Reset
Communities for Refugees

Homes for Ukraine Matching Service Evaluation

April 2022 - March 2023

Acknowledgements

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This report is an independent evaluation and does not necessarily represent the view of Reset. Although every effort has been made to ensure the accuracy and validity of this research, any errors or omissions remain the responsibility of the authors.

Terminology

Based on discussions with Reset and reading of the relevant literature, throughout this report we use the term 'host' to refer to UK-based individuals who sponsored and hosted a refugee through the Homes for Ukraine scheme. We use the term 'guest' to refer to Ukrainian refugees who were sponsored to come to the UK under the Homes for Ukraine scheme.

Acronyms

Covid-19	Coronavirus Disease 2019
DBS	Disclosure and Barring Service
DLUHC	Department for Levelling Up, Housing and Communities
FGD	Focus Group Discussion
KII	Key Informant Interview
LA	Local Authority
NI	National Insurance
ONS	Office of National Statistics
SIM	Subscriber Identity Module
UK	United Kingdom
UNHCR	United Nations High Commissioner for Refugees

Contents

Executive summary

This report is an evaluation of Reset's Homes for Ukraine matching service from April 2022 to March 2023. One year after the outbreak of war in Ukraine, the evaluation was commissioned by Reset, to understand what has been learnt by guests, hosts, Reset and its partners about matching and how this can inform Reset's response to future refugee crises. It is based on the following three evaluation questions:

1. **Did the Homes for Ukraine matching service demonstrate its principles (refugee choice, safety, host preparedness, encouraging community connection)?**

2. **What makes an effective matching service (for guests, hosts, and Reset) and to what extent has Reset provided this?**

3. **How well-positioned is Reset's matching service to support future refugee responses?**

At the inception of the evaluation, an evaluation framework was developed to respond to the evaluation questions. The methodology included a document review, a total of 29 Key Informant Interviews (with hosts, guests, Reset staff, other matching providers and a government representative), and two surveys (one for hosts and one for guests).

The evaluation encountered some limitations: the number of interviews was limited by the size of the evaluation and Reset were undergoing staff restructuring at the time of the evaluation. Additionally, there was a lack of access to key data about the performance of the service. To mitigate these limitations, interviews, survey data and secondary information were used to substantiate and triangulate findings, and an early findings meeting was held with Reset.

Did the Homes for Ukraine matching service demonstrate its principles?

Reset developed several key principles to guide their matching service, these included: refugee choice, safety, host preparedness, and community connection.

Reset structured the matching process effectively to prioritise the choice of Ukrainian guests. Reset initially assessed profiles and all guests were provided with an option of two hosts to choose from and the opportunity to decline matches up to five times. They worked with Ukrainian applicants to share more information about their options; many Ukrainians interviewed praised Reset for being attentive to their needs and working hard to find suitable matches.

Ukrainian guests' real choice was constrained by multiple external factors. The intensity of fleeing from Ukraine and uncertainty around the future meant many Ukrainians felt pressure to make matching choices quickly. Providing real choice also became less possible for Reset as the number of available hosts diminished. Reinforcing a focus on informed choice will help Reset continue to prioritise refugee choice despite external constraints.

The majority of hosts (92%) and guests (92%) reported feeling safe during and after being matched by Reset. Reset regularly monitored profiles on the matching platform and communication channels with hosts and guests and blocked fraudulent or inappropriate users.

Host and guest safety was dependent on the varying quality of ongoing checks carried out by Local Authorities. Due to the organisation's small size, Reset relied solely on Local Authority checks to conduct safeguarding procedures and accommodation checks to ensure the safety of guests and hosts before and after arrival. These varied widely from one LA to another. Our interview and survey data highlighted a small minority of cases with reported safeguarding concerns. A stronger involvement by Reset in follow-up checks would reinforce the safety of both hosts and guests.

Hosts overwhelmingly felt well prepared through the training, support and guidance offered by Reset. 90% of hosts felt that they were given enough advice to be adequately prepared for hosting their guests. Only 3% said they weren't given enough advice to be adequately prepared. The level of satisfaction with the advice and guidance provided by Reset was higher than

average across the whole Homes for Ukraine scheme. 50% of the hosts we heard from said they would like more information, advice and guidance throughout and following the matching process.

Reset played a signposting role in community connection. Despite this, of the guests surveyed for this evaluation, 71% said that their hosts definitely "helped them to integrate into the community and access services", and 18% said their hosts "somewhat helped them". Some hosts reported that their guests had settled in and become part of the neighbourhood or even part of their family.

What makes an effective matching service (for hosts, guests and Reset) and to what extent has Reset provided this?

The effectiveness of the matching service was assessed by considering how well Reset met the expressed needs of guests and hosts, the strengths and weaknesses of the matching service and what Reset and partners thought made an effective match.

Hosts and guests overwhelmingly felt that Reset had met some or all of their matching needs. Of the 17 matching needs that guests or hosts expressed, 12 of the 17 needs were partially or fully met by Reset. Interview and survey responses indicated that 84% of hosts and guests overwhelmingly felt that some or all of their matching needs were met by Reset and a large proportion of guests (52%) and hosts (36%) said that 'nothing was lacking in Reset's matching service'.

Ongoing support post-match was identified as an area of need for both hosts and guests that wasn't met by Reset. This relates to Reset's approach to cease support to guests and hosts after a match had been made. It is identified through the evaluation and in the recommendations as an area for Reset to consider adjusting their approach by extending their support for guests and hosts post-match.

Key strengths and weaknesses of Reset's matching service were identified across the four different stakeholder groups (guests, hosts, Reset staff, partners). The main strengths identified across the four stakeholder groups included: 1) Reset's matching platform, 2) training and resources, and 3) the knowledge and expertise of the Reset team. Identified weaknesses largely focussed on: 1) transparency, sharing of information during the matching process and how matches are made, and 2) support to hosts and guests and continuing support after a match. Additional outstanding findings from the data collection for this evaluation were the high levels of commitment and positive overall experiences of hosting, expressed by both guests and hosts.

How well positioned is Reset's matching service to support future refugee responses?

Reset's matching service made significant achievements in its first year of operation. These included over 1185 matches between hosts and guests by the end of March 2023, the development of a matching portal first with Social Finance and now an in-house matching platform, development of webinars and training for hosts, and training resources for other matching providers and LAs, and launching the Homes for Ukraine website, among others. Reset now has a strong foundation upon which to build matching for future UK refugee responses.

Many of Reset's hosts had positive experiences of hosting. Over the evaluation period, all matching services in the UK faced a significant reduction in the number of hosts signing up which reduced the number of matches possible and limited guest choice. However a significant proportion of hosts across all matching schemes have expressed a willingness to host again. Maintaining strong relationships with Reset hosts, harnessing the collective knowledge and experience of those who have already hosted to recruit more hosts, and preparing a database of trained and willing hosts are all ways for Reset to be prepared for future refugee responses, whether Ukrainian or other nationalities.

Reset has demonstrated flexibility and a willingness to pivot, for example in their transitioning to an in-house matching platform in March 2023 and will need to maintain a flexible and adaptable approach to matching to ensure they remain well-positioned to support future refugee responses. The current focus on identifying clear transitions for guests as hosting arrangements come to an end, would also benefit from a flexible and supportive approach from Reset.

Reset is well-positioned to support future refugee responses in a number of other areas:

the organisation has invested time and effort in connecting with other matching providers and key stakeholders (such as DLUHC and community groups) through a core delivery group. Reset have worked internally to establish and develop effective internal processes, including the development of matching guidelines. They continue to promote hosting through effective media campaigns and regular national media coverage.

Conclusion

The findings within this evaluation are overwhelmingly positive. Reset's Homes for Ukraine matching service has largely demonstrated its four principles of refugee choice, safety, host preparedness and encouraging community connection, in a considered manner, while also taking into account the contextual pressures of an emergency refugee response programme.

Reset's matching service was effective in meeting some or all host and guest matching needs and around half hosts and guests stated that 'nothing was lacking' in Reset's matching service. Alongside these findings, multiple strengths of the matching service were highlighted by a range of stakeholders with ongoing support post-match identified as an area of need for both hosts and guests that wasn't met by Reset.

92% of guests and **92%** of hosts reported feeling safe during and after being matched by Reset

90% of hosts felt that they were given enough advice by Reset to be adequately prepared for hosting

The evaluation also found that the matching service is well-positioned to respond to future refugee crises. Despite a number of potential barriers to scaling, Reset now has an opportunity to capitalise on the positive experience of many hosts to develop a stronger and ongoing engagement with Reset, while continuing to collaborate and connect externally both with donors, partner organisations, and across social media, and strengthen internal processes.

The recommendations within this report build upon the main evaluation findings and offer some concrete actions for Reset to focus on. The recommendations are divided into six core areas that reflect the potential barriers to scaling and ways in which Reset can be prepared for future refugee responses, identified in the previous chapter.

85% of guests and **83%** of hosts felt that some or all of their matching needs were met by Reset

52% of guests and **36%** of hosts said they thought 'nothing was lacking in Reset's matching service'

Reset made over **1,185** matches between hosts and guests by end of March 2023

Recommendations

The recommendations build on the main evaluation findings and offer concrete actions for Reset to focus on. They are divided into six core areas that reflect the potential barriers to scaling and ways in which Reset can prepare for future refugee responses, identified in Chapter 5.

Engagement with hosts

1. **Extend Reset's engagement with, and support to hosts after a match is made**, including extending the provision of training for hosts. This may include developing more online training modules, helping hosts to understand refugees' experiences and uphold the autonomy of their guests, and providing information in a wider variety of formats.
2. **Engage in ongoing communication with hosts** with the aim of strengthening the connection between hosts and Reset
3. **Develop a network of hosts and procedures to facilitate peer support for hosts**, moderated by Reset
4. **Encourage and incentivise hosts to recruit other hosts.**

Internal processes

5. **Systematise and document organisation-wide processes, policies and guidance**, including for safety, hand-matching process, prioritisation of Ukrainian applications, ideal information needed from hosts before a match can be made.
6. **Introduce welfare check emails after the guest has arrived and hosting has begun**, to provide a clear, confidential communication channel for both guests and hosts to flag safety or wellbeing concerns.

Flexibility of the matching service

7. **Identify ways to make the matching service as multi-purpose as possible**, including exploring what matching can offer refugees already in the UK.
8. **Identify roles Reset can play in ensuring clear transitions out of hosting arrangements**, for example supporting hosts and refugees to plan for the end of hosting, signposting to existing support, or introducing a focus on rematching.

Visibility and media coverage

9. **Develop a stronger social media presence** tied into an overall strategy for developing a stronger network of hosts, with a focus on promoting positive stories of hosting.

Collaboration

10. **Maintain relationships with other matching service providers and key stakeholders**: work together on areas that could benefit from a 'collective voice'.

Funding and staffing

11. **Diversify Reset's funding sources**
12. **Diversify Reset's workforce**, including employing Ukrainians, people who speak the same language(s) as the refugees being hosted, and/ or people who have lived experience of being hosted.

1. Introduction

1.1 Background

Established in 2018, Reset is a charity working to grow the community sponsorship movement across the UK[1]. Following the outbreak of war in Ukraine on 22nd February 2022 and in response to public pressure, the UK government introduced three visa-based schemes from March to May 2022 to allow Ukrainian citizens to arrive and remain in the UK[2]. One of these, the Homes for Ukraine scheme, enabled people living in the UK with a spare room or property to sponsor Ukrainian nationals and host them for at least six months. To facilitate this scheme, Reset developed a Homes for Ukraine matching and training service that was launched on 1st April 2022.

Reset was one of the first of a number of government-recognised providers that began matching Ukrainian guests with potential hosts in the UK as part of the Homes for Ukraine scheme[3]. While many Ukrainians found matches through their personal networks or social media, Reset's service brought together hosts and guests who didn't otherwise know someone to welcome or be welcomed by. Guests applying to the government scheme were required to meet certain eligibility criteria, including not already living in the UK. Hosts also had to fulfil suitability requirements including passing background checks and accommodation inspections by Local Authorities.

The Homes for Ukraine visa scheme was overwhelmingly the most popular route into the UK for Ukrainians fleeing the conflict[4]. UK public response to the scheme was similarly overwhelming with over one hundred thousand UK citizens registering their interest in hosting Ukrainian guests in March 2022[5]. According to the Home Office data updated on 2 May 2023, 159,600 visas have been issued under the Homes for Ukraine scheme since its inception[6]. The majority of these were matched informally through local charities, faith groups and social media, with 23% matched through one of the seven official matching organisations, which included Reset[7].

As a result of the popularity of the scheme, from the outset Reset's matching service faced huge demand and pressure to begin matching as many people, as quickly as possible. Reset began matching hosts and guests manually but moved the matching process to an online portal in June 2022. Matching via the portal, developed on behalf of Reset by partner organisation Social Finance, was quicker and enabled Reset to increase the numbers of matches made per day. In March 2023 they brought the process in-house and now use an alternative matching platform. By the end of March 2023, Reset's Homes for Ukraine matching scheme had made an estimated total of 1185 matches between guests and hosts by the end of March 2023. The numbers of hosts registering peaked in September and has continued to decline since then, notwithstanding a small increase in numbers corresponding with the one year anniversary of the outbreak of the war in Ukraine. Despite currently low numbers of new host signups, Reset's matching service remains operational with a focus on new matches where possible.

1.2 Purpose of the evaluation

One year after the outbreak of the war in Ukraine, this evaluation was commissioned by Reset to understand what has been learnt by guests, hosts, Reset and its partners about matching, and how this can inform Reset's response to future refugee crises. The evaluation covers the time period from April 2022 to March 2023. It is informed by the perspectives of key stakeholder groups including hosts, guests, Reset staff and partners, and centres around three core questions:

1. Did the Homes for Ukraine matching service demonstrate its principles (refugee choice, safety, host preparedness, encouraging community connection)?
2. What makes an effective matching service (for guests, hosts, and Reset) and to what extent has Reset provided this?
3. How well-positioned is Reset's matching service to support future refugee responses?

2. Methodology

2.1 Inception

During the inception phase of the evaluation, and following an interactive workshop with Reset focal points, we developed an evaluation framework (see Annex 1) based around the evaluation questions. The framework includes several sub-questions which inform the section titles of this report. The evaluation framework also informed the design of our interviews with Reset staff, partners, hosts and guests, and the questions asked in the evaluation survey. The majority of this report uses the questions and sub-questions of the evaluation framework as subtitles for clarity, with the exception of question 2.3 which is answered throughout chapter 4, and 2.4 which is answered in chapter 5 to avoid duplication.

2.2 Document review

We conducted structured document reviews of the following:

- Published articles and research reports relating to the UK's response to the humanitarian crisis in the UK and the Homes for Ukraine scheme
- Key internal documents provided by Reset including: donor reports from the previous six months, internal policies, matching guidelines, host webinar and training content, guest and host registration documents, and online portal processes

Additionally, we read resources on the Reset website to provide an understanding of the information offered to hosts and guests.

2.3 Data collection

Key Informant Interviews

We conducted 7 full Key Informant Interviews and 22 shorter Key Informant Interviews with people from the following groups of stakeholders in Reset's matching scheme:

Key Informant Interviews (one hour long):

- Reset staff x 3
- Representatives from three partner organisations (other matching providers) x 3
- Government (formerly in DLUHC) x 1

Shorter Key Informant Interviews (30 minutes):

- 11 hosts who had been matched by Reset's service
- 11 guests who had been matched by Reset's service, conducted in their preferred language[8]

We developed semi-structured interview templates for use with each group of stakeholders, based on the evaluation framework, and used to guide each interview. Full KIIs lasted approximately 1 hour, short KIIs lasted approximately 30 minutes. All KIIs were conducted remotely (using Zoom). KIIs with Ukrainian guests were conducted by a Research Associate in Ukrainian or Russian. All other KIIs were conducted in English language by the evaluators. Interviews were recorded, transcribed and translated (where necessary). We summarised each interview in a post-interview summary sheet and recorded our reflections, any interesting themes and potential changes to be made to the interview script.

Host and guest interviewees were randomly sampled from Reset's 1185 matches. Reset staff were nominated by the Reset evaluation focal points. Partner staff were also selected in consultation with Reset. Signed written consent was sought from all KII participants in advance of the interview.

Surveys

We also administered two surveys; one to hosts and one to guests. Each survey consisted of nine closed questions and one open question. Responses to the open questions were coded and quantified, then added into the interview findings. The survey for guests was delivered in three languages; English, Ukrainian and Russian. For the surveys, we randomly sampled 300 Ukrainian guests and 260 UK hosts. We received survey responses from 88 guests and 119 hosts. This response rate means we can be 95% confident that the results from the surveys represent all hosts and guests involved in Reset's service within +/-8-10% of the values stated.

2.4 Analysis

After conducting the interviews and cleaning the transcripts, we sorted the data underneath the research questions and sub questions in an evidence table. We provided our reflections alongside excerpts of data and pulled out key quotes to illustrate the points being made. We triangulated the data with the survey results and secondary data to identify common themes.

We held an early findings meeting with staff at Reset. This gave them the opportunity to share anything we had misunderstood, or particular findings that they felt were significant. We documented the findings in this report, omitting repetition, emphasising significant findings and presenting a list of recommendations for Reset to improve their service for the future. We anticipate that the key findings of this report will be translated into Ukrainian and Russian so that all those who contributed can see how we interpreted their data.

2.5 Limitations

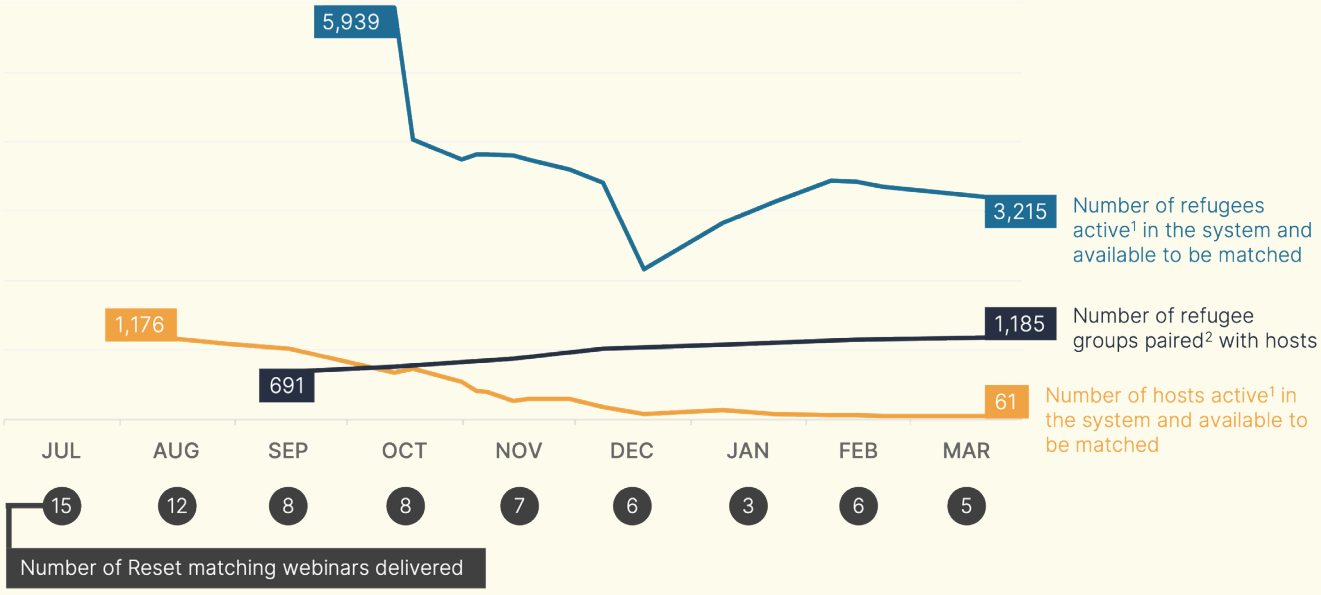
While every effort has been made to ensure that the findings in this research are as accurate as possible, there are a number of limitations.

Limited number of interviews: The number of interviews was limited by the size of the evaluation. Findings are therefore not fully representative of host, guest, staff and partner perspectives and experiences. Additionally, at time of the evaluation, Reset was undergoing a staff restructure and we were unable to interview some key members of senior management.

Partner interview respondents were selected by Reset: 3 of the 4 key informants from partner organisations were introduced to us by Reset which represented an opportunity for bias in the information provided. To mitigate this, interviews, survey data and secondary information were used to triangulate findings. An early findings meeting was also held with Reset to sense-check our initial analysis of the data.

Lack of access to portal data: At the time of data collection Reset's matching portal was managed by Social Finance and Reset was not able to easily export key data about the performance of the service. We were unable to select the desired sample of research participants from the database or conduct independent analysis of all matching data. To mitigate this we worked with Reset to identify other places they had data available such as internal and donor reporting.

Overview of programme, July 2022 - March 2023



Data is shown from the earliest date available. Reset launched its matcing service from April 2022 and started registering both refugees and hosts from this time.

1. After two weeks of inactivity refugees and hosts would not be included as 'active in the system'.

2. Pairings are connections between refugees and hosts where both sides have confirmed they wish to proceed to visa application.

Timeline of the development of Reset's matching service

2022

24 FEBRUARY Russia invaded and occupied parts of Ukraine.

1 APRIL Reset launched a matching and training service for hosts and guests under the UK government's Homes for Ukraine scheme, funded by DLUHC. Matching was initially conducted manually and Reset quickly began running webinars for prospective hosts.

JUNE An online portal developed by Social Finance on behalf of Reset went live and increased the rate of matches possible per day.

SEPTEMBER Reset received additional funding from DLUHC and the matching process became more systematised under a new team.

OCTOBER The matching process through the portal became more automated and guests and hosts could login to check the status of their matches.

2023

JAN/FEB Reset started offering one-to-one calls with hosts to seek feedback and provide advice.

FEBRUARY Slight peak in prospective hosts registering interest on the anniversary of the invasion of Ukraine.

There was a reduction in the number of hosts signing up for the scheme which has continued to date.

How does the matching process work?

GUESTS

ELIGIBILITY CHECK

To be eligible, guests had to meet the UK government criteria: Ukrainian citizenship or direct family member, minimum age of 18 or accompanied by a legal guardian, residing in Ukraine around January 1, 2022, and not currently residing in the UK.

APPLICATION FORM

Guests registered interest in the matching scheme by completing an online form, providing details such as household size, pets, and smoking. Responses were recorded in Reset's database and used to match hosts and guests.

FINDING A HOST

Reset provided a minimum of two hosts for guests to choose from. Guests had access to host information such as age, gender, household type, and additional details. They were given five days to evaluate and research local areas to make an informed decision on which host to select.

HOSTS

APPLICATION FORM

Hosts registered their interest in the scheme by completing an online form, including details about the household, accommodation, location, accessibility, and pets. Responses were recorded in Reset's database and used to match hosts and guests. Once registered, hosts and guests were given logins to access and update their profile and to receive notifications of potential matches.

ATTENDING TRAINING

Hosts had to complete two online training sessions facilitated by Reset, a mandatory webinar and an e-learning course, before being considered for matching.

FINDING A GUEST

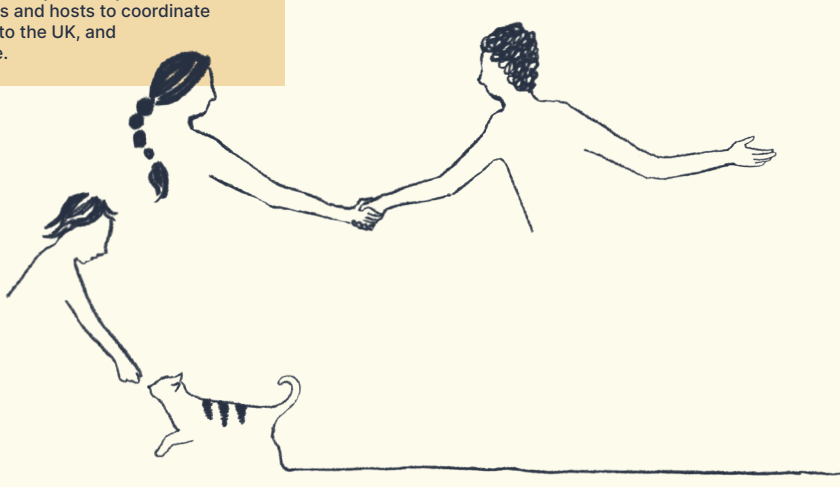
After a guest accepted a proposed host, Reset notified the host and provided them with relevant information about the guest. The hosts were then given the choice to proceed or decline the match.

INITIAL MEETING

Upon the host's confirmation to proceed, both the host and guest received an email to arrange an initial video call. These calls served as an opportunity for both parties to ask questions, learn more about each other, and discuss the available accommodation. Reset offered guidance on the topics to cover during the meeting.

NEXT STEPS

Following the initial meeting, Reset's direct communication with guests and hosts ceased. Reset supplied guests and hosts with information and resources regarding the subsequent steps. It was the responsibility of the guests and hosts to coordinate visa arrangements, travel to the UK, and settle into the host's home.



3. Did the Homes for Ukraine matching service demonstrate its principles?

Reset's Homes for Ukraine matching service operated based on several key principles, which included refugee choice, safety, host preparedness, and community connection. These principles played a significant role in shaping the development of the program and guiding problem-solving. In conducting an evaluation of the matching service, we aimed to gain insights into how these principles influenced the experiences of both hosts and guests. We also sought feedback from Reset's staff and partners on whether they believed these principles had been successfully maintained, as well as their thoughts on the relevance of these principles for the matching service.

3.1 To what extent were guests given choice in the matching process?

Reset aimed to prioritise the choice of Ukrainian guests who were matched through their service by providing them with an option of two prospective hosts to choose from, and the opportunity to decline matches up to five times. One of the keys to promoting refugee choice was ensuring that Ukrainian guests had access to sufficient information to make informed decisions. This involved presenting them with hosts' profiles, while removing identifiable details (such as names and exact addresses), and providing information on the services and locations available.

Reset also provided a 'hand matching' service where they carefully assessed each profile before introducing a prospective guest and host. They encouraged direct communication between both parties to gauge compatibility and provided guidance on questions to ask during the first conversation. After a prospective host and guest agreed to a match, they proceeded with the UK Government's visa application process independently of Reset.

"We sent an application for my 89-year-old mother and me. She is a person with a disability, and she cant move by herself. And we also wanted to take our dog with us. So, we understood that it would be difficult for us to find sponsors. But Reset helped us." - **Guest**

"I understand that I was not choosing where to go on a holiday, but a family who could host me in the hardest period of my life." - **Guest**

What worked?

Reset worked with Ukrainian applicants to understand the matching options available to them and set realistic expectations regarding the number of available hosts, especially as numbers declined. After being introduced, Reset emphasised that either party were free to withdraw from the match at any time, and endeavoured to find a new match for the guest in this instance. In cases where a match was not possible, Reset provided Ukrainians with information on how to find a safe match through other services.

Many Ukrainians interviewed praised Reset for being attentive to their needs and working hard to find suitable matches. Personal contact with Reset staff during the process was also appreciated. If a Ukrainian turned down a match, Reset asked for confidential feedback to improve their matching suggestions in the future.

Reset provided guidance to support prospective host and guests' introductory conversation to ensure that both parties covered the necessary topics to decide if the match is suitable. In a survey of Ukrainians matched by Reset, 63% felt they were definitely "given enough information to select the most appropriate host for them and their family", while 27% said they were somewhat "given enough information". The introduction phase was crucial for prospective hosts and guests. Many hosts and guests explained that the early conversations helped them to feel confident in the match.

What could be improved?

During the evaluation, some of the Ukrainians interviewed explained that they did not feel at ease asking for additional information about the accommodation during their first video call with their hosts. Furthermore, 8% of the surveyed Ukrainians indicated that they would have preferred to see more information on their host's profile about the host, location, or the house. They added that photographs of the accommodation would have assisted them in selecting a host before being introduced.

Reset did not check the credibility of all information in the Ukrainian applications for the matching scheme. Since demand for hosts outstripped supply, Reset prioritised applications from Ukrainians who were still located in Ukraine or immediately neighbouring countries, those who mention risk of immediate harm or homelessness, single parent families, or those with disabilities. However, Reset acknowledged that assessing "need" among applicants is based on unverified information and requires collective judgement from the matching team. Reset could develop clearer criteria for assessing and prioritising the most vulnerable applicants.

Providing real choice to Ukrainians required a high volume of available hosts, which became less possible as public interest in the Homes for Ukraine scheme diminished. For other matching providers, the question of 'choice' seemed less relevant, preferring to focus on support to ensure the quality of the matches made. The social media matching services offered a great amount of choice, but it was recognised that this was not necessarily beneficial without appropriate safeguards. Reset balanced choice and safety by assessing and matching profiles 'by hand' or manually. This reduced the number of options provided, but increased trust among hosts and guests in the matches being offered.

Since Ukrainians' choice was constrained and intensified by their precarious situation, the idea of 'choice' may be of less value to Reset as a guiding principle. Participation, collaboration and respect for the guests' individual situation can embody ideas of 'choice' while appreciating guests' difficult and individual situations. Part of this change of focus could involve working closely with guests to help them feel that they are supported to make their choice work, even if it is less than ideal.

Conclusion

The matching process helped provide Ukrainians with choice in a situation where their ideal choice, to be safe at home, was not an option. Reset also trained hosts to understand Ukrainians' difficult situations and to support guests to be honest with guests about the location, house, and hosting arrangement so guests could make informed decisions about which match to accept.

Despite this, Ukrainians' choice should be understood as constrained by multiple factors outside of their control. Over the period of the Homes for Ukraine programme, numbers of available hosts dropped dramatically, and Ukrainians' real choice reduced. Additionally, due to the stress of fleeing Ukraine and the uncertainty around their futures, some felt pressure to make a less than ideal choice of host, or felt reluctant to withdraw from a match due to fear of having to start the process again. Rather than a focus on choice in quantity terms, it may be beneficial for Reset to focus on helping Ukrainians to make more informed choices, including ensuring hosts provide important information up front about accommodation, and supporting them to help make their choices work after matching.

"I felt a little uncomfortable because I didn't want to pressure people. But now I understood, I needed to be attentive because the rooms were small, the house was small, and there was only one bathroom for four people." - **Guest**

3.2 Did guests and hosts feel safe through the matching process?

Reset's second core principle was to prioritise the safety of both prospective hosts and guests during the matching process. They closely monitored the matching platform, removed any inappropriate or fraudulent profiles, provided training to prospective hosts on appropriate expectations and behaviour for hosting, and assessed the suitability of each match. They also provided advice and guidance on issues raised by hosts and guests via an email inbox that was checked daily.

Reset relied on local authority checks to ensure the safety of their matches before and after arrival. Local authorities were responsible for safeguarding and vetting procedures before guests arrived in the UK. As a result, and due to the organisation's small size and the large number of matches being made, Reset did not conduct its own vetting or safety checks on hosts or guests who were matched through their platform. After a match had been made, Reset did not provide follow-up checks on hosts and guests after being matched as local authorities assumed responsibility for accommodation checks and additional support at this stage.

What worked?

The majority of hosts (92%) and guests (92%) reported feeling safe during and after being matched by Reset. They cited Reset's professionalism, the formality of the platform and direct contact that they had with Reset staff as factors that helped them to feel safe using the service. This is congruent with high sense of safety reported by hosts in a UNHCR report investigating the Homes for Ukraine scheme in June 2022[9]. Nonetheless, 25% of hosts and 21% of guests reported feeling "somewhat safe" during and after being matched, suggesting that there is more that could be done to put people's minds at ease when it comes to matching.

Reset regularly checked its platform to ensure that it was being used appropriately. They also reviewed host and guest profiles to identify and remove any that were unsuitable or fraudulent, as well as addressing concerns and questions via email. Feedback from hosts and Ukrainians suggested that Reset was more responsive than other advice channels. The inquiries received in their inbox provided Reset with valuable insight into the outstanding issues and questions of hosts and guests, which they used to improve their service proactively.

"The communication with Reset was good; a specific person was in email contact and they responded promptly to questions we had." - **Host**

What could be improved?

Checks on hosts and guests varied depending on which local authority was conducting them. Reset, partner organisations, UNHCR and the Work Rights Centre[10] have raised concerns about delayed DBS, accommodation, and welfare checks across some local authorities. They have also highlighted the potential danger of exploitation for Ukrainians arriving under the HFU scheme where proper checks are not made[11]. Some key informants suggested that local authorities improved their processes throughout the project. However, the changing landscape of the HFU scheme and the increased risk of homelessness as matches end put further strain on local authorities' resources.

There was a lack of transparency to hosts about the checks Reset makes on Ukrainian applicants. This may have deterred more cautious hosts.

While the majority of hosts and guests interviewed for this evaluation had a positive experience, there were some instances where hosts or guests did not feel safe with their match. Those who had negative experiences cited mismatched expectations around what it meant to be a 'host' and what they could reasonably expect from a 'guest'. For example, one host family expressed disappointment when their guests preferred to spend time connecting with other Ukrainians instead of settling into their home and the local area. Such misunderstandings could have been resolved through better communication, but sometimes it escalated into coercive or controlling behaviour. One guest reported that their host disapproved of them socialising with other Ukrainians, seeking advice from others, or buying their own food.

What may seem 'generous' or 'supportive' in this instance felt like a threatening situation for the guest. This guest felt able to report their situation to the local authority and was later rehoused.

While exploitation is a real risk, issues of controlling or coercive behaviour may be more common and under-reported across all matching programmes. It is not always easy to pick-up attitudes that could translate to controlling and coercive behaviour through standard vetting. One partner and key informant expressed the importance of ensuring that Ukrainians understand their rights in the match, and feel safe and able to report their hosts where necessary. They explained that, alongside Reset, they had drafted a set of rules and guidance for local authorities on appropriate behaviour in a hosting situation. This guidance emphasises that the guest is not obligated to spend time with the host, join in household activities or be open about themselves or their experiences.

Other unhelpful attitudes were expressed by 3% of respondents in the host survey data. Such comments included describing guests as 'socially inadequate', 'not taking help or instruction', 'seeming ungrateful' or 'not wanting to be guests, but lodgers'. While such attitudes may not always present a risk to Ukrainian guests, they compromise the quality and longevity of the match, and may push Ukrainian guests to pursue other less safe housing situations. Reframing the 'guest' paradigm and emphasising Ukrainians' rights may help to address or prevent this dynamic. Reset goes some way to addressing this in their training, saying that hosts should consider their 'guests' as housemates, with freedom to come and go, and an independent lifestyle. While the vast majority of hosts seem to have taken this on board, it may be helpful to have a mechanism to check in on matches to catch early signs of controlling or coercive behaviour.

"It wasn't obvious what vetting was done on the potential refugees. [...] It could have been more explicit, the process of ensuring that people are genuine." - **Host**

"They always told me, 'here is a fridge, you can eat everything, you do not have to buy anymore. However, it wasn't enough for me and my son to eat. [And, when questioning advice sponsors had given about whether the guest was eligible for child benefit] My sponsors told me, 'we didn't give you wrong information. You think we are idiots? We raised three children. You just listen to us.'" - **Guest**

"Ultimately, safeguarding responsibility lies with the local authority. But, DBS checks are not perfect, they don't detail if you have had the police called on you but haven't been prosecuted, for example. Some LAs look for this kind of extra information, but some won't." - **Reset**

"Some refugees felt they can't complain without sounding 'ungrateful', but actually some guests have been subject to behaviour from hosts that you would consider 'coercive or controlling'. [...] [It is important to give] Ukrainians clear guidance on their rights." - **Partner**

Conclusion

The matching process helped provide Ukrainians with choice in a situation where their ideal choice, to be safe at home, was not an option. Reset also trained hosts to understand Ukrainians' difficult situations and to support guests to be honest with guests about the location, house, and hosting arrangement so guests could make informed decisions about which match to accept.

Despite this, Ukrainians' choice should be understood as constrained by multiple factors outside of their control. Over the period of the Homes for Ukraine programme, numbers of available hosts dropped dramatically, and Ukrainians' real choice reduced. Additionally, due to the stress of fleeing Ukraine and the uncertainty around their futures, some felt pressure to make a less than ideal choice of host, or felt reluctant to withdraw from a match due to fear of having to start the process again. Rather than a focus on choice in quantity terms, it may be beneficial for Reset to focus on helping Ukrainians to make more informed choices, including ensuring hosts provide important information up front about accommodation, and supporting them to help make their choices work after matching.

3.3 Were hosts adequately prepared for hosting?

To prepare hosts for hosting, Reset delivered a compulsory one-hour training session for hosts, and developed a wealth of online blogs and resources. These resources provided information to help hosts decide if hosting is right for them, what to do when their guests arrive and what to expect from hosting[12]. In November 2022 Reset began running training sessions for hosts on different topics including trauma-informed approaches to hosting, and planning for the end of hosting.

In February 2023 Reset started contacting hosts matched through their service and offering them one-to-one calls to share feedback or ask for advice on specific areas. This service was well received and helped Reset to understand some of the outstanding challenges hosts are facing, which they can then feed into their preparation for future hosts.

What worked?

Support and guidance

Both hosts and guests reported that hosts were well prepared for their guests' arrival. Hosts overwhelmingly felt well prepared, with 90% saying they felt they were given enough advice to be adequately prepared for hosting their guest, and only 3% saying they weren't given enough advice to be adequately prepared. The level of satisfaction with the advice and guidance provided by Reset was higher than average across the whole Homes for Ukraine scheme, where the ONS found that 52% of hosts found that the information provided by the Department for Levelling Up, Housing and Communities was 'quite useful'[13]. Hosts reported receiving support and guidance from Reset, particularly when being introduced to their guests through the platform and waiting for them to arrive. This support included direct email contact with Reset staff and newsletters with links to useful information. Hosts commented that they considered Reset's information and guidance to be thorough and generally useful, and felt reassured to get information from a reliable source instead of social media.

Training and setting expectations

Reset provided host training for other matching organisations and contributed to developing additional training materials for the sector. In September 2022 they also began delivering commissioned training for and on behalf of Local Authorities. The core focus of Reset's training was to manage hosts' expectations by being transparent about the challenges of hosting.

According to one partner, this training and similar support were crucial for ensuring good matches, helping hosts prepare mentally, consider practicalities, and protect their emotional well-being. Hosts appreciated the reminders not to take too much responsibility for guests and to encourage their autonomy. Reset's training also helped hosts assess what they were offering guests, ask themselves questions about their suitability, prepare for having strangers in their home, and anticipate how they would address any potential issues. Partner organisations unanimously praised Reset's training and recommended it to the hosts they work with.

Reset's training emphasised the importance of hosts establishing and communicating house rules for their guests. While some hosts engaged with this process, others did not consider it necessary. However, some guests appreciated hosts who provided clear rules and expectations, as it established a starting point for discussions and made them feel secure about their hosts' preferences. Effective communication was crucial in resolving issues, and one partner noted that matches tended to fail when hosts struggled to address issues as they arose. In some cases, minor issues escalated when both parties did not feel comfortable communicating openly. Some hosts exhibited attitudes towards their guests that were promoted by Reset's training, including messages around guests' autonomy and independence.

What could be improved?

More expectation setting

Reset's host training was limited to one hour and there was no guarantee that the online resources provided on the website were accessed by all hosts. One host suggested that developing the right attitude towards hosting could be emphasised more in the training. They provided an example of differing attitudes they had towards parenting around food and mealtimes, and how acknowledging that they did not have a role in parenting, helped them to agree to disagree and respect their guests' choices.

Both hosts and guests reported instances where people made comments about the guests not appearing "needy," or questioned their right to flee their home countries. For example, one host mentioned no longer being in contact with a family member who believed their guests were too wealthy to require support from the matching scheme. Additionally, one Ukrainian male felt compelled to disclose his medical exemption when asked by his hosts why he was able to leave Ukraine. These attitudes can create barriers to successful matches and contribute to a lack of understanding about the challenges that refugees face.

Some hosts in the evaluation reported that hosting comes with a financial cost, which was compounded by the rising cost of living. They expressed that the £350 'thank you' payments from the government were not sufficient to cover the cost of having extra people in the house, and that it was unfair that those with multiple guests received the same amount as those with one guest. The mandatory training provided little information on the financial implications of hosting, which could be improved. According to an ONS survey of 6460 participants, the majority of hosts (95%) incurred additional utility costs, such as water, gas, and electricity. Over half (58%) reported additional transport costs, and 62% reported costs related to providing bedding and toiletries for guests[14]. While some hosts expressed a willingness to subsidise their guests to help them save for their future, this attitude cannot be expected from all hosts.

Ongoing, light-touch support

According to this evaluation, 45% of hosts surveyed expressed the need for additional support and guidance in various areas, such as helping their guests settle in, setting boundaries, improving communication, providing trauma support, or having someone check in on their progress. Some hosts felt that Reset's involvement ended abruptly and that the period between applying for a visa and their guest's arrival was particularly challenging. Furthermore, one host described seeing signs of trauma in their guests, but said it took some time for these signs to become evident.

A partner organisation pointed out that local authority support for hosts was not as well developed as the support provided to guests, indicating that there was a gap in host support across various support services. To help fill this gap, Reset could work with others to make their resources more accessible to hosts or do more to encourage hosts to engage with them. They could also check-in on matches and refer hosts to additional resources based on their needs. Reset could consider providing more signposting to reliable peer support networks or create a moderated Reset-hosted network for conversations between hosts.

"In terms of our guests and their children, we don't have a role; we're not a grandparent, we're not a foster carer, we're not anything. I think once you recognise that, you're OK with it. But you do have to recognise that." - **Host**

"Our guests are happy to stay with us and save money. I told them to take advantage of it and save up." - **Host**

"We were surprised that after allowing our potential guests access to our contact details there was no further contact from Homes for Ukraine, e.g. how did the contact go, are you prepared to host these guests? [We] felt slightly abandoned - though everything has gone well."- **Host**

"There hasn't been enough focus [from local authorities] on supporting hosts and the importance of this for keeping the host-guest relationship maintained." - **Partner**

The vast majority of hosts felt that they were given all the information they needed to be ready for hosting. However, almost half felt like they would like more information, advice and guidance throughout and following the matching process. It is clear that many hosts have committed significant material and emotional resources towards hosting their guests, creating a remarkable welcome and safe home for many of those fleeing the war in Ukraine. However, there is more that could be done to prepare hosts in terms of developing the right expectations and attitudes towards hosting, particularly with regards to refugees' experiences, priorities and backgrounds, as well as expectations regarding the financial cost of hosting. Reset may decide to invest resources into ongoing, light-touch, support of their hosts, or they may prefer to raise issues across the Homes for Ukraine network and create a case for more local authority support to this group.

3.4 What role did community connection play in the matching service?

Reset encouraged hosts to explore networks and amenities in their local area so that they were ready to introduce their guests to these services when they arrived. Much of this information was provided on local authority websites, social media platforms and community discussion forums. If approached, Reset would conduct some of this research for hosts, but understandably did not have capacity to compile this information across all match locations.

"My sponsor helped me. However, I want to try to do everything by myself: meeting with the council, Job Center. I just ask my sponsor to show me the place on the map, and I go there alone. My sponsor introduced me to her relatives and friends." - **Guest**

"It isn't so much who hosts a family, it's who the people are around the host, who are the people in the community, [those] who are doing a heck of a lot by just being there and supporting people and making people feel welcome. We've seen that in so many different ways." - **Host**

What worked?

Of the guests surveyed for this evaluation, 71% said that their hosts definitely "helped them to integrate into the community and access services", and 18% said their hosts "somewhat helped them". Many hosts and guests described how they invested a lot of time helping to register guests for welfare benefits, GPs, identification documents and bank accounts. This process was complicated and some describe drawing on advice from forums to navigate the varying processes. Some hosts and guests explain accessing cash support or free sim cards from services such as the Red Cross and Barnardos. For the 7% of guests who report 'neither yes or no' to receiving such support from their hosts, it is possible that some felt they wanted to access services independently.

Some local authorities were very proactive in providing support to newly arrived Ukrainians. A study of London councils' response to Homes for Ukraine described their drop-in sessions for Ukrainians to provide 'key information on entitlements under the visa schemes, local infrastructure, and everyday life in the UK'[15]. These sessions were often delivered in partnership with the voluntary sector, which arranged complementary 'acts of hospitality', 'such as community walks, picnics, and introductions to the local community'[16]. Some guests report a lot of support locally for them to integrate, as well as a community of Ukrainians that they were able to connect with.

Hosts also received support from their communities. A survey of host perspectives carried out by More in Common found that 66% of hosts received practical support from third party organisations. Additionally, hosts mention accessing support through WhatsApp or Facebook groups (12%) and local faith organisations (16%)[17].

Many hosts made an effort to introduce their guests to their friends, families, neighbours and local community groups, and this is reiterated by guests. This was easier where there were already support groups or "Ukrainian hubs" established. Some cities had dedicated refugee support centres, and others arranged events for Ukrainians, including commemorating the anniversary of the start of the war. Beyond local authorities, many hosts explained how they felt attitudes in wider society were supportive to Ukrainians, and that they experienced this welcoming attitude in daily interactions with others in their communities. Another host added that their guests were offered free entry at cultural sites as a gesture of welcome, suggesting that welcome to Ukrainians was a policy for some local attractions.

"There is the Ukrainian House where we meet other Ukrainians and there is chat for Ukrainians in our city where we also arrange different events. There are other Ukrainian families in our area, and 5 Ukrainian children study in my daughter's school. I communicate with other Ukrainians and neighbours. So, connecting with the local community goes well." - **Guest**

What could be improved?

Reset's role in community integration was primarily signposting, as such, the experiences of host and guest matched by Reset will vary depending on their local provision. Of the guests surveyed for this evaluation, 5% said that their hosts did not help them to integrate and access services and 13% of those surveyed said they would like access to advice services, English lessons and work, and additional help integrating into the community. This suggests that, even though many hosts play a significant role in helping their guests to integrate and access services, some sort of follow-up contact may be helpful for identifying those who fall through the gaps, or to support hosts should they become overwhelmed. This could be through peer support services, local drop in services or through an automated check administered by Reset after a guest has arrived.

Conclusion

Hosts in the study did not receive support from Reset to assist their guests in integrating into their local community or connecting with local services and amenities. While Reset offered bespoke signposting on request, hosts usually learnt about refugee services from their local authorities. Despite this, the majority of guests felt that their hosts helped them integrate into their local communities and access necessary services. Some hosts reported that their guests had settled in and become part of the neighbourhood or even part of their family.

However, there were also cases where hosts reported that their guests were disinterested in integrating into the host community, accessing refugee services and support, or learning English. There may be various reasons why Ukrainian guests might not want to integrate into their hosts' community, including continuing their work remotely, having strong support networks online, anticipating returning to Ukraine soon, or needing space to process their circumstances. It may be helpful to communicate this to hosts during training or other resources, so they understand that all of these behaviours are acceptable and can adjust their expectations accordingly.

4. What makes an effective matching service and to what extent has Reset provided this?

At the inception of this evaluation, we discussed with Reset what 'effectiveness' means to the organisation, and whether an effective service for hosts would look the same as an effective service for guests, Reset staff or other partners. As part of generating an understanding of an effective matching service, we asked Reset and their partners 'what makes an effective match'. On this, they spoke from their own experience, drawing on their own learning from the different matching schemes. These have been compiled below, to help understand 'effectiveness' from a Reset and partner perspective.

To factor in the perspectives of guests and hosts themselves we determined that part of understanding effectiveness was to generate a greater idea of host and guest perspectives, including their needs, and that one aspect of being effective would be the ability of Reset to meet these needs. These two questions inform the first half of this chapter. Lastly, we asked all participants what they thought the strengths and weaknesses of the matching scheme were. This was to help us understand what Reset was already doing well and any gaps that hosts, guests and partners could identify.

4.1 Effective matching

We asked Reset and their partners 'what makes an effective match'? Below is a summary of their responses. Effective matches are those that:

- Last a long time. This saves resources on re-matching and offers stability to guests.
- Are safe. This can be enhanced by checking in on matches and offering additional support when needed.
- Prioritise those most in need. This can be done with clear prioritisation processes and assessing Ukrainian applications through an application interview, ideally conducted in the guest's language.
- Are based on good communication. Good communication is enhanced by providing hosts and guests with guidelines for discussion, offering language support services and encouraging hosts and guests to have difficult conversations to avoid the build up of resentment.
- Are supported by local communities. This can be through personal connection and neighbourhood support, or through local/community-based services.
- Where hosts' attitudes and expectations are correct. This includes encouraging hosts to consider their guests as 'autonomous housemates', countering 'saviour narratives', and helping hosts to understand some of the challenges guests have faced and how this may impact their behaviour.

4.2 Meeting host and guest needs

When they began developing and implementing the matching services, Homes for Ukraine providers, including Reset, did not know exactly what the needs of the guests and hosts would be. Reset relied on their prior experience in community-led refugee welcome, training development and their guiding principles, outlined in the previous chapter, to create a matching scheme. Reset committed to learning about the needs of both guests and hosts as they progressed with the matching scheme, and adapting the scheme accordingly.

The table below shows the needs raised by hosts and guests during Key Informant Interviews and the relevant source of data. This is not an exhaustive list of host and guest needs, only those that were raised during this evaluation.

Need identified	Host	Guest	Data source	Was this need met?
Information needs				
Knowing what support is available for hosts and guests	✓	✓	Interviews and surveys with hosts and guests	Yes - partially met through resource links on the Reset website and email query inbox.
Resources / advice on what they needed to do when they arrived in the UK		✓	Guest survey: 64% expressed this as a need	Yes - partially met through resource links on the Reset website. Direct contact with a Ukrainian / Russian speaking support worker would have enhanced this.
Information about Ukrainian / UK culture	✓	✓	Host survey: 31% Guest survey: 22%	Yes - partially met through resource links on the Reset website.
Information and support when it was time for guests to move on	✓		Host survey, open question, key informant	Yes - partially met. Reset offer an optional "planning for the end of hosting" training each month and there is some relevant information on the website.
Information about what was expected of them as a sponsor	✓		Host survey: 63%	Yes - partially met through resource links on the Reset website and sponsor training. More information on expectations and attitudes, including financial costs, required.
Safety and the matching process				
To feel safe during and after the matching process	✓	✓	Interviews and surveys with hosts and guests, partner interviews	Yes - partially met. The overwhelming majority of hosts and guests felt safe. However, a small minority were not, and left vulnerable by a lack of follow-up.
Information about their hosts/guests, their requirements and preferences	✓	✓	Host survey: 85% Guest survey: 85%	Yes - partially met[18]. 16% of hosts wanted more information about their prospective guests, and 8% of guests wanted more information about their hosts and accommodation, particularly photographs.

Need identified	Host	Guest	Data source	Was this need met?
Providers to take care and attention to find the best match for them	✓	✓	Interviews and surveys with guests and hosts, and Reset KII interviews	Yes - fully met. Particularly after the number of available hosts began to reduce, Reset returned to 'hand-matching', considering each match among the team before making introductions.
To know the status of their application while they were waiting to be matched	✓	✓	Host survey, open question	Not met. Several hosts and guests said they did not know if their application was being considered or how long they would wait.
Someone to talk to about whether they were a suitable host	✓		Host survey: 16%	Yes - partially met. Prospective hosts were able to contact Reset via email, but Reset did not provide a phone number for these discussions.
To find hosts in their preferred locations		✓	Interviews and surveys with guests, partner and Reset KII interviews	Yes - partially met. Location was a key criteria Reset considered when making matches.
To live in a safe and a non-pressured environment		✓	Interviews and surveys with guests and hosts, partner and Reset KII	Yes - partially met. The vast majority of hosts and guests were happy with their matches which was due in part to Reset's host training and careful matching.
To bring their family to safety		✓	Interviews and surveys with guests and partner KII interviews	Yes - fully met. The guests who were matched were brought to safety.
Ongoing support				
Someone to talk to when they were concerned or confused	✓	✓	Interviews with guests and hosts Guest survey: 39%	Not met. Reset only recently (February 2023) offered one-to-one calls for ongoing matches. Hosts and guests did not have a number to call proactively.
Language and communication support	✓	✓	Interviews with guests and hosts Host survey: 26% Guest survey: 28%	Not met. Reset signposts hosts and guests to online translation applications.
Trauma information and support	✓		Mentioned in one interview and also 2% of survey respondents.	Not met. There is a blog with information on trauma awareness on Reset's blog, but no ongoing support in this area.
Communication with other Ukrainians via the internet		✓	Interviews with hosts	N/A - this is not provided by Reset.

A total of 17 ‘needs’ that hosts or guests wanted to be met by a matching service were expressed and categorised into three areas: information needs, safety and the matching process, and ongoing support. Eight of the needs were joint needs expressed by both guests and hosts. Of the 17 expressed needs, 12 needs were partially or fully met by Reset. For a programme that was developed in an extremely short space of time and has been running for little over a year, this represents a very positive achievement. To build on this, the table presents areas for Reset to consider developing as the matching service evolves.

In the area of ongoing support, no expressed needs were met by Reset for either hosts or guests. This relates to Reset’s approach to cease support to guests and hosts after a match had been made and is identified through the evaluation and in the recommendations as an area for Reset to consider adjusting their approach by extending their support for guests and hosts after a match is made.

Interview and survey responses corroborated these findings, and indicated that hosts and guests overwhelmingly felt that Reset had met at least some or all of their needs. A total of 83% of hosts surveyed indicated that some or all of their needs were met, 57% felt all their needs were met and 26% felt some of their needs were met. A total of 85% of guests surveyed indicated that some or all of their needs were met, 72% said that all/most of their needs were met and 14% felt that some of their needs were met.

Guests and hosts expressed higher levels of satisfaction with Reset’s matching service in comparison with data on satisfaction across the wider Homes for Ukraine scheme. 52% of guests and 36% of hosts surveyed said that “nothing was lacking in Reset’s matching service.” These levels of satisfaction was higher than average across the wider Homes for Ukraine scheme[19].

4.3 Strengths of Reset's matching service

Reset are keen to reflect on the strengths and weaknesses of their matching service so that they can plan and prioritise incremental improvements for the future. The evaluation asked Reset staff, partners, hosts and guests about what they thought the strengths and weaknesses of the matching service were through interviews and a survey.

The table below identifies key areas of strength of Reset's matching service, as identified by the different stakeholder groups consulted in this evaluation.

Strengths identified by:	 HOSTS	 GUESTS	 PARTNERS	 RESET
Openness about the realities of hosting	The information provided by Reset to help hosts understand if they were appropriate for hosting was cited as a key strength by 34% of survey respondents.		Their focus on being open about the hosting experience.	
Preparation for initial conversations	How Reset prepared hosts for meeting with their prospective guests online.	The questions provided to help guide initial conversations with hosts.		
Matching platform	The straightforward and easy to use platform; 53% of hosts said that the information provided about guests, their requirements and preferences was a key strength.	The easy to use and simple online platform. Including offering it in multiple languages.	Its speed and ability to match a high volume of hosts and hosts.	The usability and functionality of the matching platform. Their thorough monitoring of the platform.
Approach to communication and engagement with guests and hosts	Reset's direct communication with hosts, including quick and attentive responses. The non-pressured approach Reset took towards hosts.			Their personal contact with hosts and guests through their inquiries inbox.
Training and resources	The resources and information provided in Reset's training, on their website and shared in their newsletter.	Resources on "what I needed to do when I arrived in the UK" was selected by 61% of survey respondents as a key strength. 21% selected resources to help me understand the UK culture.	Their comprehensive training, and role in developing new training resources for the wider sector.	

Strengths identified by:	HOSTS	GUESTS	PARTNERS	RESET
Knowledge and expertise	Reset's knowledge, passion and privilege.		Their background expertise in supporting communities to welcome refugees.	The knowledge and expertise among the team.
Approach to matching		Information about the hosts, their requirements and preferences, was selected as a strength by 78% of survey respondents.		Their consideration of each match before introducing hosts and guests to one another.
Speed of launch				Their ability to launch the matching service quickly after the outbreak of the war.
Wider influence				Their authority as a trusted voice in the sector. Ability to feed into wider govt. policy on refugee resettlement through participation in the Homes for Ukraine scheme.

"My child and I have a big room. We are happy with the conditions we live in. I think my sponsor prepared very well for our arrival, even better than I expected." - **Guest**

"My sponsor met me at the railway station. At home, he offered [me] to eat and take a shower. My sponsor and I live in a two-bedroom flat. I like everything there. We go shopping, cook and have meals together." - **Guest**

"I needed to come [back] to Ukraine because I had to defend my Master's thesis and remove my braces. Leaving was hard, we even cried. My sponsors told me they would wait for me if I would like to return." - **Guest**

"The first night that they arrived after five days of coming [travelling by car], they gave me a broach. I wear that everyday. [The guests] came with nothing, you know, but they're so lovely." - **Host**

Additional outstanding findings from the data collection for this evaluation were the high levels of commitment and positive overall experiences of hosting, expressed by both guests and hosts. These extremely positive findings also demonstrate the effectiveness of matching through Reset.

Hosts committed a vast amount of time, energy, financial and material resources to support guests coming from Ukraine. Hosts and guests described gratitude for the scheme and explained that it benefited them beyond the provision of shelter and safety. Many guests described the quality of the spaces provided for them, including bedrooms, bathrooms and home offices. Other guests expressed gratitude for hosts being prepared to pick them up from the airport and helping them to access local services and support.

Many guests and hosts explained that they benefited from the relationship with each other, and several described how the host and guests had become like family. Some hosts and guests built strong relationships with a sustained level of commitment to one another. Other hosts became emotional as they talked about how close they had become to their guests, and how much they mean to them.

4.4 Weaknesses of Reset's matching service

The table below lists the weaknesses of Reset's matching service, identified by the hosts and guests consulted in this evaluation.

Identified weaknesses largely focussed on two areas: 1) transparency and the sharing of information during the matching process and about how matches are made, and 2) providing support to hosts and guests and continuing this support after a match is made. Both the strengths and weaknesses, drawn from all key stakeholders, highlight some key areas for Reset to consider when designing and planning for future iterations of the matching service.

Weaknesses identified by:	 HOSTS	 GUESTS
Not enough personal support for hosts and guests	Of those surveyed, some thought that the service lacked support with language and communication (15%), someone to talk to about whether they were suitable for hosting (14%), or information to help them understand the Ukrainian situation and culture (8%).	27% of guests surveyed said the matching service lacked someone to talk to if they were confused or concerned about what to do. Additionally, 21% of those surveyed said that the matching service lacked support with language and communication.
Transparency on how matches are decided	Of those surveyed, 23% felt that the service lacked sufficient information about the guests, their requirements and preferences.	No photographs of accommodation on offer on the platform. Of those surveyed, 13% said the matching service lacked relevant information about the host.
Ending of support for hosts after a match was made	A few hosts mentioned that the end of Reset's involvement felt quite sudden and several said that they would have appreciated a help-line, or further contact from Reset after they had been matched to check-in on how things were going.	
Lack of information on application status		Not enough information on the status of the application and/or how long they might have to wait before being matched.

5. How well-positioned is Reset's matching service to support future refugee responses?

Reset's matching service was developed in a very short space of time, as a result of the pressure to begin matching Ukrainians with UK hosts as soon as possible after the Ukrainian war began. Reset had not conducted matching before, and none of their existing programmes involved direct interaction with refugees or asylum seekers. It took time to begin working effectively, initial efforts to match people manually in the first weeks through independent consultants were slow and inefficient but Reset adapted quickly - developing a matching portal with Social Finance, adapting it to maintain a personal element in the matching process and then bringing it in-house to ensure a more appropriate approach that fully reflects Reset's principles, launching the Homes for Ukraine website, adjusting staffing levels in response to need and funding, establishing and running the email inbox for queries, and developing and adjusting matching guidelines as the number of prospective hosts dwindled.

Reset's matching service has a strong foundation upon which to build for future UK refugee responses. It is unfortunate that by the time the Social Finance portal was fully operational, the numbers of guests and hosts signing up had already begun to reduce. However, the portal is designed to work at scale and together with an experienced staff team and initial matching processes, policies and procedures, the organisation holds a strong potential to support future refugee responses in the UK with an individual/named sponsorship element. With the current reduction in numbers, this is an ideal period to reflect, refine and strengthen their current matching work, resolve any outstanding issues, and ensure they are as well-prepared and positioned as possible for future refugee responses.

This section of the report addresses some of the key areas that present potential barriers to scaling Reset's matching service, and identifies ways in which Reset can be prepared for future refugee responses.

5.1 Engagement with hosts

More than one year has passed since the outbreak of the war in Ukraine and media coverage has reduced. Inevitably, Reset (and other matching providers in the UK) face a significant reduction in the number of hosts signing up to their platform and volunteering to host a refugee guest for the first time. This has dramatically reduced the number of matches possible, and reduced guest choice in who they are matched with and where they are hosted.

However, many hosts across all matching schemes expressed a willingness to host again. A recent More In Common study[20] of hosts' perspectives across all Homes for Ukraine matching services indicated that hosts' experience of the Homes for Ukraine scheme has been overwhelmingly positive (81% of the 2100 hosts surveyed stated that they had a positive experience). The same study also found that 43% of hosts are ready to host another Ukrainian guest, and a further 36% are currently unsure but many of that group would consider hosting again after a break. The study also identified a willingness among the public to extend the Homes for Ukraine model to other groups fleeing conflict, for example 30% of hosts said they would support Afghan refugees currently in hotel accommodation in the UK[21].

To be better prepared for future refugee responses, Reset should strengthen their connection with current hosts. While the lower numbers of hosts signing up may have appeared as a significant barrier to scale, the real challenge for Reset is to maintain connection with Reset hosts. Reset has built a strong relationship with hosts, as outlined in Section 4.2.1 hosts identified the following strengths that they appreciated about Reset: openness about the realities of hosting, preparation for initial conversations, matching platform, approach to communication and engagement, training and resources, knowledge and expertise. Reset had previously made the decision to not provide ongoing support or training to hosts (or guests) once a match was made. However, this has left them without much ongoing connection with hosts, apart from sending out a monthly email newsletter. Having a long-term mindset towards their engagement with hosts would be a helpful adjustment to be prepared for future responses.

By strengthening connection with hosts they have previously trained and matched, Reset has the potential to develop a pre-prepared database of trained and willing hosts ready to host again, either for Ukrainian guests or for future refugee responses. Those who have already hosted also have a wealth of knowledge and experience about hosting that they can share with other potential hosts. Harnessing this collective capability would offer a way for Reset to recruit more people through word of mouth from existing hosts, and provide peer support for potential new hosts.

5.2 Internal processes

The current Reset team have taken important steps to systematise and document processes within their day-to-day operations while maintaining a personalised approach to the way they engage with guests and hosts. One example of systematisation is the development of matching guidelines which reflect the drop in host numbers and supports the team in prioritising who to match. Systematising and documenting best practices and processes is important for the sustainability of the matching service and future responses. It ensures a transparent and team-wide approach across all areas of operation and protects the organisation against loss of knowledge in the event of staff turnover.

One area of particular importance is around systematising security processes, as highlighted in Section 3.2. As with most other matching providers, Reset relied on Local Authorities to conduct DBS checks, and accommodation and welfare checks, however the quality and timeliness of these checks varied greatly across different authorities. While acknowledging the areas of responsibility of Local Authorities, additional efforts Reset can make to bolster, systematise and document their security processes will provide an additional safety net for guests in the event that LA checks are delayed or ineffective. This will provide better protection for guests, hosts, and Reset staff and ensure the level of safeguarding is sufficient for future refugee responses.

5.3 Flexibility of the matching service

All refugee matching programmes in the UK are highly dependent on the UK political response to different refugee crises. This is a particularly unpredictable context to operate in. The Homes for Ukraine visa scheme was the first named sponsorship programme in the UK for individuals. While there is a likelihood that this type of named sponsorship programme will be replicated in the future, it is difficult to predict both when the next refugee crisis will come, and how the UK government will respond based on political will.

"I think it's safe to say that it's not the last time you'll see a named sponsorship scheme. Although the decisions on it will have to be made by individual ministers at the moment when the situations arise." - **Government respondent**

In this context, a sustainable matching service will need to continue to be flexible and quick to adapt. In March 2023 Reset decided to bring the matching platform in-house and cease using the portal developed by Social Finance. This decision was largely motivated by the need to have more access to the data and ensure flexibility was possible as the number of hosts dropped, and the needs of the matching service evolved. This demonstrates that Reset is willing to adapt as needed. However, there may also be periods when the scheme is not in use, and the UK government approach to future matching requirements is likely to change with each refugee response. Additionally, the needs and expectations of refugees will be different depending on where they are from and what they have experienced. Matching is not a one-size-fits-all, and a sustainable matching service will need to be able to pivot and adapt their service in response to the needs of each individual refugee response.

"It [Reset's matching service] was always being tweaked, which shows our agility, which was really great. But also we were constantly reacting to new challenges. But you know, that's great in a sense that we weren't restricted in what we could do." - **Reset staff**

Identifying ways to make the matching service as multi-purpose as possible will help to ensure its sustainability in the longer term. In addition to waiting to respond to future refugee crises, Reset can explore what matching can offer for refugees already in the UK, including Afghans, Ukrainians and other nationalities. While Reset's matching in its current form may not be appropriate for refugees already in the UK, there may be elements that can be borrowed from matching to benefit these groups, or small numbers within these groups who may benefit from matching.

Clear transitions out of hosting arrangements are also key to a sustainable service, this area would also benefit from a flexible approach by Reset. One current challenge to the Homes for Ukraine scheme nationally relates to the ending of hosting arrangements. The transition out of a hosting arrangement is a crucial element of any hosting scheme[22]. Following a traumatic experience, it can be very stressful for guests to have only temporary accommodation. However, as Ukrainian guests begin to reach the end of the initial six month hosting commitment, Local Authorities and the UK government are scrambling to find adequate onward housing options for the Ukrainian guests who were issued with three year UK visas, and avoid a homelessness crisis.

"It [the challenge of finding sustainable accommodation] just comes smack bang against the reality of where the housing market is, and just the unaffordability and unavailability of decent rental accommodation, particularly in the areas where people are being hosted." - **Government respondent**

While some hosts are happy to continue hosting, a recent More in Common research study identified that 23% of Homes for Ukraine hosts wished to bring their period of hosting to a close but were waiting for the Ukrainian guest to find alternative accommodation[23]. University of Nottingham also found that the lack of clear move on options left hosts feeling stuck[24]. The UK government is currently promoting re-matching Ukrainians with new hosts as a way to mitigate the challenges of finding onward accommodation. Reset's current approach is to focus on bringing Ukrainians to safety by finding them a host in the UK. When specifically requested they will re-match Ukrainian guests but this is resource heavy work, and it is not often possible to find hosts in the specific area where a rematch is required, as a result it is not currently prioritised by Reset. In order to ensure longevity and sustainability of the programme into the future it's important that guests and hosts don't feel stuck and that there are clear and mutually-understood transition opportunities out of a hosting arrangement. Without this clarity at the end of the hosting commitment, it could detrimentally impact on hosts' willingness to host again if the situation extends for a lengthy period.

"On a number of occasions there has been a change in, or addition to, the government's guidance. Initially, the scheme was very much about bringing people from Ukraine, and surrounding countries, into the UK. And then, as we approached that six month mark, it started to pivot more towards rematching, and re-hosting [...] and we had that decision to make at that time of what do we do, and we've always stuck to the principle of 'our purpose is to help people to safety'. So we've remained true to that in terms of continuing to support people outside of the UK." - **Reset staff**

To complement the decision to not focus on rematching, Reset should think flexibly about what, if any, roles they can play in ensuring clear transitions out of hosting arrangements, to preserve the positive feelings most hosts have of their hosting experience, and to maximise the effectiveness and replicability of the scheme. For example, providing more support for guests and/ or hosts to help them find independent accommodation, signposting to existing support, or strengthening their focus on rematching.

5.4 Visibility and media coverage

Both media coverage of the Ukraine (or future) crises and the visibility of Reset as a matching provider, are critical elements to ensuring sustainability of Reset's matching service.

The reduction in the number of hosts signing up is likely to be partly caused by reduced media coverage. Ongoing and extensive media coverage of the Russian invasion of Ukraine was found to be a key factor that hosts reported as impacting their decision to participate in the Homes for Ukraine scheme[25]. However, media coverage of the war in Ukraine has reduced significantly as the conflict continues into its second year. This is likely to have contributed to the dramatic decline in hosts signing up to the programme, despite the ongoing war and need in Ukraine.

Reset continues to promote hosting through successful media campaigns and regular national media coverage. In September 2022 Reset launched a sponsor recruitment campaign with the key message to call for more hosts, using the hashtag #HostsNeeded. By December 174 new hosts had signed up and they had seen 95,000 impressions on their top tweet. In January 2023 they launched a CommuniTeas campaign, a three month campaign of local and national events as well as media and social media activity planned to drive engagement with all forms of community-led welcome, including hosting through Homes for Ukraine. Over 500 people attended these events, including events in Holyrood, the Senedd, Parliament and London City Hall, and guests will receive follow-up communication about engaging in community-led welcome over the coming months. Throughout the period of this evaluation, Reset have had approximately 12 large media features profiling hosts and guests by various national media outlets, they have also been featured in a smaller number of higher profile articles including an ITV London segment. They are currently working with the BBC on a big piece that will look at Homes for Ukraine as part of a wider look at resettlement options, if commissioned this will run across all the BBC's platforms.

Reset's Homes for Ukraine website can continue to play a key role in maintaining visibility of the organisation and its matching service. When the Homes for Ukraine scheme began, a link to Reset's Homes for Ukraine website was included on the government website as one of seven government recognised providers. Although this page is no longer available, government guidance[26] still includes a list of recognised providers including Reset and a link to their website. Around August 2022 Reset also launched a separate website specifically for their Homes for Ukraine matching service (www.homesforukraine.org.uk). Although many people did not associate the Homes for Ukraine website with Reset because it used different branding. All of these avenues direct people who may be interested in hosting towards Reset.

In light of the recent ONS findings around positive experiences and willingness of hosts to host again, there is scope for ongoing media campaigns tied into an overall strategy for developing a stronger network of hosts. This could help to continue to showcase positive stories from hosts, ensure that visibility is not a barrier to scaling, and support recommendations in this evaluation to support hosts to recruit more hosts in preparation for future refugee responses.

5.5 Collaboration

Collaboration has been really important to the development of the Reset Homes for Ukraine matching service and has helped to create a 'collective voice' for matching providers. From the outset of the scheme, Reset have worked together closely with government counterparts in the Department for Levelling Up, Housing and Communities (DLUHC), other matching providers, and community groups through a core delivery group, to adapt and refine their approach to matching in regular meetings. They have also proactively developed positive relationships with Local Authorities and provided training and support where needed.

"Co-production in collaboration with the government, the VCSs and through the core delivery group meetings has been invaluable, it has enabled organisations to raise issues and have a collective voice as well." - **Partner**

"We now have connections to so many more organisations, and we're identifying that everyone's now got similar views of what comes next, and [this] goes back to that strength in the collective voice; we can state things more loudly as a group, we can share things more easily. And we can understand who's doing what so that we're not working in silos, that there isn't duplication." - **Reset**

Collaboration across service providers and key stakeholders is likely to be an important part of future refugee responses. Our interviews revealed that there is little government intention to develop a centralised mechanism for hosting future refugee responses, particularly due to their concerns that one larger system would become inefficient and bureaucratic. This provides an opportunity to Reset to build on its current approach and prepare to respond to future responses in a similar role. In addition there are a number of areas that would benefit from a collaborative approach and 'collective voice'. This includes: communications and promoting positive stories, safety and security, advocating for a longer term approach to hosting future refugee responses to address the risk of homelessness.

"I think it's important that they keep their finger in the pie of that more national conversation." - **Partner**

5.6 Funding and staffing

Reset's matching service has been funded entirely by the UK government to date. This leaves the organisation highly dependent on fulfilling government requirements on the funding. For example, at the start of Reset's matching service the government's priority was for Reset to match the maximum number of guests and hosts as possible. While Reset also had a strong imperative to match quickly due to the large numbers of people fleeing Ukraine when the war broke out, they felt that this meant the way that the matching service was established did not always allow for sufficient emphasis on their principles. This is part of the reason why the principles are featured heavily in this evaluation. As a result, the Key Performance Indicators Reset were required to report on were around numbers of matches made, amount of advice given and number of hosts trained. Reset is a well-established and reputable community-led welcome organisation with a strong ethical approach to its work. This should be respected and reflected in future funding agreements. Funding from other sources may also involve less bureaucratic processes, and result in a more flexible or efficient service. Diversifying funding sources would strengthen Reset as an organisation as well as strengthening the sustainability of the matching service.

Reset does not currently employ any Ukrainians which can cause language and communication barriers. Partner organisations we spoke to identified having Ukrainian employees as vital to their communication with guests, to build trust, gauge difficult situations, and speak directly to people on sensitive issues. For matching in future refugee responses Reset would benefit from having a more diverse workforce, including people who speak the same language(s) as the guests being hosted, and where possible people who have lived experience of being hosted.

6. Conclusion

Our findings within this evaluation are overwhelmingly positive. Reset's Homes for Ukraine matching service has largely demonstrated its four principles of refugee choice, safety, host preparedness and encouraging community connection, in a considered manner, while also taking into account the contextual pressures of an emergency refugee response programme.

- Ukrainian guests were given a significant amount of choice during the matching process, although this has more recently been constrained by a reduction in the number of prospective hosts;
- The vast majority of hosts (92%) and guests (92%) felt safe during and after the matching process. There were some instances of coercive and controlling behaviour which Reset could instigate more checks and balances to identify and address early in any hosting arrangement;
- Hosts felt overwhelmingly well prepared (90%); some hosts (45%) expressed a desire for the additional support or guidance, including after the match had been made;
- Due to the focus on matching, Reset primarily played a signposting role for hosts in encouraging community connection, but findings indicate that 71% of guests stating that their hosts definitely 'helped them to integrate into the community and access services'.

Reset's matching service was effective in meeting 'at least some' host and guest stated needs. Of the hosts surveyed, 83% felt at least some of their needs were met (57% felt all their needs were met and 26% felt some of their needs were met), and of the guests surveyed, 85% said that at least some of their needs were met (72% felt that all their needs were met and 14% felt some of their needs were met.) Table 1 also indicates that the majority of host and guest needs were at least partially met by Reset. Additionally, a large proportion of hosts (36%) and guests (52%) stated that 'nothing was lacking in Reset's matching service'.

The stakeholders we consulted also identified multiple strengths across the service including, but not limited to: training and resources, knowledge and expertise, the matching platform, approach to communication and engagement, openness about the realities of hosting (Table 2). A significantly smaller number of weaker areas were also identified that could be improved, largely around transparency and the sharing of information during the matching process, and longevity and availability of support to hosts and guests (Table 3).

The evaluation also found that the matching service is well-positioned to respond to future refugee crises. Despite a number of potential barriers to scaling, Reset now has an opportunity to capitalise on the positive experience of many hosts to develop a stronger and ongoing engagement with Reset, while continuing to collaborate and connect externally both with donors, partner organisations, and across social media, and strengthen internal processes.

See page 6 for Recommendations.

Endnotes

1. Reset website, 'About Reset': https://resetuk.org/about/about-reset/
2. Vicol and Sehic. 2023. On the frontline: local council's responses to the humanitarian crisis in Ukraine.
3. Interview data.
4. Vicol and Sehic. 2022. Six months on: the UK's response to the humanitarian crisis in Ukraine.
5. Sky news, 'Ukraine war: more than 130,000 Britains register interest in housing Ukrainian refugees': www.news.sky.com/story/ukraine-war-more-than-100-000-britons-register-interest-to-house-ukrainian-refugees-12566826
6. Gov.uk, 'Transparency data: Ukraine Family Scheme, Ukraine Sponsorship Scheme (Homes for Ukraine) and Ukraine Extension Scheme visa data': https://bit.ly/42Nkhgy
7. Gov.uk, 'Find a sponsor using recognised providers: Homes for Ukraine': https://www.gov.uk/guidance/find-a-sponsor-using-recognised-providers-homes-for-ukraine
8. The guests and hosts interviewed were not known to each other.
9. Although, the sample size was small, with 19 Ukrainians and 10 hosts interviewed, and it is not clear which scheme they were paired with. UNHCR, 'Seeking Sanctuary: A snapshot of experiences under the Ukraine Family and Homes for Ukraine Sponsorship schemes in the UK.', (2022).
10. UNHCR, 2022; Dora-Olivia Vicol and Adis Sehic, (2023). 'On the frontline London councils' responses to the humanitarian crisis in Ukraine', Work Right Centre.
11. Dora-Olivia Vicol and Adis Sehic, 2023.
12. Homes for Ukraine, 'Sign up to Homes for Ukraine': https://homesforukraine.org.uk/
13. In a sample of 8580 participants, Source : ONS data: Experiences of Homes for Ukraine scheme sponsors - follow-up, UK: 21 to 28 November 2022.
14. ONS data: Experiences of Homes for Ukraine scheme sponsors - follow-up, UK: 21 to 28 November 2022.
15. Dora-Olivia Vicol and Adis Sehic (2023): pg. 15.
16. Dora-Olivia Vicol and Adis Sehic (2023): pg. 15.
17. More in Common. (2023) 'Welcoming Ukrainians: The Hosts' Perspective'. More in Common surveyed 1234 Homes for Ukraine hosts from January 23rd to 25th 2023, including those matched through Reset.
18. 79% of hosts felt they were definitely (50%) or somewhat (29%) given enough information to decide if their guests were right for them.
19. ONS data: Experiences of Homes for Ukraine scheme sponsors - follow-up, UK: 21 to 28 November 2022, "(56%) reported that the information and support they access through the scheme fully or mainly met their needs".
20. Tryl & Surmon. 2023. Welcoming Ukrainians: the hosts perspective. More in Common.
21. In the inception phase, we were aware of the More in Common study that had recently been conducted. In discussion with Reset we therefore decided not to ask our respondents about their intentions to host again, but to rely on this data.
22. Rights Lab (2023). 'Homes for Ukraine: learnings to shape future hosting schemes.' University of Nottingham.
23. Tryl & Surmon. (2023) 'Welcoming Ukrainians: the hosts perspective.' More in Common.
24. Rights Lab (2023). 'Homes for Ukraine: learnings to shape future hosting schemes.' University of Nottingham.
25. Rights Lab (2023). 'Homes for Ukraine: learnings to shape future hosting schemes.' University of Nottingham.
26. Gov.uk, 'Recognised Providers: Organisations who can help UK citizens become sponsors'. https://bit.ly/3BAagYb

Annex 1.

Evaluation framework

Evaluation question	Sub-questions	Data source
Principles		
1. Did the Homes for Ukraine matching service demonstrate its principles (guest choice, safety, host preparedness, encouraging community connection)?	1.1 To what extent were guests given choice in the matching process?	Interviews: • Reset staff • Partners Survey: • Guests • Hosts Focus group discussions • Guests • Hosts
	1.2 Were guests and hosts kept safe in the matching process?	
	1.3 Were hosts adequately prepared for hosting?	
	1.4 What role did encouraging community connections play in the matching service?	
Effectiveness		
2. What makes an effective matching service (for guests, hosts, and Reset) and to what extent has Reset provided this?	2.1 What were the matching needs and priorities of hosts and guests, and to what extent did the matching service meet these?	Document review: • Internal process documents • Matching volumes, dates • Documents from other matching providers • Stories of welcome • Monitoring data • More in Common survey Interviews: • Reset staff • Partners Survey: • Hosts • Guests Focus Group Discussions: • Hosts • Guests
	2.2 What do hosts, guests, Reset staff and partners see as the strengths and weaknesses of Reset's matching service?	
	2.3 What has Reset learnt about effective matching, and what can they learn from other matching providers?	
	2.4 What can be done differently to make the service more effective?	
Matching for future refugee responses		
3. How well-positioned is Reset's matching service to support future refugee responses?	3.1 What barriers might there be to scaling and how could Reset navigate them?	Interviews: • Reset staff • Partner representatives
	3.2 How can Reset be prepared for future responses?	