

Homes for Ukraine in Aberdeenshire: experiences of guests and sponsors.

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HOMES FOR UKRAINE IN ABERDEENSHIRE: experiences of guests and sponsors

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Foreword

The Refugee Resettlement Team is enormously grateful to Robert Gordon University for their time, patience, expertise and insight into the Homes for Ukraine experiences of guests and sponsors in Aberdeenshire. Our well tried and tested frameworks for UNHCR resettlement were not fit for the purpose of Homes for Ukraine, and the pace and scale of the programme in response to the outbreak of war was unprecedented. The role of sponsors in the programme has been unique and we will never be able to thank them enough for their patience, kindness and humility in opening up their hearts and homes. Again, the needs of our Ukrainian guests have differed greatly from our legacy resettlement clients from Syria, Iraq and Afghanistan but what unites them is the shared desire for safety, sanctuary and the opportunity to rebuild their lives in Aberdeenshire.

As the number of new sponsors registering and guests arriving significantly reduces from 2022 figures, the RGU research and insight has given us the opportunity to listen, reflect and improve on the quality and direction of our Ukraine work. No two months have been the same and the nature of the programme means the direction and demands can change unpredictably. This report is valuable as it presents a snapshot of the most demanding period where balancing safeguarding and resettlement needs was critical. As we return to resettling vulnerable families from war zones all around the world, including those seeking asylum, we value the research learning and insight into our team's approaches, methodologies and values. We are grateful to Natascha, Tomasz, Sach and Susanne for their professionalism and contribution to the learning, development and improvement of resettlement in Aberdeenshire.

Katie MacLean
Refugee and Asylum Manager
Aberdeenshire Council
August 2023

Executive Summary

Following Russia's invasion of Ukraine, the UK Government announced, in March 2022, support for displaced Ukrainians coming to the UK. In addition to the Homes for Ukraine scheme that allows individual named sponsors to accommodate Ukrainians, a Scottish Super Sponsor scheme allowed people from Ukraine to travel to Scotland before being matched with a sponsor. Ukrainians arriving under these schemes have three years' leave to remain and have access to work, study and benefits. In Aberdeenshire, one of Scotland's 32 council areas in the North-East of Scotland, the Aberdeenshire Council's Refugee Resettlement Team has assisted Ukrainian families and sponsors, supporting nearly 600 Ukrainians via the various routes and matching 296 sponsors with guests.

Policies about immigration and resettlement are usually made, and research on the experiences of migrants and refugees often undertaken, in urban centres. Rural and semi-urban areas such as Aberdeenshire pose particular challenges and opportunities for refugees and displaced persons, which tend to be under-researched.

This report summarises the findings of a multi-method study into the Aberdeenshire Homes for Ukraine scheme and the work of the Council's Resettlement Team in supporting sponsors and guests. Researchers at Robert Gordon University Aberdeen (RGU), in partnership with the Aberdeenshire Council Refugee Resettlement Team, conducted survey research and semi-structured interviews with Aberdeenshire-based sponsors and displaced Ukrainians, examining experiences of the Homes for Ukraine scheme, support they had received from the Aberdeenshire Council Refugee Resettlement Team, experiences of living in, or hosting in, Aberdeenshire, relationships between guests and hosts, and guests' plans for the future.

Most sponsors reported that they had received excellent or very good support, with the Refugee Resettlement Team particularly commended, both by hosts and guests, for providing information and guidance promptly and for being approachable, friendly, caring and warm. We found a slight discrepancy between host and guest experiences of support and contact, which might in part be accounted for by the fact that the Council does not automatically receive contact numbers for Ukrainians, and some are reluctant to share information.

In addition to formal support and community drop-ins organised by the Council, sponsors and guests hugely valued informal networks – such as churches, neighbours, the local community, schools and online support groups – as sources of material and emotional support. Participants' proactive attitudes towards help-seeking enhanced the availability and benefits of such networks. Some guests, particularly in southern and western areas of Aberdeenshire, were unable to access formal support such as hubs or community drop-ins, due to their rural location and the lack of public transport infrastructure.

Suggestions for further improvement of the Team's work most typically centred on support with housing, with rehousing and support for "moving on" constituting the most pressing concern for most participants, whether hosts or guests. Private housing in Aberdeenshire can be expensive, especially if it is to be accessible by public transport, and social housing hardly available. We found these limited options regarding follow-on housing to have wider implications for relationships between sponsors and guests. The council now provides support around housing, and we recommend that there is an increase of such tailored

support for hosts and guests to tackle any challenges that emerge over time. The availability and quality of English for Speakers of Other Languages (ESOL) provision should also be increased: while 70 percent of guests in this study attended English courses, only 27 percent of attendees were satisfied or very satisfied with the courses.

Relationships between guests and hosts were reported to be overwhelmingly positive, although we note that people with positive experiences seemed more motivated to share them by electing to participate in interviews than those with less positive experiences. Factors that emerged as shaping relationships with guests were digital literacy, age, whether guests included children and the expectations that sponsors had had about the hosting process.

Looking to the future, the uncertainties around people's futures in terms of UK immigration policy clearly hugely impact on Ukrainians' decisions around settling and integration as well as their senses of belonging in Aberdeenshire, in Scotland or the UK more widely. Exploring this area of Ukrainians' resettlement choices will be an important next step for researchers.

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Acknowledgements

The research team would like to express their gratitude to all the participants in this study for sharing their views and experiences with us.

A particular thank you to the interview respondents for giving up so much for your time. We hope that we have summarised your experiences appropriately.
(June 2023)

Introduction

Following Russia's invasion of Ukraine, the UK Government announced, in March 2022, support for displaced Ukrainians coming to the UK. In addition to the Homes of Ukraine scheme that allows individual named sponsors to accommodate Ukrainians, a Scottish Super Sponsor scheme allowed people from Ukraine to travel to Scotland before being matched with a sponsor. Ukrainians arriving under these schemes have three years' leave to remain and have access to work, study and benefits.

At the time of writing this report, in June 2023, the situation in Ukraine remains unstable and dangerous. The UK Government are yet to decide what will happen at the end of the 3-year visa period.

In Aberdeenshire, one of Scotland's 32 council areas, located in the North-East of Scotland, the Aberdeenshire Council Refugee Resettlement Team has assisted Ukrainian families and sponsors. As of August 2023¹, the Refugee Resettlement Team has:

- supported 308 Ukrainians via Homes for Ukraine via the direct sponsorship route (194 have now moved on)
- supported 244 Ukrainians via the Scottish Government Super Sponsor route (133 moved on)
- supported an estimated 150 Ukrainians via the Homes for Ukraine Family Visa Route
- supported 306 Ukrainians in Aberdeenshire Welcome Hub Hotels (264 moved on)

- matched 296 sponsors
- engaged 570 sponsors who then withdrew from either scheme (due to change of mind, change of circumstance, unsuitability, etc.)

Policies about immigration and resettlement are usually made, and research on the experiences of migrants and refugees often undertaken, in urban centres. Rural and semi-urban areas such as Aberdeenshire pose particular challenges and opportunities for refugees and displaced persons, which tend to be under-researched. For example, refugees and displaced persons in non-urban areas might struggle with long distances, limited employment possibilities and a lack of affordable rental housing². Urban areas are more ethnically diverse and have longer histories of migration, suggesting higher levels of contact between existing communities and those from migrant backgrounds³. Conversely, the notion of rural areas as "good places to live" with greater levels of community association than urban areas has been assumed to enable social integration for refugees and displaced persons.⁴

This report summarises findings from research into the experiences of sponsors and guests in Aberdeenshire. In addition to exploring guests' and hosts' senses of the support that the Aberdeenshire Council Refugee Resettlement team have provided, we examine various factors we found to shape experiences of hosting and of being hosted for the people in our study.

¹ Updated figures were provided by Aberdeenshire Council on 31 August 2023.

² Herslund, L., & Paulgaard, G. (2021). Refugees' Encounters With Nordic Rural Areas—Darkness, Wind and "Hygge"! *Frontiers in Sociology*, 6, 623686.

³ Crawley, H., Drinkwater, S., & Kausar, R. (2019). Attitudes towards asylum seekers: Understanding differences between rural and urban areas. *Journal of rural studies*, 71, 104-113.

⁴ Herslund, L., & Paulgaard, G. (2021). Refugees' Encounters With Nordic Rural Areas—Darkness, Wind and "Hygge"! *Frontiers in Sociology*, 6, 623686.

Methodology

Between January and April 2023, researchers at Robert Gordon University Aberdeen (RGU) conducted a multi-method study to gain an understanding of the Homes for Ukraine scheme and the work of the Aberdeenshire Council Resettlement Team in supporting sponsors and guests. Survey research and follow-up qualitative interviews were designed to be undertaken with displaced Ukrainians and their hosts. The research instruments were developed in partnerships with staff from the Aberdeenshire Council Refugee Resettlement Team. The project underwent ethics review and was approved by the School of Applied Social Studies Ethics Review Panel at RGU. The research was designed to encompass four elements:

1) Survey research with Ukrainians who stay in Aberdeenshire under the Homes for Ukraine scheme: The survey included a mixture of open-ended and close-ended items. We asked respondents some demographic questions and then inquired about their circumstances, their experiences of the Homes for Ukraine scheme, the support they had received from the Aberdeenshire Council Refugee Resettlement Team, their experiences of living in Aberdeenshire, and their future plans. A link to the survey was sent via email, by the Refugee Resettlement team, to 80 adult guests that Aberdeenshire Council had supported and was also shared on a WhatsApp group which includes approximately 300 Ukrainians on it. Potential participants could choose between Ukrainian and Russian language versions.⁵ There were 41 responses: 38 were completed in Ukrainian and 3 in Russian.⁶

2) Survey research with Aberdeenshire-based hosts: This survey again included open-ended and close-ended questions, examining their opinions of the Homes for Ukraine scheme, their experiences and interactions with the Aberdeenshire Council Resettlement Team, and their relationships with their guests. As with the above survey, a link to the survey was shared with all sponsors the Council had worked with. Many respondents provided detailed answers to the open-ended questions. There were 65 respondents, equalling a response rate of 38 percent.

3) Semi-structured interviews with Aberdeenshire-based hosts: After completing the survey, respondents were offered the lead researcher's email address if they were willing to be interviewed. 7 semi-structured interviews were conducted, with topics covering experiences of the scheme, interactions with the Aberdeenshire Refugee Resettlement Team and relationships with guests. Interviews were between 60 and 90 minutes in length and were audio-recorded through Microsoft Teams or Zoom, depending on the platform chosen by the interviewee, before transcription.

4) Semi-structured interviews with Ukrainian displaced people in Aberdeenshire: Again, survey respondents were invited to take part in a semi-structured interview. There was only one response, but this individual dropped out during the pre-interview process.

Limitations

Limitations of this study concern the lack of qualitative data on the experiences of Ukrainians, except for in their responses to open-ended questions in the surveys. What is more, hosts' responses to open-ended

⁵ The research team gratefully acknowledges the help of Roman Horodycki in refining the translations of both surveys.

⁶ Given that participants on the WhatsApp group fluctuate, it was not possible to determine the exact response rate.

questions were more detailed than those of guests. The understanding we have been able to gain of sponsor experiences then is much greater than that of the experiences of Ukrainians. We had expected a lower response rate for guests than for sponsors, owing to a reported reluctance of some guests to share information with the Council as well as issues around language. Nonetheless, the lack of guest interview data needs to be acknowledged when considering the findings of this research.

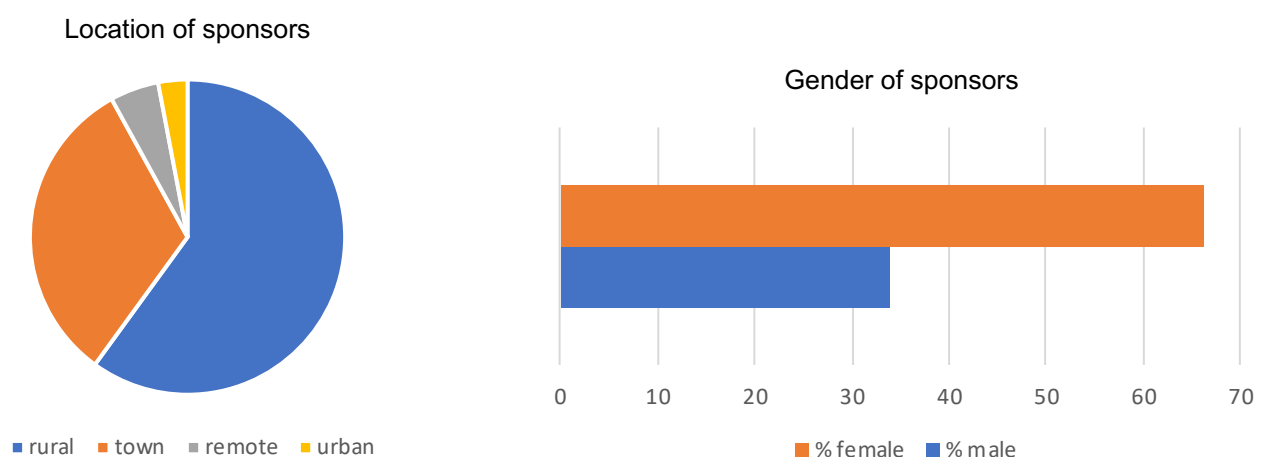
While only seven interviews were conducted with sponsors, which does not typically constitute the appropriate number of interviews that are necessary to reach data saturation, the length and depth of these interviews has enabled rich data on sponsor experiences to emerge. However, we noted that the sample of interview participants were, broadly speaking, hugely positive about the experiences of hosting. A more diverse mix of opinions and experiences emerged from the survey data, suggesting that people with positive experiences were more motivated to share them than those with less positive experiences.

In the following sections, where direct quotes are not attributed, they have originated from survey responses.

Aberdeenshire-based sponsors and their guests

Sponsors

Among the hosts of Ukrainians, survey respondents' ages ranged between 33 and 87 years. The average age was 67 years. Two thirds were female and one third male. 60 percent of respondents described their current location as rural, 32 percent lived in a town, and 3 respondents respectively lived in remote location and 2 respondents in an urban location. 78 percent were married, 9.5 percent widowed, and 12.5 percent were single. About one in six respondents had children or dependents living with them.

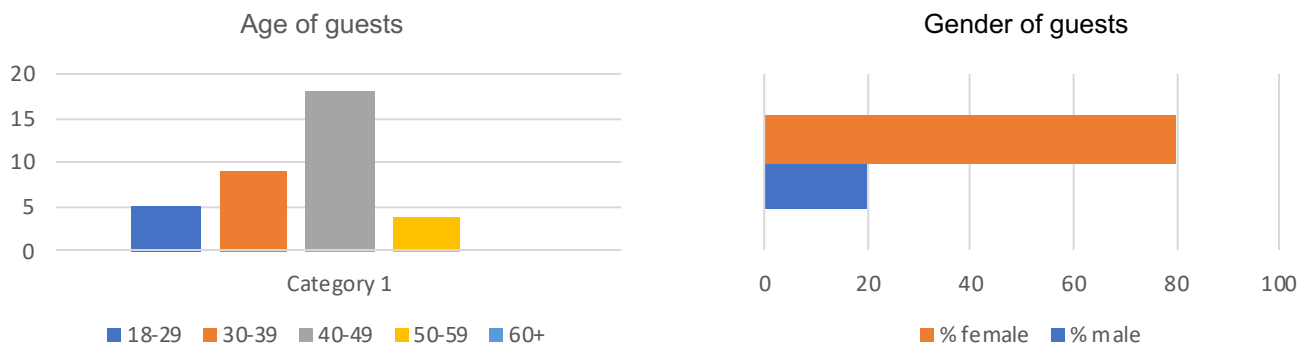


Half of the respondents were retired. Of those in work, the vast majority of respondents held professional jobs such as teachers, engineers, university lecturers and professors, nurses and technical managers. We did not ask about highest educational qualification but answers to this question suggest that nearly all participants held at least an undergraduate degree. Respondents described their ethnicity as British, Scottish or white/ Caucasian. The

vast majority of respondents were born in Scotland and only one host in the survey was born outside of the UK. Within our sample, just over one-third hosted 2 guests, 26 percent had one guest and 22 percent sponsored 4 or more guests. A majority of the guests were women, and there were children of all ages. Most of the guests had stayed with the hosts for 4 to 7 months, with the shortest stay one week and the longest 9 months at the time of data collection. Following on from this survey, 7 sponsors were then interviewed. Details about these individuals and the people they hosted can be found in Appendix 1.

Guests

The ages of respondents from the survey research with guests ranged from 18 to 51 years. 32 were female and 9 were male. 62 percent of respondents had children with whom they had come to Scotland. About 4 in 5 of the guests were educated to university level. Over 90 percent of the participants had been abroad before. Almost all respondents held professional occupations, such as lawyers and teachers. The majority had previously lived in towns, rather than a city, with only 3 respondents saying they had lived in a rural location before coming to Scotland. About half of the respondents stayed in the same house as their hosts, the rest in a separate house owned by their host, in social housing or in a hotel. Only one of the respondents now stayed in privately rented accommodation. About two thirds of the guest interviewees were now working in Scotland and one fourth volunteered. Only a small minority of those said that they now worked in a similar profession or sector as they had done in Ukraine. Of the one third that was not currently in employment, 76 percent said that they were looking for work.



Support by the Aberdeenshire Council Refugee Resettlement Team

In surveys and interviews, hosts were asked about the type of support provided by the Refugee Resettlement Team, what the team did well and what improvements could be made. Support from the team included property and disclosure checks, pre- and post-arrival information, organising meetings, and support in relation to housing and employment.

In the interviews, there was particular mention of the consideration and care given to the matching process by Council staff for Ukrainians that arrived under the Super Sponsor Scheme: *'They were certainly taking a lot of time. I know [RRT staff member] went through a few people that he had'* (P5). Participant 1, a young professional, lives with her partner outside

a village on the outskirts of Aberdeen, involving a 20-minute walk to access public transport:

Their matching was ideal, like they could have just kind of thrown in any person that was there or a family. We do have the room but we were kind of thinking a maximum of four because it's only the two of us and even one other person is a lot different to what we're used to and we were like umm that that does seem a bit much but, their matching considerations, they did that very well. They were either looking for someone that had a car or they told the girls about where we were and the transport and they'd have to walk and they've been really good with that. Their follow up visit they came and did with the translator. I think they've been, in our case, the right amount of support, but also, The right amount of just leaving us to get on with it without being kind of checking in all the time. Supportive but not overbearing (P1).

Ukrainians participating in the survey similarly received a wide range of support from the Aberdeenshire Council Refugee Resettlement team. Almost all (92 percent) had received support upon arrival, a majority (56 percent) received ongoing advice and guidance, a number had received specific support in relation to housing (39 percent) and in terms of benefits and financial assistance (39 percent), and there was also support in terms of relationships with their sponsors (22 percent) and guidance in relation to education and healthcare. A few guests reported very limited or no interaction with the team.

A majority of sponsors felt that the support they had received was 'excellent' (19 percent of sponsors) or 'very good' (42 percent of sponsors) and many expressed that nothing more could have been asked of the team: "nothing but praise really. truly, honestly, nothing but praise" (P3). Several of the interview participants noted that, compared to other areas they knew about,

for instance through national training agencies or host groups, the support that Aberdeenshire council were providing had been 'exceptional':

We have been very, very lucky, and probably one of the luckiest council areas, and to have had such strong support, and on call, almost. I don't think we waited any more than 2 or 3 hours for a response from the team (P6)

The Resettlement Team was particularly commended, both by hosts and by guests, for providing information and guidance promptly and for being approachable, friendly, caring and warm. One guest said that 'the Council is great at giving feedback, always and to any query. They are very attentive.' A host described how his family agreed to sponsor a Ukrainian family that they had met via the Homes for Ukrainians website: 'I think the visas came through on Wednesday afternoon [...] I became aware of that about seven in the eight in the evening, I messaged the refugee resettlement people, I got their numbers from somewhere, and they replied within half an hour' (P4). All but one hosts knew who to contact in the Council team. In interviews, the importance of trust for the success of the sponsorship experience was highlighted: 'I thought I could trust [staff member], and that he was speaking to me directly as a an equal, and it was important to him that we got the right match. And so, you know I have a great deal of respect for him' (P2).

By contrast, 30 percent of guests respondents said that they did not know who they could contact in the Aberdeenshire refugee resettlement team. There is then a discrepancy between host and guest experiences of support. It is also notable that, while hosts acknowledged the usefulness of a WhatsApp group established by the council for facilitating the sharing of information but felt this to be 'for Ukrainians' (P3), this group was not mentioned in relation to support by guests in survey responses. This perhaps suggests

that guests were not aware of the scope of the work undertaken by the Council team to support guests and hosts. Only one participant among the guests reported a negative experience, claiming that the team had 'not been honest' with them about the availability of social housing in the city which then led to a decision about living in Aberdeenshire where they perceived opportunities to be lesser.

About 11 percent of hosts described the support they received from the Council team as 'somewhat poor' or 'poor'. A similar number, about one in 10 hosts, felt there was not sufficient communication from the Council team, with some noting that they would have liked more tailored support or regular phone calls. What was praised as 'supportive but not overbearing' by some, as in the above quote, was felt to be limited in terms of interaction by others: 'initially you were just left to make the most of the situation, and contact if there was any problem.' For those host participants who wished for more frequent contact, there was a sense that information sharing had focused predominantly on guests. It was also noted that hosts gained knowledge and resources from dedicated social media pages, but that 'there may be other hosts that perhaps didn't find that site, and so struggled a little bit' (P3). Participants also suggested that there was not enough information about 'who does what' (P2), in relation to schooling, GP registration and other issues.

Community drop-ins

Sponsors and guests were also asked about their knowledge and use of community drop-in sessions that were organised by the team. 68 percent of guests said that they had attended meetings for sponsors and Ukrainians. Participants appreciated the opportunity to socialise with other Ukrainians and meet new people. The

opportunity to speak in their native language was especially valued by some. The atmosphere at meetings was described as 'homely', 'warm' and 'lovely'. Some of the guest participants appreciated the support provided by the group meetings with one saying that 'it's very good mental support'. Those who did not attend meetings said they either did not know about them (about 16 percent of guests we surveyed) or lived too far away and could not travel. Some areas, particularly in the South and West of the County, were said to have less access to hubs and community support. One host said about this geographical disadvantage that she was 'jealous of the hubs and interactions people in more urban locations had' (P6). Issues around rurality are further explored below.

About 40 percent of hosts in this research had attended community drop-ins and felt that they provided an opportunity for hosts and guests to make wider connections, additional support and material resources, such as clothing and the sense of 'being part of something bigger'. 60 percent of host respondents did not attend such events. Reasons for not attending included not being aware of them, feeling that they were not needed and, for about 1 in 10 hosts, there being no meetings available in their local area. The latter experiences referred particularly to South and West Aberdeenshire and the absence of public transports links was also noted in a few responses. 30 percent of respondents stated that they would like greater opportunities to meet with other sponsors in order to be able to share experiences and advice and provide peer support. However, about 1 in 4 respondents had also used support from other organisations, which included churches, neighbours, the local community, schools, online support groups and Facebook support groups for hosts in Scotland.

Our research found that such informal networks and sources of support were highly valuable for hosts and, by extension, for their guests in materially and emotionally helping with the hosting process. One interviewee noted that she did not require further Council support as she used ‘our own initiative for [things], I think. One of the main things I did was introduce the dad to the man shed. That resulted in him eventually getting work. So that kind of thing we just did here’ (P6). The same host also used her local church’s programme around second-hand school uniforms, ‘so she had them for arrival, and I went with some on the to register her of the school’ (P6). Several participants had actively chosen to seek additional help and support which they found to be very beneficial. One participant attended training by the Sanctuary Foundation and another undertook a Barnardo’s course that included workshops on cultural awareness, the effects of trauma and child protection. These kinds of networks served to strengthen and enhance existing support from the Council but also highlight some participants’ highly proactive attitudes towards help-seeking.

What could have been improved?

Suggestions for further improvement of the Team’s work most typically centred on support with housing (for example long-term housing support, help with housing applications and raising longer term housing support via central government), albeit with some acknowledging that this was outside of the remit of the Team. Employment and education guidance were other, frequently mentioned, areas for further support that Ukrainian participants wished for. There were also requests, from hosts and guests, for further informal visits or contacts to deal with challenges that emerge with time. Finally, there is a need for better provision of

English tuition. These areas are discussed in further detail now.

Housing

Over time we became concerned over longer term housing support. Hosting is not, and was never intended to be, a long term solution, but it has become this for the majority of hosts (Host survey respondent)

The biggest issue has been in finding accommodation for them to become independent. Yeah, [the Council team] have been very very good, and I know their hands are tied in. This is not a blame situation because their hands are tied in in every council area across the UK, I imagine. Erm and we are struggling with housing, and it became obvious to me that [guests] wanted to move on (P3)

Rehousing and support for the time when guests would move on constituted a big concern for most of the participants, whether hosts or guests. There are limited options for guests to “move on” when they want to become more independent or when the sponsors are no longer in a position to host: as acknowledged by hosts and some guests, private housing in Aberdeenshire can be expensive, especially if it is to be accessible by public transport, and social housing hardly available.

This concern with housing featured strongly in the responses of Ukrainian participants when asked about what additional support the Council could provide. Participants asked for ‘information, advisory and other possible support while moving from the council accommodation to private rentals’, for ‘help in filling in certain forms, for instance on social housing’, for ‘help with finding an apartment for rent, advise on what paperwork is required’. Others wondered whether it was the job of the Council to help with social housing. It would be helpful to provide further information to Ukrainians around these issues of scope, responsibility but also of availability of housing.

In addition, two host interviewees (P3 and P6) shared that their guests had experienced discrimination when attempting to secure private follow-on accommodation. Participant 3 whose professional background enabled her to challenge the practices of the estate agent, told this story:

There was a) a case of discrimination going on against the Ukrainians. and b), a case of age discrimination going on against my husband and myself. and also a complete case of what I would class as sharp practice where they said, however, if there's no other offer, if there's no other tenant available for this property, then we will accept them. But we'll ask them for double deposit. And I just at that point I completely put my professional hat on, and I wrote an absolutely stinker of an email back to them [...] This was an agency a well-known housing agency in Aberdeen. and I've made it known to anybody who will listen who this agency is, you know I would never deal with them again. I told housing about them, and I said, you know I could have gone to the media with it. But [the guest] has got enough stress in her life. She doesn't need this (P3).

However, the limited options regarding housing also have wider implications, which became apparent in the experiences of one interviewee. This individual had, by their own admission, been the driving force behind wishing for the family to become sponsors. While their relationship with the guests were generally very positive, the spouse and another family member felt, for a number of complex reasons, that 'they need to go. And yeah, that's, you know, causing a bit of tension' (P4). Difficulties with housing also impacted on individuals' willingness to host again, as commitments to guests, both emotional and financial, have continued longer than anticipated. The ongoing war has clearly exacerbated these issues. Nearly half of the host survey respondents (44 percent) stated they would be happy to host for however long support was needed, acknowledging the situation in Ukraine and

that finding alternative accommodation is far harder than had been anticipated.

More frequent, informal, contact and support from the Team

A number of participants in interviews said that they would have liked to have had the opportunity for more frequent and informal meetings or chats with the team, be it around tensions, communications or concerns about the mental health of their guests. While all knew how to contact the council, there was a sense that to alert the team to some of their concerns would constitute a 'nuclear option', that to be wishing to discuss difficulties would 'say we we're not coping. It feels like that in our situation that would be excessive' (P4)

I suppose I would have quite liked to have had a follow up chat with them just to sort of maybe, you know, maybe a meeting earlier on again after maybe a couple of a month or two, maybe with all of us to see any issues we've come across? But having said that, I maybe needed to speak privately about some of the issues I was struggling with at that point, because at that point I was really quite worried (P7).

I would probably like to a bit more information on how to deal with that side. about how we communicate. and when people don't speak the same language. It is difficult to communicate. Things will get lost in translation. So I would have like more help or a chat with somebody who could help me with that side of things (P5).

It was also felt, by some hosts, that regular meetings for guests would be beneficial:

I think there should be weekly/fortnightly sessions that the guest must attend in order to discuss any issues/problems that have arisen. On-going support to apply for jobs and attend interviews is needed. [...] Just being told to phone if there's a need isn't sufficient. These guests have on-going needs which need checked/ supported regularly.

ESOL

The need for greater availability and quality of English classes was raised frequently, especially in relation to helping guests to find work. 70 percent of guests attended English for Speakers of Other Languages (ESOL) courses, but only 27 percent of attendees were satisfied or very satisfied with the courses. While the lack of guest participants for follow up interviews means we are not able to assess fully why this might be the case, interviews with guests have provided some context. Classes were seen as too large and the online live class format was felt not to be beneficial. There were also issues with the level of available classes.

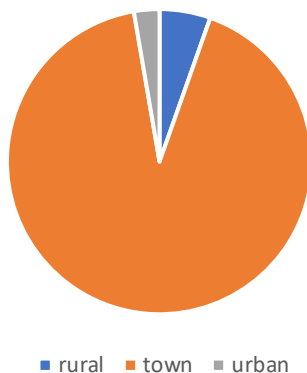
The only thing that that that wasn't great was the language skills training. The assessment itself was fine, but then they put [guest] on like an online course, you know, live sessions. But the guy didn't speak any Russian. He was just speaking in English. And the people on the call were from multiple backgrounds speaking different languages. So she never really going to learn all that much because [she] didn't have enough English to be able to ask questions (P4)

A number of hosts moreover felt that their rural location contributed to problems with English classes. Some adopted proactive strategies to make sure some language learning would still take place. For example, one had a friend from church teach their guest whereas another guest studied online with their child's English teacher in Ukraine. However, with others, the lack of adequate provision meant they continue to find it hard to communicate in English.

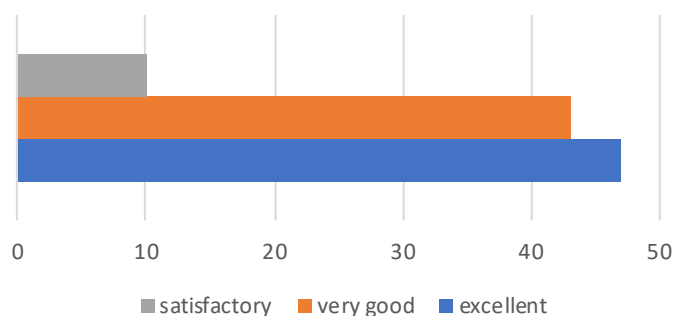
Living in, and sponsoring in, Aberdeenshire

Guests were asked why they had chosen to come to Scotland over another country. A key driver for many was that English is spoken and therefore integration might be more easily achievable. A smaller number of respondents also discussed Scotland's beauty, its generous people and its culture. The majority of our guest participants had previously lived in towns, rather than a city, with only 3 respondents saying they had lived in a rural location

Location of guests' homes in Ukraine



How would you describe the place where you live in Aberdeenshire (%)?



before coming to Scotland. This indicates a significant additional change in living circumstances for Ukrainians hosted in Aberdeenshire.

The majority of guests described their locations as ‘quiet’ ‘nice’ and ‘small’ but with the necessary amenities such as shops, children’s playgrounds and schools. Respondents that had described their location as villages or remote were, unsurprisingly, more likely to discuss challenges relating to their location, with participants stating: ‘[it is] nice, but it’s difficult here without a car’ and ‘20,000 residents, it is hard to find a job’. 30 percent of respondents were very satisfied with public transport links, 52 percent were fairly satisfied, and 18 percent were dissatisfied or had no access to public transport at all. The cost and frequency of public transport was seen as particularly problematic. Transport was commented on as being a significant barrier for guests and described as more expensive and poorer than at home. One respondent noted:

[there is] a dependence on having a car. There are excellent transport links with the nearest big city, but not with the neighbouring small towns; even though they may be closer, there are no direct routes.

Nonetheless, 47 percent of guests found Aberdeenshire to be an excellent place to live, 43 percent described it as a good place to live and 10 percent found it satisfactory.

The availability and quality of healthcare was an aspect of life in Aberdeenshire that was frequently commented on as being unexpected and ‘very difficult’. Some participants suggested that they were not satisfied with the services provided by the NHS:

All of those who have been displaced are surprised and even shocked by the local healthcare system. In Ukraine, medical issues are

solved much faster and simpler. It is much faster and easier to get an appointment with a doctor, to have certain medical checks. There is a wider selection of available medicines in pharmacies.

Several participants said that their medical needs are not being met with some not being able to find a dentist or receive a treatment that they were used to receiving in Ukraine. For example, one of the participants noted: ‘dentists here do not treat kids’ milk teeth’. Another respondent reported issues with accessing specific medication: ‘I can’t get the psychotics and sedatives recommended to me by my Ukrainian psychiatrist.’ Some people reported difficulties in getting registered with a GP and a dentist and highlighted the lack of public healthcare for specialists such as podiatry or orthodontists.

Aberdeenshire’s geography moreover means that, as already discussed, English language classes were mostly online, which were less preferred than in-person classes. There were also issues, as raised above, around the availability and accessibility of community drop-ins and other resources. One host told us that their guest was the only Ukrainian in the village, which brought challenges but also meant they were ‘the superstar in the village’ (P5). Others had been given a proposed match, meeting potential guests and showing them around but the rural location was putting them off: ‘they were just flabbergasted by how quiet it was’ (P7).

Despite these difficulties, most guest participants reported having settled in well or very well. About 70 percent reported that they felt at home in their local community. When asked what would help them to settle in better, 70 percent referred to work, 55 percent to meeting a wider range of people and making friends, and about 30 percent discussed the need for greater support to feel at home. We also asked respondents how they self-identify in the context of their

lives in Aberdeenshire: over a third described themselves as ‘new Scots’, 41 percent as Ukrainians and only a handful as either displaced or refugees.

Relationships

83 percent of the sponsors in this sample hosted Ukrainian displaced people in their own home. Considerations before the arrival of their guests included language, space, cultural differences, routines and cost. But there were also concerns about personal risks and safety and about the impact of hosting on relationships with wider family, neighbours and the community. Hosts cherished the opportunity to be able to help people and providing them with a safe home. The vast majority of hosts described the relationships with their guests in positive terms, using words such as ‘warm’, ‘supportive’ ‘friendly’, ‘excellent’ and, in a handful of responses, ‘almost like family’. One interviewee said the guest was ‘like a very, very close sister’ (P5) to her; another spoke about the huge thoughtfulness of their guests, who even worried about coming in late: ‘We know that like the floorboards upstairs are quite creaky or if we’re getting up early or things like is it annoying you?’ (P1). Hosting was described, by many, as an enriching experience that allowed sponsors to provide people in need safety and a home as well as opportunities for a new life. It also, for some hosts, provided a sense of purpose – one host told us they were feeling useful again for the first time since their spouse died – and gave opportunities for them to grow and develop, for example by learning another language, learning about other cultures or developing a new interest, skill or hobby. Sowing and cocktail making were just two examples of such new interests we were told about.

Shaping the character of relationships, there was a huge amount of variation in our sample in terms of guests’ and hosts’ everyday routines. While some guests

and hosts shared everyday activities, for example daily church attendance, baking or eating every evening meal together, others had what we called “chosen interactions” – meal times and other routine activities differed so the times when guests and hosts interacted were chosen and special, such as monthly drinks or getting a take-out. Others yet, for spatial or temporal reasons, were more likely to be “in each other’s hair” on a regular basis. While the sharing of space, understandably, posed an issue for some hosts, other hosts found that they had hoped for greater interactions and sharing of everyday life. Below, we explore this finding further in relation to expectations.

Challenges

5 out of the 65 respondents characterised the relationships with guests as not purely positive, using terms such as ‘bearable’, ‘tolerable’, ‘so-so’. Overall, 63 percent of respondents noted that they experienced challenges or difficulties as a host. We hoped to explore the reasons for both negative and positive experiences in greater qualitative detail in the follow-up interviews, but note that the (small) sample of interview participants were, broadly speaking, hugely positive about the experiences of hosting. It appears that people with positive experiences were more motivated to share their positive experiences than those with less positive experiences. Challenges or difficulties as a host involved:

- Language and communication barriers and the inadequacy of translation apps
- Difficulties relating to sharing a space or differing ideas around what co-sharing would involve (such as guests buying and cooking food without checking if hosts like it; not wanting to socialise or eat together; not doing dishes; noise)

- Cultural differences, such as differing gender norms, different ways of expressing emotions and different communication styles, different approaches to child-rearing
- The pressures of bureaucracy and what was described as ‘relentless form-filling’

Participants’ ease in the use of communication technologies emerged as one factor that impacted relationships, help-seeking strategies and communication styles. All participants needed to reply to some extent on technology to communicate with one another and to access resources and support from the council. However the younger participants considered communicating via smart phones to be quite natural rather than cumbersome or artificial. One respondent told us, ‘and even then talking over the app it’s funny because we’ll sit with our phones and have our side and they’ll sit with theirs. You can do it so that you can see the whole conversation. But they have their phones and they say things’ (P1). This kind of digitally mediated interaction is arguably more common among younger people. Conversely, participants that were not as IT proficient were not always at ease with the way digital information was given by the Council., One participant suggested that:

one of the problems is they give you this big sheet with all the links on the things you’ve got to do. So that’s not really good enough. Really what you need is not just the links, you need probably screenshots of what to do, cause actually a Ukrainian person with you know a translating app could do quite a lot of that themselves with the screenshots (P2).

In qualitative interviews, hosts were for the most part not emphasising tensions or differences with guests particularly strongly. This again highlights the self-selection of interview participants noted earlier. Where tensions existed, participants mainly focused on two areas: firstly, what we

called “accidental parenting” and, secondly, expectations.

Where one or more of the guests were children, hosts tended to develop particularly close relationships with them: ‘I guess at times I have felt like really quite motherly. And I’ve had to kind of draw back from that a bit, she’s sort of when we’ve gone out for walk, she’s held hands with us and put her arms around us and all this sort of thing’ (P7). Another interviewee who hosted a teenage boy and his parents told us: ‘He and I have got a special relationship, I think, and it’s really nice, and [guest mother] said to me one day. “You are like his grandmother”’ (P3).

However, several of the host interviewees ended up providing “accidental parenting”:

At that point I was really quite worried [...] About, yeah, the guests. The mother. Her mental health. But not in a in a really worrying way. Actually, not sort of obviously. I mean, especially as a nurse, I’d be well aware to contact if I thought it was really, really serious issues, but I did feel... Well, she’s she alluded to the fact that she’s had, you know, probably depression and things for a while or stress anyway. Certainly stress before the war even and you know, so there’s been these existing issues and the main thing that’s troubled us, I suppose, throughout this, probably the main thing that’s troubled us, is the fact that they’ve been extremely, extremely respectful. They have a room each. They have our children’s single rooms, reasonably small rooms. But the girl’s never had a room to herself before. She’s always shared with her mom, and she was delighted, apparently. But we felt Mum was neglecting the daughter, so they kept to their rooms in the evening. [...] they have their food about four half four and then they disappear off their rooms but often especially around Christmas and after Christmas we just felt we were looking after [the girl] all the time and that her mom wasn’t giving her any attention.

This sponsor then went on to describe how she and her husband spent a lot of time with the girl, playing games and taking her out

for day trips, as well as trying to ensure she went to school on time.

More broadly, it was argued by hosts that children in Ukraine are being left to their own devices at a younger age. Some hosts were uncomfortable with this, leading to tensions: 'I found myself childminding, which I didn't expect, but I couldn't challenge it, because if I did, I knew she just said, oh, no, it's OK. You don't need to stay. And I didn't feel comfortable with that.' (P3). Some sponsors who hosted families commented to interactions between mothers and children as distanced, as in the above example, but also as 'being shouted at' or being 'nagged' about academic achievements. Hosts found this difficult to witness and frequently saw the need to step in – accidentally parenting. As one participant noted, 'it's more parenting than I expected' (P4), describing intervening when the teenage guest regularly slept in and missed the school bus or stayed up late.

However, two interviewees became aware of the potential pitfalls of such dynamics and adopted various strategies to re-establish boundaries and also to encourage the parent to take responsibility:

We sort of almost felt after a while that we would have to stop entertaining [child] because we needed to make sure that Mum knew that that was her job to do that [...] So now I'm not not gonna do things with her, but I'm not gonna feel responsible for it or do it out of feeling sorry for it (P7).

We've really been trying to put some of that more that parenting back on [guest mother], who obviously is the parent [...] So if [guest 2 - teenager] is making a noise at night We are messaging [guest 1 - mum] to say. Please can you ask [guest 2] to be quieter? (P4).

Another factor that arguably shaped hosts' relationships with guests were expectations. One host described one of the guests as 'never [being] good at opening up [...] so we've never asked a lot of questions, which

has been a bit of an issue for us because I suppose we partly did it...well mainly did it for humanitarian reasons but because we're very interested in travel and you know interested in world affairs' (P7). While the hosts were highly sensitive about the reasons for this perceived silence, which they felt might be around 'the effects of trauma', this passage suggests an assumption that guests would share about their homes, backgrounds or experiences. Another host told us of his assumptions around lifestyles of his guests:

I'm very into like gardening and growing vegetables and preserving things and fermenting and stuff like that and growing cucumbers and tomatoes And I had this kind of prejudice that people from Ukraine would all be into pickles and gherkins and cooking and things like that. A lot of traditional things, which of course it was ridiculous because, you know, this is a couple of people from a, from a large city, size of Glasgow. Their ancestors would have lived in rural areas and then those folk things. But you know, they don't. So I realise how ridiculous I was to think that I was almost [thinking] I was gonna get some folk experience of Ukrainian culture (P4).

This participant has taken an active interest in their guests' hobbies and now they make cocktails together. However, the extract speaks both to issues around expectations but also around urban and rural lifestyles. Another respondent reflected on their assumption that 'we just thought we'd have more chats about them describing the country, the life and geography lessons, really. But we are getting a little bit of that now. It doesn't matter at the end of the day, but that seemed to frustrate my husband more than anything' (P3). Conversely, a younger couple we interviewed did not seem to have too many expectations - 'it has been really nice to get to know them' (P1) – and found it very easy to live with their guests.

What next for Ukrainians in Aberdeenshire?

Under current rules, Ukrainians fleeing the country due to the invasion are issued with three years' leave to remain. The UK Government are still to announce what will happen at the end of this 3-year visa period. When asked about their plans for the future, many respondents stated that this depended on the situation in Ukraine and the provisions made by the British government. 15 percent said they would seek to return after the end of the war, whereas 30 percent indicated they would like to stay for a longer time or settle permanently. The reasons given for the latter often centred around children who have now settled well or who would like to undertake their higher education in Scotland. When asked about their next steps in the short term, a majority discussed their plans to improve their English, find employment or move to a better job, and to find accommodation.

The uncertainties around people's futures in terms of UK immigration policy clearly hugely impact on Ukrainians' decisions around settling and integration as well as their senses of belonging in Aberdeenshire, in Scotland or the UK more widely. Exploring this area of Ukrainians' resettlement choices will be an important next step for researchers.

Recommendations

Since data for this research were collected, Aberdeenshire Refugee Resettlement Team have responded to the research team's recommendations with improvement actions, which are summarised below under each recommendation. These also provide important information on the fast-changing situation for Ukrainian displaced people in Scotland.

- **Increase awareness among guests of the Refugee Resettlement Team, its roles and scope and increase awareness of community meetings.**

30 percent of guests in this study said that did not know who they could contact in the Aberdeenshire Refugee Resettlement team. Some participants were also unclear about the roles and scope of the team and how they work together with others. Conversely all but one sponsor were aware of this information. Some guests and hosts were not aware of community drop ins and other meetings so it would be beneficial if this information could be shared more effectively. However, the Refugee Resettlement team do not automatically receive guests' contact details and guests are sometimes reluctant to share this information, which might account for feelings of less support and contact.

Improvement Action

Once a guest arrives at a sponsor's home, two Resettlement Officer visit within five days (within two days if the guest is a single female in a male only household). The Resettlement Officers go through the Welcome Pack and signpost sponsors and guests to essential information, contacts and tasks. In the first few days after arrival, guests can still be tired, anxious and unsettled which might be one of the reasons for 30 percent of guests not associating this visit with the Refugee Resettlement Team. At this early stage, sponsors are more

engaged and already have a relationship with the team but we recognise that the shift of focus to the guest(s) needs to be more pronounced. In response to the findings, Resettlement Officers now follow up home visits with calls, WhatsApp messages or emails directly to guests to ensure they are aware who their Resettlement Officer is, and how to contact the team. Following from this change in emphasis, a greater number of guests have been engaging directly with the Refugee Resettlement Team post arrival in 2023 as compared with 2022.

- **Increase tailored support for hosts to tackle challenges that emerge over time.**

While a majority of guests considered the provision of support by the Aberdeenshire Council Refugee Resettlement Team to be excellent or very good, some expressed a desire for more assistance specifically tailored to hosts. According to these participants, there was noticeable disparity in the amount of support provided to guests compared to the support available to hosts. While hosts were aware who to contact in an emergency (the 'nuclear option' as it was described by a participant), there was a sense that regular support or the opportunity for a conversation would be beneficial to help hosts deal with a variety of issues that emerged as the guests were settling in.

A specific recommendation made by a host was for the council to include screenshots in the information sheet provided to hosts, along with various links that they need to access. This will benefit hosts who may not be proficient in IT by visually demonstrating the steps required to complete different tasks.

Improvement Action

Homes for Ukraine has been unique in that engagement with sponsors is not a regular part of refugee resettlement. Requirements

around property and safeguarding checks meant that the team had contact with over 1,000 sponsors prior to guests arriving. Integration outcomes are normally the role of the Resettlement Officer, so we had to re-establish shared roles and goals. This varied significantly with some confident sponsors requiring very little support and others needing more targeted help. A Digital Welcome Pack with links was developed and translated to assist sponsors and guests with essential applications and appointments, but there is a realisation that more practical and step-by-step guides could also have been prepared. With the scale of new arrivals now reduced by 90 percent, Resettlement Officers have more dedicated time to respond to both guest and sponsor needs. The team continue to support sponsors with person Disclosure checks if they're unable to navigate online systems and processes.

- **Provide support for guests accessing medical care**

Many guests reported having encountered challenges when attempting to register with dentists and GP practices or when seeking to access specialised health care. It would be beneficial to provide an improved and simplified process for guests to register and to provide realistic and up-to-date information about healthcare in Scotland.

Improvement Action

With legacy programmes, Resettlement Officers assisted individual families with GP registration. Homes for Ukraine brought new challenges. With the scale of arrivals and many families in temporary locations (short term sponsoring, Welcome Hub Hotels etc), the team needed to find a more creative solution that would provide everyone with access to primary health care. The Health Assessment Team (HAT) model was subsequently developed, in partnership with

NHS Grampian, Aberdeenshire Health and Social Care Partnership and Aberdeenshire Council. Care Navigators contacted every guest within a week of arrival (with an interpreter), to assist with an immediate health assessment, GP registration and signposting to any immediate specialist care i.e. Community Midwife, Diabetes Nurse etc. This new model ensured guests were able to access medications and urgent care as required. The team suspect that the challenges and frustrations faced by guests around accessing medical care came after initial assessment and registration period. Guests on the whole were not used to waiting for appointments and found the primary and secondary care systems difficult to navigate. As there were no NHS dentists available, dental treatment was sought via the emergency system meaning guests would need to travel for appointments and treatment. The team are aware that many Ukrainians have returned to Ukraine specifically for medical and dental treatment.

- **Improve availability and quality of English for Speakers of Other Languages (ESOL) provision.**

70 percent of guests in this study attended English courses, but only 27 percent of attendees were satisfied or very satisfied with the courses. This has problematic implications for Ukrainians' ability to integrate and to find employment. Problems included large class sizes, non-availability of the appropriate level of tuition and limited face-to-face classes, often due to rural location. It could be beneficial to draw on sponsors' own networks and support to increase quality and availability of language tuition, as had been done by two of our respondents. Where it is unavoidable that classes are online, their sizes should be limited to allow for interaction and learning.

Improvement Action

In 2016, Aberdeenshire had 30 New Scots (refugees) seeking ESOL classes. In 2023, there are approximately 1200 refugees and asylum seekers seeking ESOL and language support in Aberdeenshire, but with less funding and ESOL opportunities available. NESCOL has been forced to reduce classes by 10% and, due to the change in the funding model, Community Learning and Development has seen an 85% reduction in budget and delivery. College ESOL courses are full and the 2023/24 community based ESOL programme is currently only offering a few online classes. Communities are responding by delivering volunteer ESOL and language cafes and the Refugee Resettlement team have been successful in securing funding for specific Ukraine ESOL programmes via BEAM, but it is not enough. In response, the Refugee Resettlement Team is now facilitating a New Scots ESOL Network, to bring together learners, communities and providers to create opportunities and build capacity. Learning English is the cornerstone to integration so must be an improvement priority for partners across all resettlement programmes.

- **Increase support, information sharing and resources around housing and transitions to independent accommodation.**

Concerns and anxieties about housing and the transition from sponsors' accommodation were the most important issue for both guests and sponsors. Hosting, for most, was not intended to be, a long-term solution for displaced Ukrainians, but a lack of longer-term housing support by the Government effectively means this has become the reality for many hosts. Participants indicated that uncertainties around their guests' length of stay led to

intra-familial tensions. While the limited availability of social housing and of affordable private accommodation in Aberdeenshire are structural issues beyond the control of the team, issues such as housing discrimination, as reported by two participants, might be tackled by increasing information sharing. This could include information about rights and requirements in relation to renting, but also practical advice around finances for guests and resources such as templates for references for hosts. Help with planning for guests' transitions to independent accommodation from an early stage of the hosting would also be helpful. One of the host participants became a guarantor for their guests' private rental to enable the transition. The feasibility of the Council taking on this role should be explored.

Improvement Action

Both Scottish Government and Aberdeenshire Council recognise that sustainable housing solutions are essential for guests moving on from sponsors' homes. In response, the Refugee Resettlement Team developed the Moving On project including the recruitment of a specialised Housing Officer (Ukraine). The Moving On project allows guests to refer themselves for Housing Options advice and support to find social or private housing. Guests are also supported to find accommodation outwith Aberdeenshire or be rematched with a sponsor if preferred. A preference is to live in major cities where housing pressures are most critical, so much of the work is around expectations and understanding housing opportunities across the whole of Scotland. For context, across Scotland, there are currently 243,603 people on the waiting list for social housing with the number of annual allocations across the entire country at only 26,102. The housing reality in Scotland is that there are simply not enough social and affordable homes available and local authorities currently have inadequate

means to reverse the position. Affordability of private sector rents is an increasing worry and landlord requirements for references, large deposits and guarantors. Councils cannot act as guarantors and some cases sponsors have taken on this role at personal risk.

Despite the critical lack of capacity in affordable housing across Scotland, the Aberdeenshire project has been successful in helping 60% of guests find Move On solutions. The remaining 40% of guests still with sponsors are expected to transition in the next 6 months. This will include moves to social housing, private lets, onward travel to other countries and a significant proportion of people returning to Ukraine.

- **Develop greater understanding of Ukrainians' longer-term plans and choices in relation to resettlement.**

The uncertainties around people's futures in terms of UK immigration policy hugely impact on guests' decisions around settling and integration as well as their senses of belonging in Aberdeenshire, in Scotland or the UK more widely. Future research should explore the experiences of Ukrainians in Scotland after hosting ends, and their plans, choices and senses of belonging through in-depth qualitative methodologies.

Improvement Action

This remains difficult and uncertain. No decision has been made yet by the UK Government on visa and immigration status entitlements beyond the three-year period. In the absence of clarity the Refugee Resettlement team are committed at this point is to reassure and support guests to remain focused on integration outcomes, safety and sanctuary and progression routes for them and their family.

Appendix 1: Host interview participants

Participant	Gender	Age	Profession	Location (anonymised)	Composition of household (hosts and guests)	Hosting at home?	Sponsorship scheme route	Other relevant info
1	F	33	Placement officer for charity	Outside a village, which is about 8 miles from Aberdeen	Husband and wife Two guests: female, students in Ukraine, now working in a hospitality in Aberdeen, in their 20s.	Yes, in a separate floor so there is little 'routine' sharing of space.	Super Sponsor Scheme	Need to walk to the village to get public transport. Guests have a whole floor in the house. Host is placement officer for charity, so has above average insight into council practices and processes.
2	F	67	Qualified OT with a different part-time job	Village and a town up north (40 miles from Aberdeen)	Hosts' home: Husband and wife Flat 1 – guest 1 female Flat 2 – guest 2 female and child (primary age)	No. The host is a landlord. The guests stay in two separate flats that are owned by the host.	Super Sponsor Scheme – guest 1 Homes for Ukraine – guest 2	
3	F	65	Retired HR manager.	Medium size village in South Aberdeenshire	Hosts: Wife and husband Guests: Female (early 40s) and a teenage son. Partner arrived later. They now live in private accommodation nearby	Yes. Guest have been given a separate bedroom each and own bathroom. The guests have now moved into their own	Homes for Ukraine	Hosts have acted as guarantors for the family who have moved into own tenancy.
4	M	54	Doctor in the NHS	Village outside a town	Hosts: Husband, wife, and two teenage children Guests: mother (mid-40s) and daughter (teenager)	In the house, one guest in guest bedroom and other one in a daughter's who is at university	Homes for Ukraine	With them for 11 months at the time of interview
5	F	71	Qualified teacher, retired.	Small village in rural Aberdeenshire.	Hosts: Husband and wife, with children from previous marriages grown up and leaving elsewhere in Scotland. Guest: Woman (50s).	Yes, 2 bedroom and 2 bathroom house.	Super Sponsor Scheme.	Hosts' dogs passed within 6 months of each other, just before the arrival of the guests. Husband and adult daughter remain in Ukraine.
6	F	74	Senior management in a Higher Education institution, now retired.	Suburban town in Aberdeenshire.	Lives alone. Guests: family of 4 – mum and dad with 2 children (primary age and teenager) Mum highly qualified professional with good English.	Yes, in two rooms in the home.	Homes for Ukraine. Found each other through a church organisation online and then came straight to Scotland	Significant changes to the home for the guests, moving from own bedroom to the study and storing furniture. Has been a foster carer. Guest (teenager) continues to study online at a Ukrainian university.
7	F	61	Retired, former specialist nurse.	Suburban town in Aberdeenshire.	Hosts: husband and wife. Two adult children who live away from home. Guests: Mother (mid-40s) and 11-year old child	Yes, in two rooms in the main house.	Super Sponsor Scheme	Guests had been with family for about 6 months at time of interview.

