

Scottish Refugee Integration Forum
Action Plan – Progress Report



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Introduction

Scotland has a long history of welcoming refugees and asylum seekers. Under the 1951 UN Refugees Convention, the UK and other signatories are obliged to consider properly any application for asylum made by a person who claims to be fleeing persecution by the state. The UK Government's dispersal policy, introduced in 1999, led to large numbers of asylum seekers and refugees settling in Scotland, particularly Glasgow. Some asylum seekers come directly to Scotland to claim asylum. Overall, the Scottish Refugee Council estimates there are currently approximately 10,000 refugees and asylum seekers living in Scotland, mainly in Glasgow.

The Scottish Refugee Integration Forum was established in January 2002 and was chaired by the then Minister for Social Justice. It was set up by the Scottish Executive to allow Scotland's statutory and voluntary agencies to work in partnership to support refugees more effectively. The original core membership is listed in full at Appendix I.

At an early stage the Forum decided to form six satellite groups which had additional and wider membership and which would look at specific issues. The satellite groups looked at positive images, community development and the media, housing, justice, community safety and access to justice, children's services, health and social care, enterprise, lifelong learning, employment and training. Three groups drawn from experienced practitioners were convened specifically to discuss translation and interpretation, advice and information and community preparation.

SRIF worked parallel to the National Refugee Integration Forum which was established to take forward the *Full and Equal Citizens Strategy* published by the Home Office at the beginning of 2001. The Home Office published their national refugee integration strategy *Integration Matters* in March 2005.

Over the course of around nine months SRIF and its satellite groups took evidence from a number of stakeholders and identified a wide range of issues affecting refugees and asylum seekers. These issues were developed into a draft action plan which was issued for consultation in October 2002. Following this consultation period, the final Scottish Refugee Integration Forum Action Plan was published in February 2003. This identified a series of key actions which would be likely to make a real difference to the lives of asylum seekers and refugees in Scotland.

At the time of publication, a commitment was given to report on progress in implementing the Action Plan in early autumn 2003 and in early 2005. This document is the second progress report. It has been discussed by the Scottish Refugee Integration Forum (membership listed at Appendix 1) when reconvened in February 2005.

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Much has been learned in the two years since the publication of the Scottish Refugee Integration Forum (SRIF) Action Plan – not least that the integration of refugees and asylum seekers is a two-way process which benefits host communities, Scotland as a whole and the new communities settling into life here. It is in everyone's interests to make integration as effective and easy as possible. Since 2001, the Scottish Executive has invested a total of over £9 million in projects and resources to aid integration. Glasgow City Council has invested £1.8 million through the ATLAS project, also supported by European EQUAL funds, for projects improving the standard of living for refugees and asylum seekers in Glasgow and their local communities.

Scotland's progress in integrating asylum seekers and refugees is looked upon as an example of good practice and this is something to be proud of. It is important to recognise that this is largely thanks to the good work carried out by organisations and volunteers at a grass roots level, committed to making Scotland as welcoming as possible with a better standard of living for everyone. The recent research report, *Building Bridges*, (see bibliography) reveals the positive role of local people and groups in promoting the integration of refugees and asylum seekers in Glasgow and explains how local networks have responded rapidly to changing local needs following dispersal.

The importance of partnership working should not be underestimated. Partnerships such as the West of Scotland Refugee Forum, its sub-group the Community Response Co-ordinating Group, New Roots Scotland and the partnerships established in the health sector by the National Resource Centre for Ethnic Minority Health have played a key role in integration in Scotland.

This progress report seeks to portray a snapshot of progress at this point in time, two years after the 57 Actions were drawn up. The report highlights areas which have been implemented successfully as well as those which require further effort. This is important in directing future work and looking at alternatives to actions which are perhaps no longer relevant or practically difficult. The report aims to cover all areas of progress made on the specific actions, whether they are taken forward by the voluntary sector, other public bodies or the Scottish Executive. Whenever possible, the report tries to make the distinction between Scottish Executive sponsored and independent events or programmes.

Some of the Key Actions in the original Action Plan are fairly broad and non-specific – in effect more like principles than tasks. These actions in particular proved challenging to report on – such wide aims always call for improvement and are difficult to fully complete. More importantly, these broader tasks were less obviously the responsibility of one department or organisation and consequently difficult to delegate. Where actions were more specific it was fairly easy to determine if they have been achieved or not.

It is logical that some of the issues in the original SRIF Action Plan may no longer be deemed to be the most pressing matters. Indeed it may be the case that new issues have arisen since the Scottish Refugee Integration Forum was last convened and must be identified in our priorities for integration in the future. It is worth pointing out at this point that refugee integration in Scotland is far from being complete, although significant progress has been achieved. This report should not be seen as a final report.

The Progress Report

Refugee integration spans across many Scottish Executive departments: Development, Education, Health, Housing, Justice, Enterprise, Transport and Lifelong Learning. The Equality Unit plays a co-ordinating role in refugee policy and in the compilation of this report in particular. Communication between the Equality Unit and the relevant officials in all the departments mentioned above is ongoing and contributions for the report from each were discussed and edited accordingly. Progress outwith the responsibility of the Scottish Executive has been collected in a more piecemeal way, following leads supplied by people with knowledge in that area and contacting stakeholders. The Scottish Refugee Integration Forum was reconvened on 4 February 2005 once a draft report was compiled and contributions were subsequently received. Amendments were made and circulated before the final draft went for publication.

The report is in three sections. The first text section provides a fuller discussion of the Key Actions and progress relevant to them, highlighting issues which require more work or discussion. The second section contains a summary of this information in an easier to read tabular form. Both text and tabular sections contain the same information. Action points in the text and table are cross referred. The third section looks at the way forward and how to further refugee integration from here on. It was drafted under the guidance of the Scottish Refugee Integration Forum.

The appendices provide the following additional information:

- Appendix I** Lists of Core SRIF membership
- Appendix II** Abbreviations
- Appendix III** Bibliography
- Appendix IV** List of projects funded through Scottish Executive Equality Unit's funding scheme over 2003-05.
- Appendix V** List of projects funded over 2004-05 through Equal, ATLAS scheme.

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General Cross-cutting Issues

One of the main cross-cutting issues identified by the Forum was to ensure that work was undertaken to recognise and address racism in Scotland under the **Race Relations (Amendment) Act**. The Executive's flagship "One Scotland. Many Cultures" campaign (www.onescotland.com) was launched in September 2002 to raise awareness of the negative impact racist attitudes and behaviour has on individuals and society more generally. The approach and tone taken in the campaign was based on extensive research undertaken prior to the initial launch.

Since then, and at key stages, the Scottish Executive has continued to consult a wide range of stakeholders, including the Scottish Refugee Council, to ensure that the materials used and the tone and focus of the messages are right. Research was undertaken shortly after the initial launch which suggested that the campaign had helped to raise people's awareness of racism as a Scottish problem. While it is recognised that changes in public awareness and attitudes will take many years, the findings were encouraging. One of the new TV adverts in the latest phase of media advertising features a refugee and his son, in order to help tackle prejudice against these groups more specifically.

As well as high profile media campaigns, there is, importantly, a supporting infrastructure of activity under the "One Scotland. Many Cultures" brand; including an interactive website, which has a section specifically on refugees, PR activity, and a wide range of practical measures that tackle racism and promote race equality. These include the Scottish Executive's Race Equality Scheme (page 72) which refers to refugees and asylum seekers particularly and places specific duties on all Departments and Executive agencies to eliminate racial discrimination and promote race equality. The Scheme includes Key Action Plans for each Department, some of which include specific commitments relating to refugees, and identify, among other things, Key Actions and outcomes. When commitments are entered in Plans, Departments are now asked to identify actual outcomes which will help to gauge whether work is helping to make real change happen on the ground. Plans are updated annually and are available on the Executive's website. The Scottish Executive is also funding awareness raising activities, including the STUC's One Workplace Equal Rights Project www.oneworkplace.co.uk, Show Racism the Red Card, and Heartstone. These projects are helping to take the anti-racist message out to schools, other young people, and workplaces. Progress reports from each of the projects are expected to include an evaluation.

The Commission for Racial Equality (CRE) is an independent body and part of its remit is to monitor and evaluate public bodies' compliance with the **Race Relations (Amendment) Act**.

The Scottish Refugee Council's arts development work, funded by the Scottish Executive, has delivered anti-racist messages in Glasgow schools using drama and the arts. A play called "Washing Line of Wishes" toured Glasgow schools. It was performed by refugees and dealt with issues such as discrimination, alienation and asylum. The play was followed by an education workshop, where school children had the opportunity to explore the themes contained in the drama.

The Scottish Refugee Council is working in partnership with Show Racism the Red Card and the Scottish Professional Footballers Association to develop an education and coaching road show to tour Glasgow schools that will deliver workshops on race and refugee issues allied to a football coaching session.

Glasgow's Framework for Dialogue (FFD) Project is continuing to receive Scottish Executive funding and in 2005 aims to link into the wider Scottish Executive remit to respond to racism. More specifically, FFD is currently attempting to establish a unified refugee position on how to tackle racism in new dispersal areas.

Essentially, all integration projects, from the youth soccer teams in Kingsway to work placement schemes, challenge racism and break down barriers which result in prejudice and discrimination. Scottish Executive funding for refugee integration projects 2005-06 has specified that projects incorporate an awareness raising element into their work-plan to increase the effect of this outcome.

Ministers and officials take every opportunity to **increase awareness of successful projects we fund and promote their work as Best Practice**. For example, the Minister for Communities helped launch the second phase of the New Glaswegians project, creating publicity for the project and announcing a further round of refugee integration funding.

Officials with responsibility for equality issues, in the Equality Unit and across other Scottish Executive Departments, ensure Scottish Executive policies take account of the needs of asylum seekers and refugees living in the community. Officials are also in regular contact with the Home Office and other Westminster Departments where reserved policies relating to services, such as those of the Department of Work and Pensions, may impact on integration in Scotland.

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In addition, the Home Office's annual National Integration Conference has showcased a wide range of Scottish work, allowing good practice to be disseminated to a wide UK audience. In the past this has included SRIF itself and the Framework for Dialogue project run by the Scottish Refugee Council. The conference is to be held in Scotland in 2005. Moreover, the Scottish Executive's meeting with the National Refugee Integration Forum in December 2004 highlighted many areas of good practice in Scotland. The Scottish Executive is looking at ways of further promoting examples of good practice in Scotland once full evaluation of funded projects has been carried out.

Information and good practice is also shared between agencies through Scottish Refugee Council events and forums such as the West of Scotland Refugee Forum, training and stakeholder events, and information tools, leaflets and website.

Scottish organisations and service providers working with refugees and asylum seekers have shown expertise in **facilitating multi-agency working** and various structures have been set up to ensure multi-agency working at local and national levels. Forums meet in both Glasgow and Edinburgh.

The Edinburgh and Lothians Refugee Forum (ELRF) brings together service providers from the public and voluntary sector in that area ensuring partnership working and shared experience of good practice. Similarly, the West of Scotland Refugee Forum and its sub-group the Community Response Co-ordinating Group have provided a structure of communication for all those involved in work with refugees and asylum seekers and encouraged a more joined up approach in Glasgow. COSLA Refugee and Asylum Seekers Consortium provides a similar structure at a national level. Scottish Executive officials attend meetings with all these groups whenever possible to keep policy making at a national level in touch with developments at a grass roots level. The meetings also provide an opportunity for Scottish Executive officials to keep grass roots organisations and service providers informed of Scottish Executive policy.

On a practical level, where service users are concerned, the Scottish Refugee Council provides a one stop shop for refugees and asylum seekers to direct them to the appropriate organisation or service, whilst taking into account and addressing language and cultural barriers at an early stage. In the Lothian area, the Edinburgh Refugee Centre, funded by Communities Scotland and the City of Edinburgh Council, provides a central point of support and guidance for asylum seekers and refugees in Edinburgh, working with nine partner organisations from immigration, health, education and housing fields. Over 200 service users have visited the centre since it opened in May 2004 and Communities Scotland funding will continue into 2005-06.

At this time the Scottish Executive is not in a position to ensure that **statistical and tracking information about the asylum seeker and refugee communities in Scotland is gathered at a national and local level**. Officials in the Scottish Executive do not receive information or data on individual asylum seekers in Scotland. However, information about numbers of asylum seekers is obtainable from NASS. The situation with gathering statistics on refugees is practically difficult. On receiving refugee status, theoretically, the individual becomes assimilated into the general population and should not feel obliged to disclose her/his refugee status in everyday life. This makes recording information about numbers of refugees, for example passing through Job Centres, extremely difficult. The individual may be recorded as coming from a minority ethnic background but not necessarily that they arrived in the UK as an asylum seeker or refugee. Moreover, the Scottish Executive recognises that refugees might not wish to disclose information about their status.

However, the Forum recognised that this lack of management information and statistics hinders the ability of statutory and voluntary sector agencies to plan and deliver appropriate services. Home Office, health authority and local authority statistics should be cross referenced and analysed to improve understanding of refugee needs, and provide baseline management information. This need can be evidenced through the lack of housing needs assessments delivered for large refugee families which might reveal insufficient numbers of suitably large properties. Information such as this would allow Glasgow Housing Association and Local Housing Organisations to include these needs in any house building programmes, or tenancy allocation work.

Since the publication of the SRIF Action Plan, the Scottish Executive has provided over £9 million funding to improve refugee integration, including increasing **access to specialist services** such as translation and interpreting, legal and general advice, English classes and training courses (see also Action Point 52). For example the Community Response Co-ordinating Group (CRCG) has been given funding in both rounds to provide extra translation and interpretation services for local networks, thereby directly increasing access to services. The Scottish Executive also provides funding to Castlemilk Churches Together Refugee Centre to run a project which assists refugees at the time of receiving a positive decision. This project provides refugees with information about training and employment in Glasgow, re-housing options and links into other services. The Scottish Executive has, over the period 2001-04, committed an additional £1.7 million annually to meet the increasing demand for ESOL courses. This went up to £2 million in 2002-04 and has now been absorbed into baseline funding.

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The Scottish Refugee Council receives core funding from the Scottish Executive. It operates as the only national refugee organisation with a remit to provide generic and specialist advice services to asylum seekers and refugees in Glasgow and Edinburgh on housing entitlements, the NASS system, education, employment and family reunion. In addition, the Scottish Refugee Council provides specialist services to housing and education providers, employers and legal practitioners. The Scottish Refugee Council also has a strategic role to influence and support the development of best practice in work with refugees across Scotland.

One area which may require further work is ensuring that access to specialist services meets the required standard in areas with a lower concentration of refugees. The Scottish Executive is keen to spread good practice across these areas and is willing to provide guidance and support to any local organisations wishing to tailor their service to the needs of refugees and asylum seekers. However, this is essentially for local authorities to take forward under their Race Equality Schemes.

Translation and Interpreting

The Scottish Executive Development Department has commissioned a two-stage research project to review current practice in relation to the provision of translation, interpreting and communication support (TICS) within public services in Scotland. The research involves two key components. Firstly, an audit of TICS provision in Scotland in order to better understand the service that is currently available. Secondly, a fuller investigation of the practice of providing interpreting and translation support to users of community languages and deaf people in need of communication support. The aim of this review is to provide policy makers with a picture of the services that are currently available, while also opening up consideration of the actions that are required to help develop provision of future services. The findings of the two-stage research project to review current practice in relation to the provision of translation, interpreting and communication support (TICS) within public services in Scotland will bring to the fore areas which require further work, possibly such as the establishment of a national certification/accreditation body for interpreters and translators. This work will be taken forward as soon as the recommendations are received.

Funding is provided through the refugee integration fund for translation and interpreting services to refugees and asylum seekers. One recipient of the grant, Drumchapel Citizens Advice Bureau, has found this extra provision for translation and interpreting services has improved its service to asylum seekers and refugees:

“Prior to securing funding for translation services, we were having some success with benefits and enquiries, however, found interviews extremely involved and time consuming. We also were aware that we were unable to obtain all the facts, as often communications were misleading due to the language difficulties. We have

found that the translation service helps clear up any misunderstandings and helps us to assist the client in all issues. The interpreter breaks down barriers and enables clients to open up more and divulge information more openly and discuss other problems that they may have. We believe it also helps build up trust and relationship with the adviser. As a result of this they tell their friends of our help and assistance and encourage them to seek our help.”

Projects with a translation and interpreting focus are a funding priority for the Scottish Executive Refugee Integration Team in 2005-06.

In addition to reprinting and promoting the Scottish Translation, Interpreting and Communication Forum (STIC) good practice guidelines the Scottish Executive is also funding the Happy to Translate logo initiative being taken forward by the Trust, Hanover (Scotland) and Bield Housing Associations. The logo will be a key tool to inform Scotland’s minority ethnic communities of the obligations placed on organisations by the Race Relations (Amendment) Act 2000 to ensure they have equal access to information and services. The use of the logo by service providers in their literature, receptions and marketing materials aims to break down language barriers faced by minority ethnic communities throughout Scotland by encouraging the provision and use of quality translation and interpretation services. By doing so, it is hoped that members of minority ethnic communities, including refugees and asylum seekers, will benefit from enhanced social inclusion when service providers honour the “right to understand”.

Information and Advice

Local networks and voluntary organisations have, in many areas, fulfilled the role of providing advice services and these groups are encouraged to network through forums such as the Community Responses Co-ordinating Group (CRCG) – a thematic subgroup of the West of Scotland Refugee Forum – and Edinburgh and Lothian Refugee Forum (ELRF). Invitations to apply for Scottish Executive Refugee Integration funding were circulated through the Edinburgh and Lothian Refugee Forum as well as Glasgow-based networks.

The Scottish Refugee Council provides a one-stop shop for refugees and asylum seekers to direct them to the appropriate organisation or service, whilst taking into account language and cultural barriers at an early stage. Over 14,000 people used the One Stop Service in 2003 and the expertise base being built up in the Department is considerable. In the Lothian area, the Edinburgh Refugee Centre, funded by the Scottish Executive and the City of Edinburgh Council, provides a central point of support and guidance for asylum seekers and refugees in Edinburgh, working with nine partner organisations from immigration, health, education and housing fields. Over 200 service users have visited the centre since it opened in May 2004 and Communities Scotland have announced funding is to continue into 2005-06.

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The Scottish Refugee Council has recruited a training officer to co-ordinate the delivery of training on asylum seeker and refugee issues to a wide range of stakeholder agencies throughout Scotland. This training addresses general refugee issues and also provides courses on community development and integration, housing and welfare rights and education and employment entitlements.

The Children of Asylum Seekers and Refugees Information Service (CARIS) website (joint project by Save the Children and Glasgow Centre for the Child and Society and part funded by the Scottish Executive) has been developed as an information base for children of asylum seekers and refugees as well as a legal resource for solicitors. The “Young People” and “Family” sections provide accessible information on living in Scotland, including where to go for legal advice, for asylum seeking children and families. The legal section provides up-to-date information for the legal profession clarifying the legal position of asylum seeking and refugee children in Scotland. The website has been developed in consultation with young people who have contributed their own ideas to the site. The material in the Young People/Family sections is being translated into languages other than English, with a target to make two alternatives available eight weeks after the main site goes live. The website was launched on 31 January 2005 by the Minister for Communities and aims to remain as up to date as possible.

Essentially, restricted recourses have meant that funding and energy spent on developing resources have been concentrated on areas with the highest demand, Glasgow and Edinburgh. Many of the local organisations have taken on this role reactively and so the services have not necessarily been duplicated elsewhere. Maryhill Citizens Advice Bureau receives Scottish Executive funding to provide support and training to Maryhill CAB staff/volunteers regarding the rights of asylum seekers and refugees. Projects such as the Maryhill Citizens Advice Bureau would be identified as an example of Good Practice for meeting the needs of asylum seekers and refugees outwith major dispersal areas. Online and printed resources, such as the CARIS website and the National Resource for Ethnic Minority Health website and information pack, are nonetheless available, and mostly relevant, nationally. Evaluation of projects funded by the Scottish Executive to provide services to asylum seekers and refugees will be carried out in 2005.

With regards to health needs specifically, research is being carried out on the health needs of asylum seekers in Glasgow. Assessment of whether these needs are adequately met or not will follow. Resource implications exist in all areas for improvement of services.

Furthermore, the Forum agreed there are still significant gaps in the delivery of appropriate training on asylum law and related matters.

Community Preparation

The Scottish Executive wrote to the Home Office and NASS on 30 April 2003 to ensure Scottish local authorities receive the right information at the right time in advance of dispersal. Officials will write again as necessary and depending on future NASS contracts in Scotland.

The £9 million provided for refugee integration (Action Point 13) is made up of £1 million through the Scottish Executive's refugee integration fund, £3 million through Communities Scotland's allocation of funds to Glasgow Alliance and Glasgow City Council and £5.4 million for additional ESOL and vocational training provision. The increase in Communities Scotland allocation to the City Council in 2004-05 better reflects the asylum seeker and refugee populations that now reside out with designated SIP areas. The Glasgow Alliance has commissioned consultants to determine the impact of the first phase of funding. Grant was also provided through Communities Scotland to the Edinburgh Refugee Centre to meet the needs of asylum seekers and refugees in the Lothian area.

The Glasgow Alliance plays a key role in supporting frontline staff and voluntary projects involved in integration. The Glasgow Alliance is a multi-agency partnership organisation concerned with regeneration of Glasgow and its communities. Its role is to bring together public, private, voluntary and community sectors to change Glasgow for the better. Partners of the Alliance are the Scottish Executive, Communities Scotland (who also provided over £3 million funding since 2001), Glasgow City Council, Scottish Enterprise Glasgow, NHS Greater Glasgow, Strathclyde Police, Glasgow Council for the Voluntary Sector and Scottish Business in the Community. One of the Alliance's guiding principles is to make Glasgow a more inclusive city. Working to integrate asylum seekers and refugees into local communities and providing a range of support services for them is part of this commitment. North Glasgow was one of the first areas of Scotland to receive asylum seekers and currently over 3000 asylum seekers and refugees from over 50 countries are resident in the area. As a result, the North Glasgow SIP is playing a lead role in asylum seekers initiatives in the local area and across the city and receives the largest proportion of the integration resources provided to the Alliance. Information on projects supported in North Glasgow can be found at www.northglasgowpartnership.co.uk.

The role of multi-agency forums and groups, such as the Edinburgh and Lothian Refugee Forum and the Community Response Coordinating Group, has proved essential in community preparation and was highlighted in the *Building Bridges* report (see bibliography) as integral to the success in the integration of asylum seekers in Scotland. The local networks are more in touch with local needs and availability of services and are better placed to provide these services where needed. The work of the local networks was found to be "highly responsive" to the needs of asylum seekers and refugees and highlighted church drop-ins as playing a particularly key role.

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The Scottish Refugee Council delivers a portfolio of integration services including housing and move on advice for new refugees, a family reunion service, careers guidance services and general advice. In addition, the agency works collaboratively with most stakeholders on integration initiatives in Scotland.

Action for Training and Learning for Asylum Seekers (ATLAS), funded through European EQUAL programme and Glasgow City Council, has provided £1 million for 29 projects in Scotland to provide innovation in the integration and training of asylum seekers, thereby enabling asylum seekers who become refugees to gain more rapid transition into work. The partnership has received positive evaluations and some ATLAS projects are now being identified as best practice on a European level. Many of the projects in the partnership did not have previous experience of work with asylum seekers. The partnership approach taken by ATLAS enabled projects to learn from, support and complement each other. ATLAS has been approved to develop further innovative projects for asylum seekers under Round 2 of Equal from June 2005. An outline of the work done by the 29 projects can be found at Appendix II.

Integration work is being taken forward elsewhere in Scotland, for example, a multi-agency group has been set up in Dingwall (Highland Council) to work with refugees who have sought employment in the area. The multi-agency group includes the local authority, health service, police, employers and the refugees themselves. Together they are working to improve access to services, community safety, general health and safety and issues relating to driving.

Action 14 suggested partnerships take a strategic approach to supporting front line staff and volunteers. The COSLA Refugee and Asylum Seekers Consortium provides support of this kind in the form of training, seminars, briefings, workshops, provision of information, problem solving, advice and assistance relating to both legislative and policy changes. Furthermore, as discussed in Action 13, Glasgow Alliance and Glasgow City Council are ensuring a strategic approach is taken to the deployment of resources across the city, to provide the most effective support to frontline staff and volunteers involved in integration. The Forum felt, however, that a gap exists in terms of a strategic body of senior officers to oversee the delivery of staff support and services.

Positive Images, Community Development and the Media

The actions contained within this section related to addressing negative media coverage of asylum seekers and refugees, the need for community development work in areas where refugees and asylum seekers live and the need for race equality schemes to address refugee issues.

Action 15 called for national and local politicians to take a role in promoting refugee integration by targeting key opinion formers in the media. Scottish Executive Ministers take every reasonable opportunity to re-affirm the Executive's

commitment to supporting integration and promote a positive image of refugees and their host communities. Some local politicians are active in promoting positive messages at a local authority level and some are on CRASC's working group. However, the Executive has no power over the message given out by local politicians. The Forum agreed that it would be beneficial to look at ways of encouraging these positive messages to be disseminated at a local level.

Oxfam's Positive Images project undertook a number of activities in 2004 designed to monitor media reporting of asylum in the Scottish print media, gauge public and political perceptions of asylum and consult with people seeking asylum regarding their views of media reporting. The information was required to provide a baseline of evidence and understanding of the situation in Scotland, with a view to developing a programme of work that would seek to influence public perceptions of asylum in a positive way. The multi-agency steering group brings together people from refugee community organisations, the voluntary sector, academics, journalists and the public sector, including the Scottish Executive.

MORI Scotland were commissioned by the group to conduct a survey of Scottish adults aged 16 and over. The public opinion report showed that the media is the most common source of information on the issue of asylum. However, given the importance of the media as a source of information, only 27% thought that most reporting of asylum issues by newspapers is fair and accurate, the majority of those interviewed, 51%, disagreed.

The research also suggested a degree of confusion surrounding asylum issues: while 64% agreed that Scotland should offer a safe haven to people fleeing persecution only 11% used the word "welcome" in association with asylum seekers. Only 16% however, used the term illegal immigrants. It is unclear whether these views apply to refugees as well as asylum seekers. The results suggest that further work on positive images and education of the public, in terms of the global picture, would be beneficial to refugee integration. The MORI poll included a second survey of 64 MSPs to find out their own attitudes and those raised by their constituents.

The media-monitoring aspect initially showed positive stories about integration were difficult to locate. The findings are to be published by Oxfam in early 2005.

The Positive Images group held an event in November as a starting point for increased communication between the media and asylum seekers and refugee organisations. This was seen to be an important step in encouraging accurate reporting in asylum and refugee issues as increased communication between refugee groups and the press may work towards more positive news stories being written about refugees and asylum seekers in Scotland. Oxfam's Positive Images group hope to take this work further. It is also worth noting that the Press Complaints Commission recently told all newspapers that the phrase "illegal asylum seeker" is legally inaccurate and should no longer be used.

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The Scottish Refugee Council has developed a Media Group of refugees and asylum seekers receiving regular training and one to one support in both print and broadcast media. This has increased the capacity of refugees and asylum seekers to respond to media requests for comment and to visit newspaper editors to explain why inflammatory coverage is so damaging. This programme will continue through 2005. The Scottish Refugee Council also runs a rapid response e-mail group briefed to write letters to editors in response to negative media coverage.

Refugee Week provides an annual opportunity to deliver positive messages nationally and promote the work that is being done on integration in Scotland. This year the week will take place from 20 to 26 June. The appointment of a full-time co-ordinator for Refugee Week in Scotland by the Scottish Refugee Council has significantly increased the number of organisations already committed to support Refugee Week 2005. There will be significant expansion beyond the Central Belt with a major schools project being carried out in partnership with Save the Children Scotland and IDEAS. Planned events already exceed the 2004 programme, which included 43 events and attracted 40,000 people, and the increased media capacity of the members of the Scottish Steering Group will ensure increased media coverage. Planned events for Refugee Week 2005 include the production of a 35-page resource pack distributed to 360 schools across Scotland, an employment event targeting employers and refugees and in partnership with Job Centre Plus and the Glasgow Chamber of Commerce, a midsummer carnival and community arts workshops.

The CARIS (Child Asylum and Refugee Information Service) website also aims to promote a positive image of young asylum seekers and refugees.
http://www.savethechildren.org.uk/caris/young/yp_top.htm

Funding for the Scottish Refugee Council's Framework for Dialogue Project was extended in 2004 and 2005. The project works alongside other key Scottish Refugee Council community development initiatives such as the Refugee Community Organisation (RCO) Development Project. This project was awarded Beacon Status in an independent evaluation carried out for the Home Office. The partners that work with the Scottish Refugee Council on community development are local host community networks, Refugee Community Organisations, Glasgow City Council and the Scottish Executive. Reports show that the Framework for Dialogue (FFD) project is successfully laying the foundations of dialogue and establishing the lines of communication necessary to support refugees into host communities and achieve integration. Consultation events at the beginning of the programme reached out to around 500 volunteers from refugee and host communities. In addition to agenda setting, many of the volunteers have stayed involved and a full analytical report is currently being produced outlining the outcome of these events. The local consultative structures which emerged as a result have refined their agendas, built up their capacity of knowledge and skills,

engaged with a range of service providers to raise local issues of concern, for example a range of meetings with the police regarding the way racist interviews are dealt with in some cases leading to drop-in surgeries being established by the police.

The direction of FFD work during 2005 will be to consolidate the work so far and to develop a strategic response to issues of policy, law and social cohesion. This includes linking the FFD with the wider Scottish Executive remit to respond to racism. In summary:

- local FFD groups will continue to build bridges with host communities in seven dispersal neighbourhoods. This is being carried out by involving refugees and asylum seekers in planning and delivering work which leads to refugee integration, and in tackling issues that affect the wider community;
- across Glasgow, FFD groups will work collaboratively with Refugee Community Organisations to tackle issues of broader concern to refugees in Scotland. These include access to specialist services; the operation of the UK asylum system; and
- supported by the Scottish Refugee Council community development team, the FFD initiative will seek to take forward wider objectives to mainstream knowledge and skills in engaging with refugee communities, and to contribute to the development of a UK strategy to deliver refugee integration and community cohesion.

Housing

The Forum recommended a number of changes to housing legislation and guidance to ensure the needs of refugees are being met. These have now been made and can be found in detail in the table under Key Action 22. In practice this should mean that when local authorities are developing their housing and homelessness strategies the needs of refugees are taken into account routinely, along with the needs of other sections of the community; and that when a person with refugee status in Scotland looks for a home, or considers moving home, he or she knows they have the same choices and opportunities as everyone else.

In Action 26 the Forum recognised that the need for the right information at the right time and in the right format was crucial to allowing people who received a positive decision on asylum claims to act quickly and effectively to find a suitable home for themselves and their families. The Scottish Executive worked with Communities Scotland who in turn received help from a number of voluntary bodies to produce a model “Welcome Pack” to assist local authorities to ensure this happened. The Communities Scotland “Welcome Pack” (separate to the British Red Cross Welcome Pack which is for service users rather than providers) contains information, or pointers to the source of information, on housing and welfare benefits, education, health, getting into work and a number of other related topics. It is anticipated that the pack will act as a checklist for local authorities with the necessary information tailored to their local area.

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Information often needs to be supplemented by advice and support, as reflected in Action 21. The Scottish Refugee Council are funded by the Scottish Executive Housing Department to:

- provide high quality direct services to refugees on housing rights and options;
- develop an information service for partner agencies and service users;
- develop external capacity through partnership working;
- deliver training to external organisations enabling good quality services to be delivered to refugees; and
- assist Refugee Community Organisations to develop housing advice, advocacy and information services of their own.

Over the last two years the Scottish Executive has contributed funding to Positive Action in Housing to support their Frontline Housing Advisory Service. Positive Action in Housing is a Scottish wide Glasgow based minority-ethnic led charity whose mission is that everyone should have an equal chance to live in good quality, affordable and safe homes, free from discrimination and the fear of racial harassment and violence. Scottish Executive funding enables them to provide an outreach service for refugees in need of advice and support with housing related issues. Between March 2003 and April 2004 they helped 390 people, about a third of whom were refugees, with problems ranging from homelessness, overcrowding and racial harassment to debt, health problems, and social isolation. The Frontline Housing Advisory Service is currently being evaluated by Colin Hann Associates and the report is due shortly. It is hoped this will enable other organisations to learn from Positive Action in Housing's experiences in helping this section of the community.

The Scottish Executive has also commissioned Michael Bell Associates to look at the housing and support needs of refugees both recently arrived and those who may have been in Scotland for some time. This research is nearing completion and a report should be available by the summer of 2005. The aim is to produce a model service specification which will outline how the varying needs of refugees can be met. It is intended that the outcome should be a practical document which will help ensure that the housing and support needs of refugees, whether they are needs shared with other members of the community or are specific to their experiences as refugees, will be met in appropriate and sensitive ways. (Actions 23 and 24). For the future it is anticipated that approximately a year after publication an assessment will be made of the use of the service specification, along with a wider assessment of service provision across relevant parts of Scotland and an evaluation of how comprehensive and appropriate these are.

The Scottish Executive provides comprehensive funding for the Scottish Refugee Council's housing advice and development work. This service delivers direct support and advice to 700 refugees per annum in addition to a range of development, advice and capacity building services to housing providers and advice agencies throughout Scotland.

Justice, Community Safety and Access to Justice

The Race Relations (Amendment) Act 2000 made provisions to:

- outlaw race discrimination in all public functions – not just those previously covered by the Race Relations Act 1976; and
- place a general duty on specified authorities to promote race equality.

Key bodies, including the Scottish Executive, had to draw up a race equality scheme, setting out which of its public functions are relevant to the duty. It also required bodies to set out its arrangements for:

- assessing and consulting on the policies they are proposing for adoption;
- monitoring for any adverse impact of their policies on the promotion of race equality;
- publishing the results of their assessments, consultations and monitoring;
- ensuring public access to information and to services; and
- training staff in issues relevant to the duty.

Under this structure, the civil and criminal justice systems should be assessing the relevance of all their functions, services and policies in relation to ethnic minorities and refugees as outlined in Action 27.

Action 28 called for a review of the regulations on advice and assistance to ensure that they adequately reflect the work involved in dealing with asylum applications. This was not taken forward as a separate exercise. However, ongoing discussions between the Scottish Executive, Scottish Legal Aid Board and the Law Society of Scotland on reform of advice and assistance resulted in the publication of a general consultation paper on a number of proposed changes to the advice and assistance system which was issued in early December 2004. This asked in particular about the implications of advice and assistance for ethnic minorities. The Commission for Racial Equality, the Glasgow Immigration Practitioners' Group, the Immigration Advisory Service and the Scottish Refugee Council were consulted.

The Scottish Legal Aid Board (SLAB) has issued guidance to solicitors about charging for immigration and asylum work and, following consultation with immigration practitioners, developed templates which simplified the process of seeking increases in authorised expenditure in Advice and Assistance and ABWOR cases. These were launched in August 2003 aiming to ease administration burdens.

With effect from 8 July 2002, and following discussions with the Scottish Executive, SLAB introduced an administrative scheme for Advice and Assistance whereby a solicitor can seek reimbursement of outlays incurred before the case finishes. This applies to cases where there is no potential for the applicant to recover or preserve property, since section 12(3) of the Legal Aid Act 1986 requires the solicitor to seek payment of his bill out of such property. This scheme has the practical

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benefit in an asylum case that where the solicitor instructs and pays an interpreter or translator, he/she can ask SLAB to reimburse that outlay, provided it exceeds £100. This assists the solicitor with cash flow, since interpreters' fees can be expensive, and the solicitor would otherwise have to wait until the end of the case to be paid.

It is worth noting that all Advice and Assistance and ABWOR on civil matters (including asylum, immigration and nationality) was subject to an increase in the initial limit of authorised expenditure and levels of fees from 28 June 2004.

The Forum suggested that the recently-introduced system of peer review for civil legal aid work requires to be assessed in terms of its effectiveness in asylum and immigration law work.

In response to Action 29 the Scottish Executive provided funding for 70 places at Law Society Training in 2003. As only 24 places were taken up this scheme was not continued into 2004. Should a greater demand for this scheme become apparent the Scottish Executive would consider funding a similar project in the future. The Scottish Executive also provided funding to the Ethnic Minority Law Centre and Legal Services Agency to allow each body to appoint a trainee solicitor. Both agencies also offer training on asylum and immigration. The Ethnic Minorities Law Centre and Castlemilk Law Centre are funded to organise an information and education asylum "roadshow" and to provide training on the legal process and access to those directly involved in the system. SLAB is also running a pilot project in Glasgow under Part V of the Legal Aid (Scotland) Act 1986 to provide legal advice on asylum. However, the Scottish Refugee Council recommends that research and assessment on the effectiveness and capacity of Part V funded projects to deliver training should be carried out. The Scottish Refugee Council's review of legal services in Scotland, carried out during 2004, identified significant gaps in training and knowledge on primary asylum law work, and in issues such as cultural sensitivity and using interpreters.

The question of advice provision by local authorities (Action 30) will be covered in the follow-up to the Strategic Review of the Delivery of Legal Aid, Advice and Information, on which the Justice Department hope to issue a consultation paper in 2005. The Strategic Review team engaged with immigration practitioners and other stakeholders (such as the CRE and Scottish Refugee Council) when preparing its report.

Taking forward Action 31, the Gorbals Initiative received Scottish Executive funding in 2003-04 and 2004-05 to establish a community advocacy resource involving asylum seekers and refugees and the host communities. Evaluation of the resource will be carried out in 2005.

Implementation of Action 32 should fall to local authorities as the Scottish Executive does not specify the issues which must be addressed within local community safety strategies. It is for each community safety partnership to undertake an audit and community consultation to identify local community safety priorities. Community Safety strategies were provided on 31 January 2003 as part of the application process for Community Safety Partnership Award Programme. However, in March 2003 the Scottish Executive highlighted the report's recommendations to every community safety partnership.

To implement Action 33, the Scottish Executive has provided funding for a number of integration projects working with young people such as Kingsway Court soccer teams and Operation Reclaim to help tackle prejudices and racist attitudes. The STUC's One Workplace Equal Rights Project, Show Racism the Red Card, and Heartstone are all helping to take the anti-racist message out to schools, other young people, and workplaces.

Children's Services

The implementation of some of the Key Actions in the Children's Services section have been mainstreamed into general policies aiming to ensure children's individual needs are met in schools. Whilst mainstreaming is effective in the sense that it ensures sustainability of policies, the Forum recognised that specialist mechanisms were originally envisioned for meeting the needs of asylum seekers and refugee children. However, it should be recognised that some of these actions need to be implemented by local authorities and the Scottish Executive is looking into ways of ensuring this is taken account of.

The Forum was reconvened to discuss this progress report in February 2005 and the issue of unaccompanied asylum seeker children was raised. This subject is dealt with in the Way Forward section of this report.

Local authorities and their local partners have a statutory duty to prepare Children's Services Plans for their areas, as advised in Action 34. The Plans should take account of the full range of issues relevant to the needs of all vulnerable, deprived or disadvantaged children and young people. This should include issues facing asylum seekers and refugees.

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Revised Scottish Executive guidance was issued in October 2004 for Integrated Children's Service Plans 2005-08. A section covers mainstreaming equality and though it doesn't specifically refer to asylum seekers or refugees in the text there is reference to race/culture. It reads "Children's Services Plans should reflect local activity to mainstream equality and diversity for children, young people and their families. The new integrated plans will combine the following existing core statutory and other planning requirements into a single Plan:

- Children's Services Plans: required under the Children (Scotland) Act 1995;
- Statements of Education Improvement Objectives and Progress Reports: required under the Standard in Scotland's Schools etc. Act 2000;
- Child health elements of Local Health Plans, Joint Health Improvement Plans & Child Health Strategies – as set out in Our National Health (2000); Our Community's Health (2000) and the Template for Child Health Services within Unified NHS Board Areas (2001);
- Youth Justice Strategies – as recommended in the National Standards for Scotland's Youth Justice Services (2002)."

Under Action 35, local agencies should already ensure that children, young people and parents are consulted in preparing their local Children's Service Plans. Local agencies should ensure that effective arrangements are in place to consider the views of different interests, including children and parents from minority ethnic backgrounds. Engagement with children, young people and their families is covered in the integrated children's services planning guidance.

The Scottish Executive's Education Department is currently piloting Personal Learning Plans which aim to meet much of the needs outlined in Action 36. The overall aim of a Personal Learning Plan is to support increased achievement and maximise personal development. They are important in matching individual and learning needs to strategies for individual development and programmes of learning. They embody concepts of self evaluation, self assessment, cooperative planning, target-setting and monitoring.

The Executive has been developing, piloting and evaluating Personal Learning Plans since 2000 as part of the "Assessment is for Learning" development programme, building on previous work in New Community Schools (now Integrated Community Schools). In 2004-05, groups of schools in all local authorities are taking part in further piloting of the personal learning planning process, developing local approaches around a common framework. The aim of this second phase of work is to reflect best practice from the previous work, encourage pupils to take a fuller part in managing and evaluating their own learning, engage parents and carers as partners in the planning process, and improve the quality of information about young people's learning for all involved, regardless of age, stage or circumstances. Personal Learning Planning will draw together the diverse arrangements for progress planning, reporting and recording which currently

include report cards, Individualised Educational Programme, transition records and Progress Files. This will help in identifying and addressing any barriers to learning. The Scottish Executive believes that Personal Learning Planning will provide an effective basis for meeting the specific needs of asylum seeker and refugee children, while cutting down on bureaucracy, maintaining consistency and limiting the number of plans for each child.

The Education (Additional Support for Learning) Act 2004 introduces a new framework built around the concept of additional support needs. This new concept will apply to any child or young person who, for whatever reason, requires additional support, long or short term, in order to help them make the most of their education. A child whose first language is not English may require additional support to help them access the curriculum until any difficulties with English are overcome. A new Co-ordinated Support Plan (CSP) will be introduced for those pupils whose enduring additional support needs arise from complex or multiple factors and who require a range of support from outside education.

The Standard for Initial Teacher Education in Scotland has been prepared as one part of the arrangements for a collaborative approach to assuring and enhancing the quality and standards of Initial Teacher Education (ITE) in Scotland. The document has been prepared by a group of ITE specialists drawn from higher education institutions, the GTCS, local authorities, schools and HMI, and with an observer from QAA (Action 37).

The Standard for Initial Teacher Education (ITE) in Scotland (October 2000) includes benchmarks relating to inclusion, which are directly relevant to the children of refugees and asylum seekers. For example, students should “demonstrate an understanding of the principles of equality of opportunity and social justice and of the need for anti-discriminatory practices.”; new teachers should be able to “demonstrate that they value and promote fairness and justice and adopt anti-discriminatory practices in respect of gender, sexual orientation, race, disability, age, religion and culture.”

The Standard for Full Registration, against which probationary teachers are measured for full registration with the General Teaching Council for Scotland (GTC), contains competences corresponding to the standard of ITE, for example, that registered teachers possess sensitive and positive attitudes towards differences among pupils and show, in their day-to-day practice, a commitment to social justice and inclusion.

Under the Race Relations (Amendment) Act 2000 (RRAA) and the subsequent Specific Duties (Scotland) Order 2002, every Local Authority has a general duty to promote race equality. They also have a **specific duty to have in place a written race equality policy and have arrangements for schools to assess and monitor impact of their policies.** They must also ensure that schools

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maintain a copy of the Race Equality Policy. The Commission for Race Equality (CRE) are legally empowered to promote and enforce the RRAA. And since it came into force, CRE Scotland has been working with Education Authorities to help them understand and meet their duties.

The Scottish Executive's Education Department (SEED) are in the process of commissioning a project that will provide assistance to local authorities in meeting their duties through offering training and preparing guidance. Furthermore, at the suggestion of the Scottish Refugee Integration Forum, this report will be circulated to all public bodies, including training institutions, in time for the revisiting of Race Equality Schemes.

Action 38 was also mainstreamed in the sense that all organisations should, as a matter of course, ensure that the information they produce for the public is easily understood and is accessible as far as possible. In line with this, a series of equality in education projects that Scottish Executive Education Department will commission contains guidance ensuring that "any research paper or information released is accessible, understood and comprehensive".

(Action 39) The actual responsibilities for providing English as an Additional Language (EAL) support devolves on to the 32 local education authorities although they receive designated funds from the Scottish Executive. In order to better monitor numbers of EAL teachers from September 2003, the Executive collected information on teachers' qualifications in teaching English as an Additional Language.

The issue of monitoring the number of, in relation to demand of, bilingual teachers, is more problematic as ethnicity data does not identify the linguistic group a teacher is from.

Following the Scottish Executive response to the report of the Action Group for Languages Citizens of a Multi Lingual World the funding for Modern Language Education (around £4 million) can be used for teaching community languages and not just French, German, Spanish and Italian. That report also recognised the support for the mother tongue was important in general language development as well as for issues such as self-esteem. Some of the evidence gathered during preparation of the report indicated that the majority of support for the mother tongue is delivered in community/and or religious settings rather than in schools. It may therefore be that language support might be best offered from within the community, albeit schools and local authorities should be looking to see what kinds of additional support can be offered, e.g. in making available school resources or facilities, or in employing people from the community as classroom assistants to support the work of qualified teachers. The Executive is in discussion with the Centre for Education for Racial Equality in Scotland regarding the production of a document to give guidance on good practice in this area.

The Scottish Executive Education Department is in the process of completing a leaflet entitled *Education Guide for Asylum Seekers and Refugees* as suggested in Action 40. This is a comprehensive guide that will offer details on school education in Scotland, also informing where support and guidance can be obtained. The leaflet will be widely distributed and will be available in a number of languages relevant to the asylum seeker/refugee community in Scotland.

The CARIS (Child Asylum and Refugee Information Service) website, a joint project by Save the Children and Glasgow Centre for the Child and Society and part funded by the Scottish Executive, has been developed as an information base for children of asylum seekers and refugees as well as a legal resource for solicitors. The “Young People” and “Family” sections provide accessible information on living in Scotland including where to go for legal advice, for asylum-seeking children and families. The legal section provides up to date information for the legal profession clarifying the legal position of asylum seeking and refugee children in Scotland. The website has been developed in consultation with young people who have contributed their own ideas to the site. The material in the Young People/Family section is being translated into languages other than English, with a target to make two alternatives available eight weeks after the main site goes live. The website was launched on 31 January 2005 by the Minister for Communities. The site has been written with the needs of unaccompanied asylum seeking children in mind as well as those in families. Unaccompanied asylum seeking children will find the answers to questions relevant to them and information on where to go for support. The website can be found at the following address: http://www.savethechildren.org.uk/caris/young/yp_top.htm.

The Scottish Executive Education Department will also shortly look to commission a research project that will analyse the educational experiences of the children of asylum seekers in Scottish schools. It is the intention to commence the research phase in January 2005 and look to release findings later that year. The findings will inform future Scottish Executive Education Department policy in this area.

The Glasgow Centre for the Child and Society, University of Glasgow, funded by the Scottish Refugee Council, are carrying out a qualitative study that seeks to explore the services provided for unaccompanied asylum seeking children and young people in Scotland, as well as the experiences, needs and aspirations of the young people themselves. This one-year project (January-December 2005) will involve consulting service providers and young people, exploring in particular:

- levels of service provision; strengths and weaknesses in current provision; examples of best practice; perceptions about overall provision; direction of future provision and practice;
- experiences of unaccompanied asylum-seeking children and young people in terms of migration process; arrival in Scotland; experience of Scottish society; and overall perceptions about service provision;

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- needs of unaccompanied asylum-seeking children and young people including accommodation, legal, social, emotional, religious, cultural and identity issues.

Given that there is little information available about the services available for unaccompanied asylum-seeking children and young people in Scotland, this project is essentially a scoping study that will identify the range of services available, as well as any strengths and weaknesses in such services. Most directly, this project will better inform the future policies and practices of the Scottish Refugee Council, highlighting examples of best practice as well as any deficiencies in service provision.

The statutory costs of educating asylum-seeker children are not met by NASS (Action 41). The revenue grant awarded to local authorities supports around 80% of local authorities current expenditure, with the remainder funded largely from local taxation. It is granted using a needs-based formula. The GAE total is the amount that the Government thinks local authorities need to spend on the provision of services. Local authorities are free to spend either more, or less, on a particular service. They have to make funding decisions that reflect local needs and priorities. The councils remain answerable to the electorate for any decisions that they make. The COSLA Refugee and Asylum Seeker Consortium has formally requested the Scottish Executive to ensure parity between Scotland and England and Wales in relation to the support available. Ministers have offered an additional fund of £1 million in 2005-06 in recognition of the work Glasgow is doing on asylum seeker and refugee integration and the costs associated with that.

In terms of wider policy issues this action is fairly wide and complicated for the Scottish Executive to take forward. This action point requires to be looked at again and if necessary taken forward with a new angle. The Scottish Executive's Schools Group have agreed to look at this action again in consultation with the Equality Unit.

Action 42 should also be implemented by local authorities. Community learning and development describes a way of working with and supporting communities. The aim is to help individuals and communities tackle real issues in their lives through community action and community-based learning.

All local authorities have Community Learning and Development (CLD) Strategies which set a framework for Community Learning and Development Action Plans. These strategies and Key Action plans contain details of what CLD activities/development are to take place with young people. The guidance for producing strategies indicated that CLD partnerships should target CLD support to disadvantaged individuals, groups and communities, which would include refugees and asylum seekers. Also, the steer for which issues should be focused on should be based on a dialogue with local communities, and a needs assessment of the area. By implication those areas containing a high number of asylum

seekers and refugees are likely to be the focus of some CLD work. Action 43 advised the Scottish Executive to draw up guidance on Children's Services funding. The Education Department did not take this action forward as local authorities make funding decisions autonomously based on local needs.

Health and Social Care

Scottish Executive officials remain in close contact with National Resource Centre for Ethnic Minority Health (NRCEMH) who have been taking forward the SRIF Actions identified by the Health sub-group. Resources developed by NRCEMH, such as the online information pack, can be used by Health professionals all over Scotland as a training guide and reference point.

Research seeking to quantify the health needs of asylum seekers and refugees is currently being carried out in one Local Health Centre in Glasgow working with asylum seekers. The research aims to identify barriers and support available to them and to elicit the views of health care professionals in providing that care. Joint collaborative work is being carried out through NRCEMH and the Travel Medicine Section of Health Scotland following 50 families, assessing their health needs and revisiting the families after six months to reassess if their health or social needs have changed.

Following the SRIF report, and with specific relevance to Action 44, initial funding to NRCEMH from the Scottish Executive Health Department, followed by an extension of a grant through the Scottish Executive Health Department Health Improvement Process, has led to the consolidation of specific initiatives which will be of value to staff and users alike. A formal launch is expected in April 2006. From an operational perspective the funding for general medical services and interpretation lies with Greater Glasgow NHS Board. This arrangement is now being reviewed. In terms of social care there is considerable emphasis from the voluntary sector.

NRCEMH is a partnership working on a multi-agency basis and there is a sharing of good practice where appropriate. All asylum seekers and refugees are informed about the registration process within primary care and available services. Current work is ongoing with home safety information with Strathclyde Fire Service. The *"Welcome to Glasgow" Guide for new arrivals and refugees*, published by the British Red Cross gives basic information about health services in Glasgow. Minority Ethnic Health Inclusion Project (MEHIP) (NHS Lothian) provide information and advice on health services and a multi-lingual link worker/advocacy service.

Training for frontline staff (Action 46) is available through NRCEMH with almost 2000 staff now trained within Greater Glasgow. Further collaboration takes place in teaching institutions.

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An Asylum Seekers/Refugee Training Programme for cultural awareness and mental health understanding (COMPASS Programme) is available for staff within Primary Care Division in Greater Glasgow NHS (Action 47). Visits from Professional Bodies such as Royal College of Nursing have taken place.

A Roundtable National Network meeting was held to gauge perception views and needs of asylum seekers and refugees. Following from it a series of posters and leaflets are at the planning stage to develop awareness and to raise the issues for health professionals.

In compliance with Action 48, NRCEMH are continuing to input to seminars and conferences at local and national levels so that information, good practices and learning on issues and needs of asylum seekers and refugees is promoted. A paper on *Good Practice Integration* has been delivered at various conferences on asylum including the Nurses Conference on Asylum Seekers and Refugees in Sheffield in January. NRCEMH held a seminar in January 2005 for Home Office colleagues setting up an accommodation Centre in Bicester. Good practice was shared on providing suitable health and social care service, translation and interpretation services, mental health provision and co-ordinating services. Joint collaborative work is underway on a surveillance system between the NRCEMH and “Health Protection Scotland” which includes a follow up of 50 asylum seekers and refugees on arrival and after six months.

Enterprise, Lifelong Learning, Employment and Training

The European Commission’s first Annual Report on Immigration and Integration highlighted employability as one of the key crucial aspects of integration among non-EU nationals (*European Handbook on Integration* – see bibliography). Studies in Scotland, such as the Skills Audit, supported by the Scottish Executive (see bibliography) show that this is one area which poses particular challenges and barriers for refugees. In recognition of this, and in addition to the many threads of work being carried out in this area outlined below, the Scottish Executive’s refugee fund 2005-06 will focus particularly on projects with an employability theme.

Since the publication of the SRIF Action Plan, the UK Government has withdrawn asylum seekers’ automatic right to apply for permission to work after six months. Refugees can participate in New Deal as soon as their National Insurance number has been received. The National Insurance number gives refugees unequivocal proof of permission to work (Action 57). New measures are currently being put in place to make sure this happens as soon as a positive decision has been made. However, figures for numbers of refugees using schemes such as the New Deal are not robust as refugees are not obliged to advise their status when taking part in these programmes.

The progress highlighted in this section has been managed within the responsibilities devolved to Scottish Ministers. Some of the Actions relating to employability are reserved to the Department for Work and Pensions. Consequently, Equality Unit officials have taken steps to ensure they are consulted on the development of the national employability strategy so that particular needs in Scotland are accounted for. This strategy encompasses many areas which could directly benefit refugees looking for employment and affects services provided by Job Centre Plus. It was published in March 2005.

In response to Action 51, the Scottish Executive Enterprise, Transport and Lifelong Learning Department in conjunction with Learning Connections (Communities Scotland) commissioned a research exercise to map ESOL provision across Scotland. Concurrently, the Department also appointed an ESOL steering group, chaired by a member of HM Inspectorate of Education and composed of a number of ESOL practitioners (from Further Education colleges and community education) along with representatives from the Scottish Refugee Council, the SQA, and Communities Scotland, to oversee the project and, informed by the research and their own deliberations, produce a series of their own recommendations.

The report identified over 9,000 learners enrolled in around 900 ESOL classes or home tutor arrangements in 2003-04. Four-fifths attended classes delivered by Further Education (FE) Colleges. The report highlighted that waiting lists are common in Glasgow, Edinburgh and elsewhere, and learners sometimes have to wait several months before being able to join a class. This suggests a fairly widespread shortage of provision and of support. A full version of the report can be found online at <http://www.scotland.gov.uk/about/ASD/CSU/00017534/ELL-p.aspx> The report along with the recommendations of the ESOL steering group will inform the formulation of an ESOL strategy for Scotland which will be overseen by a strategy group and completed by summer 2006. This process will include a four-month public consultation on the document between summer and autumn. In the meantime, the Scottish Executive has, over the period 2001-04, committed an additional £1.7 million annually to meet the demand for more ESOL in Scottish FE Colleges, particularly in Glasgow. This was subsequently increased to £2 million annually in 2002-04. From 2004-05, this £2 million will be embedded in Further Education baseline funding.

Action 53 was met soon after the publication of the Action Plan when the Scottish Further Education Funding Council agreed that Further Education colleges should have discretion to accept asylum seekers as funded students on part-time Higher National courses, and that they are eligible to claim fee-waiver grant for them. Guidance was also issued to the Student Awards Agency for Scotland to ensure that asylum seekers attending these courses are eligible for hardship support in respect of the provision of course books and (where considered appropriate) travel passes.

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Accreditation is proving to be one of the major stumbling blocks in helping refugees access work. Without some form of professional accreditation, it is extremely difficult for a refugee tradesperson to work at the level appropriate to their skill and experience. Although NARIC (National Recognition Information Centre for the UK) offers general comparability information for international qualifications it is expensive for refugees to access. Furthermore, New Roots Scotland has carried out an audit through Universities of Scotland of Higher Educational Establishments use of NARIC regarding academic qualifications and a full report will be available soon. New Roots Scotland has also set up an accreditation subgroup with the view of developing an alternative accreditation route applicable to refugees and overseas workers generally.

The Scottish Credit and Qualifications Framework is providing a new way of comparing qualifications in Scotland. It has only just begun to credit rate qualifications/learning programmes outwith the mainstream SQA and HEI ones, so this credit rating service is in the early stages but has potential for international qualifications. Again, the service is expensive for Scottish qualifications and so is expected to be more so for international ones. Anniesland College is developing an accreditation model that aims to establish it as a centre for accrediting practical skills and a “lead centre” for recognising educational and employment skills among younger asylum seekers (16-18 years). The development of this model aims to ensure that those asylum seekers who already have skills can have these recognised and receive further vocational training, thereby preparing them for employment. College staff act as mentors as the participants go through the training, and links have been made with other projects within the partnership who are involved in activities such as work shadowing.

Projects such as the OTAR, PEPE and the Refugee Doctors Programme (described in more detail below) provide avenues for accreditation (Action 54) and training routes to employment (Action 55).

With regards to preparing for employment, Action 55, Jobcentre Plus offices in Glasgow now have named contacts for refugee work and Jobcentre Plus is represented on local committees and the West of Scotland Refugee Forum. The Ethnic Minority Enterprise Centre has been awarded a contract to provide outreach services in Glasgow. Their objective is to encourage people to obtain work or access Jobcentre Plus offices, will be reflected in a number of targets. This provision is in place for 18 months from October 2004. A consultant has been appointed to encourage minority ethnic communities to use the Jobcentre Plus services. This should help inform the direction of future services. At a regional level, Jobcentre Plus has engaged a Minority Ethnic Development Officer with Glasgow having a Minority Ethnic Outreach worker.

There are a range of appropriate provisions more specifically tailored to help remove barriers to employment for refugees, including basic skills. In Glasgow,

this includes ESOL courses at Anniesland College (Anniesland College have a Basic Skills New Deal contract which covers ESOL). Currently, there are no waiting lists for this provision.

Glasgow Chamber of Commerce's New Glaswegians project is supported by the Scottish Executive and has run in two strains; "Supported Professional Development" is designed to assist professionally qualified refugees into the labour market and "New Skills for New Glaswegians" focuses on assisting the integration of semi-skilled and manual refugees into the labour market. Both projects are underpinned by a marketing campaign aimed at raising employer awareness of the potential that exists in the refugee community. This campaign takes the form of seminars to employers and trade unions and an information pack for employers which identify legal issues, myths and facts, benefits of refugees' skills to employers and case studies of refugees who are contributing to their employers' businesses. The impact of this project will be examined in 2005.

On a more local scale and following a successful pilot, Maryhill Citizens Advice Bureau are funded by the Scottish Executive to run a project to recruit and train asylum seekers and refugees to become volunteer advice workers. The project also aims to provide support and training to Maryhill CAB staff/volunteers regarding the rights of asylum seekers and refugees.

The Bridges Project, the first work shadowing scheme for asylum seekers and refugees in Scotland, run by the Institute for Contemporary Scotland with the support of the Scottish Executive, allows asylum seekers to gain first hand experience of a Scottish workplace and facilitates integration as it allows different communities to work together. All placements are fully monitored and are for initial period of 12 weeks, although many have been extended. Mentoring and coaching are provided and on completion of the placement, a certificate is awarded and a reference is available where appropriate. There are 35 corporate partners involved with the project and companies are now approaching Bridges to arrange potential placements.

The Bridges Project has partnered with Anniesland College, CITEC, The Construction Academy, Glasgow City Council, Laing O'Rourke Scotland, Scottish Enterprise Glasgow and Stow College, to create a training and employment route for refugee tradespersons called OTAR (Overseas Trade Assessment and Reskilling). Without some form of professional accreditation, it is extremely difficult for a refugee tradesperson to work at the level appropriate to their skill and experience. This course is designed to fast track refugees through Scottish tests, up-skill where necessary, and finally send refugees to employers with both recognised accreditation and vital knowledge about the working practices of the Scottish construction industry. The course is currently open to refugees with permission to work who have skills in a trade discipline, such as electricians, joiners/carpenters, plumbers, bricklayers, painter/decorators, tilers and welders. The programme takes clients through general construction training, trade specific assessment of skill level and job preparation.

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The Bridges project also runs PEPE (Pathways to Employment for Professional Engineers) which is an MSc in sustainable engineering for graduate engineers at the University of Strathclyde. This MSc is very work based and aims to ensure participants access employment at the appropriate level at the end of it. PEPE mark II is currently in development which will be in association with the appropriate Professional Institutes for engineers, civil, mechanical, electrical and architects. It will aim through a mixture of work placements and specialised training to give all participants either chartered or incorporated status.

Glasgow Overseas Professionals into Practice (GOPIP) was set up by Glasgow Caledonian University in October 2002 in the School of Nursing, Midwifery and Community Health (NMCH). The project developed in response to the shortage of nurses in the NHS in Scotland, recognition of the skills and nursing expertise of refugees in Scotland and a corresponding need for clinical and academic supervision in order to successfully adapt these nurses' skills. GOPIP has a Scotland-wide remit and is jointly funded by NHS Education Scotland (NES) and Queens Nursing Institute Scotland (QNIS). The Refugee Doctors Programme is under review to ensure clients can access employment level on an equal footing to other graduates.

In September 2004, the University of Strathclyde and partners' REMIT (Recruitment of Ethnic Minorities Into Teaching) programme was awarded a €75,000 grant from the Home Office European Refugee Fund to appoint an advisory worker to co-ordinate a project to establish a detailed register/database of refugee teachers in the West of Scotland including data collected through an audit of their qualifications, skills and experience. Through close liaison with the General Teaching Council Scotland (GTCS), the requirements which each individual has to meet in order to join the profession in Scotland will firstly be identified and secondly be provided, where possible, by the project. This will include the development and provision of an adaptation course on the Scottish education system, tailor made to be subject specific where necessary, the development of a mentoring scheme (drawing on the experience of the Bridges Project) and support for ESOL. The worker will be based at the University of Strathclyde. The project is managed by a steering group consisting of representatives of each of the partners and at least three refugee teachers. Research will be carried out which will evaluate the effectiveness of the programme from the perspective of all stakeholders: the teachers themselves, the GTCS, the employers and the schools.

The Scottish Executive has been asked to provide input to a new group called New Roots Scotland. Previously working together as the Employment and Training Subgroup of the West of Scotland Refugee Forum, the members of this group aim to help refugees and asylum seekers in Scotland integrate effectively into Scottish life through access to training and employment opportunities. The group is chaired by Jim Gaffney, Corporate Social Responsibility Manager for Laing O'Rourke, and founding members include Glasgow City Council, the Scottish

Refugee Council, Scottish Enterprise, STUC, Institute of Contemporary Scotland, Glasgow North Ltd, Glasgow Chamber of Commerce, Careers Scotland and Universities Scotland. All members are sharing and pooling their expertise of training and the workplace to support refugees and asylum seekers in Scotland. The group was officially launched by Allan Wilson, Deputy Minister for Enterprise and Lifelong Learning, on 13 December 2004.

The principal service provider for refugees offering comprehensive careers guidance services is the Scottish Refugee Council, who provide 800 careers guidance interviews in Glasgow and Edinburgh each year. Scottish Refugee Council also provides comprehensive support and advice for partner agencies, colleges and employers.

As part of the work being carried out by the Cabinet Delivery Group on Closing the Opportunity Gap, the Department for Enterprise, Transport and Lifelong Learning has been asked to deliver a cross-Executive Employability Framework. The framework will review, plan and implement the future shape and direction of interventions in Scotland to support people's employability, in order to:

- Provide a continuum into employment and skilled work for those, most excluded from the labour market, closest to the labour market, and in low-paid, low-skilled jobs;
- Reduce the number of workless people in Scotland dependent on DWP benefits;
- Add value to existing approaches, and resources, by encouraging stakeholders to work together more effectively.

Work is now underway to develop a series of work streams which will form the basis of the framework. These will include work on bringing together a better common understanding of the client groups most excluded from the labour market, such as refugees.

More generally, there are schemes in place to assist the wider sector of unemployed and disadvantaged groups. For example, customers in Glasgow aged 25 and over (who are 18 months plus unemployed) can access Employment Zone provision. Early entry from day one of unemployment also applies to those with refugee status.

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The Way Forward

This section was written following the reconvention of the Scottish Refugee Integration Forum on 4 February 2005. It aims to highlight areas requiring further work and issues which were not reflected in the original action plan. These issues should be looked at and carried forward by all stakeholders including the Scottish Executive where issues are devolved.

The Forum

The Forum has decided not to reconvene on a regular basis. The Action Plan will continue to be implemented by the Scottish Executive, COSLA, the voluntary sector and local authorities. The Scottish Executive will aim to encourage this implementation in a co-ordinating role.

Evaluation of refugee integration projects

Many projects funded by the Scottish Executive are playing a major role in implementing the Action Plan. This is why the Scottish Executive aims to evaluate integration projects which have received funding. This will help determine funding criteria in the future and highlight areas of good practice. The main difficulty lies in comparing very different, innovative projects in a relatively new and evolving environment. The Scottish Executive will liaise with Home Office Refugee Integration Team to discuss best methods of evaluating refugee integration projects. In measuring integration activity in Scotland, Forum members suggested adopting the Indicators of Integration work, carried out on behalf of the Home Office. These indicators may allow funding to be directed to areas of need, provide a comprehensive map of integration in Scotland and allow agencies to consider where their work fits within an overall map of integration activity. Analysis and evaluation is required to assess the effectiveness and value for money of publicly funded integration projects. It may be possible to develop guidelines for funding and monitoring integration projects from the Indicators of Integration research, or Best Value benchmarking. For example the unit cost and impact of providing services through the Bridges Project or the New Glaswegians Project could be measured against specialist careers services for other vulnerable client groups.

Local Authorities

Writing the progress report highlighted some of the practical difficulties in implementing the SRIF Action Plan, most notably the fact that some actions are more effectively carried out by local authorities. The Forum felt that the requirement of all public bodies to review their Race Equality Schemes and policies by November 2005 provided an opportunity to ensure asylum-seeker and refugee issues were mainstreamed. Accordingly, the Scottish Executive will send out this report to all local authorities in time for the review of Race Equality Schemes.

COSLA Refugee and Asylum Seeker Consortium already carry out work furthering refugee integration at a local authority level, particularly training and awareness raising through seminars and workshops with local authority and other public sector staff. The future potential of this role in delivering SRIF Actions will be looked at in more detail with regards specifically to:

- Dissemination of good practice to local authorities
- Training of frontline staff in public services
- Provision of a knowledge base through the COSLA website as a tool with up-to-date and accurate information for frontline staff in public services as a reference point.
- The Consortium will ensure that local authorities and their partners have access to accurate information, media knowledge and resources for the promotion of positive images and the countering of negative reporting, as part of the resettlement and integration of asylum seekers and refugees.

Unaccompanied Asylum Seeker Children (UASC)

At the time of print there were 120 unaccompanied asylum seeker children in Scotland. Officially they are treated as any other looked after young people in Scotland and policies which apply to one apply to the other. However, work is being taken forward by the voluntary sector in support of the specific needs of these young people, the CARIS website (Action 40) being one example. The Forum recognised that there is a specific issue for young unaccompanied asylum seeker children who fall between the ages of 16 and 18 years old and Further Education Colleges need to be made more aware of their needs.

Opportunities to disseminate good practice emerging in Glasgow and elsewhere of the assessment and provision of support to unaccompanied and looked after young people should be investigated.

COSLA Refugee and Asylum Seekers Consortium plays an important role in supporting local authorities who have unaccompanied asylum seeking children in their area. This includes making representations to the Home Office on the adequacy of the grant levels available to local authorities to re-imburse them for expenditure incurred as well as advice on a wide range of legal and support issues. The Consortium will also be the lead agency in Scotland in relation to the National Register for Unaccompanied Children. This will be the first time an accurate up-to-date database on the numbers and location of unaccompanied asylum seeking children in the UK has been available. Individual local authorities will be able to input and have access to their own data, but will require going through the Consortium to find information about other parts of Scotland and the rest of the UK.

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Gateway Protection Programme

Des Browne, UK Minister for Citizenship, Immigration and Nationality, re-launched the Gateway Protection Programme in Scotland on 22 November 2004 at an event attended by many Scottish Local Authorities and COSLA. The Gateway Protection Programme offers a legal route for some of the most vulnerable refugees to enter the UK following determination of their cases by the UNHCR and the Home Office. The programme is run as a partnership between the Home Office, the host local authorities, the voluntary sector agencies who co-ordinate the programme, and Jobcentre Plus.

More information on the Home Office's Gateway programme can be found on COSLA Refugee and Asylum Seeker Consortium website at:
http://www.asylumscotland.org.uk/news_events.php

Fresh Talent

The Fresh Talent Initiative seeks to attract more people to come and live in Scotland as well as retaining our own home grown talent.

The Forum suggested consideration should be given to promoting Scotland as a place to settle for refugees who obtain permission to stay in England or Wales, given the range of services and initiatives described in the progress report.

The Fresh Talent team has links into existing projects to find employment for refugees (e.g. Scottish Refugee Council and New Roots Scotland). This will help to identify barriers and look for ways to overcome them.

Fresh Talent have also established a research project into the Experience of People who Relocate to Scotland. The primary purpose of the research is to inform specific policy initiatives and campaigns, e.g. "Fresh Talent" and "One Scotland. Many Cultures" as well as benefit wider policy interests by providing an insight into "how others see us". This will include a look at the experience of people in/trying to enter the workplace in Scotland. This will help us to identify any barriers to overseas workers gaining employment. Fresh Talent are very aware of the need to educate employers about the benefits of "Fresh Talent" and a business expert will be recruited to the Relocation Advisory Service whose primary focus will be 'selling' overseas talent to employers.

Anxieties

The Forum recognised that there is a currently a degree of uncertainty and anxiety among refugee and asylum seeker communities and those working with them. The Home Office's recently published five-year migration strategy (published February 2005:

http://www.ind.homeoffice.gov.uk/ind/en/home/news/press_releases/controlling_our_borders/five_year_strategy.html) introduces a new temporary status for all new refugees instead of the indefinite leave to remain they receive under the current system. The Scottish Executive recognises that this may have an impact on integration and will look into this issue.

The Forum also identified a possible trend of people coming from England to Scotland due to the recent change in legislation relating to homelessness. Section 11 of the Asylum and Immigration (Treatment of Claimants etc) Act 2004 introduces a clause whereby people can only establish local connection in relation to their homelessness application in the area to which they were dispersed. However, the Homelessness (Scotland) Act 2003, Section 7 makes it clear that, in Scotland, local connection is not established by being dispersed to an area. This means that someone leaving Glasgow and presenting themselves as homeless in Manchester could be returned to Glasgow as that is where the local connection is under the 2004 legislation. But, someone coming from Manchester to Glasgow would be assessed under homeless legislation and accommodated because under the 2003 legislation they have no local connection in the area to which they were dispersed.

Conclusion

As stated in the introduction to this report, refugee integration is by no means complete in Scotland, this document only provides a snapshot of progress and areas requiring more work at this point in time. In a fast changing environment it is important that service providers are flexible and responsive to the changing needs of the refugee community. So far it is clear that the grass roots organisations and partnership agencies working together have risen to this challenge successfully and hopefully this good work continues to be responsive in the future.

The Scottish Executive is committed to promoting and implementing the Action Plan under the *Partnership Agreement* (see bibliography) and will continue to support the integration of refugees.

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General Cross-cutting Issues

Ref No.	Key Action	Progress/Other Comments
1	There is a need to recognise and address racism in Scotland in all its forms. It is recognised that the Race Relations (Amendment) Act 2000 has been implemented from November 2002, and that this has led to an increased focus on racism, but there will be an ongoing need to ensure that the work which is being undertaken is effective.	<p>Scottish Executive's "One Scotland Many Cultures" media campaign and supporting infrastructure raise awareness of the negative impact racist attitudes and behaviour has on individuals and society more generally. Race Equality Schemes place specific duties on all Departments and Executive agencies to eliminate racial discrimination and promote race equality.</p> <p>Scottish Refugee Council arts development work, funded by Scottish Executive, has delivered anti-racist messages in Glasgow schools using drama and the arts. A play called "Washing Line of Wishes" toured Glasgow schools, performed by refugees and dealt with issues such as discrimination, alienation and asylum. The play was followed by an education workshop, where school children had the opportunity to explore the themes contained in the drama.</p> <p>Scottish Refugee Council are working in partnership with Show Racism the Red Card and the Scottish Professional Footballers Association to develop an education and coaching road show to tour Glasgow schools that will deliver workshops on race and refugee issues allied to a football coaching session.</p> <p>CRE independently monitors implementation of Race Relations Act.</p> <p>Framework for Dialogue looking at work linking into the wider anti-racism campaign. Generally, all integration projects have awareness raising elements built in to them and by nature work towards breaking down racial prejudice.</p>
2	The Scottish Executive should ensure the wide dissemination of work which is currently being undertaken in Glasgow to identify experiences and best practice in the integration of asylum seekers and refugees.	<p>Ministers and officials take every opportunity to increase awareness of successful projects and promote their work as best practice. Officials at SE and UK level consult and share best practice whilst ensuring policies take account of the needs of asylum seekers and refugees. Home Office's annual National Integration Conference provides an opportunity to showcase a wide range of Scottish work was showcased, allowing good practice to be disseminated to a wide UK audience. Conference is to be held in Scotland in 2005.</p> <p>Information and good practice is also shared between agencies through Scottish Refugee Council events and forums such as the West of Scotland Refugee Forum, training and stakeholder events, and information tools, leaflets and website.</p>

General Cross-cutting Issues – continued

Ref No.	Key Action	Progress/Other Comments
3	The Scottish Executive should prepare guidance on the need to implement structures which will facilitate multi-agency working in each area.	<p>Various multi-agency groups in existence across Scotland including CRCG, ELRF, CRASC bringing policy makers and service providers together to share good practice.</p> <p>Resources such as British Red Cross “Welcome to Glasgow”, Scottish Refugee Council’s one-stop shop and CARIS website signpost clients to relevant services.</p>
4	The Scottish Executive should take the lead in ensuring that statistical and tracking information about the asylum seeker and refugee communities in Scotland is gathered at a national and local level.	<p>The Scottish Executive is not in a position to carry out this task as officials do not receive information or data on individual asylum seekers or refugees in Scotland. Information about numbers of asylum seekers is obtainable from NASS.</p>
5	The Scottish Executive should take the lead in ensuring that services providers, asylum seekers and refugees in all areas can gain access to specialist services .	<p>Since the publication of the SRIF Action Plan in 2003, the Scottish Executive has provided over £9 million to projects aimed at integrating refugees and asylum seekers into their host communities and increasing access to specialist services such as translation and interpreting, legal and general advice, English classes and training courses.</p> <p>Scottish Refugee Council receives core funding from Scottish Executive. It operates as the only national refugee organisation with a remit to provide generic and specialist advice services to asylum seekers and refugees in Glasgow and Edinburgh on housing entitlements, the NASS system, education and employment, family reunion. In addition, Scottish Refugee Council provides specialist services to housing and education providers, employers and legal practitioners. Scottish Refugee Council also has a strategic role to influence and support the development of best practice in work with refugees across Scotland.</p>

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Translation and Interpretation

Ref No.	Key Action	Progress/Other Comments
6	There is a need for clear guidance from the Scottish Executive to public sector organisations to ensure that they can have access to translation and interpretation where this is a necessary part of their work. This should focus in particular on the use of interpreters and on the training of staff specifically in working with interpreters (in mainstream and emergency settings).	SE research project being taken forward to review current practice in relation to the provision of TICS within public services in Scotland. The aim of this review is to provide policy makers with a picture of the services that are currently available, while also opening up consideration of the actions that are required to help develop provision of future services. This work will be taken forward as soon as the recommendations are received, in 2005.
7	Steps should also be taken to identify whether additional resources could be made available nationally or locally to allow individuals and community groups to obtain interpretation services where these are required as part of the process of facilitating community development and integration.	Glasgow's Community Response Co-ordinating Group, Drumchapel Citizens Advice Bureau and North Glasgow College have been granted funds in 2004-05 for translation and interpretation services. Translation and interpreting is a theme we have asked applicants to focus on when applying for refugee integration funding.
8	Establish national certification/accreditation body for interpreters and translators.	This is dependent on the outcome of the TICS research detailed in Key Action 6.
9	Promote use of the Scottish Translation, Interpreting and Communication Forum Good Practice Guidelines for public agencies to develop communication with target audiences.	STIC good practice guidelines are promoted whenever appropriate by the Scottish Executive and the STIC forum, copies of the recently updated and republished guidelines were distributed at the STIC forum Annual General Meeting. Happy to Translate logo funded and supported by the Scottish Executive.

Information and Advice

Ref No.	Key Action	Progress/Other Comments
10	Create a team within a specific organisation or create specific posts and budgets within a number of organisations to deliver training and support on legal rights issues.	<p>Scottish Refugee Council One-Stop Shop, Edinburgh Refugee Centre, Citizens Advice Bureaux and other local voluntary organisations all provide these services.</p> <p>Scottish Refugee Council has recruited a training officer to co-ordinate the delivery of training on asylum seeker and refugee issues to a wide range of stakeholder agencies throughout Scotland. This training addresses general refugee issues and also provides courses on community development and integration, housing and welfare rights and education and employment entitlements.</p> <p>Local networks encouraged to network through Community Responses Co-ordinating Group – a thematic subgroup of the West of Scotland Refugee Forum and Edinburgh and Lothian Refugee Forum. CARIS website provides information and knowledge base for child asylum and refugee issues (see Children’s Services section). http://www.savethechildren.org.uk/caris/young/yp_top.htm</p> <p>Projects such as Maryhill Citizens Advice Bureau held up as examples of good practice.</p> <p>There are still significant gaps in the delivery of appropriate training on asylum law and related matters.</p>
11	Government agencies and departments working with asylum seekers and refugees must audit the quality and appropriateness of their work with the service user group. Particular attention should be paid to assessing the skills, knowledge and awareness of frontline staff. Training and awareness raising should be undertaken based on needs identified in the audit.	<p>Evaluation of projects funded by the Scottish Executive to provide services to asylum seekers and refugees will be carried out in 2005.</p> <p>Maryhill Citizens Advice Project funded by the Scottish Executive to provide support and training to staff/volunteers regarding the rights of asylum seekers and refugees.</p> <p>With regards to Health needs specifically, research is being carried out by Dr Kate O’Donnell into the health needs of asylum seekers in Glasgow. Assessment of whether these needs are adequately met or not will follow. Resource implications exist in all areas for improvement of services.</p>

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Community Preparation

Ref No.	Key Action	Progress/Other Comments
12	Ensure Home Office and NASS provide information to communities in advance of dispersal and ensure planning information is maintained and shared by service providers.	Scottish Executive wrote to the Home Office and NASS on 30/4/2003 to ensure this happens in Scottish Local Authorities. Scottish Executive will write again as necessary and depending on future NASS contracts in Scotland.
13	Public and voluntary sector organisations and local networks to undertake proactive work to stimulate and support a range of types of activities to promote integration.	<p>Scottish Executive has now provided over £9 million to stimulate integration through projects working with refugees and asylum seekers and additional ESOL provision (see Action Point 52). Projects range from sporting activities and drop in centres to training and employability projects. Funding for 2005-06 projects to be announced in Spring 2005. Scottish Executive looking to evaluate projects in 2005.</p> <p>Multi-agency forums and local networks supporting local community organisations found to be “highly responsive” to the needs of asylum seekers and refugees and highlighted church drop ins as playing a particularly key role.</p> <p>Scottish Refugee Council delivers a portfolio of integration services including housing and move on advice for new refugees, a family reunion service, careers guidance services and general advice. In addition the agency works collaboratively with most stakeholders on integration initiatives in Scotland.</p> <p>ATLAS has provided £1 million for 29 projects in Scotland to provide innovation in the integration and training of asylum seekers, thereby enabling asylum seekers who become refugees to gain more rapid transition into work.</p>
14	Partnerships, which are properly funded and involve all stakeholders, should take a strategic approach to supporting front line staff and volunteers from the start of the process of preparation for integration.	<p>CRASC provides support of this kind in the form of training, seminars, briefings, workshops, provision of information, problem solving, advice and assistance relating to both legislative and policy changes.</p> <p>Glasgow Alliance and Glasgow City Council are ensuring strategic approach is taken to the deployment of resources across the city, to provide the most effective support to frontline staff and volunteers involved in integration.</p> <p>The Forum felt there is a gap in terms of a strategic body of senior officers to oversee the delivery of staff support and services.</p>

Positive Images, Community Development and the Media

Ref No.	Key Action	Progress/Other Comments
15	National and local politicians to take a key role in promoting refugee integration by targeting key opinion formers in the media based on the SRIF Action Plan.	<p>Scottish Ministers take every opportunity to re-affirm the Executive's commitment to supporting the integration and promote a positive image of refugees and their host communities. At the recent launch of New Roots Scotland, the Deputy Minister for ETLDD took the opportunity to reaffirm that the Executive believes refugees can make an important contribution to Scotland's economy and should receive training and support where possible to have existing qualifications accredited and barriers to work addressed. The Minister for Communities was happy to endorse the CARIS website when he attended the launch of the resource in January 2005.</p> <p>Some local politicians do promote these messages but not a strategic approach.</p>
16	Develop and source a Media Subgroup of the Scottish Asylum Seekers' Consortium to establish a media strategy. This partnership to implement and monitor the strategy and report back in summer 2003.	<p>Scottish Executive officials are in discussion with CRASC about the best way to take this forward in 2005. Scottish Executive officials attending Oxfam's Positive Images Steering Group and looking at ways of supporting this work further in the future.</p> <p>Scottish Refugee Council has developed a Media Group of refugees and asylum seekers receiving regular training and one to one support in both print and broadcast media. This has increased the capacity of refugees and asylum seekers to respond to media requests for comment, and to visit to newspaper editors to explain why inflammatory coverage is so damaging. This programme will continue through 2005. Scottish Refugee Council also runs a rapid response e-mail group briefed to write letters to editors in response to negative media coverage.</p>

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Positive Images, Community Development and the Media – continued

Ref No.	Key Action	Progress/Other Comments
17	Commission follow up attitudinal research (building on previous research to support the anti-racism campaign), to involve media monitoring of refugee issues.	<p>Oxfam's Positive Images Group took this work forward in 2004 to provide a baseline of evidence and understanding of attitudes to asylum and refugee issues in Scotland. MORI Scotland were commissioned by the group to conduct a survey of 1,022 Scottish adults aged 16 and over. The poll included a second survey of 64 MSPs to find out their own attitudes and those raised by their constituents.</p> <p>The Positive Images Project also involved monitoring media reporting of asylum in the Scottish print media. Oxfam plan to publish the findings of the content analysis are due to be published in 2005 but initial analysis showed that positive stories about integration were difficult to locate.</p>
18	Continue partnership to enable sustainable input from refugees into the Framework for Dialogue Process.	<p>Funding for Scottish Refugee Council's Framework for Dialogue Project extended in 2004-05. The project works alongside other key Scottish Refugee Council community development initiatives such as the RCO Development Project. This project was awarded Beacon Status in an independent evaluation carried out for the Home Office.</p> <p>The key partners that work with Scottish Refugee Council on community development are local host community networks, Refugee Community organisations, Glasgow City Council and the Scottish Executive</p> <p>Reports show that the FFD project is successfully laying the foundations of dialogue and establishing the lines of communication necessary to support refugees into host communities and achieve integration.</p> <p>The direction of FFD work during 2005 will be to consolidate the work so far and to develop a strategic response to issues of policy, law and social cohesion.</p>

Positive Images, Community Development and the Media – continued

Ref No.	Key Action	Progress/Other Comments
19	Commission research to identify statistical and demographic information to inform community development, service planning (generally) and project need for particular services.	Lack of resources has prevented this task from being carried out at this stage. Looking into possibility of this responsibility being taken on by Communities Scotland Community Planning Department.
20	<p>Community planning partnerships, community learning plans and community budgeting in areas of resettlement, as part of their race equality schemes, must make refugee issues an integral part of their work. They should:</p> <ul style="list-style-type: none"> • Take action to promote the integration of a range of groups (including faith communities). • Develop and build the capacity of existing/emerging groups. • Develop and examine the resources required for integration at a local level. • Strengthen local networks. • Improve consultation and planning at a local level. • Develop the capacity of existing services and enable people to access these services. • Emphasise the importance of the whole community enjoying life together through music, culture and sport, as well as recognising the importance of developing services. 	<p>Key public bodies, including the Scottish Executive, local authorities, health boards, and the police were all required to publish a race equality scheme by November 2002 under race relations legislation setting out how they will eliminate race discrimination and promote race equality in all that they do. Many schemes/action plans may include specific commitments in terms of the refugee community, although the more general actions identified will, of course, also be relevant, and of benefit to, the refugee community. The Executive published its first Race Equality Scheme Annual Report in March 2004. This and the associated Departmental Action Plans are available on the Executive's website.</p> <p>The Commission for Racial Equality is responsible for ensuring bodies are compliant with the legislation, and the Executive will do all that it can to support them in this process.</p>

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Housing

Ref No.	Key Action	Progress/Other Comments
21	Design, develop and evaluate a Pathfinder project in Glasgow funded through the 'Supporting People' Programme in 2002-2003 to enable access to independent support, advice, advocacy and appropriate housing.	SE has contributed funding for a second year, 2004-05, to Positive Action in Housing's Frontline Advisory Service. An independent evaluation will be completed by end March 2005.
22	<p>All housing legislation and guidance should be proofed to take account of the barriers which refugees face, and housing services should ensure that issues relating to refugees are mainstreamed. To facilitate this, a checklist of potential evidence of mainstreaming and proofing should be prepared, which might include examples such as:</p> <ul style="list-style-type: none"> • 22.1 The new Code of Guidance should refer specifically to refugees and should identify them as a vulnerable group in priority need. • 22.2 The Code of Guidance should reflect that refugees should not be deemed to have a local connection with their dispersal area. 	<p>Scottish Executive legislation is routinely equality proofed as it is developed.</p> <p>22.1 The Homelessness Act 2003 makes homeless people who are at risk of violence or harassment because of their race, colour or ethnic origin a priority group for housing allocation. Guidance on homelessness strategies states that "the strategy should ensure that the particular needs of asylum seekers and refugees are recognised and addressed, and that appropriate provision, and assistance to access that provision, is available".</p> <p>22.2 Section 7 of the Homelessness (Scotland) Act 2003 amends the 1987 Act to ensure that where a person was housed in NASS accommodation this would not constitute a "local connection".</p>

Housing – continued

Ref No.	Key Action	Progress/Other Comments
	<ul style="list-style-type: none"> <li data-bbox="400 663 724 882">• 22.3 Local housing and homelessness strategies should include reference to refugees and should be assessed by the Scottish Executive on the degree to which they do so. <li data-bbox="400 999 724 1473">• 22.4 Refugees should be given more than one offer of housing and the offers made should be reasonable and appropriate, with, as the Homelessness Task Force suggests, all reasonable efforts made to meet the preferences of the person concerned. The Scottish Executive should take steps to identify that this is being implemented. <li data-bbox="400 1496 724 1845">• 22.5 Temporary housing should not be used for permanent re-housing unless, following assessment and information, a refugee has expressed a preference for this. The Scottish Executive should take steps to identify that this is being implemented. 	<p data-bbox="740 611 1396 645">The updated Code of Guidance will reflect these changes.</p> <p data-bbox="740 663 1396 981">22.3 For Local Authorities to lead. Communities Scotland has issued updated guidance on local housing strategies which includes refugees in the list of groups who should be considered to ensure the full range of community needs are met. The Homelessness Strategies Assessment Panel considered specific Key Actions to address needs of particular groups identified through the assessment of homelessness and the establishment of joint protocols to ensure support is provided and homelessness is prevented for groups at risk.</p> <p data-bbox="740 999 1396 1218">22.4 For Local Authorities to lead, part of the work of the Homelessness Monitoring Group, and also part of the Inspection process (subject to refugee caveat). Where refugees are applying under the homelessness legislation, Code of Guidance already states that applicants should be given the same amount of offers as those on the mainstream waiting list.</p> <p data-bbox="740 1496 1396 1648">22.5 Local Authorities have the lead on this. This recommendation should be reflected in the local Homelessness and Housing Strategies, and progress will be monitored by the Homelessness Monitoring Group.</p>

Scottish Refugee Integration Forum

Action Plan – Progress Report

Housing – continued

Ref No.	Key Action	Progress/Other Comments
	<ul style="list-style-type: none"> 22.6 Communities Scotland should seek the views of expert groups about the relevance of refugee issues in local authority areas identified for inspection. 	22.6 Communities Scotland has involved expert groups in the development and review of its approach to the cyclical inspection of local authorities as well as in relevant thematic studies. Expert groups such as local Race Equality Councils are also involved as appropriate in the preparation for specific inspections, and equalities issues are mainstreamed throughout all Communities Scotland's inspections of social landlords.
23	The Scottish Executive should commission a third party to develop a report which will outline a basic service specification of what should be expected in the provision of housing support and services to refugees. (This should include the identification of practice points and issues.) This should be followed by an assessment of current provision, with a 12-month follow-up study being undertaken to highlight developments undertaken and further actions required.	Research is progressing and a report is expected in Summer 2005.
24	Develop ongoing work to ensure services are provided to meet refugees' needs in all parts of Scotland.	<p>An assessment of the use of the model service specification is planned for autumn 2006 and it may be updated as a result.</p> <p>Scottish Executive provides comprehensive funding for Scottish Refugee Council's housing advice and development work. This service delivers direct support and advice to 700 refugees per annum in addition to a range of development, advice and capacity building services to housing providers and advice agencies throughout Scotland.</p>

Housing – continued

Ref No.	Key Action	Progress/Other Comments
25	All local authorities and housing associations should ensure that their housing advice, information and allocation policies, procedures and practices take account fully of the rights and needs of refugees. These services must be fully accessible to refugees, and staff should be provided with appropriate training and guidance to ensure that provision is based on a thorough understanding of the issues.	For local authorities and housing associations to lead with monitoring through the local Housing and Homelessness Strategies. Communities Scotland Regulation and Inspection processes look at whether information is accessible to all, i.e. whether it is in different formats, languages (reflecting local communities) and venues. Communities Scotland's approach to the inspection of equalities issues was agreed and validated last year by the CRE.
26	Prepare information on housing and welfare benefit systems for "Welcome Pack" available in appropriate languages and in a range of formats.	The Communities Scotland "Welcome Pack" for service providers was published in February 2004 and was well received.

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Action Plan – Progress Report

Justice, Community Safety and Access to Justice

Ref No.	Key Action	Progress/Other Comments
27	Civil and Criminal justice systems to assess the relevance of all functions, services and policies in relation to ethnic minorities and refugees within the Race Relations (Amendment) Act and demonstrated in community planning, minutes, reports and action plans.	<p>The Race Relations (Amendment) Act made provisions to:</p> <ul style="list-style-type: none"> • outlaw race discrimination in all public functions – not just those previously covered by the Race Relations Act 1976; • place a general duty on specified authorities to promote race equality. <p>Key bodies, including the Executive, had to draw up a race equality scheme, setting out which of its public functions are relevant to the duty. It also required bodies to set out its arrangements for:</p> <ul style="list-style-type: none"> • assessing and consulting on the policies they are proposing for adoption; • monitoring for any adverse impact of their policies on the promotion of race equality; • publishing the results of their assessments, consultations and monitoring; • ensuring public access to information and to services; and • training staff in issues relevant to the duty.
28	The operation of the regulations governing advice and assistance should be reviewed by the Scottish Executive, in consultation with the Scottish Legal Aid Board, the Law Society and specialist practitioners, to ensure that they adequately reflect the work involved in dealing with asylum applications. Such a review should be completed within four months; and if changes to the regulations are considered necessary, they should be drawn up and put before Parliament as soon as possible thereafter.	<p>Scottish Executive published general consultation paper on reform of Advice and Assistance in early December 2004.</p> <p>SLAB have issued guidance to solicitors about charging for immigration work and developed templates which simplified the process of seeking increases in authorised expenditure in Advice and Assistance and ABWOR asylum cases.</p> <p>SLAB introduced an administrative scheme for Advice and Assistance whereby a solicitor can seek reimbursement of outlays incurred before the case finishes. This eases cashflow problems commonly incurred when solicitors use translators.</p> <p>All Advice and Assistance and ABWOR on civil matters (including asylum, immigration and nationality) was subject to an increase in the initial limit of authorised expenditure and levels of fees from 28 June 2004</p> <p>The Forum suggested that the recently introduced system of peer review for civil legal aid work requires to be assessed in terms of its effectiveness in asylum and immigration law work.</p>

Justice, Community Safety and Access to Justice – continued

Ref No.	Key Action	Progress/Other Comments
29	<p>The Scottish Executive, the Law Society and the Scottish Refugee Council should work together to identify funding, through the Scottish Executive, if necessary, to deliver this expert training in asylum and immigration law in Scotland for as long as those seeking refugee status continue to be dispersed to Scotland. This training should commence as soon as possible and certainly no later than March 2003.</p>	<p>SLAB is running a pilot project in Glasgow under Part V of the Legal Aid (Scotland) Act 1986 to provide legal advice on asylum.</p> <p>The Ethnic Minorities Law Centre and Castlemilk Law Centre are funded to organise an information and education asylum “roadshow” and to provide training on the legal process and access to those directly involved in the system.</p> <p>Scottish Refugee Council recommends that research and assessment on the effectiveness and capacity of Part V funded projects to deliver training should be carried out. Scottish Refugee Council’s review of legal services in Scotland carried out during 2004, identified significant gaps in training and knowledge on primary asylum law work, and in issues such as cultural sensitivity and using interpreters.</p>

Scottish Refugee Integration Forum

Action Plan – Progress Report

Justice, Community Safety and Access to Justice – continued

Ref No.	Key Action	Progress/Other Comments
30	<p>It is recommended that each local authority area within Scotland should, in the ongoing implementation and review of its race equality scheme, prioritise a review of mainstream advice agencies to ensure that those agencies can and do access training in relation to translation and interpretation, specialist areas of the law and responding to diversity, and ensure that these agencies can access and fund interpreting and translation facilities. This, with the local authority's assistance, should become a condition of funding in furtherance of the authority's duties under the Race Relations (Amendment) Act 2000. The review should also recognise the vulnerability of particular groups seeking advice, such as women and young people, and the benefits of accessing a comprehensive service within one setting. Promotion of such services should be developed to increase accessibility of all ethnic minority communities, including refugees.</p>	<p>The question of advice provision by local authorities will be covered in the follow-up to the Strategic Review of the Delivery of Legal Aid, Advice and Information, on which the Justice Department hope to issue a consultation paper in 2005. The Strategic Review team engaged with immigration practitioners and other stakeholders (such as the CRE and Scottish Refugee Council) when preparing its report.</p>

Justice, Community Safety and Access to Justice – continued

Ref No.	Key Action	Progress/Other Comments
31	Develop a community advocacy project in an urban location. Scottish Executive to develop and fund pilot with view to implementation by January 2004. Monitor and evaluate for future projects.	Gorbals Initiative received further funding to establish a community advocacy resource involving asylum seekers and refugees and the host communities. Evaluation to be carried out in 2005.
32	All local authorities to produce joint multi-agency strategies to deal with racially motivated crime through community safety partnerships and a system to evaluate and monitor outcomes.	The Scottish Executive does not specify the issues which must be addressed within local community safety strategies as it is for each community safety partnership to undertake an audit and community consultation to identify local community safety priorities. Community Safety strategies were provided on 31 January 2003 as part of the application process for Community Safety Partnership Award Programme. However, in March 2003 the Scottish Executive highlighted the report's recommendations to every community safety partnership.
33	Commission work to identify potential pilot projects which tackle racially motivated behaviour among young people.	Integration projects working with young people such as Kingsway Court soccer teams and Operation Reclaim help tackle prejudices and racist attitudes. STUC's One Workplace Equal Rights Project Show Racism the Red Card, and Heartstone are all helping to take the anti-racist message out to schools, other young people, and workplaces.

Scottish Refugee Integration Forum

Action Plan – Progress Report

Children's Services

Ref No.	Key Action	Progress/Other Comments
34	Ensure Children's Services Plans take account of specific issues facing asylum seekers and refugees particularly in relation to addressing racism and culturally sensitive issues such as gender and first language, and ensure that the needs of those in vulnerable groups (for example those children that are unaccompanied or looked after, have particular support needs or physical or mental health issues) are properly identified and addressed. Children's Service plans should also include consideration of pre-5 schooling.	Children's services plans should take account of needs of all disadvantaged young people including asylum seekers and refugees. Revised Scottish Executive guidance was issued in 2004.
35	Ensure asylum seekers and refugees are consulted during development of Children's Services Plan.	Local agencies should already ensure that children, young people and parents are consulted in preparing their local Children's Service Plans. Local agencies should ensure that effective arrangements are in place to consider the views of different interests, including children and parents from minority ethnic backgrounds. Engagement with children, young people and their families is covered in the integrated children's services planning guidance.

Children's Services – continued

Ref No.	Key Action	Progress/Other Comments
36	<p>The Scottish Executive should consider funding a pilot project to allow the development of “children’s support plans”. These plans would build on the experience of individual education plans, would be developed by young asylum seekers and refugees themselves (supported by staff), and would cover in- and out-of-school services. One advantage of this approach would be to assist children’s services providers to identify where their services are not meeting the needs and rights of children. This should be done by early 2005.</p>	<p>In 2004-05 groups of schools in all local authorities are taking part in further piloting of personal learning plans, developing local approaches around a common framework. Personal Learning Plans provide a basis for meeting the specific needs of asylum seeker and refugee children.</p> <p>The Education (Additional Support for Learning) Act 2004 introduces a new framework built around the concept of additional support needs. This new concept will apply to any child or young person who, for whatever reason, requires additional support, long or short term, in order to help them make the most of their education. A child whose first language is not English may require additional support to help them access the curriculum until any difficulties with English are overcome. A new Co-ordinated Support Plan (CSP) will be introduced for those pupils whose enduring additional support needs arise from complex or multiple factors and who require a range of support from outside education.</p>
37	<p>The Scottish Executive should prepare guidance for the range of bodies which sponsor or accredit training in Scotland to ensure that anti-racist approaches, and the specific needs of asylum seekers and refugees, are included in all basic training, induction training and on-going staff development. It is essential that this guidance is comprehensive in its distribution, covering all aspects of children’s services, and all staff involved in their delivery.</p>	<p>The Standard for Initial Teacher Education in Scotland has been prepared as one part of the arrangements for a collaborative approach to assuring and enhancing the quality and standards of Initial Teacher Education (ITE) in Scotland. The document has been prepared by a group of ITE specialists drawn from higher education institutions, the GTCS, local authorities, schools and HMI, and with an observer from QAA.</p> <p><i>The Standard for Initial Teacher Education (ITE) in Scotland (October 2000) includes benchmarks relating to inclusion, which are directly relevant to the children of refugees and asylum seekers.</i></p> <p><i>The Standard for Full Registration, against which probationary teachers are measured for full registration with the General Teaching Council for Scotland (GTC), contains competences corresponding to the standard of ITE.</i></p> <p>Under the Race Relations (Amendment) Act 2000 (RRAA) and the subsequent Specific Duties (Scotland) Order 2002, every Local Authority has a general duty to promote race equality.</p> <p>Project being commissioned by SE that will provide assistance to Local Authorities in meeting their duties through offering training and preparing guidance.</p>

Scottish Refugee Integration Forum

Action Plan – Progress Report

Children's Services – continued

Ref No.	Key Action	Progress/Other Comments
38	Children's services agencies should audit, and if necessary, revise current provision to parents and children to ensure that information is accessible, comprehensive, readily understood and accurate , and that it is being received and used by asylum seekers and refugees. Local information on services should complement that produced nationally by the Scottish Executive. Auditing of both national and local material will be an ongoing process.	<p>All organisations should as a matter of course ensure that the information they produce for the public is easily understood and is accessible as far as possible.</p> <p>In line with this, a series of equality in education projects that Scottish Executive Education Department will commission contains guidance ensuring that "any research paper or information released is accessible, understood and comprehensive".</p>
39	Consider ways to improve the supply of EAL and bilingual teachers and implement a quality assurance framework and accreditation.	<p>Executive collected information on teachers' qualifications in teaching English as an Additional Language. The issue of monitoring the number of in relation to demand of bilingual teachers is difficult as ethnicity data does not identify the linguistic group a teacher is from.</p> <p>Funding for Modern Language Education (around £4 million) can be used for teaching community languages and not just French, German, Spanish and Italian. Report of the Key Action Group for Languages Citizens of a Multi-Lingual World recognised importance of support for mother tongue and indicated that the majority of support is delivered in religious/community setting and may require additional support. Executive is in discussion with the Centre for Education for Racial Equality in Scotland regarding the production of a document to give guidance on good practice in this area.</p>

Children's Services – continued

Ref No.	Key Action	Progress/Other Comments
40	<p>In recognition of the central role of schools in the integration of asylum seekers and refugees, the Scottish Executive and local authorities should seek to improve ways of disseminating research and good practice and commission research as necessary in supporting School Boards, staff, children and parents for the arrival of asylum seekers and refugees. Sufficient resources should be provided for this. It should also be noted that the experience of asylum seeker children being educated in Scottish schools has been very positive and should be maintained where possible.</p>	<p>Scottish Executive will distribute "Education Guide for Asylum Seekers and Refugees" a comprehensive guide offering details on school education in Scotland. Scottish Executive also undertaking research to examine experiences of asylum seekers and refugees in Scottish schools.</p> <p>Glasgow University carrying out quantitative study into the needs, experiences and services provided for unaccompanied asylum seeking children in Scotland.</p> <p>The CARIS website, a joint project by Save the Children and Glasgow Centre for the Child and Society, part funded by the Scottish Executive, has been developed as an information base for children of asylum seekers and refugees. The site has been written with unaccompanied asylum seeker children in mind as well.</p> <p>http://www.savethechildren.org.uk/caris/young/yp_top.htm</p>

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Action Plan – Progress Report

Children's Services – continued

Ref No.	Key Action	Progress/Other Comments
41	There is a need for the Scottish Executive (and Home Office) to identify and address a number of urgent funding, legal and policy issues. (A range of issues were identified by the group, including, for example, clarifying the relative provisions of the Children (Scotland) Act and UK Immigration legislation, providing additional guidance on the duties of agencies under the Children (Scotland) Act, ensuring parity between Scotland and England and Wales in relation to the support available to public agencies and the measurement of school performance. This is not a comprehensive list, and it is important to stress that a comprehensive assessment, rather than a response to these points, is required.)	<p>Finance – statutory costs of educating asylum seeker children are not met by NASS. The COSLA Refugee and Asylum Seeker Consortium have formally requested the Scottish Executive to ensure parity between Scotland and England and Wales in relation to the support available. Ministers have offered an additional fund of £1 million in 2005-06 in recognition of the work Glasgow is doing on asylum seeker and refugee integration and the costs associated with that.</p> <p>Policy – this Key Action has not been met (see text section for more details). Scottish Executive Schools Group will be looking at where this can be taken forward in 2005.</p>
42	Specific reference to community-based youth work for asylum seekers and refugees to be made in community learning plans.	All Local Authorities have Community Learning and Development Strategies which contain details of what CLD activities/development are to take place with young people. The guidance for producing strategies indicated that CLD partnerships should target CLD support to disadvantaged individuals, groups and communities, which would include refugees and asylum seekers. Also, the steer for which issues should be focussed on should be based on a dialogue with local communities, and a needs assessment of the area. By implication those areas containing a high number of asylum seekers and refugees are likely to be the focus of some CLD work.
43	To support Key Actions 34-42 the Scottish Executive should consider developing specific guidance on children's services funding.	Local authorities are generally advised on their funding avenues available for children's services, and thereby no guidance is needed here. It's up to local authorities to make detailed decisions on funding, based on local needs.

Health and Social Care

Ref No.	Key Action	Progress/Other Comments
44	<p>Given the health needs of asylum seekers and the requirement to invest in securing their access to services (through the provision of interpreters, extended consultation periods etc) there are significant additional costs in providing appropriate health and social care for these groups. Due responsibilities and mechanisms for allocating resources to enable appropriate local service developments – across NASS, the Home Office, the Scottish Executive, Health Boards, Health Trusts, Social Work Departments, voluntary agencies, etc.</p>	<p>Following the SRIF report, initial funding to NRCEMH from SEHD, followed by an extension of a grant through the Scottish Executive Health Department, Health Improvement Process has led to the consolidation of specific initiatives which will be of value to staff and users alike. A formal launch is expected in April 2006.</p> <p>From an operational perspective the funding for general medical services and interpretation lies with Greater Glasgow NHS Board. This arrangement is now being reviewed.</p> <p>In terms of social care there is considerable emphasis from the voluntary sector.</p>
45	<p>The Scottish Executive, working with the Ethnic Minority Resource Centre, should address the apparent barrier to accessing services for asylum seekers and refugees by ensuring that there is adequate information available about health and social care services in accessible and readily understood formats. This should be complemented by information made available by service providers about local services.</p>	<p>NRCEMH are partnership working on a multi-agency basis and there is a sharing of good practice where appropriate. All asylum seekers and refugees are informed about registration process within primary care and available services. Current work is ongoing with Home safety information with Strathclyde Fire Service. <i>A Welcome Guide for New Arrivals and Refugees</i> has been published by British Red Cross giving basic information about health services in Glasgow. MEHIP (NHS Lothian) provide information and advice on health services and a multi-lingual link worker/advocacy service.</p>

Scottish Refugee Integration Forum

Action Plan – Progress Report

Health and Social Care – continued

Ref No.	Key Action	Progress/Other Comments
46	Provide programme to raise awareness for health and social care professionals of Fair for All and the Race Relations (Amendment) Act 2000.	Training for frontline staff available - almost 2000 staff trained within Greater Glasgow. Further collaboration takes place in teaching institutions.
47	There is a need for Health Boards and Social Work Departments, working with the Ethnic Minorities Resource Centre as appropriate, to develop core information and guidance to allow health and social care professionals to deliver an appropriate service to asylum seekers and refugees. (Examples of this could include information about disease profiles within countries of origin, cultural norms with respect to bereavement, the provision of appropriate foods, and guidance on the use of interpreters.) This should be supplemented by appropriate training.	<p>Asylum Seekers/Refugee Training Programme for cultural awareness and mental health understanding (COMPASS Programme) is available for staff within Primary Care Division in Greater Glasgow NHS. Visits from Professional Bodies such as Royal College of Nursing have taken place.</p> <p>Roundtable National Network meeting held to gauge perception views and needs of asylum seekers and refugees. Following from it a series of posters and leaflets are at the planning stage to develop awareness and to raise the issues for health professionals.</p>

Health and Social Care – continued

Ref No.	Key Action	Progress/Other Comments
48	<p>There is a need to document and disseminate the lessons from the approach taken by service providers in Glasgow (and, where relevant, in other areas within the UK) to the provision of services for asylum seekers and refugees, particularly in identifying means of planning and delivering services in an integrated manner. Specific consideration should be given to identifying good practice and developing guidance for areas with low, as well as high concentrations of asylum seekers and refugees.</p>	<p>Continuing input to seminars and conferences at local and national levels so that information, good practices and learning on issues and needs of asylum seekers and refugees is promoted.</p> <p>Joint collaborative work is underway on a surveillance system between the NRCEMH and “Health Protection Scotland” – a follow-up of 50 asylum seekers and refugees on arrival and after 6 months is underway.</p> <p>A paper on Good Practice Integration has been delivered at various conferences on asylum including the Nurses Conference on Asylum Seekers and Refugees in Sheffield in January 2005.</p> <p>NRCEMH held a seminar in January 2005 for Home Office colleagues setting up an accommodation Centre in Bicester. Good practice was shared on providing suitable health and social care service, translation and interpretation services, mental health provision and co-ordinating services.</p>
49	<p>Given evidence that the sharing of information between service providers has been an important factor in shaping the development of effective services for asylum seekers and refugees, the Ethnic Minorities Resource Centre, working with the CLO and those working on the development of Joint Assessment Protocols should consider the development of guidance for all agencies on effective and appropriate means of sharing such information. This guidance should balance the need for information for shared planning with the need for patient confidentiality.</p>	<p>Two major projects have been completed and are in a final draft before publication and launch. The first of these is a Resource Pack for frontline staff which will be of support for frontline professionals. This pack will be accessed on line so can be made available throughout Scotland.</p> <p>The second is online access for Health Professionals dealing with migrant communities especially asylum seekers and refugees. The online resource provides culturally relevant information and also offers an opportunity to review health risks by regional differences and a database for diagnosis and management of specific diseases within the 75 countries from which asylum seekers and refugees come. This has been developed by modifying the existing Travax resource within Health Protection Scotland.</p>

Scottish Refugee Integration Forum

Action Plan – Progress Report

Health and Social Care – continued

Ref No.	Key Action	Progress/Other Comments
50	Health Boards need to ensure that service planning takes full account of the particular needs of refugees who have been in this country for many years , and whose needs have historically not been fully acknowledged.	<p>NRCEMH facilitates a joint liaison through its asylum seekers and refugees' Network to Health Boards and Voluntary Agencies in planning care packages – take part nationally in consultation groups.</p> <p>NRCEMH participate in national events and workshops. (Details available from NRCEMH on request).</p> <p>From an operational perspective there are local reviews taking place regarding reimbursement for asylum seekers and refugees based on enhanced payments – the outcome of the negotiations with GPs is still awaited.</p>

Scottish Refugee Integration Forum

Action Plan – Progress Report

Enterprise, Lifelong Learning, Employment and Training

Ref No.	Key Action	Progress/Other Comments
51	The Scottish Executive should take the lead (working with all interested parties) in the development of a national strategy for ESOL , building on the recently published adult literacy strategy. While this work is being undertaken, the Scottish Executive should consider the use of pathfinder resources to test a range of alternative approaches to current provision.	Report commissioned by the Scottish Executive and Communities Scotland to establish ESOL provision will, along with recommendations of the ESOL steering group, inform the formulation of an ESOL strategy for Scotland by 2006. This process will include a public consultation. The findings of the report mapping the demand and provision of ESOL can be found at: http://www.scotland.gov.uk/about/ASD/CSU/00017534/ELL-p.aspx
52	Prior to the agreement of a national strategy, there is an urgent need for adequate resources to be made available to support the provision of English language tuition (both on a stand-alone basis and in conjunction with vocational courses) for those asylum seekers and refugees who require it, to allow them to integrate as quickly as possible. Given the current zero growth in overall funding for further education, this will require the Scottish Executive to provide additional monies to colleges to support this work. The increased resources will be required not only in teaching, but also in support services and childcare.	The Scottish Executive has, over the period 2001-04, committed an additional £1.7 million annually to meet the demand for more ESOL in Scottish FE colleges, particularly in Glasgow. This was subsequently increased to £2 million annually in 2002-04. From 2004-05, this £2 million will be embedded in FE baseline funding.

Enterprise, Lifelong Learning, Employment and Training – continued

Ref No.	Key Action	Progress/Other Comments
53	<p>Asylum seekers should be allowed access to part-time Higher National courses on the same basis as currently applies for non-advanced courses. This provision should be met from within existing resources.</p>	<p>The Scottish Further Education Funding Council agreed that Further Education colleges should have discretion to accept asylum seekers as funded students on part-time Higher National courses, and that they are eligible to claim fee waiver grant for them. Guidance was also issued to the SAAS to ensure that asylum seekers attending these courses are eligible for hardship support in respect of the provision of course books and (where considered appropriate) travel passes.</p>
54	<p>There should be more progress on recognising the qualifications and/or experience of asylum seekers and refugees and on providing conversion courses and competence testing where appropriate. This should proceed on two levels: first, through funding to assist SQA, other awarding bodies, professional bodies and sector skills councils to find ways of recognising qualifications and/or experience, and secondly, through the development of appropriate provision within colleges and universities (with the use of pilot projects in the first instance where appropriate).</p>	<p>Scottish Credit and Qualifications Framework providing a new way of comparing qualifications in Scotland. Has only just begun to credit rate qualifications/learning programmes out with the mainstream SQA and HEI ones, so this credit rating service is early days but has potential for international qualifications. However service is expensive for Scottish qualifications and will be more so for international ones.</p> <p>Anniesland College is developing an accreditation model that will establish it as a centre for accrediting practical skills and a “lead centre” for recognising educational and employment skills amongst younger asylum seekers (16-18 years). The development of this model will ensure that those asylum seekers who already have skills can have these recognised and receive further vocational training, thereby preparing them for employment. College staff act as mentors as the participants go through the training, and links have been made with other projects within the partnership who are involved in activities such as work shadowing.</p> <p>New Roots Scotland has set up a sub group with a view to develop an alternative accreditation route applicable to refugees.</p> <p>Refugee Doctor Programme, OTAR and PEPE all offer trade specific training programmes with accreditation.</p> <p>NARIC (National Recognition Information Centre for the UK) offers general comparability information for international qualifications.</p>

Scottish Refugee Integration Forum

Action Plan – Progress Report

Enterprise, Lifelong Learning, Employment and Training – continued

Ref No.	Key Action	Progress/Other Comments
55	Service providers should audit existing adult literacy, work experience, New Deal and other employment and training programmes to ensure that these are meeting the needs of asylum seekers and refugees. Where necessary, programmes should be customised or new provision developed, to meet these needs.	<p>Range of provisions specifically tailored to refugees, including those at Anniesland College, Scottish Refugee Council and New Glaswegians.</p> <p>Job Centre Plus and New Deal reserved to DWP but Scottish Executive officials liaising closely on Home Office's development of refugee employability strategy some of which will cover Scotland.</p> <p>Additionally, Job Centre Plus offices in Glasgow have named contacts in refugee work and are represented on West of Scotland Refugee Forum. Schemes to assist wider sector of unemployed and disadvantaged groups open to refugees.</p> <p>Ethnic Minority Enterprise Centre has just been awarded a contract to provide outreach services in Glasgow and consultant been appointed to encourage minority ethnic communities to use Job Centre Plus Services.</p> <p>Bridges Project provides work shadowing scheme for asylum seekers and refugees.</p>
56	There is a need for comprehensive information to be provided on education, lifelong learning and training issues to both asylum seekers and refugees, and intermediaries, particularly relating to eligibility, funding support, fee levels and the appropriateness of the provision. This provision should supplement, rather than duplicate, information available from, for example, Careers Scotland.	<p>The Executive is working with Careers Scotland, Learndirect Scotland and others to improve the quality and consistency of information available to all learners in Scotland. Aim is to provide a no-wrong-door approach so that people can access the information and advice they seek quickly and in a straightforward manner.</p> <p>Through the Funding for Learners Review ETLTD have looked particularly at information on funding. Have established an Information, Advice and Guidance Delivery Group with representatives from all sectors to take this work forward in partnership. The group aims to create an improved model for the delivery of learning information which will ensure a better service for all learners including asylum seekers and refugees.</p>

Enterprise, Lifelong Learning, Employment and Training – continued

Ref No.	Key Action	Progress/Other Comments
57	<p>There is a need to identify and target barriers preventing asylum seekers and refugees moving into employment. It is suggested that Scottish Enterprise, working with the Scottish Executive, the Department of Work and Pensions and business groups, should undertake a piece of research to both identify the barriers which currently exist, and solutions which will address these. In the meantime, the group has identified two priority Key Actions. The first is that the Scottish Executive should make representations to the Home Office to seek a resolution to the identified problem of the provision of documentation which unequivocally establishes the right of an asylum seeker or refugee to work. The second is that the Scottish Executive, working with Scottish Enterprise and business group such as Scottish Chambers of Commerce, should provide employers in both public and private sector with clear guidance on the legal position in relation to the employment of asylum seekers and refugees. This guidance should also stress the business and wider benefits of employing asylum seekers and refugees.</p>	<p>Since the Key Action Plan was written the UK Government withdrew the right to work for asylum seekers. Therefore the provision of documentation proving the right to work only applies to refugees now. Under the new Act, National Insurance numbers will be issued to new refugees as soon as their positive decision is received.</p> <p>Glasgow Chamber of Commerce's New Glaswegians Project focuses on assisting the integration of semi-skilled and manual refugees into the labour market with an awareness raising element built in.</p> <p>Scottish Executive inputting to New Roots Scotland aiming to help refugees and asylum seekers integrated effectively through access to training and employment opportunities.</p> <p>The principal service provider for refugees offering comprehensive careers guidance services is the Scottish Refugee Council, who provide 800 careers guidance interviews in Glasgow and Edinburgh each year. Scottish Refugee Council also provides comprehensive support and advice for partner agencies, colleges and employers</p> <p>Closing the Opportunity Gap delivery of cross-Executive Employability Framework to review, plan and implement the future direction of interventions in Scotland to support people's employability, including refugees.</p>

Scottish Refugee Integration Forum

Action Plan – Progress Report

Appendix I Membership of the original SRIF Forum

The Scottish Refugee Integration Forum was originally chaired by Margaret Curran, the then Minister for Social Justice. The membership of the Forum is as follows:

Professor Alastair Ager	Director of Centre for International Health Studies
Robert Aldridge	Director of Scottish Housing for Single Homeless
Kathleen Bolt	Principal Legal Officer for the Commission for Racial Equality
Philippa Bonella	Scottish Council for Voluntary Organisations
Father Chris Boles SJ	Action of Churches Together in Scotland
Eric Byiers	Strategic Manager, Fife Council (CoSLA representative)
David Comley	Director of Housing, Glasgow City Council and Chair of the Scottish Asylum Seekers Consortium
Ken Corsar	Director of Education Service, Glasgow City Council
Sally Daghlian	Chief Executive of the Scottish Refugee Council
Brian Dempsey	Board Member of Scottish Business in the Community
Kaliani Lyle	Chief Executive of Citizens Advice Scotland
John McLean	Assistant Chief Constable, Strathclyde Police
Linda McTavish	Principal of Anniesland College
Sister Isabel Smyth	Scottish Interfaith Council
Mark Batho	Head of Social Justice Group, SEDD
Rachael Reynolds	Home Office Refugee Integration Team

Membership of the Forum met February 2005

The Membership of the Scottish Refugee Integration Forum had changed by February 2005 as some original members were unavailable.

Linda McTavish	Principal of Anniesland College
Philippa Bonella	Scottish Council for Voluntary Organisations
Robert Aldridge	Director of Scottish Council for Single Homeless
Carmel Kerr	Home Office Refugee Integration Team
Sally Daghlian	Chief Executive of Scottish Refugee Council
Jim Laird	COSLA
Les Mclean	Director of Education Service, Glasgow City Council
Tom Harrigan	Assistant Chief Constable, Strathclyde Police

Appendix II Abbreviations

CARIS	Child Refugee and Asylum Information Service
CITEC	Construction Industry Training and Education Centre
CLD	Community Learning and Development
COSLA	Convention of Scottish Local Authorities
CRASC	COSLA Refugee and Asylum Seekers Consortium
CRCG	Community Response Co-ordinating Group
CRE	Commission on Racial Equality
DWP	Department of Work and Pensions
EAL	English as an Additional Language
ELRF	Edinburgh and Lothian Refugee Forum
ETLLD	Enterprise Transport and Life Long Learning Department (Scottish Executive)
ESOL	English for Speakers of Other Languages
FFD	Framework for Dialogue Project
GOPIP	Glasgow Overseas Professionals Into Practice
GTCS	General Teaching Council Scotland
CITEC	Construction Industry Training and Education
HEI	Higher Education Institution
MEHIP	Minority Ethnic Health Inclusion Project (NHS Lothian)
NARIC	National Recognition Information Centre for the UK
NASS	National Asylum Support Service
NRCEMH	National Resource Centre for Ethnic Minority Health
OTAR	Overseas Trade Assessment and Reskilling
PEPE	Pathways to Employment for Professional Engineers
RCO	Refugee Community Organisation
REMIT	Recruitment of Ethnic Minorities into Training
RRAA	Race Relations (Amendment) Act
SAAS	Students Award Agency for Scotland
SE	Scottish Executive
SEHD	Scottish Executive Health Department
SLAB	Scottish Legal Aid Board
SRIF	Scottish Refugee Integration Forum
STIC Forum	Scottish Translation and Interpreting Communication Forum
STUC	Scottish Trade Unions Conference
TICS	Translation, Interpreting and Communication Services
UNHCR	United Nations High Commission for Refugees

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Appendix III Bibliography

Link to original SRIF Action Plan

<http://www.scotland.gov.uk/library5/society/rfap-00.asp>

Link to SRIF supporting document

<http://www.scotland.gov.uk/library5/society/rfsd-00.asp>

Link to SRIF Progress report 2003

<http://www.scotland.gov.uk/library5/social/srifpg-00.asp>

Link to STIC guidelines

<http://www.scotland.gov.uk/library5/social/stic-00.asp>

Partnership Agreement

<http://www.scotland.gov.uk/library5/government/pfbs-00.asp>

Building Bridges Report by Dr Karen Wren for the Scottish Centre for Research on Social Justice <http://www.scrsj.ac.uk/Publications/BuildingBridges.pdf>

European Handbook on Integration, for policy makers and practitioners, prepared for the European Commission, depicts best practices and offers lessons drawn from member states. It can be found at the following URL:

<http://www.dutchuec.nl/kcgs/show/id=150754/contentid=7631>

Refugees and Asylum Seekers in Scotland: A Skills and Aspirations Audit

<http://www.scotland.gov.uk/cru/resfinds/sjf10-00.asp>

Appendix IV

List of Scottish Executive-funded organisations promoting refugee integration 2003-05

Total Phases, 1, 2 and 3 = approx. £1 million

2003-04

- **Anniesland College** transition into employment £12,114
- **Castlemilk Churches Together Refugee Centre** youth group £3,000
- **Community Response Co-ordinating Group** translation and interpretation services £36,000
- **Drumchapel Citizens Advice Bureau** interpretation services £2,205
- **Ethnic Minorities Law Centre** – education and training on asylum related issues £8,000
- **Glasgow Chamber of Commerce** job brokerage project £69,500
- **Gorbals Initiative** advocacy skills £43,138
- **Kingsway Court Health & Wellbeing Centre** under-13 football teams £1,300
- **Legal Services Agency Ltd** trainee solicitor for asylum casework £20,000
- **Linkes Project** for cultural events and community craft classes £5,000
- **Street Level Photoworks** arts activities £8,000
- **University of Glasgow** web-based resource £38,400 over two years
- **Advice for African Community in Scotland** – integration event £4,000
- **Africa Umoja Project** – African culture day £4,500
- **Ahl Al Bait Society** – literacy, numeracy and IT classes £38,240
- **Barnardo's and NCH Partnership** – befriending scheme £42,000
- **Cranhill Community Project** – youth group and a healthy eating kitchen, £14,252
- **CSV Volunteering Partners** – volunteering opportunities, £14,562 for 2003-04 and further funding until September 06
- **Forum for Africans in Scotland** – Christmas party for asylum seekers, refugee and local children £4,200
- **Glasgow Congolese Community** – start-up costs and football team £5,000
- **Glasgow Refugee Key Action Group** – worker to help address particular communication problems within the group £33,140
- **Kurdish Cultural Association** – Kurdish Dance classes for asylum seekers and members of the local communities £2,350
- **North East Glasgow Community Safety Forum** – annual multi cultural festival £50,000 in total, split 2003-04 and 2004-05
- **Okapi** – help and guidance for Congolese asylum seekers and refugees, £1,578
- **Working Links** – Language 2 Work programme approx £15,000 for 2003-04 and further funding for 2004-05
- **Community Groups Supporting Asylum Seekers Partnership Bid** – childcare provision to enable parents to participate in services, £30,000

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2004-05

- **The Ark Trust** – Befriending project £20,800
- **Body Positive Strathclyde** – “Quality of Life” project £18,655
- **Body Positive/Avrio Management Committee** – International Community Café £3,000 – £5,000
- **Castlemilk Churches Together Refugee Centre** – “Advice and support for new refugees” project £11,850
- **Community Response Co-ordinating Group** – Translation and interpretation services – £30,000
- **Construction Industry Training and Education Centre** – “Transfer to Work” project £30,000
- **Drumchapel Citizens Advice Bureau** – Interpretation services £2,660
- **Glasgow Centre for the Child & Society/Save the Children, Scotland** – Web-based resource £5,700
- **Glasgow Chamber of Commerce** – Continuation of New Glaswegians project £121,278
- **Gorbals Initiative** – Skills exchange project £85,205
- **International Human Rights Documentary Film Festival** – 1 year application £5,000
- **Kingsway Court Health & Wellbeing Centre (1)** – Arts & Crafts workshops £2,100
- **Kingsway Court Health & Wellbeing Centre (2)** – Youth soccer teams £1,453
- **North East Glasgow Community Safety Forum** – North Glasgow International Festival £50,000
- **North Glasgow College** – “Introduction to college procedures” classes £26,185
- **PART V Project at EMLC and Castlemilk Law Centre** – Information and education asylum “roadshow” £9,000
- **Rosemount Lifelong Learning** – Funding for childcare provision £32,784
- **Strathclyde Police** – “Operation: Reclaim”. Structured and coached sporting activities £20,312
- **Streetlevel Photoworks** – Multi-media activities £8,680

Appendix V Projects Funded By ATLAS – EQUAL

Please contact Atlas direct for individual contact details.

Glasgow City Council (GCC) – Asylum in Glasgow Website

www.asyluminglasgow.com is a website specifically developed to provide information to asylum seekers dispersed to Glasgow. It provides a useful reference point for a wide range of information including:

- where to obtain help and advice on a range of practical issues;
- finding support for asylum claim, including details of where to find legal advice;
- aspects of life in Glasgow such as accessing statutory and emergency services, where to find English classes, using public transport and a range of leisure activities;
- what action to take on receiving a positive decision.

All information is available in English, French and Arabic. There is also an interactive map of the city that links to details of local services in neighbourhoods where asylum seekers are housed, as well as city-wide services.

Glasgow City Council (GCC) – Access Centre

As part of its central call centre, GCC is piloting a service staffed by fully-trained bilingual workers specifically to deal with enquiries from asylum seekers. Eight languages are currently spoken, each with specific time slots during the week. Staff deal with a range of enquiries, including locations of English classes, accessing childcare and housing issues. If staff cannot help directly, they will refer callers to other agencies where possible.

The project has also provided asylum-seeker awareness training for all Access Centre staff and managers and has developed a “third party” reporting mechanism that enables callers to report racist incidents to the police without the need to contact them directly.

Glasgow North Ltd – Baseline Study of Asylum Seeker Households

This study was planned to coincide with an update of the 1998 North Glasgow Baseline Study, updating it to reflect the changes in the make up of North Glasgow following the inflow of asylum seekers and refugees. The survey identified the concerns, circumstances and abilities of refugees and asylum seekers, and enabled comparison with the concerns, circumstances and abilities of the general population in the SIP area.

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Glasgow City Council – Glasgow Asylum Seekers Support Service (GASSP) – Community Based Information and Advice Worker

This project aims to improve the delivery of advice and information for asylum seekers through community-based settings such as drop-in centres. Activities so far include:

- developing an integration and orientation programme in collaboration with the statutory and voluntary sector, an asylum seeker, and with legal input from the private sector;
- involvement with drop-in centres and network groups;
- working with Integrating Toryglen Community to produce an “Introduction to Scotland” programme for new arrivals, covering a number of aspects of Scottish life (including law, society and religion) and how Scotland compares to participants’ home countries; and
- a Community Safety Day to promote household and personal safety and to raise awareness of domestic violence.

In addition to this, the GASSP project has also been involved in a range of other information/communication initiatives and joint working with a range of organisations.

Glasgow City Council – Education Services – Parents Information Booklet

The Education Service is producing an information package about the education system in Scotland and Glasgow for newly arrived asylum seekers, to give parents a better understanding of how schools work and ways in which parents can support their child’s development. The package has been designed to allow individual schools to customise it with their own information. Preliminary research has been conducted with schools, asylum seeker parents and asylum seeker teachers. Similar models used elsewhere in the UK have also been consulted.

The final package will be available in booklet form or as a CD-ROM and will be distributed to schools, libraries, drop-in centres and other places where it can be accessed by asylum seekers.

University of Glasgow – Glasgow Centre for the Child and Society/ Save the Children Fund (Scotland) – International Education Website

This project will develop a web-based resource addressing social welfare, legal and educational issues for children and young people who are asylum seekers or refugees. It will take account of the Scottish legal and institutional framework. The resource is being developed as research which has identified that there is some uncertainty amongst both practitioners and young people about relevant rights and responsibilities. The site will provide clear and accessible information to address this need.

It is envisaged that the completed resource will be used by children and young people, parents, agencies and specialist staff. It will therefore include both general and specialist information, some of which will be developed in conjunction with young people.

Oxfam in Scotland – Asylum Positive Images Project

Asylum Positive Images is a media monitoring project concentrating on the portrayal and reporting of asylum issues in the Scottish print media. The research is being developed in conjunction with the School of Journalism at Glasgow Caledonian University.

The findings of the research will provide a baseline from which the public and voluntary sectors can monitor progress. It will also form a body of evidence of public and political perceptions of asylum seekers which can be used when developing future strategy. The project will also be establishing a network of asylum seekers, refugees, community groups and national NGOs that will co-ordinate positive images work.

Streetlevel Photoworks – Website Animation

This project aims to create a sustainable, changing multimedia arts web site developed by asylum seekers, refugees and members of other communities. The project gets people learning and working together across generations and cultures, using new media, enabling self-development and creating arts-based exhibitions for the public.

Central College of Commerce – Citizenship Pilot

This project was developed in response to the wishes of asylum seeker groups at the college. They were keen to learn more about British/Scottish life and culture in order to promote good citizenship.

As a result, the college has developed a set of resource packs for lecturers and students on a range of subjects including the political scene, local government in Glasgow and the monarchy. The packs are being piloted with groups of asylum seeker students as part of a wider programme of study. On completion of the pilot, the packs will be revised, professionally reproduced and made available to a wider audience.

Anniesland College – Accreditation and Employment Skills

The College is developing an accreditation model that will establish it as a centre for accrediting practical skills and a “lead centre” for recognising educational and employment skills amongst younger asylum seekers (16-18 years).

The development of this model will ensure that those asylum seekers who already have skills can have those skills recognised and receive further vocational training, thereby preparing them for employment. College staff act as mentors as the participants go through the training, and links have been made with other projects within the partnership who are involved in activities such as work shadowing.

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Institute of Contemporary Scotland (ICS) – The Bridges Project

ICS, in association with the Scottish Refugee Council, has launched the first work shadowing scheme for asylum seekers and refugees in Scotland. This allows asylum seekers to gain first-hand experience of a Scottish workplace and facilitates integration as it allows different communities to work together.

All placements are fully monitored and are for initial period of 12 weeks, although many have been extended. Mentoring and coaching are provided and on completion of the placement, a certificate is awarded and a reference is available where appropriate. There are 35 corporate partners now involved with the project and companies are now approaching Bridges to arrange potential placements.

Glasgow City Council (GCC) – Pilot Business Start-up and Enterprise Training for Asylum Seekers

This project is piloting business start-up and enterprise through Anniesland College and Glasgow College of Building and Printing. The course activities include:

- Generating business ideas
- Market research and marketing
- Finance and basic book-keeping
- Tax and VAT
- Recruitment
- Developing a business plan.

Guest speakers from organisations such as Glasgow City Council Business Services and Developing Strathclyde Ltd have spoken to the participants and the project has linked with the Bridges Project to offer job shadowing and voluntary work placements to asylum seekers.

Scottish Refugee Council (SRC) – Education and Employment Worker

This project aims to meet the needs of asylum seekers through the development and provision of appropriate high quality advice, guidance learning and skills opportunities.

Activities include:

- provision of orientation and guidance for asylum seekers;
- information on rights and entitlements according to status;
- production of practical briefings including practising your profession, applying for a provisional driving licence and registering for English classes; and
- access to SRC resources to research training and education, potential careers and volunteering/work shadowing opportunities.

The Wise Group – ASSIGN – Asylum Seeker Pre-vocational Programme

This project is piloting a range of pre-vocational and personal and social development supports to a group of asylum seekers. The aim is to engage asylum seekers in meaningful training and education that will equip them for the labour market should they receive a positive decision. The current group attend activities at Wise Group's headquarters on a regular basis and are able to provide mutual support and friendship as well as access to formal training.

Current activities include:

- European Computer Driving Licence modules accessed through computer labs
- Placements within local voluntary organisations, such as Citizens Advice Bureau, Maryhill
- Workshadowing opportunities
- Provision of training in community care.

Scottish Qualifications Authority (SQA) – ESOL Framework Project

SQA, as the main qualifications and accrediting body in Scotland, has recently developed a new National Qualifications framework for English for Speakers of Other Languages (ESOL). This is an innovative framework and is being developed in response to the increased demand for ESOL courses in Scotland. The framework is currently being piloted and feedback has already been incorporated into revisions. Practitioners have been involved in training and familiarisation sessions and delivery centres are being developed.

It is hoped that asylum seekers who have attended the course will have an opportunity to contribute feedback through focus groups. This can then be incorporated in further revisions.

Anniesland College – Capacity Building Project

Many asylum seekers attend Anniesland College and this extensive project has developed, piloted and implemented training packages for college staff and students, local companies, and partner community projects. This has included multi-cultural awareness training for college staff; asylum-seeker students supporting other asylum seeker students in English literacy; an illustrated book of short stories; and joint working with employers and partner projects to achieve work training and work shadowing opportunities for many asylum-seeker students.

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Glasgow ESOL Forum – Volunteer Tutor Project

This project was developed in response to the increased need for ESOL tutors in the Glasgow area. Volunteer tutors are trained on specific volunteer tutor courses at three institutions in the city and once training is complete, are placed with a community based ESOL project.

Community-based learning offers an alternative to more formal further education settings and is particularly accessible, for example for women with young children who have childcare difficulties. Others prefer to learn in a more informal atmosphere close to their home. The project is aiming to link up with partners including Rosemount Lifelong Learning, Maryhill CAB and Oasis Womens Group. It is also seeking to convert its existing training package into a national Level 6 SQA qualification.

British Red Cross – Orientation Scheme

The Red Cross have produced and distributed 3,500 copies of *Welcome to Glasgow*, a user-friendly guide to help asylum seekers get to know Glasgow city and its cultures. The guide is now on its second print run, which will include translations into French and Arabic. The Red Cross are also running an orientation service for asylum seekers using local volunteers. For a maximum of four weeks, asylum seekers can enlist a volunteer to help them to settle in Glasgow.

Glasgow North Ltd – Capacity Building for Careers Advisers

This project aims to build the capacity of careers advisers to provide guidance to highly skilled or qualified asylum seekers. It is developing careers information and workshop materials for careers advisers to use with particular professional groups amongst asylum seekers, and is developing these materials through action research methods with careers advisers, professional bodies, agencies who support asylum seekers, employers and groups of asylum seekers. The materials developed will support Careers Advisers in assisting highly skilled or qualified asylum seekers with requalifying, accreditation and accelerating opportunities for work.

Maryhill Citizens Advice Bureau – Asylum Seekers’ Development Project

Recognising that their office would be serving a significant number of dispersed asylum seekers, Maryhill CAB set up a training programme for asylum seekers to train as volunteers in the CAB office. Recruiting asylum seekers through allies and contacts, notably the Scottish Refugee Council and local Colleges, they now cannot meet demand for training places. They are the only CAB in the UK with such a scheme and plan to expand the scheme to two other CABs in 2005.

Glasgow Film Theatre – Going Global 2: New Citizens

An interactive teaching resource to follow up “Going Global”, a series of short films made by groups of young asylum seekers, refugees and local young people in Glasgow. The teaching resource will include debating tools, web links, games and editing tools developed by young asylum seekers and local young people with support from professionals.

Greater Govan SIP – Citizen Advocacy Pilot

This project trains asylum seekers to become citizen advocates who can support other asylum seekers to communicate their wishes more effectively. Training includes advocacy, counselling and people skills, anti-racist and anti-discriminatory practices. The project is designed to enable both groups to make a particularly positive impact on Glasgow.

Integrating Toryglen Community – Pilot Orientation and Integration Programme

A custom-designed orientation programme assisting cross-cultural understanding and supporting transitions for asylum seekers living in Toryglen. Asylum seekers, professionals and local residents are all involved in designing, delivering and evaluating a 12-week programme for up to 60 asylum seekers a year.

Scottish Refugee Council – National Academic Recognition Information Centre (NARIC) Qualifications Comparability Orientation

This project aims to train six Careers Scotland guidance practitioners working with asylum seekers to better understand accreditation and re-qualification for asylum seeker and refugee teachers. This will enhance the employability of asylum seeker and refugee teachers and enable guidance practitioners to increase their insight and knowledge.

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Rosemount Lifelong Learning-Literacy Project

Rosemount is a community education and childcare resource for the whole community. As part of its services it provides English literacy classes for asylum seekers who also have limited literacy in their first language.

The Initiative-Peer Advocacy Pilot Project

This project recruits asylum seekers and refugees to provide orientation support to newly arrived asylum seekers in The Gorbals, Toryglen and Govanhill. It aims to provide medium-term peer support for more vulnerable asylum seekers. Local residents are also recruited to provide additional support. This project makes the benefits of advocacy available to vulnerable asylum seekers, enables advocacy training for “established” asylum seekers, and assists the local community to integrate with asylum seekers.

Glasgow North Ltd – Pilot Radio Station

This community-led radio project secured a one-month pilot broadcast by Northside Community Radio covering North Glasgow. It brought together a group of agencies to provide training for several different groups, including three asylum-seeker volunteers who received training in programming and editing.

Anniesland College – Transnational Web Site Design

Multi-media tutors from Anniesland College worked with Equal transnational partners in Finland and Denmark to produce a joint website (www.resettle.uk.net/). As part of this work, asylum seeker students were also trained in the development and maintenance of websites.

Anniesland College – Transnational Evaluation

Anniesland College are the transnational evaluators for Atlas. A quality management tutor from the College is evaluating the transnational activity between Scotland, Finland and Denmark.

Anniesland College – Transnational Coordination

Anniesland College act as the Transnational Secretary on behalf of Atlas, leading on coordination and liaison between Scotland, Finland and Denmark.