



Screen Share UK Referral Policy

December 2023

V1.2

Context

Screen Share currently provides devices, data packs and digital skills training to people seeking seeking sanctuary in the UK. When we launched in 2021, we provided only devices to young refugees supported by Refugee Education UK. Thanks to our growth, we have been able to expand our provision to refugees of all ages who are supported by a range of different organisations and none. We are continuously assessing our principled approach to referrals within the context of our ultimate goal: to ensure every person seeking sanctuary in the UK has access to a connected and high-quality device. This means in some circumstances we have to derogate from our principles of referral while operating within clear parameters.

Strict Parameters

Screen Share provides devices, data and support only to persons seeking sanctuary in the UK. We understand 'a person seeking sanctuary' to be someone who is at least one of: a recognised refugee (by the UK government and/or UNHCR); an asylum seeker; someone who has been granted humanitarian protection; someone who has been granted protection on human rights grounds; someone who has gone through the asylum system in the UK; someone who has experienced forced migration; someone who has experienced forced migration but chooses not go through the asylum system; someone who may not have experienced forced migration but is outside their country of nationality and cannot return because they fear persecution or the danger of war or conflict; someone who is stateless; someone who is a victim of human trafficking.

We do not run immigration checks on our beneficiaries because we do not want to exacerbate the painful process by which their experience is validated or denied by the state to which they look for protection. We therefore trust individuals and our referral partners when they specify that they or the individual they are referring to us is a sanctuary seeker. We make it clear to both that we do not provide support to those who are not sanctuary seekers. The other strict parameter from which we never derogate is that our recipients must lack sufficient digital tools and the ability to acquire them - we do not provide to people who already have laptops or digital skills which fulfil their needs or who could easily source them elsewhere.



Principles of Priority

Screen Share process of prioritisation is informed by three principles.

Urgency

Screen Share prioritises individuals whose digital exclusion will lead to an immediate danger or loss. If, for example, they are already socially isolated and have no way of contacting the outside world, or if they are in education or applying for work and have an assignment or interview in the immediate future but who have become digitally excluded. Another example of urgent need is a forthcoming interview with the Home Office or legal representatives for which the individual needs to prepare.

Synergy with our stated outcomes

The value of Screen Share's provision is that it provides tools - in the form of hardware, data and skills - with which beneficiaries can better themselves. We believe strongly in the power of education, employment, community engagement, integration, wellbeing and digital leisure. For this reason, we prioritise individuals who specify that they will use the device, data and skills to access, participate or benefit from these elements.

Technical suitability

Each individual has different digital needs, and each device has a different capability. We therefore endeavour to match up the right device and skills training with the right individual, and in some circumstances our stock or ability to provide training will prioritise those who have been waiting less time than others. We don't provide Chromebooks to software engineers or devices fitted with 64GB of RAM to people doing homework. We try to ensure our stock is varied, but sometimes we have more of one type of device than another.

Community

Screen Share is a mission-oriented, community-centred organisation - we are fueled by people who want to be a part of the solution. If you're a refugee or asylum seeker who is passionate about digital inclusion, or who would be interested in joining us as a volunteer or advocating for Screen Share, we're more likely to prioritise your application for a device. We're not a grant-maker or distributor, we're a voluntary organisation and we want service users to be a part of our efforts. We think critically about meaningful lived experience participation and can guarantee that Screen Share will welcome new Screen Share owners as we do any other volunteer.



Beyond these principles, we operate on a first come first serve basis. Our provision of skills training prioritises those who have received a Screen Share device.

Exceptions to these principles

Screen Share recognises that in order to achieve our strategic goals, we need to grow considerably over the next few years. For this reason, we are open to strategic referral partnerships with organisations who can support our growth. For example, we may prioritise individuals who are referred by organisations which increase our brand awareness or which support us financially, on the strict condition that those prospective beneficiaries exist within our strict referral parameters.