



Welcome Resources: Framework Document (V2)

Overview

This framework document has been drawn up by the Home Office (HO) and the Department of Levelling Up, Housing and Communities (DLUHC). The document sets out the context for the Welcome Resources and summarises how councils can use them in providing support to Afghan families. The document does not convey any legal powers or responsibilities. Copies of the document and any subsequent amendments will be made available to local authorities on the [Knowledge Hub website](#).

Context

Due to the nature of the evacuation from Afghanistan, arrivals from Afghanistan under ARAP and ACRS, as well as eligible British Nationals (BNs), did not receive cultural orientation training prior to arriving in the UK. In addition, many arrivals are now living in bridging accommodation which presents a potential barrier to integrating into and understanding local communities.

Councils are already providing integration support to arrivals, in many cases including orientation support. However, we are conscious of the challenges and pressures on local authorities supporting arrivals both in bridging accommodation and in settled accommodation. With this in mind, we worked with the Royal Borough of Kensington and Chelsea (RBKC) to pilot a cultural orientation week for Afghan arrivals in a bridging hotel in the borough. The workshops were designed to increase arrivals' understanding of life in the UK, education and employment, health, language, law, safeguarding and cultural norms (including parenting, gender equality and domestic violence). The pilot received overwhelmingly positive feedback from participants and demonstrated the importance of such training in developing cultural understanding among arrivals, which is crucial to their longer-term integration and helps mitigate against potential tensions developing between existing and new communities.

Building upon the learning from the pilot, we have developed a menu of central 'Welcome Resources' (formerly referred to as 'Khush Amaded' (Welcome)) for councils to draw upon in providing integration support. We hope that these resources will be helpful to you in supporting arrivals.

The Welcome Resources have been developed based on the pilot scheme led by the Royal Borough of Kensington and Chelsea, in collaboration with Morley College, who are a London-based education provider with a strong focus on providing lifelong educational opportunities for diverse communities. It is through them, and with thanks, that this enabled the Home Office (HO), the Department of Levelling Up, Housing and Communities (DLUHC) and Ministry of Defence (MOD) to drive this initiative forward nationally through working with policy advisors in other UK Government Departments and the Devolved Governments.

Welcome Resources: What

The Welcome Resources consist of information on life in the UK broken down into different folder by themes. The core slide-packs focus on summarising central information with the intention of saving workshop facilitators time in preparing training and providing a detailed source of information for arrivals who may wish to review resources in their own time. There are also some additional resources which have been produced by the Devolved Governments and other organisations.

Themed Folders	Summary of sub-topics	Coverage
Introduction to Life in the UK and cultural norms	Cultural differences, culture, religion, geography, local services, shopping, police, hate crime, politics, Coronavirus	National
Employment	National Insurance number; rights at work; minimum wage; equality and discrimination; Expectations as an employee; Jobcentre Plus; Northern Irish services; work coaches; CVs, cover letters and interviews	National with separate slide on Northern Ireland given differences in services
Housing	Basic information about housing in the UK; what you can expect from your local neighbourhood; how the Government find and offer homes and the type of property likely to be offered; what to do if you own your own home; options after being offered a home including privately renting; social housing and buying a home	National
Healthcare	The National Health Service; Urgent help (999 and 111); Walk-in and urgent treatment centres; General Practice (GP) doctors; Specialist help; Pharmacies; the dentist and opticians; Cancer screenings and health checks; Sexual health; Contraception and abortion; Maternity care; Vaccinations and children's vaccinations; Mental Health support; Drugs, alcohol and smoking	England and Scotland. Welsh and Northern Irish councils may wish to adapt this slide-pack. There is also a Northern Irish handout available.
Education	Primary education; secondary education; further education; higher education; education for adults; rights and responsibilities for parents; safeguarding in schools; school culture	National
Rights, responsibilities, law	Rights and responsibilities; what is legal and illegal; protecting and caring for children; gender-based laws; racism and discrimination; the police and their duties	National
Fire safety	Preventing fires including home fire safety, detecting fires, carbon monoxide, escaping fires	National

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Road safety	Road safety for children and parental responsibilities; driving in the UK (including learning to drive and applying for a licence); speed limits; understanding road signs; driving offences; the Highway Code; police enforcement powers	National
The Police and keeping safe	The UK police; your rights if you get stopped by the police; safety inside and outside your accommodation; online safety; grooming; modern slavery; child protection and social services	National
Women and girls	Gender equality; marriage and divorce; women's health; maternity and childcare; sexual and reproductive health; women's safety and domestic violence	National

Please note that slide-packs may be updated in the future to reflect changes in policy, for example regarding the matching process.

These resources are designed to complement the existing 'Welcome Pack' which is available on gov.uk in English, Pashto and Dari. The 'Welcome Pack' forms one central, concise document which is designed to welcome arrivals from Afghanistan to the UK and provide them with information to establish their new lives here. It provides an overview of life in the UK. In some places this pack covers specific services in England only; there are links on the GOV.UK Landing Page to webpages for Scotland and Wales. Officials from DLUHC and from Devolved Administrations, including Scotland, are working to update the existing pack and share versions specific to Devolved Administrations over the coming weeks.

Welcome Resources: Why

The resources are intended to support councils in delivering integration support to Afghan families who have arrived under ARAP and ACRS, as well as eligible BNs. We appreciate that councils are already delivering support to arrivals and may have already provided workshops or information on similar themes. As such, the resources are designed as a 'pick and mix' package, which councils can draw on at their discretion in view of the specific needs of the cohort of arrivals in the local authority and the cultural orientation training already provided to arrivals. Councils may choose to draw on all or parts of the resources for use in in-person 'Welcome Workshops' with arrivals and may also wish to share resources with arrivals for them to review in their own time. In summary, the aims of these resources are to:

- Provide consistent information to arrivals to empower them in accessing services and opportunities in the UK.
- Manage expectations of arrivals by providing consistent messaging about their next steps (for example, access to housing).
- Support councils with integration efforts by providing groundwork materials.
- Promote a UK-wide view for the benefit of those who move to other areas or regions of the UK.

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Councils may wish to draw on and adapt the central resources to balance the need to provide local information relevant to an arrival's current community whilst providing information relevant to the possibility of long-term resettlement in other parts of the UK. We understand that some arrivals have concerns about the prospect of moving to new areas and would encourage you to consider how you can promote understanding of the positives of all areas of the UK. With this in mind, resources have been designed (where possible) to be relevant to all areas of the UK. A small number of exceptions are noted in the table above.

Welcome Resources: Who

The resources are designed to support the Afghan population who have recently arrived in the UK under ARAP or ACRS, including eligible British Nationals (BNs). Resources could be used to support arrivals living in temporary accommodation or who have already moved to settled accommodation. Some topics may target an audience group with specific interests, for example, you may find that parents or women are more interested in education.

Welcome Resources: How

In addition to sharing resources for arrivals to use in their own time, councils may wish to draw on the resources in running in-person 'Welcome Workshops'. Annex A includes a list of specific tips for councils and workshop facilitators based on the experience of the Royal Borough of Kensington and Chelsea. Resources could be used for presentation on a screen and/or in addition to providing printed or digital access to the resources for arrivals themselves. As noted previously, resources can be used and adapted as councils see fit. Councils may also wish to draw on the materials and support provided by voluntary and community sector organisations; please see Annex B for links to some useful organisations. Please also note that useful links and further details can also be found throughout the slide-packs in the 'notes' section of the PowerPoint presentations.

Department for Levelling Up,
Housing & Communities

Home Office

Welcome Workshops
Cultural Orientation Programme

Housing in the UK

Click on the 'ellipses' tab and then select 'show presenter view' to reveal the 'notes' section (see image below).

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The screenshot shows a presentation interface with a dark theme. The main slide is titled "Renting Your Own Home" and features a list of bullet points. A "Next slide" preview is visible on the right. A callout box on the right contains the text "Speakers' notes with further information." with an arrow pointing to the "Next slide" preview.

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Renting Your Own Home

- You have the right to rent in the UK. You can find a property through local lettings agents and on property listings websites.
- When you find a house or flat, you may need to pay a deposit and your landlord is obliged to protect your deposit.
- Letting agents and landlords carry out any referencing checks before accepting a new tenant. This may include income requirements or the need for a guarantor.
- You should receive a 'tenancy agreement'. This is a legal contract between you and the landlord. Your tenancy agreement should set out how much rent needs to be paid and how often and the length of tenancy, as well as tenant and landlord responsibilities.
- The tenancy will usually be for a fixed period of 6 or 12 months (in England and Wales). If you want a longer initial fixed period, you can ask.
- In Scotland your tenancy will last until you wish to leave the let property or by the landlord using one (or more) legal grounds.
- You will be obliged to pay the rent for the duration of the tenancy.

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Next slide

Social Housing

- After you have been provided a home, social housing could be an option.
- Social housing is typically a lower cost rental house or flat provided by the council.
- You apply for social housing through your local council or a housing association.
- You will usually have to join a lengthy waiting list and you are not guaranteed to get a property.
- The length of time on the waiting list will depend on the area you want to live in, the type and size of house you require, as well as any priority you may have. For example, there are around 300,000 people on the waiting list for social housing in London.
- Check you are high enough on the list, the council or housing association will contact you about available properties.

To prove your status you can use the online service, which is found at: <https://www.gov.uk/prove-right-to-rent>. In Wales, Scotland and Northern Ireland the Government does not require you to prove your right to rent, but you might still be asked.

You can find out about your responsibilities and rights as a tenant in England in the Government's 'How to Rent Guide', which is at: <https://www.gov.uk/government/guides/how-to-rent-a-property>

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Speakers' notes with further information.

Welcome resources are located on **Knowledge Hub** and can be accessed via the links below. Full resources with supporting documents can be accessed by local authorities (from a closed group). A terms of reference for access to the closed group on Knowledge Hub can be found at Annex C. End users will also be able to view documents with public access via the Knowledge Hub public library. Knowledge Hub will be updated as new resources are added.

- Register with Knowledge Hub - <https://khub.net/sign-up>
- Join the Welcome Workshops Resources group as a member. You will be asked to specify your interest and purpose in joining the group and to provide details of your position/institution. Click on this link and then log in to access the resources for councils: <https://khub.net/web/welcome-workshops-resources>



Last activity - Today

Welcome Workshops Resources: UK Cultural Orientation

Welcome Workshop Resources designed to support the integration of individuals resettled from Afghanistan under ARAP, ACRS and eligible British Nationals

- To share the resources with Afghan arrivals, you can share this public access link which will take them to a public library with all of the resources - <https://khub.net/web/guest/public-library>. **No log in is required.** Arrivals can use the search function on Knowledge Hub and search 'welcomeworkshopresources' or 'welcomeworkshops' to locate the files. You can also provide the direct links to individual documents in the public library. A list of the public access links is provided on Knowledge Hub.

Welcome Resources: When

It is strongly recommended that all councils provide cultural orientation support to families in their area and in the majority of cases we recognise that councils will already be providing some support. Whilst arrivals are largely based in bridging accommodation, there is an opportunity to engage a large number of people with relative ease. You may wish to consider which topics merit priority over others based on your knowledge of the families in your area.

Next Steps

We would encourage you to share and promote access to the resources with Afghan families in your area and to consider how you could use them to support in-person workshops. We are also aiming to translate resources into Pashto and Dari to increase the accessibility of resources and expect to be able to share translations in March.

We will be using the Afghan Resettlement Local Authority Network (ARLAN) as a platform to present any new information and to continue to share good practice between councils. You can share feedback on a rolling basis to our local engagement leads and via brief presentations through the ARLAN. We are very keen to hear back from you on how you have implemented the Welcome Workshops and help share your experiences with other councils. We will also share a post-workshop survey link. Please complete the post-workshop survey, which can be found here: <https://www.smartsurvey.co.uk/s/I6OQIU/> A feedback sheet provided with the Welcome Resources will also give the participants an opportunity to share their feedback on each session and will allow iterative improvements for subsequent versions of resources where needed.

If you have any further questions about the Welcome Resources, please contact the Home Office Liaison Officer for your area with any questions regarding the logistics of arranging in-person workshops or your DLUHC Local Engagement Lead. For any general queries you can also reach out to the general mailbox: dluhc-afghan-resettlement@communities.gov.uk If you have technical queries regarding Knowledge Hub, please contact <https://khub.net/group/guest/help>

Annexes:

Annex A: Top Tips

Following the pilot that was run by the Royal Borough of Kensington and Chelsea in November 2021, feedback was gathered by attendees from DLUHC, HO, RBKC and Morley College to support the national roll-out. We have set out tips below that might be useful to consider when carrying out the welcome sessions.

Covid Protocols

- Ensure COVID protective measures are in place and compliant with (where relevant) UK Government, Scottish Government, Welsh Government and Northern Ireland Executive guidelines.
- Establish the number of delegates to attend each session and arrange an appropriately sized space to seat everyone in groups.
- Give delegates and hotels (where relevant) reasonable advance notice of sessions so that arrangements can be put in place.

Timings and Topics

- We have included a range of topics and information. We would recommend considering which information should be prioritised based on the needs of families and which topics are best covered through in-person sessions which can prompt discussion.
- Plan sessions sensitively to consider responsibilities such as Friday prayers, Ramadan, gender and age.
- Consult hotels (where relevant) so that sessions can be scheduled around mealtimes, school drop off/pick up and prayer times for maximum attendance.
- When arranging scheduled workshops, it is recommended to deliver sessions in a continuous timeframe period to maintain learning momentum, for example one session per day over 2-3 weeks or 3 sessions per week over 4-5 weeks if intending to use the full suite of Welcome resources.

Workshop Content and Delivery

- Handouts for all sessions throughout the week are helpful, as delegates at the pilot week were taking photos on their mobile phones. Printing off the slides themselves to use as handouts for the attendees may be useful.
- We would encourage the use of interpreters or bilingual facilitators where this is possible/practicable, though recognise this may not be an option for some councils. Interpreters will need to be extremely accurate to help maximise understanding. It might be useful to use the same interpreters for every session.
- Sessions should be engaging and interactive. Check engagement and understanding by pausing for questions after each topic. Consider simple and colourful materials to help bring the content to life (e.g. photos of local schools, mosque, parks etc).
- Ensure any guest speakers introduce themselves and explain their roles fully. Ideally use a female and a male presenter for each session. We recommend seeking support and assistance to deliver Welcome Workshops from appropriate organisations and service providers where possible. For example, a medical professional would be better placed to answer questions arising from the healthcare session.
- Clear objectives should be established and run through the sessions. Be aware that the message is enabling independence and the ability to be part of society and access what the UK can offer.

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- Interactive work encourages more conversations and opinions. Some group activities are built into the slide-packs. The slide-packs are designed to just provide a starter with the foundational information. We would encourage workshop facilitators to consider these as a springboard to build activities around.
- Feedback should be sought at the end of the day for each session to inform future sessions. We have also shared a feedback survey which can be used to evaluate the sessions:
<https://www.smartsurvey.co.uk/s/I6OQIU/>

Logistics

- Consider how to promote resources and workshops.
- Consider whether any childcare provisions can be put in place as children out of school could disturb the sessions and can be a barrier to women attending. Some children may join afternoon sessions.
- Organise refreshments such as green tea (more widely drunk in Afghanistan), coffee and water.
- Provide notebooks and pens to encourage people to write and take notes if possible – also having some more group work/activities would be useful.
- Consider using breakout discussions as not everyone will be comfortable asking questions in a group setting, particularly for sensitive topics.
- Expect that generally more men will attend sessions than women and that men and women will sit separately in groups. Women-only sessions are recommended if possible/practicable, but it is also important for men to be present when equality and diversity are being encouraged. If useful, you can also consider a men-only session.
- When facilitating the session specifically for women and girls, consideration should be paid to the privacy of the room (e.g. closing any blinds) and finding a layout that will help facilitate a more interactive discussion.

Annex B: Voluntary and Community Sector Organisations

Several community and support groups provide information to help with your integration into the UK. Here are some of the organisations we have identified. Please do share any organisations you recommend with us, and we will be happy to signpost these across the Afghan Resettlement Local Authorities Network.

Organisation	Website
Afghanistan and Central Asian Association	www.aaa.org.uk
Afghan Academy International	www.afghanacademy.org.uk
British Red Cross	www.redcross.org.uk
Dewis Cymra	www.dewis.wales
International Organization for Migration	https://www.iom.int/
Refugee Action	www.refugee-action.org.uk
Refugee Council	www.refugeecouncil.org.uk
University of Leicester	www.le.ac.uk
Scottish Refugee Council	www.scottishrefugeecouncil.org.uk
The UN Refugee Agency (UNHCR)	https://www.unhcr.org/uk/
Welsh Refugee Council	www.wrc.wales

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The University of Leicester Bright Path Futures team and British Red Cross are providing three training support sessions for Welcome Workshop facilitators and hosts, including:

1. Trauma literacy and learning (16.00-17.30, 22 February 2022):
<https://www.eventbrite.co.uk/e/trauma-literacy-and-learning-tickets-256741910967>
2. Practical learning strategies for Afghan groups (16.00-17.30, 1 March 2022):
<https://www.eventbrite.co.uk/e/practical-learning-strategies-for-afghan-groups-tickets-257344623697>
3. Cultural awareness training for workshop facilitators (16.00-17.30, 3 March 2022):
<https://www.eventbrite.co.uk/e/cultural-awareness-training-for-afghan-facilitators-tickets-257376880177>

In addition, the British Red Cross and Bright Path Futures team will co-host drop-in sessions for workshop facilitators to share their experiences of running sessions, troubleshoot any difficulties and build a supportive community of practice. Sign up for sessions here: <https://www.eventbrite.co.uk/e/welcome-week-facilitator-interpreter-peer-support-sessions-tickets-257393489857>

The Bright Path Futures are also producing dual language and literacy learning videos which are designed to be used by volunteers, support workers and ESOL tutors for Afghans who are new to learning. Resources and support will generally be relevant across the UK, but in some instances may be England focused.

Annex C: Knowledge Hub Terms of Reference

Purpose

This group is being created for councils whose work is related to the Afghan Resettlement schemes in providing wraparound support to the Afghan population residing in both bridging hotels and settled accommodation in the UK. It can be used to access the learning resources and materials to support the integration of the Afghan population adjusting to life in the UK. This group was established by the Home Office (HO), Department of Levelling and Communities (DLUHC) and the Ministry of Defence (MOD).

The aims of the group are to share a menu of resources produced by Government for councils to facilitate their own Welcome Workshops through the delivery of learning induction sessions in cultural orientation to the Afghan population.

Membership

Membership is open to council staff who provide direct or indirect support to the Afghan population. We recommend at least one organiser and at least one administrator involved in the implementation, running and delivery of Welcome Workshops. Representatives from the Strategic Migration Partnerships (SMPs) are also permitted to join the group.

This is a restricted group to council and SMP staff who hold a recognisable 'gov.uk' email suffix (in some instances org.uk is used).

The duration of group membership is ongoing until such time where it is deemed applicable to close the group when the Scheme and the group becomes inactive.

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Accountability

The group administrators will monitor group activity and review contents including the terms of reference on a regular basis.

Working practice:

- The group is solely for the use of sharing of information downloadable from the group library.
- The group is not used for the purposes of interaction and engagement nor a forum for commenting. Any comments or questions submitted to the group or on the contents will be deleted and not read. Please direct these, including feedback, to the contacts in the 'Next Steps' section above.
- The information is uploaded by the group administrators onto the group library. Group members may not upload files to the group library without prior permission of the group administrators.
- Version updates will be notified through a group announcement on Knowledge Hub.
- Documents are government branded, non-copyrighted and non-confidential and therefore are able to be re-used and re-distributed.
- Individual topic slide-packs will be made publicly available for individuals to access.
- For questions on the documents or the group, please refer to the Q&A document.

Definition of terms

- **Council:** refers to county councils, district councils, local authorities, unitary authorities, metropolitan districts and London boroughs.
- **Scheme:** Collectively refers to the Afghan resettlement schemes encompassing Afghan Relocation and Assistance Policy (ARAP), the Afghan Citizens Resettlement Scheme (ACRS) and eligible British Nationals (BNs).

If you have technical queries regarding Knowledge Hub, please contact <https://khub.net/group/guest/help>