Summary Report of Interviews with People Displaced from Ukraine and People Hosting Them in Scotland

May 2023

Contents

1. Context and Methods

Background

The Scottish Government, in partnership with the Convention of Scottish Local Authorities (COSLA), is delivering the Warm Scots Welcome (WSW) programme to support people displaced from Ukraine (or "guests"[1]) arriving in Scotland under the UK 'Homes for Ukraine' sponsorship visa.

This summary report brings together key themes and observations from initial thematic analysis of in-depth interviews carried out by Scottish Government analysts with guests in Scotland and people hosting them ("hosts"[2]), during late 2022 and early 2023. The interviews aimed to explore the experience so far for guests and hosts in Scotland, to improve understanding of host and guest needs, and to identify opportunities to improve the programme.

Seventeen interviews were conducted with guests, and 20 with people hosting guests. In addition, throughout this report we supplement the Scottish Government interview themes with findings from recent Office for National Statistics (ONS) surveys with hosts and guests[3]. While not directly comparable, due to differences in sample and method, overall findings from the interviews broadly align with findings from these surveys, with the interviews allowing for a more in depth focus on experiences in Scotland.

More detailed summaries of the themes identified in the interviews are available on the Scottish Government website in the form of a separate slide-deck style report for each of the host and guest interviews.

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[1] "Guest" or "guests" refers to an individual or household previously resident in Ukraine, prior to 1 January 2022, who has secured a visa under the "Homes for Ukraine" scheme, which enables them to be housed by a sponsor (Host). Source: Super Sponsor Scheme and Homes for Ukraine: guidance for local authorities

[2] 'For the purposes of this research, "host" or "hosts" refers to an individual or household offering accommodation to a guest either in the property they also live in, or another property that they own. Some hosts had also directly sponsored their guest/s to travel to the UK via the Homes for Ukraine programme. Other hosts found their guests via the Scottish super sponsor pathway, whereby the Scottish Government acted as the sponsor.'

[3] Referring to the following publications:
- Visa holders entering the UK under the Ukraine Humanitarian Schemes – Follow-up survey: 17 October to 7 November 2022
- Experiences of Homes for Ukraine scheme sponsors - follow-up, UK: 21 to 28 November 2022

- Experiences of Homes for Ukraine scheme sponsors, UK: 7 to 14 July 2022

- Visa holders entering the UK under the Ukraine Humanitarian Schemes - Employment and English language proficiency: 17 October to 7 November 2022

Methods and key limitations

Semi-structured interviews were conducted online and lasted up to 90 minutes. They were conducted by a lead researcher and a secondary note taker. An interpreter was also in attendance for interviews with people displaced from Ukraine, if required.

Interviews with people hosting guests in Scotland were conducted between late August and early September 2022. Interviews with people displaced from Ukraine in Scotland were conducted between November 2022 and early February 2023.

The interviews sought to explore a diversity of experiences. The achieved sample for the host interviews included participants at different stages of the host journey, offering accommodation in their own home or another property. Some hosts sponsored their guests directly, finding their guests either via a charity or through more informal routes such as social media or social networks. A smaller number of hosts had taken on guests that had been sponsored to apply for a visa through the Scottish super sponsor scheme – whereby the Scottish Government acts as the sponsor under the Homes for Ukraine visa pathway. These hosts were matched with guests who had already arrived in Scotland via the Scottish super sponsor route.

The achieved sample for the guest interviews included participants: travelling alone or with family; using different visa pathways; residing in hosted, welcome and settled accommodation; and located in different parts of Scotland. Not all Local Authorities in Scotland were represented in the research. A more detailed breakdown of participant characteristics is included in the separate host and guest slide deck reports.

Interviews with guests did not directly explore participant's experience of trauma, nor the impact of this, including on their ability to settle into life in Scotland. While a small number of interviewees volunteered relevant experiences, the interviews offer limited insight into this.

Semi-structured topic guides for the interviews are appended to this report in Annexes A (host interviews) and B (guest interviews). The focus of interviews varied and was participant-led. The qualitative nature of the research means findings are not intended to be representative or to characterise a typical experience of being a host or guest in Scotland, but instead highlight important issues for the participants involved and provide insight into how and why a person might experience a particular phenomenon in the hosting or settling process. This approach has furthered our understanding of hosts' and guests' experiences, highlighting opportunities for programme improvement.

2. Key Themes and Observations from Interviews with Hosts

Introductory observations

Host interviewees included a mix of those currently offering accommodation to guests who had entered Scotland via any entry route, and those about to host people displaced from Ukraine.

Interviewees were asked a variety of questions on their experiences of and motivations for hosting, and their future intentions.

Motivation to host

Humanitarian reasons were given by many as the primary motivation for choosing to host. While the monthly host payment was welcomed to reduce the financial burden of hosting, it was generally not reported as a primary motivator. ONS also found the key motivation (for 94% of Homes for Ukraine Scheme sponsors) was to 'help people fleeing a war zone'.

Communication during matching and pre-arrival

Many interviewees reported that they had expected better communication from and between official channels during the guest matching process and had found this a frustrating experience. They also reported expecting the matching process to have been quicker.

Most hosts interviewed reported finding a match through third sector organisations, or privately through social media or informal connections, rather than through the Scottish Super Sponsor Scheme and associated matching services. A third (33%) of respondents to the ONS sponsor survey reported meeting their guests directly through social media. Other commonly reported routes included through a matching service (23%) and being introduced by a friend, neighbour or colleague (21%).

Sources of information and support

Lack of information and support on how to prepare for guests arriving and how to get help after they arrived was a common frustration. Participants obtained most of their information – both in terms of emotional support and factual information – from social media, rather than official sources. From the perspective of a participant, an official source could include Scottish Government, UK Government, local authorities, or any other source considered official.

Some found official information helpful, but in general, not comprehensive enough to meet their needs. Other interviewees were more critical of official information. More than half of ONS survey respondents said that advice about providing support or

dealing with challenges, signposting to available information, and information about Ukrainian culture would be useful.

Prior expectations and preparations

Hosts' expectations in relation to their guests shaped how they prepared for their arrival. Some anticipated that their guests would have experienced trauma, there would be cultural differences, and / or challenges communicating. Others gave thought to establishing 'house rules' and how they might manage any conflict that arose. Many had not fully considered what hosting would be like or the impact it would have on them and their families.

A range of preparations were undertaken by hosts in anticipation of their guests arriving and what their needs might be, with some investing a significant amount of time, effort and expense in preparing. Most undertook preparations of a practical nature (buying items or making modifications to their home, or the way they used their home, to accommodate guests).

How the hosting experience turned out

Interviewees had varied experiences of hosting. For some it was positive overall, with some reporting it had turned out better than anticipated, while others' experiences were a lot less positive, some from the start of the hosting arrangement, others had deteriorated over time.

Some felt the arrangement succeeded because their guests were living in a separate property, while others enjoyed having other people living in their home and (where it was the case) liked the familial aspects of communal living, eating and spending time together. Some hosts had expected they would spend more time together with their guests than they had done.

Even when the experience had turned out well, some participants described the 'psychological toll' of hosting.

Some of the challenges interviewees reported reflected challenges also identified by respondents to the UK-wide ONS survey including: agreeing house rules and arrangements with my guests (32%); getting to know and building relationships with my guests (31%); sharing a kitchen or other living space (31%); and, agreeing length of stay (22%).

Provision of Practical Support

Host interviewees reported providing assistance in a range of ways, from help with forms and applications, to accompanying guests to appointments, and providing assistance with shopping and cooking. They were generally surprised at the amount of time and effort they felt they needed to spend to help their guests get set up with life in Scotland.

These findings are also reflected in the ONS survey which found that almost all current or previous Homes for Ukraine Scheme sponsors (99%) regularly provided some form of support beyond accommodation, such as: showing guests around their new surroundings (reported by 92%); helping guests settle into the community (84%); taking guests to appointments (84%); helping their guests set up services such as a phone or bank accounts (93%); helping guests to register with healthcare providers (91%) and apply for their £200 grant (90%).

Pastoral Care and Support

Some hosts found themselves in a pastoral care role for which they felt unprepared. Some reported they felt guests were not getting adequate support from elsewhere. Some hosts were conscious of needing to allow space for guests to talk about their experiences and/or had sought information to help them support their guest emotionally.

Relationships with hosts' family, friends, and community

Interviewees spoke about how their own local networks had been largely supportive of them hosting. Examples were given where the hosts' social relationships and community had helped them directly access support and/or opportunities for their guest that might otherwise have been harder to come by. However some spoke about how it had caused tensions with neighbours, and for some it had created tensions between different family members within the host household.

Extending the hosting commitment

Some hosts indicated they would consider continuing to host beyond 6-12 months if their guest needed them to; with ongoing receipt of the monthly payment particularly important in the context of the rising cost of living. Negotiations for ending or extending hosting arrangements at the end of the initially agreed term had placed some hosts and guests in a difficult position. Some expressed a desire for additional guidance on this. Some hosts expressed concern about the barriers and the lack of options available for their guests to move into their own accommodation in Scotland.

3. Key Themes and Observations from Interviews with People Displaced from Ukraine (Guests)

Introductory observations

All guest interviewees had arrived via the Homes for Ukraine visa pathway; just over half were sponsored via the Scottish Government super sponsor scheme, the remainder had been sponsored directly by a host. Most interviewees were living in either Host or Welcome Accommodation at the time of interview. The majority were female. Almost half had travelled to Scotland with dependent children.

Interviewees were asked a variety of questions about their experiences in Scotland so far (including their experience of temporary accommodation, public services, job seeking and employment), about the information and support they've received (and require) to help them with life in Scotland, and their future intentions and the factors influencing these.

Participants regularly reflected on the warm welcome they'd received in Scotland and expressed gratitude for this.

The interviews illustrated how needs, preferences and priorities vary and are dependent on guests' unique situations, contexts and preferences.

While interviews with guests did not directly explore participants' experience of trauma, nor the impact of this, as highlighted above, a number of hosts who were interviewed observed their guests to be in need of emotional support as a result of the traumatic events they had experienced, often perceiving them not to be receiving adequate support for this. Some guest interviewees volunteered that uncertainty about their situation had negatively affected their wellbeing. In some cases, this uncertainty was exacerbated by inconsistencies in information and advice given, and/or delays in and lack of transparency about decisions affecting them.

Coming to Scotland

Existing English language skills and a perception Scotland would offer a safe place with opportunities for them (and for parents, for their children) were common reasons participants gave for choosing to come to Scotland.

Some interviewees found the visa application process straightforward; others had relied heavily on (informal) support to apply. ONS reported that around half of current and previous (50% and 47%) Homes for Ukraine Scheme sponsors experienced difficulties with the visa application for their guests, including the language barrier and issues with (or knowledge of) required documents.

Support to settle into life in Scotland

While many reported positive experiences of Welcome Hubs and had found the immediate support they provided helpful, long waits and limitations in support provision due to opening hours and staffing levels were also reported.

For those in hosted accommodation, the host was often their main source of support to settle into life in Scotland. Reflecting the findings above from host interviews and the ONS Sponsor Survey, participants in hosted accommodation reported receiving extensive and wide-ranging support from their hosts, including administrative, practical, financial, emotional and social support.

The quality and consistency of support and information provided by official/formal sources of support varied. Some had received confusing or conflicting information about what public services they could access and how. This had resulted in delayed access to healthcare and social housing in some instances, as well as misaligned expectations about what to expect from these services. This indicated a need to improve communication of how things work in Scotland and what guests can typically expect.

Experience of public services in Scotland

Scotland was compared favourably to Ukraine in terms of transport links and education, but less favourably in terms of the speed of access to public services (health and dental care in particular), opening bank accounts and internet speed.

Participants' experience of health and dental care in Scotland did not always align with their expectations. Some had chosen to travel abroad for health and dental care, with one travelling back to Ukraine for this.

All interviewees who mentioned school provision had had positive experiences with local schools in Scotland, including finding registering their children straightforward. At a UK-level, ONS found 20% of displaced people from Ukraine with dependent children who responded to their survey had experienced difficulties registering their children for school.

Experiences of Host and Welcome Accommodation

Participants' accommodation experiences, needs and preferences, varied greatly. The more complex the family unit (characteristics and composition) the more challenging it was for participants to find hosted, temporary, and settled accommodation that met their needs.

Host accommodation was meeting the current needs of some, but not all, participants in terms of space, privacy, freedom and provisions. Those reporting insufficient space/privacy had travelled with their children or pets. The relationship with and support from hosts was highlighted as a benefit of hosted accommodation.

Many participants had been living in Welcome Accommodation longer than they had expected. The interviews highlight how the challenges of living in temporary accommodation – such as inadequate space and lack of control over environment;

lack of amenities for storing and preparing food and restrictive meal times/choices; difficulties in securing a job while in temporary accommodation - become more significant over time.

For many participants, being hosted has been a positive experience overall and has been a useful mid-term route into settling into Scotland.

The nature of relationships with and support received from hosts have the potential to strongly influence guests' experience of life in Scotland. While these interviews report overall positive experiences, some also indicate the potential for over-reliance on hosts.

While participants were grateful for the accommodation they'd received, securing greater choice and control over their living arrangements was a priority for many.

Experience of seeking employment

Many participants were in some form of employment at the time of interview. Around a similar time, ONS found 52% of people displaced from Ukraine in Scotland that responded to their survey to be in employment.

English language skills and childcare responsibilities were highlighted as two of the main barriers to securing employment in Scotland. Challenges finding suitable childcare were also highlighted as a barrier to accessing English language training as well as subsequent employment.

Some participants reported finding it difficult to gain employment in their chosen field. Barriers to this included: qualifications not being recognised and/or English language competence.

Most participants had undertaken some form of English language classes; ONS found that 64% of respondents in Scotland had attended English language courses. Some participants felt they would have benefited from more intensive English language training than they had accessed so far.

Securing employment was important (and a priority in some cases) for many guests, although it had also made it harder for some to access support to help them adjust to life in Scotland and support trauma recovery.

Future intentions

Uncertainty about the war and the feasibility of returning meant not all participants had thought about the future or find it easy to do so.

Many participants reported intending to stay in Scotland for the meantime with some intending to stay a number of years. Finding employment and affordable, independent accommodation were priorities for many. ONS found that of UK hosts whose guests are planning to move out, 69% are planning to move into independent accommodation, while 11% are planning to return to Ukraine. 64% reported affordability as a major barrier to their guests securing housing; a concern also commonly expressed during interviews with guests and hosts.

Annex A: Interview Guide for Semi-Structured Interviews with Hosts

Introduction T:05

My name is [name] and I am a researcher from the Scottish Government.

I would like to hear from you about your experiences with hosting and/or offering to host guests in your home. We are conducting a number of interviews with hosts over the next week or so.

This is to inform the Warm Scots Welcome Programme and will help us to better support both hosts and Ukrainian guests.

I just want to remind you that this session is confidential. All notes we are taking from the interview today will be made anonymous when we write up the findings and nobody will be able to see who said what.

The interview will take up to 60 minutes. You can at any point and without providing a reason stop this interview. You can also skip any question – again without providing a reason.

If you decide at any time during or after the interview that you don't want to participate, then we will delete all the information you provided.

Do you have any questions before we begin?

Participant background T:10

To start with, could you tell us a bit about yourself and where you live (anything you feel comfortable sharing)

Prompts:

- What do you do?
- How would you describe where you live?

If they don't give clarity, ask whether it's rural or urban.

- Who else lives with you?
- What type of accommodation is it (flat, house, etc.)?

Host status and how their hosting journey began T:25

Confirm with them which stage of their journey they're at (this will be in the participant rota)

Possible prompts to enhance understanding of how participant first got involved as a host and their motivations for doing so:

How did you find out about the hosting opportunities?

- Try to elicit specific information they encountered or used.

What made you want to get involved?

What route are you using or aiming to use?

- Try to elicit this by asking about the routes they've considered or were considering (from the survey)

If hosting or previously hosted:

Can you tell us a bit about who you are hosting/who you have hosted and how long they have been/were with you?

(Prompt for: number, gender, ages, month of arrival of guests)

When did you first speak?

Prompt: How was that arranged?

Prompt: How did that feel?

If negative, try to elicit what precisely about the process made them feel that way.

If they haven't mentioned the matching process:

Between expressing your interest in hosting up until you met, how was it?

Did you/are you hosting them in your own home or somewhere else?

Prompt: Living arrangements. (Lots of space then? Comfortable?)

If not hosting: do you have any plans to host guests soon?

If yes, which route are you planning to take?

- (Prompt: of private vs. govt. Prompt: their route information in survey info)

When do you hope to welcome guests?

- What influenced the timing?
- If they're waiting: What was the last thing you heard? Who from?
- Elicit where they're up to in the matching process, which organisation they're waiting for, etc.

Expectations about hosting T:35

If hosting/have hosted: What did you think hosting someone would be like?

> Elicit how their expectations changed before and after they found out who they'd be hosting/what the arrangements would be.

> How did you prepare for it?

> Elicit support they accessed: Did anyone help you out?

> Have you had to change anything about your home or lifestyle then?

> If positive: Did you expect that or plan for it at all?

If waiting to host: What do you think hosting someone will/would be like?

> How are you preparing for it?

Elicit support they're accessing.
Do you think you'll have to change anything?

Experiences of hosting T:45

We are very interested in your experience so far of hosting guests from Ukraine.

> Overall, what has your experience of hosting been like so far?

> Has it been different from what you expected? If so, in what ways?

> How did this line up with the information you had when you signed up to host?

> What have been the biggest challenges of hosting?

Elicit how they overcame them.
If they don't mention it: Are language or cultural barriers ever an issue?

What have been the best things about hosting?

What advice/tips would you give to anyone considering hosting?

Future intentions T:55

Moving on to the last part of this interview – we would like to hear more about your future intentions of being a host.

What are/were your expectations about when and how your hosting journey might end?

How long do you intend to host for?

Have you ever thought about shortening or extending that time frame?

Are you aware of the thank you payment for hosts of £350 for the first six months of hosting a guest?

If yes: do you receive it?

What does that do for you as a host?

If the payment arrangements were to increase, either in length or amount, how would that affect your interest in hosting?

What do you imagine will happen for you and/or [guest'/s' name/s] when your arrangement ends?

Prompt: What do you imagine will happen to your guests when they leave?

Prompt: Do you think you'll stay in touch?

Summary T:60

Check whether your observers/note-takers have any questions

Thank you so much for you time, it was really valuable to speak with you.

One last thing – we're interested in possibly pulling together a group of hosts and guests who're interested in helping us make sure their experiences are part of informing the future of the Warm Scots Welcome programme.

Would you be happy for us to get in touch with you in the future so you can be part of that?

Annex B: Interview Guide for Semi-Structured Interviews with Guests

Introduction T:00-05

Ensure the video and audio work for the researchers, interpreter and participant.

Check if there is anything that would make the interview more comfortable, e.g., asking if the participant or interpreter needs a short break in the middle of the session.

Check that the participant is able to speak freely and whether there are any disruptions or background factors that may affect the conversation (e.g., presence of young children)

My name is [name] and I am a researcher from the Scottish Government. With me today is [name] who will be taking notes about our conversation [and introduce observer if there is one].

If there is an interpreter provide them an opportunity to explain what they need from the interviewer and participant.

We are conducting a number of interviews with Ukrainian guests over the next few weeks. This is to inform the Warm Scots Welcome programme and will help us to better support both guests and hosts.

We would like to hear from you about your experience of coming to Scotland and what life has been like for you here so far.

We have questions about different stages of the process – preparing to come to Scotland, your arrival and first days here, and the subsequent period up until now.

We are interested in the kind of help you received, the services you came into contact with, and your needs and preferences.

My colleague and I here did not make any of the decisions or design parts of the programme, so you can't offend us. Please be as honest as you can be!

The interview will take up to 90 minutes and we can take a break at any time if you like. You can stop this interview at any point and without providing a reason. You can also skip any question – again without providing a reason.

If you decide at any time during or after the interview that you don't want to participate, then we will delete all the information you provided.

I just want to remind you that this session is confidential. All notes we are taking from the interview today will be made anonymous when we write up the findings and nobody will be able to see who said what.

Can I check that you have completed the permission form?

Do you have any questions before we begin?

Participant information T:05-10

To start with, can I just check your current situation – I can see from your answers to the questionnaire that you were… [summarise key info e.g. location, accommodation, duration since arrival in Scotland, who they came here with] – is that correct?

Pre-arrival T:10-20

I'm interested in your expectations coming to Scotland and what your experiences have been so far.

Make sure the emphasis is on why they chose Scotland in particular, not why they left Ukraine.

Did you have a specific reason to come to Scotland instead of another country?

How did you hear about this?

What were your expectations when you decided to come to Scotland – what did you think life would be like for you here? Consider prompting for:

Housing

Financial support

Healthcare

Employment

Education (for yourself, for your children)

So you applied through [name of visa pathway] - Is that right?

How did you hear about this?

What was that process like for you?

Arrival and welcome T:20-30

Next we'd like to hear about what it was like when you first arrived in Scotland.

How did you travel to Scotland? Where did you arrive?

Did you go to a Welcome Hub? If so, can you tell us a bit about that? Consider prompting for:

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How you felt

Who you interacted with

What questions people asked you

What information you were given

What was helpful

What was unhelpful/difficult

If they haven't mentioned help provided: What sort of help did you receive when you arrived in Scotland? Consider prompting for:

access to money

Medication

Transport.

So you are currently living in a [hotel or ship / hosted accommodation / in long term private or social housing]?

How long have you been living there?

If for a short period only – ask about previous living situation in Scotland

What has that been like for you? (probe for specific experiences – positive or negative)

Have you been able / were you able to access services?

Can you tell me what that was like for you? Consider prompting for:

Healthcare (dentist, GP)

Advice services, employment support

Financial support – banks, government benefits such as universal credit or disability payment

Biometric residence permit

Childcare

Education, English language classes

Recreation – sports, art activities

Can you tell me about how you found information on what to do or where to go to get what you need?

Resettlement T:30-45

I would love to understand more about you settling into day-to-day life in Scotland.

If the participant is currently living in a hotel / ship:

Where would you ideally like to be living in a few months' time?

If not given – prompt for location, type of accommodation
Prompt for rationale – why?

If they didn't mention a host:

Would you consider moving in with a host?

Why / why not?

Can you tell me what the process of arranging future accommodation has been like so far? Consider prompting for:

What sort of accommodation sought; with host or living separately

Which services are involved (formal and informal)

Any direct contact with potential hosts at different stages

Key issues for accepting/declining a host offer (e.g. location, space, host characteristics)

Any challenges or opportunities in finding hosted/social/private accommodation

If participant has accepted an offer from a host but has not yet moved:

What has it been like arranging to stay with somebody? Consider prompting for:

Support provided by government
Information received about the offer
Any conversations / meetings with the hosts

Why did you decide to accept the offer?

Consider prompting for how they feel about moving in with the host

If participant is currently living in host accommodation:

Why did you decide to accept the offer?

Consider prompting for any information provided about the host before the decision was made

What was the process of moving in with your host? Consider prompting for:

support to organise the move

Transport

crossing between local authorities

Arrival

Agreement on how to live together

What has it been like for you to live there? Consider prompting for:

Interaction with and support received from the host

Suitability of property (space, privacy, facilities)

Household costs (energy, food)

Take particular care with these questions as some people may not feel comfortable thinking about the future.

If hosted, how long do you expect to stay with your host?

If they give a specific timescale: Have you had a conversation with your host about this?

If someone is living in private accommodation or long-term social housing.

How did you organise this arrangement?

What has it been like for you to live in this accommodation?

All participants

What do you think of the local area as a place to live? (eg. the area within 15-20 minutes' walk from where you live). Consider prompting for:

Transport

Social opportunities

Healthcare

Education

Work

Childcare

Employment T:45-50

I see from your questionnaire that you are / are not in employment.

If participant is in employment ask:

Can you tell me about your current job? Consider prompting for:

When did you start

How do you feel about your job

What do you like about it / not like about it

Relationships at work

Is it like your past jobs? If not – ask what their previous employment was.

How did you find this job?

Were you given any support?

Did you experience any issues when applying for this job, or other jobs?

Prompt: for issues with pre-employment checks.

If currently not in employment ask:

Are you actively seeking work / applying for jobs?

If yes, are you experiencing any specific issues with applying for posts (i.e. Language issues when completing application forms, pre-employment checks)?

What types of jobs are you applying for?

Are you receiving any support from organisations / individuals in putting in job applications?

Future intentions T:50-60

Moving on to the last part of this interview – we are interested to know about what is most important to you while you're in Scotland.

Take particular care with these questions as some people may not feel comfortable thinking about the future, especially where it touches on sensitive issues such as having family abroad, not being able to work in their previous profession, how feasible it is to return to Ukraine, etc.

What are the most important things that would help you with day-to-day life in Scotland in the longer term? Consider prompting for:

English language classes

Work (including having qualifications recognised)

Education

Childcare support

Financial support

Social support

Healthcare

> If you get the sense they're planning on staying longer than six months: What do you want your living situation to look like in the longer term, say, beyond six to twelve months?

Prompt: for moving to a different part of Scotland or somewhere else in the UK.

> Depending on participant's answer, explore further and consider prompting for:

Location

Amenities

Barriers to considering moving

Factors that make moving more attractive/feasible

Summary T:60-65

Check whether your note-taker/observer have any questions

Thank you so much for you time, it was really valuable to speak with you. Is there anything else you would like to add? For example, is there anything you wanted to talk about that you think I should have asked you?

One last thing – we may want to pull together a group of guests who are interested in helping us make sure their experiences are part of informing the future of the Warm Scots Welcome programme. Would you be happy for us to get in touch with you in the future so you can be part of that?

We have also put together an information sheet about resources and support services that you might find helpful after the interview. We will send this to you today.

How to access background or source data

The data collected for this <statistical bulletin / social research publication>:

☐ are available in more detail through Scottish Neighbourhood Statistics

☐ are available via an alternative route

☒ may be made available on request, subject to consideration of legal and ethical factors. Please contact <kate.mills@gov.scot> for further information.

☐ cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

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