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London enriched

Implementation plan



MAYOR OF LONDON

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Implementation plan

London Enriched sets out objectives for each of the strategy's seven core themes. The strategy also contains proposed actions to achieve these objectives. This plan provides more detail of how these actions will be carried out during year one of the strategy. Options for year one actions (which will be agreed with partners during year one) are specified in the strategy but not covered in this plan.

Actions are grouped under each of the strategic objectives for the strategy's core and crosscutting themes.

For each action, the plan specifies the following:

- Key tasks
- Outcomes for each task
- Lead body responsible for facilitating and coordinating delivery of each action
- Other potential partners
- Resources required and available for each action.

It is important to note that although GLA policy teams will play a central role in coordinating many actions, actual delivery will depend mainly on partners. Where partners have already agreed to lead, these partners are specified. Where GLA policy teams appear as leads, they will mainly have a facilitating and coordinating role and many actions will depend on partners, with other teams contributing in accordance with their role and capacity.

English language

Core objective: Ensure that all refugees and asylum seekers have access to appropriate tuition in English for Speakers of Other Languages (ESOL).

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
3.3.1 Ensure that the new approach to ESOL for cohesion meets the needs of refugees.	<ol style="list-style-type: none"> 1 Support LSPs to develop evidence for identifying priority groups. 2 Support LSPs to identify resources to deliver ESOL for priority groups. 3 Work with LSPs and ESOL providers to develop courses that meet the diverse needs of refugees. 4 Develop mechanism for monitoring how well the new approach to ESOL meets diverse refugee needs. 	<ol style="list-style-type: none"> 1 London boroughs and LSPs better able to identify priority groups. 2 Improved ESOL provision for all members of refugee communities in London. 	GLA Diversity and Social Policy Team Learning and Skills Council ESOL providers CLG GOL UKBA Refugee Council	GLA staff time
3.3.2 Lobby with LSEB for government funding and policies that fill gaps and shortfall in ESOL for refugees in London.	<ol style="list-style-type: none"> 1 Based on monitoring of new approach to ESOL, identify gaps and shortfall. 2 Hold roundtable event on ESOL policy. 	Funders and policy makers committed to action to improve ESOL offer for refugees.	GLA Diversity and Social Policy Team LSEB London Strategic Migration Partnership (LSMP)/Migrant and Refugee Advisory Panel (MRAP)	<ul style="list-style-type: none"> • GLA staff time • LSEB staff time • LSMP/MRAP staff time

Housing

Core objective: Ensure that refugees have access to channels for housing provision.

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
4.3.1 Survey information on barriers faced by refugees in meeting their housing needs (as part of the general baseline assessment to be carried out for this strategy).	<ol style="list-style-type: none"> 1 Consult NHF and other link body members to map current data sources, eg DMAG, London boroughs (LBs), Housing Associations, VCS, LAA National Indicators, Refugee Integration and Employment Service (RIES). 2 Establish a baseline on refugee housing that includes data on women, people with disabilities, older people, members of faith groups and lesbian, gay, bisexual or trans people. 3 Identify action to improve information on refugee housing. 4 Establish system for monitoring progress against baseline. 	Improved information on refugee housing needs to facilitate better planning and provision.	GLA Diversity and Social Policy Team GLA DMAG GLA Housing Unit (advisory role) GOL NHF Refugee Council London Councils London Advice Forum Link body members	<ul style="list-style-type: none"> • GLA staff time • Portion of general baseline assessment budget (see 10.3.1)
4.3.2 Contribute to delivery of the London Housing Strategy by: <ul style="list-style-type: none"> • Improving awareness among relevant stakeholders of barriers faced by refugees in meeting their housing needs. • Ensuring that housing information is available to refugees. • Monitoring the impact on refugees of key initiatives of the London Housing Strategy. 	<ol style="list-style-type: none"> 1 Work with link body to agree plan for disseminating information on barriers faced by refugees to relevant delivery partners and other stakeholders. 2 Work with partners to improve quality and availability of housing information for refugees and refugee support organisations. 3 Develop plan to monitor impact on refugees of key policies in the housing strategy. 	Refugees have better access to suitable housing.	GLA Diversity and Social Policy Team GLA Housing Unit (advisory role) UKBA GOL JobcentrePlus LDA Refugee Support London boroughs Registered Social Landlords (RSLs) Refugee Council	GLA staff time

Housing, continued

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
4.3.3 Help the Mayor to end rough sleeping in London by supporting the London Delivery Board to tackle rough sleeping by asylum seekers and refugees.	<ol style="list-style-type: none"> 1 Work with UKBA to assess the risk of case resolution, in particular drift back to London from the regions. 2 Identify policy measures or local service responses to address risk. 	<ol style="list-style-type: none"> 1 Reduced impact of case resolution on rough sleeping among asylum seekers, refused asylum seekers and refugees. 2 Mayor more likely to meet target of ending rough sleeping. 	GLA Diversity and Social Policy Team GLA Housing Unit Homeless Link Refugee Council Other migrant and refugee organisations London Councils No Recourse to Public Funds Network Faith Groups and local Asylum Seeker Day Centres UKBA JobcentrePlus London Homelessness Partnership	<ul style="list-style-type: none"> • GLA Staff time • UKBA and other partner staff time
4.3.4 Support London boroughs (LBs) and local strategic partnerships (LSPs) to ensure local area agreements promote refugee integration and achieve national targets.	<ol style="list-style-type: none"> 1 Identify key NI indicators for housing and other LAA indicators relevant to integration 2 Work with LBs and LSPs to develop practical steps that assist LAAs to promote integration and achieve NI targets by including refugees 3 Work with Capital Ambition, GOL, LBs and LSPs to support implementation eg by sharing practice among LSPs and LAAs. 	Greater understanding by LSPs and LBs of how LAAs can promote refugee integration and improve performance against National Indicators.	GLA Diversity and Social Policy Team GOL Capital Ambition HCA TSA London boroughs LSPs	GLA staff time

Employment, skills and enterprise

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

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
5.3.1 Support London's new Adult Advancement and Careers Service to ensure it meets refugee needs.	<ol style="list-style-type: none"> 1 Assist AACS to develop appropriate specialist support for referral of refugees coming through the single 'gateway' for all users. 2 Ensure AACS takes into account ESOL needs. 3 Work with AACS to develop appropriate interview process for refugees. 4 Work with Learning and Skills Council to use results of Integrated Skills Service In Work trial in addressing refugee needs via pre-employability and in work support. 4 Support roll out of new services taking refugees into account. 5 Ensure AACS complements RIES. 	<ol style="list-style-type: none"> 1 Refugees access the employability support they need as AACS procedures and staff reflects awareness of key refugee issues and improved access to networks of specialist support. 2 Improved training and employment outcomes for refugees. 	Learning and Skills Council LDA GLA Diversity and Social Policy Team JobcentrePlus London Advice Forum Refugee Community Organisations (RCOs), other specialist providers RIES UKBA GOL SERTUC Learning Services	LDA staff time LDA budget GLA staff time
5.3.2 Ensure the London Skills and Employment Strategy benefits adult refugees.	<ol style="list-style-type: none"> 1 Work with the LSEB to ensure refugee access to appropriate Train to Gain services. 2 Facilitate expansion of Registered Social Landlord actions to promote employment opportunities for refugee tenants. 	<ol style="list-style-type: none"> 1 Refugees have improved access to pre-employment and in-work skills provision that meets their needs. 2 Improved skill levels and employment outcomes for refugees. 	LDA/GLA Diversity and Social Policy Team Learning and Skills Council JobcentrePlus FE/HE providers SERTUC Learning Services	LDA/GLA staff time and budget

Employment, skills and enterprise, continued

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
5.3.3 Assist employer engagement initiatives to include refugees.	<ol style="list-style-type: none"> 1 Assist Diversity Works to include refugees in advice and support for employers. 2 Work with London First to ensure London Employer Accord includes refugees. 3 Support local employer partnerships to engage with refugees. 4 Work with Business Link to promote EHRC and Refugee Council guidance on refugee documentation and UKBA documentation services. 5 Support development of hubs for promoting employment of refugee professionals. 	<ol style="list-style-type: none"> 1 Reduced employer barriers to employing refugees. 2 Improved employment outcomes for refugees. 	GLA Diversity and Social Policy Team London First Local Employer Partnerships Jobcentre Plus London Chamber of Commerce and Industry London CBI Employability Forum NHS Employers	GLA staff time LDA staff time LDA Diversity Works resources Employability Forum staff time and budget
5.3.4 Support an inquiry into London's informal economy to identify ways for refugees to enter mainstream employment and formalise their informal economic activity.	Agree commissioning framework for enquiry in the context of other work recently carried out in this area, e.g. TUC report on vulnerable workers.	Reduced refugee, asylum seekers and migrant communities' exposure to low pay, poor conditions, risks of exploitation and isolation.	Community Links GLA Diversity and Social Policy Team Refugee Council SERTUC City Parochial Foundation Refugee Community Organisations (RCOs) Faith groups UKBA	GLA staff time
5.3.5 Make refugees and advice workers who support them more aware of refugee employment rights and existing sources of advice and support.	<ol style="list-style-type: none"> 1 Determine scale and nature of abusive employment of refugees. 2 Convene roundtable of partners. 3 Provide employment rights awareness training for support and advice workers. 4 Stimulate 'focus group' to generate self-help solutions and serve as resource for research. 5 Examine how prevention measures work for London, identify actions to improve and lobby BIS to implement. 	<ol style="list-style-type: none"> 1 Refugees and advice workers more aware of refugee employment rights and available advice and support. 2 Improved employment outcomes for refugees. 	SERTUC ACAS CABx Law Centres National Minimum Wage Inspection Unit Employment Agencies Standards Inspectorate HSE London boroughs London Councils Refugee support organisations, RCOs SERTUC Unions	<ul style="list-style-type: none"> • SERTUC staff time • GLA staff time

Health

Core objective: Ensure that refugees' health needs are met by eliminating the specific disadvantages they face in obtaining appropriate services and support.

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
6.3.1 Map information on refugee health needs, barriers to accessing services and health outcomes currently held by Health Link members and work with MRAP and the wider practitioners group to recommend steps to strengthen the JSNA process for identifying refugee health needs, barriers to access and outcomes.	<ol style="list-style-type: none"> 1 Map information. 2 Consult MRAP and practitioners group. 3 Feed into LSPs via Regional Public Health Group and GOL. 	<ol style="list-style-type: none"> 1 Improved JSNA. 2 Improved health provision 	GLA Diversity and Social Policy Team/ Regional Public Health Group MRAP Health practitioners group LSPs GOL	GLA and RPHG staff time
6.3.2 Ensure the Mayor's Health Inequalities Strategy delivers relevant commitments for refugees.	<ol style="list-style-type: none"> 1 Facilitate LSMP response to consultation on Health Inequalities Strategy. 2 Ensure the Health Inequalities Strategy includes relevant actions to address refugee health inequalities. 	Refugees have access to Mayor's initiatives to reduce health inequalities in terms of access to services and health determinants that form part of the Health Inequalities Strategy Delivery Plan.	GLA Diversity and Social Policy Team/ GLA Health Policy Team UKBA LSMP Board members	GLA staff time LSMP staff time
6.3.3 Improve refugee access to health, mental health and social care through information, refugee user engagement and appropriate procedures and practice.	<ol style="list-style-type: none"> 1 Work with PCTs, MHTs, NHS London and key providers such as the Refugee Council Specialist Team and other refugee services to improve access, promote engagement and enhance procedures and practice. 2 Work with partners to improve quality and availability of information for refugees. 3 Work with LINKs and other bodies to promote refugee engagement. 	<ol style="list-style-type: none"> 1 Specific action taken by providers to improve access. 2 Improved information available to refugees and services providing advice and other support to refugees. 3 Improved refugee engagement with LINKs and other bodies. 	GLA Diversity and Social Policy Team NHS London PCTs MHTs Refugee Council UKBA Specialist refugee services	GLA staff time

Health, continued

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
6.3.4 Work with the NHS and PCTs to ensure staff awareness of refugee health needs and entitlements in ensuring access and effective treatment.	<ol style="list-style-type: none"> 1 Work with London SHA to include refugee issues in equalities and diversity training for NHS staff. 2 Build on existing Refugee Council or other training to develop NHS staff training package. 3 Establish governance arrangements for roll out via appropriate structures such as NHS Access Guidance. 	<ol style="list-style-type: none"> 1 Action taken by key providers to improve staff awareness of issues relevant to refugee access and treatment. 2 Refugees have their health needs better met. 	Regional Public Health Group/GLA Diversity and Social Policy Team London SHA Refugee Council NHS Community Development Workers Network Specialist refugee services Kings Fund UKBA GOL Sure Start Health trade unions	GLA staff time
6.3.5 Work with London's Mental Health Trusts, PCTs, NHS London and third sector partners to ensure that the mental health needs of refugees are considered in the planning, commissioning and delivery of mental health services for London.	<ol style="list-style-type: none"> 1 Initiate discussion of refugee mental health needs by MHTs, PCTs, NHS London and specialist third sector providers such as the Refugee Council's Specialist Team and agree plan to improve access and provision, including issue of bilingual counsellors and other provision. 2 Facilitate working group of key stakeholders to identify issues and agree action plan. 3 Implement actions that can be delivered with existing resources. 4 Identify resource needs for remaining action and agree lead agency to secure funding. 	<ol style="list-style-type: none"> 1 Increased opportunities for specialist services and refugee communities to engage with and influence the commissioning of mental health services in London. 2 Better mental health provision for refugees in London. 	GLA Diversity and Social Policy Team/GLA Health Policy Team MHTs PCTs NHS London Refugee Council Other refugee mental health services Tavistock Clinic Lambeth PCT UKBA	GLA staff time

Community safety

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

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
7.3.1 Support the Police Pledge and efforts by the Metropolitan Police Service to ensure that policing for asylum seekers, refugees and other migrants is of the same high standard as for other Londoners and send a clear message that the Police are committed to tackling crime and protecting all Londoners regardless of immigration status.	<ol style="list-style-type: none"> 1 Work with refugee communities to identify current key issues around police/community engagement. 2 Work with MPA, MPS, ACPO, NPIA and others to agree production of a Standard Operating Procedure for the MPS which sets out good policing practice in relation to asylum seekers, refugees and migrants, how powers should be used, supervised and managed, and reinforcing the need to engage with these and wider communities to gain trust and confidence. 3 Develop actions to ensure that the new Police Pledge is used to improve refugee community engagement with the police. 	<ol style="list-style-type: none"> 1 Standard Operating Procedure for the MPS produced. 2 Police improve service they provide to refugee communities. 3 Refugees have more confidence to go to the police as victims or witnesses. 	GLA Diversity and Social Policy Team GLA Community Safety Team Refugee community organisations Refugee Council Link body members MPS MPA ACPO NPIA UKBA	GLA staff time MPS staff time
7.3.2 Develop and support practical actions to promote constructive local dialogue on refugees, asylum and migration and to foster positive engagement between asylum seekers, refugees, migrants and the local communities.	<ol style="list-style-type: none"> 1 Develop and submit to Capital Ambition a proposal for a cohesion project that would work with LBs and LSMP partners to: <ul style="list-style-type: none"> • assess the impact of existing support for cohesion by IDEa, ICoCO, DCLG, etc • identify additional good practice and new ideas for promoting constructive dialogue on refugees, asylum and migration and the impact on housing and other aspects of life in the community • develop measures to assess the role and impact of cohesion initiatives in delivering LAA cohesion indicators • deliver events, practice exchange and other means of sharing good practice. 2 Establish delivery group to implement proposal. 	<ol style="list-style-type: none"> 1 Increased range of initiatives identified to promote cohesion by addressing migration issues. 2 Improved measures for assessing cohesion initiatives addressing migration. 3 Increased awareness and application of initiatives to promote cohesion by addressing migration issues. 	GLA Diversity and Social Policy Team Capital Ambition London Empowerment Partnership GOL Refugee Council UKBA	GLA staff time Capital Ambition funding (subject to successful application)

Community safety, continued

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
7.3.3 Ensure that the Mayor's strategy The Way Forward: A Call for Action to End Violence Against Women addresses the specific needs of asylum seeking, refugee and migrant women.	<ol style="list-style-type: none"> 1 Analyse the experience of gender-based violence in refugee communities to inform actions. 2 Work with MPA, MPS, UKBA and others to adapt services to maximise protection for refugee women and ensure they have access to services and other support. 	<ol style="list-style-type: none"> 1 MPA, MPS, UKBA, local authorities, NHS and others implement specific measures tackling identified gaps and barriers to support asylum seeking, refugee and migrant women. 2 Refugee women experiencing or at risk of domestic violence receive improved support 	GLA Diversity and Social Policy Team GLA Community Safety Team RCOs MPS MPA UKBA Refugee Council GOL NHS	GLA staff time
7.3.4 Support Refugee Week in promoting public awareness of asylum and refugee issues	Contribute to funding of Celebrating Sanctuary launch event June 2010	Improved public awareness of asylum and refugee issues	GLA Events Team/ GLA Diversity and Social Policy Team	GLA staff time
7.3.5 Work with the Office of the Chief Inspector of the UKBA to support improvements in UKBA operations, including immigration enforcement work.	<ol style="list-style-type: none"> 1 Work with LSMP and local crime and disorder partnerships to monitor enforcement practice and support partnerships in working with UKBA to eliminate recurrent problems. 2 Convene regular meetings with the office of the Chief Inspector of the UKBA to discuss results of monitoring. 	<ol style="list-style-type: none"> 1 Improved monitoring and data sharing enables crime and disorder partnerships to assist in prevention, early intervention and action to tackle community-relations issues. 2 Improved enforcement action by UKBA. 	GLA Diversity and Social Policy Team UKBA - Office of the Chief Inspector MPS MPA Local Crime and Disorder Partnerships RCOs GOL	GLA Staff time

Children and young people

Core objective: Overcome the specific challenges faced by refugee children and young people in London in order to improve their health, wellbeing, safety and educational attainment and ensure they enjoy the same life chances as their peers.

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
8.3.1 Ensure that the Mayor's strategies help to meet the specific needs of asylum seeking and refugee children and young people	1 Work with the relevant GLA Policy teams and bodies to ensure the delivery plans for the Mayor's strategies contain appropriate actions to meet the specific needs of asylum seeking and refugee children, including: <ul style="list-style-type: none"> • The London Plan • London Housing Strategy • Economic Development Strategy • Health Inequalities Strategy • London Transport Strategy • Time for Action • Cultural Strategy • A Sporting Future for London. 	Delivery plans for Mayor's strategies contain actions to address specific issues affecting asylum seeking and refugee children and young people.	GLA Diversity and Social Policy Team Relevant delivery partners	GLA staff time
8.3.2 Ensure that Young London Matters strands and other pan-London strategic work delivers Every Child Matters objectives for asylum seeking and refugee children.	1 Work with the London Children and Young People's Partnership to ensure that pan-London strategic work, including YLM strands, includes action on refugee children and young people. 2 Work with GLA Peer Outreach Team, Young London Participation Network and Save the Children Forum to support engagement by refugee children and young people.	Relevant YLM work includes actions to address the specific issues affecting asylum seeking and refugee children and young people.	GLA Diversity and Social Policy Team GLA Children and Young People Team GOL London Children and Young People's Partnership Association of London Directors of Children's Services Refugee Council Young London Participation Network UKBA London Councils Save the Children Forum SERTUC	GLA staff time

Children and young people, continued

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
8.3.3 Address the specific needs of unaccompanied asylum seeking children and young people.	<ol style="list-style-type: none"> 1 Work with relevant partners to monitor age dispute and other issues. 2 Ensure that all relevant London Enriched actions address the specific needs of separated asylum seeking young children, including their needs on reaching 18. 	<ol style="list-style-type: none"> 1 Action agreed to address the specific needs of separated asylum seeking children. 2 Needs of unaccompanied children and young people are better met 	GLA Diversity and Social Policy Team GLA Children and Young People Team Refugee Council London Councils London boroughs UKBA	GLA staff time
8.3.4 Improve protection for trafficked children and young people.	<ol style="list-style-type: none"> 1 Monitor current pilot of trafficking toolkit by London Safeguarding Children Board and support roll out. 2 Build on previous work by the Poppy Project, Refugee Council and other partners to assess need to increase awareness of relevant services and organisations on how to identify children and young people who may have been trafficked. 3 Work with partners to improve quality and availability of information on trafficked children for relevant service providers. 4 Take action to ensure that the protection of trafficked children takes precedence over immigration control. 	<ol style="list-style-type: none"> 1 Increased capacity of relevant services and other organisations to identify and support young people who may have been trafficked for sexual or economic exploitation. 2 Improved information on trafficked children to support more effective prevention and awareness work. 	GLA Diversity and Social Policy Team London Safeguarding Children Board Metropolitan Police Service London Local Safeguarding Children Boards Specialist agencies Mayor (Kit Malthouse) Refugee Council GOL London Councils UKBA The Children's Society NSPCC SERTUC (Teaching Unions) Anti-Slavery International	GLA staff time
8.3.5 Work with the London 14-19 Regional Planning Group to ensure the commissioning of 14-19 year-old services that meet the needs of refugee children and young people.	<ol style="list-style-type: none"> 1 Ensure RPG is informed about the specific needs and barriers faced by refugee children and young people. 2 Support appropriate engagement by refugee children and young people to gain their views and experiences. 3 Ensure RPG is informed about relevant good practice in education provision. 	Action agreed by RPG to address the specific needs and barriers faced by refugee children and young people and to support relevant good practice.	GLA Diversity and Social Policy Team/Regional Planning Group GLA Children and Young People Team GOL Refugee Council Save the Children GLA Peer Outreach Team Young London Participation Network	GLA staff time

Community development and participation

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

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
9.3.1 Support more effective and sustainable funding of migrant and refugee community organisations through better understanding of their role in integration.	<ol style="list-style-type: none"> 1 Examine current funding for migrant and refugee community organisations with specific reference to the current economic situation, grant-making and commissioning procedures and barriers to funding. 2 Identify migrant and refugee community organisations (MRCOs) activities and their contribution to integration, with particular reference to LAAs and joint strategic needs assessments. 3 Identify action to deliver more sustainable and effective funding for MRCO activities that promote integration. 	Increased funding sustainability and stability for London refugee and migrant community organisations and agencies to operate effectively in representing their community interest.	GLA Diversity and Social Policy Team London Funders MRAP Refugee Council Other refugee infrastructure organisations EHRC Third Sector Alliance	GLA staff time Partner staff time
9.3.2 Bring together migrant and refugee community organisations to assess progress and plan action to promote integration through community development and engagement.	<ol style="list-style-type: none"> 1 Organise conference or other process for bringing community organisations together to assess progress and agree action to promote community development. 2 Implement agreed actions. 3 Report on outcomes of actions. 	<ol style="list-style-type: none"> 1 Refugee community organisations are better informed about good practice, funding, development support, policy and other issues relevant to their activities to promote refugee integration. 2 Action agreed to enhance the ability of MRCOs to promote integration or to influence relevant policies and services. 	GLA Diversity and Social Policy Team MRAP Refugee Council Other refugee infrastructure organisations Third Sector Alliance UKBA	GLA staff time GLA programme budget £2,000

Community development and participation, continued

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
9.3.3 Work with key stakeholders to assess the advice needs of refugees and support the development of appropriate services to meet those needs.	<ol style="list-style-type: none"> 1 Map information on refugee advice needs and provision. 2 Work with partners to identify steps to expand services, fill gaps and improve quality. 	<ol style="list-style-type: none"> 1 Increased awareness of the role of advice and advocacy in refugee integration. 2 Commitment by relevant partners, policy makers and commissioners on action to address advice and advocacy needs of refugees. 	GLA Diversity and Social Policy Team Advice UK Law Centres Federation LASA Refugee Council Community Legal Service OISC	GLA staff time Partner staff time
9.3.4 Carry out survey on extreme exclusion among asylum seekers, refused asylum seekers and refugees.	<ol style="list-style-type: none"> 1 Convene steering group. 2 Develop specification for survey that: <ul style="list-style-type: none"> • identifies exclusion indicators • collects relevant data • assesses extent of and factors contributing to extreme exclusion. 3 Commission survey in accordance with specification. 4 Work with relevant policy makers, commissioners and service providers to identify actions to reduce exclusion. 	<ol style="list-style-type: none"> 1 Published updated information on refugee extreme exclusion. 2 Actions identified to reduce exclusion. 	GLA Diversity and Social Policy Team Amnesty International Refugee Action No Recourse to Public Funds Network (LB Islington) Refugee Council UKBA SERTUC Asylum Support Appeal Project Third Sector Alliance	GLA staff time GLA programme budget (£10,000)
9.3.5 Promote refugee access to volunteering and mentoring opportunities.	<ol style="list-style-type: none"> 1 Review government initiatives and funding for volunteering and mentoring and identify opportunities to enhance access for refugee. 2 Work with volunteering and mentoring delivery partners to promote access for refugees. 	<ol style="list-style-type: none"> 1 Refugees and organisations providing advice and other support to refugees are better informed about volunteering and mentoring opportunities. 2 Volunteering and mentoring delivery partners are better able to market and deliver accessible and appropriate opportunities for refugees. 	GLA Diversity and Social Policy Team Refugee Council Other refugee infrastructure organisations Time Together Mainstream volunteering and mentoring project	GLA staff time

Next steps

Information

Proposed Action	Key tasks	Outcome	Delivery Partners (lead in bold)	Resources
10.3.1 Carry out assessment of existing information, establish a baseline, improve information on refugee needs and identify Key Performance Indicators for London Enriched.	Carry out assessment which: <ul style="list-style-type: none"> • maps existing information on core integration themes • identifies indicators of integration, including Key Performance Indicators for London Enriched • establishes baseline for monitoring implementation of London Enriched against KPIs • develops monitoring system for London Enriched • identifies steps to improve information on refugee needs. 	KPIs identified and baseline information provided.	GLA Diversity and Social Policy Team	GLA budgets circa £75,000
10.3.2 Use the results of the baseline assessment to identify steps for improving the collection of high quality data on refugee needs.	<ol style="list-style-type: none"> 1 Work with Link bodies to identify new information sources. 2 Develop mechanisms for collecting data on priority areas. 3 Support partners to implement new data collection mechanisms. 	Improved information on key factors in refugee integration.	GLA Diversity and Social Policy Team Delivery partners	GLA staff time
10.3.3 Establish a system for monitoring and evaluating the implementation of London Enriched and progress against its key objectives and key performance indicators identified as part of Action 10.3.1.	<ol style="list-style-type: none"> 1 Work with link bodies to develop mechanisms for recording information on indicators. 2 Agree responsibilities for recording and reporting on indicators. 2 Agree responsibility and process for collating data and producing report. 4 Develop evaluation procedure. 	Stakeholders informed of progress against actions to deliver strategy objectives.	GLA Diversity and Social Policy Team Link bodies	GLA staff time Link body staff time

Other formats and languages

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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 दस्तावेज़ 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 دیئے 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.

