

# Annual Impact Report 2018/19

scottish  
refugee  
council



# 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 is all positive and 2018/19 has been in many ways a good year for the Scottish Refugee Council. However, we operate in a hostile environment and I pay tribute to all our staff, volunteers, supporters, clients and partners for their resilience.

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.

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 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.

Our work with employers has gone from strength to strength and we’re inspired to see them recognising the skills, talents and potential of our jobseeking clients.

But 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](http://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](mailto: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](mailto:funding@scottishrefugeecouncil.org.uk)

## **Campaign**

Visit: [www.scottishrefugeecouncil.org.uk/campaign](http://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](http://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.”

485 

Our Refugee Integration Service helped **485** people find housing, employment and education.

Our teams offer direct and holistic support.

**Destitution advice**

**Support for new refugees**

**Families seeking asylum**

**Children and young people**

**Resettlement in Dundee**

**Employment Helpline**





# 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

#StopLockChangeEvictions





# 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.

**170** 

## Community Development

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

**5** 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.

**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.

**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.

**449** 

## Training

**449** people attended our training courses

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

**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.

**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 **1513** calls from clients and agencies.

**1,147** 

## Refugee Integration Service

Our Refugee Integration Service helped **485** 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.

**389** 

## Destitution

Since Serco began trying to evict **300** people from their homes in August 2018, **167** people have attended **40** free legal surgeries.

Our destitution advisers met with **389** new people who were destitute as a result of UK government policy.

**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

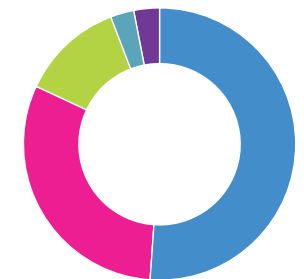
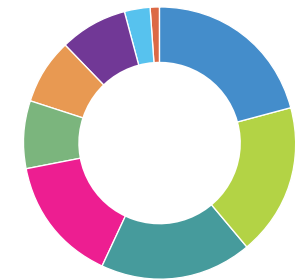
Scottish Government — Strategic Grants from Other Bodies	21%	534,000
Scottish Government — Projects	18%	455,672
European Union	18%	435,031
Donations & Memberships	15%	384,009
Local Authorities	8%	208,294
Charitable Trusts and Foundations	8%	205,447
Training, events and publications	3%	188,348
Investment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

**Total** 2,503,344

## Expenditure 2018/19

Refugee and Asylum Services	51%	1,330,344
Integration support for refugees	31%	802,629
Research, advocacy and campaigning	12%	299,635
Cost of raising voluntary income	3%	82,365
Governance	3%	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	Glasgow City Council	Education Institute Scotland
Big Lottery Fund	Dundee City Council	Shawbrook Bank
Esmee Fairbairn	Perth and Kinross Council	Raw Material Arts Ltd
Oak Foundation	North Lanarkshire Council	King's Theatre Glasgow
Paul Hamlyn Foundation	Angus Council	King's Theatre Edinburgh
Creative Scotland	Celtic FC Foundation	Perth Theatre – Horsecross
UKRA – Asylum, Migration and Integration Fund (AMIF)	Seattle Foundation	Wheatley Foundation
Legal Education Foundation	Glasgow Clyde College Foundation	Victoria Williamson and Floris Books
Foundation Scotland	Santander Foundation	



# 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](mailto: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.

**Scottish Refugee Council**

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 [facebook.com/scottishrefugeecouncil](https://facebook.com/scottishrefugeecouncil)

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Company Number: SC145067  
OISC reference number: N200100084

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

