Welcome

So what was my highlight of 2018/19? For me it had to be attending the musical Glasgow Girls. Amal Azzudin is an ambassador for us and one of the Glasgow Girls whose story is wonderfully told in this funny and moving show. The story once again inspired packed audiences with its message that we are all “Glasgow Girls” when we resist injustice.

A major and exciting change for me is that we have extended our reach as an organisation across Scotland. With the roll out of the UK Government’s resettlement programmes there are now families making their homes across the whole of the country and we are supporting local authorities to adopt best practice in ensuring that people feel welcome and supported.

This year we launched a number of new initiatives that we are very proud of. We opened a new office in Dundee where we now work with resettled families. We launched New Scots Connect, a unique, Scotland-wide network for communities working with people seeking safety. And, our communities team began an ambitious programme to help newcomers put down roots and build connections in Scotland.

I want to thank our talented and dedicated team at Scottish Refugee Council, who work collaboratively and with excellence, quality and respect every day to make Scotland a more welcoming country for all.

This past year we have seen the ongoing threat of evictions and destitution in Glasgow. The response in the city has been remarkable, and we have worked collaboratively with a wide range of organisations to ensure that people have access to the best support possible.

Together we are all Glasgow Girls and I encourage everyone to work together to welcome and support New Scots.

This has not been an easy year for many of the people we work with. Hundreds of people in Glasgow have spent the year with the threat of eviction hanging over them.

We have worked hard with many wonderful partners to hold Serco to account and to make sure people have access to the support they need.

My vision for the year ahead is for Scottish Refugee Council to be a catalyst for meaningful, positive change and, through collective action, to make sure refugee protection is upheld and maintained in this time of change.

Refugee rights, like human rights, begin at home. As an individual, could you offer your New Scot neighbour a Scottish welcome? As a service provider, will you find out all you can about the needs of the people you support? And as an employer, make sure you don’t miss out on the unique skills, potential and resilience that refugees have to offer. We’ll get through these difficult times if we work together.

“I pay tribute to all our staff, volunteers, supporters, clients and partners for their resilience”

Peter Lloyd
Chair of the Board of Directors

“We’ll get through these difficult times if we work together”

Sabir Zazai
Chief Executive
Our story

We are an independent charity dedicated to supporting people in need of refugee protection.

The people we work with have fled horrific situations around the world and come from countries where conflict is rife and human rights abuses common.

When people arrive in Scotland, a new journey begins. The UK’s asylum system is tough and takes its toll on individuals and families. Settling into a foreign country and a whole new system can be extremely disorientating and challenging.

We are here for people at a difficult time in their lives. Through our direct services we provide practical support, advice and a listening ear to help people rebuild their lives in a sustainable and meaningful way. We work with communities and community groups to develop a collective voice, to engage with policy and improve the quality of community life. We speak out against an unjust asylum system and campaign for policy changes that make a positive difference to people’s lives.

Our work unites us with a movement of people across Scotland and beyond who believe in the importance of solidarity with people forced to flee their homes.

We are proud to stand with people seeking protection and proud of the many ways Scotland’s refugee communities have enriched Scottish culture and society.

Join us

Help us make Scotland a more welcoming place for people in need of protection.

Donate
To make a donation and help make a difference, visit: www.scottishrefugeecouncil.org.uk/support_us/ways_to_donate

Volunteer
You only need a few spare hours a week to make a difference. To find out more, email us at: volunteering@scottishrefugeecouncil.org.uk

Fundraise
For more information about fundraising for Scottish Refugee Council or to talk over your ideas, email our Fundraising team at: funding@scottishrefugeecouncil.org.uk

Campaign
Visit: www.scottishrefugeecouncil.org.uk/campaign to add your voice to our campaigns.

Membership
Become a member of Scottish Refugee Council and have a positive impact on refugee issues in Scotland. Not only can you support our work, you can have a say in what we do. Visit: www.scottishrefugeecouncil.org.uk/support_us/become_a_member

Saleem, 20, is from the Bajuni Islands off the coast of Somalia. He has been supported by our team to access the education system, and is now studying HNC Cyber Security at West College Scotland.
Feroz’s story

Feroz, 21, is from Afghanistan. In 2015-16, he and his father cycled across the world to raise awareness of the situation in Afghanistan. He is now studying Community Development at the University of Glasgow.

“When we came to Scotland we were very lonely. I was familiar with the language but my father had no English at all. We didn’t have papers, and our family wasn’t here. My goal was to study but I couldn’t study at that time. In a new country, you have to start everything from zero – our situation was fine, it was good because we came here for safety, but difficult because we left our family and were worried about them, and we were trying to integrate here.

“Many things have changed. Scottish Refugee Council helped me to find my way through university applications. I’m now studying Community Development in second year at Glasgow University, and I work as an interpreter as well. Eventually my family was able to come here too, that is the biggest thing for me. They are all studying now – mother, father, siblings. Life is good now.

“My hope for the future is to gain my degree, and to study a postgraduate course in Politics.”
Rana’s story

Rana and her family arrived in Scotland in 2016 from Syria. They were the first Syrian family to be resettled in Hamilton. They have found comfort in their community and developing their business, and Rana has supported Scottish Refugee Council’s work as a Refugee Festival Ambassador and as a Speaker.

“When we arrived in Scotland, it was difficult for us. Neither Sameh or I spoke much English, and there was no community for us here. In Syria I had studied economics, and Sameh was in charge of a company with many people working for him. When we came here we were unemployed and didn’t speak the language. It was a struggle but things are better now.

“I am now studying an advanced Business and Accounting course, and my husband and I are looking to set up our own business in Glasgow – a café and community centre which will provide a space for the community to relax, and reflect our background with Middle Eastern décor and Scottish antiques. Our kids have picked up strong Scottish accents and are doing well at school. I am grateful every day that I am here.”

29

Our Family Keywork service held 29 events for families, to help people make friends and improve language and cultural understanding. The service supported 181 families, including 351 children.
Stop lock change evictions campaign

In August 2018, Serco announced plans to evict 300 people from their homes. This generated widespread opposition, high profile legal challenges and a huge grassroots response.

Our priority was to make sure those affected got immediate help and support. We hosted legal surgeries in partnership with solicitors from Just Right Scotland, Legal Services Agency, Latta Law and Co., and Shelter Scotland, to make sure people understood their rights and were able to consider their options. We pushed for policy change, worked to hold Serco and the Home Office to account and increased the capacity of our destitution team to cope with growing demand.

“I was shocked. One night I was in the gym, I went home and my door was locked. Serco had taken everything away. I didn’t know where to go, I didn’t have anywhere to sleep. I slept in a garden, I’ll never forget that.”

Hadi
Our year in numbers

10,499
Refugee Festival Scotland
10,499 people attended or participated in Refugee Festival Scotland events in 13 local authorities across Scotland.

32
Employability
15 people were employed by Starbucks through our joint pilot employability programme, and 17 people found jobs elsewhere.

15K+
Social Media
We reached over 15,000 followers on Twitter.

170
Community Development
170 community groups across Scotland joined New Scots Connect, our new Scotland-wide network of local communities, groups and organisations.

123
Volunteering
123 volunteers supported our work from 20 countries.

181
Family Keywork
Our Family Keywork Service supported 181 families, including 351 children.

200
Guardianship
Scottish Guardianship Service, in partnership with Aberlour, supported 200 newly arrived young people, 44% of whom had been trafficked or suffered multiple types of exploitation.

1,147
Refugee Integration Service
Our Refugee Integration Service helped 486 people long-term to find housing, education and employment.

664
Fundraising
664 individuals made a donation to support our work.

449
Training
449 people attended our training courses

170
Regional Integration Coordinators were hired to help build connections and strengthen integration across Scotland.

12 people from refugee backgrounds are part of our Refugee Advisory Group.

15K+
Social Media
We reached over 15,000 followers on Twitter.

123
Volunteering
123 volunteers supported our work from 20 countries.

We held 11 volunteering information afternoons to facilitate access to volunteering opportunities across Glasgow.

1,513
Telephone Helpline
Our telephone helpline dealt with 1,513 calls from clients and agencies.

1,147
Refugee Integration Service
Our Refugee Integration Service helped 486 people long-term to find housing, education and employment.

532 households who had recently been granted leave to remain got advice from our Refugee Integration Service – a total of 1,147 people.

98% of refugees experience homelessness at some point after receiving status.

449
Training
449 people attended our training courses

14 Public Training Courses and 9 external courses were delivered, including 3 newly designed courses.

664
Fundraising
664 individuals made a donation to support our work.

We helped 72 groups across Scotland host their own fundraising event.

123
Volunteering
123 volunteers supported our work from 20 countries.

We held 11 volunteering information afternoons to facilitate access to volunteering opportunities across Glasgow.

181
Family Keywork
Our Family Keywork Service supported 181 families, including 351 children.

We held 29 events for families, to combat isolation, support social connections and improve language and cultural understanding.

1,513
Telephone Helpline
Our telephone helpline dealt with 1,513 calls from clients and agencies.

532 households who had recently been granted leave to remain got advice from our Refugee Integration Service – a total of 1,147 people.

98% of refugees experience homelessness at some point after receiving status.

2018/19
Bringing communities together

This year we launched an ambitious programme to support and connect people right across Scotland. Our New Scots Integration Programme works with community groups from the Highlands to the Borders to make sure people seeking safety in Scotland are welcomed and included in local life.

New Scots Connect
In January 2019 we launched New Scots Connect, a unique Scotland-wide network of local communities, groups, and organisations all working to help people put down roots and build connections in Scotland. The network allows groups to share info and learn from each other so that refugee and receiving communities feel strong, informed, empowered, and that their voices are heard.

Resettlement support in Dundee
In October 2018, we expanded our Refugee Integration Service to Dundee. Working in partnership with the local authority and services in the area, we work with people who have been resettled to settle in and to go on to achieve their hopes and ambitions for life in Scotland.

The service provides one-to-one advice and support on all aspects of settling into a new place with the aim of giving people the best possible start to life in Dundee. Peer support helps people build their confidence and feel more at home in the city.

Once people have found their feet, we work with them to develop a plan for achieving their hopes and ambitions.

Finances

Income 2018/19
- Scottish Government — Strategic: 21% of 534,000
- Grants from Other Bodies: 18% of 455,672
- Scottish Government — Projects: 18% of 435,031
- European Union: 15% of 384,009
- Donations & Memberships: 8% of 208,294
- Local Authorities: 8% of 205,447
- Charitable Trusts and Foundations: 8% of 188,348
- Training, events and publications: 3% of 83,057
- Investment income: 1% of 9,486

Total: 2,503,344

Expenditure 2018/19
- Refugee and Asylum Services: 51% of 1,330,344
- Integration support for refugees: 31% of 802,629
- Research, advocacy and campaigning: 12% of 299,635
- Cost of raising voluntary income: 3% of 82,365
- Governance: 3% of 80,172

Total: 2,595,145

Thank you

We are extremely grateful to the following organisations and funders for all the support they have given us this year:

- Scottish Government
- Big Lottery Fund
- Esmee Fairbairn
- Oak Foundation
- Paul Hamlyn Foundation
- Creative Scotland
- UKRA – Asylum, Migration and Integration Fund (AMIF)
- Legal Education Foundation
- Foundation Scotland
- Glasgow City Council
- Dundee City Council
- Perth and Kinross Council
- North Lanarkshire Council
- Angus Council
- Celtic FC Foundation
- Seattle Foundation
- Glasgow Clyde College Foundation
- Santander Foundation
- Education Institute Scotland
- Shawbrook Bank
- Raw Material Arts Ltd
- King’s Theatre Glasgow
- King’s Theatre Edinburgh
- Perth Theatre – Horsecross
- Wheatley Foundation
- Victoria Williamson and Floris Books
Our supporters

Every year you find new and exciting ways to raise funds for refugees in Scotland. Your dedication never ceases to inspire us and we’d like to take this opportunity to say a huge Thank You to everyone who got involved.

Here are just a few of the wonderful individuals, groups and organisations who supported us this year.

Glasgow Girls
When the award winning Glasgow Girls returned to the stage in January 2019, an amazing army of staff and volunteers helped us organise bucket collections at 17 performances across 3 weeks in Glasgow, Edinburgh and Perth. It was a massive effort from everyone involved and we raised £4,048.

A Mighty Stride
In April, 17 people signed up to the Glasgow Kiltwalk and challenged themselves to an epic 23 mile walk from Glasgow to Loch Lomond. (Blisters aside) it was a huge success and the team raised an impressive £7,465 for Scottish Refugee Council. What stars!

Love Glasgow Hate Racism
Glasgow St Pauli Supporters Club hosted their brilliant Love Glasgow Hate Racism music night at the QMU in August to raise funds and awareness for refugees in Scotland. The event was a roaring success and with generous match funding from the Santander Foundation, they raised a whopping £5,000.

Student support for refugees in Scotland
A very special thank you to the amazing students bodies who nominated Scottish Refugee Council as their National Charity of the Year. The University of St Andrews yearlong fundraising campaign involved a packed calendar of activities – ABBA tribute nights, 7 aside football tournaments and a spectacular catwalk show to name a few. Their endless enthusiasm and support was inspiring, and they raised a phenomenal £29,000.

The University of Edinburgh organised a host of exciting events and epic challenges throughout the year as part of their Raising and Giving Campaign and to date they have donated a massive £9,000 to support our work.

£208,000
This year, thanks to incredible people like you, your donations and fundraising efforts helped raise more than £208,000 to support refugees in Scotland.

“Scottish Refugee Council do so much work helping refugees feel welcome in the city and being able to help them continue this work means a lot”
Gary, founder of Glasgow St Pauli
Volunteering

Volunteers shape our thinking, strategy and philosophy. Scottish Refugee Council is where it is because of volunteers.

Volunteers are at the heart of what we do. Every team benefits from the enthusiasm, talent, ideas and skills that this diverse group bring to the organisation. 123 volunteers from 20 different nationalities, many with experience of the UK asylum process themselves, supported our work in 2018/19.

Our volunteer team hosts monthly information sessions for people from refugee backgrounds to learn about volunteering opportunities across Glasgow, and this year we were pleased to host our first Volunteer Open Morning in Dundee.

How you can help
If you would like to volunteer with Scottish Refugee Council, or would like to involve volunteers from refugee backgrounds in your own organisation, please email us at: volunteering@scottishrefugeecouncil.org.uk

“I get a chance to really make a difference.” Ali
Scottish Refugee Council is an independent charity dedicated to providing advice and information to people who have fled horrific situations around the world.

We have been campaigning for refugee right since 1985.

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Visit: www.scottishrefugeecouncil.org.uk

Thank you to our wonderful ambassadors and board members, who give up so much of their time to support our work.

Our board in 2018/19:
Peter Lloyd
Liz Leonard
Katherine Jones
James Jopling
Aliya Seyal
Ian Fulton
Monish Bhatia
Mohamed Omar
Janine Hunt
Ali Mudassir
Jayne Forbes
Rona Alexander
Louise Hunter
Joti Singh

Our ambassadors in 2018/19:
Amal Azzudin
Alison Phipps
Omar Hassan
Jim Snedden

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