

March 2011

# London Enriched: The Mayor's Refugee and Migrant Integration Strategy Year 2 Implementation Plan





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**Greater London Authority  
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# Introduction

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In December 2009 the Mayor of London, Boris Johnson, launched London Enriched: The Mayor's Refugee Integration Strategy. The 3 year strategy promotes migrant as well as refugee integration. During the first year of delivery, the actions focused primarily on refugee integration, alongside which the Mayor and the London Strategic Migration Partnership undertook a number of initiatives focusing on other groups of migrants. From year 2, the strategy is extending the delivery of its core objectives to those in need of most support to integrate, including refugees, low skilled migrants and the newly arrived.

The Mayor's vision for integration in London is one of equal life chances for refugees and migrants to have a decent quality of life and contribute fully, in safety and dignity, to London and its development. The process may continue for along time after arrival, and must be a two-way process, built on positive engagement by both refugees and migrants and settled communities.

London Enriched set out core objectives for each of the integration strategy's seven themes. The London Enriched Year 2 Implementation Plan (2011/12) provides detail of how progress will be made towards those core objectives in the second year of delivery. For each core objective, this plan specifies:

- Delivery Priorities agreed with partners
- An objective for each delivery priority
- Actions to achieve the stated objectives
- Delivery partners for each actions

This is an aspirational plan developed by the London Strategic Migration Partnership as part of the ongoing implementation of the Mayor's Refugee and Migrant Integration Strategy, London Enriched. The GLA and named partners in this plan will work together to deliver this plan over the coming year and will regularly review and update its contents, taking into account the changing policy and delivery environment.

## 1. English Language

**Core objective:** Ensure access to appropriate tuition in English for Speakers of Other Languages

Priority	Year 2 objective	Year 2 actions	GLA Partners
1.1 Provision of ESOL in London	Maintain a strategic overview of ESOL in London, including policy developments; reporting on progress to London Strategic Migration Partnership and London Enterprise Partnership	<ul style="list-style-type: none"> <li>• Maintain ESOL as a priority in the Mayor's skills strategy in 2011/12</li> <li>• Continue to advocate ESOL as a priority for skills investment in London in 2011/12</li> </ul>	London Strategic Migration Partnership, London Enterprise Partnership
1.2 Availability of targeted ESOL provision at the times and in the locations best suited for those who most need it: refugees, low paid workers and women.	Working with the London Enterprise Partnership, improve delivery in London of a diverse ESOL offer, made available at the level, times and locations that meet the needs of refugees, women, pre-entry learners and low paid workers; and achieves sustainable employment and progression outcomes.	<ul style="list-style-type: none"> <li>• In partnership with the Association of Colleges, collect and promote to FE providers the implementation of best practice in delivery of ESOL for JSA clients and in adapting provision to meet the needs of priority ESOL learner groups in the context of changes to fee remission.</li> <li>• Bring together Work Programme providers, Job Centre Plus and FE providers to ensure the ESOL needs of JSA claimants are met, by October 2011</li> </ul>	London Enterprise Partnership, Association of Colleges, Job Centre Plus, Skills Funding Agency, Employability Forum
1.3 Provision of English language learning	Promote delivery mechanisms and models of funding for English language learning for the most excluded migrants: pre-entry learners, refugees, women and older people	<ul style="list-style-type: none"> <li>• Commission a feasibility study into best practice and alternative models of delivery, include VCS, and innovative financing to increase English language skills for migrant groups not accessing fee remission, by September 2011</li> <li>• Set up a working group of key partners to implement and/or pilot findings of the study for innovative financing and delivery of English Language training in London, by October 2011</li> </ul>	London Strategic Migration Partnership

Priority	Year 2 objective	Year 2 actions	GLA Partners
1.4 Sustained analysis to inform clear policy interventions at a London level	Make the case for London's ESOL need in the context of reduced funding and changes to fee remission eligibility	<ul style="list-style-type: none"> <li>• Gather evidence on gaps in supply and demand of ESOL in London, by December 2011</li> <li>• Assess the impact of fee remission on vulnerable migrants and on London, by December 2011</li> <li>• Report to DWP and BIS and recommend policy changes to better meet London's ESOL need, by December 2011</li> </ul>	London Strategic Migration Partnership, Mayor's Migrant and Refugee Advisory Panel, London Enterprise Partnership,

## 2. Housing

**Core objective:** Ensure access to channels for housing provision

Priority	Year 2 objective	Year 2 actions	GLA Partners
2.1 Impact of housing policy on refugees and migrants	Maintain strategic overview of housing policy and assess the implications for refugees and migrants of key measures such as changes to housing benefit and actions to improve standards in the private rented sector	<ul style="list-style-type: none"> <li>Monitor housing and related policy changes, including housing benefit cap, legal aid changes and private rented sector, and evidence of impact on refugees and migrants in London</li> </ul>	London Councils, National Housing Federation London
2.2 Homelessness and rough sleeping	Analyse pathways to rough sleeping to inform and influence policy and intervention that addresses rough sleeping by migrants and refugees building on work from year 1	<ul style="list-style-type: none"> <li>Compile information on the new entitlements of A8 and A2 migrants and disseminate to advice services, by May 2011</li> <li>Report to London Delivery Board and LSMP on impact of changes to entitlements of A8/A2 migrants and Case Resolution on rough sleeping, and host a roundtable to identify appropriate response, by October 2011</li> </ul>	UK Border Agency
2.3 Information and advice for housing providers	Promote better coordination among housing advice providers such as local authority housing offices, migrant and refugee community organisations and registered social landlords, to improve availability, accessibility and quality of advice they give to refugees and migrants on housing	<ul style="list-style-type: none"> <li>Negotiate and support replication of existing models for improving access to information about housing for migrants and refugees across 3 London boroughs, by March 2012</li> </ul>	National Housing Federation London, London boroughs, MRAP
2.4 Access to housing for newly recognised refugees	Facilitate better access to housing for newly recognised refugees	<ul style="list-style-type: none"> <li>Develop a protocol for London referral of newly recognised refugees to housing advice and services as part of framework for integration advice (see actions on Advice), by September 2011</li> </ul>	Refugee Council, UK Border Agency,

### 3. Employment, skills and enterprise

**Core objective:** Improve the ability of all refugees to find employment. Reduce underemployment and enhance progression by promoting access to training and skills development, and high quality employment advice and support for enterprise.

Priority	Year 2 objective	Year 2 actions	GLA Partners
3.1 Promotion of the London Living Wage	Work with London employers to increase private sector sign up to the London Living Wage	<ul style="list-style-type: none"> <li>• Announce the new London Living Wage figure and communicate to London businesses, by June 2011</li> <li>• Facilitate the setting up of an independent London Living Wage Commission to determine London Living Wage policy issues (subject to Mayoral approval), by September 2011</li> <li>• Hold at least one event to promote and celebrate take up of the London Living Wage, by December 2011</li> </ul>	London Citizens
3.2 Employment standards: information, enforcement and regulation	Advocate for required employment standards in low paid employment and, where necessary, for regulatory oversight by the Gangmasters Licensing Authority in sectors with high proportions of agency sub-contractors such as construction and hospitality.	<ul style="list-style-type: none"> <li>• Carry out an impact assessment for London of potential extension of the Gangmasters Licensing Authority powers to the construction and hospitality sectors, by September 2011</li> <li>• Survey companies in the construction and hospitality sectors on proposals to extend the Gangmasters Licensing powers into their sectors, by December 2011</li> <li>• Lobby DEFRA and BIS for improved regulatory oversight recommended by the impact assessment, by March 2012</li> </ul>	London First, SERTUC, MPS, Institute for Human Rights and Business

Priority	Year 2 objective	Year 2 actions	GLA Partners
3.3 Targeted employment support	Work with the London Enterprise Partnership to improve the quality of employability support available to refugees and eligible migrants.	<ul style="list-style-type: none"> <li>• Run a seminar for Work Programme providers and specialist refugee and migrant employability organisations to share best practice on employability support for refugees and eligible migrants, by May 2011</li> <li>• In partnership with at least one Work Programme Prime Contractor, develop a model to monitor access and outcomes for refugees and eligible migrants in London, by March 2012</li> <li>• Integrate actions with English Language actions</li> </ul>	London Enterprise Partnership

## 4. Health

**Core objective:** Ensure health needs are met by eliminating the specific disadvantages faced in obtaining appropriate services and support

Priority	Year 2 objective	Year 2 actions	GLA Partners
4.1 Information and advice for providers on different migrants' needs, rights and responsibilities	Work with Regional Public Health Group and NHS to increase awareness of migrants' entitlements and needs to improve access to health services	<ul style="list-style-type: none"> <li>• Produce and disseminate an information product for migrants on entitlements to primary care, by September 2011</li> <li>• Develop and disseminate appropriate communication and information tools among health providers and commissioners to raise awareness of refugee and migrant entitlement and needs, by March 2011</li> </ul>	Regional Public Health Group, Project London (Doctors of the World)
4.2 Access to mental health services	Using outcomes of the Refugee Mental Health Practitioners' Forum, influence mental health service planners, commissioners and providers to integrate the needs of London's migrant populations, in particular refugees and asylum seekers, in delivery of mental health services	<ul style="list-style-type: none"> <li>• Sign up at least two GP consortia to participate in a joint capacity building initiative by MIND and Refugee Mental Health Practitioners Forum on the commissioning of mental health services for refugees and migrants, by December 2011</li> <li>• Support the Refugee Mental Health Practitioners Forum and dissemination of their report on delivery of refugee mental health services, by December 2011</li> </ul>	Regional Public Health Group, Medical Foundation for the Victims of Torture, MIND
4.3 Maternal health outcomes	Advocate for required changes to delivery of maternity services to migrant women in order to reduce inequality in migrants' maternal and infant mortality rates	<ul style="list-style-type: none"> <li>• Work with NHS London's Maternity Services Strategic Advisor, Regional Public Health Group, Department for Health and other stakeholders to promote guidelines on ante natal services for overseas patients, and where necessary, ask for changes to the guidelines</li> <li>• Assess the extent to which removal of other barriers to access, such as interpretation services, can improve outcomes of maternity services</li> </ul>	Regional Public Health Group

## 5. Community safety and cohesion

**Core objective:** Ensure that the police and justice system deliver high quality services for asylum seeker, refugee and migrant communities

Priority	Year 2 objective	Year 2 actions	GLA Partners
5.1 Community cohesion in outer London boroughs (or 'new contact zones')	Promote the implementation of the identified models of good practice in building community cohesion in the outer London boroughs (new contact zones)	<ul style="list-style-type: none"> <li>Assess impact of Team London 'Building Stronger Communities' projects and report to LSMP, by Dec 2011</li> <li>Identify and disseminate models of good practice across London, by March 2012</li> </ul>	London boroughs MRCO forums
5.2 Trafficking	Support the <i>Human Trafficking and London 2012 Network</i> to prevent, reduce and raise awareness, about trafficking for sexual and labour exploitation in human beings, in relation to the 2012 London Olympic Games	<ul style="list-style-type: none"> <li>Coordinate the Human Trafficking and London 2012 Network</li> <li>Support delivery of the Human Trafficking and London 2012 Network risk reduction work programme and lead on designated actions to tackle demand and raise awareness for identification of trafficked people.</li> </ul>	MPS, MPA, Eaves (Poppy Project), Anti Slavery International

NB: In light of changes announced in the Police Reform and Social Responsibility Bill, the priorities and objectives of *London Enriched* community safety and cohesion Year 2 implementation plan will be revisited once the details of the structural changes to police scrutiny in London have been finalised.

## 6. Children and young people

**Core objective:** Overcome the specific challenges faced in London in order to improve their health, wellbeing, safety and educational attainment and ensure the same life chances as all London's children and young people.

Priority	Year 2 objective	Year 2 actions	GLA Partners
6.1 Unaccompanied children	Work with stakeholders to ensure appropriate support and outcomes for unaccompanied asylum seeking children (UASC) in the care system and the immigration system	<ul style="list-style-type: none"> <li>• Assess impact of reductions in UKBA-funded support for UASCs in London and produce report by December 2011</li> <li>• Broker 2 awareness raising sessions for UKBA staff and other agencies by unaccompanied asylum seeking children and refugees, by March 2012</li> </ul>	Refugee Council, UK Border Agency, London boroughs
6.2 Child Trafficking	Support better coordination of protection services for trafficked children in London	<ul style="list-style-type: none"> <li>• Support delivery of the Human Trafficking and London 2012 Network risk reduction work programme and lead on designated actions to promote the child trafficking toolkit.</li> </ul>	Human Trafficking and London 2012 Network, London Safeguarding Children Board

## 7. Community development

**Core objective:** Strengthen the ability of migrants to meet the needs of their own communities and engage effectively in civic, political and community life.

Priority	Year 2 objective	Year 2 Actions	GLA Partners
7.1 Migrant and Refugee Community Organisations (MRCOs) access to funding, commissioning and other resources	Using outcomes and recommendations from <i>London Enriched</i> Year 1 implementation, take action to increase awareness by funders, commissioners and other stakeholders of the demonstrable outcomes made by Migrant and Refugee Community Organisations (MRCOs) to integration, civil society and other relevant policy objectives	<ul style="list-style-type: none"> <li>• Create an online gallery of MRCO case studies to showcase their contribution to integration outcomes, by October 2011</li> <li>• Support MRCOs to engage with the sub-contracting of commissioned services such as the Single Work Programme</li> <li>• Assess impact of funding and policy changes on MRCOs in London and produce reports for LSMP in September 2011 and March 2012</li> <li>• Within the framework of Team London, support at least 3 independent charitable trusts and private philanthropic organisations to increase involvement with refugee and migrants, by March 2012</li> </ul>	Community Development Link Body, London Funders
7.2 Participation of refugees and migrants in relevant civil society initiatives	Assist Migrant and Refugee Community Organisations (MRCOs) to identify and engage with relevant civil society initiatives that support integration	<ul style="list-style-type: none"> <li>• Using suitably qualified volunteers from the private and public sector, develop at least 3 initiatives that enable MRCOs to jointly assess needs, plan services and secure resources for their activities, by March 2012</li> <li>• Send regular email updates to MRCOs on government initiatives to strengthen the role of civil society, and identify and promote key opportunities for MRCOs</li> </ul>	Community Development Link Body
7.3 Volunteering and mentoring to promote integration	Work with MRCOs and other stakeholders to develop volunteering and mentoring activities that promote integration	<ul style="list-style-type: none"> <li>• Develop at least two initiatives for volunteering or mentoring by GLA and/or private sector staff with refugee and migrants communities, by March 2012</li> </ul>	Community Development Link Body

## 8. Cross cutting themes

Priority	Year 2 objective	Year 2 Actions	GLA Partners
8.1 Information and advice for refugees and new migrants	Develop and implement a multi-agency framework for 'move-on' of newly recognised refugees from asylum system to mainstream entitlements and services to support integration	<ul style="list-style-type: none"> <li>• Set up a working group of partners and develop a framework for a multi-agency 'move-on' of newly recognised refugees, by September 2011</li> <li>• Support partners to implement new framework, by March 2012</li> <li>• Hold 2 six-monthly meetings in June 2011 and December 2011 of network of civil society partners to monitor data on the experiences of newly recognised refugees from Case Resolution and report on risk of rough sleeping to London Delivery Board and LSMP</li> </ul>	UK Border Agency, Refugee Council
8.2 Messaging around migration in London	Deliver a coherent and consistent message on migration in London	<ul style="list-style-type: none"> <li>• Using public attitudes research, develop a 12 month communication strategy on immigration and integration in London, by June 2011</li> <li>• Deliver in 2011/12 with partners the communication strategy and adapt to opportunities and threats in the wider immigration policy area such as changes to the Points Based System for immigration</li> </ul>	Changing Minds
8.3 Asylum system	Monitor changes to the asylum system and advocate for measures to reduce negative outcomes in London, including extreme exclusion	<ul style="list-style-type: none"> <li>• Ensure LSMP is updated regularly by UK Border Agency on the impact on asylum decision making, refugee integration and extreme exclusion in London of the Home Office Asylum Improvement Project</li> <li>• Broker four workshops for UKBA asylum case owners in Local Immigration teams and legal practitioners to improve communication on asylum cases, by March 2012</li> </ul>	UK Border Agency, London Strategic Migration Partnership

Priority	Year 2 objective	Year 2 Actions	GLA Partners
8.4 Undocumented migrants	Advocate for mandatory regularisation of undocumented migrants who have been law abiding and working in London for a number of years	<ul style="list-style-type: none"> <li>• Develop a work programme for 2011/12 to widen support for a regularisation programme in London from local authorities and the private sector, by June 2011</li> <li>• Advocate for a mandatory regularisation to better enforce border controls in London</li> </ul>	London Citizens



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### Chinese

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### Vietnamese

Nếu bạn muốn có văn bản tài liệu này bằng ngôn ngữ của mình, hãy liên hệ theo số điện thoại hoặc địa chỉ dưới đây.

### Greek

Αν θέλετε να αποκτήσετε αντίγραφο του παρόντος εγγράφου στη δική σας γλώσσα, παρακαλείστε να επικοινωνήσετε τηλεφωνικά στον αριθμό αυτό ή ταχυδρομικά στην παρακάτω διεύθυνση.

### Turkish

Bu belgenin kendi dilinizde hazırlanmış bir nüshasını edinmek için, lütfen aşağıdaki telefon numarasını arayınız veya adrese başvurunuz.

### Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਾਬਤਾ ਕਰੋ:

### Hindi

यदि आप इस दस्तावेज की प्रति अपनी भाषा में चाहते हैं, तो कृपया निम्नलिखित नंबर पर फोन करें अथवा नीचे दिये गये पते पर संपर्क करें

### Bengali

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি (কপি) চান, তা হলে নীচের ফোন নম্বরে বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

### Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں چاہتے ہیں، تو براہ کرم نیچے دئے گئے نمبر پر فون کریں یا دیئے گئے پتے پر رابطہ کریں

### Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، يرجى الاتصال برقم الهاتف أو مراسلة العنوان أدناه

### Gujarati

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાધો.



