

New Scots: Scotland's Refugee Integration Strategy

Engagement 2017: Facilitation Guide



Scottish Government
Riaghaltas na h-Alba
gov.scot

Purpose

The Scottish Government, COSLA and the Scottish Refugee Council are working to develop a new refugee integration strategy for Scotland.

We want to hear the views of a wide range of organisations, groups and individuals with an interest in refugee integration to inform the new strategy. We are particularly keen to ensure that the views of refugees and asylum seekers living in Scotland are reflected in the new strategy.

We are encouraging people and organisations across Scotland to hold events to talk about what should be in the new strategy. This facilitation guide aims to help people to plan and hold events and to provide feedback on event discussions, which will be used to inform the next strategy.

If you are planning an engagement event, we would really appreciate it if you could let us know in advance so that we can build a picture of what is going on across Scotland. Please email us at ScotlandRefugeeStrategy@gov.scot to tell us when and where your event will take place, and who you hope will attend.

In this guide

This short guide provides information for organisations and groups who want to contribute by hosting an event. It includes:

- background information on the New Scots strategy;
- tips on holding an event and questions to discuss; and
- an FAQ

Sending your event feedback

It is best to write up the feedback from your event while it is fresh, please return feedback within 10 days of your event taking place. Please also make sure your feedback is written clearly or typed and is in English.

To give time to write up your feedback, please hold your event by 7 September.
Completed templates must be returned by Friday 15 September 2017.

You can submit your feedback online at: <https://consult.scotland.gov.uk/equality-unit/new-scots>

Alternatively, you can download a feedback form template from the weblink above and return by email to: ScotlandsRefugeeStrategy@gov.scot

or post it to: Scotland's Refugee Strategy, Area 3 H North, Victoria Quay, Edinburgh, EH6 6QQ.

Any questions or requests for information should also be addressed to ScotlandsRefugeeStrategy@gov.scot.

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Background

Background

In 2013 a strategy was published called *New Scots: Integrating Refugees in Scotland's Communities 2014 – 2017*¹. The aim of the strategy has been to support and enable refugees and people seeking asylum to settle and rebuild their lives in Scotland. A key principle of New Scots is that integration begins from 'day one' of arrival in Scotland.

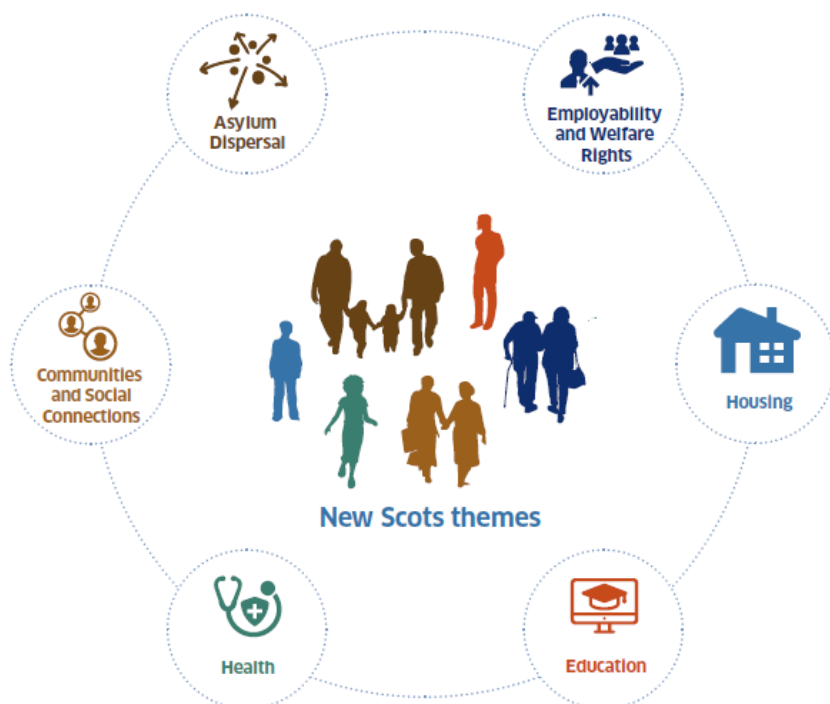
Integration is the process of people settling into a community, being able to access the services they need and to participate in society. It is not something that can or should be 'done to' people. It requires people and communities engaging to take steps which will enable everyone to be active citizens. New Scots aims to support refugees and communities to achieve this.

New Scots Vision:

“For a Scotland where refugees are able to build a new life from the day they arrive and to realise their full potential with the support of mainstream services; and where they become active members of our communities with strong social relationships.”

New Scots was developed and implemented in partnership, led by the Scottish Government, COSLA and the Scottish Refugee Council. It brought together a wide range of agencies working to support the integration of refugees into Scotland's communities, including representatives of refugee community groups.

The strategy focused on six key themes:



¹ <http://www.gov.scot/Publications/2013/12/4581/downloads>

Background

These six themes are drawn from the 'indicators of integration' framework which informed development of the strategy. The framework identifies the key factors that contribute to the process of integration for refugees. We encourage people to think about all these themes and the indicators of integration during discussions for the next strategy.



Indicators of Integration Framework Diagram²

The first *New Scots* strategy ran to the end of March 2017. A final report of progress made was published on 24 March and is available online at www.gov.scot/newscotsfinalreport.

For more information about Scotland's approach to supporting refugees to date, including a New Scots key messages booklet, visit www.gov.scot/refugees.

The engagement process to inform development of the next strategy will take place over the summer of 2017. Organisations and groups are encouraged to have discussions during regular meetings and existing activities or to hold specific engagement events to gather ideas, views and opinions on priorities for the next strategy.

² Ager & Strang (2008) *Understanding Integration: A Conceptual Framework*; Journal of Refugee Studies (2008) 21 (2): 166-191, and <http://webarchive.nationalarchives.gov.uk/20110218135832/http://rds.homeoffice.gov.uk/rds/pdfs04/dpr28.pdf>

Tips for holding an event

Tips for Holding an Event

There are a number of different ways to gather feedback to contribute to the engagement process. It could form part of a regular meeting or existing activity, such as a community group meeting or language café. It could form part of exploring wider refugee or community themes which a group is already engaged with. Alternatively, some groups or organisations may wish to organise specific events, perhaps focusing on a particular theme or to introduce New Scots and refugee integration as a topic.

Who Should be Invited?

As part of the engagement, we would like to hear from organisations and individuals working to support refugees, refugees themselves, as well as members of the wider community.

When planning an event it is useful to think about all the different organisations and groups who are already working with refugees in your area, or who could become involved in providing support. We are encouraging events to include as many of those groups of people as possible. If you run services or activities which refugees engage with, we are particularly keen that you think about planning an event which they will feel confident contributing to and would encourage you to involve them in planning for the event.

However, you do not need to have all of these groups represented at your event. You can still hold an event to contribute the views of your group to the engagement. As events will take place across the country and across a range of groups and organisations, there should be opportunities for everyone to contribute. This is why we ask about who attended your event and would like you to let us know in advance if you are planning an event. That way we can identify if there are any gaps in participation before the end of the engagement.

Assistance to Organise an Event

Support may be available to help charities and community groups to be able to hold an engagement event.

If you are interested in holding an event but would need assistance please contact the Scottish Refugee Council's Community Development team to discuss:

Email: communities@scottishrefugeecouncil.org.uk

Tel: 0141 223 7936 / 0141 223 7924

Mobile: 07796 364 038

More information and an application form for a New Scots Engagement Event Fund is also available on the Scottish Refugee Council website:

www.scottishrefugeecouncil.org.uk

Tips for holding an event

Planning An Engagement Event

It is up to you what type of event will suit your group or the people you want to engage with. Things to consider include:

- Is your venue welcoming for everyone you want to come?
 - is it accessible and comfortable for everyone who might want to attend?
 - is there enough space for everyone?
 - you should make sure there is water available for everyone and might also want to provide refreshments.
- Is your event at a good time for everyone who might want to come?
- What are people expecting from the event?
 - try not to raise participants' expectations about what the engagement can do – it is not a problem solving session but an opportunity for people to contribute their views.
 - you might also want the engagement to be part of a wider event or an existing activity. Think about how you will get people to participate if they have come to the event for another reason.
- Are there other events being planned in your area?
 - you could work with other groups or organisations to hold an event or promote each other's events to give people more opportunities to engage.
- How much will participants know about refugees and refugee integration?
 - this may inform how much time you want to introduce the topic or to enable detailed discussions.
 - you might want to read more about New Scots and find out what is happening to support refugees locally before the event in case you are asked.
- How will you support refugees or asylum seekers if they are attending your event?
 - a great way to make sure the event works for refugees is to get them involved in planning and running the event.
 - will interpreters be needed or will people be accompanied by people to support them or interpret for them?
 - you might want to consider whether people will feel comfortable identifying themselves as refugees during the event, especially if it is a mixed group. You could speak with them before hand and let them know that it is up to them what information they want to share with other people at the event.
 - remember that people may find these conversations difficult. You might want to offer a chance to review the feedback once it is written up or to add further information after the event, when they have had time to think about it.

Tips for holding an event

Event Facilitation

Facilitation is important to support and focus the discussions, whichever way you choose to run your event.

The facilitator's role is to support and focus the discussion on the questions and balance opportunities for participants to speak. It is also to encourage people to speak, using prompt questions, and to manage participant interactions. It is extremely important that the facilitator should remain neutral and not seek to influence the content of the discussion. The facilitator should ensure that all participants have an opportunity to speak and that nobody is able to dominate the discussion to the exclusion of others.

In addition to a facilitator it is useful to have a scribe to record discussions, as it is very hard to scribe and facilitate. You could ask participants to volunteer to scribe.

You may wish to ask people to write on post-its which can then be moved to group into themes or priorities. You may also want to use flip-charts to record responses to each question. However, do not worry if you do not have these items, ordinary paper can be used instead.

At the end of the event, the facilitator should make sure that all of the information needed for feedback has been recorded. This includes demographic information about your group as well as their answers to the questions. To assist with capturing demographics we have included a tally registration form at the end of this guide. We recommend you print a copy of the form and ask people to add tally marks against the relevant categories for them as they arrive. If you prefer, you could print individual sheets for participants to complete.

The purpose of gathering demographic information is to help us make sure a wide range of people have been involved in the engagement. If anyone does not want to complete the registration form or provide demographic information that is their choice, they can still contribute to the engagement, please include them in the total participant figure.

Tips for holding an event

Language

Feedback from events needs to be submitted in English. However, we recognise that some participants will be restricted if they can only participate in English. Using interpreters can help to mitigate this, please remember to allow additional time for interpreters to relay information and to translate responses. To help facilitators, translations of the engagement questions are available in Arabic, Chinese, Farsi, Kurdish, Tigrinya and Vietnamese. Please see the citizen space website to download the translations: <https://consult.scotland.gov.uk/equality-unit/new-scots>

A facilitator could also hold an event in any language, as long as the feedback is able to be translated for submission. If you would need assistance to provide interpreters or have your event feedback translated please contact Scottish Refugee Council's Community Development Team – see page 3 of this guide.

The Questions

There are three questions we are asking you to discuss and provide feedback on as part of this engagement. It is important that the same questions are used so that we can use information from all of the events to contribute to developing the new strategy.

The questions are:

1. Thinking about refugee integration in Scotland, what issues are important to you now?
2. What changes do you want to see by 2020 and why?
3. What can you, your community or your organisation do to contribute to that change?

In asking these questions, facilitators can prompt participants with the key themes of the first *New Scots* strategy. Participants may cover all themes or may choose to focus on one or two. It is also not necessary to stick solely to these themes, if participants identify other important themes we'd like to hear about them.

Participants may also wish to consider the needs of different groups of people, e.g. women, men, children, older people, disabled people, people of different faiths, people of different ethnicities and people of different sexual orientations and political opinions. Remember refugees are not a homogenous group – they have different needs and aspirations in the same way as any other community.

While participants are asked to be aspirational, they should bear in mind that *New Scots* is a Scottish strategy and that some of the issues which affect refugees and asylum seekers are reserved to the UK Government. All issues raised in your feedback will be noted. Unfortunately, it will not be possible for the strategy to address issues which are outside the scope of the Scottish Government, Scottish local authorities and other Scottish organisations.

Tips for holding an event

Suggested Format for an Event

A slide-pack setting out the questions is available to download from:

<https://consult.scotland.gov.uk/equality-unit/new-scots>

You could use these slides with powerpoint during your event, print them to share with participants or the facilitator might find them useful to refer to.

- Introducing the Engagement
 - Welcome everyone and introduce yourself
 - Set the context (see suggested script on page 8)
- Ice breaker
 - To introduce people if your participants don't all know each other or to get people talking.
 - You could ask people to speak in pairs then introduce each other to the group. You could play a short game.

- Question 1 Discussion

“Thinking about refugee integration in Scotland, what issues are important to you now?”

This question allows participants to identify issues affecting refugee integration into communities and what priorities they want to discuss in Question 2.

Facilitation tips:

- We suggest you dedicate about 30% of your discussion time to this question.
 - You could ask people to discuss in pairs as this saves time, or you could brainstorm as a group before identifying what issues are most important for further discussion in Question 2.
 - You might want to group issues under themes (these could be the New Scots themes or themes identified by your group).
 - Toward the end of the allotted time, if there is not already consensus on what to discuss in Question 2, ask participants to vote on what they think are the most important issues to discuss.
- Question 2 Discussion

“What changes do you want to see by 2020 and why?”

This question gets participants to focus on the future and recognise that it can take time for change to happen. It also asks participants to give reasons for the changes they want to see prioritised – this will help us to understand the problem and plan how we can address issues.

Tips for holding an event

Facilitation tips:

- We suggest you dedicate about 50% of your discussion time to this question.
- Break up your time so that each issue your group wants to discuss is given a fair share of the time.
- Remember, it's important that participants who don't usually get heard are given more time, to enable them to articulate their points. To help this, you could review all the issues and check if there is anything else to add, or allow some time at the end of the event for people to add anything else they didn't raise in the discussions to the notes. If you are going to have time for people to add individual thoughts at the end make them aware of this at the beginning.

- Question 3 Discussion

“What can you, your community or your organisation do to contribute to that change?”

This question demonstrates that it is all of our responsibility to effect change in the areas where we have power, control or influence. It also focuses participants on what they can do by highlighting that there is a role for everybody to support the strategy.

Facilitation tips:

- We suggest you dedicate about 20% of your discussion time to this question.
- You could pair people up and ask them to chat to their neighbour for 2 minutes each about what they can offer. Then bring everyone in to the general discussion. This saves time.

- Is there anything else the participants think is important?

- A chance for people to highlight anything that wasn't captured under the three questions. This can be recorded in the final comments box of the template.

- Finish

- Thank everyone for coming
- Explain what happens next (see suggested script on page 9)

Tips for holding an event

Suggested Scripts

Context

Key things to cover:

- What the engagement is about
- Why it is important, including that everyone's views are heard and respected
- What is going to happen today
- What is going to happen after today

Suggested script:

“The Scottish Government, COSLA and the Scottish Refugee Council have been working in partnership with a range of organisations and agencies to support refugees and asylum seekers to settle in Scotland and begin to rebuild their lives.

To do this, in 2013 they created a strategy called *New Scots: Integrating Refugees in Scotland's Communities*. That strategy ran from 2014 until the end of March 2017. Work to support refugees continues and they are now developing a new strategy.

Today's engagement event is an opportunity to tell New Scots partners what you think is important for refugee integration between now and 2020. We will be discussing three questions during the event:

- What issues are important to you now?
- What changes do you want to see by 2020 and why?
- What can you, your community or your organisation do to contribute to that change?

This engagement is important because it will identify what refugees and the communities they live in think is needed for Scotland to be a welcoming country, where people feel safe and are able to be active members of society.

As a Scottish strategy, New Scots can only focus on issues which are devolved to Scotland. There are matters relating to asylum which are reserved to the UK Government and handled by the Home Office. This includes operation of the asylum system, asylum accommodation and decisions relating to UK refugee resettlement programmes. However, many of the services which are essential to support refugees, including health care, housing and education are devolved to the Scottish Government, and these have been part of the key themes of New Scots to date.

New Scots has focused on six key themes and you may want to think about these during today's discussion – they are:

- Needs of Dispersed Asylum Seekers
- Employability and Welfare Rights
- Housing

Tips for holding an event

- Education
- Health
- Communities and Social Connections

After today's event, all of the notes recorded will be written up and sent to the Scottish Government to inform the new strategy. It is important that everyone's views are heard and respected so that the feedback provided is as complete as possible. Events like this will be taking place across Scotland with lots of different groups and organisations ”

[You may want to explain how your event will run – for example by splitting into smaller discussion groups – and then begin discussions with question 1]

Conclusion

Key things to cover:

- Thank everyone
- What will happen with the feedback
- Next steps for the strategy

Suggested script:

“Thank you for taking part in today's engagement event. Your time and contribution to discussions is really appreciated.

The notes we have taken today will be written up and submitted to the Scottish Government, along with feedback from other engagement events taking place all over Scotland this summer.

The Scottish Government, COSLA and the Scottish Refugee Council will bring all of the feedback they receive together and identify the issues which are most important to everyone. That information will be used to write the new strategy which will continue Scotland's work to support refugees in our communities.

Making changes will take time. That's why we've been talking about what is important to focus on for 2020. New Scots partners hope that you will help to keep the strategy on track by participating in future engagement during the strategy. As we talked about during question 3, there is also a role for everyone in supporting the strategy and contributing to the change we want to see.

If you want to find out more about New Scots and refugees in Scotland you can visit the Scottish Government website: www.gov.scot/refugees.”

FAQ

Q: Who is a refugee?

A: Refugees are people who have been forced to leave their home because they cannot live there safely. They may be escaping war, terror, violence or persecution.

When we talk about refugees as part of New Scots we include people living in Scotland who:

- have been recognised as refugees by the UK Government
- have been granted another form of humanitarian protection in the UK
- are seeking asylum in the UK

Q: How does the UN Convention define a refugee?

A: International law recognises refugees under the 1951 UN Convention. When we talk about refugee status we mean someone who has been recognised under the 1951 Convention. The UK is a signatory to the Convention and has international obligations to recognise refugees and provide a place of safety for refugees who are in the UK.

Article 1(A) 1951 UN Convention relating to the Status of Refugees states that a refugee is a person who: “owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable, or owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.”

Q: Who is an asylum seeker/person seeking asylum? Is an asylum seeker different from a refugee?

A: A person seeking asylum is a person who has made an application to the Home Office to be recognised as a refugee under the 1951 UN Convention. They are awaiting a decision on their application.

Q: What is integration?

A: The New Scots definition of integration has been “a two-way process that involves positive change in both the individuals and the host communities, and which leads to cohesive, multi-cultural communities.”

Put simply, integration is the process of people settling into a community, being able to access the services they need and to participate in society. It is not something that can or should be ‘done to’ people. It requires people and communities engaging to take steps which will enable everyone to be active citizens.

Q: What do we know about refugees in Scotland?

A: Scotland has a long history of welcoming refugees from all over the world. Refugees came from Europe in the First and Second World Wars. Later, Scotland welcomed refugees from Vietnam, Bosnia, Kosovo and the Democratic Republic of Congo. Since October 2015, Syrian refugees have been welcomed to communities across Scotland as part of the UK Government's Syrian Resettlement Programme.

Since 2001, Glasgow has been an asylum dispersal area, the only such area in Scotland. This means that people seeking asylum may be accommodated in Glasgow, while they wait for a decision on their application. Once granted status, refugees can choose where they live in the UK. It is believed that many refugees continue to live in or near Glasgow, because they have established links in the city.

Q: What does it mean that asylum matters are reserved?

A: Under current constitutional arrangements in the UK, certain matters are reserved and are the responsibility of the UK Government, while others are devolved and are the responsibility of the Scottish Government. This means that there are certain matters which the Scottish Government cannot make laws or decisions about, because they are the responsibility of the UK Government.

Asylum matters are reserved and handled by the Home Office. This includes operation of the asylum system, provision of asylum accommodation and support, and the management and decisions related to UK resettlement programmes. Many of the services which are essential to support refugees to integrate into our communities, including health care, housing and education are devolved to the Scottish Government.

Q: I have a problem with my asylum application. Can you help?

A: Asylum is reserved to the UK Government and handled by the Home Office. In the first instance you should contact Asylum Help for advice. Their helpline number is free from landlines, payphones and most mobile networks: 0808 8000 630.

It is important to have appropriate legal representation to help support your asylum application. If you do not already have a lawyer, you can find a list of lawyers specialising in asylum and immigration based in Glasgow and Edinburgh on the Scottish Refugee Council website. You can also use the Law Society website to find a solicitor: <http://www.lawscot.org.uk/find-a-solicitor/>

Q: I am a refugee and want my family to join me. Can you help?

A: Because asylum and immigration matters are reserved to the UK Government, any application for family reunion needs to be made to the Home Office. More information, including the application form, is available on the UK Government website: <https://www.gov.uk/settlement-refugee-or-humanitarian-protection/family-reunion>

Event Registration Form

Please add a tally mark beside the relevant categories below. There is no need to record your name.

I am:

A refugee (including humanitarian protection)	
Seeking asylum	
A member of the local community	
Representing a group or organisation If so, I represent:	
Local Authority	
Other public sector (DWP, SDS, etc)	
Charity (employee or volunteer)	
A local voluntary group	
Business or private sector	
Other (please specify)	

I represent an organisation, my organisation:

Provides services directly to refugees	
Plans/coordinates services for refugees	
Is not yet involved in working with refugees	

I am aged

0 -15 years	
16 – 25 years	
26 – 64 years	
65+ years	

I am

Male	
Female	

I have another protected characteristic	
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Total number of participants:	
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