**Wellbeing and Work for Refugee Integration**

**Invitation to subcontract for external evaluation**

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# I. Context and Purpose of Project

The WW4RI project will support 600-650 refugees to obtain wellbeing support and move nearer to the job market between April 2020 and December 2022. The project is based on the principle that being well enough to be economically active is the most significant step towards becoming integrated in society. With no current regional infrastructure to support refugee integration, the project prioritises local engagement by partners, stakeholders and employers in support of individual refugee needs and skills, fostering best practice exchanges and networks, and resulting in apprenticeships, work placements and better employment opportunities.

The project consists of three strands:

* Wellbeing / mental health support,
* A network of employment advisers and
* Specialist ESOL and skills courses

and is provided across 6 counties in the East of England (Norfolk, Suffolk, Essex, Hertfordshire, Bedfordshire and Cambridgeshire).

In the East of England, there is no large refugee charity working across all major towns and cities. Those delivering the project are local charities and other organisations who have developed their expertise over the years through their work with asylum-seekers and refugees. They are:

People from Abroad Team, Norfolk County Council, Norwich

Norfolk Adult Learning, Norwich

PARCA, Peterborough

GLADCA, Peterborough

Suffolk Refugee Support, Ipswich

BRASS, Bedford

Refugee Council, Hertfordshire & London

Essex Integration, Colchester, Essex

WEA, Cambridge & London

Health Outreach Service, Suffolk

Concept Training, Kent

MENTA, Bury St. Edmunds

These organisations undertake initial screening assessments and identify ‘unique beneficiaries’ for the other strands of the project:

* Some will be offered a place on an ESOL and Skills course offered in-house or by another agency;
* Some will be offered wellbeing support, which is provided by the Refugee Council in most parts of the region and by the Health Outreach Team from EPUT in Suffolk;
* Those who complete their ESOL programme will have the chance to undertake work experience.

**We are looking to award a tender for the external evaluation of the complete project.**

# II. Project Website

More information on the project is published here: <https://smp.eelga.gov.uk/refugees/well-being-and-work-for-refugee-integration-project/> and is found at the bottom of this document in Appendix 3.

# III. Timing

* Bidding closes: 26 April
* Interviews: week of 4 May
* Contract awarded: 10 May
* Contract delivery: May 2021 – July 2022

# IV. Contract Management

The contract will be held and managed by the East of England Local Government Association (EELGA).

The organisation awarded the contract will be able to contact the WW4RI Project Officers as necessary and discuss any issues with them throughout the project.

# V. Data Protection

The organisation awarded the tender contract must be fully committed to comply with the data protection and privacy requirements of the WW4RI project, provide the secure transfer of private information and produce all of the necessary evaluation documents required by us, the SMP, and the funder, which is the Bell Foundation, Cambridge.

# VI. Payment

Applications are expected to be inclusive of all expenses, consultation and other costs (excluding VAT if applicable). EELGA will authorise payment, payable against invoices issued in arrears at stages to be agreed when the contract is awarded. All payments will be subject to: satisfactory completion of various contract stages to be agreed; quality standards required by the project team; and delivery against the conditions of the terms of engagement agreed between EELGA and the appointed organisation.

Variations on terms of engagement will require negotiation and will need to be agreed in writing by both sides in advance if payment is not to be affected. Nothing in this briefing in any respect whatsoever constitutes a contract.

# VII. Property and Contractual Conditions

The interim and final reports may be shared with partner organisations wishing to learn from our practice, a range of external organisations and the funder, the Bell Foundation. The contract holder will be required to keep confidential and shall not (except as required by the terms of this brief) use or disclose any confidential information, records or other materials related to the work undertaken.

# VIII. How to Tender

Sealed tenders supported by an email copy ([gill.searl@eelga.gov.uk](mailto:gill.searl@eelga.gov.uk) and [louise.gooch@eelga.gov.uk](mailto:louise.gooch@eelga.gov.uk)) should be submitted by **17.00 hours on Monday, 26 April 2021** addressed to Louise Gooch, WW4RI Project Manager at East of England LGA, West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU, and marked clearly as “WW4RI Project Evaluation Tender”. **It will not be possible to accept email copies only**. We may wish to organise selection interviews with applicants depending upon the level of interest we receive. If so, these would take place during the week starting 4 May and maybe conducted remotely via conference call.

Those wishing to tender are required to submit the following information:

* An explanation of how you expect to be able to deliver the contract, using no more than two sides of A4 paper, adhering to the information provided below in Appendix B.
* A spreadsheet showing the activities your organisation will undertake as part of the evaluation project and the associated costings. Sample main headings are shown in Appendix B below.
* Relevant background information about your organisation’s work
* Evidence of knowledge and experience gained over the past 3 years that the nominated participants from your organisation have in relevant areas of work
* Accounts for the last year (externally audited if you are a registered charity)
* CVs for the nominated participants
* 2 references for each of the nominated participants
* 2 references for your organisation
* Any additional outputs proposed to those listed above
* Any other supporting information that you may wish to include

For further information about this project and/or an informal discussion about this work please contact Gill Searl on 07790 973101 email: gill.searl@eelga.gov.uk.

# VIII. Tender Scoring Matrix

**Score /10 per section**

|  |  |
| --- | --- |
| Demonstrates a good understanding of the WW4RI project. |  |
| Demonstrates a good understanding of the evaluation project and the work that will follow it |  |
| Demonstrates that the proposed work covers all of the WW4RI strands |  |
| Demonstrates that the proposed work will provide sufficient data to enable the reports produced to provide meaningful results |  |
| Demonstrates that the methodology includes the collection, analysis and reporting of qualitative data |  |
| Demonstrates that the organisation is able to comply with timetable, reporting and contractual arrangements. |  |
| Demonstrates the necessary skills, experience and references as an organisation. |  |
| Demonstrates that identified participants have the necessary skills, experience and references. |  |
| Demonstrates that the organisation has the necessary financial stability to deliver the contract. |  |
| Demonstrates that the organisation has links to the East of England |  |
| Demonstrates that the organisation has experience with evaluation projects involving vulnerable target groups, including refugees, asylum-seekers, speakers of other languages and those requiring mental health and wellbeing support |  |
| Demonstrates that the organisation provides additional outputs which add value to the project. |  |
| Demonstrates that all people involved in undertaking the evaluation have an enhanced disclosure check (DBS). |  |
| Demonstrates a good fit with the organisational culture and working style of the WW4RI project and team. |  |
| Demonstrates previous projects and experience working/collaborating with a number of different partners and organisational structures |  |
| **Total /150** |  |

# Appendix A: DBS Requirement

All people involved in undertaking the evaluation must have an enhanced disclosure check (DBS). Having a conviction will not necessarily cause a bar to work on the project.

# Appendix B: Guidance for applicants

## Bid Requirements

For the period covering May 2021 to March 2022, the evaluation reports that are within the scope of this tender will assess

* Whether the ESOL courses provided were relevant, accessible and met the targets set in the original project plan.
* Whether different ESOL delivery methods affected learners’ participation and satisfaction.
* The impact of the courses on the learners and their ability to find work.
* The impact of the wellbeing service on beneficiaries.
* Evidence of changes to mental wellbeing, resilience and confidence.
* Evidence relating to the support provided by employment advisers and their impact on outcomes for beneficiaries.
* Evidence on the impact of work experience opportunities provided by the project for beneficiaries and the businesses that hosted placements.

The findings from the evaluation report will then be used by the SMP team (not the external evaluator) to feed into the development of a comprehensive framework (to be produced July – December 2022) for refugee resettlement and integration.

Your bid must explain in detail the steps you will undertake to:

1. Devise a methodology for the evaluation (May 2021)
2. Conduct the research according to the methodology that has been agreed (May 2021 – March 2022)
3. Produce an interim report by January 2022 and
4. A final report by July 2022.

The bid must be accompanied by a detailed spreadsheet stating the costs incurred at each stage. These are sample headings for the spreadsheet that may be used:

|  |
| --- |
| Scoping and set up |
| ESOL strand |
| Employment advice strand |
| Wellbeing strand |
| Overall project evaluation strand |
| Analysis and reporting |
| Project management and expenses |

The maximum amount that can be awarded for the evaluation project is £30,000 including VAT over 2 financial years.

# Appendix C: Additional background to the evaluation project

|  |  |
| --- | --- |
| Name of organisation and brief description of the project | |
| The Strategic Migration Partnership at the East of England Local Government Association has successfully bid for funding to enable the academic evaluation of the Wellbeing and Work for Refugee Integration (WW4RI) project: [Well being and Work for Refugee Integration Project - EELGA SMP](https://smp.eelga.gov.uk/refugees/well-being-and-work-for-refugee-integration-project/) as well as subsequent dissemination work to embed the learning into future integration activities in the region. A summary of the WW4RI project is provided at the bottom of this document. The evaluation project for which this tender has been issued takes place in Phase 1 of the project stated below. The evaluators are not involved in Phase 2 of the project. | |
| Project partners | An external evaluator will be found to work with the EELGA SMP on the independent evaluation. They will be supported by SMP team members. All other work will be provided by the SMP team.  WW4RI itself has 9 project partners and 2 sub-contractors. 5 of these are small local voluntary sector organisations and two are large charities. |
| Reach | The evaluation project will have local, regional and national reach as good practice, lessons learned and the integration framework are shared with a range of organisations supporting refugee and third country national integration.  WW4RI itself will reach approximately 600-650 beneficiaries (2020-2022) across 6 counties in the East of England (Hertfordshire, Bedfordshire, Cambridgeshire, Norfolk, Suffolk and Essex). |
|  |  |
| Justification | The Strategic Migration Partnership is one of 12 partnership organisations working at regional or devolved administration level to provide the interface between the Home Office and local government with the voluntary sector and new migrant communities. The SMP coordinates refugee resettlement in the region and works with local charities and community organisations supporting refugees. A number of these local charities were established and are led by former refugees who use their own experience to support those with similar backgrounds.  Some of the charities that we are working with now (PARCA and GLADCA in Peterborough for example) have benefited from the relationship with the SMP over much of the last ten years. The [Well being and Work for Refugee Integration Project - EELGA SMP](https://smp.eelga.gov.uk/refugees/well-being-and-work-for-refugee-integration-project/) has evolved from our earlier projects, as the charities are now mostly partners rather than sub-contractors – a sign of how our relationship has matured.  The qualitative review in Phase 1 will focus on outcomes and the impact of the project on beneficiaries’ lives.  Since WW4RI was started during the COVID19 pandemic, we are offering more services online than was originally intended. The evaluation will enable the SMP to make further changes to WW4RI, apply for future funding and share the best practice gained during the project. For example, if the online ESOL provision is evaluated positively it could mark a step change in ESOL delivery that would allow refugees to be resettled in smaller communities than ever before since they will be able to access online learning. It is also important to evaluate the wellbeing service and the modes of delivery, i.e. online and in-person, to see if this has made a difference in outcomes. The interaction between the wellbeing and employment/ESOL strands is also of interest since it is rare for these two strands to be offered together.  We wish to share the lessons learned and best practice developed widely across our regional and national networks to ensure that all of those involved in refugee / third country national / migrant integration are able to gain from the lessons learned during the WW4RI project.  In Phase 2 of the project, which is beyond the scope of this tender, we will use our experience in working with the voluntary sector locally to train and embed the learning gained from the evaluation into these organisations. This will ensure that the evaluation has a lasting impact on future resettlement and integration outcomes. |
| Objectives | The project will be subdivided into 2 phases:  Phase 1: May 2021-December 2022  The evaluation project will create an interim and final report covering one year of WW4RI delivery from May 2021 to March 2022. We do not intend the evaluation project to look in detail at delivery between September 2020 and April 2021, when we were laying the foundations of the project. The SMP will instead set up some light-touch evaluation exercises to cover this period.  For the period covering May 2021 to March 2022, the evaluation reports, which are within the scope of this tender, will assess   * Whether the ESOL courses provided were relevant, accessible and met the targets set in the original project plan. * Whether different ESOL delivery methods affected participation and satisfaction. * The impact of the courses on the learners and their ability to find work. * The impact of the wellbeing service on beneficiaries. * Evidence of improvements to mental wellbeing, resilience and confidence. * Evidence relating to the support provided by employment advisers and their impact on outcomes for beneficiaries. * Evidence on the impact of work experience opportunities provided by the project for beneficiaries and the businesses that hosted placements.   The evaluation project and final report will be completed by July 2022.    The findings from the evaluation report will then be used by the SMP team (not the external evaluator) to feed into the development of a comprehensive framework (July – December 2022) for refugee resettlement and integration that is expected to cover the following main areas:   1. ESOL to Entry 3 2. Suite of core curricula, e.g. IT skills, job search skills, driving theory but also cultural adaptation, financial budgeting and planning, first aid and healthy living 3. Employment-related courses, e.g. that prepare people to work in specific industries 4. The role of employment advisers 5. Mental health support through therapists 6. Employer liaison officers 7. Other wraparound support that is currently provided by case-workers, e.g. housing, benefits, healthcare, schooling for children and immigration advice.   Phase 2: (January 2023-March 2024) (beyond the scope of this tender)  From January 2023 on, the SMP team will train small community organisations and local authorities in the region involved in resettlement and integration on the framework that has been developed whilst working with them to build their capacity to implement the framework. This will ensure that the learning is deeply embedded across the region. The external dissemination of the lessons learned and framework will also continue in Phase 2. |
| Resources | Phase 1:  The key resource in Years 1 (May 2021-March 2022) and 2 (April 2022-July 2022) is the external evaluator who will establish the methodology, conduct the research and produce the reports. We will complete the external evaluation in Phase 1 at a cost of up to £30,000.00 (excluding VAT).  The evaluator will be supported by the SMP team and, where appropriate, advised by the Bell Foundation |
| Delivery details | Phase 1 (May 2021 – December 2022):  The **external evaluator** will   1. Devise a methodology for the evaluation (May 2021) 2. Conduct the research according to the methodology that has been agreed (May 2021 – March 2022) 3. Produce an interim report by January 2022 and 4. A final report by July 2022.   In Phase 1 the **SMP ESOL lead** will   1. Manage the delivery of the evaluation ensuring that resources from the WW4RI project team are made available to the researchers and that the research and reports are delivered on time and within budget. 2. Plan and deliver a regional conference in October 2022 to outline the key findings of the evaluation. 3. Cascade the interim and final report findings within the project partnership and across the SMP’s national network of contacts, speaking at 3 or more events. 4. Cascade the report findings at 3 other regional or national events involving relevant organisations outside the SMP’s network, e.g. national government, ESOL providers and academic researchers. 5. Develop the integration framework from the findings.   and in Phase 2 (Jan 23-Mar 24) **the SMP team** will:   1. Train 15-20 community organisations on implementing the framework and develop their capacity to do so with initial face-to-face visits followed by a series of online sessions |
| SMP involvement in the evaluation | In Phase 1, the WW4RI team will facilitate, assist and monitor the work of the external evaluator throughout the project. After initial set-up time, a team member will ensure regular email and phone contact as well as conference calls or in-person meetings at least once a month. The reports will be reviewed before final approval is given. |
| Anticipated outcomes and impact | We expect the WW4RI project to move refugees and third country nationals towards greater integration into British society, including further training and sustainable employment that is relevant to the local job market. There are many and widespread benefits to the individuals, their children and society as a whole (e.g. reduced dependence on benefits, better health outcomes) when people move from the benefits system into employment. They are documented in such publications as the Casey Review[[1]](#footnote-1), the Integrated Communities Strategy Green Paper[[2]](#footnote-2) and subsequent Action Plan[[3]](#footnote-3) and Let Refugees Learn by Refugee Action[[4]](#footnote-4)  The qualitative evaluation and lessons learned from the WW4RI project will inform future resettlement, integration as well as ESOL policy and strategy through the planned dissemination events. This will enable a wide range of organisations to establish programmes based on the lessons learned to further integrate future refugees and third country nationals into UK society in the future.  Indeed, Phase 2 aims to embed the learning gained into the local community organisations providing resettlement and integration activities in the East of England. By the end of the project funded by The Bell Foundation in March 2024, the region will have a comprehensive framework for integration and practical implementation of this in order to create a “best practice” example that can be duplicated and modified nationally to match the context in other parts of the UK. A number of small voluntary sector organisations in the region will have been trained which will reinforce the capacity of all of those involved in resettling and integrating refugees. |
| User voice | Incorporating the opinions and experiences of beneficiaries is vital to this qualitative evaluation which aims to assess the impact of the project on their lives, behaviour and integration into British society.  The methodology that is to be prepared will involve such measures as surveys, interviews, 1-to-1 sessions and focus groups to ensure that the beneficiaries are fully able to express the impact of the project on their lives. The project partners and sub-contractors will also be involved in the evaluation by similar means. This will ensure that everybody involved with WW4RI is able to express their views. Case studies will be provided to ensure that the beneficiaries’ voices are heard. |
| Diversity, equity and inclusion | Although the evaluation itself will have a limited range of target users, which will include the SMP, Bell Foundation, ESOL providers, refugee and asylum-supporting NGOs, other SMPs as well as local and national government, the framework to be developed will be used to inform future refugee integration projects both within the region and more widely.  The WW4RI project targets a wide range of “third country nationals”, i.e. citizens of countries outside the European Union. These include resettled refugees, former asylum-seekers, unaccompanied asylum-seeking children as well as other migrants who have the right to work in the U.K. This target group covers an extremely diverse group of people from numerous ethnic, geographical and religious backgrounds, many of whom are or currently feel excluded from mainstream British society.  The WW4RI project is mainly being delivered by a diverse workforce employed by charities embedded in their local communities. Across this workforce there are speakers of at least 10 refugee languages who provide the link between otherwise excluded beneficiaries and British society. |

# Appendix 3: Summary of WW4RI project

Detailed information on WW4RI can be found at: <https://smp.eelga.gov.uk/refugees/well-being-and-work-for-refugee-integration-project/> and on the ESOL & Skills courses here: <https://smp.eelga.gov.uk/ww4ri-esol-and-skills-courses/>

**The project is based on the principle that being economically active is the most significant step towards becoming integrated in UK society[[5]](#footnote-5).**

Among resettled refugees living for a year in the East of England, as of November 2019, only 2% were in employment, despite 91% attendance in ESOL classes. It is recognised that to be able to work in secure employment people need to have English at ESOL Entry 3 or higher. In 2019 half of the resettled adult refugees across the UK arrived with pre-entry level English – only 6% have English at entry level 3 or higher. To reach Entry 3 from pre-entry will take at least three years – and most vocational retraining is also only possible at E3 English. The majority of refugees therefore need at least three years to be ready to enter the UK labour market. Lifting people who are capable of work out of welfare benefits has multiple benefits for the individual and society as a whole.

Refugees face particular barriers to accessing work. Specific challenges include: lack of UK work experience, lack of adequate job-related language skills, lack of knowledge of workplace culture to find, apply and interview for a job, challenges in recognizing or translating their skills, qualifications and experience, or justifying gaps in CVs caused by the lack of right to work during the asylum process, and in some cases conscious and unconscious bias on behalf of employers. Because of these challenges, many refugees turn to the informal labour market or unskilled work to gain employment. The risk of exploitation and abuse in informal employment should not be underestimated, particularly as refugees may not be aware of their rights or how to uphold them.[[6]](#footnote-6)

In turn, employers often lack awareness and knowledge about the hiring of refugees. Many employers struggle with misconceptions and report difficulties understanding the equivalence of foreign professional qualifications and worries about the legality of hiring refugees. Educating employers and bridging the gap between the refugee community and the corporate world is necessary to overcome these barriers to refugee employment.

**Key strands of the WW4RI project April 2020 – December 2022**

The original project plan had to be modified due to COVID19 and now consists of the following, which will be provided across 6 counties in the East of England:

Pathway 1 - Therapeutic support and meaningful activity

Qualified therapists will work with beneficiaries on techniques to alleviate anxiety, cope with ‘survivor guilt’ and adjust to life in the UK. Target: 280 people

Pathway 2: Network of employment advisers to assess skills and create action plans

The employment advisers collect beneficiary information, assist with creating a CV, identify gaps that make access to the labour market difficult and consequently identify which pathways to employment each beneficiary should access. If relevant to the beneficiary, the employment advisers will refer to the ESOL and skills programmes. In addition, the employment advisers will work with the employer liaison officer to arrange work placements, signpost to other courses in the local area and otherwise assist beneficiaries towards employment. Target: 590 people

Pathway 3 - ESOL and skills programmes

Since the pandemic and economic situation did not permit us to roll out the planned hospitality or other sector-specific – curriculum by autumn 2020, the regional ESOL lead has instead developed 4 core curricula that will provide beneficiaries with basic transferable skills before they transition to other pathways or undertake further courses:

* IT Skills,
* Job Search Skills,
* Study Skills and
* Driving Theory.

Each course has 30 guided learning hours. Delivery started in September 2020 and most will be delivered online. Once the pandemic has waned, we hope to return to face-to-face tuition in some locations.

**Update on courses as of December 2020:**

We have adapted the Study Skills course to produce a **Confident Women course**. This is only to be provided to and taught by women and aims to increase the confidence of women who have never worked outside the home. To complement Confident Women, we have developed a 60-hour **Preparing to Work in Childcare course**. Some women (and men) may want to work in nurseries or schools. In addition we have adapted the original Preparing to Work in Hospitality course (now 60 hours) and developed a new **Preparing to Work in Warehousing, Logistics and Transport** course (also 60 hours). All of these new courses are ready for delivery from January 2021. It remains our intention to develop one more sector-specific curriculum. The final industry has not been decided yet but could relate to food retail, driving jobs or a health-based community champion / worker role.

In addition, beneficiaries have access to two other options: the opportunity to gain a CSCS card for work in the construction industry and self-employed business set-up support. Total target for all of these courses: 405 people.

Some beneficiaries will access multiple strands so the project aims to reach 600-650 people in total from April 2020 to December 2022.

1. [The Casey Review: a review into opportunity and integration - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/the-casey-review-a-review-into-opportunity-and-integration) [↑](#footnote-ref-1)
2. [Integrated Communities Strategy green paper - GOV.UK (www.gov.uk)](https://www.gov.uk/government/consultations/integrated-communities-strategy-green-paper) [↑](#footnote-ref-2)
3. [Integrated Communities Action Plan - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/integrated-communities-action-plan) [↑](#footnote-ref-3)
4. [LET REFUGEES LEARN https://www.refugee-action.org.uk › uploads › 2016/11 (google.com)](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjgzoDDuYTuAhXSOcAKHbdrD2IQFjADegQIAxAC&url=https%3A%2F%2Fwww.refugee-action.org.uk%2Fwp-content%2Fuploads%2F2016%2F11%2Fletrefugeeslearnfullreport.pdf&usg=AOvVaw1-doU43vYtavCeUF2zOTJu) [↑](#footnote-ref-4)
5. 2016 – European Parliament report into Labour Market Integration of Refugees <http://www.europarl.europa.eu/RegData/etudes/STUD/2016/578956/IPOL_STU(2016)578956_EN.pdf> [↑](#footnote-ref-5)
6. Additional evidence is provided on this issue in [UNHCR - Tapping Potential: Guidelines to Help British Businesses Employ Refugees](https://www.unhcr.org/publications/brochures/5cc9c7ed4/tapping-potential-guidelines-to-help-british-businesses-employ-refugees.html) and in particular in the documents stated in the end notes to this document. [↑](#footnote-ref-6)