ABZ WORKS

Your route to skills, training and work



Supporting Displaced People and Refugees into Employment: What We've Learned so Far

BON ACCORD

ABERDEEN CITY COUNCIL

Introduction

Aberdeen has been home to increasing numbers of refugees and asylum seekers in recent years due to conflict and disruption in other parts of the world. Russia's invasion of Ukraine triggered the largest influx of displaced people into the city in living memory.

The city has a population of more than 140 Syrian and 150 Afghan New Scots, along with more than 1,200 displaced Ukrainian people. Other nationalities seeking refuge and asylum are also represented in Aberdeen, which has recently been designated as a dispersal city by the Home Office. It is anticipated that two asylum hotels will be opened in the coming months.

Multi-agency approaches across the public, private and third sectors have been taken to support these vulnerable people address a range of basic needs, including accommodation, clothing, basic equipment, access to benefits, medical and wellbeing support, digital access, education, training, and language.

This report focuses on the employability response provided to date.

The arrival of Syrians and Afghans necessitated delivery of a range of activity to provide support, and this was offered across a range of options, with varying levels of uptake and a variety of challenges. In employability terms most of those challenges were linked to cultural differences and the language barrier, as well as the ongoing effects of trauma. Numbers were relatively low and demand for support was not high and was manageable.

However, the influx of displaced Ukrainians to Aberdeen saw extremely high numbers of people arrive rapidly in the city, with an immediate desire for employment and need for support. This necessitated rapid and significant development and upscaling of employability support.

It was determined at an early stage that this support should be provided outwith the hotels where Ukrainians were accommodated to enable the Resettlement Team and primary agencies to meet immediate needs, while also providing a clear break between home and other activity, and to encourage people to come into the city centre.

Some were immediately moved into work through a collaboration with OEUK (Offshore Energies UK), which helped to match people into roles in the energy sector.

Employability Hub

It quickly became apparent that although well-intentioned, a scattergun un-coordinated approach to support was resulting in confusion, frustration, and upset amongst Ukrainian New Scots. At the request of the Resettlement Team an employability hub was created at Rosemount Community Centre, which was allocated as a dedicated space for Ukrainians to gather.

The hub operates on Friday mornings and is co-ordinated by Aberdeen City Council's Employability and Skills service, in line with the Local Employability Partnership (LEP) Delivery and Action Plan. It should be noted that in response to the high numbers of refugees and displaced people in the city the LEP amended its Delivery and Action Plan, to include refugees and displaced people as a target group for employability support.

Members of the Aberdeen Employability Training Providers Forum were invited to attend and run information sessions about their services at the hub,

Due to the unprecedented numbers of people attending the Friday sessions, with more than 100 turning out some weeks, and a clear and powerful desire for work being expressed by most of them, LEP partners agreed to take a triage approach like that used in major redundancy situations.

Skills Development Scotland relocated its entire Aberdeen team into the employability hub every Friday during the school summer holidays, alongside the Council's ABZWorks team and members of the Aberdeen Job Centre Plus team.

Training providers and partner agencies which have attended include Pathways, FedCap, Enable, SHMU (Station House Media Unit), Citizens Advice Bureau, Project Scotland, Business Gateway, NESCol (North East Scotland College), and ACVO (Aberdeen Council for Voluntary Organisations).

Initial activities organised by ABZWorks with the support of partner agencies included a seminar by the Citizens Advice Bureau (CAB) to inform people about their working rights in the UK, and training providers delivered sessions about CV writing, job searching, interview skills, and business start-up.

Two Ukrainians were employed as ABZWorks employability keyworkers. They built a seven-week course covering:

- Working rights with Citizens Advice Bureau;
- Support and benefits with the Department for Work and Pensions;
- Career Planning and Recognition of Prior Qualifications, delivered by Skills Development Scotland;
- Volunteering, led by Aberdeen Council for Voluntary Organisations;
- Starting a business, with Business Gateway;
- Employability skills, qualities, and values for young people, delivered by ABZWorks;
- Job search and interview skills session, delivered by ABZWorks.

Participation in the course was high and sustained, with about 50 people attending each week.

Addressing the Language Barrier

The language barrier was an immediate and challenging issue, so interpreters were booked to attend the employability hub sessions, and volunteer interpreters also provided support. Two Ukrainians were recruited by the Council to work as employability keyworkers, overcoming the language barrier and enabling the delivery of a series of employability workshops, by the keyworkers in collaboration with partner agencies and businesses.

Aberdeen City Council's Adult Learning Team delivers ESOL (English for Speakers of Other Languages) classes. Additional tutors were recruited in a bid to meet growing demand, while NESCol's courses were fully booked despite significant additional provision being made available, and DWP commissioned online ESOL for Employment courses,

An ESOL course for the Care Sector was delivered with a view to supporting people into the health and social care sector, which has significant skills gaps. Following the Employability and Skills Team it was agreed that courses for the construction and hospitality sectors would also be developed and delivered. These sector-specific courses are open to all adult learners in need of English language support who meet the required levels of English.

A variety of information leaflets was produced in other languages to help people help themselves to settle in the city and access services. This included information about Aberdeen, and a wide range of services available. The Libraries Service purchased guides and books in Ukrainian. Information about the services offered by training providers was gathered and translated into Ukrainian.

Young People and Education

School-aged children were and continue to be placed at primary and secondary schools across the city. In recognition of the fact that the school leaving age in Ukraine is 15 and school may not be the best place for some of the young Displaced People, ABZWorks arranged an information event for Ukrainian families, with presentations from the Council's Education Team, Skills Development Scotland, and NESCol to help families and young people determine their best next steps. Information about training provision and employability support across the city was shared at this event. The majority of the young people in attendance opted for either school or college.

Jobs and Skills

Mainstream employability activity continued as normal across the city while the employability response for refugees and displaced persons was being developed. Where possible and appropriate the mainstream services were offered to people who were able to engage with them. This activity included jobs fairs and steps were taken to ensure that information about of these events and other opportunities was shared with refugees and displaced people.

At the same time, it became increasingly clear that the business community was keen to provide support and through negotiation and introductions. Several Ukrainians were supported directly into jobs, in some instances groups were recruited and the language barrier was managed by ensuring that at least one person in the group could communicate in both English and Ukrainian.

It also became clear that significant numbers of highly qualified people who have sought refuge in Aberdeen were, due to the language barrier, differences in qualification and/or registration systems, childcare needs, and other challenges, either unable to secure work or were underemployed.

Establishing the skills base was challenging, and that lack of knowledge hampered the strategic and operational approaches to employability support.

To establish the skills and work experience base of people resettled in the city, a survey asking questions about their education, skills, work history, and language capabilities was issued. The findings, which are detailed later in this report, will be used to inform and support discussions with potential employers, as well as the development and delivery of general and sector-specific employability activities.

A Scottish First

While the survey was being developed, the Refugee Employment Network (REN) charity approached Aberdeen City Council, proposing a partnership to deliver Scotland's first jobs fair specifically for refugees, asylum seekers, and displaced people.

The survey was released prior to the Refugee and Displaced Persons Jobs Fair to enable Aberdeen City Council, Refugee Employment Network, and partner agencies to gain an insight into how we could tailor the event as closely as possible to the needs of attendees. The survey was widely circulated across Council services and partner agencies.

The results, see Appendix One, were initially used to identify employers with relevant vacancies which met, as far as possible, the skill sets identified by survey respondents. These employers were invited to exhibit at the jobs fair, which took place at Aberdeen Beach Ballroom on 14 March 2023.

The jobs fair was hosted by the Council and supported by the Department for Work and Pensions, Skills Development Scotland, and EY, with more than 30 employers offering live vacancies. Agencies, including the Refugee Employment Network, the Scottish Refugee Council, and Business Gateway also attended, alongside employability keyworkers, a team of 23 interpreters representing five languages, and the Council's Resettlement Team. A creche was provided to ensure that parents with young children could attend.

More than 220 refugees, displaced people, and asylum seekers attended the event, which was hailed a success by attendees, support agencies, and employers.

All attendees were asked to complete an exit survey, to support the further development of employability activity and to enable the refinement of future jobs fairs to meet the needs and expectations of attendees. The full results are available at Appendix Two.

Formal employer feedback is still being gathered, but anecdotally the response was overwhelmingly positive, with most employers planning to follow-up with attendees to further discuss potential opportunities.

Some employers have reported that the English language levels of several participants was better than the individuals themselves believed it to be. However, the overwhelming majority of attendees were reported to have no or extremely limited English language skills, which significantly limited their employment prospects.

One employer working in hospitality commented: "We found that we had many suitable candidates come speak to us, who were very engaged and interested in our roles".

Another employer working in health and social care commented: "Unfortunately very few of the attendees had the level of English we need for our posts, this is because most of our clients are very vulnerable and have complex needs."

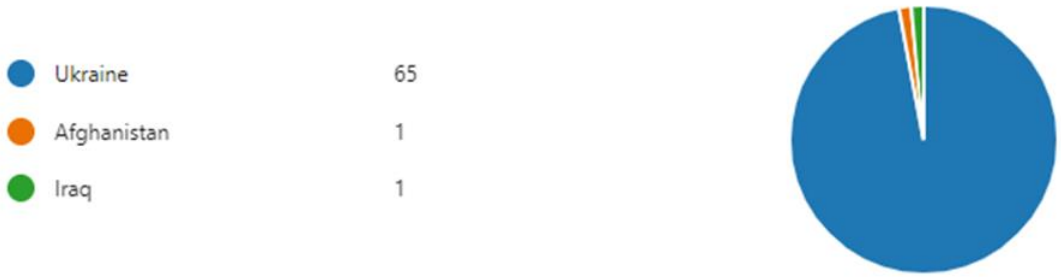
<u>Exit Survey Results Overview</u>

This exit survey was conducted as people left the Jobs Fair for Refugees, Displaced People, and Asylum Seekers. People were asked to complete either a digital or printed version to provide feedback on the event's organisation and its usefulness in helping attendees towards and into employment. A total of 67 responses was collected.

Summary by question

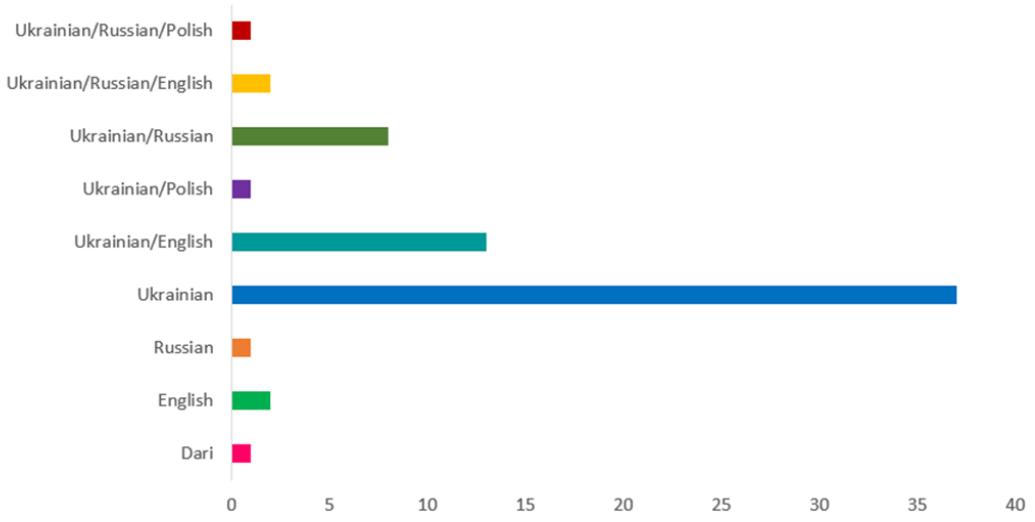
'What is your country of origin?'

The overwhelming majority of answering participants declared that they were from Ukraine (65), with one from Afghanistan and another from and Iraq.



'What languages are you most comfortable communicating in?'

This was a multiple-choice question, and especially useful considering most of the refugees in attendance were acquainted with more than one language. Of the 67 responses, the results fall into expected categories. Ukrainian (37, 55%) is by far the language most participants deemed comfortable communicating in. This is followed by those comfortable speaking in both Ukrainian and English (13, 19%) with Ukrainian and Russian placed third (8, 12%). More minor language groupings include Ukrainian, Russian and English (2, 2%), English (2, 2%), with the remaining language groupings representing one participant each (1%).



What was the main reason for attending todays employment event?'

The majority of participants stated they attended the event with the intent of finding job opportunities (56, 84%). Other reasons for attendance included networking opportunities (7, 10%), possibly from the varying employers in fields of interest and seeking career advice (4, 6%).



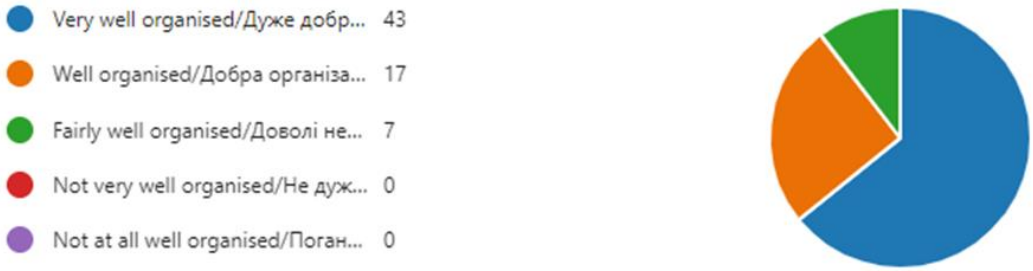
'How did you hear about the event?'

This question yielded more varying responses than those previous. Answering participants largely heard of the event through Aberdeen City Council (25, 38%) followed closely by the Refugee Employment Network (21, 32%). The Department for Work and Pensions (11, 17%) and word-of-mouth (3, 5%) also made up a smaller fraction of those notified of the event. Responses marked as other (6, 9%) were not specified.



Overall, how would you rate the organisation of the event?'

This question was crucial in measuring the success of the event, not only as an individual event, but for possible future events with a similar goal. All answers were marked in the positive with the majority stating the event was very well organised (43, 44%) followed by well organised (17, 25%) and fairly well organised (7, 10%).



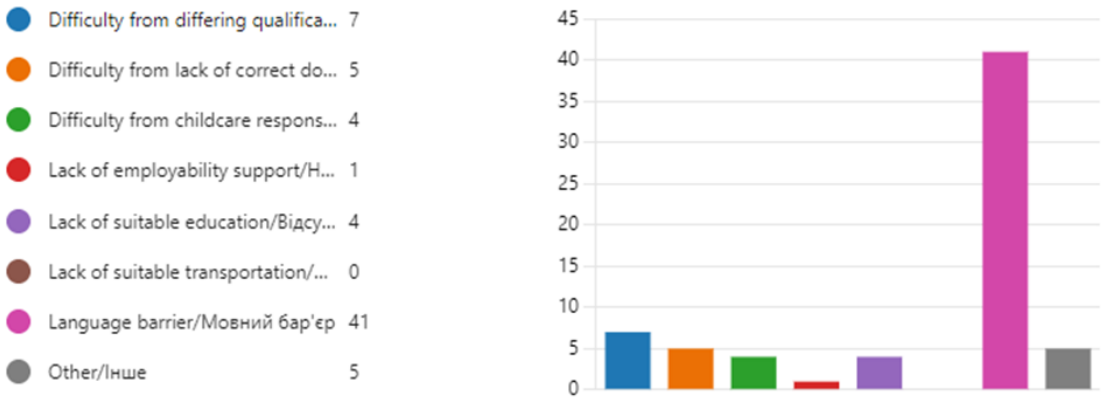
'Overall, how would you rate the usefulness of the event in finding employment?'

Another critical question, with responses largely answering positively. Of the 67 participants who answered 35 (52%) stated that the event had been very useful in finding employment. 17 (25%) participants declared the event had been useful with 13 (19%) participants stating they found the event to be somewhat useful. Only 2 (3%) participants would mark the event as being not very useful with none stating the event had been not useful at all.



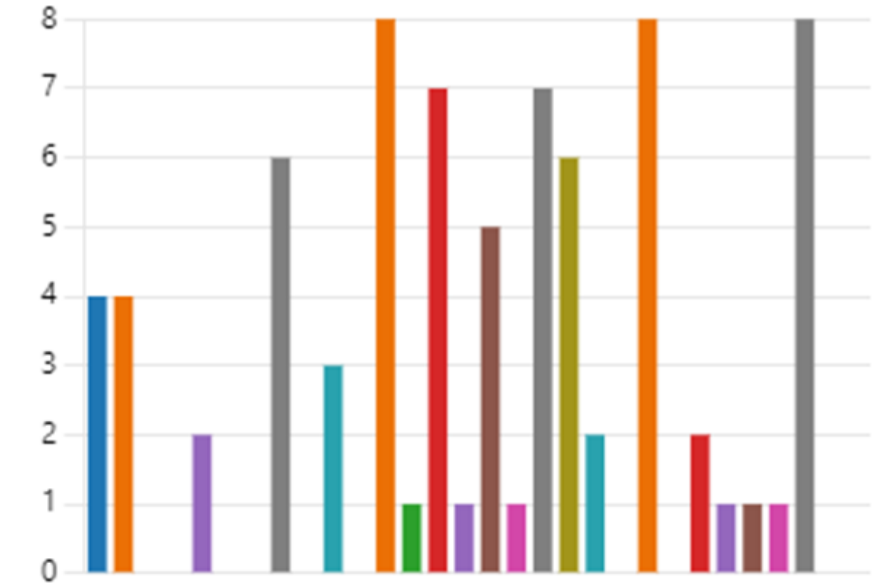
'What is your main barrier in gaining employment so far?'

As identified with the pre-event Employability and Skills survey, the majority of responses declared the language barrier (41, 61%) to be the greatest obstacle to gaining employment. Further answers included difficulties arising from differing qualifications (7, 10%), difficulty from lack of correct documentation (5, 7%), difficulties due to childcare responsibilities (4, 6%), a lack of suitable education (4, 6%) and lack of employability support (1, 1%). Responses in the 'Other' (5, 7%) category specified 'limited employability opportunities' in general to employers seeking 'Scottish experience' only.



'What employment field(s) are you interested in?'

The graph below illustrates the range of job fields that participants declared interest in. It is important to note that although this question was presented as a text box in the survey, for the sake of illustration, results were later refined. Results were diverse with Administration and Support, Retail and Transportation and Storage being the most sought-after employment fields.



Accounting	4	Retail	8
Administration and Support	4	Research	2
Construction	2	Scientific Activities	1
Education	6	Social Work	1
Engineering	3	Tourism	1
Hospitality	8	Transportation and Storage	8
Human Resources	1		
Information and Communicatio...	7		
Law	1		
Maintenance of commercial and...	5		
Marketing	1		
Manufacturing	7		
Medicine	6		
Mining and quarrying	2		

'Were you able to speak to employers in your field of interest?'

Of the 64 answering participants, 52 (81%) stated that they were able to speak to employers in their field of interest. However, 12 (19%) answered that they were unable to do so. This may be in part due to the late withdrawal of an employer which had been offering roles in the digital sector.

Yes	52
No	12



'How many exhibitors did you speak to at the event?'

The majority of answering participants stated that they spoke to between 1-5 exhibitors during the event (31, 48%). Another 23 (36%) participants spoke to 6-10 of the exhibitors, while only 8 (13%) were spoke to 11-15. One participant answered they spoke to between 16 and 20 exhibitors (2%), whilst another answered that they spoke to more than 21(2%).

1-5	31
6-10	23
11-15	8
16-20	1
21+	1



'How many applications do you anticipate making to employers at the event?'

The results for this question proved promising, as it illustrates the enthusiasm of attendees in finding employment. Of the 64 responses, only 5 (8%) declared they had no intention of making applications at the event (this may relate to the previous 7 who had stated they attended the event for networking opportunities). 14 (22%) participants answered they had made one application, 16 (25%) answered that they had made two, with 13 (20%) stating they had made three and 16 (25%) making more than four applications.

0	5
1	14
2	16
3	13
4+	16



'How many interviews did you arrange at the event?'

Unfortunately, many of the answering participants (46, 72%) stated they were unable to arrange any interviews with the employers in attendance. Only 8 (13%) answered that they were able to arrange one interview, 6 (9%) arranging two interviews with 2 (3%) arranging three and 2 (3%) able to arrange more than four.

0	46
1	8
2	6
3	2
4+	2



'How many employment services did you register with or access?'

Results for this answer are heavily mixed. Of the 63 who answered the question, 18 (29%) stated they had not registered with an employment service. 18 (29%) others stated they had registered with one employment service, with 14 (22%) participants registering with two. Fewer participants stated they had registered with three (7, 11%) and 6 registering with more than four (10%).



'What employment services did you register with? (If applicable)'

As the question was a text box, participant answers varied more considerably. Answers largely varied, with the small majority declaring they had registered with the Department of Work and Pensions. Others answered they had registered with the Job Centre, ABZ Works, Tulloch and Indeed. The question may have been vague to the participants as some answers included the likes of 'Amazon' and 'NHS'.

'What did you like most about the employment event?'

Although only 29 of the 67 participants answered this question, the feedback provided is nonetheless encouraging, especially in terms of planning future events. Most answers state that the venue (Beach Ballroom), the atmosphere of the event and the opportunity to network with prospective employers were helpful in assisting attendees.

'What improvements would you like to see for future events?'

Another question that could prove instrumental to the planning of a future event, the key findings are as follows. Of the 28 who answered this question, many of the answers allude to attendees wanting more employers, both in number and in range of opportunities. Other answers suggest the employers present be more applicable in person, rather than sending CVs to email.

'How likely are you to attend a future event?'

Many of the 63 respondents to this question (40, 63%) declared they were very likely to return for future employment events. 16 (25%) stated they were likely to do so, with 6 (10%) answering somewhat likely and one (2%) answering they were not likely at all to return for a

future event. Interestingly, 66% of those who answered that the event was well organised also declared they were very likely to attend another event.



Conclusion

Overall, the exit survey was successful in gathering insight into how attendees viewed the event. Of its strengths, many of the participants stated that the event was well organised and was hosted in a good venue. However, the survey results also highlight areas for development to make future events more successful. Many of the participants stated a desire to see more employers, both in number and in range of opportunities. This coupled with an apparent lack of support and opportunities for those facing acute barriers (e.g., language barrier) is hindering refugees, displaced people and asylum seekers from securing employment.

Skills and Employment Survey Results Overview

While the Skills and Employment Survey results were used to tailor the jobs fair, the broader results, alongside the jobs fair exit and feedback survey, will enable us to refine the city's ongoing employability response. The responses highlight key challenges and opportunities to develop and improve activity, and to support refugees, displaced people, and asylum seekers with the right to work, into sustained and fair employment.

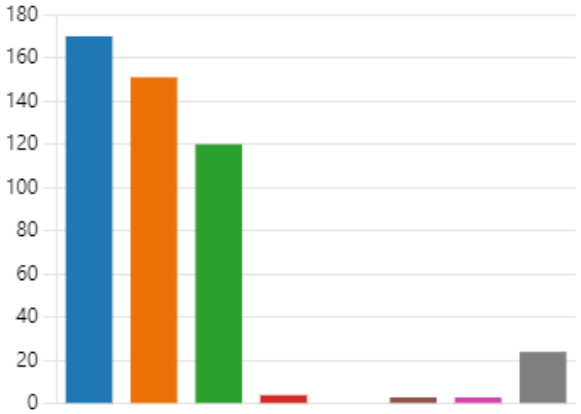
The results were extremely useful in gathering an understanding of the problems refugees and displaced people (particularly Ukrainian which was the highest represented group of respondents), continue to face. A total of 185 participants responded to the survey, with ages ranging from the lowest at 17 to the highest of 66. The average age of participants was 38.

Summary by Question

'Which language(s) do you speak?'

Due to the majority of survey respondents being Ukrainian, the results skew to the two languages commonly spoken in Ukraine, Ukrainian (170) and Russian (151). Many respondents also reported being able to speak English (150). Further languages including Dari (4), Arabic (3) and Pashto (3) were in the minority. 24 participants declared speaking other languages but were not specified.

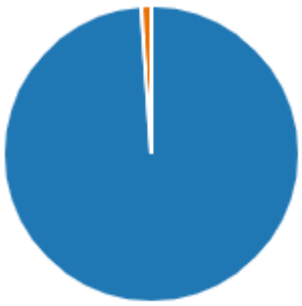
Ukrainian/Українською	170
Russian/Російською	151
English/Англійською	120
Dari/Дарі	4
Farzi/Фарзі	0
Arabic/Арабською	3
Pashto/Пашто	3
Other	24



'Can you read and/or write in all of the selected languages?'

A total of 181 of the 185 respondents reported the ability to read and or write in their selected languages with two declaring they could not.

Yes/Так	181
No/Ні	2

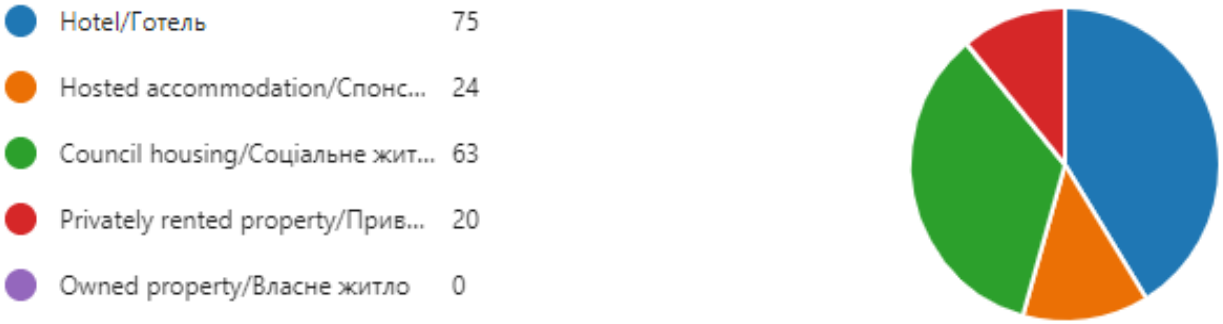


Do you speak, read, or write in English?

Relating to the previous question, all of those who reported English being one of the languages they could speak, along with eight others, have indicated that they are able to speak, read, or write in English.

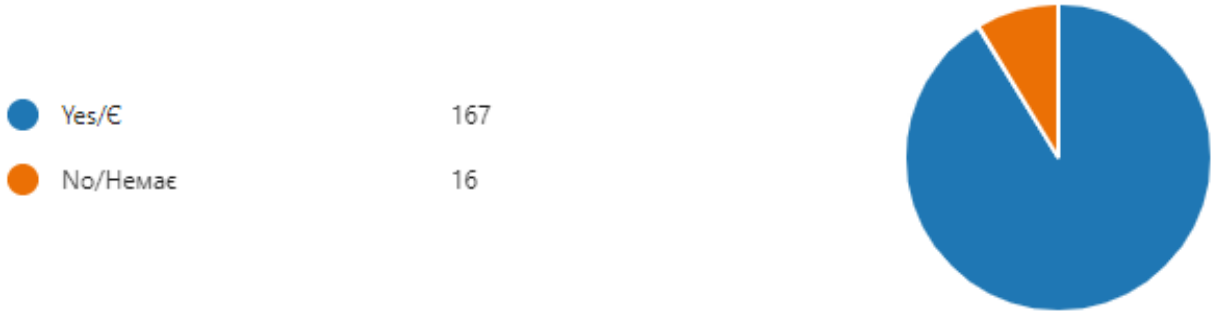
'What type of accommodation are you currently staying in?'

This question produced more diverse answers to those previous. Of the 182 people who answered, 75 (41.2%) reported living in a hotel. 63 (34.6%) reported living in council housing, with a remaining 24 (13.2%) living in hosted accommodation and 20 (10.9%) living in privately rented property. None stated that they owned the property they were living in.



'Do you have previous work experience?'

Of the 183 respondents who answered this question, 167 (91.3%) declared they had previous work experience. The other 16 answered no (8.7%). A possible explanation for this is that 14 (7.6%) of those who took part in the survey are reported to be under the age of 22, with a focus on higher education or lack of opportunities in their countries of origin being responsible.

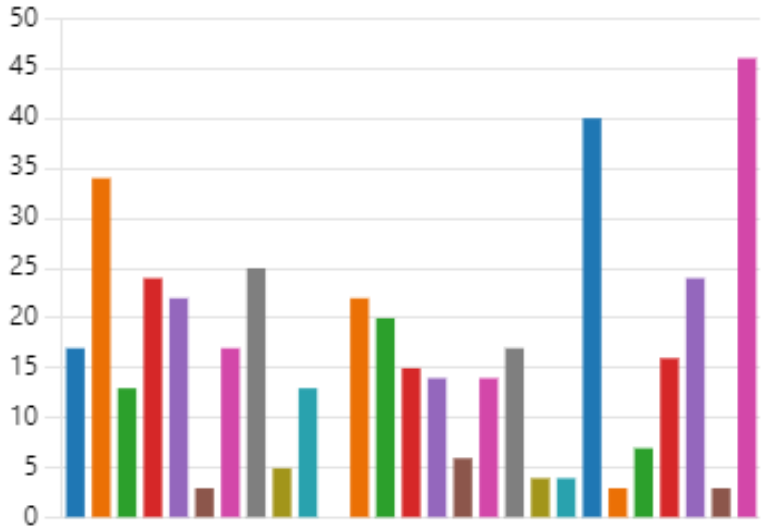


'What was your previous profession?'

As this question in the survey was a text box for the participants to fill in, quantitative analysis of the responses is difficult. From the raw data, the participants had a diverse background ranging from retail and administration to dentistry and law.

'What profession do you have previous work experience in?'

With 165 responses, the bar graph below shows the range of sectors respondents stated to have previous work experience in. As the list of sectors may have been confusing for the participants, many have marked 'Other' (46, 27.9%) with those answering within the survey having experience in retail (40, 24.2%) and administration and support (34, 20.6%).



Accounting/Бухгалтерський об...	17
Administration and Support/Ад...	34
Agriculture, Forestry and Fishing...	13
Arts, Entertainment and Educati...	24
Construction/Будівництво	22
Dentistry/Стоматологія	3
Finance/Фінанси	17
Education/Освіта	25
Electric, Gas, Steam and Air Con...	5
Engineering/Інженерія	13
Emergency Services/Аварійні сл...	0
Hospitality/Готельно-ресторан...	22
Human Resources/Управління ...	20
Information and Communicatio...	15
Law/Юриспруденція	14
Medicine/Медицина	6
Maintenance of commercial and...	14
Manufacturing/Виробництво	17
Mining and Quarrying/Добуван...	4
Real Estate/Нерухомість	4
Retail/Роздрібна торгівля	40
Repair of Motor Vehicles and M...	3
Scientific Activities/Наукова дія...	7
Social work/Соціальна робота	16
Transportation and Storage/Тра...	24
Water supply; sewage, waste ma...	3
Other	46

'What qualifications do you have?'

Like the previous question, this too was a text box, thus analysis is difficult. Qualifications range from bachelor's and master's degrees, to experience in warehouses and manufacturing.

'Are you facing barriers when seeking employment?'

This proved to be an important question especially regarding the Jobs Fair for Refugees Displaced People and Asylum Seekers. Many of the 182 participants who answered this question declared that they face barriers when seeking employment, with 152 (83.5%) answering yes to the 28 (15.4%) answering no.



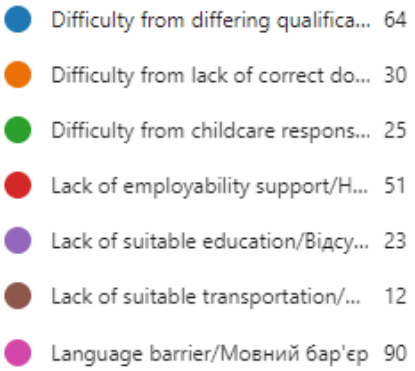


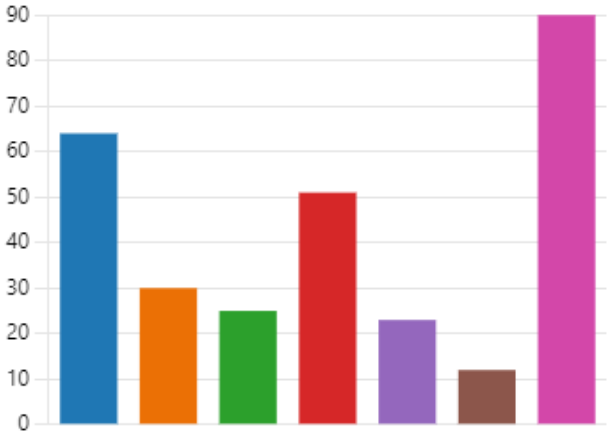
'What are they?'

It is important to note that this question collected more than one response per participant due to the complex nature of their situations. Following on from the previous question, of the 150 responses, 90 (60%) participants reported a language barrier to be the most significant barrier when seeking employment. Second to this, 64 (42.6%) stated a difficulty in differing qualifications, with lack of employability support (51, 34%) coming in third.

<u>Survey Results Conclusion</u>

The overall conclusion from this survey is that despite having previous work experience in a diverse range of sectors and possessing qualifications ranging from work experience to





Bachelors and Masters degrees, participants are still struggling to find employment in

Aberdeen. 83.5% of participants declared that they were facing obstacles when seeking employment, with the language barrier being highest among them, followed closely by the lack of differing qualifications and lack of employability support.

In hindsight, inclusions could have been added to provide a more rounded impression of what problems refugees are currently having, especially seeking employment. Questions including whether the participant has dependencies (children, elders) as well as whether they themselves have disabilities that could add another barrier when seeking employment.

What Have We Learned?

Language is by far the greatest barrier to employment faced by our New Scots and there is no quick fix for this. Investment has and continues to be made in the provision of ESOL services. There may be opportunities to support refugees and displaced people with the requisite levels of written and spoken English into employment or self-employment to help address this issue.

The recruitment of Ukrainian keyworkers who could speak to people facing extremely challenging circumstances and empathise with the trauma, some of it ongoing, that people faced, provided immediate benefits, and removed the language barrier to employability activity, while supporting English language development and employment opportunities,

There is a strong appetite among the business community to support, and many businesses are being as flexible as possible within the constraints of health and safety requirements and service delivery to provide employment opportunities. This appetite to support should be embraced and developed on an ongoing basis.

Unfortunately, there has been a small number of incidents reported of poor treatment by employers of refugees, displaced people, and asylum seekers. Educating them about their employment rights is essential to reduce the risk of potential exploitation.

Aberdeen has skills gaps in several sectors, and this can and should be exploited to support people into employment while also supporting the Aberdeen economy. Sector specific ESOL and skills training should be delivered where possible.

Slight differences – for example UK CVs are quite different to Ukrainian CVs. Ukrainian CVs are often several pages long and feature studio-style photographs of the applicants and include unnecessary details such as age, parenthood and other personal aspects which could risk discrimination.

Expectation management – anecdotal evidence points to people wanting immediate access to jobs, employment, high wages, training provision, funding, more ESOL classes than can be provided, and that language skills will develop much more quickly than they realistically can.

A co-ordinated and collaborative approach is essential to ensure the right support can be provided at the right time by the most appropriate agency for the individual.

Trauma – people who have arrived in Aberdeen as refugees, asylum seekers, or displaced people may have experienced significant trauma before, while, and since fleeing their home country. For some, that trauma continues as they worry about family members and friends left behind, as bad news is received, and as they see and hear about the ongoing wars and violence in their home countries. A trauma informed approach needs to be taken.

Official bodies can be scary – fear of reprisals and corrupt officials, including uniformed services and government agencies can be significant, with people fearing being returned to the place they have fled if they do not follow to the letter things they have been told to do. A trauma-informed and supportive approach is essential, as is ensuring that people are connected with the relevant agencies and are supported to understand their rights.

Language – providing information in people's native languages helps understanding, positive engagement, and relationship building. This includes verbally and written materials.

Support – frontline staff heard traumatic stories from people, particularly in the early days of the arrival of Ukrainian Guests, frequently during emotional conversations. Support needs to be in place to ensure that staff are looked after and can decompress and be de-briefed.

What Should We Do Next?

Experience and knowledge developed during the employability response to date, alongside the survey findings, suggest some potential next steps which could be taken to refine the strategic approach and operational delivery activity.

- Research has shown that the impacts of trauma does not always immediately surface and that it is only when a person feels settled and safe, that the impacts kick in and mental health declines. This may have far-reaching impacts, including the ability to continue to engage in employability activity, to perform well at work, or to sustain employment. Information sharing with employers to help them understand the challenges their New Scot employees may be facing and providing information about support services could be undertaken to help people sustain, as far as possible, positive employment outcomes.
- An Employer Skills Audit is to be conducted as part of the work of the LEP and to inform the Regional Economic Strategy. The results will identify where the emerging skills gaps and anticipated skills gaps are in the city and help to inform future employability activity for Aberdeen residents, including our New Scots.
- Future jobs fair/s specifically for refugees, displaced people, and asylum seekers could be held in partnership with REN. Aberdeen City Council has been asked to advise on delivery of future REN events elsewhere in the UK due the success of the Granite City event.
- Gather feedback and views from training providers active in the city about the activities they have undertaken to support this cohort to date, outcomes, lessons learned, and how the collaborative approach can be further developed.
- Consult with the individuals to ensure that customer voice is incorporated into future employability activities and that a whole-family holistic approach is taken. This has already been done within the ongoing sessions at the Rosemount Hub and the programme of activity is being refined.
- Repeat the information sessions for families, particularly with the end of the school year looming, and open it up to other groups of people who have relocated temporarily or permanently to Aberdeen, including overseas students who have brought their families, to ensure they are fully aware of the options available to their children of school-leaving age.
- Continue to liaise with business to nurture and develop opportunities not only for refugees and displaced people, but also for all city residents receiving employability support. This may be in the form of corporate social responsibility activity as well as jobs.

- Continue working with Mears Group to identify asylum seekers with the right to work, embedding employability referrals or support into the positive cessation pathways (when an asylum seeker becomes a refugee and has access to public funding).

Background papers: Appendix One – Employment and Skills Survey Responses

Appendix Two – Refugees, Displaced Persons, and Asylum Seekers Jobs Fair Exit Survey

Aberdeen Local Employability Partnership Delivery and Action Plan

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