



Scottish Refugee Integration Forum

Action Plan - Progress Report

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Scottish Refugee Integration Forum Action Plan- Progress Report

Background

The Scottish Refugee Integration Forum (SRIF) 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.

At an early stage SRIF decided to form 6 satellite groups which had additional and wider membership and which would look at specific issues such as housing and health.

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.

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 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. This document is that progress report.

Format of the Report

The Report is in two sections. The first summarises the actions within each section of the original Action Plan and provides feedback on progress made to date on implementing the recommendations. The second section contains this information in an easier to read tabular form.

A further progress report will be issued in around 18 months and will give a longer term view of the impact of the action plan, taking into account any possible changes in the political environment.

Key Actions: General Cross-Cutting Issues

While the Forum established the satellite groups, during discussions it became apparent that there was a range of cross-cutting issues which had an impact on how effectively refugees and asylum seekers were able to integrate.

Cross cutting issues, including translation and interpretation, information and advice and community preparation were not considered by satellite groups, but rather one-off specialist practitioners groups.

Five general cross-cutting actions were identified dealing with recognising and addressing racism, disseminating good practice, preparation of guidance, information gathering and access to services.

Progress has been made in many of these. The Executive is committed to promoting equality of opportunity for all and to raising public awareness of racist attitudes and behaviour. To promote this the “One Scotland. Many Cultures” campaign was developed. The campaign was first launched on 24 September 2002 with a 5-week run of adverts on national TV, radio and billboard/bus adverts. A second burst of the campaign ran from 1 March 2003. A second phase of “One Scotland. Many Cultures” has been developed and was launched on 18 August 2003. The key themes of this phase are raising awareness of racism with young people outwith school and tackling racism in the workplace.

Research commissioned by the Executive in October 2002 suggested that the Campaign had helped raise people’s awareness of racism as a Scottish problem.

In addition, the Home Office ran a National Integration Conference in June 2003 at which a wide range of Scottish work was showcased, allowing good practice to be disseminated to a UK wide audience. This included SRIF itself and the Framework for Dialogue project run by the Scottish Refugee Council.

Key Actions: Translation and Interpretation

These issues were also identified by a practitioners group and could be summarised as a lack of overall policy on translation and interpretation and that resources for this area of work were inadequate. Four key actions were identified relating to these issues.

As a first step in implementing the action points on translation and interpreting services, the Executive has drawn up a research specification, which will shortly go out to tender. The proposed study will review current practice in relation to the provision of translation, interpreting and communication support (TICS) within public services in Scotland, carrying out an audit of current provision followed by an investigation of the practice of providing TICS support.

The Executive recently announced funding for the Community Response Co-ordinating Group based in Glasgow and the Drumchapel Citizens Bureau to allow them to obtain translation and interpretation services.

Key Actions: Information and Advice

A number of satellite groups identified that the provision of information and advice was central to the effective integration of refugees and asylum seekers. The practitioners group identified two key actions. The first was the need to create a team responsible for delivering training to advice agencies, developing networking activity, facilitating information

dissemination and capacity building. The second was that government agencies and departments should audit the quality and appropriateness of their work.

The Scottish Executive provides funding to the Scottish Refugee Council which provides on-going support and training to asylum seekers, refugees and local agencies working with asylum seekers and refugees. In addition, the University of Glasgow has been funded to develop a web-based resource addressing social, welfare, legal and educational issues for young asylum seekers and refugees.

Key Actions: Community Preparation

The actions contained in this section related to providing information to communities in advance of dispersal, undertaking pro-active work to support integration and developing a strategic approach to supporting front line staff and volunteers.

It is important to recognise that the dispersal of asylum seekers is reserved and is outwith the control of the Scottish Executive. However, Scottish Executive officials contacted the Home Office and NASS in April advising them of the first action point and asking them to ensure this happens with future dispersal contracts in Scotland.

In February 2003, Communities Scotland announced a continuation of their integration resources funding to Glasgow Alliance and Glasgow City Council. These funds can be used by areas accommodating dispersed asylum seekers for projects which will aid integration and benefit the whole community. Examples of projects funded by these resources are drop-in facilities and crèches. Communities Scotland have on-going liaison with Glasgow Alliance and Glasgow City Council to ensure that a strategic approach is taken to support front line staff.

Key Actions: 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.

The Scottish Asylum Seekers Consortium has established a media-sub group which is made up of representatives from key agencies, including Scottish Refugee Council, Oxfam and Amnesty International. The sub-group has developed a workplan surrounding positive images and the media which is in the process of being implemented.

In 2002, the Scottish Executive provided funding for the Scottish Refugee Council to establish a “Framework for Dialogue” Project. This is a process where refugees and asylum seekers and their local communities are brought together to discuss the issues affecting them, and which also provides the opportunity for asylum seekers and refugees to input into the policy process. The Executive provided further funding in 2003-04 to continue and expand the project. As mentioned earlier, resources have been provided for translation and interpretation services for community groups which will assist with community development.

Key Actions: Housing

Housing can be a key factor in the successful integration of asylum seekers and refugees. The actions in this area related to the provision of housing advice, proofing legislation to take account of refugees' needs and accessible and appropriate services.

Considerable progress has been made in implementing these actions. The Executive has provided funding to Positive Action in Housing to employ a caseworker for the Frontline Housing Advisory Service who will assist with access to support, advice and advocacy. The Code of Guidance is being updated to reflect changes which will assist with refugees' and asylum seekers' needs being recognised. The Housing Satellite Group identified the needs for a basic service specification on housing support and services. A draft research brief has been drawn up and will be issued for tender shortly.

Other progress on these actions is set out in the table at the end of the report.

Key Actions: Justice, Community Safety and Access to Justice

This section of the Action Plan includes recommendations relating to advice and assistance rates, training in asylum and immigration law, a review of advice agencies and the development of a community advocacy project.

The Action Plan recommended the need for expert training in asylum and immigration law. The Justice Department has provided funding for places at Law Society training. In addition, the Executive has funded the Legal Services Agency to employ a trainee solicitor, thereby freeing up agency time to conduct training in this area. Funding has also been granted to the Ethnic Minorities Law Centre to provide an information and education roadshow on asylum and immigration law.

The Executive also announced funding to Gorbals Initiative for a community advocacy project which would involve asylum seekers and refugees and the host communities in the Gorbals, Govanhill and Toryglen areas. Under the projects, asylum seekers and refugees and members of the local community would be trained in a range of advocacy skills, provide advocacy support and be trained to deliver advocacy training to other asylum seekers and refugees. The Scottish Executive will also be conducting research into the efficiency of advocacy provision and a research specification will be issued shortly.

Attempts have been made to begin a review of immigration advice and assistance but, due to the extremely busy schedules of the various solicitors involved, a meeting to identify specific concerns has so far not taken place. Efforts continue to organise this. In the meantime, a more extensive review of advice and assistance has begun and the Law Society has issued a consultation paper to its membership setting out detailed proposals. It may be that a narrow review of immigration and asylum advice will be subsumed within this larger review. Separately, the Scottish Legal Aid Board has been developing, and consulting immigration practitioners on, a model for the core costs of immigration and asylum cases; this will assist solicitors in obtaining higher levels of expenditure in such cases.

Key Actions: Children's Services

The Children's Services Group considered education, social work, community education, leisure and play, childcare and, in less detail health and post-16 education issues. The key actions primarily relate to education related issues, including Children's Services Plans, the development of "children's support plans", supply of English as an Additional Language and bilingual teachers and the need for guidance on a range of issues.

The Group considered there was a need for Children's Services Plans to take account of issues facing asylum seekers and refugees. Children's Service Plans should take account of the full range of issues relevant to the needs of vulnerable, deprived or disadvantaged children, including issues facing asylum seekers and refugees. Revised Scottish Executive guidance will issue ahead of the next round of Children's Service Plans and this will cover consultation issues.

Regarding the development of "children's support plans", the Executive has been developing Personal Learning Plans (PLPs) as part of the New Community Schools initiative, and now the "Assessment is for Learning" programme. The Executive plans to begin rolling out PLPs and supporting material from 2004. This will improve the quality of information available to parents, pupils, teachers and other education professionals, drawing together the arrangements for progress planning, reporting and recording currently spread across several processes. While not designed specifically for asylum seeker and refugee children, the PLP will provide an effective basis for meeting their needs while limiting the number of plans for each child and minimising unnecessary bureaucracy.

More detailed progress on the Key Actions is contained in the table at the end of this report.

Key Actions: Health and Social Care

The Health and Social Care actions relate primarily to availability of information, awareness raising, guidance and good practice dissemination. Work has begun on implementing these, primarily being carried out by the National Resource Centre for Ethnic Minority Health (NRCEMH) through its Themed Network Group. The Themed Network group will be taking forward work on developing guidance for agencies working with asylum seekers and refugees, awareness raising and disseminating good practice. The final of these has already begun as the Glasgow way of working was presented to the Home Office's National Integration Conference in June.

Key Actions: Enterprise, Lifelong Learning, Employment and Training

The ability to speak English is a key factor for successful integration. As a result two of this group's recommendations related to English language tuition. Progress is being made in both of these areas. The Executive has provided £2 million to the Scottish Further Education Funding Council to enable the provision of English classes. Work has also begun on developing a strategy for English for Speakers of Other Languages. Evidence is being gathered to provide a base for this strategy.

The group also considered that there was a need to look at training and barriers to employment. Anniesland College and the Glasgow Chamber of Commerce have both received funding from the Executive to establish projects which will assist refugees into work.

Access to Higher National courses is also being reviewed. The Scottish Further Education Funding Council has advised colleges that asylum seekers can be accepted as funded students on part-time HN courses. As a result they will also be eligible for hardship support in respect of provision of course books and, if appropriate, travel passes.

Next Steps

Progress has been made in implementing most of the key actions identified in the Scottish Refugee Integration Forum Action Plan. However, there is still much to do. It is important to recognise that the plan has been published for only 6 months and the amount of work that can be done in that time is limited.

At the time the Action Plan was published a commitment was also given to publish a second progress report around 18 months after this one. This will be a more substantive document as early work will have bedded in and the impact of new initiatives will be able to have been assessed.

ACTION POINTS FROM ACTION PLAN

GENERAL CROSS-CUTTING ISSUES

Action No.	Action Summary	Progress / Other comments
1	Ensure work undertaken to recognise and address racism in Scotland is effective	One Scotland Many Cultures campaign launched by Scottish Executive 2002, second phase being run in 2003
2	Ensure wide dissemination of work undertaken in Glasgow which identifies experiences and best practice in the integration of asylum seekers and refugees	Glasgow work showcased at Home Office Integration Conference 30 June- 1 July 2003
3	Prepare guidance on need to implement structures that facilitate multi-agency working	
4	Ensure statistical and tracking information about the asylum seeker and refugee communities in Scotland is gathered nationally and locally	Meeting with Social Justice Research during August
5	Ensure service providers, asylum seekers and refugees in all areas gain access to specialist services	

TRANSLATION AND INTERPRETATION

Action No.	Action Summary	Progress / Other comments
6	Prepare guidance to ensure access to translation and interpretation services for public sector and voluntary sector organisations	As a first step in implementing the action points on translation and interpreting services, the Executive has drawn up a research specification, which will shortly go out to tender. The proposed study will review current practice in relation to the provision of translation, interpreting and communication support (TICS) within public services in Scotland, carrying out an audit of current provision followed by an investigation of the practice of providing TICS support.
7	Identify whether additional resources can be made available nationally or locally to allow individuals and community groups to obtain interpretation services	Glasgow's Community Response Co-ordinating Group and Drumchapel Citizen's Advice Bureau been granted funds for translation and interpretation services
8	Establish national certification/accreditation body for interpreters and translators	See 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	See Action 6

INFORMATION AND ADVICE

Action No.	Action Summary	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 and advice issues	Scottish Refugee Council providing training and support. University of Glasgow funded to develop a web based resource addressing social, welfare, legal and educational issues for young asylum seekers and refugees.
11	Government agencies and departments to set up audit to assess the quality and appropriateness of their work	To be discussed with Social Justice Research in August

COMMUNITY PREPARATION

Action No.	Action Summary	Progress / Other comments
12	Home Office and NASS should provide information to communities in advance of dispersal and ensure planning information is maintained and shared by service providers	Scottish Executive wrote to Home Office and NASS 30/4 to ensure this happens in Scottish local authorities that sign dispersal contracts.
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	Integration resources funding of £750,000 to Glasgow Alliance and Glasgow City Council announced by Minister for Social Justice in February 2003. Funding also provided to Castlemilk Churches Together Refugee Centre. Kingsway Court Health & Wellbeing Centre and Street Level Photoworks for integration activities.
14	Partnerships to take a strategic approach to supporting front line staff and volunteers	Ongoing liaison with Glasgow Alliance and Glasgow City Council to ensure strategic approach taken to supporting front line staff

POSITIVE IMAGES, COMMUNITY DEVELOPMENT AND THE MEDIA

Action No.	Action Summary	Progress / Other comments
15	National and local politicians to take a key role in promoting refugee integration	Media strategy being developed with Press Communities
16	Develop and resource the Media Sub-Group of the Scottish Asylum Seekers' Consortium to establish a media strategy.	SASC media sub-group has been established and has drawn up a work programme.
17	Commission follow up attitudinal research (building on previous research to support the anti-racism campaign), to involve media monitoring of refugee issues	Discussing with Social Justice Research
18	Continue Framework for Dialogue Process	Scottish Executive funding for Framework For Dialogue extended in 2003-04
19	Commission research to identify statistical and demographic information gathered by different services.	Discussing with Social Justice Research
20	Community race equality schemes to make refugee issues an integral part of their work	

HOUSING

Action No.	Action Summary	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	Positive Action in Housing caseworker post funded for Frontline Housing Advisory Service
22	Housing guidance and legislation should be proofed to take account of barriers faced by refugees and ensure that housing issues are mainstreamed.	<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> <p>The up-dated Code of Guidance will reflect these changes</p> <p>22.3 For Local Authorities to lead. Communities Scotland has issued up-dated guidance on housing strategies which includes refugees in the list of groups who should be considered to ensure the full range of community needs are met. Homelessness Strategies are currently being assessed and the panel will look to see, among other things, that they identify specific actions to address needs of particular groups identified through the assessment of homelessness and establish joint protocols to ensure support is provided and homelessness is prevented for groups at risk.</p>

		<p>22.4 Refugees should be given more than one offer of housing 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).</p> <p>22.5 Temporary housing should not be used for permanent re-housing... Local Authorities have the lead on this. This recommendation should be reflected in the local Homelessness and Housing Strategies. The Scottish Executive should monitor the local Homelessness and Housing Strategies to ensure this is being done</p>
23	Commission a report to outline a basic service specification on housing support and services to refugees	A draft research brief has been drawn up and will go out to tender shortly, after discussion with interested bodies
24	Ensure services are provided to meet refugees' needs	Will follow conclusions of basic service specification, above.
25	Local authorities and housing associations should ensure their advice and information account fully meets the rights and needs of refugees and their services are fully accessible to refugees	For local authorities and housing associations to lead: Monitoring should be through the Homelessness and Housing Strategies
26	Provide information on housing and welfare benefit systems to refugees as part of a 'Welcome Pack' available in appropriate languages and in a range of formats	SE has met with Communities Scotland who have a secondee in post currently taking forward this work. It has been agreed that this should encompass a review of their translated text website to ensure service providers and others have access to the full range of necessary information. It will also include the production of a checklist which local authorities should complete and provide to refugees. The format for this has still to be decided.

JUSTICE, COMMUNITY SAFETY AND ACCESS TO JUSTICE

Action No.	Action Summary	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	
28	Review the operation of regulations governing advice and assistance within four months, amendments to be drawn up to present to Parliament as soon as possible	Delayed due to major difficulties in meeting the solicitors who believe that there are problems; may be overtaken by a wider review of advice and assistance
29	Identify funding to deliver expert training in asylum and immigration law in Scotland as soon as possible	<p>Provided funding for 70 places at Law Society Training (24 places taken up)</p> <p>Scottish Executive funding provided to Ethnic Minority Law Centre and Legal Services Agency to allow training to be conducted.</p>
30	Each local authority to prioritise a review of mainstream advice agencies	
31	Develop and fund a pilot community advocacy project with view to implementation by January 2004. Monitor and evaluate for future projects.	<p>Gorbals Initiative funded to establish a community advocacy resource involving asylum seekers and refugees and the host communities.</p> <p>Research specification on the effectiveness of advocacy projects to be issued shortly.</p>

Action No.	Action Summary	Progress / Other comments
32	All local authorities to produce joint multi-agency strategies to deal with racially motivated crime through community safety partnerships	We do 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. CS strategies were provided on 31 Jan 03 as part of the application process for Community Safety Partnership Award Programme. However, we have drawn the report's recommendations to every community safety partnership's attention - 3 March 03.
33	Commission work to identify potential pilot projects which tackle racially motivated behaviour among young people.	Discuss with Social Justice Research

CHILDREN'S SERVICES

Action No.	Action Summary	Progress / Other comments
34	Ensure Children's Services Plans take account of specific issues facing asylum seekers and refugees	Local authorities and their local partners have a statutory duty to prepare Children's Services Plans for their areas. 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. Revised Scottish Executive guidance will issue ahead of the next round of Children's Services Plans.
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 Services 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. Consultation issues will be covered in the revised Scottish Executive guidance.
36	Consider funding pilot to allow the development of 'children's support plans'	<p>The Executive has been developing and piloting Personal Learning Plans (PLPs) since 2000 as part of first the New Community Schools initiative and now the "Assessment is for Learning" programme. The Executive intends to begin the roll-out of PLPs and supporting material from 2004.</p> <p>A fundamental aim of the programme is to improve the quality of information parents, teachers and other education professionals have on pupils' learning, regardless of their age, stage or circumstances. PLPs will draw together the diverse arrangements for progress planning, reporting and recording which currently include report cards, Individualised Educational Programmes, transition records and Progress Files. This will help in identifying and addressing any barriers to learning.</p> <p>We believe that the PLP 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.</p>

37	Prepare guidance to bodies in Scotland who sponsor or accredit anti-racist training	<p><i>The Standard for Initial Teacher Education (ITE) in Scotland: Benchmark Information</i> (October 2000) includes benchmarks relating to inclusion, which are directly relevant to refugees and asylum seekers' children. 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 the ability to respond appropriately to gender, social, cultural, linguistic and religious differences among pupils"; students 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."</p> <p>The <i>Standard for Full Registration</i>, against which probationary teachers are measured for full registration with the General Teaching Council for Scotland (GTC), contains competencies corresponding to the standard for ITE, for example, that registered teachers possess sensitive and positive attitudes towards differences among pupils (eg gender, social, cultural, religious, linguistic) and show in their day-to-day practice a commitment to social justice and inclusion (including valuing and promoting fairness and justice and adopting anti-discriminatory practices in all regards, including gender, sexual orientation, race, disability, age, religion, culture and socio-economic background).</p> <p>The Executive has not issued guidelines for Continuing Professional Development (CPD), but will ensure that a non-discriminatory ethos will underpin all its work in the development of the CPD framework under the auspices of the Ministerial Strategy Committee.</p>
38	Children's services agencies to audit and revise current provision to ensure information is accessible, comprehensive, readily understood and accurate	

39	Consider ways to improve the supply of EAL and bilingual teachers and implement a quality assurance framework and accreditation	<p>From September 2003, the Executive will be collecting information on teachers' qualifications in teaching English as an Additional language.</p> <p>The issue of bilingual teachers is difficult. Ethnicity data does not identify the linguistic group a teacher is from.</p> <p>Following the SE response to the report of the Action Group for Languages <i>Citizens of a Multi Lingual World</i> the funding for Modern Language Education (around £4m) can be used for teaching community languages and not just French, German, Spanish and Italian. That report also recognised that 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 best be 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</p>
40	Improve dissemination of and commission additional research on good practice and integration in schools	
41	Identify and address a number of urgent funding, legal and policy issues	<p>Finance - statutory costs of educating asylum seeker children are not met by NASS. The revenue grant awarded to LAs supports around 80% of LA current expenditure, with the remainder funded largely from local taxation. It's granted using a needs based formula. The GAE total is the amount that the Government thinks LAs need to spend on the provision of services. LAs 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.</p>

42	Specific reference to community based youth work for asylum seekers and refugees to be made in community learning plans	Executive support to local authorities for community learning and development, a component part of which is youth work, is £109.7m in the current year approximately half of which is estimated to go to youth work. There are no statutory powers of direction as to community learning or youthwork provision as each local authority determines its position based on local need. However many of their youth strategies make specific reference to provision for vulnerable or excluded groups.
43	Develop 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 LAs to make detailed decisions on funding, based on local needs.

HEALTH AND SOCIAL CARE

Action No.	Action Summary	Progress / Other comments
44	Clarify responsibilities and mechanisms for allocating resources to enable local service developments in providing appropriate health and social care	<p>Meeting Department of Health in September. Discussions are taking place regarding the meeting and whether we should have a joint toolkit or resource pack which they have written – to include other three regions because of the mobility of asylum seekers and refugees.</p> <p>The Centre for International Health Studies and the National Resource Centre for Ethnic Minority Health (NRCEMH) will carry out a study on “funding issues and the provision of health services to Asylum Seekers and Refugees in Scotland”</p>
45	Ensure adequate information is available about accessing health and social care services	<p>In the process of reviewing existing information. Discussions are about to take place regarding information pack on a multi-agency basis.</p> <p>NRCEMH is working with two secondees from Health Boards to develop good practice models for sharing information on an online basis</p>
46	Provide programme to raise awareness for health and social care professionals of Fair for All and the Race Relations (Amendment) Act 2000	Race Equality Schemes and Action Plans of Health Boards and Trusts have been evaluated – report available in September. Responsibility of Themed Network Group.
47	Develop core information and guidance and training to health and social care professionals to deliver an appropriate service to asylum seekers and refugees	NRCEMH will be evaluating the Glasgow Training Programme for Asylum Seekers and Refugees – A Good Practice Model which gives simple information to frontline staff and makes them competent in relation to understanding AS/R needs. Responsibility of Themed Network Group.
48	Document and disseminate the lessons from the approach taken by service providers in Glasgow on the provision of services to asylum seekers and refugees	It is currently underway and the Glasgow experience was given a prominence at the UK Integration Conference. Responsibility of Themed Network Group.

49	Develop guidance for all agencies on effective and appropriate means of sharing information on effective services to asylum seekers and refugees	Newsletter on Asylum Seekers and Refugees will be available at the end of August – guidance needs to be picked up at the Themed Network Group.
50	Ensure Health Boards' service planning fully accounts for the needs of refugees who have been in this country for many years	This will be part of Themed Network Group responsibility but needs to be reviewed under the RES and Action Plans.

ENTERPRISE, LIFELONG LEARNING, EMPLOYMENT AND TRAINING

Action No.	Action Summary	Progress / Other comments
51	Develop a national strategy for ESOL	Gathering views of key stakeholders and commissioning research to provide evidence base for national ESOL strategy
52	Prior to developing a national strategy, provide adequate resources to support the provision of English language tuition	£2m was made available to the Scottish Further Education Funding Council (and in turn to FE colleges) for this purpose in 2002-03. It is hoped that a similar sum can be made available in 2003-04
53	Develop access to part time Higher National courses	The Scottish Further Education Funding Council has now agreed that FE 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 has also been 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.
54	Make progress on recognising asylum seekers and refugees qualifications and/or experience and provide conversion courses and competence testing	
55	Audit existing adult literacy, work experience, New Deal and other employment and training programmes to ensure needs of asylum seekers and refugees are met	
56	Provide comprehensive information on education, lifelong learning and training issues to asylum seekers, refugees and intermediaries	The Executive is working with Careers Scotland, learndirect scotland and others to improve the quality and consistency of information available to learners in Scotland (one of the recommendations of the lifelong learning strategy "Life Through Learning, Learning Through Life". We are looking for a "no wrong door" approach so that people can access the information and advice they seek quickly and in a straightforward manner

57	Identify and target barriers preventing asylum seekers and refugees moving into employment	Anniesland College and Glasgow Chamber of Commerce have received funding for projects to assist refugees into work. Anniesland have been funded to create a training programme which will familiarise refugees with the Scottish workplace. Glasgow Chamber of Commerce will develop a job brokerage project.
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