

Resettlement Delivery Plan

Progress Update at January 2026

KEY: Completed/No longer required

Completed and will be maintained

Partially completed and will continue in 26/27

To be initiated in 26/27

New Scots Strategic outcome	Local Outcome	Key Delivery Plan Tasks	% Complete in 2025/26	2026/27
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.	100% Quarterly Reports are issued to compare across groups.	
		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>	100% Quarterly Reports are issued and used for forward planning.	
		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>	Required information is not yet on NEC so is being collated manually.	
		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.	75% Majority of OS assessments in place.	
		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 repairs. * Invite partners to provide topic specific seminars online i.e. energy efficient Utility management	100% Fully completed for TA and on NEC. Work completed for all groups but 80% of groups to be added on NEC. 100% workshops completed	
		1f. Co Create resources, highlighting housing options in Aberdeen City with accompanying information sessions in dispersal and contingency accommodation.	25% sessions have been developed and trailed in Transitional accommodation	
		1g. Co Create budgeting resources and collate digital tools to support New Scot households manage and maximise income,	Outstanding	
		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.	Outstanding	
		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>	Contact made with all Hosts and information provided. Additional 24 month extension will require further information distribution.	

		1j. Complete an assessment of Community needs with reflection of how New Scots to feel safe and secure in Aberdeen.	100% of those referred Community needs assessed and reflected in CD Monthly Reports	
		1k. Complete a Community Development plan to engage communities in meaningful participation in established and bespoke activities to build social connection and community resilience	100% of those referred Community needs assessed and reflected in CD Monthly Reports	
		1l. Build proposals of budget needed to enact the Community Development Plan for the financial year 2025/2026	Following introduction of finance process (post-Audit) requests for funding ongoing.	
		1m. Create a referral process for Resettlement Workers to identify individual New Scots in need of Community Development 121 support	100%	
		1n. CLD to develop opportunities for individual and group community integration activities for referred New Scots focusing on: *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. <i>Also met through task 15, 17 & 18</i>	100% Delivered 215 events in 2025, participants from all resettlement schemes and all age groups. Average of 20 events per month. 890 Learner Hours delivered. 40 gender specific events held.	
		1o. Engage with partners to provide internet safety guidance and information sessions for families with children	Outstanding. To liaise with Education colleagues to potentially translate existing products.	
		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. *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	75% All team members attended Hate Crime training. Reports encouraged and support provided. Existing resources to be translated.	
		1q. Continue to build opportunities for Police Scotland to engage positively with New Scot communities	Several events held focused on asylum community.	
		1r. Explore opportunities to raise awareness of the impact of gender-based violence or harassment with resettled and asylum communities.	Outstanding	
		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 Scots asking for support in tenancy sustainment tasks	Ongoing theme across team discussions and learning	
		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	50% Ongoing. Barrier is women unable to attend due to child-care responsibilities.	

		3) What to do in crisis * Engaging New Scot Communities in dialogue about mental health for direction of resources needed.		
2. Ensure current and future housing needs are identified and considered.		2a. Implement hosting response time frames and housing options programmes. Review the customer journey for Hosts and how information is provided at key stages.	50% Host application suite on NEC is built and working collaboratively to build reporting	
		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.	100% completed but UKG policy change to removal of payments will require additional process.	
		2c. Collaborate with Scottish Government and external Local Authorities to provide ULTHF housing to those in Welcome Accommodation across Scotland.	100% completed	
		2d. Ensure resettlement and asylum housing needs are included in the Local Housing Strategy.	100% completed	
		2e. Extract monthly reports from NEC to evidence housing status of all displaced households.	50% Information is being collated manually due to NEC not having facility.	
		2f. Explore ACC commitment to resettlement schemes considering service capacity highlighted by partners i.e. * Housing stock * Educational placements * GP availability	100% Commitment to support via Strategic Partnership Group based on availability of housing and service provision	
		2g. Consider and respond to all ARP requests within 5 days. * House size, 2 bed only in line with stock availability. * Special education needs, no capacity. * Younger families, limiting school impact.	100% System established and operational. Average consideration time reduced from 16 days in 24/25 to less than 5 days in 25/26	
		2h. Work in collaboration with MOD and Mears to approve or decline ARAP/ACRS properties based on housing availability and essential service pressure	100% 15 referrals received, 14 accepted, 2 refused to travel. 12 Afghan households currently in MoD/Mears properties	
		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	This Delivery Task was deemed not relevant. Relevant information collated manually.	Task closed.
		2j. Create a schedule and process for the return of ULTRF properties to the mainstream allocation Process	Task not required at this time as UK Government have extended Ukrainian visas for a further 24 months beyond the current extension.	Not currently required but will be a key priority beyond 2027
		2K. Consider funding options and opportunities for the rehoming of larger families.		New Priority
		2L. Oversee the housing options for those affected by the removal of the UKG Thank You Payments to Hosts of Ukrainian households, with a view to preventing any homeless applications.		New Priority
		2M. Review of the process and cost avoidance outcomes of the project to reduce the use of temporary accommodation and scale as appropriate to meet emerging needs.		New Priority

	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	75% Task is ongoing. Where access is granted, timescale is met but increasingly affected by fraudulent claims.	
		3b. Ensure Dispersal DPIA reflects the changes to asylum processes throughout the national move to nationwide dispersal	0% Ongoing discussion re requirement	
		3c. Engage with Cosla, Mears and the Home Office to streamline the asylum and dispersal process.	50% National discussion still to be resolved re checks undertaken by LAs.	
		3d. Plan Housing Options resources and individualised plans for ARAP families in 3-year MOD subsidised accommodation	0% Not yet completed as households have not reached end period of lease yet. Currently 12 families.	
	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 ULTHF properties, with tariff available.	100% All UDP arrivals have had a tariff attached.	
		4b. Participate in UK Government reviews to consider alternative forms and sources of accommodation. <i>Also met through task 22a</i>	100% Attended and contributed to forums.	
	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.	100% Complete	
		5b. Deliver CAP commitment.	50% Households arrived. Scheme is ongoing.	
		5c. Quarterly deep dives to Risk Board.	100% ongoing	
	6. In collaboration with Housing Providers across the city, ensure displaced households secure settled accommodation, avoiding where possible, the use of temporary accommodation.	6a. Liaise with UK Government regarding the impact of the temporary extension of the asylum notice period to 56 days.	100% Feedback provided Local response developed and resources redirected.	
		6b. Undertake a review with local housing providers to determine availability of accommodation for resettlement.	Outstanding	
		6c. Engage with Social Landlords, Letting Agents and Private Landlords to disperse clear information regarding the Ukraine Permission Extension scheme.	50% Information was shared but there has been limited impact from permission extension, information will have to be shared again at the further extension point	
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.		Outstanding		
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 Resettlement and Asylum team structure/posts to ensure it is sufficiently equipped and resilient to meet the integration needs of	7a. Undertake an analysis based on the trajectory of anticipated service need. <i>Also met through task 1b.</i>	100% Ongoing review of trajectory	
		7b. Develop a business case for staffing need, based on agreed strategic course and budget for service.	100% Approved by ECMB January 2026	

	current and future resettled populations.	7c. Establish performance indicators for Resettlement Workers prior to and after review of Resettlement Service.	Outstanding	
		7d. Engage in training from IOM to ensure support provision is culturally sensitive	100% 4x sessions arranged and included partners – March 2025.	
		7e. Explore the need for OISC regulated Immigration advisors within the Resettlement Team or through a commissioning agreement.	0% Migrant Help and SRC undertake task.	No longer being explored due to existing 3 rd sector resources
	8. Implement recommendations from the Internal Audit 2024	8a. Implement Action Plan to ensure audit requirements are completed within agreed timescales.	100% Completed January 2026	Task closed.
	9. In line with the No Wrong Door approach, undertake a review of existing information resources made available to displaced people and develop and co-produce reliable information about rights, options and services that can be accessed.	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>	25% NRPF Group refreshing resources	
		9b. Establish a referral method to partner organisations that share key details of UKRS households and a brief description of what family needs are alongside any safeguarding issues. Possible services include, ESOL, EAL, Family learning, Children’s social work.	100% Process established	
		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.	Resource no longer required.	Task closed.
		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	25%	
		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.	Outstanding	
		9g. Reinstate tactical meetings to engage partner services in operational provision and improvement of service provision	No longer required	Task closed
		9h. Undertake an integrated Impact assessment to integrate equality outcomes into service provision	100% Completed	Task closed
		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.	100% 5 sessions held 5 services discussed	
		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.	75% Feedback sessions undertaken with colleagues. 28 Day Project established	
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.	25% Need communicated but no progress		
11: Integration support is trauma-informed, takes a whole family approach,	11a. Ensure all staff have received trauma-informed practice training, have access to relevant resources and are supervised with a trauma-informed lens.	100% Completed		

	promotes independence and reduces reliance on targeted public services.	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.	100% complete. 3x AfC referrals made plus delivery of parenting sessions to TA families. 2x Children 1 st referrals.	Task closed
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.	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, * 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. Needs to be met through individual work plans and community training or seminars.	25% Initial work done by Community Development team shows promising outcomes.	Key Priority
		12b. Continue to address concerns regarding exploitation of New Scots in multi-agency forums	25%	Key Priority
		12c. Develop relationships with local businesses in partnership with ABZ works to increase understanding and importance of supportive work placements for New Scots	75% Relationships with other employment support providers established resulting in 3 placements.	Key Priority
		12d. Develop resources to raise awareness of what realistic volunteering opportunities are for the resettled community and how volunteers can be supported in placements.	100% Range of resources used – Community Notice Board etc. Various volunteering placements organised, incl. Mount Hooley, Silver Surfers.	
	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.	100% Complete	Task closed
		13b. Explore opportunities to commission IT literacy learning for New Scot communities	25% Initial exercise undertaken	Key Priority
		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 to determine delivery capacity.	100% Ongoing via 3 rd sector interface group.	Key Priority
	14. Strive to ensure English language learning opportunities are	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. Consider the use of existing funding streams to expand provision.	25% Initial exercise undertaken	Key Priority

	available for every displaced person who settles in Aberdeen	14b. Develop and communicate diverse ways to learn English outside of the classroom emphasising self-directed learning.	75%	Resources provided to TA households incl online websites, phonics, information pack.	Key Priority
	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	50%	2 events held in partnership with Adult Learning, further plans to accredit more courses to personal success	
		15b. Engage in myth busting opportunities with the established community in Aberdeen regarding asylum and resettled communities.	50%	Information published on ACC website and individual responses provide to enquiries. Briefing has been prepared and is being tested with staff team.	Key Priority
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.	50%	Continued development and growth of Third sector New Scots group including national orgs. Next steps include working to shared outcomes through collaborative projects.	
		16b. Explore the opportunity for established, resettled households to welcome and support those who have newly arrived.	50%	ARAP households involved in preparing and welcoming newly arriving ARP households.	
		Contribute to a shared endeavour to develop a Community Cohesion Plan, which: <ul style="list-style-type: none"> Builds on the work undertaken in Year 1 to support communities Supports learning and capacity building Promotes shared ownership and collective leadership for community wellbeing and, Provides the collective framework, response and plan of action to support integration and community cohesion. 			New Priority
		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.	10%	Appropriate platform found, Knowledge Hub, working agreements to be arranged.	Task Complete
		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.	All regular events, example, Middlefield events, are open to the wider community.	Key Priority
		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	25%	Limited success in making this work. Will incorporate into wider social integration plans.
18b. Develop social connection events for newly established UKRS community to meet established resettled communities.	100%		newly arrived UKRS families have joined events	Task Completed	

			established for communities	
		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.	Outstanding	
		18d. Assess potential engagement in cooking programmes to share or retain culture, for example older New Scots teaching younger New Scot's traditional dishes.	100% Ongoing cooking sessions well attended and successful	
		18e. Promote local community integration through activities and events across localities to engage the different communities in Aberdeen.	100%	
		18f. Model proposals for a multi-cultural/inter agency Resettlement/Integration Hub to meet the changing needs of the settled and New Scot communities.	0%	No longer required
		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.	75% Portraits completed and involved families attended Scottish Parliament Exhibition. Exhibition to be run in Aberdeen,	
	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)	25%	PRIORITY as part of community cohesion workstream
		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>	50%	
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 local policy forums.	25% Displaced households engaged in community/locality workshops run by CLD Your Place, Your Plans	
	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.	50%	
		21c. Review the purpose of, and develop a regular reporting format, for the Outreach Service provided to asylum hotels.	50% Review of provision carried out.	
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.	100% complete	Task Completed
		22b. Engage in SG organised feedback sessions	100% Ongoing Regular participation in UKG and SG feedback sessions.	
		22c. Engage in an interview with SPICe, evaluating SG's response to the Homes for Ukraine Super Sponsor scheme	Not progressed	No longer required

	<p>23: Ensure our services build on the learning and experience of successfully responding to emergency and planned humanitarian programmes and 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.</p>	<p>23a. Establish planning for immediately required accommodation for emergency arrivals, e.g. Ukraine schemes, Afghan Resettlement Programmes.</p> <p><i>Also met through task 22a.</i></p>	<p>100%</p> <p>Complete.</p> <p>Resource developed for Transitional Accommodation.</p>	<p>Task complete</p>
		<p>23b. Facilitate a Lessons Learned exercise with Partners to support future responses to resettlement.</p>	<p>Outstanding</p>	
	<p>24. Participate in the UK Government review of cost to local authorities of participation in humanitarian protection schemes</p>	<p>24a. Understand the costs of resettlement.</p>	<p>100% Complete</p> <p>Finance Partner and Senior Strategy Officer (Resettlement) participated. Outcome was new reporting format for all LAs.</p>	<p>Task complete.</p>
<p>25. Participate in the Home Office evaluation of the Asylum Transformation Programme (one of two Scottish LA/s).</p>	<p>25a. Engage in an interview with the Home Office.</p>	<p>100%</p> <p>Complete</p>	<p>Task complete.</p>	