



SUPPORTING AND
EMPOWERING
REFUGEES

NEW
ROOTS



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23 December 2018

Dear colleague,

The Refugee Council is delighted to invite you to contribute to the co-design and testing of a bespoke, beneficiary-led evaluation tool to be used in the field of refugee integration.

As part of New Roots - a new project supporting newly recognised refugees, the Refugee Council would like to work with partners and Refugee Community Organisations (RCOs) to develop a bespoke, beneficiary-led refugee integration evaluation tool. This tool will ideally place the beneficiary at the centre of their own integration journey, providing them with a visual interactive user interface which will enable them to track their own progress with the support of their adviser.

If your organisation has been working with newly recognised refugees struggling to rebuild their lives in a new and unfamiliar country, including but not exclusively, by helping them to secure accommodation, access welfare benefits, gain employment, receive identity documents and accessing mental health services; we would like to hear from you as your experience is very important to the development of this valuable evaluation tool.

I have enclosed an information pack including an overview of the evaluation tool, the eligibility criteria, the rewards for participants, and the expression of interest form.

You can apply to take part in this project by completing the Expression of Interest Form and sending it back to us. Alternatively, you can complete an online expression of interest form available on our website.

For more information please contact me by email at ezechias.ngendahayo@refugeecouncil.org.uk or by phone at 0207 346 1163.

I am looking forward to hearing from you soon.

Best regards,

Ezechias Ngendahayo
Projects and Training Coordinator



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New Roots Bespoke Evaluation Tool for Refugee Integration.

Call for Expression of interest in Design and Testing

1. Background and Scope

Following a successful application to the Asylum, Migration and Integration Fund (AMIF), Refugee Council is leading a major new Employment & Integration project in London, Leeds and Hull called 'New Roots', in partnership with RETAS (Refugee Employment and Training Advice Service), HCAS (Humber Community Advice Services), Path Yorkshire and the Goodwin Trust.

Funded from 1st October 2018 for a period of two years, the New Roots project aims to provide a more integrated, joined up package of support for refugees in London, Leeds and Hull, adapting it to specific regional needs and making the best use of regional expertise in developing a wider national offer.

The project focuses its support on refugees who have been recognised as having protection needs and have been granted permission to stay in the UK but are now struggling to rebuild their lives in a new and unfamiliar country. This beneficiary group includes newly recognised refugees who face significant practical problems in the period after they are granted refugee status including difficulties in securing accommodation, accessing welfare benefits, gaining employment, receiving identity documents and issues around mental health.

Besides, in collaboration with partners and other stakeholders in refugee integration including RCOs, the New Roots project aims to develop a bespoke, beneficiary-led evaluation tool to be used in the field of refugee integration.

2. Aim for the evaluation tool:

The Refugee Council currently works towards a set of outcomes across all frontline services, which include:

- Improved ability to make informed choices
- Increased social inclusion
- Improved physical health and mental well being
- Improved economic and financial well being
- Improved accommodation and safety

The role of Refugee Community Organisations (RCOs) in refugee integration has been documented in a research recently published by Refugee Council and they deliver a broad range of activities that contribute to one or more outcomes described above.

With reference to these integration outcomes and also to the Home Office's Indicators of Integration framework (in the meantime to indicators as defined by the Home office publication *Indicators of Integration Report (Home Office, 2004)*; the Refugee council would like to work with partners and RCOs to refine a set of indicators for successful refugee integration, and develop a bespoke, beneficiary-led refugee integration evaluation tool. This tool should ideally place the beneficiary at the centre of their own integration journey, providing them with a visual interactive user interface which will enable them to track their own progress with the support of their adviser.

The Refugee has appointed "Triangle" as a specialist contractor to lead on the development of the tool and we are looking for 5 RCOs in London and 5 RCOs in Leeds to contribute to the co-design and testing of the evaluation tool. The successful candidates will be RCOs with extensive experience of working with

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newly recognised refugees through current or past work with clients including refugees from one or more countries topping the list of countries producing big numbers of asylum seekers during the last five years.

It is anticipated that in addition to involving service users in tracking their own progress in refugee integration, the evaluation tool will be a valuable tool for the refugee sector as it will enable organisations working with refugees to evaluate the effectiveness of their services, to collect the right data, and to provide evidence for the needs their communities face. It will also provide an easy way of reporting to funders and improved the capacity of organisations to demonstrate the impact of their work; with the potential to improving the chances of accessing resources including financial support.

3. Eligibility Criteria for RCOs

To be eligible for this project RCO candidates will need to demonstrate the following:

- Being a constituted refugee-led organisation based in London or Leeds and with a bank account in the name of the organisation and providing services to refugees (not exclusively).
- Track record of delivering at least one of the integration services to new refugees particularly adult refugees and/or their families covering the following:
 - Welfare benefits
 - Immigration documentation
 - Housing
 - Health, mental health and wellbeing
 - Training, skills development and career advice
 - Employment and requalification
 - Family reunion
 - Access to financial services
 - Women only support
 - Any other services targeted at new refugees and facilitating their integration.
- Willingness to collect anonymised data as agreed with co-design group of organisations, and making it available and accessible for the purpose of designing and testing the evaluation tool.
- Capacity to commit one dedicated person to take the responsibility of taking part in quarterly meetings and hosting ad hoc visits over the duration of the tool development and testing period ending in October 2020.

4. Rewards for suitable candidates

The suitable Refugee Community Organisations will receive £1,200 each to cover the costs incurred by the organisation as a result of their participation in 8 quarterly meetings for the duration of the project.

5. Application Process

Organisations who can meet the eligibility criteria and who want to take part in this project are required to express their interest by completing an online expression of interest form available on the Refugee council website or by completing a hard copy of the form and sending it to:

Mr Ezechias Ngendahayo
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Gredley house
1-11 Broadway, Stratford
London E15 4DQ

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EXPRESSION OF INTEREST FORM

EVALUATION TOOL FOR REFUGEE INTEGRATION

Date: _____

1. ORGANISATIONAL DETAILS

Name of organisation: _____

Address of organisation: _____

Town/City _____ Post code: _____

Telephone: _____

Email: _____

When was your organisation set up? Month: _____ Year: _____

Do you have a Constitution or Memorandum and Articles of Association? Yes No

Total income in the last financial year? (April 2017-March 2018): £ _____

2. HOW WOULD YOU DESCRIBE YOUR ORGANISATION?

2.1 Does your organisation deliver services to newly recognised refugees? Yes No

2.2 Does your organisation provide frontline services to refugee and their families? Yes No

2.3 Does your group/organisation serve a single nationality (e.g. Somali, Iranian)? Yes No

Please specify: _____

2.4 If you have answered No to the question above please specify the nationalities your group/organisation does serves?

2.5 Is your organisation/group specialist (for example, serving only women, elderly, disabled, mental health)? Yes No

Please specify: _____



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3. WHAT SERVICES DOES YOUR ORGANISATION DELIVER TO REFUGEES

Which of the following services your organisation is currently delivering or has been delivering to new refugees particularly adult and/or their families? Please tick all that apply	
Welfare benefits	<input type="checkbox"/>
Immigration documentation	<input type="checkbox"/>
Advice on housing	<input type="checkbox"/>
Health, mental health and wellbeing services	<input type="checkbox"/>
Training, skills development and career advice	<input type="checkbox"/>
Employment and requalification	<input type="checkbox"/>
Family reunion	<input type="checkbox"/>
Women only support	<input type="checkbox"/>
Access to financial services	<input type="checkbox"/>
Any other services that facilitates integration. Please specify	<input type="checkbox"/>

4. MONITORING ACTIVITIES & MEASURING YOUR OUTCOMES

Please give us a short description of how you monitor your activities and how you measure the outcomes of your services (300 words maximum)

Which of the following statements apply to your organisation with regard to having access to an advanced, interactive and visual evaluation tool for refugee integration?	
We have our monitoring system, we don't need another tool.	<input type="checkbox"/>
We believe there is a need for a new evaluation tool that makes it easy to analyse data and use it for many purposes (fundraising, policy, impact assessment, reporting etc.)	<input type="checkbox"/>

Which of the following statements apply to your organisation with regard to how you want to get involved in developing the Evaluation tool?	
We are very happy to contribute only to the development of the evaluation tool	<input type="checkbox"/>
We are very happy to contribute only to the testing of the evaluation tool	<input type="checkbox"/>
We are very happy to contribute to both developing and testing of the evaluation tool	<input type="checkbox"/>

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Does your organisation have the capacity to commit time for 8 quarterly meetings until October 2020?

Yes

No

Please state the reasons why your organisation wants to be involved in the design and/or testing of a new evaluation tool for refugee integration and what you expect to achieve through your involvement (300 words maximum).