



## Welcome Resources: Q&A Document

Version 1	28/01/2022
Version 2	10/02/2022

### **Q: What are Welcome Resources and Welcome Workshops? How were these resources produced?**

A: The Welcome Resources are designed to provide a broad introduction to life in the UK for Afghan families, including areas such as housing, healthcare, education etc. These materials were produced through a collaborative effort involving multiple UK Government Departments, Devolved Government colleagues, councils, service providers, and voluntary/community organisations. We recognise that some councils will already be delivering similar sessions – or ‘Welcome Workshops’ – and producing similar materials for families in both bridging and settled accommodation. These resources are designed to complement that work.

### **Q: Is there a deadline for using ‘Welcome Resources’?**

A: There is no formal deadline and councils can deliver it as they see fit. We hope that most councils will commence sharing resources and use them to run Welcome Workshops as soon as possible so that arrivals are empowered and provided with information that will help their successful long-term integration.

### **Q: Do we have to run the sessions over a full week?**

A: No. You can decide how best to schedule in your area and consider whether a single day each week for a period would work better than a full week of sessions.

### **Q: Can we run sessions more than once?**

A: Yes. It is up to councils where, when and how often these sessions are delivered. We recognise that councils will know how best to engage families in their area.

### **Q: Where should we deliver these sessions?**

A: It is up to councils to determine where they think it best to deliver these sessions. It may make sense to deliver them in the hotels themselves provided that the appropriate facilities

are available.

**Q: What if we don't have a bridging hotel? What is the expectation?**

A: If you are not providing wraparound support to a bridging hotel in your area, it is recommended that you deliver these sessions for settled families if possible. If there are no settled families in your area yet, you can plan to deliver these sessions at a later date. The materials should still be relevant.

**Q: What about guests/families who have already been settled/left bridging accommodation?**

A: We have set up a group on Knowledge Hub which will enable individuals to access all resources independently. Knowledge Hub is an online digital platform which facilitates file-sharing. No membership or login will be required as the resources will be available in Knowledge Hub's public library. Councils can also invite settled families to in-person Welcome Workshops too if they so wish.

**Q: How should these sessions be delivered?**

A: We believe that face to face sessions would offer the strongest benefits and therefore recommend that these sessions be delivered in person. If running sessions on all topics is not feasible, we recommend prioritising sessions on topics suited to in-person group learning and discussion.

**Q: What language should these sessions be delivered in?**

A: If councils are able to provide interpreters to help deliver the sessions in Pashto/Dari as well as English then we would encourage that, but if this is not possible then the sessions should be delivered in English only. We also intend to share translated versions of resources in March.

**Q: Will the programme be affected by Ramadan?**

A: Please be sensitive towards those who observe Ramadan. Consider consulting potential attendees for their preferences regarding start/finish times. It may be appropriate to start the sessions earlier in the day during Ramadan. Please be mindful when arranging refreshments.

**Q: Is it mandatory for all guests/families to participate?**

A: It is highly desirable that all adults participate and every effort should be made to encourage them to engage, particularly because these sessions should prove beneficial for them. However, it is not compulsory, and they should not be forced to attend if they do not

wish to do so.

**Q: Are the resources suitable for councils in the Devolved Nations?**

A: Yes, resources can be used across the Four Nations and steps have been taken to ensure that the content is relevant across the UK. A small number of exceptions are explained in the framework document.

**Q: Activities similar to this are already in place in our area, is there any additional benefit to using these resources?**

A: These resources are intended to complement any activities already being held. Information can be added or omitted where deemed appropriate. Please review the slide-packs and group, select and organise the topics as you prefer.

**Q: Do we have to use all of these materials? There's quite a lot to go through.**

A: As stated above, information can be added or omitted where deemed appropriate. Please review the slide-packs and group, select and organise the topics as you prefer.

**Q: Should all topics be presented by the council?**

A: It is recommended that councils review the resources and determine which areas they think can be covered by the council and which should ideally be delivered by an outside speaker.

**Q: Can we involve service providers/VCS e.g. Refugee Council etc?**

A: Yes. We recommend seeking support and assistance to deliver this programme from appropriate organisations and service providers where possible.

**Q: Can these materials be used for people on other resettlement schemes such as UKRS or asylum seekers etc?**

A: Some of the material may be applicable and/or relevant for people on other resettlement schemes, but the majority has been designed specifically with the Afghan resettlement schemes in mind. Councils can use relevant components where they are confident that the information would still be correct for other schemes and end users, however.

**Q: Will translations of the materials be provided?**

A: Yes. The slide packs will initially be made available in English, but we intend to share translated materials in Pashto and Dari in March.

**Q: Can we share these resources with the families?**

Yes. It is recommended that the slide-packs be printed and used as handouts in the sessions to aid participants and that soft copies be circulated to interested parties afterwards. They can also be accessed via the Knowledge Hub's public library mentioned above.

**Q: How can we evaluate the sessions?**

A: Delegates are encouraged to provide written feedback after each session on the summary feedback sheet. This feedback will be fed into an online survey for councils to complete on SmartSurvey.co.uk upon completion of the programme. The feedback sheet and link to the SmartSurvey are provided with the Welcome resources on Knowledge Hub. The views and feedback submitted will be valuable for reporting back the results for evaluation.

**For further questions, please either contact the HO LA Engagement Team Officer or DLUHC Engagement Lead. If you have technical queries regarding Knowledge Hub, please contact <https://khub.net/group/guest/help>**