

Bristol Vulnerable Person's Resettlement Scheme Outcomes February 2021

Home Office Indicators of Integration framework 2019 identifies a set of 14 domains, all of which are core to integration. It is therefore implicit that the measurement of integration will usually require the measurement of outcomes in each of these 14 domains.

Integration journeys are complex and diverse in nature. Research demonstrates that different individuals and groups integrate at different speeds, along different trajectories; progress often moves at a faster pace in some domains than others, and that regression, as well as progression, can be observed

Indicator	Summary of activity
Employment	
% participating in pathways to work (e.g. apprenticeships, work experience)	80% of adults <ul style="list-style-type: none"> 15 people attended an inhouse job club in and 10 attended a self-employment programme in 2018. 54 people were referred for support to attend Jobs fairs in 2019. 40 people are currently involved in the inhouse STEP programme. 20 people are enrolled with Groundworks 125 adults have participated in employment pathways out of 156 adults on the scheme (including very ill adults and their carers)
% (eligible/able to work)	47% of households are able to work There are 91 households, of whom in 48 households, disability benefits and carers benefits are paid. So 43 households are eligible for work.
% in paid work	Of those eligible to work,44% of households have a person in paid work in the household As of 1/02/2021, 19 households had someone in paid work.
% who have been in paid work	Another ten households did have someone in work but they were furloughed or made redundant in autumn 2020
% employed at a level appropriate to skills, qualifications and experience	90% - 17 people are in roles equivalent to previous experience and skills
% employed across diverse range of employment sectors	Of those who are or have been in work, 13 work in food prep, service or delivery, 6 work in warehousing/retail, 1 in admin,1 in sewing, 1 in driving, 1 in cleaning, 4 worked in construction Three people are setting up businesses (export, manufacturing and plastering) and one person has an established food business.
% holding different kinds of employment contracts (zero-hours, part-time)	At present 19 people are working part time 5-25 hours. This is a preference for some people who want to continue learning English. Some people would like more hours
% individuals (eligible/able to work) using services of local enterprise company business start-up initiatives	10 people enrolled on a business course in 2018, but no businesses manifested. One person has a business but did not access business support. Three people are receiving self employment support.
% earning national average annual earnings	Most people are on minimum wage
% individuals and/or households who are economically self-supporting and independent	Everyone continues to receive Universal credit or Council Tax reduction

% reporting satisfaction with current employment	Only two people would like to change jobs.
% in unpaid or voluntary work	One person is in work experience with a mechanic. Six people are volunteer Arabic teachers. 10 people are peer volunteers within the scheme
Perceptions of employment opportunities and barriers to securing employment	People on the STEP programme report finding work commensurate with skills is very difficult. Two dentists are trying to return to the dental trade.
% with retirement plans	We have not discussed retirement with families
Local strategies to support access to employment (e.g. help understanding local job market and work culture, help with CVs and applications)	32 people attended a 4 days a week/12 week ESOL for Employment summer school explaining rights and responsibilities and writing a CV. We begin a confidence building course for 8 women in January 2021. 37 people are working with an inhouse employment advisor and an additional 20 people are working with an external provider Groundworks
Passed UK driving test	20 men and 1 woman has a UK driving license 14 people are actively pursuing getting a driving license, including 7 women
Education	
% of eligible 16-19year olds in FE	100% - 35 young people aged 16-19 are in FE
achieving five or more GCSEs / Standard Grades at 9-4 (A*-C)	Seven 16 year olds achieved 5+ good GCSEs
achieving two or more 'A' level	No one has taken A levels yet.
students excluded from school	1 person for an afternoon
young people and adults achieving admission to university	1 adult has started a masters course at university. Three people have applied to university, one person is unable to pass the English entrance exam.
individuals completing vocational qualification	10 people have passed their Food Hygiene Level 2 and another 10 will take this qualification in February 2021. One person has his security badge
children participating in pre-school education	26 children are attending preschool
% children participating in lunchtime and after school clubs	9 children attend clubs including football, basket ball and therapeutic activities
Students' self-reported feeling of belonging at school	On the whole all of the children enjoy school and progress well with their English. COVID bubbles have been problematic
% not in employment, education or training (NEET)	All aged 16-19 are in college.
Support with applications, homework and catch-up classes available	We ran a homework club at 2 schools in 2017, currently 12 teenagers have help at home with their homework. All families have a befriender for a year and most bendifenders help with homework
Availability of holistic support addressing social and emotional wellbeing of children and young people in the education system	Schools are funded £4,500 for the first year a school aged child is in the UK. Schools have funded Learning Support Assistants, extra books, laptops etc

Provision of information on scholarships and bursaries to access higher education	There are Sanctuary Scholarships at University of Bristol, UWE and Bath Spa but these aren't available to refugees who are entitled to tuition fees.
Housing	
% homeless	4 households are in the homeless pathway
% living in owner-occupier/secure or assured tenancy conditions	86 households have assured short hold tenancies. Four households have social housing tenancies and two households are living in the PRS supported by the Homeless Team bidding for a move on property. Four households have been issued with possession orders, eviction is delayed by changes in law due to coronavirus. We have found move on accommodation for two of these households.
Living in overcrowded housing	From June 2020 we moved 21 families to address overcrowding. One household moved into more accessible accommodation. We have one household who will be overcrowded when the next baby is born but they will need a five bedroom house which we cannot offer. We do not have overcrowding where more than 2 children need to share a small room but we may have children aged over 16 who are still sharing a bedroom.
Eligible individuals living in social housing	4 households live in social housing,
% receiving housing benefit	97% receive UC Housing element or Housing benefit
% receiving discretionary housing payment	25 households receive discretionary Housing payment.
Average length of time spent in temporary accommodation	1 family spent a year in a hostel. 2 other families are living in PRS emergency housing for an average of a year.
Reported satisfaction with housing conditions	5 households would like to move because they are dissatisfied with the accommodation, all have been offered alternative accommodation
Reported satisfaction with neighbourhood (e.g. community safety, social cohesion and availability of necessary amenities)	The Home Office undertake surveys of everyone who arrives within 18 months of the survey. The survey asks <i>To what extent do you agree or disagree that this local area (within 15/20 minutes walking distance) is a place where people from different backgrounds get on well together? [only if 16 years +]. In October 2020 the responses were:</i> Definitely Agree 39 Tend to agree 22 Tend to disagree 3 Definitely disagree 4
Support to enable access to private rented sectors (PRS)	The resettled refugees can join the Bristol Housing Register from arrival and bid for properties, but this can take a number of years to be able to bid successfully. In the meantime the tenants can look on Gumtree, housing apps or through Estate Agents. In the past 5 years, no families or individuals have been successful at accessing the PRS, the landlord or Estate Agents prioritise other candidates.
Support to accommodate household disability access needs	Three properties have been adapted for wheelchair access including accessible showers, hoists and a lift. The costs can be reclaimed through the Home Office. Seven other families with a person who has a mobility impairment would also like to have a level access property
Health	
% registered with a GP	Everyone on the resettlement schemes are registered with a GP
% registered with a dentist	We have been unable to register people with dentists who arrived after January 2020, prior to this everyone on the resettlement schemes have been registered with a dentist. There can be a problem with organising

	interpreting for dentist appointments, the dentist requires a face to face interpreter but doesn't provide this. Some large families require a number of dentist appointments when they arrive which can be considerable interpreting costs for the scheme.																				
% having free NHS eye-tests	Everyone on the resettlement schemes sees an optician within 6 months of arrival																				
Number of people admitted to hospitals due to physical or mental health problems	25 women have used antenatal services, 16 children and 6 adults have required inpatient treatment. The schemes prioritise vulnerable families and so a high percentage of families have additional health needs																				
% attending ESOL for health	50% of the families have attended and ESOL for health 10 week course with Community Education																				
% utilising preventions services (e.g. immunisation, health, antenatal care and cervical and breast screening, sexual health clinics)	100% of families have their immunisations checked and updated after arrival. 100% women attend preventative health screenings																				
% eligible individuals successfully accessing disability, carers and incapacity to work benefits	Disability benefits and carers benefits are paid in 36 households. Another adults are waiting for a decision on their Personal Independence Payment.																				
% children and young people with access to school nurses	100% of school age children have access to school nurses																				
% expressing good self-rated health and wellbeing	<p>The Home Office evaluation asks of the people who arrived in the last 18 months,</p> <p>A) How is your health in general? The response in October 2020 was:</p> <table border="0"> <tr> <td>Very Good</td> <td>18</td> </tr> <tr> <td>Good</td> <td>53</td> </tr> <tr> <td>Fair</td> <td>32</td> </tr> <tr> <td>Bad</td> <td>15</td> </tr> <tr> <td>Very bad</td> <td>8</td> </tr> </table> <p>B) To what extent, if at all, has your health improved since arriving in the UK?</p> <table border="0"> <tr> <td>Improved a lot</td> <td>22</td> </tr> <tr> <td>Improved a little</td> <td>18</td> </tr> <tr> <td>No change</td> <td>55</td> </tr> <tr> <td>Worsened a little</td> <td>13</td> </tr> <tr> <td>Worsened a lot</td> <td>12</td> </tr> </table>	Very Good	18	Good	53	Fair	32	Bad	15	Very bad	8	Improved a lot	22	Improved a little	18	No change	55	Worsened a little	13	Worsened a lot	12
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% reporting discussion of mental health problems with their GPs	<p>10% adults have severe depression or anxiety which affects their ability to undertake day to day activities.</p> <p>12% children have mental health symptoms which have been discussed with primary care services or have play therapy or art therapy in school.</p>																				
% having access to interpretation or translation services during medical appointments	In the main, most appointments are undertaken with interpreters. There have been problems with two GP practices who have been reluctant to provide interpreters. However there is a general lack of interpreters for reception/making an appointment . this was compounded during COVID as it is harder to convey what is needed for an appointment over the telephone. which is problematic																				

% referred to NHS Improving Access to Psychological Therapies (IAPT) services	7 people have been referred for IAPT, 4 people have received the service
% seen by therapists for trauma-informed care provided by voluntary, community and social (VCS) organisations	8% of adults are supported by appointments with third sector organisations or have psychotherapy in their mother tongue
% individuals understanding how to access services relating to disability	13% of families have been referred to ReAblement or Care Direct.
% individuals understanding how to access services (domestic abuse, safeguarding, culturally sensitive advocacy etc.)	All families receive information on accessing services as part of cross cultural training delivered as part of the programme after families arrive in the UK
% individuals aware of preventative health measures (e.g. diet, exercise and quitting smoking, substance misuse)	In 39% of families, women don't leave the house very often due to health concerns, This is exacerbated by COVID. There are men with health issues but only 2 or 3 don't leave the house regularly. We have a contract with a public health consultant to run group and one to one sessions looking at diet, weight, exercise and taking heart and blood pressure readings and she has worked with 8% of adults, but we cancelled these in lockdown.
% who said they had good experience when making a GP appointment	Nearly all families have reported that have been unable to make a GP appointment since COVID, they need an advocate to explain the medical condition to be prioritised for an appointment
% adults who do any walking, at least five times per week	We worked with Bridges for Communities to apply for Wesport funding for Walk with me. Women's Group Walks: 85 attendances for the group walks, including children One to one walking with a befriender: There were a total of 15 partnerships which ended when the weather deteriorated. Participants were informed that the project was finishing on 31st October and 12 of the 15 partnerships have said that they would like to continue to walk through the winter. We will invite participants to sessions run by a public health consultant looking at diet, weight, exercise and taking heart and blood pressure readings
Leisure	
% membership of local library	Count for 2018. All new families have ben registered.
% membership of local sports facilities	In 2016, the Red Cross offered free gym membership for six months to refugees. The take up was high, however take up diminished when people needed to pay for their membership from their benefits.
% participation in local social and leisure groups	1 x gym group 2 x gym, 5 families swim regularly 1 x football club
Social Bonds with people from their own community	
% reporting that they have someone from own	All families are invited to local social events with other refugee families from the scheme. Events for Eid and Christmas are attended by over 250

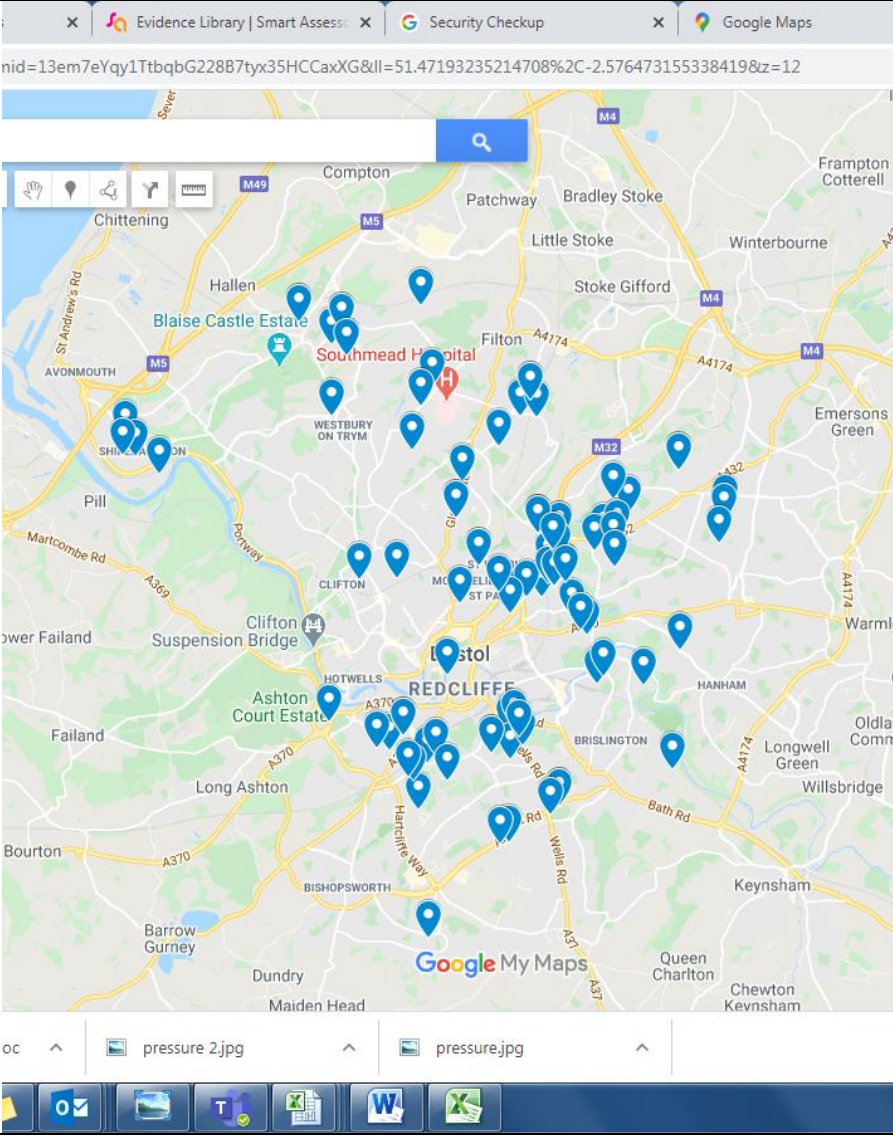
community to talk with when needing support	<p>people. These events have halted during COVID. All the Arabic and African families have made friends with at least one other family from the scheme, the Persian families have made friends with other Persian families in Bristol.</p> <p>In terms of asking for support, some families are concerned about a lack of confidentiality around difficult issues, and sometimes prefer to seek support from their English befriender whom they know is not linked into community networks</p>
% able to use social media to retain or develop social contacts with relatives and friends	Every family is given a sim card on arrival to enable them to contact family. All families on the scheme are in contact with family using social media. Every family has wifi at home if they keep up the wifi monthly payments.
% reporting having friends with similar backgrounds	All families have local friends as well as friends from the scheme. Afghani, Iranian, Kurdish, Iraqi, Somali, Sudanese and Syrian local people have contributed to the welcome for local people
% participating in a community organisation or involved in religious group	<p>Two Christian families are actively involved with a local church, two Christian families make occasional visits to church. All Muslim families are introduced to their local mosque if they express an interest in joining a place of worship.</p> <p>The Home Office Survey in October asked Have you taken part in any groups, clubs or organisations within last six months with people from your own community and/or people from the local community.</p> <p>18 adults reported they had taken part in groups with both communities, 3 adults reported they took part in groups outside of their own national or ethnic community and 3 adults took part in groups within their own national or ethnic community</p>
Social bonds across groups	
% participating in youth clubs, childcare facilities, sports clubs, trade unions and other organisations	4 children from 4 families access toddler groups
% local people reporting having friends from different backgrounds	<p>All adults aged over 18 invited to have a befriender on arrival in the UK. Some people feel intimidated by needing to speak English and they respond better to having a befriender in year 2 rather than year 1. Bridges for Communities have been flexible about providing bfrienders after an initial offer is refused. Most befriending relationships are friendships which last beyond the 12 month initial commitment.</p>
% confident to ask their neighbours of all backgrounds for help	As a short survey, 14 out of 25 families have regular contact with neighbours
% reporting sense of 'belonging' to neighbourhood and local area	All families feel a connection to Bristol and all except two families who expressed a desire to move, would prefer to stay in the area where they are currently living
% volunteering/helping in the community in the past month	In the Home Office evaluation, 21 refugees reported being involved in volunteering in the past 6 months .
Community celebrations that bring together different ethnic backgrounds	The families attend monthly social events and peace feasts which bring the families together with local families. Some families attend the Community Iftar in St Marks Road. Most families attend the Islamic Cultural Fayre in August.

Existence of organised groups such as cities of sanctuary and welcome groups

Bristol is a City of Sanctuary with a vibrant refugee sector, VPRS adults attend refugee women of Bristol, Bristol Refugee Rights and Bristol Hospitality Network. Four people volunteer for Aid Box Community. Ten women have participated in the Karim Kitchen catering company, serving at local festivals and workplaces.

Prevalence of residential segregation (by ethnicity) in the local area

The resettled families are spread across Bristol



% registered to vote

People with refugee status are not entitled to vote in general or local elections

% having awareness of procedures for complaining about goods and services

All families are informed in Arabic from arrival of their right to comment on services, information in Arabic about what to expect from the resettlement process and how to complain is included. Support workers advocate on behalf of families to the manager, raising issues and concerns. The team meet weekly to discuss issues arising and ensure specific needs are considered. As a team we balance the need for equity and consistency across families with opportunities and offers from the community which can only benefit some families. We have developed policies and translated these to help families to understand the decisions taken by the team, for example

- Hospitality and Gifts
- Move On accommodation

	<ul style="list-style-type: none"> • Responsibility for Repairs and Maintenance • Rent policy <p>A survey is conducted based on Home Office questions, twice a year. A survey inviting families to help to plan future services is undertaken once a year</p> <p>A number of families confide in their befrienders, ESOL volunteers or with staff at Bridges for Communities, who reassure families that their complaint or concern will be considered by the Syrian Resettlement Team manager and they will not be victimised.</p> <p>The Syrian Resettlement Team manage 76 properties, all tenant are encouraged to report repairs and the Project Manager-housing undertakes six monthly inspections which is another opportunity for families to complain</p> <p>Most families do complain to the manager at some stage in their resettlement journey. One family complained to the director, their MP and the Ombudsman.</p>
Adult literacy rate	
<p>% participating in ESOL (English for Speakers of Other Languages) classes</p>	<p>All families are invited to participate in Community ESOL classes from arrival in the UK. The classes have crèche provision and all families attend.</p> <p>51 households attend ESOL at college twice a week 11 families attend community ESOL twice a week Four families have an ESOL volunteer visiting their homes, one family would like to be matched with a volunteer who can visit them at home to help with ESOL. Two families do not attend ESOL.</p> <p>Each summer 30 students are invited to an ESOL summer school to accelerate their learning with an ESOL teacher who speaks Arabic and can answer their questions about grammar.</p>
<p>% progressing to ESOL Entry level 3 required to apply for British citizenship</p>	<p>In the Home Office evaluation of people who have lived in the UK for 18 months or less, 24 people had progressed to ESOL entry level 3 or higher and 17 adults who arrived more than 18 months ago have ESOL Entry level 3 or higher in English. All 35 people who attended college aged 16-19 have entry level 3 English or higher</p>
<p>% reporting satisfaction with local ESOL provision (or equivalent)</p>	<p>In a survey of 32 students people appreciated ESOL but struggled with online learning</p> <ul style="list-style-type: none"> • I like the studying but needs directions for studying online. Should be full time • yes lessons are good • We used to go two times a week and as it is all in English and the way they explain things is better. • It is only 6 hours a week. Lots of the students talk a lot and it is chaos • Before online learning the classroom is very good. The teacher is friendly and helpful • The lessons are good. • Better in the class rooms. Online is a problem and can't discuss online • when we are in the class. • It is very good. Now we do it on video but just one hour, need to learn more for english

	<ul style="list-style-type: none"> • I'm not enjoying it. Just six hours a week. Level is low. My writing has improved but reading and listening I need more challenge. I would like tests for level 2 • I am committed and I go on time but it is only 2 days a week and there are lots of bad things. So the time is very short, 3 hours and break. A lot of students. No one to one time with teacher because shortness of time and large class size. • yes very good • good ESOL course . I was thinking about my future to learn computer programme • Good. We need more practice in speaking
% people who do not have English as a first language reporting ability to hold simple conversation with a local language speaker (e.g. a neighbour)	In the Home Office evaluation of people who have lived in the UK for 18 months or less, the responses in October 2020 to the question <i>How well can you speak English?</i> are: Very well 4 Well 50 Not well 41 Not well at all 32
Clear signposting and appropriate progression pathways through ESOL/equivalent levels, between different providers and between formal and informal provision	In 2018 the Bristol ESOL Network agreed to support a Single Assessment Framework for ESOL, ensuring students' assessments can be transferred across different providers and progression can be tracked as a city. Each learner has their progression profile aligned to an employment profile which is updates as their English improves. The programme is funded by the Controlling Migration Fund, managed by the Ministry of Housing, Communities and Local Government. The ESOL Network is supporting WECA to develop a Bristol ESOL commissioning strategy.
% understanding, and applying, UK law pertaining to everyday life (e.g. parenting responsibilities, employment and property rights, behaviour in public spaces)	Bridges for Communities offer a Cross Cultural Training Course. The trainer is UK British born, has fluent Arabic and has lived in the Middle East and in other parts of the world. The session is two half day sessions and includes a visit from a PCSO to explain hate crime and UK laws. The course includes a focus on what constitutes domestic abuse and how to report and also covers the ethics of public service (safeguarding, ethics and avoiding exploitation)
Digital	
% reporting confidence in using technology to access digital services	Since the March 2020 lockdown, the Syrian Resettlement Team have worked with families to understand the importance of digital devices, in addition to SMART phones, to enhance their own and their children's education. The team surveyed families' access to digital devices. All families have wifi and access to at least one SMART phone in the house, everyone over the age of 16 and all except 3 adults have their own SMART phones. The team aimed to encourage families to contribute to funding at least one tablet or laptop to use for ESOL lessons at college and for the children's homework Eleven families arriving prior to lockdown were given a reconditioned tablet to enable the children to communicate their schools. All 16 year olds have their own SMART phone 24 people who took part in the 2020 summer school bought subsidised reconditioned laptops with an extended repayment plan, 7 other families bought subsidised reconditioned laptops.

	<p>Eight people attending community ESOL have been given a tablet. Only four families with children do not have access to a laptop or tablet to our knowledge, but these families have been in the UK for over three years and are able to purchase digital devices if they choose. Adults living alone may only have a phone to access ESOL but they are able to purchase digital devices if they choose</p>
% reporting confidence in using technology to communicate with friends or family	<p>In an ESOL survey with 30 families in June 2020, families felt online learning was less effective than face to face learning.</p> <p>In a survey of 20 families in November 2020, families reiterated their concerns that their English progression has been disadvantaged by online learning</p> <p>Bilingual teaching assistants and Resettlement staff have worked with families over the lockdown period to enable them to be proficient at communicating online. Specific attention has been given to supporting adults to access ESOL .Staff use telephone interpreting and whats app video to help clients to access services and complete online forms</p> <ul style="list-style-type: none"> • All families are using Zoom, Google Classrooms or teams to access ESOL at home. • All families can support their children to access online learning and communicate with schools
% accessing digital training courses	<p>30 people attended the summer school which included digital skills and 16 people are attending community ESOL lessons. All other families are attending City of Bristol College which has blended learning, with at least one lesson a week being online</p>
% with personal access to internet (including mobile data)	<p>100% of families have access to wifi and mobile data.</p>
% over 16 with smartphone or computer	<p>100% have their own SMART phone</p>
Safety	
% reporting trust in the police	<p>In a survey in November 2020 the families reported feeling safe and confident in authorities.</p>
% women reporting sexual victimisation and/or domestic violence	<p>Unable to disclose due to small numbers in the cohort</p>
% reporting feeling fearful or insecure	<p>One person reported feeling fearful of someone who was known to her. We installed a video door bell.</p>
Self-reported feeling of safety when walking alone outside during the day/night	<p>Women in 30 families do not leave the home very much. Whilst this is related to illness and disability, there is an underlying lack of confidence to leave the house alone. This is being addressed through confidence building with support workers, running confidence building courses and through the Walk with Me initiative</p>
% reporting experience of racial, cultural or religious harassment or incidents	<p>Since 2016,</p> <ul style="list-style-type: none"> • one landlord withdrew the offer of a house because neighbours did not want refugees in their street. • there have been problems with neighbours for five households, where neighbours aligned their complaints to the families' ethnicity, and one case was reported to the police and SARI. <p>Neighbours complained about families in seven other properties but their complaints did not relate to their ethnicity or religion.</p>

	Two families moved due to problems with neighbours or people from the local community
% reporting a hate crime	Two families have made reports to SARI
% school-age children reporting experience of incidents of bullying or racist abuse in schools	A number of children have experienced bullying and harassment at school but most cases were dealt with effectively. In two cases, the children left the school due to problems with bullying.
% stopped and searched by police	One person was stopped and searched, the police explained it was a case of mistaken identity. The sixteen year old was frightened by the incident.
% arrested and/or charged with a crime	Two people were arrested for a crime. Five families have been charged with traffic violations.
% reporting stable (that people can remain) residence in their current housing	We are unable to assure families that their tenancy can continue after the five year programme ends.
Number of families being reunited through family reunion procedures	Two families have successfully applied for children under the age of 18 living in Europe, to be reunited with the parents in the UK. Two other families are pursuing family reunion where the family member has been located but have been unable to bring the mother or child to the UK using family reunion. Two other people are trying to reunite with husbands who have been located since their arrival in the UK. Many families would like to be able to have family reunion with parents and adult children, to support them. This is not possible through the scheme or through immigration processes. One family has used the visa process to be visited by family members.
% with secured immigration status (i.e. permanent leave to remain)	Refugees who arrive under the VPRS or the VCRS are granted refugee status with five years leave to remain. After five years they may be eligible to apply for indefinite leave to remain, and subsequently British citizenship, if they meet the requirements. A contract with Avon and Bristol Law Centre has been agreed to provide resettled refugees with immigration advice and support to apply for immigration status when their refugee status lapses