

Insight Hub Bulletin 17

- **Ukraine Arrivals**
- **Rwanda Offshoring**

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PLEASE NOTE: The data in this bulletin is based on the responses from organisations who participated in the survey. The sample group is small and therefore the results shown in this report may contain bias and should be used as indicative only. Please contact the Hub team for any validation and verification required.

KEY MESSAGES – UKRAINE ARRIVALS

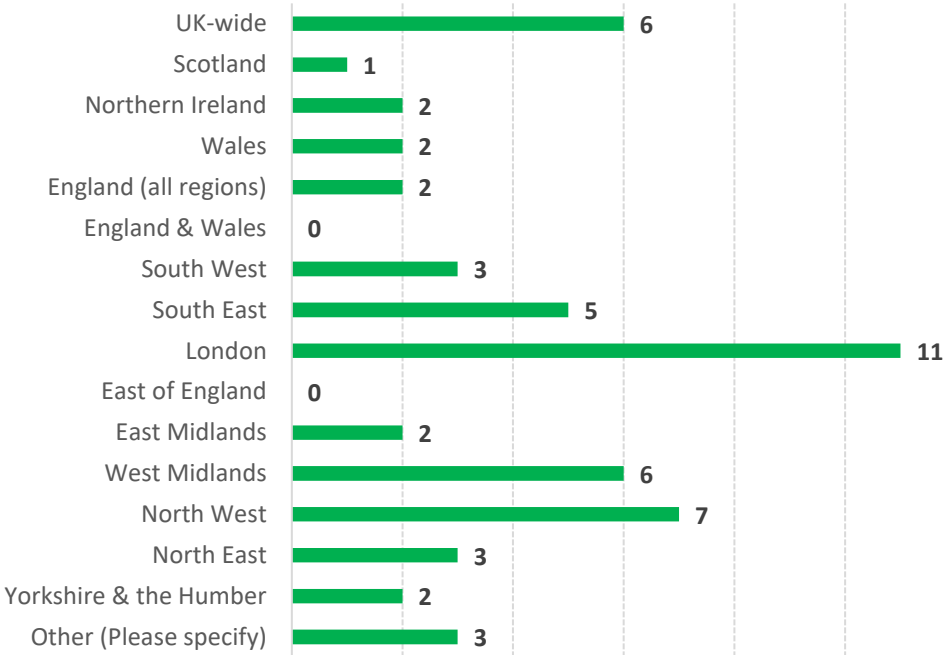
- Currently most Ukrainians being supported by organisations have entered through the **Homes for Ukraine** scheme
- **Key gaps** for Ukrainian arrivals include:
 - Limited trauma support
 - Lack of joined up services
 - Knowledge gaps of hosts about access to services
 - Limited legal advice and support
 - Lack of information and advice about visa conditions
- **Key concerns** for Ukrainian arrivals include:
 - The need for move-on services and support for failed hosting arrangements
 - Homelessness and risk of homelessness for those who come in through the Homes for Ukraine scheme
 - Lack of safeguarding measures in place and have outlined key recommendations
- **Services to non-Ukrainian clients have been impacted** due to decreased capacity, decreased funds in some cases (although increased in others), increased workload and increased client numbers
- **Many new connections have been established** as the sector comes together again to respond and work with local authorities. There is a great desire for collective working and partnership development.

KEY MESSAGES – RWANDA OFFSHORING

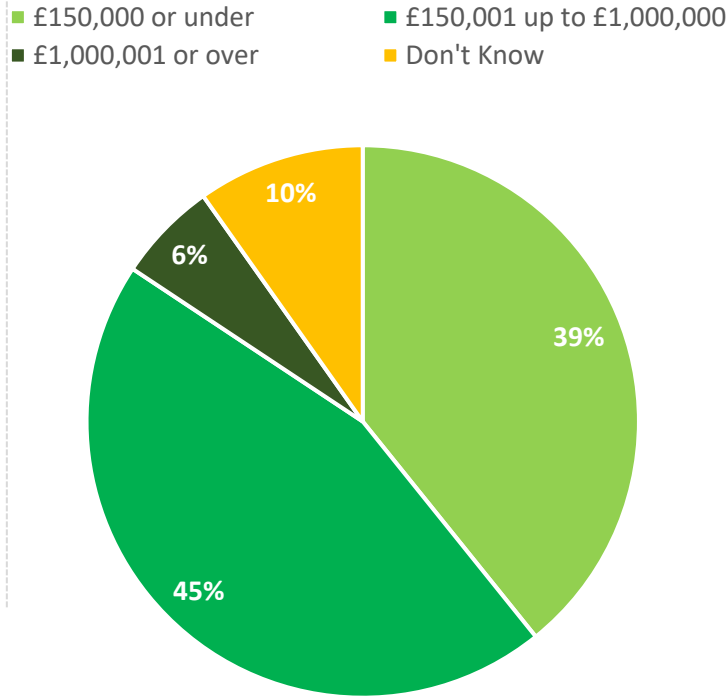
- There is **significant fear and anxiety** amongst people seeking asylum about the prospect of being removed to Rwanda
- People do not want to even try to claim asylum and are very **concerned about family members** who have yet to try and come to the UK
- Reports of people **absconding from hotels and accommodation**
- Questions about why Ukrainian refugees are treated differently compared to those from other countries and comments about the racist approach of the government.

TOTAL RESPONDENTS: 45 ORGANISATIONS

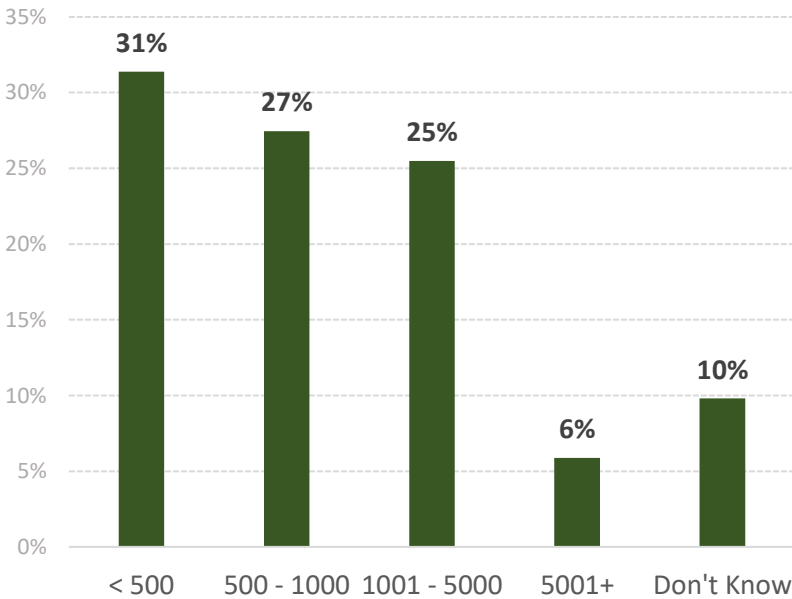
LOCATION OF ORGANISATION’S SERVICES



ORGANISATION’S ANNUAL TURNOVER



APPROX. NUMBER OF PEOPLE SUPPORTED BY THE ORGANISATION (INCLUDING CHILDREN)



SOURCE: Data taken from Hub Survey 17 28/4/21 to 10/5/21

52% of respondents are responding to the Ukraine crisis (24)

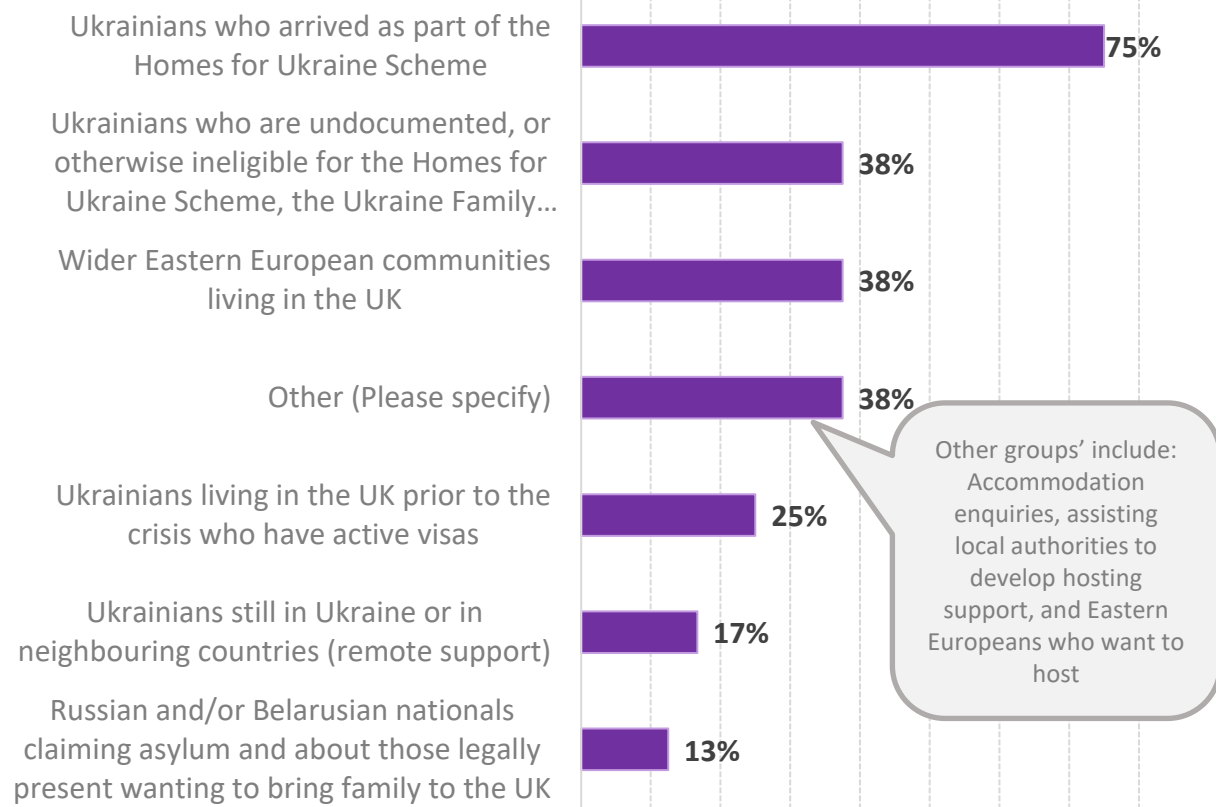
The number of Ukrainians being supported ranges from 2 to 3 families in the UK to 1,500 still in the Ukraine being supported remotely

Gaps for arrivals include:

- Limited trauma support and lack of joined up services
- Hosts have limited knowledge to support guests receiving benefits and school admissions
- Limited legal advice and migration support, and need for realistic information and advice about visa conditions
- Need for move-on services and support for failed hosting arrangements especially as people do not have refugee status
- Realistic information and advice for unaccompanied illegal entrants (prior to the war) about their situation in the UK as well as individuals who are stateless, undocumented and/or at risk of statelessness.

Some respondents praise the system for Ukraine refugees saying it is working well and people are being processed quickly when they arrive

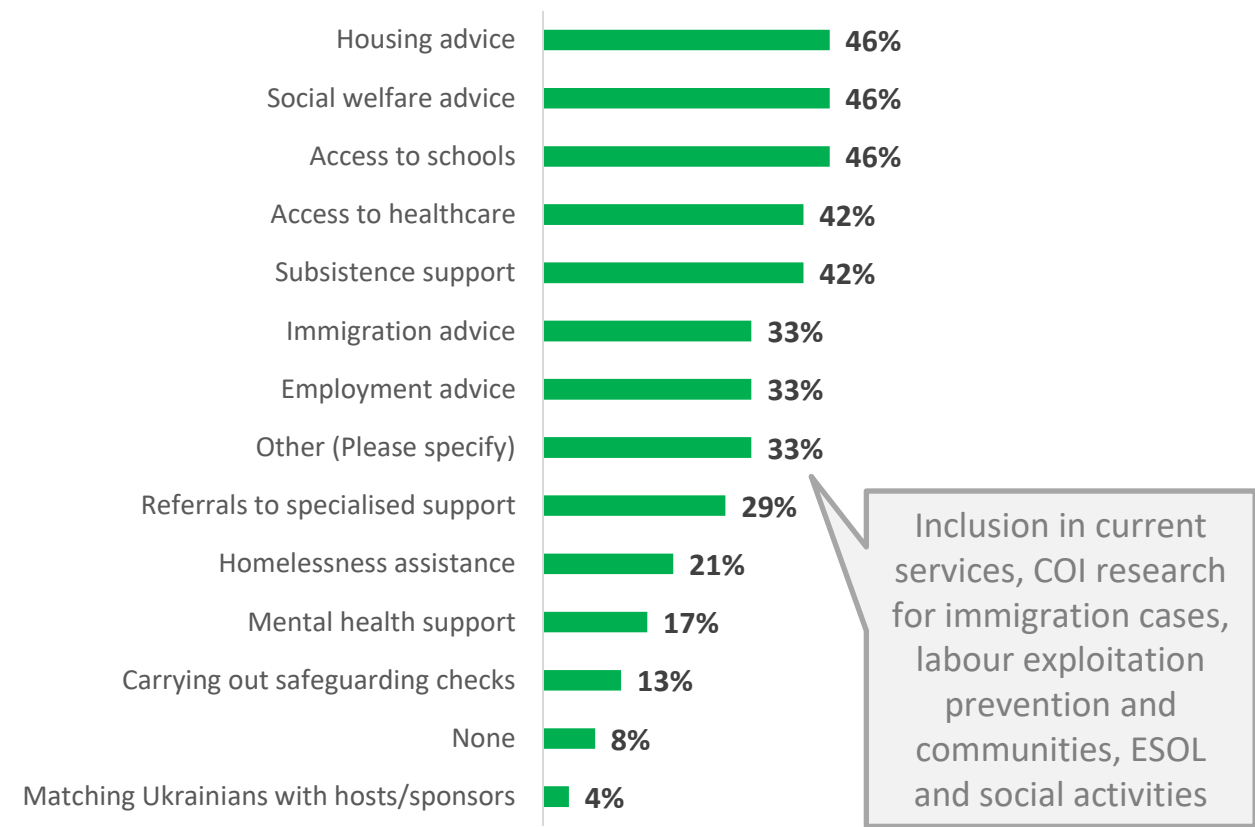
The main groups of Ukrainians being supported are:



- **4 respondents state they have Ukrainian clients who are currently seeking asylum and arrived after the war started. They entered the UK on a tourist visa, student visas or unknown.**
- **Gaps in needs amongst Ukrainians who are undocumented, or otherwise ineligible for the Homes for Ukraine Scheme, the Ukraine Family Scheme, or the Ukraine Extension Scheme are: Limited immigration advice; Lack of financial support; Overcrowding in properties; Trauma; Limited information and support on how to apply for the schemes**

What support is your organisation offering to Ukraine arrivals?

Most organisations are providing housing advice, social welfare advice and supporting access to schools, healthcare and subsistence support



Do you think you will have capacity to provide support for additional Ukrainians as they arrive in the UK?

25% of organisations do not have any capacity to support further Ukrainian arrivals; 33% are unsure



SOURCE: Data taken from Hub Survey 17 28/4/21 to 10/5/21

UKRAINE ARRIVALS : HOMES FOR UKRAINE SCHEME (1)

ONLY 4 ORGANISATIONS ARE DIRECTLY INVOLVED IN THE HOMES FOR UKRAINE SCHEME WITH OTHERS EXPRESSING CONCERNS

Main issues related to the Homes for Ukraine scheme:

1. **Risk of homelessness** for Ukrainian arrivals under the scheme (75%)
2. **Delays or complications** with issuing of visas (50%)
3. **Lack of/unclear communication** with Government agencies (50%)
4. **Breakdown of relationship** between Ukrainians and sponsors post-arrival (50%)
5. **Safeguarding concerns** (50%)

Two respondents highlight families whose host relationships have broken down, and who do not know what to do leaving them vulnerable as there is no clear process to follow

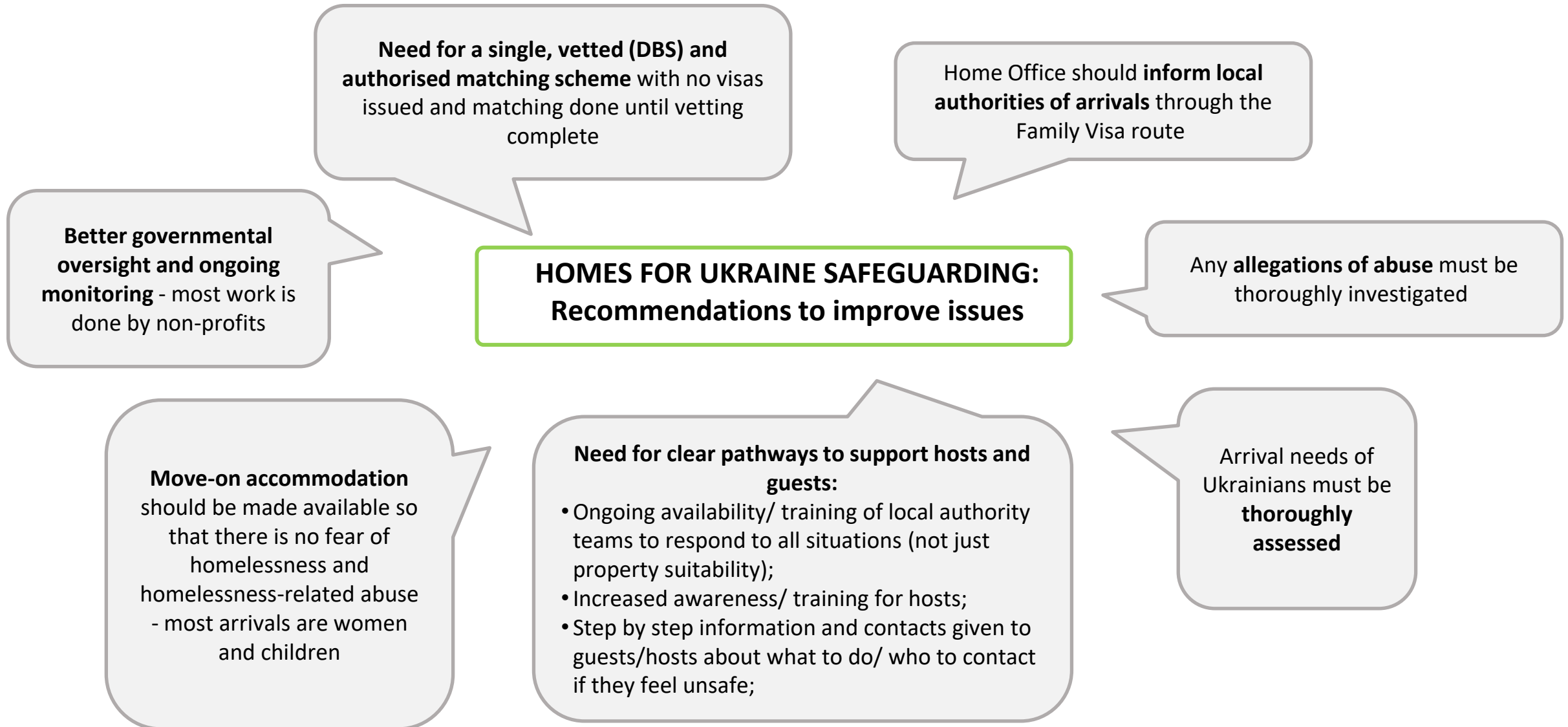
"We would like this to scheme to be open to all those refugees and asylum seekers already here and not just Ukrainians - it is painful to see children realise their skin is the wrong colour for them to welcomed; get a school place; a family home"

"The system of matching is not working and people are finding routes around this which creates greater risk of exploitation. [Issues include] lack of feedback to hosts once they have signed up; delays in issuing of visas ; lack of up front funding to enable local authorities to respond (e.g. volume of pre arrivals property checks)."

"[The scheme] is very risky and it should be an option only for the minority of guests who pass safeguarding test. The reminder should be offered some sort of housing, welfare and health support akin to the asylum support."

UKRAINE ARRIVALS : HOMES FOR UKRAINE SCHEME (2)

WHILE ONLY 9% OF ORGANISATIONS HAD DEALT WITH SAFEGUARDING ISSUES, 50% OF ALL ORGANISATIONS (INCLUDING THOSE NOT DIRECTLY INVOLVED) BELIEVE SAFEGUARDING IS ONE OF THE MAIN CONCERNS OF THE SCHEME.



45% OF RESPONDENTS HAVE STATED THAT RESPONDING TO UKRAINE CRISIS HAS IMPACTED THE OTHER SERVICES THEY PROVIDE

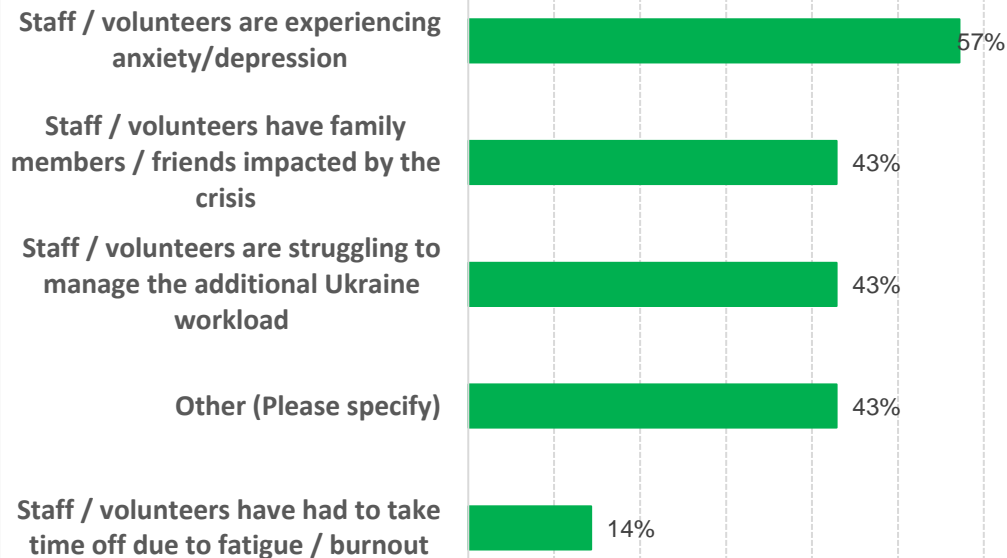
IMPACT ON OTHER SERVICES/ CLIENTS

- ❑ Decreased capacity to respond to other issues
- ❑ Decreased funds: Receiving less donations as supporters have directed their support to Ukrainian response programmes
- ❑ Increased funds: Helped increase funding for work in Cyprus and Greece
- ❑ Increased workload: Plans rescheduled/delayed, work hours extending beyond paid hours, increased queries by email from hosts looking for local support and advice, increasing demand on our emergency funds; adviser and support time and immigration advice time.
- ❑ Increased client numbers: It has increased our number of service users so we have used up our supplies quicker.



IMPACT ON STAFF/VOLUNTEERS

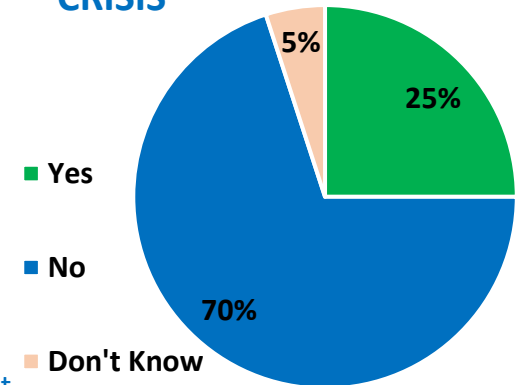
- ❑ **35% of organisations** say their staff have been impacted by the recent Ukraine crisis



- ❑ Other issues include concern over the future needs and if there will be surge in people requiring support.

FUNDING FOR UKRAINE CRISIS

- ❑ 70% of respondents have not received any extra funding for supporting the Ukraine response whilst 25% had.



CHANGES IN SUPPORT TO NON-UKRAINIANS FROM GOVERNMENT SERVICE PROVIDERS

- ❑ 55% of organisations have noticed changes in support provided to non-Ukrainians from government service providers as the focus has shifted to this new crisis.

What approaches does your organisation have in place, if any, to address wellbeing issues?



Monthly clinical supervision for frontline staff

Limits on the number of new referrals we can process each month

Line managers pro-actively check workload and priorities in their teams each month

Staff receive some extra time off

Six-monthly wellbeing survey

Staff are provided with emotional support when it's needed

Wellbeing action plans

Support and supervision meetings geared towards reflective practice.

Strict about taking TOIL swiftly

Safeguarding and wellbeing workshops

Active mental health first aider in place

Make mental health support available to clients available to staff too

Regular review of assessment procedures and workflows to amend processes that may cause anxiety, stress and burnout.

Regular check ins

Flat leadership

ADDITIONAL SUPPORT NEEDS FOR ORGANISATIONS IN LIGHT OF THE MULTIPLE ONGOING CRISES IN THE SECTOR:

FUNDING

- ❑ More funding to address constant new needs
- ❑ Access to emergency funding should be continued but with an increase in funding periods, especially during times of continuous crisis.
- ❑ Less movement of resources from one crisis to the next by the Government and expecting the sector to have the resources to just respond to everything

HOME OFFICE & LOCAL AUTHORITY SUPPORT

- ❑ Signposting needed from local authorities or Home Office for which organisations are supporting the process, and for promotion of their referral mechanisms so that clients can get help.
- ❑ More capacity to help build and improve partnerships within sector and with local authorities/ home office e.g. answering host queries takes time away from our most needy - asylum seekers and newly granted homeless refugees

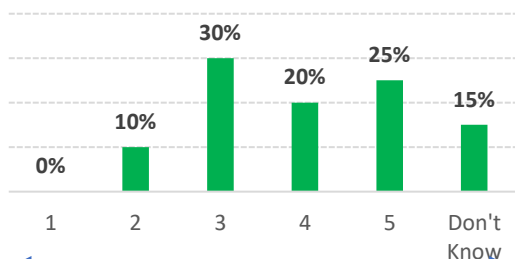
ORGANISATIONAL DEVELOPMENT

- ❑ Training for organisations, including reflective practice tools for staff
- ❑ Professionalise sector through industry codes of conduct and pay scales to tackle ongoing recruitment and retention crisis.
- ❑ More collaborative support between organisations including sharing information and good practice and being united in campaigns.

LOCAL AUTHORITIES

70% of respondents said that they were connected to their local authority in the area where you are supporting Ukrainians:

- **Some orgs report improved relationships with local authorities** – “Despite the lack of clarity, our local council has shown a lot of willingness to work with the voluntary sector on its response. This is a huge change to our previous working relationship, and we can see new opportunities for improvements in support for all refugees further down the line”
- **Recognition of strain on local authorities**
- **Slow response from some authorities** – due to lack of national clarity
- **Confusion over responsibilities to refugees** – local authorities assuming safeguarding concerns would be handled by charities
- **Proactive local authorities seeking advice from sector**

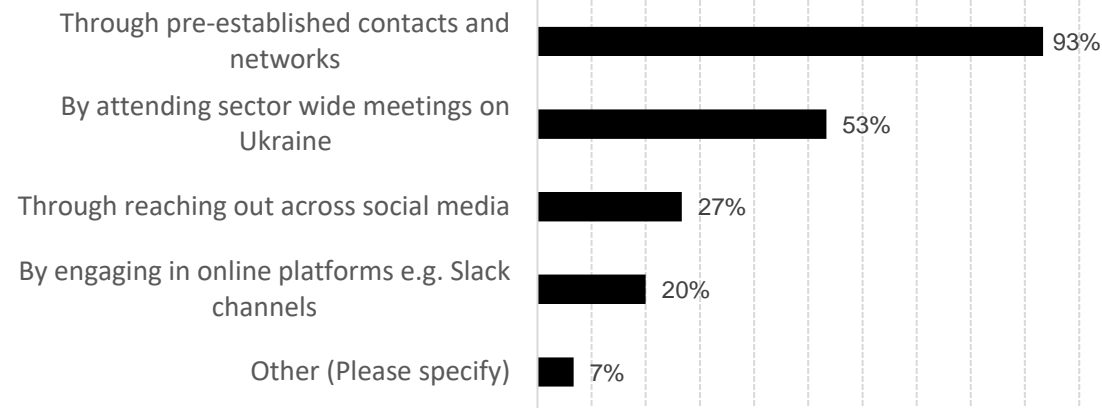


Scale - 1 being not satisfied at all and 5 being extremely satisfied

NEW CONNECTIONS

75% of respondents said that they had been able to make new connections and access various types of support from other partners in the voluntary sector

How were these new connections established?

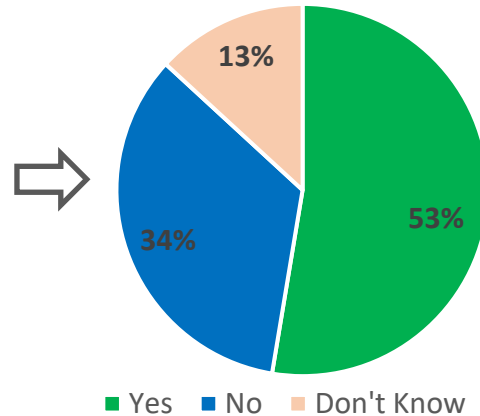


Tools or approaches that would allow organisations to be more connected and establish partnerships include:

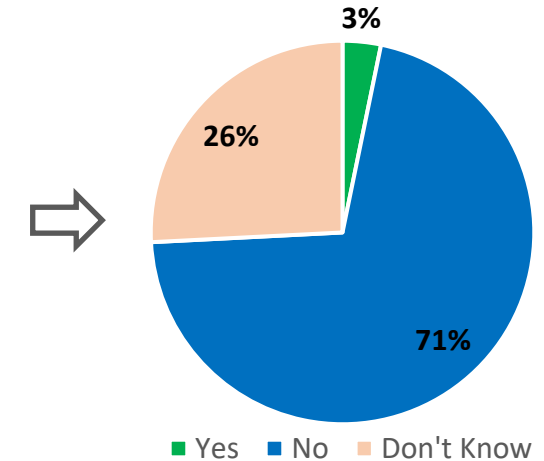
- Focus on solid coordination and cooperation work
- Need to address visible split between migrant and refugee organisations to cooperate better
- A directory/hub of organisations and the services they provide especially at regional levels
- Collective analysis of cross local authority funding or funding projects that allow multiple orgs to share the load between participating orgs
- Great desire to work together - shortage of time and stretched capacity preventing relationships being formed
- **EXAMPLE:** Do not assume that if Ukraine Arrivals are Europeans, they don't need any refugee expertise e.g. European migrant charities tend to be focused on EUSS rather than refugee support

53% OF ORGANISATIONS REPORTED THAT THEIR CLIENTS ARE CONCERNED ABOUT THE RWANDA OFFSHORING PLANS

Have any of your clients expressed concern around the Government's plans to offshore people seeking asylum to Rwanda?



Have any of your clients been notified by the Home Office regarding removal to Rwanda and/or been removed to Rwanda already?



ORGANISATIONAL CONCERNS

Poor human rights in Rwanda: *"Rwanda is not safe for LGBTQI+ people: the FCDO website says LGBTQI+ people are abused by local authorities and LGBTQI+ people have fled Rwanda to the UK."*

Mental health implications: *"People who fled from war or other crisis because they do not feel safe there...now in the UK feeling safe and all of sudden their right to choose where they would like to live [is under threat], and they will be transported to Rwanda without given the right to choose."*

People seeking asylum going 'underground': *"Some people in the emergency hotels are absconding. We heard yesterday of an Iranian man being issued with a letter saying he will be sent to Rwanda but he has yet to turn up at our office despite being referred here"*

People being afraid to seek asylum: *"Two individuals approached us last week who had not yet claimed asylum. They were worried that once they claimed they would be sent to Rwanda, and this had been something that was delaying their approach to the Home Office to claim asylum."*

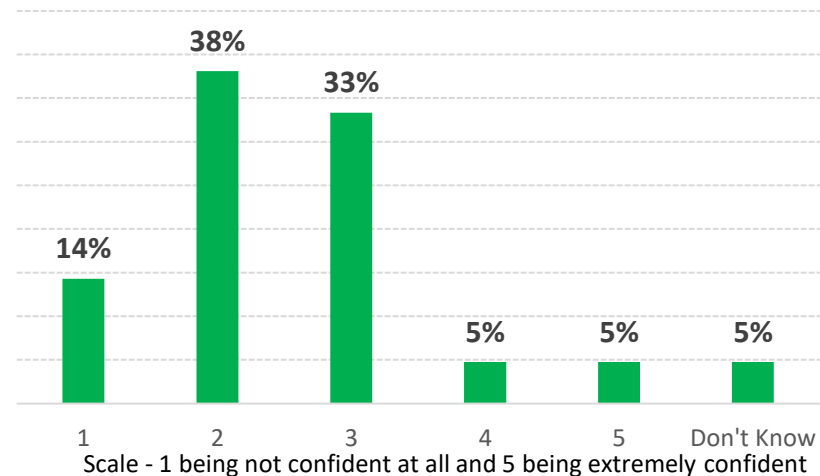
CONCERNS AMONGST PEOPLE SEEKING ASYLUM:

- **Significant fear and anxiety** about whether they will be deported (Single men in hotels and people who have not yet had their screening interviews are especially anxious)
- **Concerns about family members** who haven't made it to the UK yet
- **Frustration about differential treatment** and levels of support for Ukrainian refugees vs other refugee communities

How is your organisation responding to these concerns?

- Developing a **briefing document** outlining the details and addressing concerns;
- Holding **workshops and info sessions** with clients
- Providing **reassurance**
- Facilitating access to **legal advice**
- Engaging with **national protests**

How confident are you that your organisation will be able to respond to Rwanda offshoring actions (e.g. helping to fight deportations, providing legal advice)?



PRIORITY NEEDS AND NEXT STEPS:

*"We need to have **one rule for everyone** - this policy is lowering standards of fairness and equality and the resurfacing of policies created for some groups "*

*"Access to **specialist immigration advice** to help anyone in this situation"*

*"We need a **clear response for clients** that will be useful for all organisations working with asylum seekers"*

*"Clarity on what will happen to **unidentified minors and other vulnerabilities** at port"*

*"We may take to the streets in despair very soon...we need **mass action**"*

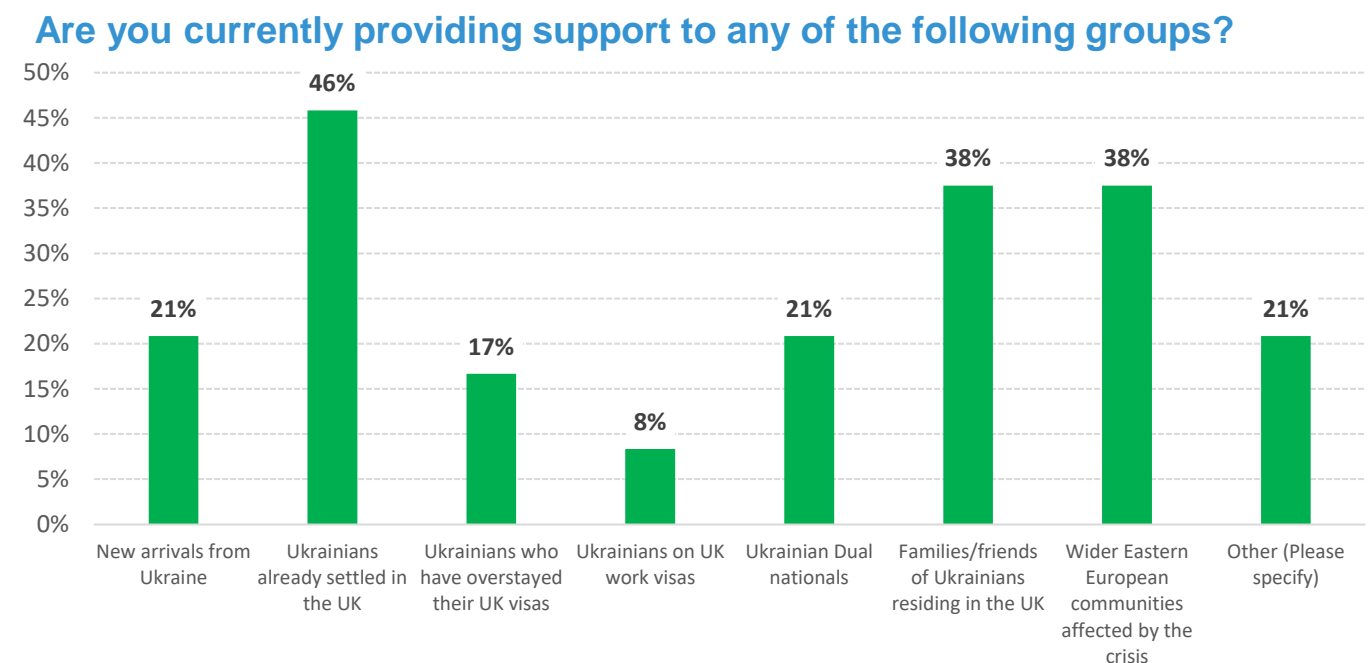
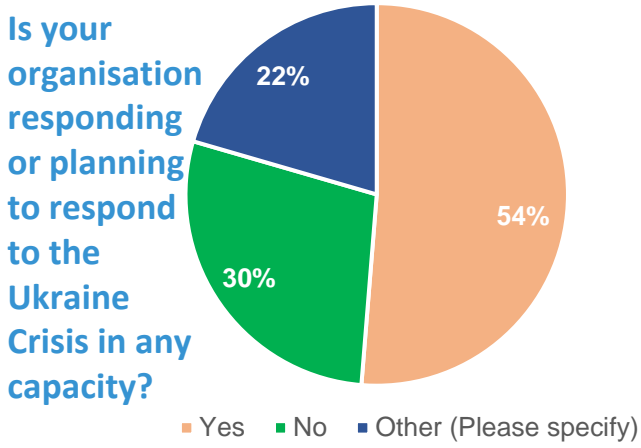
ANNEX 1: DATA FROM SURVEY 16

ANNEX 1: DATA FROM SURVEY #16: UKRAINE CRISIS (1)

54% of organisations (20) are responding or planning to respond to the Ukraine crisis

ORGANISATIONS ARE GETTING READY TO RESPOND BY:

- Hiring translators and outlining key roles needed from immigration support to trauma counselling
- Looking for Ukrainian/East European speaking volunteers
- Setting up a dedicated email for enquiries and eventually a helpline, to offer legal advice and assist people who used to live in the UK and have family members settled with (pre-) settled status in the UK to come and live here.
- Establishing partnerships with other organisations to provide united support
- Highlighting needs of specific communities e.g. 400,000 Roma community in Ukraine of which 35,000 have no ID
- Looking to ensure all refugees are treated the same including those that may come from Russia and Belarus



CONCERNS AND CHALLENGES

- **CAPACITY CHALLENGE:** New Refugee scheme would be difficult to support due to limited infrastructure such as hotels. Capacity within organisations due to limited funding and staff numbers. The lack of guidance from Home Office already evident even before new arrivals.
- **MENTAL HEALTH:** Great need for emotional support for incoming refugees
- **NEW LEGISLATION:** Concerns about Clause 11 of the Nationality and Borders Bill that would criminalise Ukrainian asylum-seekers who arrive through irregular means.
- **LANGUAGE BARRIERS**

“We used the Ukraine Scheme online application form at the weekend and the system was crashing and overall it was ridiculously slow to fill the form - over two hours. 2) The Visa Application Centre only accepts documents in pdf format, the family that we were helping in Ukraine only had images of documents taken with their mobile phones. We had to ask for the evidence to be sent to Settled, then we at Settled had to print the images as pdfs and only then we were able to upload all the evidence”

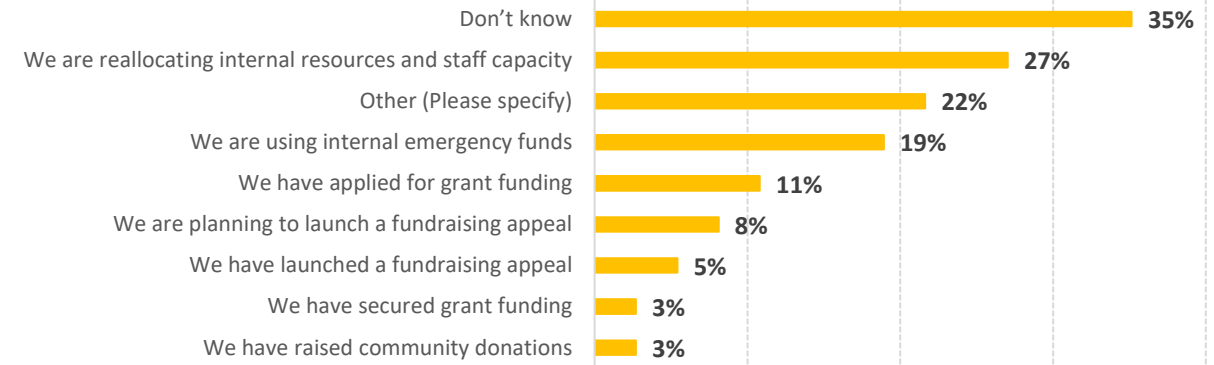
Survey 17 28/4/21 to 10/5/21

ANNEX 1: DATA FROM SURVEY #16: UKRAINE CRISIS (2)

ORGANISATION NEEDS: Is there any additional support that you think could be provided collectively to organisations to help them respond to this situation?

- Information on refugee numbers and their needs (e.g. healthcare (physical and mental))
- Clarity on status, entitlements and the support system which Govt expects Ukrainian nationals to be able to access.
- Clear guidance on access to work, benefits, healthcare and education
- Training and information sharing on the complexities of Ukrainian immigration issues
- Creation of networks of different organizations, areas of operating and provision of services especially legal advice
- Documentation of human rights abuses suffered
- Translation services
- A dedicated help line for charities and local authorities open 7 days a week - similar to the EU Settlement Scheme Resolution Centre Helpline
- Legal Drop-in Service

How are you resourcing / funding your response to the Ukraine crisis?



Most organisations have not yet worked out how they will approach funding their response

KEY POINTS

- Desperate need for capacity and upfront resourcing as major concerns over lack of funding to respond, lack of staff capacity to provide support and/or plan a response, and lack of clarity about safe routes to the UK for Ukrainians. Sector is currently under resourced and overworked due to delays in Afghan resettlement and ongoing wider asylum support but despite this great evidence of organisations wanting to do everything they can
- Uncertainty about how exactly to respond therefore holding back on applications for emergency funding until needs are clear
- Concerns over great need for emotional/ mental health support for incoming refugees