

Resettlement Delivery Plan

4 th quarter 24/25	1 st quarter 25/26	2 nd quarter 25/26	3 rd quarter 25/26	4 th quarter 25/26
01/01/2025 – 31/03/2025	01/04/2025 - 30/06/2025	01/07/2025- 30/09/25	01/10/25-31/12/25	01/01/26-31/03/2026

New Scots Strategic outcome	Local Outcome	Key Delivery Plan Tasks	Evidence and measures	Responsible team member	Completion Date
1. New Scots live in safe, welcoming, inclusive communities, where everyone's dignity is respected, and everyone can build diverse relationships and healthy intercultural bonds.	1. Our resettled population is equipped with the right resources, skills and resilience to feel safe and secure so that they and future generations can flourish and contribute to life in Aberdeen.	1a. Export a monthly snapshot of support provision from the Outcome Star system, for all households open to support and also for each scheme type i.e. ARAP, UKRS, Asylum.	1a.I. Note task is complete when a report is issued monthly.	Resettlement Team Leader	4 th quarter 25/26 report monthly
		1b. Evaluate the monthly snapshot of support provision for changes in community need and patterns for service adaption. <i>Also met through task 7a.</i>	1b.I. Note task is complete when a report showing change in need of service and provision is issued each quarter.	Refugee Project Manager	4 th quarter 25/26 quarterly
		1c. Implement support timelines, through procedure and 121s. * UDP safeguarding visit (hosting) made within 24 hours of referral. * Contact all New Scots within 3 Days of Referral * Initial Outcome Star assessment completed within a month of arrival or referral * Safeguarding or risk management notes recorded within 24 hours * Support notes recorded within 5 days of appointment <i>Also met through task 7c.</i>	1c.I. 100% of safeguarding visits for new Guests are made within 24 hours of notification of arrival. 1c. II. 95% of initial contact made with New Scots within 3 days of referral. 1c.III. 100% Outcome Stars completed within the first month of referral. 1c. IV. 100% of safeguarding notes recorded on NEC within 24 hours of incident. 1c.V. 100% of support notes recorded on NEC within 5 days of support action.	Resettlement Team Leader	4 th quarter 24/25
		1d. New Scot households have a current Outcome Star Support Plan with relevant objectives that are co-created and reviewed with New Scots on a regular basis.	1d.I. Through random sampling prior to 121s, 90% of New Scots will have their Outcome Star Support Plan reviewed within the last 12 weeks.	Resettlement Team Leader	4 th quarter 24/25
		1e. New Scots are supported to understand how to sustain their tenancies by providing, * 121 tenancy support on initial resettlement * The Exit Plan (an end of support resource) will be adapted for earlier use in support journey to build independent access to services. * Create Tenancy Workshops to reinforce 121 supports, for example budgeting and payment options, for example budgeting and reporting	1e.I. 95% of households complete tasks detailed on the RFUCVL with 3 months of referral 1e. II. Note completion of task to adapt Exit Plan be used early in the support journey. 1e.III. Note number of workshops taken place, representatives of 100% of schemes to experience a workshop prior to July 2025 1e. IV 100% of supported tenancies sustained beyond 1 year.	Resettlement Team Leader	1st quarter 25/26

		repairs. * Invite partners to provide topic specific seminars online i.e. energy efficient Utility management		Resettlement Team Leader	
		1f. Co Create resources, highlighting housing options in Aberdeen City with accompanying information sessions in dispersal and contingency accommodation	1f.I. Note task complete after creation of translated products detailing housing options. 1f. II. At least 1 session provided each quarter	Resettlement Team Leader	4 th quarter 24/25
		1g. Co Create budgeting resources and collate digital tools to support New Scot households manage and maximise income,	1g.I. Note if task complete after creation of translated products detailing budgeting resources. 1g. II. Identify 10 households engaging with resources, measure change in confidence between pre use of resource and post completion of support.	Resettlement Team Leader	1 st quarter 25/26
		1h. Co-create a resource detailing the financial impact of being a student on tenancy management and cost of living. Engage with NESCOL financial services to disperse to the student population and build a service connection.	1h.I. Note complete when resource is completed and translated.	Refugee Project Manager	4 th quarter 24/25
		1i. Develop and distribute resources to partners that offer clear and accurate information about applications for the Ukraine Permission Extension Scheme. <i>Also met through task 2i.</i>	1i.I. Mark task as complete when resources are created and distributed 1i. II. Mark task as complete when staff receive UPE capacity building training from IOM	Refugee Project Manager	4 th quarter 24/25
		1j. Complete an initial assessment of Community needs with reflection of how New Scots to feel safe and secure in Aberdeen.	1j.I. Note task as complete when assessment is complete and new KPI will be introduced based on assessment.	Community Development Officer	4 th quarter 24/25
		1k. Complete a Community Development plan to engage communities in meaningful participation in established and bespoke activities to build social connection and community resilience	1K.I. Note task as completed new KPI will be introduced based on assessment.	Community Development Officer	4 th quarter 24/25
		1l. Build proposals of budget needed to enact the Community Development Plan for the financial year 2025/2026	1l.I. Note if task is completed new KPI will be introduced based on assessment.	Intervention Hub Manager Refugee Project Manager Community Development Officer	4 th quarter 24/25
		1m. Create a referral process for Resettlement Workers to identify individual New Scots in need of Community Development 121 support	1m.I. Note if task is completed 1m. II. New KPIs to be introduced after categorisation of referrals, showing what support	Community Development Officer	4 th quarter 24/25

			concerns are most prevalent in the community and to determine future resource requirements.		
		<p>1n. CLD to develop opportunities for individual and group community integration activities for referred New Scots focusing on,</p> <ul style="list-style-type: none"> * Social isolation, empowerment, and personal achievement. * Active participation in established community activities * Those experiencing transition * Contribution to community matters or service & policy development * Representatives from differing age ranges across all schemes engage in CLD provision * Representatives from a range of genders engage in CLD provision and culturally sensitive sessions to encourage engagement. <p><i>Also met through task 15, 17 & 18</i></p>	<p>1n.I. Number of events taking place each month</p> <p>1n. II. Representatives of 100% of schemes experience support provided by CLD</p> <p>1n. IV. Representatives from 100% of Schemes engage in activities regarding service or policy development</p> <p>1n.V. Number of individuals from specified age ranges present at CLD sessions</p> <p>0-11 12-18 19-25 26-40 41-65 65+</p> <p>1n.VI. Number of sessions designed specifically for Gender inclusivity.</p>	Community Development Officer	1 st quarter 25/26
		1o. Engage with partners to provide internet safety guidance and information sessions for families with children	<p>1o.I. Note if task is completed</p> <p>1o. II. Number of sessions provided</p> <p>1o.III. 100% of supported schemes offered a translated opportunity to engage with sessions.</p>	Refugee Project Manager	1 st quarter 25/26
		<p>1p. Develop a service response to third party reporting opportunities, to support New Scots to confidently report incidents of hate crime occurring in the city.</p> <ul style="list-style-type: none"> * Build translated materials to ensure communities are aware of the meaning of hate crime and how they can report it. * Team to engage with relevant training. * Adapt resources in line with community feedback 	<p>1p.I. 100% of Resettlement team engage in Police Scotland's Third-Party Reporting training</p> <p>1p. II. Number of reports supported by the service.</p> <p>1p.III Through a focus group increase groups understanding of the legal meaning of hate crimes and how they are reported.</p>	Refugee Project Manager	1 st quarter 25/26
		1q. Continue to build opportunities for Police Scotland to engage positively with New Scot communities	<p>1q.I Number of events supported and attended by non-uniformed officers</p> <p>1q. II Number of events supported and attended by uniformed officers.</p> <p>1q.III Number of sessions specifically to engage the age range of 0-18 in positive experiences with uniformed police officers.</p>	Resettlement Team Leader	1 st quarter 25/26
		1r. Explore opportunities to raise awareness of the impact of gender-based violence or harassment with resettled and asylum communities.	1r. Mark task as complete when a series of sessions are delivered in partnership with Police Scotland.	Resettlement Team Leader	4 th quarter 24/25
		1s. Develop a shared understanding of resilience, as a team, and how we promote this as a service, specifically focusing on the return of closed New	1s.I. Establish team defined understanding of resilience, note when complete.	Resettlement Team Leader	1 st quarter 25/26

		Scots asking for support in tenancy sustainment tasks	1s. II. Number of closed cases representing for support. 1s.III. Mark complete as quarterly development days are held for the Resettlement team.	Refugee Project Manager	
		1t. Work with partner agencies to develop resources to support management of mental health by, * Producing short guides covering: - 1) Self help 2) Seeking help from GP/ other services 3) What to do in crisis * Engaging New Scot Communities in dialogue about mental health for direction of resources needed.	1t.I. Engage in the suicide prevention multi agency roundtable. 1t. II. Completion of a translation of created resources, note when complete. 1t.III. Engage a lived experience group to build outcomes in how to address mental health concerns in the New Scot community. Monitor community attendance and equality factors.	Refugee Project Manager	4 th quarter 24/25
	2. Ensure current and future housing needs of displaced people are identified and included in the Housing Needs Analysis.	2a. Implement hosting response time frames and housing options programmes. Review the customer journey for Hosts and how information is provided at key stages.	2a.I. Mark complete when time frames are recordable and established.	Resettlement Team Leader	4 th quarter 24/25
		2b. Create a schedule and process for the reduction of Thank you payments in partnership with Finance to limit possibility of over payments or payment to those no longer entitled to Thank you Payments. Ensure eligibility for and reduction in thank you payments is effectively communicated to Hosts.	2b.I. Note when schedule is complete 2b. II. Note when procedure for reduction is established.	Resettlement Team Leader	1 st quarter 25/26
		2c. Collaborate with Scottish Government and external Local Authorities to provide ULTHF housing to those in Welcome Accommodation across Scotland.	2c.I. Number of total tenancies offered through ULTHF. 2c. II. Number of total leases signed. 2c.III. Number of LAs outside Aberdeen city benefitting from ULTHF in Aberdeen city. (cumulative) 2c. IV. Number of unused voids properties. 2c.V. Number of properties reused for Ukrainian resettlement within the 3-year agreed window of use.	Resettlement Team Leader	4 th quarter 25/26 report Monthly
		2d. Ensure resettlement and asylum housing needs are included in the Local Housing Strategy.	2d.I. Note complete when Housing Strategy is published.	Intervention Hub Manager	4 th quarter 24/25
		2e. Extract monthly reports from NEC to evidence housing status of asylum seekers granted positive decisions.	2e.I. Average tenancy sustainment of currently supported New Scots 2e.III. Number of New Scots with positive cessation in temporary accommodation, monthly and cumulative. 2e. IV. Averaged length in temporary accommodation for New Scots 2e.VI. Number of tenancies provided to New Scots with recent positive cessation per month.	Refugee Project Manager	4 th quarter 25/26 report Monthly

			<p>2e. VIII. Number of New Scots with positive cessations choosing to remain in Aberdeen.</p> <p>2e. IX. Number of presentations to Aberdeen city from New Scots with recent positive cessation who have been in Home Office. accommodation outside of Aberdeen City.</p> <p>2e.X. Number of New Scots with recent positive cessation with live family reunification applications.</p> <p>2e. XI. Average size of household of family reunifications.</p>		
		<p>2f. Explore ACC commitment to resettlement schemes outside of the Cap i.e. ARAP and ACRS (known as ARP when combined) considering service capacity highlighted by partners i.e.</p> <ul style="list-style-type: none"> * Housing stock * Educational placements * GP availability 	<p>2f.I. Note task as complete when an ARP commitment is made.</p>	Intervention Hub Manager	4 th quarter 24/25
		<p>2g. Consider and respond to all ARAP (later ARP) requests within 5 days.</p> <ul style="list-style-type: none"> * House size, 2 bed only in line with stock availability. * Special education needs, no capacity. * Younger families, limiting school impact. 	<p>2g.I. Average number of days to consider referrals.</p> <p>2g. II. Number of referrals made outside 3 mitigations and so shared with partners.</p>	Resettlement Team Leader	4 th quarter 24/25
		<p>2h. Work in collaboration with MOD and Mears to approve or decline ARAP/ACRS properties based on housing availability and essential service pressure</p>	<p>2h.I. Number of properties under consideration for ARAP or ACRS use through Mears (unoccupied and cumulative).</p> <p>2h. II. Number of referrals made by MOD/HO</p> <p>2h.III. Number referrals accepted</p> <p>2h. IV. Number of households who refuse to travel</p>	Resettlement Team Leader	4 th quarter 25/26 report Monthly
		<p>2i. Explore the need to create a NEC business action to monitor the applications of Ukraine permission extension scheme for those in ACC tenancies and the impact on tenancy retainment</p>	<p>2i.I. Note if task is complete</p> <p>2i. II. Number of tenancies identified as at risk due to UPE scheme applications</p> <p>2i.V. Number of households experiencing NRPF due to missing application deadline or refusal of extension.</p> <p>2i.VI. Number of evictions due to failed UPE application.</p>	Refugee Project Manager	4 th quarter 24/25
		<p>2j. Create a schedule and process for the return of ULTRF properties to the mainstream allocation Process</p>	<p>2j.I. Note as task complete when schedule is complete.</p>	Resettlement Team Leader	1 st quarter 25/26

	3. Work with Mears and the Home Office to identify future dispersed asylum accommodation and ARAP 3 year lets, which meet the needs of the user group and maximises Funding Instruction income for ACC.	3a. Continue to carry out necessary safeguarding checks on potential dispersal accommodation within a 5-day timescale	3a.I Average time days from receipt of safeguarding check to response. 3a. II. Number of Checks completed 3a.III. Number Properties confirmed for use.	Intervention Hub Manager	4 th quarter 25/26 report Monthly
		3b. Ensure Dispersal DPIA reflects the changes to asylum processes throughout the national move to nationwide dispersal	3b.I Note task is complete when DPIA is confirmed by the Data Officer	Intervention Hub Manager	2 nd quarter 25/26
		3c. Engage with CoSLA, Mears and the Home Office to streamline the asylum and dispersal process e.g. reduce the number of safeguarding checks on properties that will later go unused.	3c.I note task as complete when service pressures are noted in the delivery and procurement group minutes.	Intervention Hub Manager	1 st quarter 25/26
		3d. Plan Housing Options resources and individualised plans for ARAP families in 3-year MOD subsidised accommodation	3d.I. Number of households impacted by three-year lease subsidy from MOD 3d. II. Number of households who require to find a three, or more, bed property. 3d.III. Number of homeless applications resulting from the withdrawal of MOD rent subsidies. 3d. IV. Number of households housed in ACC accommodation. 3d.V. Number of households housed in RSL accommodation 3d.VI. Number of households housed in private tenancies. 3d.VII. Number of households that move out with the Local Authority.	Resettlement Team Leader	3 rd quarter 25/26
	4. Explore with UKG and SG innovative long-term solutions to provide accommodation for displaced people.	4a. Maximise funding for service provision by housing Ukrainian arrivals in URFLT properties, with tariff available.	4a.I. Percentage of UDP welcomed in 2025 with full tariffs in place.	Resettlement Team Leader	4 th quarter 24/25
		4b. Participate in UK Government reviews to consider alternative forms and sources of accommodation. <i>Also met through task 22a</i>	4b.I. Mark complete with attendance and contribution provided in working groups.	Intervention Hub Manager Refugee Project Manager	3 rd quarter 25/26
	5. Monitor resettlement and asylum numbers and report to Strategic Partnership Group and Risk Board, to manage risk of excessive resettlement.	5a. Agree required reporting information for Strategic Group.	5a.I. Mark task complete when agreement is in place at Strategic Group.	Intervention Hub Manager	1 st quarter 25/26
		5b. Deliver CAP commitment.	5b.I. Number of UKRS households resettled in 2024/25 5b. II. Percentage of cap commitment met.	Refugee Project Manager	3 rd quarter 25/26
		5c. Quarterly deep dives to Risk Board.	5c.I. Report to Risk Board and other governance boards as required. 5c. II. Regular report to governance of emerging risks.	Intervention Hub Manager	4 th quarter report Quarterly
	6. In collaboration with Housing Providers across	6a. Liaise with UK Government regarding the impact of the temporary extension of the asylum notice period to 56 days.	6a.I. Mark complete when feedback regarding the impact of the extension is provided	Intervention Hub Manager	4 th quarter 24/25

	the city, ensure displaced households secure settled accommodation, avoiding where possible, the use of temporary accommodation.	6b. Undertake a review with local housing providers to determine availability of accommodation for resettlement.	6b.I. Number of RSL engaging in discussion about provision of accommodation. 6b. II. Number of RSL properties provided for resettlement.	Refugee Project Manager	2 nd quarter 25/26
		6c. Engage with Social Landlords, Letting Agents and Private Landlords to disperse clear information regarding the Ukraine permission extension scheme.	6c.I. Mark complete when resources are developed and dispersed.	Refugee Project Manager	4 th quarter 24/25
		6d. Model a project focusing on providing affordable accommodation to New Scot ESOL students engaging in full time study making them ineligible for rental support through the homeless process.	6d.I. Mark complete when model is complete and shared with governance. 6d. II. New KPIs to be added should the project move forward.	Refugee Project Manager	
2. New Scots are able to access well-coordinated services, which recognise and meet their rights and needs.	7. Undertake a review of the current/broader Resettlement and Asylum team structure/posts to ensure it is sufficiently equipped and resilient to meet the integration needs of current and future resettled populations.	7a. Undertake an analysis based on the trajectory of anticipated service need. <i>Also met through task 1b.</i>	7a.I. Mark complete when the analysis is complete.	Intervention Hub Manager	4 th quarter 24/25
		7b. Develop a business case for staffing need, based on agreed strategic course and budget for service.	7b.I. Mark complete when Business case is complete 7b. II. Mark complete when the budget for 2025/26 is confirmed.	Intervention Hub Manager	1 st quarter 25/26
		7c. Establish performance indicators for Resettlement Workers prior to and after review of Resettlement Service.	7c.I. Note when task is complete 7c. II. Percentage of resettlement workers working within expected standards of KPIs through CR&D 7c.III. Percentage of resettlement workers exceeding expected standards of KPIs through CR&D	Resettlement Team Leader	1 st quarter 25/26
		7d. Engage in training from IOM to ensure support provision is culturally sensitive	7d.I. Note when task is complete. 7d. II. Percentage increase in confidence of Resettlement Workers in working with identified communities through training.	Resettlement Team Leader	4 th quarter 24/25
		7e. Explore the need for OISC regulated Immigration advisors within the Resettlement Team or through a commissioning agreement.	7e.I. Mark complete when a proposal is shared highlighting models that incorporate funding and governance needed for OISC regulated advisers' services, training and supervision.	Refugee Project Manager	3 rd quarter 25/26
		7f. In partnership with Health colleagues review the model of health provision (within available budget)	7f.I. Mark complete when a health model is, developed, agreed and funded.	Intervention Hub Manager	4 th Quarter 24/25
	8. Implement recommendations from the Internal Audit 2024	8a. Implement Action Plan to ensure audit requirements are completed within agreed timescales.	8a.I Mark as complete when Audit actions are agreed as completed, and subsequently closed at the Risk and Scrutiny Committee	Intervention Hub Manager	3 rd quarter 25/26
	9. In line with the No Wrong Door approach, undertake a review of existing information	9a. Promote and raise awareness of the support and the resources that are available across services. <i>Also met through task 1e, f,g,h and i</i>	9a.I. Number of new resources for New Scots produced.	Refugee Project Manager	1 st quarter 25/26
		9b. Establish a referral method to partner organisations that share key details of UKRS households and a brief description of what family	9b.I. Mark complete when process is established	Resettlement Team Leader	4 th quarter 24/25

	resources made available to displaced people and develop and co-produce reliable information about rights, options and services that can be accessed.	needs are alongside any safeguarding issues. Possible services include, ESOL, EAL, Family learning, Children social work.			
		9c. Creation and implementation of a shared language across services engaging with New Scot communities to reinforce understanding in different situations, such as the difference between temp accommodation and dispersal accommodation.	9c.I. Mark complete when a succinct resource is created that defines key stages of housing access.	Refugee Project Manager	1 st quarter 25/26
		9d. Produce training for ACC Learn, including, * Resettlement in Aberdeen, what does the Resettlement team do? * Working with someone where English is a second or other language * basic rights and entitlements of New Scots	9d.I. Meet with the ACC learn team 9d. II. Number of courses produced 9d.III. Number of participants in each course.	Refugee Project Manager	2 nd quarter 25/26
		9e. Create and enact a service wide Communication Plan that reinforces 121 supports, access to mainstream services and access to up to date & accurate information. Utilise social media, the council website, and various media to ensure accessibility of various communication needs.	9e.I. Complete a Communication Plan document including building new communication pathways and a maintenance plan	Refugee Project Manager	4 th quarter 24/25
		9g. Reinstate tactical meetings to engage partner services in operational provision and improvement of service provision	9g.I. Mark task as complete when meetings are reestablished	Refugee Project Manager	4 th quarter 24/25
		9h. Undertake an integrated Impact assessment to integrate equality outcomes into service provision	9h.I. Note if task is completed	Refugee Project Manager	2 nd quarter 25/26
		9i. Engage lived experience groups to gain feedback and action points in their experience in accessing mainstream services. Share experiences with service providers to support accessibility and clarity of provision.	9i.I. Number of lived experience sessions held. 9i. II. Number of services discussed	Community Development Officer	2 nd quarter 25/26
		9j. Engage in a review of the Resettlement Team's responsibility in Housing Access processes. Explore quality of service, best use of resources and opportunities for a one-point of contact service.	9j.I. Number of feedback sessions conducted to understand current homeless experience for displaced communities 9j. II. Mark task as complete when models of potential customer journeys are reported to governance.	Refugee Project Manager	1 st quarter 25/26
				Resettlement Team Leader	
	10: Support access to Home Office UKVI colleagues through the establishment of a regular presence at Marischal College.	10a. Liaise with UKVI and MC colleagues to progress Hub. Ensure information about the Hub is readily available and promote its use.	10a.I. Note date the hub is due to open (Further KPIs dependant on information that can be shared from UKVI)	Refugee Project Manager	4 th quarter 24/25

	11: Integration support is trauma-informed, takes a whole family approach, promotes independence and reduces reliance on targeted public services.	<p>11a. Ensure all staff have received trauma-informed practice training, have access to relevant resources and are supervised with a trauma-informed lens.</p> <p>11b. Ensure commissioned support takes a whole family approach to reduce harm and improve outcomes in accordance with Aberdeen City's whole family support model.</p>	<p>11a.I. 100% of staff complete trauma informed practice training</p> <p>11a. II. Trauma aware practice documents are saved and accessible in the training and procedures channel.</p> <p>11b.I. Mark complete when team have access training about whole family support.</p> <p>11b. II. Number of referrals to Action for Children, Children First and or Fit Like Hubs.</p> <p>11c.III. Number of known Social Work interventions</p>	Resettlement Team Leader	1 st quarter 25/26
3. New Scots understand their rights, responsibilities and entitlements in Scotland and are able to exercise these to pursue full and independent lives. New Scots can pursue their ambitions through education, employment, culture and leisure activities in diverse communities.	12. Ensure displaced people have access to bespoke economic and employment opportunities to enable them to thrive independently and reduce reliance on services.	<p>12a. Based on existing knowledge of the New Scots' employability needs, develop a new commissioning agreement for employability support to ensure a suite of offers which meet the diverse range of needs across the population. Including support for,</p> <ul style="list-style-type: none"> * Skill development and understanding transferrable Skills * Job seeking in the UK and career planning * Interview Skills * Work Experience * Apprenticeships * Volunteering * Qualification transference or validation * Enterprise and self-employment. <p>Needs to be met through individual work plans and community training or seminars.</p>	12a.I. Mark task is complete when a commissioning agreement is in place.	Intervention Hub Manager	4 th quarter 24/25
				Refugee Project Manager	
		12b. Continue to address concerns regarding exploitation of New Scots in multi-agency forums	12b.I. Mark task as complete when a process to highlight concerns is established with Police Scotland.	Intervention Hub Manager	4 th quarter 24/25
				Resettlement Team Leader	
		12c. Develop relationships with local businesses in partnership with ABZ works to increase understanding and importance of supportive work placements for New Scots	12c.I. Mark complete when a series of engagement sessions are developed with employers.	Refugee Project Manager	1 st quarter 25/26
		12d. Develop resources to raise awareness of what realistic volunteering opportunities are for the resettled community and how volunteers can be supported in placements.	12d.I. Mark complete when resource for those offering volunteering placement is complete	Community Development Officer	2 nd quarter 25/26

	13. Ensure displaced people have access to lifelong learning opportunities to improve their lives and pathway to independence.	13a. Invite CLD representation to the Strategic Partnership Group.	13a.I Mark complete when they attend	Intervention Hub Manager	4 th quarter 24/25
		13b. Explore opportunities to commission IT literacy learning for New Scot communities	13b. Mark complete when a suite of options is available for funding consideration	Refugee Project Manager	2 nd quarter 25/26
		13c. Organise a Grampian wide ESOL learning exchange between LA provision and Third sector to build an up-to-date picture of the landscape of learning opportunities.	13c. Mark complete when event has taken place.	Refugee Project Manager	4 th quarter 24/25
	14. Strive to ensure English language learning opportunities are available for every displaced person who settles in Aberdeen	14a. Ensure ESOL provision is in place for communities where need is evidence based and funding available. Develop ESOL delivery plan responding where need is greatest.	14a.I Mark complete when a service-to-service agreement is complete	Refugee Project Manager	4 th quarter 24/25
		14b. Develop and communicate diverse ways to learn English outside of the classroom emphasising self-directed learning.	14b.I number of informal mixed level learning opportunities available in the city. 14b. II. Mark complete when a resource is complete that shares online and other learning opportunities.	Refugee Project Manager	2 nd quarter 25/26
				Community Development Officer	
	15. Proactively encourage (two-way) community and cultural integration and wellbeing.	15a. Celebrate successes in the resettled community, for example, in education, employment, business, community roles or activities that develop a sense of belonging in Aberdeen	15a.I. Number of events held or recognitions of achievements.	Community Development Officer	3 rd quarter 25/26
		15b. Engage in myth busting opportunities with the established community in Aberdeen regarding asylum and resettled communities.	15b.I. Number of sessions completed	Community Development Officer	3 rd quarter 25/26
				Resettlement Team Leader	
4. Communities in Scotland understand integration inter-culturally and respect the diversity and strengths that New Scots bring.	16. Create an inclusive and capacity building approach which respects and engages the voices of the community in the delivery of services.	16a. Explore opportunities for further partnership with the Third sector.	16a.I. KPIs to be developed in partnership with Third sector	Refugee Project Manager	4 th quarter 24/25
		16b. Explore the opportunity for established, resettled households to welcome and support those who have newly arrived.	16b.I. Number of events organised to build social connections or consult with newly arrived family to gain insight.	Resettlement Team Leader	1 st quarter 25/26
		16c. Build a multi-agency collaborative to engage, and share, New Scot and lived experience communities in service development to build a bank of community feedback.	16c.I. Build a working agreement between agencies. 16c. II. Find a suitable platform for shared use.	Refugee Project Manager	1 st quarter 25/26
				Community Development Officer	

	17. Our domestic/resident communities feel listened to and play an active role in supporting our resettlement ambitions.	17a. Organise events open to all communities to facilitate social connections built between resettled and settled communities.	17a.I. Number of events held. 17a. II. Distance travelled in outcome stars social connections for attendees of events.	Community Development Officer	3 rd quarter 25/26
	18. Work with community partners and services to support intercultural integration by celebrating the nationalities and cultures in Aberdeen, through media and events.	18a. Ongoing development of community events with ARAP community and Fit Like Hubs	18a.I. Number of events held. 18a. II. An increased understanding of services available to them 18a.III. Number of community led events designed and held	Resettlement Team Leader	1 st quarter 25/26
		18b. Develop social connection events for newly established UKRS community to meet established resettled communities.	18b.I. Number of events held.	Community Development Officer	1 st quarter 25/26
		18c. Engage Creative Learning, the Arts and Culture team, third sector organisations and University of Aberdeen in planning to share cultures between organisation through creative programmes.	18c.I. Mark complete when multi agency meetings organised.	Refugee Project Manager	1 st quarter 25/26
		18d. Assess potential engagement in cooking programmes to share or retain culture, for example older New Scots teaching younger New Scot's traditional dishes.	18d.I. Number of community consultation sessions held. New KPIs to be considered when consultation is complete.	Community Development Officer	2 nd quarter 25/26
		18e. Promote local community integration through activities and events across localities to engage the different communities in Aberdeen.	18e.I. Events organised in the North locality 18e.II, Events organised in the South locality 18e.III. Events organised in the Central locality	Community Development Officer	3 rd quarter 25/26
		18f. Model proposals for a multi-cultural/inter agency Resettlement/Integration Hub to meet the changing needs of the settled and New Scot communities.	18f.I. Mark complete when models are complete and shared with Governance.	Refugee Project Manager	3 rd quarter 25/26
		18g. Support the engagement of Aberdonian New Scots in an SRC Art exhibition celebrating resettlement and sharing the stories of those who build new lives in Scotland.	18g.I. Mark complete when exhibit is complete.	Community Development Officer	2 nd quarter 25/26
	19. (Work with Education and CLD to) support children and young people transitioning to life in Scotland and enable opportunities for cultural celebrations with peers.	19a. Engage with Education and EAL to support established processes for transitions (including referral process so we can identify vulnerable children going through transition in school stage)	19a.I. Mark complete when a referral for education has been put in place for enhanced transition support. 19a.II. Number of referrals	Community Development Officer	1 st quarter 25/26
		19b. Develop a referral process for EAL to ensure they receive details of new children entering the city in a timely manner. <i>Also met through task 9b.</i>	19b.I. Mark complete when a referral process is in place to EAL.	Resettlement Team Leader	4 th quarter 24/25
		19c. Increase PEEP provision to New Scot communities.	19c.I. Number of PEEP sessions held weekly.	Resettlement Team Leader	4 th quarter 24/25

		19d. Work in partnership with Community Development partners to offer a summer programme of family learning.	19d. Number of sessions held for New Scot Communities or additionality supported in Summer in the City programmes.	Community Development Officer	2 nd quarter 25/26
5. Policy, strategic planning, and legislation, that have an impact on New Scots, are shaped through their participation and informed by their rights, needs and aspirations.	20: To ensure representation of community voices in feedback to UKG and SG policy and strategy consultations.	20a. Engage established lived experience groups in policy and strategy consultations presented to ACC including promoting opportunities through Migration Scotland and SPICe.	20a.I. Number of sessions held.	Community Development Officer	4 th quarter 24/25
	21: Proactively engage with the resettled and asylum refugee population in the development of services which affect them.	21b. Continue to provide the Outreach Service to asylum hotels and model how support could be extended to those in dispersed accommodation across the city.	21b.I. Note complete when models have been produced for consideration.	Resettlement Team Leader	3 rd quarter 25/26
		21c. Review the purpose of, and develop a regular reporting format, for the Outreach Service provided to asylum hotels.	21c.I. Note task is complete when a review report is produced, relevant KPIs to be added based on review.	Resettlement Team Leader	4 th quarter 24/25
6. The principles of the New Scots Refugee Integration Strategy guide all future responses to crises that bring forced migrants to Scotland and seek to ensure all such migrants will be treated equitably.	22. Contribute to an SG Review of Learning and Best Practice around humanitarian protection schemes including the response to the Afghanistan and Ukraine crises.	22a. Engage with a short-term working group to show the experience of working in ARAP contingency accommodation with Asylum Resettlement Council, Strategic Engagement Group (ARCSEG) structure.	22a.I. Note task is complete when feedback is provided to the working group in writing	Refugee Project Manager	4 th quarter 24/25
		22b. Engage in SG organised feedback sessions	22b.I. Note task is complete when engagement session minutes are shared.	Intervention Hub Manager	1 st quarter 25/26
		22c. Engage in an interview with SPICe, evaluating SG's response to the Homes for Ukraine Super Sponsor scheme	22c.I. Note task is complete when interviews are conducted.	Refugee Project Manager	4 th quarter 24/25
	23: Ensure our services build on the learning and experience of successfully responding to emergency and planned humanitarian programmes and	23a. Establish planning for immediately required accommodation for emergency arrivals, e.g. Ukraine schemes, Afghan Resettlement Programmes. <i>Also met through task 22a.</i>	23a.I. Note task is complete when reports are produced.	Resettlement Team Leader	4 th quarter 24/25
				Refugee Project Manager	

	are resilient to meet the challenges of future demand by conducting a Lessons Learned exercise with Partners in Aberdeen. This needs to take account of the risk of excessive resettlement.	23b. Facilitate a Lessons Learned exercise with Partners to support future responses to resettlement.	23b.I. Mark complete when a short report is produced.	Intervention Hub Manager	2 nd quarter 25/26
	24. Participate in the UK Government review of cost to local authorities of participation in humanitarian protection schemes	24a. Understand the costs of resettlement.	24a.I. Note task is complete when the cost product is complete.	Intervention Hub Manager	4 th quarter 24/25
	25. Participate in the Home Office evaluation of the Asylum Transformation Programme (one of two Scottish LA/s).	25a. Engage in an interview with the Home Office.	25a.I. Note task is complete when interview has taken place	Intervention Hub Manager	4 th quarter 24/25