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# LONDON ENRICHED

UPDATE

**MAYOR OF LONDON**

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# DEPUTY MAYOR'S FOREWORD

The 2012 Games were a great success for our city and our country. Refugee and migrant Londoners were part of what made it the greatest show on earth, from Mo Farah's double gold medal tally for Team GB and the 92 languages spoken by the residents of the host boroughs, to the global workforce that welcomed visitors from all over the world.

The Mayor wants refugees and migrants to continue to be part of London's success. Integration is key to maximising their contribution to, and benefit from, life in the capital.

In 2009 the Mayor launched London Enriched, his strategy for integration in London. On the whole, migrants to London tend to integrate well into the city without the need for overly bureaucratic state interventions and we have been benefiting from this organic process for many centuries. However, the 2009 London Enriched strategy acknowledged that there are sometimes specific barriers which exist that prevent refugees and migrants making a substantial and valued contribution. The Mayor and I want to renew our commitment to overcoming these barriers by updating this strategy for the next three years.

The success of this strategy will depend on the contribution of many partners. I have agreed to continue to lead the London Strategic Migration Partnership, with support from the Home Office, to bring together the key organisations in London, coordinating their efforts. I remain determined that the Partnership will continue to promote integration of refugees and migrants for the benefit of all Londoners.



A handwritten signature in black ink, appearing to read 'M. Mirza'.

**Munira Mirza,  
Deputy Mayor for Education and Culture**

# INTRODUCTION

London is a global city. Over a third of Londoners were born abroad and more than 200 languages are spoken every day. Now, as in the past, migration fosters an environment for the exchange of ideas and skills which contribute to London's economic growth and cultural vibrancy. Managing migration is essential to maximising its benefits and supporting integration vital to minimising its costs.

In 2009, the Mayor of London set out his strategy for refugee integration in London, London Enriched, to guide the implementation of his vision for integration over the period covering 2009-2012. In 2010, an updated plan widened the strategy to include migrants as well as refugees.

London Enriched defines integration as a two-way street built on positive engagement between refugees and migrants and settled communities. The aim of this strategy is to enable individuals to achieve their full potential and contribute fully to the community in which they live. These aims are pursued in the broader context of the Mayor's priorities on jobs and growth.

This update reviews the challenges and achievements to date in implementing London Enriched. It sets out the priorities for delivery over the next 3 years, 2013-2016, under each of the integration themes.



# PRIORITIES

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Patterns of migration to London are different from those in the rest of the UK. More Londoners were born overseas than ever before and more people come from abroad to London than anywhere else in the UK. There is greater diversity in countries of origin and there also tends to be more temporary migration to London than to the rest of the country. The focus of the Mayor's refugee and migrant integration strategy has been, and remains, to target those in need of the most support to integrate, whether due to the nature of their migration or their circumstances in London after arrival.

Understanding and speaking English is essential to all aspects of integration. Good English makes it more likely to be in work, more able to find the information on local services and more likely to feel part of local decision-making. Speaking good English is also linked to more positive attitudes towards community cohesion and feeling safe in the local area. This is why increasing access to learning English has been, and remains, the key priority in delivering London Enriched.



# LOOKING BACK ON DELIVERY: 2009-2012

The contribution of partners and stakeholders over the last three years has made delivery possible. In particular, the London Strategic Migration Partnership<sup>1</sup> (LSMP), chaired by the Deputy Mayor and supported by the UKBA coordinated delivery with partner agencies and organisations. The work of the LSMP was supported by the Migrant and Refugee Advisory Panel<sup>2</sup> (MRAP) who brought community perspective to the delivery of the strategy. The leadership of the Regional Public Health Group on the LSMP health link body, and of voluntary organisations on the LSMP Community Development Link Body, were significant.



## Challenges

Delivery of London Enriched took place against a backdrop of serious economic challenges; for Londoners, for employers, for public bodies and for voluntary sector partners. This had an impact on the ability of our partners to deliver some of the actions, while at the same time many experienced greater need from refugees and migrants in accessing their services.

Simultaneously, significant structural changes in the areas of English language skills funding, the NHS, employment support services, immigration and refugee integration services took place. The challenge was to ensure that in the new structures and models, best practice on integration was taken forward or taken on board.

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<sup>1</sup> List LSMP members orgs

<sup>2</sup> List MRAP members



## Key achievements

### *Improving opportunities for effective English Language learning*

Against a backdrop of funding eligibility changes, the GLA implemented recommendations from commissioned independent expert reports in a number of key areas:

- Improving the English for Speaker of Other Languages (ESOL) training Jobcentre Plus customers need to get into work.
- Successfully making the case to government for Skills Funding Agency providers to have wider discretion on which learners can access ESOL
- Working with government departments to increase community-based English language learning for those with low levels of English.



### *Coordinating essential integration services for newly recognised refugees*

The Refugee Integration and Employment Service provided assistance to newly recognised refugees on getting work and a place to live. This programme ended in March 2011 and the GLA brought together key service providers in London to ensure that information was still available for transition into life in London. Working with UKBA, Refugee Council, Job Centre Plus, Cleare Ltd, the document provides clear signposting to ensure a smoother transition between agencies. To complement this document, Homeless Link was commissioned to produce a refugee micro-site on its revamped Homeless London website. The micro-site provides an up to date directory of over 250 points of

services, as well as details of finding suitable private accommodation and entitlement for assistance if needed.

*Making an impact through cross agency working*

By bringing together UKBA with stakeholders in London, we were able to improve their services to Londoners. The Right First Time project brought together UKBA case owners and Asylum Aid to recommend models of more effective and timely communication between UKBA case owners and legal representatives. The best practice recommendations were shared with the Home Office Asylum Improvement Project and the findings implemented into national processes to improve the speed and quality of asylum decisions.

Working with UKBA on guarding against illegal working, we were able to raise awareness among employers on the different work eligibility criteria of refugees and migrants, enabling them to hire confidently from London's diverse workforce.

*Mainstreaming across mayoral priorities*

Across the core objectives of London Enriched, actions that were best delivered in the context of meeting the needs of all Londoners were undertaken across the GLA group to in Mayoral commitments, including the Mayor's Health Inequalities Strategy, the Mayor's Violence Against Women and Girls Strategy, the Mayor's Economic Growth Strategy and the Mayors' Draft Housing Strategy.

## Meeting the evidence challenge

London Enriched highlighted the lack of comprehensive information on refugee and migrant integration in London. Over the last three years, research has formed an important part of the programme in order to ensure policies are based on evidence.

A unique and ground-breaking refugee survey was carried out to establish a baseline against which progress could be monitored. The survey informed the priorities of the London Strategic Migration Partnership and its members. The survey will be revisited in the 2013-2016 period to monitor changes in levels of integration.

COMPAS at the University of Oxford were commissioned to provide an evidence base on migration in London. This work has framed the priorities of the Mayor's integration strategy, as well as informed the housing strategy, and the health inequality strategy. This comprehensive picture of migration in London has been used by other researchers and policy makers as an authoritative picture of migration in London. The 2011 census data released in 2012 and 2013 will serve as a basis for a review of the migration picture in London.

Two significant studies on English Language were commissioned by the GLA to provide policy analysis and recommendations on increasing quality and access to English Language courses for different groups of refugees and migrants. The studies have improved delivery of existing services, influenced new funding for London and highlighted where new work needs to be done to address gaps in provision.



# MOVING TOWARDS THE CORE OBJECTIVES 2013-2016

Over the next three years the aim of the strategy will remain the same: to enable individuals to achieve their full potential and contribute fully to the community in which they live. To progress towards this goal, the integration themes set out in London Enriched will remain the same. The high level objectives under each of those themes are set out below.

1. *English Language*

- 1.1. Improve ESOL training for Jobcentre Plus customers to address one of the key barriers to getting a job.
- 1.2. Support low paid workers to improve their English language skills and move into higher level jobs.
- 1.3. Advocate for innovative English language learning across London to support local integration.

2. *Housing*

- 2.1 Through the Mayor's programme of work on housing and homelessness, tackle the housing needs of all Londoners, including refugees and migrants.

3. *Employment, skills and enterprise*

- 3.1 Support growth and job creation in London by facilitating business access to global skills and talent pools.
- 3.2 Through the Mayor's London Enterprise Partnership priorities on skills and employment, develop a world class demand led system of skills for all Londoners, including refugees and migrants.

4. *Health*

- 4.1 Through the Mayor's programme of work on health inequalities, improve health outcomes for all Londoners, including refugees and migrants.

5. *Community Safety*

- 5.1 Through the Mayor's Office for Policing And Crime, deliver a safer city for all Londoners, including refugees and migrants.

6. *Children and Young People*

- 6.1 Through the Mayor's Education Programme, deliver excellence in London's schooling for all London children, including refugee and migrant children.

7. *Community development and participation*

- 7.1 Facilitate participation of London's Refugee and Migrant communities in delivery of London Enriched and the London Strategic Migration Partnership through the Mayor's Migrant and Refugee Advisory Panel.
- 7.2 Strengthen the ability of communities to meet their own needs.

Detail of delivery towards these high level objectives will be developed in consultation with our partners as part of the annual London Strategic Migration Partnership business plan.



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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, παρακαλείσθε 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.

