

**BME and New Arrivals Integration Strategy**  
**(for new and existing BME communities, refugees and asylum seekers, economic migrants, gypsies and travellers)**

Developed by:

**Sue Jobbins, Community Cohesion and Equalities (NCC)**  
**Dan Robertson (on behalf of Council for Ethnic Minority Communities)**

Supported by:

**County-wide Inter-Agency Group (Refugees and Asylum Seekers)**

**July 2006**

## **Contents**

|                |  |
|----------------|--|
| <b>Page 3</b>  | <b>Introduction</b>  |
| <b>Page 4</b>  | <b>Structural diagram</b>  |
| <b>Page 5</b>  | <b>What's new about this Strategy?</b>                             |
| <b>Page 6</b>  | <b>Benefits of the BME and New Arrivals Integration Strategy</b>   |
| <b>Page 8</b>  | <b>The role of the Task Groups</b>                                 |
| <b>Page 9</b>  | <b>Appendix 1 – The Forward Strategy</b>                           |
| <b>Page 10</b> | <b>Appendix 2 – Current status of IAG</b>                          |
| <b>Page 11</b> | <b>Appendix 3 – Key findings from the research</b>                 |
| <b>Page 12</b> | <b>Appendix 4 – Addressing the findings – key recommendations</b>  |
| <b>Page 13</b> | <b>Appendix 5 – What is the LAA?</b>                               |
| <b>Page 14</b> | <b>Appendix 6 – What is Community Cohesion?</b>                    |
| <b>Page 15</b> | <b>Appendix 7 – “Integration Matters” – The national framework</b> |

## **BME and New Arrivals Integration Strategy**

### **Introduction**

The context for the development of Northamptonshire's BME and New Arrivals Integration Strategy is, in part, the agreement reached in 2004 at the annual joint meeting between members of the Inter-Agency Group (Refugees and Asylum Seekers) and Councillors and senior officers from key organisations in the county on the forward plan which relates to continuing the support for refugees and asylum seekers beyond March 2005. In addition to this, in-depth research undertaken during 2005 shows there to be significant similarity between the types of integration support needed by refugees and asylum seekers entering Northamptonshire – including economic migrants – and the support needed by those from existing BME communities. Broadening the integration support from just refugees and asylum seekers to other minority communities, especially economic migrants, also reflects the broader approach being adopted in other sub-regions, along with ongoing discussions within the East Midlands Consortium for Asylum Seeker and Refugee Support (EMCARS) structure to do the same.

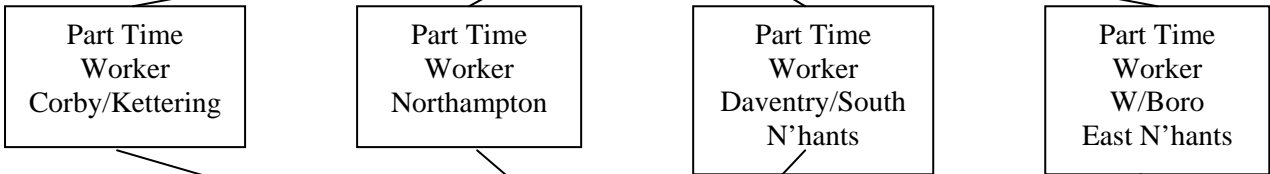
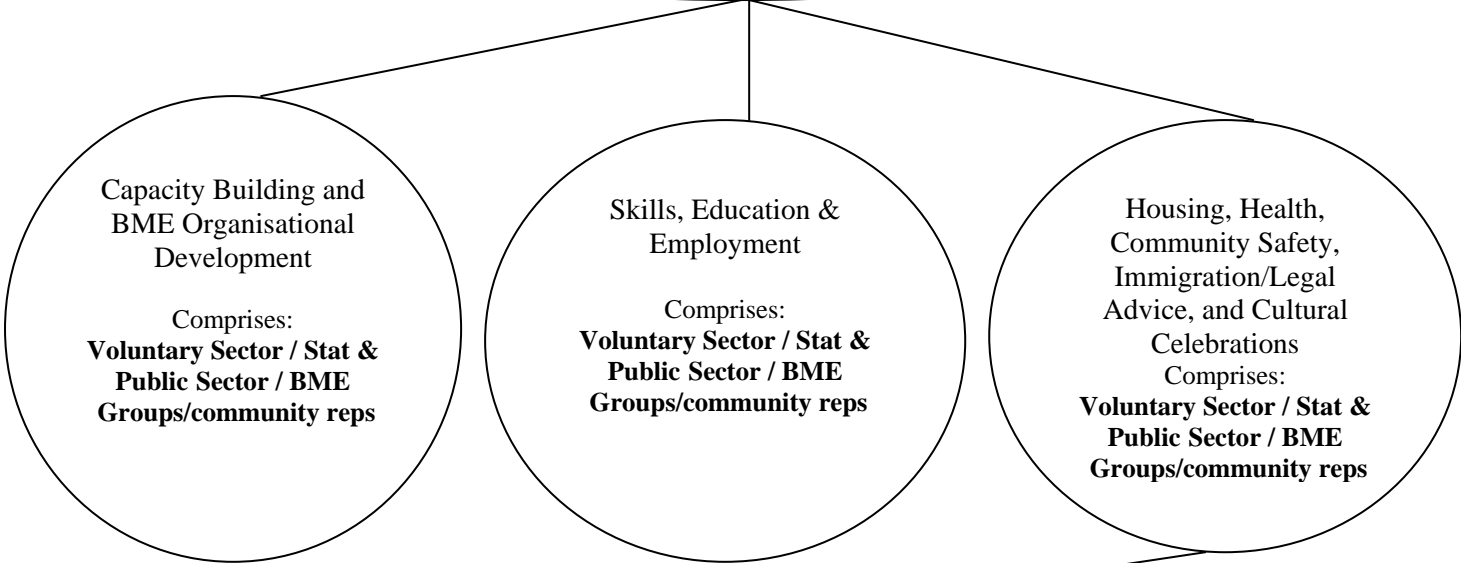
The aforementioned research, undertaken by Dan Robertson on behalf of CEMC, was funded by the Home Office in order to help identify the current integration needs of refugees, the impact on 2<sup>nd</sup> tier voluntary sector organisations in meeting needs, and the key capacity building and organisational development needs of refugees living in the county. Dan's research was extended to include speaking with representatives from existing BME communities. For a full account of the context behind the "Forward Planning and Evaluation" research, along with further details of the background to the establishment of the original county-wide IAG and its key objectives, plus details of the main services that were provided directly through the IAG partnership and budget over the past 5 years, please refer to Dan's report "*Sustainable Integration Strategies for Refugees and New Arrivals living in Northamptonshire*", a copy of which has been circulated to all IAG members for comments and is available upon request.

The key purpose of the Forward Planning and Evaluation Project was to enable informed research to underpin the development of the revised BME and New Arrivals Integration Strategy. Clearly, one of the key issues to emerge was the fact that the current integration strategy, by focussing on refugees and asylum seekers alone, is too narrow. The fact that similar issues of access to mainstream services and activity, requiring specific forms of additional support, affect those from existing BME communities – not just refugees and asylum seekers – has often been debated at the IAG meetings, particularly during 2005/06. This research bears out the rationale behind significantly broadening the strategy to include support to those from existing BME communities, economic migrant communities and to all new arrivals, such as gypsies and travellers – not just refugees and asylum seekers.

The proposed BME and New Arrivals Integration Strategy is therefore far reaching, building on the principles of Community Cohesion and requires full consultation with all stakeholders, including the BME Sub-Regional Partnership (along with organisations supported through this Partnership) and the County-wide Travellers Forum. At this stage this proposal, developed by the Inter-Agency Group (Refugees and Asylum Seekers), remains a draft for consultation and all input to discussions is welcome.

**LOCAL AREA AGREEMENT**

**Countywide Community Cohesion Group**  
(Strategic steer & monitoring of delivery /support of LAA objectives around Community Cohesion)



**BME COMMUNITIES / REFUGEES  
ASYLUM SEEKERS / ECONOMIC  
MIGRANTS/GYPSIES & TRAVELLERS**  
Clear access to support with integration needs in relation to all services (which will normally fall within one of the three task groups)

## The BME and New Arrivals Integration Strategy

### What's New About this Strategy?

- The Strategy pulls together agencies and service providers from all sectors (public, VCS, and statutory, including community groups) into three clearly defined areas of support (see page 8 for role of the task groups). This enables focussed discussion and planning around shared subjects of interest to the relevant organisations, services and groups engaged in a specific task group, including data exchange to help influence and steer future service development and responses to demand.

N.B. It will usually be the case that an organisation/service provider will fit into one of the three groups. However in a small number of cases, a service provider may feel that they have a role to play on more than one of the groups. Participation in a task group is not limited to just one group.

- This Strategy is very much about linking communities and individuals to services and support, and vice-versa, through clear publicity and effective communication supported by community links to a part-time Community Liaison Worker in joint locations throughout the county, as follows:
  - Corby/Kettering
  - Wellingborough/East Northants
  - Daventry/South Northants
  - Northampton

N.B. It is anticipated that, subject to approval of this Strategy by all LAA partners, sufficient funding will be allocated by partners, including district and borough councils, to support the post in their area.

N.N.B. A possible alternative to sourcing new funding is to consider locating any currently funded BME community-based posts in these geographical areas on a part-time basis. However this approach is not as sustainable as a firm commitment from LAA partners to mainstream the funding for this community-based support.

- The work of each of the 3 task groups should link directly to local fora in boroughs and districts through Northamptonshire (with representation on the 3 action groups from the 7 existing/proposed local partnerships established to support minority and newly arriving communities with access to mainstream services and support)

N.B. There are currently proposals to “revamp” the 7 district/borough “Crime and Disorder Reduction Partnerships” to become representative of much broader issues around integration support – not just community safety.

N.N.B. In some areas, such as Corby and Wellingborough, there is already a multi-agency forum/partnership of providers from all sectors, in order to assess and meet the needs of BME, refugee and economic migrant communities.

- The Strategy needs to be embedded within the LAA from the outset (under the Safer, Stronger Communities Block) to ensure a sustainable approach to its development and achievement of strategic targets and to ensure that the county of Northamptonshire is always prepared for, and able to respond accordingly to demonstrable changes in demand for services due to migrating populations and communities, for varying reasons.

## **The Benefits**

- Evidence gathered through the Forward Planning and Evaluation Research emphasised the need for local agencies to develop cross-cutting policies and a holistic approach to community integration. Consultation revealed that stakeholders from Northamptonshire's refugee communities and the wider voluntary and public sector emphasised the need for a new integration strategy that considers the development of integrated actions under the following key themes:
  - A. Capacity building and organisational development
  - B. Education and skills
  - C. Social and cultural needs (including housing, health and community safety and legal advice)

The proposed strategy does just that.

- This new strategy proposes that we develop an inclusive strategy that takes account of the diverse needs of the BME community collectively.
- The 3 clearly identified action/integration areas are based on in-depth research into BME needs to support an independent and prosperous life in the county.
- The Strategy needs to be embedded within the Local Area Agreement (LAA) in order to have full sign up county-wide by key public, statutory and voluntary sector organisations. The Strategy will also be monitored through the work of the Community Cohesion Group in relation to LAA performance objectives and indicators.
- Under the strategic steer of the Community Cohesion Group, the work undertaken through this strategy will be co-ordinated at a local, regional and national level, benefiting from the added value of linking to BME strategies and initiatives developed at these levels.
- The proposed 4 part-time community-based posts across the county will support BME community access to the 3 distinct forms of integration support on a geographical basis, and will provide a direct link between the services provided by organisations based within the 3 action groups and the BME community (and vice-versa). The 4 workers will also support the work of the action groups, joining meetings and helping to shape service development, and will link closely with the BME sub-regional partnership and Travellers Forum.
- This proposed BME and New Arrivals Integration Strategy engages mainstream service providers and other partners from within the voluntary, statutory and public sectors in order to provide dedicated support to Northamptonshire's BME community as a whole, whilst simultaneously targeting specific needs within refugee and other new communities where necessary – the strategy is designed to be broad enough to encompass support for all within these communities.
- The Strategy takes account of local integration needs within a framework that meets national integration objectives such as obligations under the Race Relations (Amendment) Act 2000 and the Government's Refugee Integration Strategy as set out in Integration Matters (see appendices).

- The Strategy has taken fully into account the existing IAG structure and related aspects of partnership working. Whilst the IAG has played a fundamental role to date in positively reacting to the needs of emerging refugee communities, the new priorities as set out in this BME and New Arrivals Integration Strategy demand greater partnership involvement at an action planning and implementation level in addition to the current emphasis on strategic planning. This is reflected in the 3 task groups. Thus the focus of the new Strategy shifts from mainly an information-sharing, planning and strategy function to an action orientated and mainstreaming approach.
- The Strategy works from the premise of developing actions that aim to build the capacity and sustainability of communities to be independent in all respects. It is no longer a case of undertaking actions that simply prop up communities through short-term funding programmes. The emphasis shifts to medium and long-term goals, matched by performance indicators to enable partners to measure targeted achievements.
- As the IAG's Integration Strategy budget is no longer available to support the delivery of any refugee services, this Strategy establishes alternative mechanisms for providing/influencing LAA and organisational mainstream resources to support both voluntary sector infrastructure organisations and public sector agencies to deliver support to Northamptonshire's refugee communities, new arrivals and established BME communities within an overarching framework.
- The proposed BME and New Arrivals Integration Strategy builds on existing areas of current support whilst seeking to widen its remit. For instance the Welfare Rights dedicated refugee service has been identified, through consultation, as one of the most important core refugee support services to date. This should not be lost within the proposed new Strategy, more widened to include support for all within this strategy.

## **General**

The findings of the research is timely as the IAG is in a position where it needs to review commitment from current members/partners and also undertake an overall review of its approach to partnership working to ensure that there is engagement from all key stakeholders in the development of a Refugee and New Arrivals Integration Strategy.

This new Strategy should seek to be developed in line with the Local Area Agreement (LAA), and national guidance in relation to community cohesion and the national integration strategy on refugees, along with the current development of EMCARS' regional strategy.

There are a number of challenges that this review may present to mainstream service providers and stakeholders, particularly in relation to engagement and building trust and confidence, but these are challenges that must be addressed to ensure that local integration provision is sustainable and adequately resourced.

## **The role of the 3 Task Groups**

The key purpose of the 3 task groups is to focus specifically on the shared issues, concerns and services that the service providers within a Group can directly influence and impact on in relation to the needs of BME and newly arriving communities. Unlike the previous single county-wide IAG partnership which focused attentions very broadly on all areas of integration support, organisations and agencies opting for a particular task group will be enabled to channel thinking and energy into their own area of expertise and knowledge. It is however possible for an organisation to sit on more than one task group where felt to be necessary.

### **Role of each task group:**

- To adopt a truly multi-agency approach to developing support and solutions for BME and newly arriving communities – county-wide.
- To develop an annual work plan, with targets, based on agreed, shared priorities that are in line with LAA objectives across all blocks.
- To collate statistics in a consistent and effective manner, to be shared by all organisations with a common purpose around the 3 areas of integration support – and wider as required.
- To exchange knowledge and information within the relevant circle of expertise.
- To share good practice and bring to the group's attention any weaknesses in provision/support.
- To continue to identify needs and gaps in service provision (with support from the community-based workers).
- To challenge their own organisation's policy and strategy where necessary, and to influence service provision where appropriate in order to effectively meet needs where there is a clearly identified need for additional support/change in support.
- To influence their own organisation's mainstream funding of services to reflect identified need from within BME and newly arriving communities.
- To source and access external funding streams based on organisations' knowledge and expertise to provide additional services where necessary.
- To maintain close links with the BME Sub-Regional partnership and the countywide Travellers Forum, particularly through the Community Cohesion Group.

**NB It is anticipated that each of the 3 task groups will organise their own administration of the task group, on whatever basis works best within the different groups.**

**NBB A representative of the Community Cohesion group will link directly with a representative from all 3 groups for Community Cohesion and LAA monitoring purposes.**

## **Appendix 1**

### **The Forward Strategy:**

IAG's forward strategy beyond March 2005, agreed in November 2003, was in line with the strategic vision of this county-wide partnership - to mainstream key services to refugees and asylum seeker communities and to base the Integration Strategy on new national guidance and targets, but aligned to local need. With core internal funding contributions no longer available from partners beyond March 2005, the 3 key issues to be addressed were:

- Mainstreaming Welfare Rights support to refugees,
- Mainstreaming, through the Strategic funding process, support to the refugee voluntary organisation supporting by far the largest number of refugees in the county – the Somali Forum, and
- Undertaking a Forward Planning and Evaluation Exercise to evaluate future integration needs and resource implications of mainstreaming, particularly on 2<sup>nd</sup> tier voluntary sector organisations.

### Welfare Rights Advice

As is outlined in the aforementioned research, the joint IAG/PSM group recognised that the integration support provided specifically through the dedicated role of the Refugee Benefits Advice Worker based within The Welfare Rights Advice Service above all else had the greatest impact on integration for all nationalities, and of varying status, supporting access to learning and employment, housing and benefits entitlements along with supporting many other areas of integration, including family reunion. This proposed BME and New Arrivals Strategy seeks to be broad enough to ensure that all communities are able to access the Welfare Rights Advice support they need, including of course refugees and asylum seekers, and recognises the importance of the work of the Welfare Rights Advice Service in this respect. However this Strategy does not identify within its structure a separate focus of support for refugees and asylum seekers due to the principle that the Strategy provides support for all, regardless of specific need associated with the many different sectors of communities to be helped.

### Strategic Funding for the Northamptonshire Somali Forum

The IAG supported the Northamptonshire Somali Forum's application for strategic funding to support the development of their Forum, in view of the pending cease to financial contributions for the development/continuation of specific refugee-related services beyond March 2005, and the fact that the Somali community represents the largest community of refugees living in Northamptonshire. Supporting the establishment of this Forum during 2004/05 was planned to place the Somali community in a better position to access advice and support through the Forum, as an important continuation of the integration support provided in previous years. The Somali Forum is currently in its third year of Strategic funding.

### Forward Planning and Evaluation research

This research was specifically undertaken, as part of the Forward Strategy, to consider the impact of no further partnership funding contributions towards an Integration Strategy, replacing this with mainstream funding and the subsequent resource impact on providers. It looked closely at current integration needs and identifies the key areas to be addressed. The research broadened out considerably on the basis of feedback that suggested the need for wider BME integration support. It is important that this research is seen as a precursor to this proposed Strategy, as it underpins much of the strategic direction.

## **Appendix 2**

### **Current Status of IAG county-wide Partnership**

Since April 2005, at which time all financial contributions to the work of the strategy from partner agencies came to an end, the IAG (Refugees and Asylum Seekers) has continued to provide the vehicle for exchange of information, update on national, regional and local agency support to refugee integration, and to provide a “trouble-shooting” forum with the view to preventing potential problems from becoming too large by dealing with concerns as they arise, particularly so in the case of racist incidents and community safety. However, without a clear strategy and pooled funding, along with stakeholder commitment to delivering support in response to identified need little, if any, activity could be generated through IAG in terms of service delivery, responding to needs of refugee (and other) BME communities, influencing mainstream funding within their organisations and evaluating local initiatives to support integration. Therefore IAG as a county-wide partnership met for the last time in its current structure in April 2006.

External funding (from the Home Office) to undertake the Forward Planning and Evaluation research, along with funding the Refugee Development Worker post in Wellingborough has now come to an end and there is no further external funding application in the pipeline through the IAG partnership. Consequently the introduction of a proposed new Strategy to support mainstream integration approaches, particularly through the LAA, is the natural progression for IAG if it is to deliver additional support to BME communities rather than just exchange information and try to influence service providers to “tweak” their delivery to improve support and access to mainstream service for BME communities.

## Appendix 3

### Key findings from Forward Planning and Evaluation Research:

A full report of all the findings (in the draft document “*Sustainable Integration Strategies for Refugees and New Arrivals living in Northamptonshire*”) is available upon request and should accompany this Strategy proposal, however to summarise the key findings:

- The research identified very similar integration needs for all BME communities, not just refugees. The Strategy needs to consider “the bigger picture”.
- The key forms of support can be summarised under 3 headings
  - organisational development and capacity building and support
  - education, skills and employment
  - social and cultural (includes housing, health and community safety and legal advice)

NB. Of these 3 areas, the first can be described as non-service related (to the wider community), the second and third as service related.

NNB. The above report provides all the detail and contextual information relating to each of these key areas of need.

- The role of the Welfare Rights Advice Service is considered to be the most important cross-cutting function in supporting the early integration needs of refugees and individuals from BME communities.
- There is a need to make the presence of representatives from BME groups at the IAG meetings more meaningful and 2-way. The Strategy needs to ensure that BME communities are given a permanent voice within the decision-making process.
- The work of IAG needs all members to focus on implementing services and sourcing funding to do this. The role of IAG needs to fundamentally change, with all IAG partners mandated to be part of the Strategy by their organisations, championing their BME support role and with the authority to influence change and deliver services.
- Funding the development of refugee and BME organisations through one-off grants needs to be reviewed to avoid the dependency culture and offer equality of funding support to all BME organisations wishing to provide services. Consideration should be given to channelling funding towards services rather than buildings.
- There is confusion and uncertainty within the BME community about where to go and how to apply for various forms of funding, and how to seek the services and support required from the plethora of service providers.
- The Strategy needs to strongly link to the council’s BME Thematic Partnership which has evolved into the BME Sub-Regional Partnership.
- In the absence of a budget for specific integration support, the new structure needs to consider alternative mechanisms for providing mainstream resources to support infrastructure organisation and public and statutory agencies to deliver various forms of support – and to link the BME communities to those providers and their support.
- There is a need for greater accountability, through the LAA process, in terms of funding and strategic commitment to enable long term planning.
- There is a need to consider the possible effects of “segregating” BME communities through supporting the establishment of various refugee and BME organisations that aim to provide services to their own community. It is important to encourage all BME VCS organisations to make their doors open to all in the community in order to support community cohesion.

## **Appendix 4**

### **Addressing the findings – key recommendations:**

- The 3 areas of support identified through the research project should form the structure for this Strategy, providing specialist areas of support and information.
- There is a need to embed the work of the Welfare Rights Advice Service firmly within the Strategy.
- Whilst the proposal is to broaden out the current Refugee Integration Strategy to include all BME communities, there is a need to not lose sight of the specific needs of refugees and asylum seekers which can differ from those of other individuals from BME communities.
- There needs to be a clear link between the new proposed Strategy and the BME Thematic partnership. Consultation around this must take place.
- The work of the Strategy needs to become far more “action orientated”, with every member having BME integration support as a core area of their work – this should no longer be seen as an “add on” piece of work.
- There is the need for far wider shared accountability, resource and strategic commitment to supporting an integration strategy that supports all individuals from BME communities, regardless of their purpose for living in Northamptonshire, status or length of time of residency.
- The proposed BME and New Arrivals Integration Strategy needs to be underpinned by the LAA, with full funding and strategic commitment from all LAA partners in the county, and sit within the “Safer and Stronger Communities” block of the LAA.
- The Strategy needs to be based on Community Cohesion principles, encouraging all BME communities to relate equally to people of all races, rather than encouraging those from BME communities to relate only, or mainly, to their own community.
- There is the need to mainstream support to the BME community to avoid the reliance on partnership contributions which, in the past, fell to 3 organisations – the county council, borough council and police service.
- There is the need to mainstream funding for service development within the 3 integration areas, or themes, to enable long-term planning against identified need and monitoring of performance against targets set within these 3 areas.
- IAG needs to develop a consistent approach to the support for, and interaction with, all refugee (and BME) organisations and community groups rather than focussing support on the organisations that support the majority of refugees. There are a number of smaller refugee communities that do not feature in discussions and go unrecognised due to their needs not being raised through any channels.
- IAG needs to become more proactive than reactive, ensuring that the integration needs of all refugees (and proposed BME) communities are equitably evaluated and responded to.
- There is the need for all agencies, voluntary, statutory and public, working within each of the 3 action areas to work closely together, joining up thinking and planning, funding and delivery of support.
- Access to support relating to the 3 identified integration areas needs to be widely publicised to minimise the confusion that currently exists within BME communities over which agencies to go to for help, particularly of a funding nature.
- The 3 action groups should provide the BME TP Lead Officers with a point of reference for helping to make funding decisions through the TP.

## Appendix 5

### What is the LAA?

The LAA is Northamptonshire's co-ordinated strategy for delivering mainstream public services under four key thematic headings:

- **Safer & Stronger Communities:** Strengthen and sustain safer and stronger local communities and improve peoples' quality of life and life chances.
- **Healthier Communities and Older People:** Help people live longer, healthier and lead more vibrant lives by working together effectively to deliver real and lasting improvements in their health and quality of life.
- **Children and Young People:** improve the well being of children and young people from pre-birth to age 19 who live in Northamptonshire by delivering significant improvements in children and young peoples' quality of life and the life chances of those currently disadvantaged.
- **Economic Development, Growth and Enterprise:** make Northamptonshire, by 2015, one of the most successful and competitive sub-regions in Europe, one that is fully recognised as such by visitors, employers, investors and residents.

The LAA is underpinned by an ethos of partnership working and developing a jointed up approach to delivering key targets under each of the themes outline above. This means maximising the role and potential of the voluntary sector and enhance its capacity to assist in the delivery of the LAA's strategic objectives. The proposed BME and New Arrivals Integration Strategy will sit within the Safer and Stronger Communities strand, of which the key priorities are:

- Reducing crime and increasing offences brought to justice
- Increasing public confidence and reducing fear of crime
- Reducing the impact of anti-social behavior on individuals and communities
- Having cleaner, safer and greener public spaces

If we are going to have a truly sustainable and integrated BME and New Arrivals strategy across Northamptonshire that works it is vital that we align it to the LAA and make the connections to its cross-cutting themes, including the building of community cohesion by actively combating discrimination and promoting equal access to services and celebrating diversity. The proposed BME and New Arrivals Strategy does this through building the capacity of BME and refugee community groups, co-ordinating an education and skills strategy, whilst focusing on wider social, cultural, health and community safety needs of BME and refugees communities.

## Appendix 6

### What is Community Cohesion?

In a recent report by the CRE, it is suggested that a cohesive community is one where:

- There is a common vision and a sense of belonging for all communities
- The diversity of peoples' different backgrounds and circumstances are appreciated and positively valued
- Those from different backgrounds have similar life opportunities, and
- Strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

The Community Cohesion Group has produced a Community Cohesion Framework and Strategy for the county which has been adopted by the LAA under the Safer and Stronger Communities Block, and is available on request.

Community cohesion describes the ability of communities to function and grow in harmony together rather than in conflict. It has strong links to concepts of equality and diversity given that community cohesion can only grow when society as a whole recognises that individuals have the right to equality (of treatment, access to services etc) and respects and appreciates the diverse nature of our communities.

The Local Government Association defined a cohesive community as one where:

- There is a clear vision and a sense of belonging for all communities
- The diversity of people's different backgrounds and circumstances are appreciated and positively valued
- Those from different backgrounds have similar life opportunities
- Strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

The identity and cultural diversity of established BME and refugee communities across Northamptonshire should be positively valued though targeted work streams, matched by resources that seek to improve their education and skill levels and access to meaningful employment, whiles at the same time engage minority and majority groups in cross-cultural programmes, in school and neighbourhoods, for the purpose of reducing negative stereotypes and images that often cause prejudice, which in turn lead to hate related crime.

## **Appendix 7**

### **Integration Matters – The national framework**

It is vital that the proposed BME and New Arrivals Strategy gets the balance right between integration and social inclusion. Often public policies can create an environment in which communities are competing for resources. Our proposed strategy seeks to avoid this situation from the outset.

As stated above this revised BME and New Arrivals Strategy has been timed to fit in with the Home Office's Refugee Integration Strategy as set out in their document Integration Matters. This National Strategy should be viewed as making an important contribution to the work of local government in promoting the Race Relations Act 2002, and key integration challenges are defined within the Strategy as:

- Provision of Information
- Stable service provision
- Collecting accurate data
- Keeping in contact with refugees
- Language training
- Support with re-training, work experience and re-accreditation
- Overcoming negative stereotypes
- Community Safety
- Early contact with refugees to help gain access to public services
- Appropriate housing
- Schools equipped to meet the need of refugee children
- Medicals assessments where no previous NHS record.

The Strategy stresses the need for a genuinely strategic approach to the integration of refugees. For more information regarding the contents of this National Strategy, or a copy of the Strategy, please contact Sue Jobbins (01604 237673).