

**Lessons learnt from Phase 1 of the Syrian Vulnerable Persons Resettlement Scheme**

- Manage expectations – early contact with refugees (whilst still in camps if possible) allows expectation to be managed and avoid disappointment on arrival and allocation of property.
- Don't assume information is accurate – some information from camps proved to be incomplete or inaccurate regarding medical issues in particular, requiring last minute alterations to properties.
- Can be last minute changes of plan/family make up – at any time up to the boarding of the plane the refugees can decide not to come.
- Language skills are critical – whilst some children have an understanding of English, many adults do not, so establishing this is critical to supporting self sufficiency.
- Initial support very resource intensive – due to documentation and language issues, simple claim processes for registering at Doctors, or claiming benefits can take much longer than a normal application, and this needs to be factored into support costs.
- Strong work ethic in most Refugees – no welfare system in Syria, and many of those relocating have professions/skills which they can call upon once their accreditation is converted to something recognised in the UK.