Welcome from our Chief Executive and Chair of the Board

It remains a privilege to report on another year of achievement for Scottish Refugee Council. This year Scotland has seen some major changes in its experience of refugees. We have proudly led the way in resettling Syrian refugees under the UK Government’s programme. Scotland has also stepped forward in the resettlement of unaccompanied children from Europe and as part of the UK Government’s initiative to disperse more separated children in the asylum process around the UK. All of this means that there are now refugee communities in more parts of Scotland than ever before.

Through our expertise, services and advocacy, Scottish Refugee Council has been at the forefront of many of these developments.

Our integration work has been pivotal to the development of the Scottish Government’s New Scots integration strategy. Our annual Refugee Festival Scotland successfully expanded into new refugee receiving communities around Scotland.

Our policy and advocacy efforts continued to focus on challenging the failings of the UK’s asylum process and we gave evidence to a number of key inquiries in Scotland and Westminster on the inadequacies of the asylum accommodation and support systems.

Our services remained a vital lifeline to those navigating the increasingly hostile asylum process and those who are settling and building new lives in Scotland. We were delighted to receive further major funding from the Big Lottery Fund to develop our integration and support services.

We continue our work on fostering positive and supportive public attitudes towards refugees. To support this we launched our ‘Cup of Tea with a Refugee’ campaign as a way of helping communities come together to get to know each other better.

During the year we consulted on our new strategic plan priorities to be launched in 2017. To meet our changing needs and provide better facilities we moved to new offices in the heart of Glasgow at the end of December.

Finally I give my thanks to all the staff and volunteers who work tirelessly each and every day to support refugees coming to Scotland.

John Wilkes, Chief Executive
2016 was another very eventful year for Scottish Refugee Council and for asylum seekers and refugees worldwide.

We hear a great deal about the negative experiences of those fleeing persecution and our collective failure to deal with conflicts and displacement across the world. We don’t hear so much about the generosity and kindness shown to refugees in this country and elsewhere. Scotland continues to welcome people seeking refugee protection and opened its doors to over 1000 Syrian refugees under the UK resettlement scheme this year.

It’s thanks to our brilliant, dedicated staff and volunteers that Scottish Refugee Council is seen as the ‘go-to’ organisation for advice and help. The challenges this year have been huge, with pressures on all voluntary organisations, frustrations over the current inadequate service to asylum seekers and the increasing number of refugees across the globe. A big thank you to all of you who make Scottish Refugee Council a beacon of hope and apply your skills in so many positive ways.

With over 30 years’ experience in services and campaigning we work with many partners across Scotland, including organisations like the Refugee Women’s Strategy Group which has achieved so much through women working together. This year the Refugee Women’s Strategy Group became independent from Scottish Refugee Council and we wish them all the best in the next stage of their journey.

This year we appointed our first Ambassador, Omar Hassan, a consultant cardiologist funding from private donors. Omar’s story of seeking and securing asylum is one of courage, patience and determination.

Support from our board members continues to be a real strength of our organisation. We were fortunate this year to recruit four new members who have direct experience of the process of seeking refugee protection.

My favourite memory of 2016? The fantastic Refugee Festival Scotland family event at the Hidden Gardens in Glasgow – full of sunshine, smiles, vibrant music and dance, and wonderful food!

Ms Sue Moody. Chair of the Board
Our services

Refugee Integration Service

When people are granted refugee status a whole new journey begins. Receiving leave to remain ends the uncertainty of life in the asylum system, but it can also be a challenging and confusing time for people who suddenly find themselves navigating a whole new system.

Our Refugee Integration Service works with people newly granted refugee status to help them during this crucial transitional time. Homelessness and destitution are very real threats for new refugees. Our service works intensively with people in the early weeks and months to make sure their accommodation and health needs are met. Once these essentials are secure, our advisers help people develop a plan for their future in Scotland. Last year, through a person-centred, rights-based approach, we helped 567 households to develop their own personal integration plan. This includes identifying opportunities for training, employment, language skills and support with building social connections.

This intensive support at an early stage helps people prepare for a positive and sustainable future and to play a full role in Scottish society.

“Once I got status it was very confusing, the language and financial situation was very stressful. I did not know what to do, where to go.”

“If I didn’t get this support from this office I would be lost altogether.”

“They worked hard for me, they know what I want, they know I am from a different culture, different religion, different areas, different country. They appreciate all my situation.”

Destitute Asylum Seeker Service (DASS)

We believe destitution is unacceptable in 21st century Scotland and we continue to campaign for an end to this inhumane and ineffective UK Government policy.

In partnership with Refugee Survival Trust we provide holistic support to help people find a route out of destitution and a better future. We help people access legal advice and provide information, support and advocacy along with practical support including referrals to accommodation providers, food banks, health services and other specialist services.

“I was really struggling with my son, I think they [key worker team] told the social worker about us. So the nurse started coming and started supporting us. I looked at them and they just smiled at me and told me don’t worry everything is going to be fine.”

*Woman 25 from Albania*
Family Keywork Service

Our Family Keywork Service works with families who have recently claimed asylum. Supporting parents and children is very important to us. It is difficult to raise a family and make plans for your children’s future while living with the uncertainty and anxiety the asylum system brings. We work with families to make sure that asylum seeking children get the same opportunities in life as all other children in Scottish society.

We provide advice on preparing for Home Office interviews, asylum support and accommodation issues. We make sure families are coping and help people with things that many of us take for granted but which to a family recently arrived in a foreign country can be bewildering, such as using health services, finding out about schools, nurseries and colleges and using local community services. We organise a range of family events, including special day trips around Scotland, encouraging people to build social connections and create and sustain a happy, healthy family.

“I was married 6 years but when I came to the UK I was alone and pregnant. I had my baby and there was a problem with my baby, I was really struggling with myself. It was hard for me, I couldn’t cope, I was depressed. It was then I met my keyworker at Scottish Refugee Council. She started to help me with the baby. Emotionally I was down but now I am in a better place.”

Woman, 36 from Iran

“They give me courage”
Our services

Scottish Guardianship Service

The Scottish Guardianship Service works with young people who have been separated from their parents and arrive in the UK frightened and alone. Many of the children we work with have lived through things no child should experience, including forced labour or sexual exploitation. Our lifeline service provides advice, guidance and one-to-one support to help these young people recover from their experiences and come to terms with their new circumstances.

Our ‘guardians’ offer a professional, friendly pillar of support to help each of the young people through the journey ahead of them. This includes understanding their rights within a foreign country, supporting them through the complex asylum, trafficking and welfare systems, support to return to school or college, building confidence and social networks and providing a much needed reliable listening ear.

Around 38% of the young people we work with have been trafficked into the UK, either for labour or sexual exploitation. This horrendous human rights abuse goes on across Scotland and, though hidden from most of us, has a devastating effect on the men, women and children involved. This year we were pleased to secure, through the Human Trafficking and Exploitation (Scotland) Act, the legal entitlement for these young people to an independent Guardian as soon as they are identified.

The Scottish Guardianship Service is run in partnership with Aberlour Child Care Trust.

“You envy people of your same age who don’t have to go through what you’re going through.”

“I need someone I can totally believe in, who can lead me on the right way and make me feel safe.”

“The first day was very horrible and difficult for me because I was very lonely and scared of everything.”

“This was a good event, good integration of Scottish and Syrian cultures. Meeting new people was excellent.”

Community development

Our community development team works with refugee communities to help them organise and work together to improve the quality of community life. We believe that it is important for policy and decision-makers to listen to refugee communities in Scotland. We work with groups to help them develop a collective voice, and take action to meet the needs of their wider communities. Our work in this area also boosts cohesion and cooperation between and among Scotland’s rich and diverse communities.

Throughout the summer our community development team ran a series of Solidarity family events across Scotland. These were designed to give recently arrived Syrian families and local Scottish receiving communities the opportunity to meet each other, share music, food, art and a laugh together and get to know each other a little better.
Training
We provide training in all aspects of policy and practice around refugee issues in Scotland and the UK.

Our training is based on our thirty years of experience working with people from all over the world seeking refugee protection in the UK.

We offer courses on all aspects of refugee policy along with information on the latest rights and entitlements and practical, skills-based courses such as how to work most effectively with interpreters.

Our one-day courses get straight to point and are targeted at housing officers, NHS staff, social workers, health visitor and teachers – anyone working with refugees and people seeking asylum in the statutory and voluntary sectors.

This year, in response to the global crisis facing refugees, our training team very quickly developed a new programme of courses specifically for local authority staff working with newly arrived Syrian families. We will continue to deliver these courses throughout 2017.

For more info contact our training officer on 014 248 9799

“I feel a lot more confident now my basic knowledge about what refugees have been through has improved.”

“I loved the whole training day – the knowledgeable trainers, the style of delivery, the video clips, the discussion and the handouts.”
Arts and culture

Arts and culture play an important role in creating opportunities for refugees and local Scots to meet and get to know each other. We run creative, participatory projects for people from all backgrounds to work alongside each other, learn from each other and build social connections. This helps us raise awareness about the issues affecting refugees in Scotland, but more than this, it allows people to see behind the labels and statistics and see refugees as people with hopes and dreams like everyone else.

In 2016 we ran our acclaimed participatory arts and heritage project Lest we Forget, which explored the legacy of the Belgian refugees settled in Scotland during the First World War.

“The best part of the project was to be given the opportunity to meet Scottish people and for me it was the first time I spoke English.”
Abdullah, Sudan

“I loved our project especially because we could all share ideas. I enjoyed the whole journey we went through as a group.”
Bereket, Eritrea

Refugee Festival Scotland

Refugee Festival Scotland is our annual Scotland-wide celebration of the contribution refugees make to life here and the welcome offered by local people. It provides a platform for raising awareness about refugee experiences and offers a multitude of opportunities for people from across Scotland to come together in solidarity and learn more about each other’s lives.

Refugee Festival Scotland is about celebrating and having fun but it also has a serious purpose. By raising refugee voices through the festival and building bridges across the community we help increase understanding about the need for a more fair and humane asylum system and for a more tolerant and welcoming Scotland.

This year the festival reached more parts of Scotland than ever before, reflecting the new communities of Syrians and other refugees settling across the country.
Campaigning and influencing

Our Policy Work
This year we have played an important role in Scotland’s response to the global humanitarian crisis and continued our work to influence decision makers locally, nationally, UK-wide and beyond. We were part of the First Minister’s Refugee Taskforce and continued to lead (along with the Scottish Government and COSLA) the unique New Scots refugee integration strategy. We have supported local authorities to deliver Syrian resettlement and the transfer of separated children, sharing our expertise on refugee integration, gender and mental health.

We continue to challenge the UK Government on the inadequacy and ineffectiveness of its asylum support system. This year our influencing led directly to a Home Affairs Select Committee inquiry on asylum accommodation. We tackled failings in asylum support through strategic litigation and meetings with senior Home Office officials. We’re working hard to highlight the impact of destitution and to challenge the UK Government to prevent and respond to violence against women in the asylum system.

We published a manifesto ahead of the Scottish Parliamentary Elections in May and continue to advocate for the rights of refugees to be enshrined in legislation in Scotland. We supported refugees to have their voices heard and gave evidence to parliamentary inquiries at Holyrood and Westminster.

This year, we also played a leading role in the publication of a National Action Plan on Female Genital Mutilation, shared learning from the Scottish Guardianship Service with partners across Europe, secured a legal entitlement to a Guardian for trafficked children in Scotland, and challenged the Immigration Minister on the implications for Scotland of the Immigration Act 2016.

Working with the media
Refugee issues have continued to dominate the headlines this year. Throughout 2016 our media team worked with journalists from across Scottish, UK and international news networks to help them report refugee stories as honestly and accurately as possible.

We also use social and traditional media to break down barriers between people and promote better understanding among communities. This year we launched our Cup of Tea with a Refugee social media campaign. The campaign gets local Scots and refugees together over a cup of tea to have a chat and get to know each other, creating a more inclusive and welcoming society, both online and off.

www.cupofteawitharefugee.com

“Some people got to experience Syrian culture through talking to the Syrians who were at the event and experience something new through tasting Syrian cuisine for the first time.”
(Organiser, Kuche’s ‘Syrian Supper Club’, Community Celebration, RFS 2016)
Our Year in Numbers

Over the last twelve months, the Scottish Guardianship Service supported **78** newly arrived young people who had been separated from their parents and arrived in Scotland alone and unaccompanied.

**76%** of the young people we support go on to receive a positive decision on their claim for refugee protection.

**Over the last year we helped 174 people who were destitute as a result of UK Government policy.**

**Our Family Keywork Service supported 216 people from 76 families.**

Out of these, **108** were children from countries including Sri Lanka, China, Albania, Iran, Iraq, Kuwait and Pakistan.

**We reached more than 12,000 Twitter followers and were retweeted more than 5,000 times in 2016.**

Our short film Courage was watched by more than **1 million people.**

Over the last year we hosted **126 volunteers**, who supported our work in long and short term projects. Our volunteers include people from many nations, ages and backgrounds including students, retirees, migrants and people currently going through the asylum process.

**Thank you!**
Approximately
200 adults
and
150 children
(Syrian and Scottish) attended our Solidarity events around Scotland.

13,300 people took part in our Refugee Festival Scotland events in 2016.

1396 people enjoyed our training courses.

We delivered 48 different training courses on all aspects of refugee policy and practice.

We supported 102 community fundraisers from 21 local authorities raised money for our work.

5 organisations chose us as their charity of the year.

567 households with housing, education and employment issues, helping them lay the foundations for successful, sustainable lives in Scotland.

Our Refugee Integration Service helped.

 Approximately 100 people from the media sector attended our Refugee Festival Scotland media awards – unique in the UK and are now in its 8th year.

Jamie Cameron cycled 1458km from Stavanger (Norway) to Helsinki (Finland).
A very big thank you

As a charity, we have to raise money to fund our work and our funding development team is central to making this happen. We make sure that funders’ contributions are efficiently used and make a significant difference to the lives of refugees in Scotland.

We also connect people who want to see positive change with those who support refugees and campaign for a more fair and humane asylum system. We welcome and support fundraising initiatives from individuals and communities in any way we can, including through our membership programme and our Refugee Speaker project.

We would like to thank our loyal supporters, including the many individuals and community groups who have given so much. We are very grateful to all our funders including:

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<tr>
<th>Fund</th>
<th>Fund</th>
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<tbody>
<tr>
<td>STV</td>
<td>ECRE</td>
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<tr>
<td>Scottish Government</td>
<td>Glasgow Connected Arts Network</td>
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<tr>
<td>BIG lottery Fund</td>
<td>HBOS Foundation</td>
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<tr>
<td>Comic Relief</td>
<td>Educational Institute of Scotland Main and Local Branches (Aberdeen, Midlothian, Orkney, South Ayrshire, Renfrewshire)</td>
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<tr>
<td>Heritage Lottery fund</td>
<td>Southside Housing Association</td>
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<td>Glasgow City Council</td>
<td>The Craignish Trust</td>
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<td>West Dunbartonshire Council</td>
<td>Celtic FC Foundation</td>
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<td>Oak Foundation</td>
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<td>Glasgow Life</td>
<td>Martin Connell Charitable Trust</td>
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<td>NHS North East Health Improvement Team</td>
<td>Ashfield Trust</td>
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<td>Goldberg Charitable Trust</td>
<td>Wheatley Group</td>
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<td>Henry Smith Foundation</td>
<td>Sainsburys Dundas Store</td>
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Thanks for generous In-kind support from

Ikea
Lebara Mobile
Hewlett Packard
The High School of Glasgow
Search Recruitment
The Climbing Academy, Glasgow
Glasgow Caledonian University

And the following organisations who chose us as their charity of the year

Capita
Barclays
Search Recruitment
Cramond Kirk

Thank you to our board members

• Ms Sue Moody (Chair)
• Ms Liz Leonard (Vice Chair and Chair of the Fundraising Sub Committee)
• Ms Dorothy Murray (Chair of the Finance & Audit Committee)
• Ms Janine Hunt (Chair of the Staffing Sub Committee)
• Dr Monish Bhatia (director)
• Dr Katharine Jones (director)
• Mr James Jopling (director)
• Ms Debora Kayembe (director)
• Dr Syed Rohullah Naqvi (director)
• Mr Laurie Naumann (director)
• Mr Mohamed Omar (director)
• Ms Humma Irum Wilson (director)
Our finances explained

Income – 2015/2016

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>UKBA - Advice Services</td>
<td>61,240</td>
</tr>
<tr>
<td>Scottish Govt Strategic</td>
<td>534,000</td>
</tr>
<tr>
<td>Grants from Other Bodies</td>
<td>577,806</td>
</tr>
<tr>
<td>Charitable Trusts</td>
<td>302,507</td>
</tr>
<tr>
<td>Scottish Govt - Projects</td>
<td>627,074</td>
</tr>
<tr>
<td>Investment income</td>
<td>24,543</td>
</tr>
<tr>
<td>Training, events and publications</td>
<td>68,633</td>
</tr>
<tr>
<td>Local Authorities</td>
<td>51,224</td>
</tr>
<tr>
<td>Donations &amp; Memberships</td>
<td>135,485</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,382,512</strong></td>
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Expenditure – 2015/2016

<table>
<thead>
<tr>
<th>Expense</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Refugee and Asylum Services</td>
<td>1,340,596</td>
</tr>
<tr>
<td>Integration support for refugees</td>
<td>519,666</td>
</tr>
<tr>
<td>Research, advocacy and campaigning</td>
<td>314,420</td>
</tr>
<tr>
<td>Governance</td>
<td>41,581</td>
</tr>
<tr>
<td>Cost of raising voluntary income</td>
<td>141,709</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,357,972</strong></td>
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</table>
Get involved!

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 the rights of refugees since 1985. There are lots of ways to help us make Scotland a welcoming place for refugees and people seeking protection.

Donate
Text RFGE31 £10 to 70070 to donate to Scottish Refugee Council and make a difference today.

Go to www.scottishrefugeecouncil.org.uk/support_us/ways_to_donate

Fundraise
Many people have found fun and easy ways to raise money for refugees. If you want ideas or help organising events check out our website or contact Kirsty.white@scottishrefugeecouncil.org.uk or call 0141 223 7921

Campaign
We believe people in need of refugee protection should be treated fairly and humanely. Stand with us as we push for changes in attitudes and laws. Sign up to our e-newsletter via our website: www.scottishrefugeecouncil.org.uk

Volunteer
You only need a few spare hours a week to make a huge difference to people’s lives. Email us to find out more: volunteering@scottishrefugeecouncil.org.uk

Join us
Become a member and have your say in how we help refugees in Scotland. Contact funding@scottishrefugeecouncil.org.uk
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 supporting refugees in Scotland since 1985.

To find out more, please visit our website: www.scottishrefugeecouncil.org.uk

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Scottish Charity Number: SC008639

Photo credits: Angela Catlin (pages 4 and 5), Iman Tajik (page 7)