Delivering Psychosocial Support to Refugees

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Applications from the Red Cross

- The importance of Context
  - Global Context
  - Our work across Europe
  - UK Context

- Our work in the UK
  - Our CALMER psychosocial framework
  - Managing the impact
The number of people displaced by war has reached a staggering new high.

Source: UNHCR / 18 June 2015

2005: 37.5 Million
2006: 39.5 Million
2007: 42.7 Million
2008: 42.0 Million
2009: 43.3 Million
2010: 43.7 Million
2011: 42.5 Million
2012: 45.2 Million
2013: 51.2 Million
2014: 59.5 Million
Messina, Sicily
Major source countries of refugees | end-2014

- Syrian Arab Rep.: 3.5 million
- Afghanistan: 2.5 million
- Somalia: 1.5 million
- Sudan: 1 million
- South Sudan: 0.5 million
- Dem. Rep. of Congo: 0.5 million
- Myanmar: 0.5 million
- Central African Rep.: 0.5 million
- Iraq: 0.5 million
- Eritrea: 0.5 million

Top-3: 53%
Top-5: 62%
Top-10: 77%

Refusing to ignore people in crisis
Refusing to ignore people in crisis
Preševo
Serbia
Hegyeshalom, Hungary
UK Context

> Rising numbers of asylum seekers into UK
> Changes to dispersal patterns
> Home Office cuts
> Political climate and public opinion
> Shrinking refugee sector
> Reduced legal aid
> BRC now the largest non-contracted provider of services in the UK
Points of Crisis

- Pre-Asylum
  - Risk of Trafficking
  - Family Separation
  - Lack of control & Info

- Initial Accommodation
  - Lack of legal advice
  - Disorientation

- Dispersal
  - Isolation/depression
  - Young Refugees

- Grant of Protection
  - Move on Transition issues
  - Family Reunion

- Refusal
  - Homelessness
  - Long term Destitution

- Family Reunion

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Our work in the UK

A range of service models in 56 towns and cities across the UK based on:

> Orientation
> Casework
> Destitution
> Family Reunion
> Specific populations, including Young Refugees and those in Detention at Immigration Removal Centres
26,684 Beneficiaries assisted in 2015

178,938 Actions undertaken in 2015

50% Of all beneficiaries had experienced destitution at some point in 2015

7 Average number of actions per beneficiary in 2015

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Psychosocial Support

Often people tell us that it is this aspect of our support that they appreciate most
CALMER – The Psychosocial Framework

Consider

Acknowledge

Listen

Manage

Enable

Resource

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Consider
Considering

> Our own readiness to help
> Our own assumptions
> Needs
> Risks
> Location
> Parameters of what’s possible
Consider Acknowledge
Importance of Acknowledgement

> Recognition and validation aids understanding and communicates respect

> Diversity in people’s experiences and needs, including with regard to language and cultural differences

> Strengths, abilities, resilience and resources
Consider
Acknowledge
Listen
Active Listening Skills

- Reflecting feelings
- Summarising
- Paraphrasing
- Questions
- Silence
Consider
Acknowledge
Listen
Manage
Managing

- Promoting dignity and respect
- Powerful emotions
- Ambiguous and multiple losses
- Our responses
Enabling

> Facilitating decision-making
> Facilitating choice
> Promoting contact with supportive others
> Supporting skill development
Resource

> Facilitating resourcefulness, signposting and/or referring to further support

AND

> **Resource** our own needs and managing our own responses including: grief, guilt, impotence, sadness, loss and vicarious trauma.
Ways we support staff and volunteers....

**EXAMPLES**

**Specialist Resources**
- Referral to NHS or Occupational Health
- UK Office Psychosocial Team

**Advanced Supports**
- Traumatic Event Response
- One to one support
- EAP Services (counselling)

**Extended Supports**
- Clinical Supervision
- Reflective Practice Groups
- Peer Support Programmes

**Further Supports**
- Bespoke Workshops
- Debriefing Tool

**Generic / Basic Resources**
- Foundation Training
- Guidance & Standards
- Employee Assistance Package (EAP)

**Recruitment & Selection**
- Application process
- Interviews
Clinical Supervision

- Acknowledges the impact of the work
- Validates the experiences individuals and groups have
- Provides opportunities to share, reflect and increase awareness, knowledge and skills
- Aims to reduce burn out, maintain empathy and promote coping
NOT SO STRAIGHTFORWARD:
the need for qualified legal support in refugee family reunion

Jacob Beavick

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Thank you

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