

# Social Work Online Team Training (SWOTT) toolkit - facilitator notes

## An introduction to trauma-informed practice

# LEARNING OBJECT 2: CASE STUDY 2: THE DIRAKU FAMILY

### THE ROLE OF THE FACILITATOR IS:

- To encourage the social workers to discuss the case study.
- To encourage the social workers to consider the cultural aspects of the case study beyond ethnicity.
- To provide social workers with the opportunity to explore trauma including interventions.



### SUGGESTED QUESTIONS FOR FACILITATORS TO ASK DURING THE GROUP REFLECTION:

**Question:** Why do we refer to a person as seeking asylum instead of referring to them as an asylum seeker?

**Answer:** Wherever possible, we should describe someone as a person seeking asylum and avoid the term “asylum seeker” which is dehumanising.

**Question:** Can you establish the difference between a person seeking asylum and a refugee?

**Answer:** A person seeking asylum has left their country of origin and formally applied for asylum in another country but their application has not yet been concluded. In the UK, a person becomes a refugee when government agrees that the individual who has applied for asylum meets the definition in the Refugee Convention. They will “recognise” that person as a refugee and issue them with refugee status documentation.

**Question:** What is the process that the family will need to follow to apply for refugee status? If successful in their application for refugee status what is the general period of time they will be granted?

**Answer:** Agnes will need to apply to the Home Office for consideration of her status. She will need to attend an interview with the Home Office where she will be asked questions about her story of entry into UK. Several months later she will be provided with a decision as to whether she can remain in UK or to return to Albania. Usually, refugees in the UK are given five years leave to remain as a refugee. They must then apply for further leave, although their status as a refugee is not limited to five years.

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**Question:** If the family are granted refugee status allowing them to remain in UK for a set period of time, what support will they need?

**Answer:** Agnes will require support to register for her National Insurance number before she can claim universal credit, child benefit, or gain employment. She will need to register with the local authority's housing department for accommodation. She will also need to continue with English language classes. An understanding of the next steps, including where she can gain ongoing support for practical items such as furniture once housed, food banks, clothing etc., is important.

Agnes will require emotional support in relation to her mental health and the impact that the domestic abuse may have had upon her.

Both Agnes and her children will require emotional and practical support to understand their long-term integration into the UK. Burim, the older child, will require support to access education in some format.

