refugees in Dundee can reach their goals and outcomes. This includes refugee resettlement support, employability and ESOL provision.



Next Steps

1. **Continue to provide Comprehensive Support Services**
 - Humanitarian staff ensure that UDPs and refugees have access to health, education, and employment services whilst in temporary and permanent accommodation. Funding and resource requirements are committed up to 2027 to ensure that essential services such as refugee and housing support, employability and ESOL provision are maintained.

- Offer language and cultural orientation programs to help UDPs and refugees adapt to their new environment.
 - Continut to encourage participation in local activities and groups to help refugees build social networks.
2. **Continue to provide dedicated housing support within the Humanitarian Team**
- With a number of individuals still living with hosts, the Team will continue to provide support for hosts to ensure they can continue offering accommodation and UDP's are safe within the placement.
 - Offer training and guidance on best practices for hosting refugees.
 - Offer support for navigating the housing system and securing long-term accommodation.
 - As increasing numbers of asylum seekers get positive decisions, continue to provide support to transition refugees into permanent housing.
 - Collaborate with housing associations and local authorities to increase the availability of affordable housing options.

Conclusions

Dundee has a comprehensive and supportive resettlement programme for refugees, including those arriving from Ukraine. The collaboration between various local and national organisations is a key factor in the success of this programme. UDPs have shared positive experiences about their resettlement in Dundee, highlighting the support they received, such as immediate job opportunities, assistance with finding housing, social worker support, free transport and essentials upon arrival and help with paperwork and benefits.

The Partnership will continue to work with partners together to ensure that the needs of resettled communities are met.



For more information about the Dundee Humanitarian Partnership please contact:

Jackie Kerr, Humanitarian Protection Coordinator

jackie.kerr@dundeecity.gov.uk

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Appendix 1 : Survey Questions

What is your postcode?

Did you feel welcome when you arrived in Dundee?

Were you supported to access services?

Please provide any comments you may have about your experience arriving in Scotland.

Do you attend English classes?

How long have you studied in English classes?

Are you attending College or University?

Why are you not attending College or University?

Do you have children who go to school or nursery in Dundee?

Which device do you have access to?

How often do you use the internet?

Do you feel confident using technology to communicate with others?

Please provide any comments you may have about education.

What is your employment status?

If you volunteer, please tell us what voluntary work you do?

Have you accessed employment support services?

Please name the employment support service you used.

Are you in receipt of benefits?

Please name the benefit you are in receipt of

Do you feel confident using technology to access services such as employment support services?

Are you unable to find work due to childcare commitments?

Please provide any comments you may have about employment.

Select the statements that apply to you:

- I have friends in Dundee from different backgrounds - for example Scottish.
- I have someone in my community to talk to
- I speak with people in English.
- I use social media to stay connected with my family and friends.
- I use social media to stay connected with my family and friends.

How often do you use social media?

How often do you speak English with people?

Select the activities you and your family go to:

Please tell us about any other activities your family goes to.

Select the activities that you and your family would like to go to:

Please tell us about any other activities your family would like to go to.

Do you know where your community centre and library are?

Please provide any comments you may have about your local community.

Have you been able to access GP/Doctor services when needed?

Have you been able to access Dental services when needed?

Are you able to access emergency services without support?

Do you feel confident using technology to access services such as health and support services?

Do you feel safe in your local community?

Do you know who to ask for help?

If you know who to ask for help, please tell us who that is? If you do not know who to ask for help, please tell us why?

Do you know the basic laws in Scotland?

Please provide any comments you may have about your health and safety.

Appendix 2: Employability Pathway Case Study



Funded by
UK Government

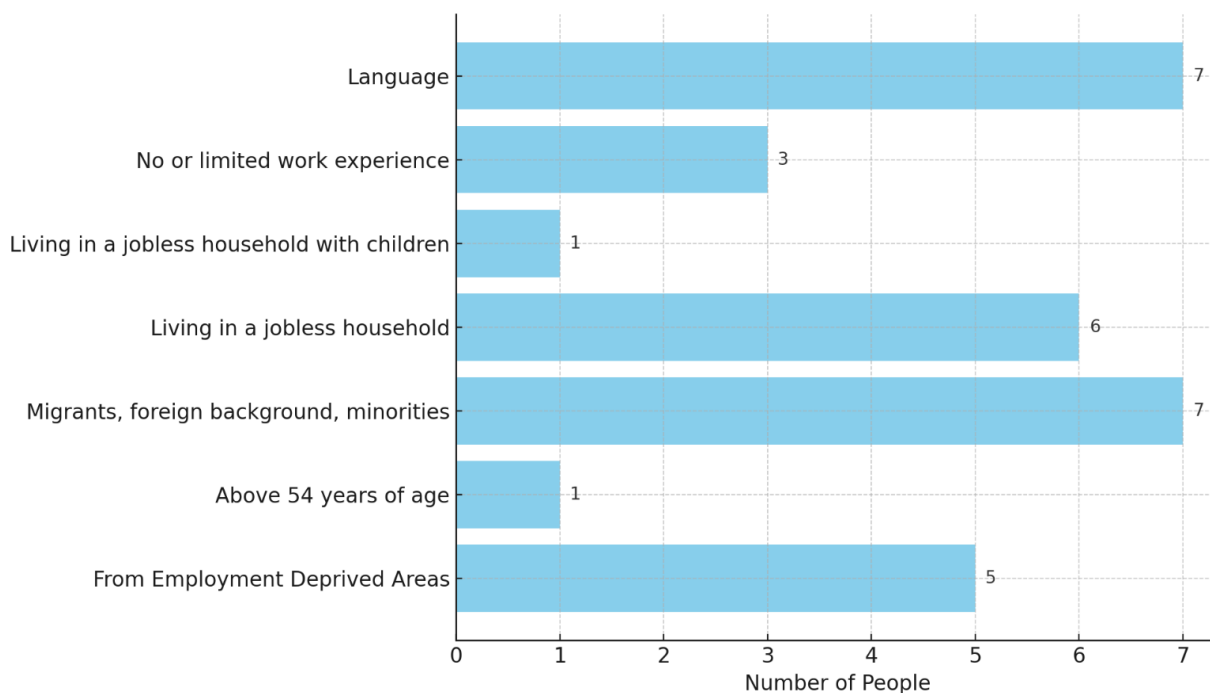


8 people attended the Get Ready for Work information session. 1 person did not continue with the course as he had no English comprehension at all. He was signposted to ESOL and now attends English classes.

All attendees were new clients and registered on the Adult or Youth Employability programme. Clients were from North, East and West of Dundee. Two of our clients arrived less than a fortnight prior to the information event.

All clients completed our Distance Travelled confidence form. We look at average confidence scores for employability related topics e.g. the interview process and Local Labour Market Information.

Barriers Identified



Impact of Support

All attendees were offered workshops on:

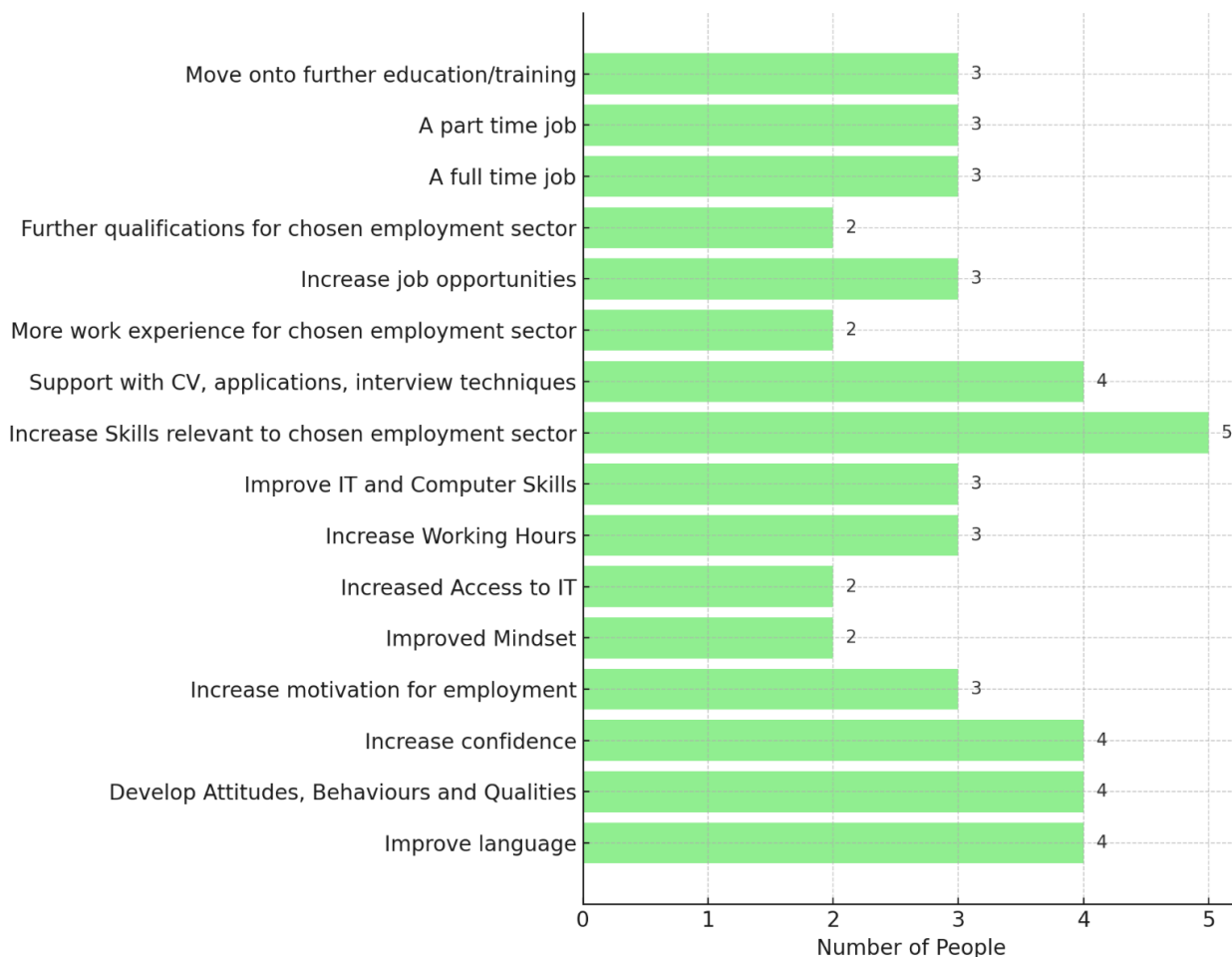
- Transferable Skills
- Employment Goals
- History of Dundee
- LLMI
- CV Building
- IT Skills
- Job Advert Analysis
- Hidden Job Market
- Elevator Pitch
- Cover Letters
- STARR
- Advocating/NIDMAR
- Wellbeing at Work
- Employment Law
- Employer Expectations
- Interview Prep
- Checking and Evaluating Feedback
- Sustaining Employment.

Clients will also have had:

- Two Mock Interviews: one digital (Teams) and one face-to-face.
- Attending the Maxwell center for integrative community activities.
- Job Club every Friday
- Application Sessions every Thursday
- Informative visit from employer regarding what an employer looks for in a CV
- Financial Capability Session(s)
- 1-1 support
- Individual support in completing their CV's, cover letters and applications



Outcomes Achieved



One client is due to begin a two-week work placement. She has never worked before but feels more confident now.

One client left the course early to begin a full-time work placement. He is thoroughly enjoying himself and doing incredibly well.

Cross Partnership Working

All clients not registered with ESOL were signposted for further English support. The Maxwell Centres were very happy to have us visit and are keen to collaborate again in the future. The Youth team worked well in partnership to ensure clients were registered and supported throughout and after completion of the GRFW course.

Client Feedback Comments

Clients were asked to rate the quality and content of the support received out of 10, ratings given were: 7, 9, 10, 8, 10, 8.

“Supportiveness, student centred approach, kindness, desire to help.”

“On the Get Ready for Work course I have learned understanding people who speak to me in English.”

“Thanks to Amy and all people who supported us through this journey. Invaluable knowledge. Glad that Alessandro, our social worker told us about this course. Recommend to all people who in search of a job.”

“I’ve got all knowledge I wanted. I became more confident, and I’ve got some new experience. We’ve learned lots of new things. For example: Doing CV, Mock Interviews, STARR applications, improved communication skills, IT skills.”

“It was really good and relaxing which I enjoyed a lot. Every aspect was informative and new knowledge for me which will help me in future.”

“This course made me more confident, teachers, Amy’s belief in us, make us stronger! Thank you! Each lesson we had very relative themes, which were important for a person who just moved to Scotland.”