# **Welcome checklist for people arriving from Ukraine**

This checklist is for use by those at Welcome Hubs or within other settings where initial intake information is being gathered. This list is not exhaustive and care should be taken to identify additional assessment or support requirements as soon as possible.

Each person’s journey to Scotland is different and can be unsettling or traumatic. Take time to understand a person’s journey through speaking to them, their parents or caregivers, and their family members. Consider the emotional, behavioural and physical health impacts of their experiences.

Trauma-informed practice is an approach to care provision that considers the impact of trauma exposure on an individual’s biological, psychological and social development. Delivering services in a trauma-informed way means understanding that individuals are likely to have a history of traumatic experiences. These experiences may impact on their ability to feel safe and develop trusting relationships with services and healthcare professionals.

Trauma-informed practice is not intended to treat trauma-related issues. It seeks to reduce the barriers to service access for individuals affected by trauma. While more evidence is needed to gain an in-depth understanding of the effects of trauma-informed practice for migrant populations, there is evidence that [services provided to vulnerable migrants without a trauma-informed approach can result in harm](https://doi.org/10.1186/s13033-021-00473-z).

Key principles of a trauma informed approach are:

* Safety
* Trustworthiness
* Choice
* Collaboration
* Empowerment

For more information on trauma-informed practice, access the [trauma-informed practice toolkit](https://www.gov.scot/publications/trauma-informed-practice-toolkit-scotland/) produced by Public Health Scotland.

**Initial considerations**

**q** Check if they need an interpreter and, if so, arrange interpreting services

**q** Check if all are feeling okay, including any children

**q** Do they need immediate health attention, including any medication?

**q** Do they need any food or drink?

**q** Explain initial arrangement and welcome, including accommodation, access to food and finance. Note that follow-up visit may be undertaken once they are in their longer-term accommodation.

**q** Confirm access to a phone (and record contact details)

**q** Do they require assistance to get to their next destination?

**Child-specific questions (only require to ask when the person arriving is under 18 years old)**

**q** Is the arrival an unaccompanied person under 18?

If yes, follow unaccompanied child protocol.

**q** Is the young person traveling with an adult who has guardianship/parental responsibility for them?

* If no, referral to the social work department is essential. Assessment will be essential to, as far as possible, ensure the child is safe and to assess the longer term suitability of the care arrangement.

**q** Is the arrival 6-months or younger?

* Does the baby (and any carer) require any support with feeding, including access to formula and/or breastfeeding advice?
* All refugees, including those arriving from Ukraine, are eligible to apply for a Baby Box if they have a baby 6 months or under (a box may be available at the Welcome Hub, if required)
* Infants may benefit from referral, depending on neonatal services previously received

**q** Does the child or young person have any pre-existing mental health needs that may require access to therapeutic support and/or health services?

\*If a family has a baby 6 months old or under their supporting professional can contact Scotland’s Baby Box Managing Agent to request a Baby Box, a small number of these are held within each Welcome Hub or they can be accessed by contacting [scotlandsbabybox@theapsgroup.com](mailto:scotlandsbabybox@theapsgroup.com) or phone [0800 030 8003](tel:08000308003). A Baby Box will then be dispatched the following day to the place where the family will be staying.

**Risk indicators**

This Checklist originates from the People arriving from Ukraine: Risk and need: Public protection guidance produced by the Scottish Government where additional information relating to Public Protection and arrivals from Ukraine can be found.

Potential victims of trafficking may display a range of [indicators](https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2018/05/human-trafficking-resources/documents/human-trafficking-aide-memoire/human-trafficking-aide-memoire/govscot%3Adocument/Human%2BTrafficking%2BAide%2BMemoire.pdf) and vulnerability to trafficking or exploitation once in Scotland must be recognised and steps taken in line with your organisation’s responsibility.

**** Are there any indicators that the person is a victim of human trafficking?

Indicators of trafficking include:

* Passport or documents held by someone else. • Others speaking for people you are talking to. • Expression of fear or anxiety. • Excessive working hours. • Highly distrustful of law enforcement or authorities. • Person has false documents. • Found in/connected to a location likely to be used for exploitation. • Not knowing address of where they work or live. • Poor or sub-standard living accommodation. • Injuries apparently as a result of an assault. • Injuries apparently from restraint measures. • Lack of access to earnings. • Any evidence of control over movement either as an individual or a group. • The person acts as if instructed by another. • Afraid of saying what their immigration status is

**** If the individual is under 18, have any risks of significant harm been identified?

* If yes, follow local child protection guidance

**** If the individual is 16 years old or over, do they appear:

* unable to safeguard their own well-being, property, rights or other interests
* at risk of harm (including physical, sexual, financial, or emotional harm, self-harm, neglect or self-neglect) and
* because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.
* If you know or believe that the above criteria are met, referral under Adult Support and Protection procedures should be followed as normal

Remember that **the individuals at risk may not be able to report safeguarding concerns themselves**; it is crucial that those who identify adults or children at risk **report these concerns** to the local authority/Health and Social Care Partnership social work services as soon as possible.

**** Does an adult (16+) appear to have the ability to understand decisions regarding their welfare or finances – including where they are going to live on arrival from Ukraine?

* If no, information should be shared with the local authority social work department

**Welfare indicators**

**q** Do they have suitable accommodation arranged?

**** Do they have access to funds?

* If no, and insufficient funds for food or other necessities in coming week, refer to Local Authority Guidance on provision of £200 arrival stipend. Access to additional funds may also be available.

**Mental and physical health indicators**

****Is the adult, child or infant currently suffering from symptoms of any illness?

**** Does the person require medication?

If Yes, ensure they are introduced to hub NHS contact

**** Does the person have access to glasses, if required?

**** Does the person have access to their hearing aids, if required?

Consideration should be given to whether assessment or intervention is required because the individual:

**** Is deaf or hearing impaired

**** Is blind or visually impaired

**** Has dual sensory impairment

**** Has additional communication support needs

**** Has additional needs due to disability, mental or physical infirmity, mental disorder, or cognitive impairment

**** Has immediate dental health needs

**** Has concerns about their child or children’s health

**** Is pregnant

* If yes, perinatal services, including mental health services, may be required. In addition to pre-natal care, the midwife or healthcare professional will apply for a Baby Box on the woman’s behalf

**** Are there any neurodevelopmental concerns that have not yet been addressed?

**** Do they need specialist equipment, mobility aids, communication aids or special adjustments around the house and/or to access transport?

* If Yes, do they have required aids or equipment with them?
* If Yes, has this been considered as part of their accommodation arrangement? Are any special adjustments required to ensure suitability of the accommodation?
* If the person does not have the supports needed to meet their mobility and accessibility needs, referral required social work

**** Do they have a learning disability, additional support needs, physical or mobility challenges, or any other ‘hidden’ disabilities that affect their daily activities and participation?

**** Do they consider themselves to have a disability that has not been diagnosed? (This may be the case due to lack of access to disability support in their country of origin.)

**** If the person requires additional support in the community, does their accommodation and hosting arrangement appear suitable?

* Does the person have access to a known carer or support network in their accommodation?

**** Do you suspect that the person requires rapid access to Community Mental Health input? This could be due to a pre-existing condition or acute onset of symptoms.

**** Does the individual have any additional special requirements that haven’t been captured above?

**Considerations following move into accommodation**

**** Do they have any specific occupational adjustment needs (for example, at school, in the workplace)?

****Does the individual know how to access primary health care?

* Are they able to do so?

**Resources**

[Scottish Refugee Council Toolkit to support individual refugees](https://www.scottishrefugeecouncil.org.uk/wp-content/uploads/2021/01/Tools-to-support-individual-refugees-1.pdf)