Initial Plan

Get Support, an app for refugees to navigate the desired social and local services.

Cardiff University, School of Computer Science, and Informatics
CM3203 - One Semester Individual Project

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Project Description

According to the UN Refugee Convention, the definition of a refugee is someone who: 'owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country' (Article 1, 1951 Convention Relating to the Status of Refugees).

Refugees come to the UK from different countries and different regions of within one country itself. According to the UNHCR (Immigration statistics, year ending September 2020), my country Eritrea was one of the top five countries of nationality for asylum applications in the UK. Councils help refugees who are victims of torture, persecution, and war to build their future in different parts of Wales via professional advice, support and advocacy services and ensure they can access the services they need.

During my stay as a volunteer in refugee action, I was giving relevant advice and guidance to asylum seeker and refugees on how to get support from local and social services. But to get these services, the refugees/Asylum seekers need to contact or visit the council office. Their technology awareness is very low to browse and navigate social services and other local services on their own.

So, developing a website that could provide all the list of social and local services in wales would be beneficial. The application should be able to provide the necessary information in English, Arabic and Tigrigna languages. Moreover, due to the current situation of COVID19 and lockdown rule, refugees could face more challenges of getting help. And this problem could be minimized by creating a secure and safe chat room for the refugees to get advice and support within the website.

Project Aims & Objectives

Aims:

- Create a system in the form of a website, which can search through the social and local services inside wales and returning the results of recommended information or links to the user depending on the criteria they have selected. The website would have to provide a selection of the desired service lists (e.g., well-being, charity organizations, bank. Etc).
- Give all the information in English, Arabic, and Tigrigna languages
- Prepare a reliable and secure channel for chat purpose between the council member(advisor) and the user (refugee/asylum seeker).
- Simple to use, responsive, and satisfactory in returning the right information.

Objectives:

- Considering the variety of the refugees/asylum-seekers, intensive research will be carried out to find the necessary list of social and local services in wales.
- To decide which python framework, Flask or Django, is the best option for this project and make the right decision, another research will be conducted to find the cons and pros of each framework.
- As the website is expected to be multilingual, further investigation will be performed to determine which translation library is suitable for the website.
- Visualise all the list of social and local services along with their details and contact information in different languages.
- Prepare admin and client registration and login, and let refugees get advice or support through the chat service from the council who is going to own this website.

Work Plan

Weekly meeting with my supervisor, Dr Catherine Teehan, will be held to review and discuss the progress of the project. In case of parties' absence, either meeting will be postponed to the appropriate time or update of the progress will be delivered via email.

The work plan will include all the tasks between 1 Feb – 14 May of 2021.

Week	Dates	Deliverables	Documentation	Milestone
1	1 Feb – 5 Feb	- Initial supervisor meeting and discussing general requirements. - Requirements gathering and identify the key requirements needed to support and inform refugees and asylum seekers in Wales to identify what needs to be included in the app/site.	A writeup of the initial Plan	
2	8 Feb – 12 Feb	Background research will be included as part of the requirements gathering stage setting up a meeting with Cardiff based charities Space4U and Home4U to discuss of getting the social and local services list. Supervisor meeting to discuss how to manage the project and structure the report. Research appropriate technologies for the project to determine if a	Write up of background research on python frameworks. Write up of background research	Submit Initial plan

		website or mobile app is more appropriate.	on choosing the right platform	
		Derive functional user requirements to develop Use Cases and complete a Use Case benefits analysis.		
3	15 Feb – 19 Feb	User requirements and Use Case analysis to develop wireframe prototypes	Write functional requirement	Finish Django online course
		Derive non-functional requirements and test cases based on the use-case analysis and requirements	Draw the use-case diagram and write up use-case description and non-functional	Background research completed
			Write up Non-functional requirements	
4	22 Feb – 26 Feb	The first iteration, Start developing website/app.	Start developing the website/app using the appropriate framework and software tools	All lists of social and local services received
5	1 Mar – 5 Mar	Progressing Iteration, making all the template pages works properly, and a user can visualise the list of the services in English	Visualize all the desired template pages of the site/app	
6	8 Mar – 12 Mar	Adding language translation attribute to the website/app	Select the appropriate language translation library and add to the website/app	
7	15 Mar – 19 Mar	Creating a chat room inside the website/app	Creating the chatroom using own code or third party's'	
8	22 Mar – 26 Mar	The website would be able to work properly according to the requirement		Complete the website/app
9-11 (Easter Break)	29 Mar – 23 Apr	Testing the website	Testing the website if all requirements are met	
			Fixing errors if any	
12	19 Apr – 23 Apr	Further usability testing of the website with the user if possible	testing the functionality of a website/app by observing real users as they attempt to complete tasks	
13	26 Apr – 30 Apr	Supervisor meeting for first drat review.	Feedback-based modifications.	
14	3 May – 7 May	Final review of the whole work.		
15	10 May – 14 May	Preparing for the presentation	Look through the report before submission.	Submit the final report on the 14th of May 2021

Risk Plan

Risk	Impact on the project (1-Low – 5-High)	Probability of Occurrence (1-Low –5-High)	Mitigation Response
The dependency of receiving the list of the social and local services from Refugee councils in wales	3	1	Deep research to get the desired organization
Work loss	5	1	Regular backups on GitHub using different branches of all the codes and documents, to ensure the latest version is in hand.
Low accuracy of language translation of the website	3	1	Choosing the best and latest translation library, and using simple wording on the website/app
Illness	4	3	Use the Easter break as a buffer in case of delay or illness.
COVID-19 related restrictions, like accessing University labs in case laptop crashes or technical problem occurs.	3	2	- Ensure the antivirus is up to date. - Depending on the problem, borrow laptop from friend or buy a new one if the problem is serious.