

# New Scots Holidays

A handbook for setting up  
a holiday hosting scheme







# Contents

Introduction	4
First Steps	5
Preparation	7
Planning the Holiday	11
After the Holiday	12
Church Representative Role	14
Church Representative Application Form	16
C4 Church Representative Reference Form	20
C5 Small Grant for Churches Agreement and Terms	22
H1 New Scots Holidays Guide for Hosts	24
H2 New Scots Holidays Host Role Description	33
H3 New Scots Holidays Host Application Form	35
H4 Home Visit Assessment Form Interview Form	44
H5 New Scots Holidays Host Property Checklist	46
H8 New Scots Holidays Host Reference Form	48
New Scots Holidays Change in Circumstances Declaration	50
New Scots Holidays Disclaimer	51
New Scots Holidays What if something goes wrong?	51
P7 New Scots Holidays Expenses Policy for Hosts	54
P8 New Scots Holidays Volunteer Claim for Refund of Expenses	55



# Introduction

## SCOTTISH FAITHS ACTION FOR REFUGEES

### Who are we?

Scottish Faiths Action for Refugees (SFAR) is a multi-faith partnership, which seeks to co-ordinate and promote action by faith communities in Scotland to support asylum seekers and refugees. In September 2015 the Church of Scotland established the co-ordination project as a response to the ever-worsening situation of refugees across the globe. It works to raise awareness, promote action locally and abroad, and offer advice, support and resources to local congregations and faith groups.

### Why refugee holiday hosting? And what is it?

A refugee holiday programme allows members of receiving communities to welcome refugees in their homes and communities for short breaks, offering a space for rest and recreation. It creates opportunities to build friendships across cultures and allows refugees to practice their English and learn more about life in Scotland beyond their home neighbourhood. Social integration and the relationship between the host community and the refugee guests are at the heart of the hosting placement. Enabling holidays and travel for New Scots also aims to underline the dignity of refugees who have not only come to the UK to seek safety, but also have the chance to lead fulfilling lives and have the same opportunities as the community to which they now belong.

### Who is the handbook for?

This handbook is for any local community group, faith group or local, national or regional organisation that would like to consider setting up a similar programme, or organise a one-off weekend away for refugees and asylum seekers.

If you would like to offer longer-term accommodation for refugees or asylum seekers through hosting please contact NACCOM (No Accommodation Network) for advice and support. You might also want to work with the Scottish hosting scheme called Room for Refugees run by Positive Action in Housing or the UK wide hosting scheme called Refugees At Home. Hosts who have participated in a short holiday placement might be willing to consider longer term hosting as a next step.

### Why did we write it?

In October 2018 Scottish Faiths Action for Refugees joined a two-year partnership led by the Scottish Refugee Council, and working with the Worker's

Educational Association Scotland and Bridges Programmes. Together we established a Scotland-wide project called New Scots: Rights & Communities which was part-funded by the EU Asylum, Migration and Integration Fund. Under the objective of developing and delivering capacity building tools to improve the quantity and quality of integration activities delivered by communities, SFAR researched and piloted a volunteer holiday hosting programme (New Scots Holidays), where members of receiving communities could welcome New Scots in their homes for short breaks, and possibly receive reciprocal hospitality.

Integration is a two-way process, and so New Scots Holidays was designed to support the integration of refugees in Scotland as well as to help receiving communities feel supported and prepared to welcome refugees. As a pilot, the project explored what a holiday hosting programme for refugees could look like, and developed a handbook that would share best practice for delivering such a scheme in the future. The experience of guests, hosts, wider hosting communities and referring agency was that New Scots Holidays delivered a unique, high-quality integration activity. We believe that every refugee and asylum seeker in Scotland should be offered the opportunity to undertake a similar experience in the first 18 months of their arrival. We hope that this handbook might help you take the first steps in starting your own similar scheme.

There are a variety of different ways hosting programmes can be set up, and there is a clear difference between hosting a short holiday and having a long-term hosting arrangement for destitute asylum seekers. There are many organisations in the UK which lead hosting schemes, including for destitute asylum seekers and people who have no recourse to public funds. The thoughts and ideas we share in this handbook are the lessons we have learnt through our two-year pilot programme and an in-depth monitoring and evaluation process. The No Accommodation Network (NACCOM) in particular was a key support and we recommend you also contact them if you are thinking of setting up a hosting scheme, especially one that might go beyond the scope of a short holiday.

# First Steps

### Consider the aims and make a plan

Think in detail about what you would like to set up. Would you like to organise a one-off local holiday or a programme of holidays? List what you would like to achieve through starting this project. This will help guide you throughout the project and aid its evaluation. Make a comprehensive plan before you start. There are many topics to think about (from recruitment to insurance and safeguarding). It is easier to have a plan in place to address all these issues before you start contacting any hosts, guests or referrers. They will have questions and you will want to be able to answer them.

### Appoint your Project Lead

One of the most important things you will need to do is appoint your project leader or coordinator. Some of the questions you will need to ask are: Who will develop a project plan and conduct a scoping exercise? Who will arrange insurance and write a recruitment procedure? Appoint this person early on in the process and determine their responsibilities (more details below). You will also need to consider whether your project will be entirely volunteer-led or not. Depending on the scale of your scheme, enabling hosting in people's homes in a safe manner can be a lot of work and could become overwhelming for a volunteer role. If you have funding, investing in an employed project coordinator would be recommended.

Our experience was that we could have not run New Scots Holidays without a paid co-ordinator, plus some administrative and other support. However, a smaller, local one-off holiday might work well with a part-time or volunteer-led role. If you are a volunteer-led project you might want to consider setting up a core group that can support the project lead in completing many of the tasks.

The responsibilities of a project coordinator can include:

- Write the project plan
- Draft policies, procedures and ensure insurance is in place
- Promote the programme to hosts and local communities
- Recruit and assess hosts

- Ensure site visit/ risk assessment of host's properties is carried out
- Facilitate training for hosts
- Partner with referrers and brief them
- In partnership with referrer match guests with hosts
- Offer support for hosts and inform them about details of guests
- Coordinate support for guests
- Ensure all appropriate paperwork is filled out and shared
- Ensure appropriate forms are completed and safeguards are in place
- Ensure guest is briefed and expectations are set before placement (through referrer)
- Organise travel arrangements for the guests
- Help the guest to arrive, or arrange for someone else to do that
- Monitor progress of the placement, and troubleshoot when needed
- Ensure arrangements are in place for a safe return of guest
- Conduct an evaluation with guests, hosts and referrer

### Consult and network

Consult relevant people and organisations in your area and develop good working relationships. Which organisations in your area work with refugees and could potentially refer clients to your project? Who do you already have good working relationships with? Who are the people living in your area and where are they from? Are they mostly people seeking asylum living in temporary accommodation or have they been resettled? Which languages do they speak and which barriers can you identify that might hinder people participating in your holidays? What are potential guests' own priorities and needs? The answers to these questions will shape your project and who you work with.

### Identify your target group and the scope of the project

Once you have set the scene you want to clearly identify your target groups from the start. Who will be your hosts and who will be your guests?

When considering potential hosting communities you might want to take into account lines of accountability, safeguarding and insurance. For our pilot project we decided to work with Church of Scotland congregations only. As SFAR is hosted by the Church of Scotland the lines of liability and responsibility were not blurred. We asked questions, such as: if a local mosque were to host a refugee family, who's safeguarding policies would be followed and whose insurance would cover a claim? If you are a small group organising a holiday and if you yourself are the hosting community these questions might not be relevant to you.

Likewise, you will need to think about who your target group is. Are you hosting anyone who has sought or is seeking sanctuary in the UK? Or are you limiting your project to asylum seekers only or refugees only and why? Do you only want to place adults or also families and children? If you decide to host asylum seekers you will need to consider things like people only being allowed to be away from their temporary accommodation for a certain amount of time, or needing to be close to home to attend appointments.

- Consider whether or whether not you will be able to host:
- Unaccompanied minors
- Asylum seekers or refused asylum seekers
- People with complex mental health issues
- Anyone with alcohol or drug abuse problems
- Those with serious convictions (including convictions for violence).

It is important to define a clear target group as potential referrers will be asking you for these details. Some other suggestions for criteria for participation could include things like:

- A person or family who would particularly benefit from the holiday hosting programme – to be considered in line with the aims of the project (e.g. someone who is very isolated and does not seem to have many social connections).
- A person or family who has not had the opportunity to go on holiday.
- A person or family who has not had the opportunity to see other parts of Scotland.
- A person or family who would feel confident about travelling without being accompanied.

Our experience was that far more people wanted to participate in a holiday than we had capacity for. Setting criteria will help you and the referrer make fair decisions about who can participate.



## Preparation

### Hosts

Once the foundations are in place you can start identifying your hosts and determine a robust recruitment process.

#### 1. Identify your hosts

Your approach will vary depending on whether you are setting up a large scheme or a one-off local holiday. For New Scots Holidays we spread the word about our scheme through word of mouth and contacted congregations we were already connected with and we knew were keen to support refugees. The idea was to partner with rural churches who would host refugees from a different part of Scotland. We recruited a local church representative from the local congregation who committed to making arrangements for the holiday locally which included identifying potential hosts for the holiday programme and referring them on to us. This process worked very well for a national scheme as it ensured that there was usually only one contact person for SFAR on the ground who knew potential hosts and the local area well.

If you are only organising a one-off local holiday as opposed to setting up a larger holiday scheme you can use local contacts and social media to make people aware of what you are planning. NACCOM identifies the following groups as 'fertile ground' to find hosts:

- churches and other faith groups
- community organisations
- people working with asylum seekers and refugees
- academic organisations: university lecturers and mature students in particular
- volunteers and staff at homelessness organisations
- anti-racism and human rights groups

Make sure potential hosts are aware of the criteria for hosting from the start. It might help to write a brief guide for hosts explaining the details of the programme and criteria for participating, or holding an information evening for interested hosts. Be sure you know the answers to some of the most basic questions for hosts: does the host have one or more spare rooms? Does the host have any pets? This will avoid disappointments further down the line and save time in the long-run.

#### 2. Recruitment

Setting up your recruitment procedure will go hand in hand with having a good safeguarding policy. Your organisation might already have a corporate safeguarding policy in which case you can use this as a starting point and handbook. Your target group will also determine your recruitment process; e.g. are you hosting vulnerable adults or children?

Consider the following steps when recruiting hosts:

- Write a clear role description for hosts
- Put together an application form
- Request two references
- Hold an interview with the host. Whilst the interview is an important element in a safe recruitment process it also helps to identify the intentions of the host and develops trust. It is important that you meet all household members during the interview as all will be engaging with the guests. Whilst one person might be very keen to host, the interview is the stage where you can identify whether one household member is actually not comfortable with this arrangement.
- Complete a home assessment to ensure the space being offered is safe and appropriate. Putting together a check list for home assessments is advisable (e.g. are all medications stored out of reach of children, number of smoke detectors, etc.).
- Put in place and sign a volunteer agreement
- Consider whether a PVG<sup>1</sup>/DBS<sup>2</sup> check is necessary. Approaches to this vary – a number of organisations request hosts to complete a check, but many do not. Keep in mind that someone's immigration status does not determine whether they are vulnerable or not. We would advise you contact Disclosure Scotland<sup>3</sup> for specific advice for your programme. If you decide not to ask for a complete PVG check you can still reserve the right to ask for a basic disclosure to be completed by a host where you feel appropriate. If you feel uneasy about a potential host it is better to take a cautious approach. Remember, you can still say 'no' to a host even if you are quite far along in the recruitment process.



Encourage your hosts to be completely honest in their application forms about what they expect and what they are comfortable with. From the outset it is important to think about questions like: if I am a vegetarian, would I be comfortable hosting someone who is not and who might prepare food in my home?

Ensure your recruitment process (e.g. the length of your forms) isn't too burdensome for your hosts, while ensuring they are safe. Getting this balance right is important to keep your potential hosts engaged and committed.

### 3. Safeguarding

A robust safeguarding policy is important to ensure the safety of hosts and guests throughout the holiday, but also to give referrers the confidence in referring their clients to your project. In addition to the safeguards put in place through a safe recruitment process listed above, consider other safeguards that you might have to put in place. For example, if families are hosted you will need to ensure that children were always supervised by their own parents or carers and no child-minding is practiced by the hosts. Further, make sure you collect all necessary information about the guest (for example any allergies) and share it in advance with the host where relevant. If you do not ask for a PVG or DBS check, ask the host to self-disclose any unspent criminal convictions on their application.

Finally, make sure that safeguarding is part of your training for hosts.

### 4. Training for hosts

Training hosts will help them feel prepared for and confident in their roles. We would recommend making training obligatory for all hosts. Consider offering training on the following topics:

- Hosting process
- Expectation setting
- Cultural and interfaith introduction

- Introduction to refugee issues
- Safeguarding
- Health and Safety
- Confidentiality/Data Protection

You also want to have ongoing support structures in place for your hosts. Make sure they know who to contact if they have questions or concerns before, during and after the holidays.

### Identify your referrer

Through our pilot project we found that a responsive, engaged and transparent referrer is key to the success of a hosting project like New Scots Holidays. It is important that referrals are only accepted from established institutions that know their clients well and are able to vouch for the client they are referring. Self-referrals are seldom accepted by hosting organisations. Referrers also have an important role to play in terms of communicating the opportunity, preparing the guest and supporting them during their stay. Therefore, finding a good and reliable referrer is essential for your project; make sure you develop a good working relationship with them. It might be worth starting with one referrer initially and then inviting more referrers as your project grows.

Potential referral partners to consider are:

- Refugee-led organisations
- National and local charities working with refugees
- Local Authority Resettlement Teams
- Community Sponsorship groups
- Faith groups who have a close relationship with refugees

1 The Protecting Vulnerable Groups (PVG) membership scheme is managed and delivered by Disclosure Scotland. It helps ensure people whose behaviour makes them unsuitable to work with children and protected adults in Scotland cannot do 'regulated work' with these vulnerable groups.

2 The Disclosure and Barring Service helps employers make safer recruitment decisions each year by processing and issuing DBS checks for England, Wales, the Channel Islands and the Isle of Man. DBS also maintains the adults and children's Barred Lists and makes considered decisions as to whether an individual should be included on one or both of these lists and barred from engaging in regulated activity.

3 <https://www.mygov.scot/organisations/disclosure-scotland>

### Referrer Guide and Form

The referrer will find it helpful to have a brief handbook outlining the project and their responsibilities as a referrer. Remember to brief them on topics like:

- What are the objectives of the programme?
- Who can be referred to the programme?
- What does your programme offer guests/what can guests expect?
- Who are the hosts and how are they recruited?
- What are the responsibilities of guests?
- What are the criteria for making a referral?
- How do I make a referral?
- What is expected of the referrer?
- How are guests and hosts matched?
- What if something goes wrong?

You then want to draft a referral form. Ask enough questions to make a safe referral, but don't collect unnecessary information. New Scots Holidays designed one form in two parts: the first part was filled out by the referrer about the client answering questions like 'why would this person benefit from a break?' and 'Does your client have any support needs?' The second part was filled out by the client together with the referrer. Remember to ask questions about personal preferences, like: 'Are you comfortable staying overnight in a home with only male/female household members?' 'Are you comfortable being placed with pets?' 'What would you enjoy doing during a holiday?'

A helpful question for a referrer to consider is: would you host this person in your own home?

### Guests

You will most likely be in touch with the guests through your referrer rather than directly. You have set your criteria for who your guests can be earlier on, but you also want to outline what is expected of guests during the holiday. This can be communicated through the referrer or through translated documents. Write down some of the key things you need the guest to understand (e.g. participating is entirely voluntary, their responsibilities around respecting their host's home etc.). Some organisations formulate these expectations

in host-guest agreements for long-term placements but for a short holiday these topics could be covered as part of the referral form signed by the guest.

The vetting of guests can happen through the referrer which is why it is so important to have a trusted referrer who also knows their clients very well. Esp. case workers and support workers will be aware of any criminal convictions and support needs. Carefully thought through questions about the guest on the referral form are key. This will give the host the confidence about who they are hosting.

Lastly, find out what your guests might enjoy or want out of a holiday. Ensure the holiday is shaped by those participating and not what you think might be enjoyable. You can ask the guest about specific preferences in the referral form but it would also be worth doing a consultation with a group if you have the resources. Find out whether people would enjoy a holiday on the country side or in a city and whether they would prefer a long weekend away or a week-long stay. Would guests enjoy lots of time to put their feet up and relax or do they prefer outings and experiencing new things?

We consulted 53 refugees and asylum seekers about their holiday preferences and thoughts and here were some of the main worries that were raised which you might also want to consider in your plans and risk assessments:

- Some refugees expressed concern that they could become victims of hate crime should their hosts be xenophobic or Islamophobic.
- A number of Arab women expressed concerns about staying in a home where the host is male or has male family members.
- The availability of suitable food in remote places was also raised as a concern (e.g. halal meat). Sharing food and cooking together was also a priority for many women.
- Travelling alone as a family unit (without a volunteer/local/staff member accompanying them) was raised as a big concern. There was a general fear of getting lost on the journey.

### Insurance

You will need public liability insurance in place for your project. If you are already working with refugees your new hosting project might already be covered as part of the existing programmes of your organisation. NACCOM will be able to provide helpful advice about companies that provide insurance specifically for hosting.

In addition, your hosts should inform their household insurance company that they are participating in hosting. They should check that hosting a guest in their home, free of charge, is in line with their initial proposal details ('Statement of Facts'). Most policies allow for guests to stay without any additional premium.

If a host intends to use their personal car as a means of transporting their guest they must ensure that their insurer accepts that this use is covered by their motor insurance company. In this case it may be helpful for the host to create a checklist considering such things as the driver's ability to undertake the journey safely, suitability and road worthiness of the vehicle, and appropriate accessories required, such as child seats, etc. If you are asking your host to transport their guest as part of their role you also need to ensure this activity is covered by the appropriate insurance.

### Put other relevant policies and procedures in place

You don't want your project to become a bureaucratic burden for those participating, but you might want to consider whether you need some of the following short policies or procedures. These sometimes do not have to be more than a couple of sentences or paragraphs long. Your organisation might already have most of these in place:

- An emergency procedure (What do hosts do if something goes wrong?)
- A social media policy (How should hosts engage with social media about the project?)
- A complaints procedure
- A health and safety policy
- A safeguarding policy
- An equality policy

- An expenses policy for hosts (if applicable)
- Spending money policy for guests (if applicable)

It is also advisable to complete a risk register.

### Funding and Budget

You may want to think about paying for:

- Staff costs
- Insurance
- Travel costs
- Host expenses
- Guest spending money
- Community activities while on the holiday

You might be able to get funding from:

- Grants from trusts and other philanthropic organisations
- Funding from local or national government or statutory agencies
- Funds raised by faith groups or through community efforts



## Planning the holiday

### Matching process

'Matching' describes the process of assessing the information you have on a host and guest and connecting those who are best suited for each other. It is important that guests feel empowered and informed with regards to any holiday placement. The more guests know about the holiday, the more informed decisions they can make about their participation. A well thought-through matching mechanism will help facilitate this. Whichever way you seek to match guests and hosts, ensure that both parties are informed throughout the process (and that you have permission to share personal information). For New Scots Holidays we decided to put together a brief portfolio about each host and their household that was sent to the referrer to share with potential guests. Likewise, once the hosts and guest were matched we shared all relevant information about the guest with the host. The host needs to feel confident that they know who is coming to stay in their home and that important information isn't kept from them.

### Planning the holiday

Once your hosts and guests are matched you can proceed to making travel arrangements. Encourage your hosts to get in touch with their guests over the phone and introduce themselves.

The way New Scots Holidays had been set up, we left the detailed planning of the holiday to the hosts and the host community. The hosting churches were excited to hire a bus to go on a day trip and organise a 'bring and share' party. These outings and events will play an important role in building friendships between guests and hosts, but also between guests themselves.

Whether you are the hosting community organising the holiday yourself, or whether you are just facilitating the holiday, make sure everyone knows what they have committed to doing. The training with hosts will have covered topics to consider when planning appropriate outings and events.

Support during the holiday Ensure that you have put support for the host and guest in place before, during and after the holiday placement. Hosts should feel equipped to deal with minor issues that may occur with their guests by themselves (another reason why the training is so important). The project coordinator should be available for phone calls and to deal with larger issues that might arise.





# After the holiday

## Monitoring and evaluation

Build a feedback process into your project from the start. Knowing whether hosts and guests enjoyed the holiday and if there were any concerns will help you improve your project and any future holiday stays. Below are some options of how you could collect data:

- Asking hosts and/or guests to keep a brief diary during the holiday stay (What went particularly well today? What could have gone better?)
- Hold focus group sessions with the hosts and guests
- Interview a couple of hosts and guests
- Interview the referrer
- Send out a survey to hosts

## Moving on

By hosting people in your home it is possible to build deep friendships quicker than one might normally. Think about how you can encourage hosts and guests to stay in touch with each other. There might be options of repeating a holiday placement in the future or a host and guest might arrange a stay without your support as friends.

## Further information

NACCOM is an excellent resource for setting up a hosting project and can provide expert advice.

Further UK organisations who are very experienced in offering hosting schemes:

- Refugees at Home
- Sanctuary Breaks
- Jesuit Refugee Service
- Room for Refugees

This list is not exhaustive and further groups and organisations can be found on the NACCOM website.

## Appendices

The appendices provide further guidance and templates for forms that can be adapted for your own hosting project.

- Church Representative Role
- New Scots Holidays – Church Representative application form
- C4 New Scots Holidays – Church Representative Reference Form
- C5 New Scots Holidays – Small Grant Agreement for Congregations
- H1 New Scots Holidays – Guide for Hosts
- H2 New Scots Holidays – Host Role Description
- H3 New Scots Holidays – Host application form
- H4 New Scots Holidays – Home Assessment Interview Form
- H5 New Scots Holidays – Host Property Checklist
- H8 New Scots Holidays – Host Reference Form
- H9 New Scots Holidays – Host Household Reference Form
- P5 New Scots Holidays – Emergency Procedure
- P6 New Scots Holidays – Complaints Procedure
- P7 New Scots Holidays – Expenses Policy for Hosts
- P8 New Scots Holidays – Expenses Claim Form Hosts





# Church Representative Role

SCOTTISH FAITHS  
ACTION FOR REFUGEES

## Introduction

The New Scots Holidays Pilot is being established as part of the Scotland-wide New Scots Integration Programme (NSIP). NSIP is a partnership led by the Scottish Refugee Council working with Scottish Faiths Action for Refugees, WEA Scotland and Bridges Programmes. NSIP is part-funded by the EU Asylum, Migration and Integration Fund.

One of the main aims of NSIP is to help communities feel supported and prepared to welcome refugees and involve them in community life. New Scots Holidays is an opportunity for local communities (in this case local Church of Scotland congregations) to welcome refugees and involve them in community life, especially in areas where no refugees have been resettled. Therefore, although individual hosts are being recruited as volunteers, is it important that the church is also involved in providing a welcome and engaging with the refugee guests. An individual host and the hosting church will jointly, and according to the guests' preferences, engage refugees in community life, and existing and new activities.

Congregations participating in the New Scots Holidays pilot will receive a grant of £500. The purpose of this grant is to support the local holiday, to reduce the burden on the Church Rep of identifying funds and to enable more community participation. The terms of the grant are outlined in a separate agreement.

Key commitments of the congregation:

- Actively promote their participation in the holiday programme in their congregation and where possible in the local community.
- Raise awareness of refugee issues in their congregation.
- Support the organisation of training for hosts, the Church Representative and other interested individuals.
- Support the planning of holiday activities for guests
- Administer the grant received to support the local holiday.
- Contribute to an in depth monitoring and evaluation process of the pilot.

## Church Representative Role

To support the involvement of the whole church in the holiday a representative of the church will be recruited. The role of the Church Representative (Church Rep) will be held by member of the hosting church and ideally by the local minister, an elder, ministry leader, safeguarding coordinator or similar. The Church Rep will be the main contact of the church for the New Scots Holidays Project Coordinator.

### General responsibilities

- Be the main contact from the church
- Promote New Scots Holidays within the congregation
- Communicate necessary information to the local Kirk Session and receive approval from the Session (or relevant committee) to participate in the programme as a congregation.

### Training responsibilities

- Take part in a briefing about New Scots Holidays
- Read and understand all relevant documentation (policies and procedures, host guide etc.) and agree to abide by them. All documents can be found here: <http://www.sfar.org.uk/new-scots-holidays>. The password is: **NSIP**
- Take part in the training for hosts.

### Recruitment responsibilities

- Identify individuals or families in the church who might be interested in participating in hosting and refer them to the project coordinator.
- Be actively engaged with the hosts who are being or have been recruited.
- Be available to answer questions from potential hosts.
- Support the project coordinator in ensuring that hosts provide all necessary documentation (e.g. application form and references).
- Support the project coordinator in assessing the hosts (e.g. supporting with the home assessments).

## Coordinating responsibilities

- Organise a group of people from the church who would be interested in supporting the holiday programme in various capacities. This could be anything from 10-20 people from all ages and stages of life. These volunteers will not be recruited but would ideally take part in (at least part of) the training day organised for the hosts. This group of volunteers would be involved in organising and joining the guests on any trips or activities during the holiday stay, and possibly hosting the guests for meals.
- Coordinate any activities organised for the guests on behalf of the church.

## Responsibilities during the holiday stay

- Ensure the hosts and guests are informed about all arrangements made during the holiday (e.g. the timings of a planned church trip).
- Pass spending money to the guest (provided for by Scottish Faiths Action for Refugees) and ensure it is signed for.
- Manage the funds of the grant the congregation received to support holiday activities.
- Act as the first point of contact for any issues that might arise during the holiday stay and where appropriate refer to the project coordinator.
- Inform the project coordinator of health and safety concerns.
- Contact the congregation's safeguarding coordinator in the event of safeguarding concerns and follow the safeguarding procedure.
- Report any incidents that occur during the holiday stay to the project coordinator.

## Other responsibilities

- Participate in the evaluation to improve New Scots Holidays.
- Write a brief report on how the grant was used and provide proof of expenditure (see details in the grant agreement).
- To maintain confidentiality of information received and given.

Scottish Faiths Action for Refugees will commit to:

- Providing ongoing support before, during and after the holiday stay
- Providing training for the Church Rep and hosts



# Church Representative

## Application Form



**Volunteer Role:**

Church Representative (Church Rep)

**Programme:**

New Scots Holidays

**Organisation:**

Scottish Faiths Action for Refugees (administered by the Church of Scotland)

Please read the following information before filling out this application form.

- Please read the guidance for hosts and volunteer role description before applying.
- Church Rep applicants will be interviewed, asked to provide references and participate in training.
- Scottish Faiths Action for Refugees reserves the right to ask for a basic disclosure to be completed by a Church Rep where they feel appropriate.

- Please answer every question.
- Please be completely open and honest in your application form. If you have any concerns or would like to discuss any aspect of hosting don't hesitate to contact the New Scots Holidays Project Coordinator.
- If you are also considering applying as a host, please contact the New Scots Holidays Project Coordinator before filling out this form.

We are very grateful that you are considering taking part in New Scots Holidays as a Church Rep. You will make an invaluable contribution to the integration process of refugees in Scotland.

### Personal Details

Name

Date of Birth

Telephone

Mobile

Address

Email

Employment Status:    Full-time    Part-time    Student    Unemployed    Retired    Other    (Please state):

Church membership at:

Languages spoken and proficiency  1 = basic 2 = moderate 3 = good 4 = fluent	A.	1	2	3	4
	B.	1	2	3	4
	C.	1	2	3	4
	D.	1	2	3	4

### Experience and Motivation

**A.** Please tell us why you are interested in becoming a Church Rep.

**B.** What do you find exciting about the idea of being part of New Scots Holidays?

**B.** What might you be apprehensive about when thinking about taking on the role of Church Rep?

**B.** Tell us about your experience of engaging with people of other cultures, backgrounds or faiths.

**B.** Do you have experience in coordinating a piece of work, volunteers or having a role of responsibility within the church? Please tell us about specific examples.

**B.** Do you have the support of your local minister and Kirk Session to take on this role on behalf of the church?

**B.** What do you imagine a holiday in your local area looking like? Please describe some of the activities or trips you/your church would offer.



Your Preferences

Are there any times of the year you would not be able to offer support before, during and after a holiday stay?

Is there anything that you think might be important for us to know about you?

Supporting You

Do you have any unspent criminal convictions against you?

YesNo

If Yes, please give details:

Do you have any criminal cases pending?

YesNo

If Yes, please give details:

Scottish Faiths Action for Refugees reserves the right to ask for a basic disclosure to be completed by a host where it is felt to be appropriate. Disclosure Scotland checks and shares information about people’s criminal records. A basic disclosure is the most common level of disclosure available. It includes information on any ‘unspent’ convictions the person has.

Do you consider yourself to have a disability?

YesNo

If Yes, please describe:

Are there any other areas you might require support to enable you to volunteer with us?

References

Please give two names of people who can provide character references. These are to be people who know you well but are not family members and not the minister of your local church. At least one reference has to be from outside of your church congregation.

Name	Name
Position	Position
Relation	Relation
Address	Address
Tel	Tel
Email	Email

Sign Off

You agree to the following statements by signing below:

1. I declare that the information given in this application is true and correct.

2. I have read and understood the guide for hosts and the Church Rep role description.

3. I have read and understood the Safeguarding Handbook 1 of the Church of Scotland.

4. I will contribute to a feedback and evaluation process should my application be successful.

5. I consent to get a basic disclosure if Scottish Faiths Action for Refugees feels it is appropriate.

By signing, you also give consent for information contained in this form to be shared within the Scottish Faiths Action for Refugees team, and relevant information to be shared with the referrer, and guests your church might be hosting the purposes of this hosting only.<sup>1</sup>

Name

Date

Signature

<sup>1</sup> The purpose of the UK Data Protection Act 2018 is to ensure that any personal data an organisation holds about an individual is stored and used in an appropriate way. Scottish Faiths Action for Refugees is administered by the Church of Scotland and is accordingly registered with the Information Commissioner’s Office as part of the unincorporated Councils and Committees of the Church of Scotland and strives to comply fully with data protection law.

We shall use the information you have provided only for the purpose for which it has been collected and we will only keep the data for as long as required for that purpose. The full Privacy Notice for the Church of Scotland is available on the Church of Scotland website [https://www.churchofscotland.org.uk/site/privacy\\_notice](https://www.churchofscotland.org.uk/site/privacy_notice). Should you have any questions concerning the use of the information you provide please contact Scottish Faiths Action for Refugees: [uuuu@churchofscotland.org.uk](mailto:uuuu@churchofscotland.org.uk).

For further information, the Information Commissioner’s website provides in-depth information regarding the requirements of the Data Protection Act: <https://www.ico.org.uk/>

Have you answered every question?

Please send the completed application form to: **XXXX**



C4 Church Representative Reference Form

SCOTTISH FAITHS  
ACTION FOR REFUGEES

Applicant Name	FULL NAME
Position Applied For	CHURCH REPRESENTATIVE

NAME has completed an application form for the role of Church Representative (Church Rep) for the New Scots Holidays Pilot, and has given your name as a referee. The Church Rep will be the main contact the New Scots Holidays Project Coordinator. For more information please see the attached role description.

If you are happy to provide this reference, all the information contained on the form will remain absolutely confidential. Due to the nature of the role, we ask that you are truthful in your evaluation of this person. If you would prefer to respond by telephone, please do so (contact details below).

How long have you known this person?

In what capacity do you know them?

To your knowledge is this person a suitable candidate for the role of Church Representative for the New Scots Holiday Pilot Programme?

Yes☐

No☐

Using in the space below could you please explain the reasons for your answer, paying particular attention to the responsibilities outlined in the attached role description. If possible, please also comment on the ability of this person to engage with other cultures and religions.

What do you consider this person’s biggest strength?

Please list areas where you feel this person could benefit from support and/or training in their role.

How would you describe this person’s personality?

Do you consider this person to be trustworthy, given that this role would involve engagement with children and vulnerable people?

Yes☐

No☐

Any other comments?

Signature

Print Name

Date

Company Name

Position Held

\* If you are filling this form in on a computer please insert your e-signature as an image file or simply type your name into this box.

Have you answered every question?  
Please send the completed reference form to: **XXXX**



C5 Small Grant for Churches

Agreement and Terms

SCOTTISH FAITHS  
ACTION FOR REFUGEES

Congregations participating in the New Scots Holidays pilot will receive a grant of £500. The purpose of this grant is to support the local holiday, to reduce the burden on the Church Rep of identifying funds and enable more community participation to help improve social connections.

The grant is subject to the following terms and conditions:

**1. Definition**  
The ‘participating church’ or ‘church’ refers to the congregation whose kirk session (or other governing body) has agreed to participate in and support the New Scots Holidays pilot.

‘Grant’ refers to £500 given to the participating church to help facilitate a local New Scots Holiday.

**2. Purpose**  
The grant is to be used by the participating church for the sole purpose of facilitating New Scots Holidays (e.g. to pay for the hire of a minibus for a day trip or to organise a community meal).

Amount Spent	Purpose of Spend	Receipt Attached
£50	Contribution towards electricity and heating of church hall for community event 15 April 2020	No
£200	Food for community event on 15 April 2020	Yes
£20	Face painting for community event on 15 April	Yes
£100	Hire of minibus for day trip to Inverness	Yes
£130	Entrance tickets to castle for 13 people on 16 April 2020	Yes

**6.** The grant will be transferred via electronic bank transfer directly to the church’s bank account.

**7.** By signing this document the participating church is agreeing to the terms and conditions of this agreement. The agreement must be signed by a member of the leadership team in the church, the treasurer, or the Church Rep, as well as a witness.

**3. Amount**  
Each church will receive £500 irrespective of the number of hosts or guests participating in New Scots Holidays.

**4. Return of funds**  
Any unspent funds from the grant must be returned. The church must contact the project coordinator (contact details below) to arrange the return of funds.

**5. Proof of spend**  
At the end of the local New Scots Holiday, the participating church is required to write a brief report on how the grant was spent, including a narrative on how the grant benefitted the local holiday and any pictures of how the money was used. This report must be signed by a member of the leadership team of the church and the Church Rep. Where available receipts must be attached to the report.

An example of the breakdown of spends to be included in the report:

Please arrange for two copies of this letter to be signed, retaining a copy for the records of the participating church and returning the original to Scottish Faiths Action for Refugees at the address noted below. In addition, please email a copy to [XXXX@churchofscotland.org.uk](mailto:XXXX@churchofscotland.org.uk)

Signed for the participating church*	
Name of signatory	
Name of congregation	
Position held	
Date	
Signed by witness*	
Witness Name	
Witness Address	
Date	
Bank details for the transfer	
Name	
Bank	
Sort-code	
Account Number	

\* If you are filling this form in on a computer please insert your e-signature as an image file or simply type your name into this box.

Post or email this agreement to: **XXXX**

# H1 New Scots Holidays Guide for Hosts

SCOTTISH FAITHS  
ACTION FOR REFUGEES

## What is Scottish Faiths Action for Refugees?

Scottish Faiths Action for Refugees is a multi-faith partnership, which seeks to co-ordinate and promote action by faith communities in Scotland to support asylum seekers and refugees. In September 2015 the Church of Scotland established the refugee co-ordination project as a response to the ever-worsening situation of refugees across the globe. Its' aim is to harness the desire to act expressed by many faith groups across the country. It works to raise awareness, promote action locally and abroad, and offer advice, support and resources to local congregations and faith groups.

## Overview of the UK Refugee Situation

According to the United Nations Refugee Agency (as of June 2019) we are now witnessing the highest levels of displacement on record.

An unprecedented 70.8 million people around the world have been forced from their homes. Among them are over 25 million refugees. Refugee is the legal name for a person who has left their country of origin because they have a well-founded fear of persecution, and has been granted refugee status and the right to remain in another country.

Over half of the world's refugees are children and over two thirds are being hosted by the global south and neighbouring areas of conflict. 57% of refugees come from just three countries: Syria, South Sudan and Afghanistan.

The UK has resolved to resettle 20,000 Syrian refugees over a 5-year period starting in 2015 through the Syrian Vulnerable Persons Resettlement Scheme (VPRS). As of the end of September 2019 Scotland has resettled over 3,294 refugees across all 32 Local Authority areas.

In addition, the City of Glasgow is home to a population of people seeking asylum of around 4,000 at any one time.

## What is New Scots Holidays?

'New Scots Holidays' is a holiday hosting pilot that was established as part of the Scotland-wide New Scots Integration Programme which is led in partnership with the Scottish Refugee Council,

WEA and Bridges Programmes, and part-funded by the EU Asylum, Migration and Integration Fund. We believe that integration is a two-way process and this project is designed to support the integration of refugees in Scotland and help communities feel supported and prepared to welcome refugees and involve them in community life.

Through New Scots Holidays members of receiving communities (like a local church) can welcome refugees in their member's homes for short breaks, and provide a space for rest and recreation. It is a wonderful opportunity to build friendships across cultures and facilitate cultural orientation beyond refugees' localities.

The holiday programme also acknowledges and affirms the dignity of all refugees, as people who have not only come here to seek safety, but to rebuild their lives and enjoy the country they are now a part of.

## What are the aims of the project?

The benefits of going on holiday are widely acknowledged. Everyone needs a break to recover from a busy period, to re-focus and to enjoy new experiences. In many ways we all feel better after a holiday. The same applies to refugees who have settled in Scotland. In addition there are further objectives that this hosting programme aims to achieve.

- Giving refugees the opportunity to build more social connections and new friendships which can reduce the feeling of isolation. The relationship between the host community and the refugee guest is at the heart of the hosting placement.
- Giving refugees the opportunity to widen their understanding of Scottish communities and take part in a cultural orientation beyond their everyday locality through staying in a Scottish household and being welcomed by a local community.
- Giving refugees the opportunity to practice their English and improve self-confidence.
- Providing refugees space and respite from any stresses at home and/or receive a break from their daily routine.

- Through the experience of a holiday, improving refugees feeling of wellbeing and helping to create cherished memories.
- Hosts being able to practice hospitality and promote understanding amongst friends, family, neighbours and community.
- Hosts learning more about other cultures and building friendships beyond their locality.
- Hosts getting the chance to be part of the integration of New Scots into Scottish life in a unique and exciting way.

The exchange allows people from two very different countries and cultures to share experiences and ideas. Sharing hospitality as opposed to hostility recalls and affirms humanity and dignity.

## Who would I be hosting?

The guests being referred to New Scots Holidays are people who have been granted refugee status or humanitarian protection. Some of the criteria below have been set for the hosts' and guests' safety.

In this pilot we cannot offer holidays to the following people:

- Unaccompanied minors
- Asylum seekers or refused asylum seekers
- People with complex mental health issues
- Anyone with alcohol or drug abuse problems
- Those with serious convictions (including convictions for violence)

The guests staying in your home will have been referred to us by a local authority or refugee organisation that know the guests well, and will be able to confirm their suitability to participate in New Scots Holidays.

## How long would I be hosting someone for?

The aim of the project is to give refugees a short break. As a host you are able to offer as many nights of stay as you feel comfortable with, but we would encourage an offer of at least 2 nights. If you live very rurally we would encourage you to offer 3-5 nights. How long a holiday stay is will also depend on the time of year. During school holidays you may be able to offer up to

7 nights, whereas outside of school holidays, a long weekend may be more appropriate.

## How can I become a host?

Although guests will stay in individual host's homes, the hope is that the faith community as a whole will act as the hosting community. Refugees will be engaged in community life with respect to their preferences and with the support of the church, take part in existing and new activities. Jointly with the church and according to the guest's preferences you will engage them in community life, and existing and new activities.

We will recruit a representative from your church (church rep) who has the role of coordinating the hosting from the church's side. The church rep will have a role in supporting the host's application process by taking part in the home assessment and helping to plan the holiday stay.

A potential host will be sent the host handbook and job description, followed by an initial conversation with the New Scots Holidays Project Coordinator. If the host and their household feel comfortable with the idea of hosting they will be sent the application form and apply as a volunteer. The host will have to provide two references which are not connected to their church or faith community, and who are not family members. Applicants are asked to be completely honest in their application form about what is expected and what they are comfortable with. From the outset it is important to think about questions like: if I am a vegetarian, would I be comfortable hosting someone who is not and who might prepare food in my home?

Following an informal interview over the phone or in person, a date for a home assessment will be arranged. At the home assessment any outstanding questions and concerns can be answered. It is important that all family members/lodgers meet the home visitor at the time of the home assessment. The person completing the home assessment will ask to speak to everyone in the household as it is important that everyone is happy with the plan.

To simplify the matching process and better manage the holiday expectations of guests, hosts will be invited to share more about themselves and what a holiday with them might look like in the application process.



For example, the host lives in the countryside and there will be many opportunities to go walking enjoy picnics and experience nature. Another example could be that the host has two young children and generally they spend their week going swimming on a Tuesday, taking part in a parent and toddler group on a Thursday, etc.

Scottish Faiths Action for Refugees reserves the right to ask for a basic disclosure check to be completed by a host where they feel appropriate.

If the host has been accepted as a volunteer they will be asked to participate in appropriate training.

**Note:** *As you will be welcoming guests into your home, hosting is seen as something your whole household will participate in. Therefore, we require all adults in the household (e.g. a couple) to fill out the application form together. Instructions are provided on the application form.*

#### Do you accept everyone as a host?

We are overwhelmed by your kindness and generosity in offering holidays for refugees. However in certain circumstances there are reasons why we may have to turn an offer down. For example, if the accommodation is not suitable (e.g. there is no separate spare bedroom), or if the potential host has misunderstood the purpose of hosting (e.g. they are looking for a carer or cleaner).

As this is a pilot project, we have limited capacity so we may not be able to accept every offer to host that we receive. For insurance purposes, only Church of Scotland members (or people who are ‘part of the church family’) are able to apply as hosts. We realise this can be frustrating when you want to reach out and make a difference, but if we cannot sign you up to become a host right now, we’d be happy to chat through some other ways in which you can welcome asylum seekers and refugees (for example, our speaking programme).

#### What happens after I apply as a host?

When the application is successful you will receive training and the process of matching you with a guest will start. We will take all the preferences that you have listed in your application form into account as best we can when matching you with a guest or guest family. Preferences regarding location, space provided by host, size of family, smoking habits, allergies, and pets etc. will be taken into account (e.g. we will not place a single woman with a single man). The decision of which guests will be matched with a host will be made in partnership with the referrer.

#### How do I know if my guest is suitable?

We understand that you may feel a bit uneasy or vulnerable taking an unknown person or family into your home. All guests are referred to us by a local authority or a refugee agency which have a standing relationship with any potential guest. Referrers fill in a detailed referral form for every guest, listing their needs and preferences and must vouch for the good character of the potential guest. We ask about the potential guest’s circumstances, specifically whether they have any mental health problems, substance misuse issues, or if they have any convictions. We ask the referrer to consider whether this is the sort of person or family who can be hosted and will explain that we cannot help if we have serious concerns.

Remember, the person is a guest in your home so you would make the usual preparations as for any new guest. However, if you are overly nervous or worried then perhaps hosting is not for you. We will provide you with guidance and training to help you feel prepared.

#### What support will I receive?

We would like to make you feel as comfortable and confident about hosting as possible. As well as a safe recruitment, referral and matching process, we offer hosts the following support:

- A comprehensive handbook outlining the hosting process (which you are currently reading).
- A home visit or phone call to discuss any questions or concerns about hosting you might have.
- A clear volunteer role description outlining the host’s responsibilities.
- An induction and training session for hosts prior to a placement being made. Training will include safeguarding, health and safety, cultural and religious matters, and hosting itself.
- Regular contact to see how the placement is progressing.

#### What are my responsibilities as a host?

The detailed responsibilities of a host are outlined in the volunteer role description. In relation to their guests, volunteer hosts of New Scots Holidays will:

- Provide a place for an individual or family to stay that is safe and appropriate. This can be within the host’s home or if agreed, in conversation with the host coordinator, in a holiday cottage or similar.
- Provide or make arrangements for your guest’s meals (three a day) although some guests might want to cook for themselves. This can be discussed at interview.

- Plan a programme of activities during the guests’ stay in partnership with the hosting church, church rep and together with your guests, taking into account their needs, preferences, and wishes (e.g. a walk in the park, participating in a church ceilidh or a trip to a historic site).
- Arrange the safe arrival and drop-off of the guests at the appropriate bus or train station.

Volunteer hosts of New Scots Holidays will NOT:

- Undertake any child-minding on behalf of the guest. Your guest’s children must always be supervised by their parent or guardian.
- Ask the guest to supervise any children or adults in your care.
- Give any legal or immigration advice (this is illegal).
- Get involved in their guests’ financial affairs.

Other responsibilities include:

- Cooperating with Scottish Faiths Action for Refugees (SFAR) to ensure all relevant assessment/recruitment information is accurate.
- Taking part in a home assessment and ensuring all residents/lodgers of the home are present.
- Providing two references.
- Actively participate in meetings and trainings that are scheduled to support the hosting role.
- Taking part in an evaluation of the holiday stay.

Most importantly we encourage you to ENJOY this holiday! Get to know your guest, share many smiles and adventures, and learn from each other.

#### Will I receive financial support for hosting?

As you are a volunteer you will not be paid or receive financial support for hosting. We trust that any host who applies is excited about the prospect of sharing their home with an individual or family who would greatly benefit from, and enjoy such an experience.

However we do not want hosting to be a financial burden to you which is why Scottish Faiths Action for Refugees commits to paying for the guests’ return journey from their home to yours. We will also provide guests with some spending money so they are able to pay for some things themselves (e.g. they might want to buy their children ice cream or cook a meal one night). It is enriching and dignifying for guests not only to receive all the time, but also to have the choice to spend their own money.

As a host you will be able to claim reasonable expenses incurred during the holiday stay. The maximum amount you will be able to claim depends on how many guests you are hosting and for how many nights (but never more than £150). Reasonable expenditure would include food and bus fares, and receipts must be provided for all expenses claimed. You will receive detailed instructions regarding the expenses policy if you are accepted as a host.

As you are also hosting as part of a community we would hope that the community might be able to provide some support as you join in local activities, or go on a day trip for example. Responsibilities (e.g. for providing meals) could be shared with other members of the church.

#### The role of the local church

New Scots Holidays is an opportunity for local communities (in this case local churches) to welcome refugees and involve them in community life, especially in areas where no refugees have been resettled. Although individual hosts are recruited as volunteers, it is important that the church is also involved in providing a welcome, and engaging with the refugee guests.

It is proposed that the church rep organises a group of people from the church who would be interested in being part of the holiday and this welcome. This could be anything from 10-20 people from all ages and stages of life. These volunteers will not be recruited but would ideally take part in (at least part of) the training day organised for the hosts.

This group of volunteers would be involved in organising and joining the guests on any trips or activities during the holiday stay, and possibly hosting the guests for meals.

#### What do I need to consider before my guests arrive?

If you and the guest agree, we will share your contact details so you can start communicating before the guest arrives. We will share all essential information with you about the guest (e.g. dietary requirements and allergies, number of family members) but it will be nice for you to have the opportunity to get in touch with your guest before they arrive. You could tell them that you really look forward to meeting them, maybe send them a picture of you or your family and ask them about any particular things they might enjoy doing while they are staying with you.

Practically you can prepare a number of things before your guest arrives.

- During your application process as a host, you should have decided which room or rooms will be available to your guest or guest family. Many people use their spare room which is also the place many of us store things we don't use very often. Once your guest arrives, they will need to feel they have some privacy so it's a good idea to make sure you have moved anything you are likely to need. If you are hosting a family, the most appropriate sleeping arrangements will be discussed with the project coordinator in advance of the placement.
- Please note that there are strict guidelines hosts are to follow in terms of sleeping arrangements:
  - Hosts and guests must have separate bedrooms.
  - It is acceptable for guests to stay in one room (should the space allow), but it is not acceptable for your children and the guest's children to share a room.
  - Some guests will only have a small bag while others arrive with suitcases, and will appreciate some storage space, especially if they will stay for more than a couple of days. It's also a good idea to sort out some bed linen and towels and have those ready.
  - You will also need to think about house rules. You may feel that your house doesn't have rules but it does! Every household runs in its own way and your guest will not know how you do things. Run through things like daily routine, security, use of the bathroom, shared use of the kitchen and what time the house is quiet for the night. You won't anticipate everything and will need to be willing to explain other things when your guest arrives, but the more you can think through in advance, the easier it will be for everyone. Some topics and tips are explained in more detail below. Clear instructions allow guests to maintain their dignity and are more empowering than unspoken expectations.

#### What happens when my guests arrive?

Your guest will most likely arrive via train or bus and you (or some folk from the hosting community) will make arrangements to meet them. Arrival times will have been worked out either with your guest directly if you have been in touch with them, or with the referrer or project coordinator. Keep in mind that most guests will have never travelled to your town/village and won't be entirely sure about the way. Please also bear in mind that some guests may be a bit nervous about

this whole process (as maybe you are too) – they are coming to the home of someone they have never met, know very little about, and may be filled with all sorts of worries mixed with excitement.

Although you will have thought about your house rules (as explained above) be sure not to overwhelm your guest with these and concentrate firstly on giving them a warm welcome. The best way to make your guest feel welcome is to offer tea and something to eat, and show them where they will be staying. Their journey may have been quite adventurous so maybe save big plans for later in the holiday. Use the first day to learn about each other, maybe take them for a walk in the local park, introduce them to a few friends and ask them about what they would enjoy doing while they are with you. As your guests feel more relaxed, you can introduce them to how your home works. Some things may need to be repeated. If your guest doesn't speak much English try Google Translate (most guests will have this App on their phones already). Mime and simple drawings can also be a quick way to get over much of this.

#### What do I need to consider during the holiday stay?

Before this pilot we conducted a consultation with a number of refugees about what kind of holiday they might enjoy. It is important to note that like you and me, we all have different preferences, a different character and will enjoy different things. Having said that, many were very keen on enjoying the nature in the area (hills or beaches), and having fun activities for their children. The project coordinator can give further guidance on this during the training for hosts. Furthermore, you are encouraged to be in touch with your guest before your holiday and find out one or two areas of interest.

Generally, we would encourage you to make sure that any activities are appropriate for the guest(s) you are hosting. Are you hosting a family with small children or an elderly couple?

Also be sure to find the right balance of having a fun programme of activities, but not overwhelming and exhausting. Be sure to give them some quiet time, while making sure they don't feel abandoned in the middle of nowhere.

It will also be helpful if you are able to be relatively flexible with your plans. Although your guest will expect to have a great time with you, they might also find staying in someone else's home a bit more tiring than they had expected. Also be sure to plan in things like kid's nap times, potential prayer times etc. depending on who your guest is (which you will find out with plenty of notice).

#### Transport

As part of this holiday programme, hosts are not to drive guests in their personal cars for any purpose that might be regarded as business of the Church. However, if hosts wish to assist guests with transportation as a personal arrangement, they must ensure that their insurer accepts that this use is covered by their motor insurance company. In this case it may be helpful for the host to create a checklist considering such things as the driver's ability to undertake the journey safely, suitability and road worthiness of the vehicle, and appropriate accessories required, such as child seats, etc.

Saying goodbye and staying in touch with guests  
Most people who have hosted in the past speak of their guests and their time with them very fondly, and many have built long-lasting friendships. We sincerely hope (and will do everything to ensure) that you have an enjoyable and enriching experience. Please be encouraged to stay in touch with your guests after the holiday. You might find that you would like to continue this relationship and invite them for a stay again in the future, or indeed visit them if you are ever in their area of Scotland.

#### What if something goes wrong? (Emergency procedure)

It can happen that the first day of the holiday is a bit awkward. People may be tired or nervous. But don't be discouraged. Wait for a few days until everyone has settled into the new circumstances. There might be a few hiccups initially as two very different cultures come together and live together, but we endeavour to prepare you as well as we can.

We assume that we are matching consenting and informed adults who will take responsibility for their continuing relationship. Hosting is an entirely voluntary arrangement between the host and the guest and we cannot take responsibility for any issues that might arise. We anticipate problems will be rare and we are will always be available and work hard to resolve any that do arise quickly.

If there are minor concerns that you would like to address, please get in touch with your church rep in the first instance. Depending on the situation they might refer you to the project coordinator or the referrer who knows the guest well.

Should you have any safeguarding concerns you must immediately contact your safeguarding coordinator and follow the Church of Scotland's safeguarding procedures.

In the unlikely event of an emergency, and someone is in danger of immediate harm, hosts should never hesitate to contact the emergency services for assistance. Hosts should try and make a note of what happened, and let Scottish Faiths Action for Refugees know as soon as possible by contacting the project coordinator.

#### Is it legal to host someone?

Yes, there is nothing intrinsically illegal about hosting. However, it is advised that the host checks with their house insurance that they are allowed to have non-family members and non-paying guests stay in their home. If the host is a tenant, Scottish Faiths Action for Refugees recommends that they check their tenancy agreement to make sure they are not in breach of their tenancy agreement. If in doubt, you should inform your landlord that you intend to participate in the scheme. "Right to Rent" legislation does not apply in Scotland. More information about insurance is explained below.

#### What about insurance?

Public Liability cover for the Church's management of the holiday programme is provided under the Church of Scotland's own insurance policy.

#### Household Insurance

A host must inform their household insurance company that they are participating in New Scots Holidays as a volunteer.

- You should check that hosting a guest in your home, free of charge, is in line with your initial proposal details ('Statement of Facts').
- When you are discussing hosting with your insurance company you should make it clear that no payments are being made and that you are not engaging in any form of business.
- We would encourage you to make sure there is no exclusion for 'loss or damage arising from persons legally on the premises' in your insurance policy.
- Most policies allow for guests to stay without any additional premium. However, if this is not the case, Scottish Faiths Action for Refugees cannot cover the cost of your home or contents insurance, or the cost of any increased premiums.
- If you are a tenant the same applies to your household insurance.



Some topics to consider

Below you are given a very brief introduction to some aspects of the beautiful cultures you may be hosting. They will be discussed in detail during a training session for hosts.

Culture

Whilst some hosts might have had experience of relating to people from other cultures, this does not necessarily fully prepare you for having someone stay with you.

Please note that the following details are generalisations and may bear no relevance to the person hosted by you! It is also worth highlighting that there are often great variations within cultures, so it is unwise to expect two guests from the same country to hold identical beliefs and practices. Often, it is also personality or temperament, rather than culture that determines behaviour. If in doubt, ask. Also keep in mind that some of the topics covered below can vary depending on how long a refugee has lived in Scotland.

Gender

In some cultures there is more role-division than we may be used to. This could become evident, for example, if male guests do not expect to assist with household tasks. For some, it will not be appropriate for a man to be alone in a room with an unrelated woman. And for some women it will be very uncomfortable (and inappropriate) if they are left alone in a house with an unrelated man. Handshaking (and any other close physical contact) with someone of the opposite sex may cause offence, or allow for possible misinterpretation. Conversely, it is quite common in some cultures for men to hold hands in public. Concepts of appropriate personal space differ widely from culture to culture.

Dress

Hosts should be sensitive to other cultures’ dress.

Please and Thank You

Some languages have no equivalent word for ‘please’. ‘Please’ and ‘thank you’ may be more commonly expressed through actions and attitudes than words.

Yes and No

Non-western languages are often much more indirect. Be aware that to refuse someone’s offer of, for example, a meal or a cup of tea may be considered rude. A person may answer ‘Yes’ out of respect and the wish not to offend, without any intention of actually taking up the offer. This is often the case in Middle Eastern cultures.

On the contrary, in some cultures it is rude to say ‘Yes’ when you are offered something (e.g. a cup of tea or food) the first time. It is polite only to accept after you have been offered several times. If your guest isn’t eating even though they should be hungry by now, remember to offer again (and again).

Pets

Some cultures would consider household pets, in particular dogs, as unclean. Some people will also be very scared of dogs and not want to be near them. We will always discuss this with potential guests and hosts before a placement is arranged. This should also be kept in mind if for instance you go for a walk and bring a group of friends who bring their dogs.

Times (and space) for prayer

Remember to consider guests’ times and preferences for prayer when planning outings, trips and meals. You can ask them about this when they first arrive.

Religious Festivals

As the breaks are short, hosts may not need to familiarise themselves with the main festivals associated with the faith of the guest placed with them, as the guest probably wouldn’t schedule a break if they wanted to be closer to their religious community. However, use the holiday as an opportunity to learn about each other’s traditions and festivals.

Food

Most will be aware of the different food laws within each religion. Muslims (and Jews) will not eat pork products, most Hindus are vegetarian, and practising Muslims eat Halal meat. This clearly has significant implications for eating together and storage of fresh meat, which hosts will need to agree with their guests from the start. The use of cutlery is an eccentric western custom to some; hosts should be prepared for guests to eat with their hands.

Hosts need to be aware of the fasting rules during Ramadan also, when no food or drink is taken between dawn and dusk. Currently (2020) Ramadan falls in the months of April and May.

Personal hygiene

Washing, rather than using toilet paper, is the norm for many Muslims after using the toilet. It may help to provide a jug for this purpose. As mentioned, this might also differ depending on how long someone has already been in the country and they may use toilet paper.

Personal space

It is important to view the room you have allocated to your guest as their personal space. You should not enter it unless you ask.

Timekeeping

Some other cultures attach much less importance to punctuality than we do in the West. Being late for an appointment may not infer disrespect, but rather that something else, perceived to be of greater importance (perhaps helping a friend) has intervened.

Talking about personal faith

Whilst we ask that hosts do not seek to use their role to proselytise and as a means to try to convert others to their own particular faith, we recognise that, in many other cultures, it is much more acceptable to discuss openly spiritual issues and religious practice. We do not seek to discourage this and would actively encourage you to discuss topics of British culture, traditions and religion.

Role Separation

The principal aim of the holiday programme is to provide a short break for refugees. There is no expectation that hosts become involved in their guests’ issues (e.g. applying for housing benefits) and indeed it is illegal to provide any immigration advice if you are not a professional. In some cases it might be difficult to separate the role of being a host and offering support as a friend. Hosts that are experiencing difficulties here should discuss this with their church rep.

Under no circumstances should a host and guest engage in a romantic or sexual relationship.

Talking about the Past

Unless guests volunteer the information, it is generally best that hosts (and other household members) do not ask them to talk about their personal history, in particular the circumstances that led them to leave their home country. Great sensitivity is needed over issues that may be very painful for the guest, and which may remain unresolved.

Personal Names

Whilst many find names from other cultures confusing, it is a token of respect and friendship to quickly learn to properly pronounce someone’s name, and to use their name of choice.

‘House Rules’

It is very helpful to plan from the outset how you will address the following issues, and to discuss them at an early stage with guests.

These will not all necessarily need to be discussed on the very first day, and certainly not all at once, especially if interpreting support is required but, by being agreed early, there is less potential for offence being caused by misunderstandings later on. It is

worth considering at the outset how you will respond if the guest is consistently unwilling/unable to comply. If you are only hosting someone for a couple of nights these might not apply.

Meals and cooking

If the guest eats all their meals with you, then you will need to establish any dietary needs (cultural or medical). If there is the opportunity for the guest to cook for themselves or indeed cook for you, then you may wish to make available some storage space and will need to give clear instruction on use of kitchen equipment and any particular food hygiene issues.

If you are vegetarian, would you be happy to host someone and cook for someone who is not?

House key(s) and access to house

If guests are not issued with their own keys, times of access need to be agreed in advance. This is unlikely to be an issue for short breaks. However, scenarios such as what to do if the guest wished to go for a walk while you are out may need to be discussed.

Use of bathroom

If you do not have locks on toilet and bathroom doors, it is advisable to fit them or to provide a ‘Busy’/‘Free’ notice. A ‘knocking before entering’ rule in the whole house could also be instituted. Some guests might feel particularly uncomfortable if they are not able to lock the bathroom door.

Use of washing machine (and instruction in its use)  
The guest might need to wash their clothes at some point during a week-long stay. You might want to point this out at the start of the visit and explain how it is used.

Use of household computer/IT equipment

It is advisable to set clear boundaries here or to prohibit use. If you have Wifi, the guest should be able to use their smart phone to access it (if they own one).

Use of electrical appliances

Safety issues need to be explained, such as not placing anything on top of portable heaters.

Light at night

It is worth checking whether guests would like a light left on outside their room at night. Some guests may have more cause than most to be afraid of the dark.

Smoking arrangements

Decide in advance whether you would be comfortable with hosting a smoker and if so, where they would be allowed to smoke.

Usual bedtime

Inform your guest when you and your household (especially young children) go to bed / get up – and between which hours you do not wish to be disturbed. It will usually be helpful to discuss at an early stage your need for time and space to relax on your own in private. Ask your guest what their preferred sleeping pattern is and what time they might like to have their meals.

Use and storage of alcohol

Under no circumstances should you use illicit drugs while hosting, and alcohol should be kept to a reasonable limit. Out of respect to a practicing Muslim guest we would encourage you not to consume alcohol during the period of their stay.

Giving/lending money

We recommend that hosts do not lend or give guests money. It may be very difficult for guests to repay, and wrong expectations may be established.

Storage of medication

We recommend that hosts store their own, other household members’ prescribed medication and any painkillers securely.

**NOTE:** *It is worth noting here that it is the experience of many who have hosted that, what they have found most difficult – at least at the outset – has been coming to terms with their guests’ generosity and desire to help around the house. It may help to recognise that it is very difficult to always be in receipt of hospitality. The opportunity to reciprocate in any way, even when the guest doesn’t have much, can make this easier for the guest to cope with. This is not, of course, always the case. There are many reasons why a guest may appear reluctant to help (even themselves): depression, trauma, and reacting to multiple losses are some. But if the guest shows willingness to help out, by all means support this, to a reasonable degree, and do activities like this together when possible.*

Personal information and Privacy

The purpose of the UK Data Protection Act 2018 is to ensure that any personal data an organisation holds about an individual is stored and used in an appropriate way. Scottish Faiths Action for Refugees is administered by the Church of Scotland and is registered accordingly with the Information Commissioner’s Office, as part of the unincorporated Councils and Committees of the Church of Scotland, and strives to comply fully with data protection law.

We shall use the information you provide only for the purpose for which it has been collected and we will only keep the data for as long as required for that purpose. The full Privacy Notice for the Church

of Scotland is available on the Church of Scotland website at [https://www.churchofscotland.org.uk/site/privacy\\_notice](https://www.churchofscotland.org.uk/site/privacy_notice)

Should you have any questions concerning the use of the information you provide please contact Scottish Faiths Action for Refugees.

For further information, the Information Commissioner’s website details the requirements of the Data Protection Act: <https://www.ico.org.uk>

Policies

As a volunteer, hosts will be asked to familiarise themselves with the following policies and procedures:

- Safeguarding Handbook 1
- Health and Safety Policy
- Data Protection Policy Statement
- The Emergency Procedure as explained above
- Expenses Policy
- Equal Opportunities Policy
- Complaints Procedure
- Social Media Policy

All policies and procedures can be found here: <http://www.sfar.org.uk/new-scots-holidays>. The password is: **NSIP**

Thank you and contact

Thank you for participating in the holiday hosting programme. We know your lives are busy and we appreciate the hand of friendship and welcome that you would like to extend to others. You are offering refugees an invaluable experience.

If you have any questions please get in touch with the New Scots Holidays Programme Coordinator.

Disclaimer

Please note that, whilst Scottish Faiths Action for Refugees makes every effort to make sure guests are suitable prior to placing them and to support hosts and guests during placements, it cannot accept any liability for disputes or for private arrangements made between hosts and guests. It should also be noted that every holiday experience will differ and Scottish Faiths Action for Refugees cannot make any guarantees of particular holiday experiences.

# H2 New Scots Holidays Host Role Description

SCOTTISH FAITHS  
ACTION FOR REFUGEES

Position Title:

Host

Classification:

Volunteer

Programme:

New Scots Holidays

Organisation:

Scottish Faiths Action for Refugees  
(administered by the Church of Scotland)

Location:

In host’s home and throughout the country

Primary Objective

Provide a short-term holiday stay for a refugee or refugee family in Scotland.

Duties and Responsibilities

Volunteer hosts of New Scots Holidays will:

- Provide a place for an individual or family to stay that is safe and appropriate. This can be within the host’s home or if agreed in conversation with the host coordinator in a holiday cottage or similar.
  - Provide or make arrangements for your guests’ meals (three a day) although some guests might want to cook for themselves. This can be discussed at interview.
  - Plan a programme of activities during the guests’ stay in partnership with the hosting church, church rep and together with your guests, taking into account their needs, preferences, and wishes (e.g. a walk in the park, participating in a church ceilidh or a trip to a historic site).
  - Arrange the safe arrival and drop-off of the guests at the relevant bus/train station.
  - Account for expenses claimed and provide receipts in line with the expenses policy.
- Recruitment and training responsibilities:**
- To cooperate with Scottish Faiths Action for Refugees (SFAR) to ensure all relevant assessment/ recruitment information is accurate
  - To take part in a home assessment and ensure all residents/lodgers of the home are present
  - To provide two references

- To actively participate in meetings and trainings that are scheduled to support the hosting role
- To take part in an evaluation of New Scots Holidays and the holiday stay

Further responsibilities:

- To be clear and honest in your ability to commit to the programme
- Acceptance of relevant policies of SFAR, the Church of Scotland and an agreement to abide by them

Documents that need to be read and understood are:

- Guide for hosts
- Volunteer Role Description
- Safeguarding Handbook 1
- Health and Safety statement
- Data Protection Policy statement
- Equal Opportunities statement for volunteers
- Emergency procedure
- Complaints procedure
- Expenses policy and claim form
- Social Media Policy

All policies and procedures can be found here: <http://www.sfar.org.uk/new-scots-holidays>. The password is: **NSIP**

- Communicate to the coordinator any concerns with hosting
- Inform SFAR of any changes to your living situation that has implications for hosting
- Immediately report any criminal offences you are charged with or convicted of
- Inform SFAR of any health and safety concerns
- Contact your church’s safeguarding coordinator and follow the safeguarding procedure in the event of any safeguarding concerns
- Report any incidents to SFAR that occur during the holiday stay
- Participate in activities and evaluations to improve New Scots Holidays



Responsibilities in your Relationships

- To behave in a respectful and courteous manner toward your guests
- To respect the guests’ beliefs and religious and cultural practices
- To maintain confidentiality, both during the placement as a volunteer and after it comes to an end, in respect of all confidential information relation to Scottish Faiths Action for Refugees or any other party to which you have access as a result of the volunteer arrangement.

Scottish Faiths Action for Refugees will:

- Provide a fair and transparent recruitment process
- Provide an induction and any other relevant training
- Communicate about the progress of a match and details of the hosting
- Pay for the guests’ travel costs to and from the host
- Provide guests with spending money
- Cover reasonable expenses for hosts in line with the expenses policy

Qualifications

No qualifications necessary

Experience

No prior experience necessary

Other Requirements

Home assessment  
Two referee checks

Key Selection Criteria

- A member of a Church of Scotland congregation, or someone who is seen to be ‘part of the church family’
- A commitment to the values of Scottish Faiths Action for Refugees
- A willingness and desire to host a refugee or refugee family through the hosting programme
- Demonstrated communication skills
- Demonstrated understanding of the safeguarding and health and safety requirements of the role
- Has an appropriate living space to offer
- Ideally has WIFI available in their home (to enable communicating through translation applications)

Responsibilities during the holiday stay

As a Host Volunteer, you are required to:

1. Be aware of all relevant information about the guests (e.g. allergies, physical needs)
2. Ensure that your guests travel safely.
3. Not under any circumstances use illicit drugs while hosting and keep alcohol to a reasonable limit (although out of respect to your guest we would encourage you not to consume alcohol during the period of their stay).
4. Seek assistance and/or ask questions where required from guest or coordinator.
5. Not to undertake any child-minding role for your guest. Your guest’s children must always be supervised by their parent or guardian.
6. Not to ask your guest to take any child-minding or caring responsibilities for children or people in your care. Your children must always be supervised by yourself.
7. Not to give any legal or immigration advice; this is illegal.
8. Not get involved in their guest’s financial affairs.
9. Treat your guest as you would like to be treated yourself.
10. Respect the privacy of others.

# H3 New Scots Holidays Host Application Form

SCOTTISH FAITHS  
ACTION FOR REFUGEES

Volunteer Role:

Host

Programme:

New Scots Holidays

Organisation:

Scottish Faiths Action for Refugees  
(administered by the Church of Scotland)

Please read the following information before filling out this application form.

- Please read the guide for hosts and the volunteer role description before applying to become a host.
- All applicants will be subject to a formal assessment including an interview, a home visit and references, followed by training.
- Scottish Faiths Action for Refugees reserves the right to ask for a basic disclosure to be completed by a host where they feel appropriate.
- As you will be welcoming guests into your home, hosting is seen as something your whole household will participate in. We therefore require all adults in your household (e.g. a couple) to fill out this

application form together. You will see separate sections for Adult 1 and Adult 2. Lodgers who pay rent, grandparents and children will not have to fill in this form, but you are asked to answer a few questions about them. If you have any questions please contact New Scots Holidays before you fill in your application form.

- Please provide as much detail as possible. This will enable us to match you with (a) suitable guest(s).
- Please be completely open and honest in your application form. If you have any concerns or would like to discuss any aspect of hosting don’t hesitate to contact the New Scots Holidays Project Coordinator.

We are very grateful that you are considering becoming a host. Hosts make an invaluable contribution to the integration process of refugees in Scotland.

We are very grateful that you are considering taking part in New Scots Holidays as a Church Rep. You will make an invaluable contribution to the integration process of refugees in Scotland.

Personal Details of applicant (Adult 1)

Name

Date of Birth

Male

Female

Telephone

Mobile

Address

Email

Employment Status:

Full-time

Part-time

Student

Unemployed

Retired

Other (Please state):

Church membership at:

Nationality

Languages spoken and proficiency

1 = basic  
2 = moderate  
3 = good  
4 = fluent

A.

1

2

3

4

B.

1

2

3

4

C.

1

2

3

4

D.

1

2

3

4

Personal Details of applicant (Adult 2)

Name

Date of Birth

Male

Female

Telephone

Mobile

Address

Email

Employment Status:

Full-time

Part-time

Student

Unemployed

Retired

Other

(Please state):

Church membership at:

Nationality

Experience and Motivation

A. Please tell us why you are interested in hosting.

B. What do you find exciting about the idea of hosting someone in your home?

Experience and Motivation (continued)

What might you be apprehensive about when thinking about hosting?

Do you have any experience of hosting, connecting with other cultures or other relevant experience (e.g. voluntary work)?

Your Household

Is there anyone else living with you? (Please give details)

Name	Date of Birth	Male/Female	Relationship to you

Have you discussed this application with all members of your household (incl. any children)?

Yes

No

How do they feel about hosting?

How many people could you comfortably host in total?

If you could host a family, please describe the family you could host:

Number of children:

Could you host a family with a baby or infant (e.g. do you have a cot available or could borrow one?)

Yes

No

What accommodation will you be able to offer? (e.g. 2 spare rooms with double/single bed, use of kitchen/lounge, separate lockable bathroom, a cot for a baby, etc.) Please provide as detailed of a description as possible.

Please also describe your home in detail (e.g. Does your home require the use of stairs? Do you have a garden? etc. – please provide as much detail as possible). Please explain and add anything else that you might think could be an issue for some people, e.g. accessibility, availability of downstairs bathroom. Would your home be suitable for people with additional physical needs or disabilities, such as a wheelchair user?



Your Household (continued)

How would you ensure guests had access to three meals a day? E.g. cook for them, provide food for them to cook for themselves etc. (You wouldn't necessarily be providing three meals a day but it would be helpful to know what your guest could expect). Would you be able to cater for any dietary requirements or allergies?

More about you and your household

Please can you tell us a bit about yourself, your family/household and your interests?

Can you tell us about your local area? What facilities/activities might be available and interesting?

What might a holiday with you look like? (E.g. you might live close to the hills or the beach and go on trips; or you are a parent with young children and you might spend your holidays joining toddler groups, taking your children swimming etc.).

Please can you tell us about transport links in your area? How might guests get to you and travel around in the area?

More about you and your household (continued)

Please can you answer the following questions:

Smoking

- ☐ I don't mind hosting someone who smokes
- ☐ I don't mind hosting someone who smokes but I would like them to smoke outside
- ☐ I don't want to host anyone who smokes

Pets

I have pets    Yes ☐                      No ☐

If so, which ones?

WIFI

Do you have access to WIFI in your home (this is important for guests so they have access translation apps)

Yes ☐                      No ☐

Do you, or another member in your household, have any lifestyle preferences that may impact on your guest? (e.g. you are a smoker, or you are a vegetarian and aren't sure how you would feel about someone staying who would eat meat)

Hosting Preferences

Do you have any preferences regarding the guests? (or anything you would be uncomfortable with?)  
E.g. gender, size of family, age etc.

How long are you able to host for? (if not already agreed in advance with Church Rep)

- 2-3 nights ☐
- 3-4 nights ☐
- I have no preference ☐
- 5-6 nights ☐
- 6-7 nights ☐

Are there dates you are unavailable to host? (if not already agreed in advance with Church Rep)

Supporting You (Adult 1)

If you have any concerns about filling out this part of the application form please contact the project coordinator.

Do you have any unspent criminal convictions against you?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please give details:				

Do you have any criminal cases pending?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please give details:				

Scottish Faiths Action for Refugees reserves the right to ask for a basic disclosure to be completed by a host where it is felt to be appropriate. Disclosure Scotland checks and shares information about people’s criminal records. A basic disclosure is the most common level of disclosure available. It includes information on any ‘unspent’ convictions the person has.

Please answer these questions if you have other adults living in your household but who are not filling out this application form with you (e.g. a son/daughter aged 16+, a grandparent or a lodger):

Is there anyone else living in your household who has any unspent criminal convictions against them?

Yes ☐ No ☐

If yes, please give details (incl. name):

Is there anyone else living in your household who has any criminal cases pending?

Yes ☐ No ☐

If yes, please give details (incl. name):

☐ I confirm that I have spoken to these members of my household and have obtained authority to complete these questions on their behalf. (Please tick).

Do you consider yourself to have a disability?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please describe:				

Are there any other areas you might require support to enable you to volunteer with us?

Are there any areas of concern we need to be aware of regarding any one in your household?

Yes ☐ No ☐

If yes, please describe:

Supporting You (Adult 2)

If you have any concerns about filling out this part of the application form please contact the project coordinator.

Do you have any unspent criminal convictions against you?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please give details:				

Do you have any criminal cases pending?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please give details:				

Scottish Faiths Action for Refugees reserves the right to ask for a basic disclosure to be completed by a host where it is felt to be appropriate. Disclosure Scotland checks and shares information about people’s criminal records. A basic disclosure is the most common level of disclosure available. It includes information on any ‘unspent’ convictions the person has.

Please answer these questions if you have other adults living in your household but who are not filling out this application form with you (e.g. a son/daughter aged 16+, a grandparent or a lodger):

Is there anyone else living in your household who has any unspent criminal convictions against them?

Yes ☐ No ☐

If yes, please give details (incl. name):

Is there anyone else living in your household who has any criminal cases pending?

Yes ☐ No ☐

If yes, please give details (incl. name):

☐ I confirm that I have spoken to these members of my household and have obtained authority to complete these questions on their behalf. (Please tick).

Do you consider yourself to have a disability?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If Yes, please describe:				

Are there any other areas you might require support to enable you to volunteer with us?

Are there any areas of concern we need to be aware of regarding any one in your household?

Yes ☐ No ☐

If yes, please describe:



References (Adult 1)

Please provide details of two people who can provide character references for your whole household (Adult 1, Adult 2 and any other members of your household). These are to be people who know you well but are not family members, not the minister of your local church and not the church rep. Both of your references have to be from outside of your church congregation.

If you are unable to provide details of two referees who can speak for the whole household, please name two further references for Adult 2 below.

Name	Name
Position	Position
Relation	Relation
Address	Address
Tel	Tel
Email	Email
Can provide a reference for: <input type="checkbox"/> The whole household <input type="checkbox"/> Adult 1 only	Can provide a reference for: <input type="checkbox"/> The whole household <input type="checkbox"/> Adult 1 only

References (Adult 2 if applicable)

Name	Name
Position	Position
Relation	Relation
Address	Address
Tel	Tel
Email	Email
Can provide a reference for: <input type="checkbox"/> The whole household <input type="checkbox"/> Adult 2 only	Can provide a reference for: <input type="checkbox"/> The whole household <input type="checkbox"/> Adult 2 only

Sign Off

You agree to the following statements by signing below:

1.

I declare that the information given in this application is true and correct.

2.

I have read and understood the guide for hosts and role description and accept their terms.

3.

I have read and understood the Safeguarding Handbook 1 of the Church of Scotland.

4.

I have read and understood all policies and procedures  
(access here: <http://www.sfar.org.uk/new-scots-holidays>, password: **NSIP**).

5.

I will contribute to a feedback and evaluation process should my application be successful.

6.

I consent to get a basic disclosure if Scottish Faiths Action for Refugees feels it is appropriate.

7.

I will not undertake child-minding for a guest's children and understand that children are the sole responsibility of the parent or guardian.

8.

I will not ask the guest to undertake child-minding or caring responsibilities for any children or people in my care.

9.

I agree for my phone number to be shared with the guest in advance of the holiday.

By signing, you also give consent for information contained in this form to be shared within the Scottish Faiths Action for Refugees team, and relevant information to be shared with the referrer, the Church Rep and guests you might be accommodating for the purposes of this hosting only.<sup>1</sup>

Name	Date
Signature	

<sup>1</sup> The purpose of the UK Data Protection Act 2018 is to ensure that any personal data an organisation holds about an individual is stored and used in an appropriate way. Scottish Faiths Action for Refugees is administered by the Church of Scotland and is accordingly registered with the Information Commissioner's Office as part of the unincorporated Councils and Committees of the Church of Scotland and strives to comply fully with data protection law.

We shall use the information you have provided only for the purpose for which it has been collected and we will only keep the data for as long as required for that purpose. The full Privacy Notice for the Church of Scotland is available on the Church of Scotland website [https://www.churchofscotland.org.uk/site/privacy\\_notice](https://www.churchofscotland.org.uk/site/privacy_notice). Should you have any questions concerning the use of the information you provide please contact Scottish Faiths Action for Refugees.

For further information, the Information Commissioner's website provides in-depth information regarding the requirements of the Data Protection Act: <https://www.ico.org.uk/>

Have you answered every question?

Please send the application reference form to: **XXXX**

# H4 Home Visit Assessment Form

## Interview Form

SCOTTISH FAITHS  
ACTION FOR REFUGEES

Date

Interviewee

Host Address

Topic	Comments
Tell me a bit about yourself (background: personal, work, faith, ...)	
Why hosting? Motivation?	
What hope to gain from hosting?	
Experience engaging with people of other backgrounds/ cultures	
Accommodation (description, layout, health and safety etc. (check with application form)	
Awareness/understanding of refugees (outstanding questions not covered at training?)	
Managing difficult circumstances	
Travel arrangements (child seats etc.)	

Topic	Comments
Understanding of host role, understanding of Church Representative role	
Questions raised through application form/clarifications	
Update on references etc.	
Next Steps	
Concerns about hosting?	
Any other comments/ observations	

Home assessed by

Signature

Date



# H5 New Scots Holidays

## Host Property Checklist

As a potential host you are asked to fill out the property check list below. This form gives you an overall indication of the safety of your property (it is not a test). Some questions might not apply as you for example might not be hosting children. If you have ticked ‘No’ to a question this does not necessarily mean that you won’t be able to host, we will just have a conversation about how to ensure a safe environment for all. Thank you for your help.

Personal Details of applicant (Adult 1)

Name

Address of property

Email

Contact Telephone

Church Membership at:

### Fire and Heating Safety

Are there an adequate number of smoke detectors?

☐ Yes ☐ No

Have they been tested in the last 30 days?

☐ Yes ☐ No

Are there an adequate number of CO<sub>2</sub> detectors?

☐ Yes ☐ No ☐ N/A

Have they been tested in the last 30 days?

☐ Yes ☐ No ☐ N/A

Has the boiler been checked by a competent engineer within last 12 months?

☐ Yes ☐ No ☐ N/A

Have any gas/solid fuel/oil heating appliance been serviced by a competent engineer within last 12 months?

☐ Yes ☐ No ☐ N/A

Any open fire has adequate guarding

☐ Yes ☐ No ☐ N/A

Is the heating in the property adequate?

☐ Yes ☐ No

Is there a Fire Escape Plan?  
(this does not have to be in writing)

☐ Yes ☐ No

### Electrical Safety

Are all pieces of electrical equipment in good condition?

☐ Yes ☐ No

Are sockets and extension cables overloaded?

☐ Yes ☐ No

Are portable electrical appliances kept out of the bathroom?

☐ Yes ☐ No



### Property Safety

Are there restrictor catches on upstairs windows OR no furniture in positions to allow children access to windows?

☐ Yes ☐ No

Are blind / curtain cords kept out of children’s reach?

☐ Yes ☐ No

Does the handrail feel secure and are the balustrades safe and secure with no gaps over 10cm?

☐ Yes ☐ No ☐ N/A

Are the stairs & landings free from obstructions (including bottom of stairs)?

☐ Yes ☐ No ☐ N/A

Are tall objects (e.g. display cabinets, book cases, flat screen TV’s) securely located or fixed to the wall so they cannot be tipped over?

☐ Yes ☐ No

Is flooring non-slip, in good repair and secure?

☐ Yes ☐ No

Is the home free of tripping hazards and generally free of clutter?

☐ Yes ☐ No

Is there adequate brightness in all rooms (particularly Hall/Stairs/Landing areas) with no visual defects?

☐ Yes ☐ No

Is there a light that could be left on at night to allow children to see where to go if they get up?

☐ Yes ☐ No ☐ N/A

Can the bathroom door be unlocked from the outside (in case a child locks themselves in)?

☐ Yes ☐ No ☐ N/A

Are chemicals & medications stored to prevent access by children?

☐ Yes ☐ No

### Garden Safety

Dog fouling is picked up immediately?

☐ Yes ☐ No ☐ N/A

Are paths / driveways safe and free from obstruction?

☐ Yes ☐ No ☐ N/A

Are tools / chemicals stored in a locked shed/garage?

☐ Yes ☐ No ☐ N/A

Is the garden / part of the garden secure and allows children to play away from dangers (traffic, ponds, etc.)?

☐ Yes ☐ No ☐ N/A

Are any fences in a visually safe condition? (no missing panels, protruding nails, etc.)

☐ Yes ☐ No ☐ N/A

Any other comments about the property:

I declare that I have surveyed my home/ the host’s home and completed this form truthfully and to the best of my ability.

Name

Signature

Date

H8 New Scots Holidays

Host Reference Form

SCOTTISH FAITHS

ACTION FOR REFUGEES

Applicant Name	FULL NAME
Position Applied For	HOST

NAME has completed an application form for the role of ‘Host’ for the New Scots Holidays Pilot, and has given your name as a referee. The Host will provide a short-term holiday stay for a refugee or refugee family in Scotland. For more information please see the attached role description.

If you are happy to provide this reference, all the information contained on the form will remain absolutely confidential. Due to the nature of the role, we ask that you are truthful in your evaluation of this person. If you would prefer to respond by telephone, please do so (contact details below).

How long have you known this person?

In what capacity do you know them?

To your knowledge is this person a suitable candidate for the role of ‘Host’ for the New Scots Holiday Pilot Programme?

Yes

No

Using in the space below could you please explain the reasons for your answer, paying particular attention to the responsibilities outlined in the attached role description. If possible, please also comment on the ability of this person to engage with other cultures and religions.

What do you consider this person’s biggest strength?

Please list areas where you feel this person could benefit from support and/or training in their role.

How would you describe this person’s personality?

Do you consider this person to be trustworthy, given that this role would involve engagement with children and vulnerable people?

Yes

No

Any other comments?

Signature

Print Name

Date

Company Name

Position Held

\* If you are filling this form in on a computer please insert your e-signature as an image file or simply type your name into this box.

**Have you answered every question?**

Please send the completed reference form to: **XXXX**



# New Scots Holidays

## Change in Circumstances Declaration

SCOTTISH FAITHS ACTION FOR REFUGEES

I declare that I have reviewed my previous application and property questionnaire and can confirm that:

☐

There have been no changes to my household or circumstances (as described on the host application form) and no changes to my property (as indicated on the property checklist).

☐

There have been no changes to my household or circumstances, but there have been some changes to my property (list below\*)

☐

There have been changes to my household and circumstances (list below, as well as any changes to your property\*)

☐

Please note when and for how long you will be able to host:

\*Please note that the Project Coordinator may wish to discuss these changes with you and this may result in a new application form or property questionnaire being issued to you depending on the nature of these changes.

Name

Date

Signature

\*\* If you are filling this form in on a computer please insert your e-signature as an image file or simply type your name into the box.

Have you answered every question?

Please return this form to: XXXX

New Scots Holidays A handbook for setting up a holiday hosting scheme

51

# New Scots Holidays

## Disclaimer

SCOTTISH FAITHS ACTION FOR REFUGEES

Please note that, whilst Scottish Faiths Action for Refugees makes every effort to make sure guests are suitable prior to placing them and to support hosts and guests during placements, it cannot accept any liability for disputes or for private arrangements made between hosts and guests. It should also be noted that every holiday experience will differ and Scottish Faiths Action for Refugees cannot make any guarantees of particular holiday experiences.

# New Scots Holidays

## What if something goes wrong?

It can happen that the first day of the holiday is a bit awkward. People may be tired or nervous. But don't be discouraged. Wait for a few days until everyone has settled into the new circumstances. There might be a few hiccups initially as two very different cultures come together and live together, but we endeavour to prepare you as well as we can.

We assume that we are matching consenting and informed adults who will take responsibility for their continuing relationship. Hosting is an entirely voluntary arrangement between the host and the guest. We anticipate problems will be rare and we are will always be available and work hard to resolve any that do arise quickly.

If there are minor concerns that you would like to address, please get in touch with your church rep in the first instance. Depending on the situation they might refer you to the project coordinator or the referrer who knows the guest well.

Should you have any safeguarding concerns you must immediately contact your safeguarding coordinator and follow the Church of Scotland's safeguarding procedures.

In the unlikely event of an emergency, and someone is in danger of immediate harm, hosts should never hesitate to contact the emergency services for assistance. Hosts should try and make a note of what happened, and let Scottish Faiths Action for Refugees know as soon as possible by contacting the project coordinator.

# P6 New Scots Holidays Complaints Procedure

SCOTTISH FAITHS  
ACTION FOR REFUGEES

## Information about making complaints

The Church of Scotland seeks to ensure that the Church is a safe, responsible and caring environment for all. To achieve that, rules and procedures have been put in place to enable the Church to deal with any acts of inappropriate or unethical behaviour by any Church minister, deacon or office bearer.

These rules differentiate between serious issues of conduct, and other acts of inappropriate behaviour. For serious issues, the Church has internal disciplinary procedures. In some circumstances, it may be appropriate to refer the matter to the Police, if the complainer has not already done so.

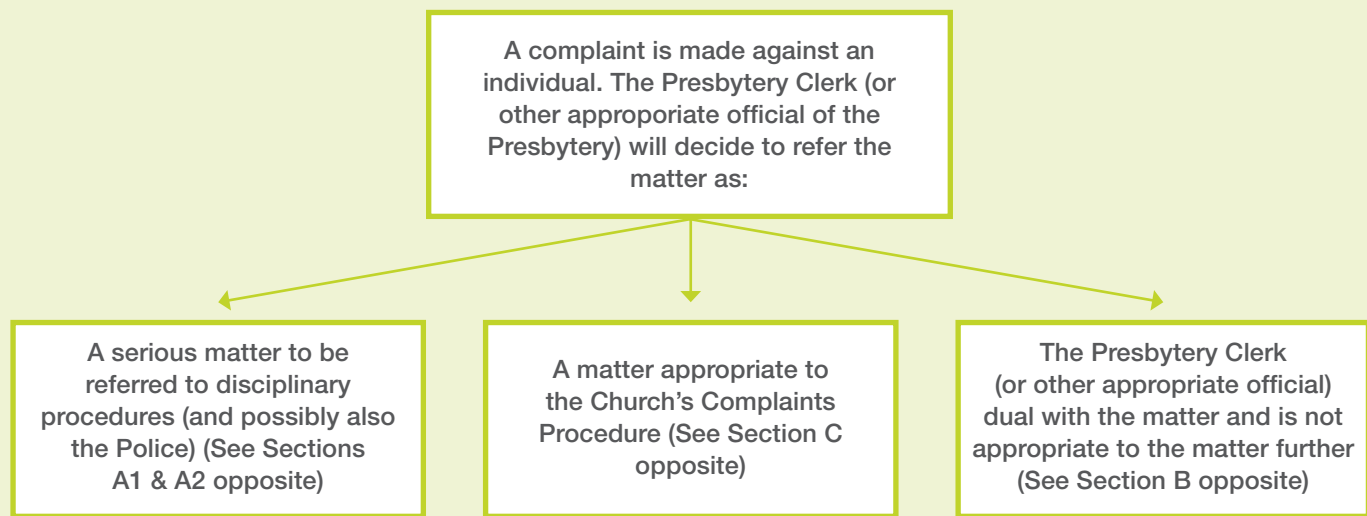
For less serious matters, the Church has a Complaints Procedure. The aim of this Procedure is neither to trivialise serious matters nor on the other hand to treat minor matters with undue seriousness. In this Procedure, the Church wishes to prioritise the use of mediation and conciliation, as experience suggests that this is the best way to ensure an outcome where everyone involved feels that their concerns have been appropriately discussed and dealt with.

In framing its Complaints Procedure, the Church has been strongly of the belief that a person with a legitimate grievance must be listened to and their complaint should be properly and fairly addressed.

Please note that the information which follows is for guidance only, and is not a substitute for the detailed law which appears in the Acts and Regulations of the General Assembly. These Acts and Regulations are available in Church Law.

If you have a complaint to make against a staff member of Scottish Faiths Action for Refugees, these should be addressed to XXXX.

If you have a complaint to make against a minister, deacon or office bearer of the Church, then there are various ways in which the Church may determine that should be addressed, as illustrated in the flowchart below.



## A1: Internal disciplinary procedures

If the allegation is a serious one, it will immediately be referred to be investigated in terms of the Church's internal disciplinary procedures. If you are the person who made the complaint, you will be given information about the process which will be followed. This will differ depending upon whether the allegations are against a minister or deacon, or against an office bearer. The procedure may also differ depending on the nature of the allegations, for example if there are issues of bullying or discrimination and depending upon whether the person is an employee of a local or central agency of the Church.

If the matter is dealt with under disciplinary procedures, then you may need specialised advice. This may be available from the Presbytery Clerk, or the Principal Clerk. Further details will be provided on an ongoing basis in this situation.

Disciplinary proceedings may ultimately lead to a censure being imposed on the respondent (ie the person who is the subject of the complaint). In the case of a minister or deacon, this may consist of a reprimand, suspension for a fixed period or without limit of time, or removal of status as a minister or deacon. In the case of an office bearer, the Presbytery may decide to give an instruction regarding future conduct, issue a reprimand, remove the person from office or deprive them of status.

## A2: Referral to the police

In some circumstances, it may be appropriate to refer the matter to the Police, if the complainer has not already done so. This will be where criminal behaviour is alleged, in particular where there are allegations of a serious sexual nature, where vulnerable groups are involved or where allegedly there has been financial impropriety.

Anyone who becomes aware of offending of this nature is urged to contact the Police immediately.

Whether or not a minister, deacon or officer bearer of the Church is found guilty in a civil or criminal court of law, they may still be proceeded against under Church law. Where an investigation has already commenced under Church law but it then becomes apparent that the Police are involved, it would be normal for any internal Church investigation to be suspended until a Police investigation has been completed.

## B: Matter not to be taken further

In some cases it might be determined at an early stage that the allegations do not require further consideration or investigation. A conversation with the Presbytery Clerk or other Presbytery official may well have been enough to allay your concerns or to establish that the matter does not require further investigation. However, normally the matter will be referred to the Church's Complaints Procedure.

## C: The Church's complaints procedure

A matter which does not justify being referred to disciplinary procedures nor to the Police, and which has not been resolved at an early stage, will be referred to the Church's Complaints Procedure.

Further information can be found on the what is and what is not a complaint page.

[https://www.churchofscotland.org.uk/contact\\_us/complaints/what\\_is\\_and\\_what\\_is\\_not\\_a\\_complaint](https://www.churchofscotland.org.uk/contact_us/complaints/what_is_and_what_is_not_a_complaint)

You can access information about making a complaint on the making a complaint page.

[https://www.churchofscotland.org.uk/contact\\_us/complaints/making\\_a\\_complaint](https://www.churchofscotland.org.uk/contact_us/complaints/making_a_complaint)



P7 New Scots Holidays

Expenses Policy for Hosts

SCOTTISH FAITHS  
ACTION FOR REFUGEES

Host volunteers of the New Scots Holidays programme are able to claim a refund of reasonable expenses incurred by them through hosting New Scots in their homes, subject to the following provisions:

1. Amount

The maximum amount a host can claim is:

a) £5 per adult, per night (e.g. for food) (Standard expense)

b) £2.50 per child, per night (e.g. for food) (Standard expense)

c) £10 per person (over the age of 3) per holiday for any one-off expenses (e.g. a special trip to a historic site that has higher entrance fees) (Exceptional expense)

2. Receipts must be attached for all expenses claimed. Failure to attach these will result in expenses not being reimbursed.

3. The total overall amount that a host can claim per holiday (irrespective of the number of people they are hosting) is set at £150. In cases of financial hardship or a good reason why this amount needs to be more, this needs to be discussed with, and approved in writing by, the Project Coordinator.

4. Example: if you are hosting two adults and two children for two nights you would be able to claim the following amount (if receipts are provided for all expenses):

Expense	Adult 1 £	Adult 1 £	Child 1 £	Child 1 £	Total £
Standard expenses for 2 nights	10	10	5	5	30
Exceptional expenses	10	10	10	10	40
Total					70

5. Reasonable standard expenses include costs for food and travel. As part of this holiday programme, hosts are not to drive guests in their personal cars for any purpose that might be regarded as business of the Church, therefore mileage and parking cannot be claimed. It is up to hosts if they wish to assist guests with transportation as a personal arrangement.

6. Reasonable exceptional expenses can be used for what the host feels might be appropriate (e.g. an entrance fee to a historic site).

7. All claims will be met by means of an electronic bank transfer directly to your bank account. It is necessary, to correctly identify claimants, that your bank sort code and account number are entered each time you claim. We will be able to e-mail a remittance advice to you detailing the expenses reimbursed. If you choose to receive remittances you will only need to provide your email address once unless it changes.

8. All claims must be submitted for payment as soon as possible after the holiday. A degree of flexibility will be shown in timescales for submitting an expenses claim.

It is, however, expected that these will be submitted within the month of the date when the expenses were incurred. Failure to submit a claim within these timescales may result in the payment being refused.

The completed claim form should be handed to a member of the Scottish Faiths Action for Refugees Team or posted to the Church of Scotland Offices (details below). Claims must be authorised by the Council/Committee Secretary before submission to the Stewardship & Finance Department. Claims should not be submitted directly to the Stewardship & Finance department.

Post expenses to: XXXX

Effective from June 2019

P8 New Scots Holidays

Volunteer Claim for Refund of Expenses

SCOTTISH FAITHS  
ACTION FOR REFUGEES

Volunteer Details

Title		
First Name		
Surname		
Bank Details	Sort Code	Account Number

Volunteer Role

Expenses	Details	Amount
Standard Expenses (Food)		£
Standard Expenses (Other)		£
Exceptional Expenses		£
Exceptional Expenses		£
Travelling Expenses (Fares)		£
Other Expenses		£
Total		£

Receipts must be provided for all expenses claimed. Please provide sort code and account number with every claim.

I certify that the above amounts are in accordance with the provisions printed overleaf and the Expenses Policy for volunteers. I hereby claim a refund of the actual expenses incurred by me in attending:

Signature	Date
Authorised Staff Signature	Date

Expenses Policy

Host volunteers of the New Scots Holidays programme are able to claim a refund of reasonable expenses incurred by them through hosting New Scots in their homes, subject to the following provisions:

1. Amount

The maximum amount a host can claim is:

- a) £5 per adult, per night (e.g. for food) (Standard expense)
- b) £2.50 per child, per night (e.g. for food) (Standard expense)
- c) £10 per person (over the age of 3) per holiday for any one-off expenses (e.g. a special trip to a historic site that has higher entrance fees) (Exceptional expense)

Expense	Adult 1 £	Adult 1 £	Child 1 £	Child 1 £	Total £
Standard expenses for 2 nights	10	10	5	5	30
Exceptional expenses	10	10	10	10	40
Total					70

5. Reasonable standard expenses include costs for food and travel. As part of this holiday programme, hosts are not to drive guests in their personal cars for any purpose that might be regarded as business of the Church, therefore mileage and parking cannot be claimed. It is up to hosts if they wish to assist guests with transportation as a personal arrangement.

6. Reasonable exceptional expenses can be used for what the host feels might be appropriate (e.g. an entrance fee to a historic sight).

7. All claims will be met by means of an electronic bank transfer directly to your bank account. It is necessary, to correctly identify claimants, that your bank sort code and account number are entered each time you claim. We will be able to e-mail a remittance advice to you detailing the expenses reimbursed. If you choose to receive remittances you will only need to provide your email address once unless it changes.

8. All claims must be submitted for payment as soon as possible after the holiday. A degree of flexibility will be shown in timescales for submitting an expenses claim. It is, however, expected that these will be submitted within the month of the date when the expenses were incurred. Failure to submit a claim within these timescales may result in the payment being refused.

2. Receipts must be attached for all expenses claimed. Failure to attach these will result in expenses not being reimbursed.

3. The total overall amount that a host can claim per holiday (irrespective of the number of people they are hosting) is set at £150. In cases of financial hardship or a good reason why this amount needs to be more, this needs to be discussed with, and approved in writing by, the Project Coordinator.

4. Example: if you are hosting two adults and two children for two nights you would be able to claim the following amount (if receipts are provided for all expenses):

The completed claim form should be handed to a member of the Scottish Faiths Action for Refugees Team or posted to the Church of Scotland Offices (details below). Claims must be authorised by the Council/Committee Secretary before submission to the Stewardship & Finance Department. Claims should not be submitted directly to the Stewardship & Finance department.

Post expenses to: XXXX

Effective from June 2019







Scottish Refugee Council  
(Glasgow – Main Office)  
6th Floor, Portland House  
17 Renfield Street  
Glasgow, G2 5AH  
0141 248 9799

Scottish Refugee Council  
(Dundee)  
10 Constitution Road  
Dundee, DD1 1LL  
01382 797881

[www.scottishrefugeecouncil.org.uk](http://www.scottishrefugeecouncil.org.uk)

Scottish Charity Number: SC008639  
Company Number: SC145067  
OISC Reference number: N200100084



This project is part funded by the EU Asylum, Migration and Integration Fund. Making management of migration flows more efficient across the European Union.



**Adult Learning  
Within Reach**



SCOTTISH FAITHS  
ACTION FOR REFUGEES

Scottish Refugee photography by: Sabine Chalmers