

*Connecting Communities in
Neighbourhoods:*

The 'what works guide' for
organisations working with refugees,
asylum seekers and migrant workers
in neighbourhood renewal areas

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On 5th May 2006 the responsibilities of the Office of the Deputy Prime Minister (ODPM) transferred to the Department for Communities and Local Government.

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Communities and Local Government Publications
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LS23 7NB
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Fax: 0870 1226 237
Textphone: 0870 1207 405
Email: communities@twoten.com
or online via the website: www.communities.gov.uk

Printed in the UK on material containing no less than 75% post-consumer waste.

First published September 2006, revised edition January 2007

Product Code 06 NRU 04144

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1. Introduction

- 1.1 This guide is about how to make neighbourhoods more connected, so that potentially vulnerable or excluded groups are not marginalised but able to have a real stake in their local areas and in turning their neighbourhoods around. The guide aims to help Neighbourhood Renewal Partnerships to engage more effectively with refugees and asylum seekers (RAS) and migrant workers by raising awareness of the challenges and issues they face. Additionally, the document highlights the links to neighbourhood renewal and provides a range of 'what works' case studies to illustrate these topics. Through this, the guide shows that all partnerships can facilitate the process of connecting incoming migrant worker and RAS communities with host communities and work together to create renewed, sustainable and cohesive neighbourhoods.
- 1.2 Many refugees and asylum seekers have been housed in areas of depressed housing demand, including a number of neighbourhood renewal areas, as a result of the government's policy to disperse asylum seekers outside London and the South East. Additionally, due to different employment opportunities available, migrant workers continue to move to a large number of locations across the country. The arrival of new RAS and migrant workers in an area poses particular challenges both for the communities themselves and the numerous organisations that work with them and it is important that organisations are harnessing available resources.
- 1.3 By working together with Neighbourhood Renewal Partnerships, local organisations (including Immigration and Nationality Directorate's (IND) Regional Asylum Teams and Asylum (Support) Teams) can gather more detailed information about their local area and potentially make use of additional resources and support services.

2. Who is this guide aimed at?

- 2.1 This 'what works guide' is relevant for all organisations working with refugees, asylum seekers and migrant workers, including Local Authority asylum support teams, the IND and other local public services. In particular, the guide is aimed at all partnerships involved in the delivery of neighbourhood renewal (Local Strategic Partnerships, Neighbourhood Wardens, Neighbourhood Management Pathfinders and New Deal for Communities), in areas which have RAS and migrant worker populations.

3. What is neighbourhood renewal?

- 3.1 The Government is committed to achieving economic prosperity and social justice for all. For too long, people living in the poorest neighbourhoods have been more likely to suffer from ill health, crime, unemployment and poor educational outcomes than those living in more wealthy areas. Neighbourhood renewal is about reversing this spiral of decline. It is about working from the grassroots to deliver economic prosperity and jobs, safer communities, good education, decent housing, improved physical environment and better health, as well as fostering a sense of community among residents.
- 3.2 In 2001, the Government published the National Strategy for Neighbourhood Renewal, which set out a clear vision that within 10 to 20 years nobody should be seriously disadvantaged by where they live. Communities and Local Government works across Government and with a range of partners at national, regional and local levels to deliver real sustainable change in our most deprived communities. In some neighbourhood renewal areas, refugees, asylum seekers and migrant workers make up a significant proportion of the population and it is essential that local service providers cater to their needs and ensure that the local population understands their circumstances in order to build cohesive communities.
- 3.3 Neighbourhood renewal needs to achieve improved outcomes for all members of the community. It is about connecting communities. Everyone should have the opportunity to participate in, and benefit from, the National Strategy for Neighbourhood Renewal. It is important to ensure that there are opportunities for all: men and women, children and young people, older people, people from different faith communities, people from different ethnic backgrounds, and people with disabilities, to get involved and see real benefits from neighbourhood renewal activity.

4. Partnership working

- 4.1 It is important that organisations working closely with refugees and asylum seekers, particularly IND's Regional Asylum Support Teams and Asylum (Support) Teams, link up with the neighbourhood renewal partnerships in their area to share information and resources. For example, with the new IND accommodation contracts, providers are obliged to consult New Deal for Communities Boards, Neighbourhood Wardens, Neighbourhood Management Pathfinders and Local Strategic Partnerships prior to moving asylum seekers into an area for the first time. It is often the case that lack of information about the numbers and needs of RAS and migrant workers, particularly at a neighbourhood level, makes the targeting of resources highly problematic for service providers. Working more closely with IND in relation to RAS helps to resolve this problem. For example, the Government Office North West Home Office Group and Neighbourhood Renewal team hold regular keep in touch meetings with IND and the regional consortium for Asylum Seekers and Refugees.
- 4.2 Additionally, it is important to recognise Local Authorities' central role as champions of community cohesion. Local Authorities can build upon existing expertise within communities, the Voluntary and Community sector and amongst Neighbourhood Renewal partnerships when implementing cohesion initiatives for host communities and RAS and migrant workers. These initiatives should aim to develop strong and positive relationships between people from different backgrounds and ensure that different communities have equal opportunities. This is reinforced by Public Authorities' legal requirements under the Race Relations (Amendment) Act. Promoting community cohesion is also about ensuring that different cultures are positively valued and that all communities are able to contribute to a common vision and sense of belonging in the local area.
- 4.3 Neighbourhood Renewal partnerships and relevant organisations have a critical role to play in meeting the needs of new arrivals alongside those of host communities and in actively addressing potential local tensions. Neighbourhood Renewal Advisors (NRAs) are available to assist partnerships in dealing with issues around promoting cohesion as well offering conflict analysis and conflict resolution training. Contact Communities and Local Government for more details (see Resources section at end).

5. Funding

- 5.1 Funding is often a significant barrier to the successful engagement of refugees, asylum seekers and migrant workers. Some of the case studies presented below should not require additional funding, but just need local organisations to be more aware of the needs of the RAS and migrant worker group and ensure that they are not excluded from mainstream services where appropriate. However, many specific projects will require extra resources and it may be the case that Neighbourhood Renewal partnerships have additional funding that can be directed at supporting refugees and asylum seekers, for example if this will support neighbourhood renewal, and local people agree that this is a priority.

BOX I

Who is an asylum seeker and who is a refugee?

There is a lot of misunderstanding about the definitions of an asylum seeker and a refugee and it is important to be clear about the distinction. They also have very different rights and entitlements to public services and benefits and those working with them must be aware of these when providing support to the different groups.

An asylum seeker is someone who has made a formal application for asylum and is awaiting a decision about their status. If their application is accepted, they are recognised as a refugee and granted leave to enter or remain in the UK. If their application is refused and they do not qualify for leave on any other basis (e.g. on the basis of Humanitarian Protection or Discretionary Leave), they are expected to leave the UK. There is no such thing as an 'illegal asylum seeker.' By law, anyone has the right to apply for asylum and remain in the UK until a final decision on their application has been made.

BOX II

What rights do refugees have?

Persons granted refugee status before 31 August 2005 were given indefinite leave to enter or remain. Since that date limited leave for five years has been granted for refugees instead. Whether a person has indefinite leave or limited leave has a bearing on their eligibility to education, health care services, employment, social housing and homelessness assistance, and social security benefits. However, the fact that a refugee is eligible for social welfare provision does not necessarily mean that he or she will actually be entitled to benefits, social housing or homelessness assistance. For example, under the homelessness legislation, refugees (like other eligible applicants) will have to meet a number of other criteria in order to be eligible for housing assistance. The Supporting People programme provides funding, via Local Authorities, to enable vulnerable people to live independently – refugees are one of its target groups for housing-related support.

People who have been granted limited leave to enter or remain under Humanitarian Protection or Discretionary Leave have similar rights although they have not been granted full refugee status.

The Home Office funded the SUNRISE refugee integration project (www.ind.homeoffice.gov.uk/lawandpolicy/refugeeintegration/sunrise/), currently being piloted in four areas of the UK, which provides a personal caseworker service to new refugees to help them access their entitlements and to achieve other integration goals.

BOX III**What rights do asylum seekers have?**

Most asylum seekers who are destitute are entitled to support from IND, including housing, generally situated in an area outside the South East of England, and a weekly allowance. The new accommodation contract providers are required to supply a briefing pack on arrival in a language that the asylum seeker can understand as well as guidelines on how to register with doctors and dentists and a confidential complaints service.

Asylum seekers are not usually allowed to work while their claim is being processed. However, 'purposeful activities' programmes operate in some parts of the UK such as enabling asylum seekers to get involved in volunteering and community activities. Asylum seekers take part in these schemes in a purely voluntary capacity and do not benefit financially from participation.

All children of asylum seekers and asylum-seeking children of school age have the same right to school education as British children including free school meals for those on means tested benefits, those supported by IND and those supported by Local Authorities. Adult asylum seekers are eligible for courses at higher education level as long as they meet entrance requirements and can pay the fees. Asylum seekers are not eligible for Local Authority grants or loans and are charged overseas student fees.

All asylum seekers are entitled to free NHS healthcare until their applications are resolved, including GP services, accident and emergency, maternity and in-patient/out-patient services.

Those asylum seekers who attend asylum induction centres/initial accommodation sites are offered a health assessment to identify and assess health needs and to facilitate prompt access to health services where needed. In addition, regional staff from IND visit asylum seekers who have been dispersed to different parts of the UK to ensure that they have access to relevant services, including health services.

What rights do failed asylum seekers have?

A person who does not qualify to remain in the UK on any basis, including asylum, is not usually allowed to work and is expected to leave the UK. Someone who is found not to be a refugee has no general right to stay in the UK and is not eligible for benefits. In some cases, they may be eligible for support from IND; in other cases, where they have particular care needs they may be eligible for Local Authority support.

Under the NHS (Charges for Overseas Visitors) Regulations 1989, as amended, exemptions from charges only apply to those patients who continue to be living lawfully in the UK. It does not apply to those people who have no right to be here.

This has an effect on those people, including those who are found not to be a refugee, whose status may change after a period of lawful residency. However, they are allowed to receive emergency treatment in A&E and continue to receive any hospital treatment that was started whilst they were exempt from charges free of charge until they leave the country. Any new treatment for a different condition, however, will be subject to charges.

BOX IV

Who is a 'migrant' or 'migrant worker'?

A migrant worker is generally accepted to be an individual who has arrived in a host country within the last five years, either with a job to go to or intending to find a job.

What rights do migrant workers have?

European Union (EU) and European Economic Area (EEA)

EU nationals are not subject to immigration control providing they are exercising treaty rights, such as workers, self employed or business people and are generally entitled to access benefits and services on the same basis as British nationals, providing they meet the relevant eligibility criteria for those benefits and services (including social housing).

Iceland, Liechtenstein and Norway are not members of the European Union. However, they are members of the EEA and, by virtue of the European Economic Area Agreement, they have the same movement rights to enter, live and work in the United Kingdom as EU citizens.

The New European Union Accession States "A8"

Since 1st May 2004 workers from the new EU Member States have been free to come to the UK to live and have been given access to the UK labour market. Maltese and Cypriot nationals have full freedom of movement rights and are not required to register as workers. However, nationals from the 8 eastern European States, also known as the A8 (Accession 8) are required to register employment with the Home Office through the Worker Registration Scheme (WRS). The A8 states are: Poland, Lithuania, Estonia, Latvia, Slovenia, Slovakia, Hungary and the Czech Republic.

An application to the WRS needs to be made as soon as possible and in any case within a month of starting employment. The cost of the application is £70. Employers who employ nationals from the A8 states who do not have the appropriate worker registration certification are subject to penalties. A new worker registration certificate is required if a national from an A8 state changes employer within the first 12 months.

Once nationals from those states have worked legally in the UK for a continuous period of 12 months, they acquire full Treaty rights and are no longer required to register on the WRS. They are then entitled to access benefits and services on the same basis as other EU workers, providing they meet the relevant eligibility criteria for those benefits and services (including social housing).

The following link provides further information on the WRS and an application form:
www.workingintheuk.gov.uk/working_in_the_uk/en/homepage.html

The New European Union Accession States "A2"

From 1st January 2007 nationals of Bulgaria and Romania will have the same free movement rights as existing EEA nationals throughout all EU Member States. However, nationals from these states, also known as the A2 (Accession 2), will have limited access to the UK labour market. The WRS will not apply to Bulgarian and Romanian nationals. Skilled workers with the right qualifications and experience will continue to be allowed to come to the UK on work permits; those with particularly high levels of skills and experience will continue to be admitted under the Highly Skilled Migrants Programme and low-skilled migration from those states will be restricted to certain sectors of the economy where the UK already operates low-skilled schemes and will be subject to a strict quota that does not exceed 20,000 workers per year. A2 workers on these schemes will have rights to work limited to six months that will not give them access to benefits and services (including social housing). The self-employed will continue to be able to work in the UK but must be able to prove that they are genuinely self-employed.

Other Schemes

There are a number of different work schemes available to people who wish to come to the UK to work. For some employment a person will require a work permit while other schemes allow employers in this country to fill vacancies that they are unable to fill with resident workers. Further details of these schemes can be accessed through the 'Working in the UK' website via the above link or via the Home office website at: www.ind.homeoffice.gov.uk

The Government has decided to end most of these schemes and to replace them with a simplified, flexible and more streamlined package of work schemes to ensure that employment opportunities take full account of the UK's needs. The new system of non-EEA migration comes into force in 2007. This is explained in more detail in the Government's five-year strategy for Immigration and Asylum: Controlling Our Borders; Making Migration Work for Britain. This strategy can also be accessed via the Home Office website at the above address.

Laws and systems to protect the safety, employment and human rights of UK nationals also extend to foreign nationals working in the UK.

BOX V***Personal Profile***

Alan, a Roma migrant worker from Slovakia, 44 years old, single, with some cousins in the UK, arrived in the East of England two years ago:

“In Slovakia we don’t have much work. After thinking where to go, I came to the UK and work. Because in Slovakia for Roma a big problem about getting a job is racism. In 1990 all the Roma were kicked out of their jobs. And from this time Roma people are no more in the workplace. Doesn’t matter if she/he is educated or not – it is racist problem.”

In the UK Alan has been living with two other people in a one-bedroom flat. His rent takes up a third of his wages. Alan completed nine years’ schooling in Slovakia followed by four years at an electrical college. He has 24 years’ experience of working in the electrical industry in his home country.

Alan has a reasonable working knowledge of English and has been teaching himself in the evenings as well as trying to meet with English people to improve his spoken English. He also speaks Russian German, Polish, Czech and Hungarian. He has registered under the Home Office Workers Registration Scheme and has a National Insurance number.

He is currently working through an agency in a packing factory, doing eight hours a day, six days a week and gets paid the national minimum wage.

He has managed to set up a bank account but only after a lot of difficulty and with a friend’s help. He says that he aspires to a better future.

6. Issues to address

BACKGROUND

- 6.1 Although refugees, asylum seekers and migrant workers living in a neighbourhood often have a positive impact, their presence can be viewed negatively by local people or organisations. Refugees, asylum seekers and migrant workers have specific needs as a result of their experiences and circumstances and, where it is appropriate for service providers to engage with RAS, service providers must identify these needs and develop ways of meeting them. Crosscutting problems that must be addressed typically include provision of information, stability of service provision and collection of accurate data.
- 6.2 It is important that organisations involved in neighbourhood renewal make every effort to include the needs of migrant workers, refugees and asylum seekers within their remit and to provide them with information and support where appropriate, either directly or in association with others such as the Citizens Advice Bureau. An individual's experiences and motivations for coming to the UK will vary according to their personal, political, economic and historic situation. There is no such thing as the 'typical' migrant worker or refugee or asylum seeker. Organisations will need to develop a picture of who is moving into the area. This is essential as migrant workers, refugees and asylum seekers are not a homogenous group, but a collection of people with diverse ages, languages, skills, experiences, background, ethnicities, nationalities and needs. As such, local partnerships need to use data and evidence to identify disadvantaged groups in order to ensure that those from different backgrounds are provided with similar life opportunities.
- 6.3 Trends in international migration, free movement of labour within the European Union, the population profile of the UK and the needs of the British economy mean that the UK will continue to receive many new arrivals, some for relatively short periods but others who will become long-term residents. In a number of cases migrant workers are also playing an increasingly valuable part in the delivery of public services, either through direct employment by public agencies or where work is contracted out or purchased directly from independent providers who employ increasing numbers of foreign workers.

BOX VI

East of England Case Study

Despite contributing over £360 million to the economy of the East of England, migrant workers continue to face barriers preventing them from making full use of their skills and often leaving them heavily in debt according to recent research.

Richard Ellis, chair of the East of England Development Agency (EEDA), states: "There are many stories of success, but as a society we can and should be doing more to welcome those who have willingly come to our country to better themselves and our economy."

"The report clearly raises some important issues for us all to work through and solve. There are workers who have come to the UK with a variety of skills and huge levels of motivation which can contribute more not only for their benefit but also for the region as a whole."

The report is available at: www.eeda.org.uk/embedded_object.asp?docid=1004049

ACCESSING SERVICES

- 6.4 Migrant workers, refugees and asylum seekers face various practical difficulties to integration in addition to the challenge of adjusting to a new country and culture. Accessing services such as healthcare, language tuition, housing providers, and Jobcentre Plus, for those that are entitled to do so, without knowledge of the system and the English language can be daunting (see boxes VII, VIII, XIV). Even for eligible learners, there are sometimes other associated factors that prevent refugees and migrant workers from attending classes. These may include, for example, shift work or availability of classes; understanding of the enrolment process; and the availability of childcare facilities. In addition, migrant workers in industries such as agriculture (seasonal work) or food processing, may find themselves moving around regularly, making it difficult to access classes and other services for a stable period. This may also have an adverse effect on children's performance at school, as well as on continuity of health treatment.
- 6.5 The Home Office defines integration as the process which takes place when refugees are empowered to achieve their full potential, to contribute to their new communities and to access the services to which they are entitled. The SUNRISE casework project for newly recognised refugees (currently being piloted in four areas of the UK), provides a designated caseworker who can work with each refugee to manage the transition from asylum seeker to refugee, accessing mainstream benefits and developing a personal integration plan to identify integration goals around education, training and employment. SUNRISE will be complemented by the further development of the TimeBank project 'Time Together', which brings refugees and volunteer mentors from the receiving community together.
- 6.6 There are also issues around RAS/migrant worker children who join schools in areas that are unused to teaching children for whom English is not their first language. Further, it is important to note that young asylum seekers and refugees may have had their education severely disrupted and may have arrived in this country on their own. Adult refugees whose education was completed in their own countries may encounter the problem of lacking evidence and recognition of their qualifications and work experience – something which also applies to migrant workers. Additionally, there are known problems of exploitation of migrant workers, highlighted by the Morecombe Bay tragedy and investigations into the exploitation of low skilled labour, which led to the 2004 Gangmasters' Act (see Resources Section for more information). Moreover, it is important to note that Local Authorities play a direct regulatory role around poor housing. This includes maintenance, improvement and development of housing in their local areas. Some migrant workers, whose accommodation is often organised or provided by their employer, have been found to reside in overcrowded conditions, sometimes in isolated locations.

BOX VII

Keystone Development Trust:

Keystone Development Trust (KDT) is working with the migrant worker community and Breckland New Communities project, funded through the Home Office, European Social Fund and Breckland Council. The main objective of this project is about improving access to jobs and services for the migrant communities that now reside in the KDT area. However, the project also seeks to support the development of good relationships between these 'new' communities and existing residents.

Contact: E-mail – enquiries@keystonetrust.org.uk

Further information – www.keystonetrust.org.uk/communities/index.php?page=63

WOMEN & PARENTING

- 6.7 For refugees and migrant workers, issues to do with childcare also impact upon the ability to enter the workforce. Lack of childcare affects some groups that have specific issues, such as women refugees, who may also face traditional and/or religious constraints to training and employment, such as taking on the responsibility of caring for the family. This in turn may mean that many individuals are dependent on unregistered childcare as a result. There may also be challenges around parenting for RAS and migrant workers, with generational tensions arising from being displaced and in a new environment (see box IX). Women from refugee and migrant worker communities may face additional challenges, such as the need to balance a home with work and other commitments or being dependent upon a partner or even a lack of confidence. They may also be constrained by particular cultural issues, including how to break away from domestic violence without being alienated from the community or voicing concerns around isolation or post-natal depression or mental health problems (see box X).

ACCESSING INFORMATION

- 6.8 It is important to think about the needs of the settled community as well as the asylum seeker, refugee and migrant communities to prevent community tensions arising. Where communities are educated about the cultures and backgrounds of new arrivals, they tend to be more understanding and welcoming (see boxes VIII, XIII). However, Home Office research shows that host communities and migrants themselves have complained of poorly shared information. Written information should be clear, to the point and have need-to-know information i.e. general rights and responsibilities; details of medical practices; how to open a bank account; accessing National Insurance numbers, registered childcare services and benefits where appropriate; council services such as rubbish removal; rules governing use of motor vehicles; and the role of authorities such as the police. The information could also be made user-friendly by being translated into languages other than English. Local organisations also have an important role to play in 'myth busting' – explaining to the local community the facts about migrant workers, refugees and asylum seekers and what benefits they are entitled to. They can clarify and address misunderstanding and local employers can also play a major part in breaking down these myths by explaining to local neighbourhoods why migrant workers are needed and the benefits they bring to the local economy (see boxes VI, XII, XVI).

COMMUNITY COHESION PROJECTS

- 6.9 Local organisations must also consider the impact of new arrivals on the local community and promote community cohesion. There can be resentment amongst the host community at the perceived prioritisation of new groups when resources are allocated. Neighbourhood Renewal Partnerships and Local Authorities should aim to foster an understanding of cultural differences between communities. This could potentially be achieved through projects based upon sport, culture, local heritage/history, art and music (see boxes XI, XIII). For further guidance on community cohesion, see Resources Section at the end of this guidance.

BOX VIII

Community work and integration in Langport, South Somerset District Council:

South Somerset District has experienced large numbers of Portuguese and Polish migrant workers over the last few years and has worked closely with both communities to foster good relations amongst all sectors of the community.

Contact: Gerard Tucker (gerard.tucker@southsomerset.gov.uk)

'Welcome to Britain' Booklet:

Avon and Somerset police in partnership with Race for Justice designed and produced a 'Welcome to Britain' booklet, in a handy pocket size with friendly cartoons and diagrams to make it easier, safer and more comfortable for refugees and asylum seekers coming to Bristol.

It covers the usual information including how to apply for asylum, rights, benefits along with details on health, finance, places of worship, education, accommodation and agencies. It also has information on the justice service covering race hate, women's rights and culture (for example, explaining why staring at women is considered offensive) and a clear explanation of the law around drugs and driving. It has been produced in a number of different languages including Kurdish and Somali and was supported financially by Central Government Community Cohesion funding. It was launched in June 2006. It is expected to become sustained by local statutory bodies continuing to resource additional re-prints.

Contact: Sgt Mark Runacres, Bristol District Community Safety Team
(mark.runacres@avonandsomerset.police.uk)

- 6.10 The following chapters outline various programmes administered by Communities and Local Government and a selection of case studies from across the country showing how Neighbourhood Renewal partnerships can engage with refugees, asylum seekers and migrant workers.

7. The Neighbourhood Renewal Fund (NRF)

- 7.1 The Neighbourhood Renewal Fund (NRF) provides extra resources for England's most deprived Local Authorities to enable them, in collaboration with their Local Strategic Partnership (LSP), to improve services, narrowing the gap between deprived areas and the rest of the country.
- 7.2 The Spending Reviews in 2000, 2002 and 2004 made provision for a further £450 million of NRF in 2004/2005, £525 million in 2005/2006 and £525 million of NRF for each of the years 2006/07 and 2007/08.
- 7.3 NRF is a special grant (known as an "unhypothecated grant") that can be used to fund any project that addresses neighbourhood renewal themes. The grant is intended as time-limited funding to facilitate more effective, long-term targeting of mainstream resources. It may be that the area you are working in is receiving Neighbourhood Renewal Funding that could be further directed towards supporting refugees, asylum seekers and migrant workers if the LSP agrees this is a local priority for delivering neighbourhood renewal.

8. Local Strategic Partnerships (LSPs)

- 8.1 A Local Strategic Partnership (LSP) is a single non-statutory, multi-agency body, which matches Local Authority boundaries, and aims to bring together at a local level the different parts of the public, private, community and voluntary sectors. LSPs are key to tackling deep-seated, multi-faceted problems, requiring a range of responses from different bodies.
- 8.2 LSPs have been set up across England, but in the most deprived local authority areas they are receiving additional resources through the Neighbourhood Renewal Fund. LSPs play a crucial role in bringing together the key public sector bodies to discuss local issues at a strategic level. If you are part of the IND Regional Asylum Teams or Asylum (Support) Teams or work with the RAS or migrant worker group, you might want to consider how you could engage with those working in neighbourhood renewal in your area. This will enable the key organisations in the area to share information more easily and take a more coordinated approach to tackling problems facing refugees, asylum seekers and migrant workers.

BOX IX

Lewisham LSP – the ‘Parent to Parent’ project:

Lewisham LSP allocated NRF to the local Primary Care Trust to establish the ‘Strengthening Families, Strengthening Communities’ parent programme in 2003. The aim of the programme was to reduce family tensions so that settling into British society could be made easier for refugees, asylum seekers and migrant workers. The programme involved members of Lewisham’s Somali, Spanish, Arabic and French speaking communities. Delivery of the programme was carried out by a statutory agency, the Health Action Zone Young Refugee Project, and a voluntary organisation, Southwark Refugee Project.

The Trust identified that intergenerational conflict can occur in families as a result of the different ways in which adults and children integrate into British society. As a result, the programme was set up to provide parents with the chance to explore parenting issues and to get a better understanding of child development. The facilitators were recruited from the refugee communities and were trained by REU (a registered charity working to give better support to Britain’s Black and minority ethnic groups). More parents were attracted by having facilitators from amongst their own communities.

A video was produced in English, Somali, French, Arabic and Spanish at the end of the programme sharing the experiences of all who had taken part in it. The programme had a comprehensive evaluation element, including pre- and post- questionnaires and a workshop bringing all the communities together to compare and contrast their cultural groups. The evaluations showed that all four cultural groups found this course beneficial and that it was successful in reducing family tensions. A number of parents began to access services and sought employment after completing the course. A mental wellbeing impact assessment was also carried out during the course. This assessment showed that the course enhances the participants’ sense of control over themselves and their lives, reduces anxiety and promotes participation and inclusion. The course also inspired spin-off projects such as a second course for Spanish speakers in Honour Oak as well as one for English speaking parents in that locality – both of which have been taken on by Sure Start.

Contact: Susan Jones (Susan.Jones@lewishampct.nhs.uk)

BOX X

Great Yarmouth LSP – Research project into the mental health needs of asylum seekers and refugees:

Staff and managers from the local specialist Mental Health Trust in Great Yarmouth were concerned that some of their services were difficult to access for migrant workers, refugees and asylum seekers (RAS). The Trust applied for neighbourhood renewal funding to fund a qualitative research project to explore the mental health needs of these groups. The project was undertaken within Primary Care and Psychological Services (Great Yarmouth Locality), Norfolk and Waveney Mental Health Partnership NHS Trust, and is supported by Great Yarmouth LSP. The NRF has funded one full-time post for an Assistant Psychologist to work alongside existing NHS staff in carrying out the research, community liaison and project development.

The research identified a need for information about mental health amongst migrant workers and RAS. As such the Trust used some of the unspent NRF money for Great Yarmouth to translate the nationally recognised Northumberland self-help leaflets that provide information about common mental health problems. Seven self-help/information leaflets have been translated into Portuguese and two into Lithuanian. The Trust is looking to continue translations into other key languages such as Albanian, Kurdish, Latvian, Somali and Spanish.

The research also identified social isolation and stigma as causes of mental health problems. In response the Trust helped to set up a Lithuanian women's mutual support group, another group to focus on developing arts-based anti-stigma activities (with NHS staff and Portuguese and British community members), and a group made up of NHS staff and mainly Portuguese community members to promote knowledge of psychology and mental health in the community.

In order to promote knowledge of mental health services available to migrant workers and RAS the Trust ensured that information about these has been made available in a number of community settings and events. Sessions have been delivered to English for Speakers of Other Languages (ESOL) classes, information stands were set up at public events and an assistant psychologist has conducted outreach work during Great Yarmouth Refugee Outreach Support drop-ins.

Furthermore, as a result of tension points identified by the Trust, work was undertaken with a Portuguese teaching assistant to help Portuguese children integrate into their new schools. Steps are also being taken to increase health/social care staff's awareness of diversity issues and make greater use of translators. Additionally, the website www.gr8yarmouthcommunities.orationinsite.com has been established to highlight the contribution of Black and minority ethnic (BME) groups in the Great Yarmouth area.

Contact: Wendy Franks (Wendy.Franks@nwmhp.nhs.uk)

9. Neighbourhood wardens

- 9.1 Wardens provide a highly visible, uniformed, semi-official presence in residential and public areas, town centres and high-crime areas with the aim of reducing crime and fear of crime; deterring anti-social behaviour; fostering social inclusion and caring for the environment. Their overall purpose is to improve quality of life and contribute to the regeneration of an area. The wardens have a number of roles depending on local needs, including providing a link between local residents and key bodies, such as the local authority, and promoting community safety and assisting with environmental improvements, such as reducing litter and graffiti.

- 9.2 Wardens are very well placed to engage and interact with RAS and migrant worker groups and can start this process simply by being friendly and introducing themselves to people from different communities. As wardens have daily interaction with the wider community, they can help dispel myths and encourage greater tolerance towards people from diverse backgrounds, especially if armed with the right local information. They are also well placed to bring together organisations at all levels, including IND, and to visit RAS and migrant workers at home to encourage them to settle in and provide additional support and information on an on-going basis.

BOX XI

The Hull Wardens:

In Hull the wardens have played an important role in helping incoming refugees and asylum seekers settle in the area and have had to address racial tensions between the incoming Black and minority ethnic (BME) communities and the native population. In addition they have also had to deal with misunderstandings between different minority groups. The Hull service now employs 6 ethnic inclusion wardens, who, between them, can communicate in 15 languages, thus providing an advisory and support service city-wide.

In order to promote understanding between the different ethnic groups in Hull the Wardens hold multicultural events on a regular basis. These events provide a forum for Hull's residents in which they can celebrate and appreciate the cultural diversity of Hull and gives the opportunity to allow the BME population to set up their own support groups from within their locality. The Wardens have also organised regular football matches, allowing majority and minority ethnic groups to play with one another. These matches allow them to develop a sense of respect and appreciation for each other and because of their success, a partnership has been developed to ensure that these football matches continue long into the future.

When BME groups arrive in Hull the partnership hosts a welcome meeting during which the groups are provided with welcome packs, accommodation and other associated advice and support – the wardens are pivotal in ensuring the smooth and successful integration of our new BME friends into our communities.

The Wardens have also arranged tea meetings and other events such as day trips that allow people living together from different ethnic backgrounds to get to know each other. These activities, as well as myth busting leaflet drops, have made Hull's wardens a key resource in promoting community cohesion in their area.



Contact: Barbara Onley (BarbaraO@goodwin-centre.org)

10. Neighbourhood management

- 10.1 Neighbourhood management works by enabling local communities and service providers to work together – it is not about distributing large pots of money, but is about changing relationships between service providers, improving their responsiveness to local needs, testing out new approaches and building a sense of shared responsibility and purpose with the local community. Neighbourhood managers are a single point of contact for residents and businesses and have the clout to negotiate with providers about how services are delivered. By making sure there is someone taking overall responsibility at neighbourhood level, residents will get services that meet their needs. Most neighbourhood management initiatives are in disadvantaged neighbourhoods where services are worst and local people need most help to get engaged in improving services.
- 10.2 There are now almost 250 neighbourhood management partnerships, including 35 centrally funded neighbourhood management pathfinders and many more supported by the Neighbourhood Renewal Fund and other funding arrangements. Since April 2006 Central Government funding has been provided to enable a further 100 neighbourhood management initiatives to be rolled out through Local Area Agreements.
- 10.3 It is often the case that refugees, asylum seekers and migrant workers experience hostility and resentment from the host community, driven by the view that these groups are receiving preferential treatment from the state. It is important to ensure that local people are aware of the true facts and information through myth-busting initiatives. Neighbourhood Management partnerships are well placed to work with IND in tackling this problem.

BOX XII

Stockton-on-Tees – ‘Busting the Myth in Stockton’:

The Neighbourhood Management Pathfinder team, Stockton residents, the North East Consortium for Asylum and Refugee Support Service and Stockton-on-Tees Borough Council produced a pamphlet called “Myth Buster”. The aim was to provide residents and council staff with the true facts and information on refugees and asylum seeker issues.

The document clearly sets out the statistics and facts about the make-up of the population of Stockton. It also clarifies the difference between asylum seekers, refugees and migrants, which is often misunderstood. It then sets out various common myths such as ‘refugees and asylum seekers increase unemployment and take away jobs from the host population’ and ‘asylum seekers get more than their share of welfare benefits and priority on hospital waiting lists’ and outlines the reality of Stockton, including asylum seekers’ and refugees’ legal rights.

A total of 25,000 Myth Buster pamphlets have been produced in an easy-to-use folded credit card format. These have been distributed both within the Borough and across the North East Region. The Council’s quarterly magazine, which is distributed to all the homes in the Borough, also regularly features articles about asylum seekers and refugees, including an article about the work of the Council’s Asylum Support Team.

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11. New Deal for Communities (NDCs)

- 11.1 New Deal for Communities (NDC) is a key programme in the Government's strategy to tackle multiple deprivation, giving some of the poorest communities the resources to tackle their problems in an intensive and co-ordinated way. The problems of each NDC neighbourhood are unique, but all the NDC partnerships are tackling six key themes of: poor job prospects; high levels of crime; educational under-achievement; poor health; liveability; and problems with housing and the physical environment.
- 11.2 NDC partnerships were established in 39 clearly defined neighbourhoods across England with an allocation of £2bn over a ten-year life span. NDCs work through neighbourhood partnerships, particularly with community organisations but also with the public, business and voluntary sectors. By forging strong local alliances and ploughing back the knowledge and experience gained, NDC aims to enable local people to take charge of their own future.
- 11.3 Projects that are part of a wider strategy of community capacity building led by the NDC are able to develop services far more quickly than it would be able to by operating in isolation. These projects, including those to assist RAS and migrant workers benefit from a close working relationship with other projects in the area that have complemented and added value to its work.
- 11.4 Local organisations can play an important role in raising awareness of incoming communities. Local press and media can be an important means of communicating the experiences of new arrivals and explaining their circumstances. The media should be encouraged to depict balanced and accurate portrayals of refugees, asylum seekers and migrant workers and the contribution they make to our communities.

BOX XIII**Derwent Refugee Support Project:**

The Derwent Refugee Support project was started to provide support and information to RAS (Refugees and Asylum Seekers) and to raise awareness amongst the host community so as to prevent hostility and racial tension building up. The project planned that an advocate for RAS was to be chosen from the native population of Derwent. This would give that member of the host community a chance to get to know the new arrivals and provide them with information about living in Derby. It aimed to let RAS know what opportunities were available to them in the Derwent area so that they could participate in the community. The project also aimed at building up referral procedures with various agencies inside and outside Derby to get help with issues such as employment and training.

The project has encountered challenges and constraints since it was established. Amongst these was the suspension of the dispersal programme of people seeking asylum to Derby. As a result of this it wasn't possible for any one ethnic group to form a refugee community organisation. So a number of RAS along with some Afro-Caribbean residents in Derwent decided to form a community group open to all residents regardless of nationality – the Derwent Zambezi Association. Because many of these residents were new to the area Refugee Action acted to facilitate and chair early meetings, providing resources and a venue for the Zambezi group. Allowing anyone to join was very successful in helping to integrate RAS into the host community and raise awareness about RAS issues.

Since the Zambezi Association was founded it has developed a number of successful schemes. Using NDC funding they were able to pay for the £10,000 cost of equipment needed for their football teams (which have recently merged with Derwent FC) and their successful choir. These musical celebrations, again open to all Derwent residents, have been able to bring people together. Zambezi is now looking to fund a paid worker to assist in the administrative aspects of its running in order to ensure sustainability.



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BOX XIV

Aylesbury NDC:

Aylesbury NDC set up the Refugee Access to Employment scheme in 2002. The purpose was to give refugees the skills and information they needed to enter the British job market. Many refugees have skills but lack the knowledge required to take advantage of them and apply for vacancies. Through the Refugee Access to Employment scheme, refugees can find out what they need to know in order to find work.

To prepare refugees to enter the workforce the Access to Employment scheme provides Home Office approved skills for life English classes for free over a period of 10 weeks. In addition, training in work focussed IT skills are also offered where needed. By visiting potential employers to market refugee job seekers to them, a work placement system has developed as part of the scheme. This placement system allows refugees to build up their CVs whilst exposing them to the British job market. The Access to Employment scheme managers also work with Education Action (formerly World University Service), a charity that works to provide proof of equivalent degrees earned by refugees in their native countries. This allows refugees who are qualified in specialised fields to make best use of their qualifications.

The scheme is currently trying to engage with the need to provide knowledge of rights for refugees and economic migrants to try and end exploitation. The scheme is also attempting to address needs connected to job-finding for refugees. These include barriers of childcare for refugee lone parents to enable them to access employment or ESOL Skills for Life training.

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BOX XV

East Manchester NDC:

In the East Manchester NDC Area, consultation with frontline workers led to the start of communications skills training. These workers spoke of a lack of confidence in their ability to communicate effectively with people who speak very little English and of their desire to gain skills to help with this. To allow them to acquire the necessary skills an initial pilot session was developed that lasted four hours. 17 people attended and gave excellent feedback, which included participants suggesting that the session should last for a full day. This longer session was developed and has up until now been delivered four times in East Manchester and twice more in North Manchester. The training focuses on developing awareness around effective communication and on learning and practicing the skills required by those undergoing it.

The course is tailored to suit the needs of the participants. This is achieved by getting participants to fill in a questionnaire before attending so that organisers know what should be included. Participants undergo a series of exercises designed to increase their understanding of communication barriers and looking at ways of overcoming these. The course also uses scenarios that relate to the course participants' day-to-day work increasing its relevance to them and using volunteer RAS for feedback and to make the course closer to real life. Feedback actually forms a key part of the course as every session is evaluated to see if, how and where the course can be improved. Lastly at each session handouts are given to each participant. These handouts include information about languages, countries of origin, useful websites that give communication tips, and a summary of ideas to help with effective communication.

The communication skills training courses have also been adapted for use in schools. The headmaster of a local primary school wanted communication training for his staff team. As a result a modified course was piloted on a group of school staff. The course included some awareness-raising exercises and focused on dealing with parents who speak little English. In the future this focused session will be taken out to more schools in the area. There has also been an adapted session provided to Housing Market Renewal workers, and a request for a session for all staff at a local GP surgery.

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BOX XVI**Shoreditch Trust NDC – Peer Education and Community Guides:**

Shoreditch Trust is a community-led regeneration agency funded through the New Deal for Communities programme.

In 2002 Shoreditch Trust set up the Peer Education scheme because they believe word of mouth is the most used source of information/advice in any community—especially important for a people in unfamiliar surroundings.

To date, the five courses of the Peer Education scheme has attracted 112 people from Black and minority ethnic communities, including refugees. The scheme has also established positive and enthusiastic engagement and involvement from the diverse communities of Shoreditch. These results have been achieved by working with local people who are refugees and others who are new to the area and whose first language is not English. The course lasts for one year and is structured to nurture skills for self-help and self-advocacy as well as to foster informal word of mouth networks within local communities.

The peer education scheme aims to train participants to develop and implement their own ideas. The result of this has been a range of new services for the area as well as a stepping stone to mainstream services for peer educators. For instance, 60 people have found jobs as a result of their training and 81 have done voluntary work. In addition peer educators have set up local drop-in groups for Somali, Senegalese and Gambian communities and a supplementary school for 120 Turkish/Kurdish children, and 9 have joined the Trust's Board over this period.

The course consists of 15 Saturday sessions from 10am to 4pm over 36 weeks, with follow-up support and feedback especially to service providers. Childcare is paid for by Shoreditch Trust to ensure that those with young children have the opportunity to attend. Each session has a theme ranging from housing legislation to communication skills but the course structure is flexible and can be changed to suit particular need. Last year the emphasis was on mental health services and legislation.

The completion of this year's course was celebrated in June with an awards ceremony at which certificates were handed to graduates from the Somali, Senegalese, Turkish, Kurdish, Cypriot, Polish, Spanish, African and Caribbean communities in Shoreditch.



Contact: Carolyn Clark (Carolyn@shoreditchtrust.org.uk)

12. Safer and Stronger Communities Fund (SSCF)

- 12.1 The Safer and Stronger Communities Fund (SSCF) was introduced for all Local Authorities in England in April 2005. The fund brings together Communities and Local Government and Home Office funding streams aimed at tackling crime, anti-social behaviour and drugs, empowering communities, and improving the condition of streets and public spaces. In particular for disadvantaged neighbourhoods where these issues often require more attention.
- 12.2 From 1 April 2006, new resources were made available for inclusion in SSCF agreements and Local Area Agreements to support outcomes in the most disadvantaged neighbourhoods. These two new funding streams are referred to as the Neighbourhood Element and Cleaner Safer Greener Element. Guidance and further information, including eligibility, on the Neighbourhood Element is available at www.cleanersafergreener.gov.uk and www.neighbourhood.gov.uk/page.asp?id=1304.

13. The Voluntary and Community Sector

13.1 Direct funding for Community Empowerment Networks (CENs) came to an end in March 2006 with the merger of the single Community Programme into the Safer and Stronger Communities Fund (SSCF). As set out in SSCF guidance, CENs must demonstrate that they are 'fit for purpose' and negotiate locally with other partners for funding from the SSCF and other available funding streams as part of Local Area Agreement negotiations.

BOX XVII

Doncaster CEN:

Doncaster CEN decided to bring in a specialist worker to support the needs of refugees working in a mainstream organisation. This was achieved through a partnership project with the Northern Refugee Centre.

The development worker will run a pilot project working with communities that include refugees and migrants. The worker will be based and included in Doncaster Community and Voluntary Sector (CVS) in its internal structures but also managed and employed by Northern Refugee Centre. It is felt that this will give the development worker two key perspectives and relationships, with community development in the Borough and with refugee issues in the region.

The aim of the project is to identify and support around five individual refugee groups and help them set up, training them in the skills they need to run their groups effectively, and developing and delivering effective services and activities. The project also aims to work in a number of identified neighbourhoods across the Borough to engage refugees in neighbourhood structures and established groups and activities. Ultimately, by linking up with Borough-wide networks and forums such as Doncaster CEN, the project plans to develop a best practice toolkit for dissemination.

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14. Conclusion

- 14.1 Connecting communities in neighbourhoods is an important part of the whole process of neighbourhood renewal. Without the integration of incoming communities in those neighbourhood renewal areas where migrant worker and RAS populations are present the success of neighbourhood renewal is put at risk. Without a mechanism to ensure integration, refugees face poorer job prospects, educational under achievement and health problems. Moreover, migrant workers and refugees can face housing difficulties, such as overcrowding and poor conditions, as well as being isolated and marginalised from community life.
- 14.2 To strengthen communities and deliver neighbourhood renewal, we need to involve a wide range of people and tailor services to diverse needs. We have to make sure that vulnerable and excluded communities are able to contribute fully to the success of their neighbourhoods. The issues highlighted within the guide serve to act as a pointer as to the kind of problems faced by migrant workers and RAS to those working with these different communities. Community tensions are not an inevitable by-product of different groups moving into an area. In fact, recent research shows that new immigrants are making a positive contribution to the local and national economy as well as to the cultural and social dynamic of local areas. Additionally, they can help to turn around the most deprived areas if the transition is well-managed.
- 14.3 Through using the case studies (which cover a range of areas in the country and a range of programmes and topics, from myth busting to mental health, employment to parenting) and the contacts provided, it is hoped that Neighbourhood Renewal Programmes across the country will be able to apply what works, come up with similar strategies and develop networks. This will allow ideas to be shared for the benefit of everyone working with migrant workers and RAS. If you are part of IND's Regional Asylum Teams or Asylum (Support) Teams or work with the RAS population in any capacity, you might want to consider how you could engage with those working in neighbourhood renewal in your area. Working in partnership is of value to all organisations as this enables information and resources to be shared and there may be additional funding available if the LSP considers that these groups are a local priority.
- 14.4 This guidance aims to facilitate and help those working in the neighbourhood renewal sector make the preparation and links needed so that we can connect communities together including RAS and migrant worker groups. Cohesive communities are better able to address the issues affecting the socio and economic well-being of all their residents. Furthermore, it is by developing productive relationships between different communities where appropriate in the workplace, in schools and in neighbourhoods, that the success of stronger, safer communities and positive outcomes becomes sustainable.

Resources

The following resources may also be of use to you:

NEIGHBOURHOOD RENEWAL

For further information about neighbourhood renewal initiatives and contacts in your area, visit: www.neighbourhood.gov.uk. [Key documents are available in Bengali, Chinese, French, Gujarati, Hindi, Punjabi, Somali and Urdu.]

Contact Communities and Local Government for more details:

Email: neighbourhoodrenewal@communities.gsi.gov.uk

Telephone: 08450828383.

- *A New Commitment to Neighbourhood Renewal: A National Strategy Action Plan* [www.neighbourhood.gov.uk]
- *Making it Happen in Neighbourhoods: The national strategy for neighbourhood renewal – four years on* [www.neighbourhood.gov.uk]
- *Conflict Resolution Resource Pack* [soon to be available on www.renewal.net]
- *Diversity and Neighbourhood Renewal Fact Sheet* [www.neighbourhood.gov.uk]
- *ORRION* (the online race resource for improving outcomes in neighbourhood renewal): [www.renewal.net/toolkits/OrrionToolkit/]
- *Joseph Rowntree Foundation Report “Neighbourhood experiences of new immigration”* [www.jrf.org.uk/knowledge/findings/socialpolicy/0086.asp] – February 2006
- www.cleanersaferegreener.gov.uk
- www.local.gov.uk/
- www.gla.gov.uk/

REFUGEE INTEGRATION

- *Integration matters: A National Strategy for Refugee Integration* [www.homeoffice.gov.uk]
- *Working to Rebuild Lives: A Refugee Employment Strategy* [www.dwp.gsi.gov.uk]

- Warden Factsheet 5 – *Guidance for Neighbourhood Wardens Working with Asylum Seekers and Refugees* [www.renewal.net]
- The National Evaluation of New Deal for Communities Research Report 18 – *Seeking Asylum in NDC Areas: A Report on Experiences, Policies and Practices* [www.renewal.net]
- Home Office: Immigration and nationality directorate [www.ind.homeoffice.gov.uk/]
- SUNRISE refugee integration project [www.ind.homeoffice.gov.uk/lawandpolicy/refugeeintegration/sunrise/]
- *Tell it like it is: The Truth about asylum* [www.refugee-action.org.uk]
- Health for asylum seekers & refugees portal [<http://harpweb.org/index.php>]
- Multi Agency for Refugee Integration in Manchester [www.manchester.gov.uk/ssd/adults/marim/index.htm]
- *Understanding the Stranger*, February 2004 [<http://www.icar.org.uk/?lid=4964>]
- Multikulti: information, advice, guidance and learning materials in community languages [www.multikulti.org.uk]
- Introduction to the National Health Service Fact Sheet [www.dh.gov.uk/asylumseekers]

MIGRANT WORKERS

- workSMART [www.worksmart.org.uk/]
[www.worksmart.org.uk/rights/viewsubsection.php?sun=82]
- *Audit Commission – Migrant Workers and Local Cohesion – Summary* [www.auditcommission.gov.uk/nationalstudies/downloads/MigrantWorkersandLocalCohesionSummary.doc]
- *East of England Development Agency – Migrant Workers in East England Project Report* June 2005 [www.eeda.org.uk/embedded_object.asp?docid=1004049]
- Home Office Worker Registration Team [www.workingintheuk.gov.uk/working_in_the_uk/en/homepage.html]
- Department for Work and Pensions [www.dwp.gov.uk/]
Jobcentre Plus website: www.jobcentreplus.gov.uk/

- The dynamics of migrant labour in South Lincolnshire
[www.migrantworker.co.uk/reports.asp]

COMMUNITY COHESION

- *Community Cohesion: SEVEN STEPS A Practitioner's Toolkit*
[http://raceandfaith.communities.gov.uk/raceandfaith/reports_pubs/publications/race_faith/comcoh_7steps.pdf]
- *Community cohesion – an action guide: guidance for local authorities*
[<http://www.lga.gov.uk/Publication.asp?lsection=0&id=-A7828C18>]
- *Leading cohesive communities*
[<http://www.lga.gov.uk/Publication.asp?lsection=0&id=SXC8AD-A78371F1>]
- *Evaluation of Community Facilitation Programme*
[www.neighbourhood.gov.uk/page.asp?id=1198]
- *Government Office for London's Cohesion Capital Report*
[www.gos.gov.uk/gol/161402/438456/]
- *Resolving Difference (Community Facilitation Programme – East Midlands)*
[www.renewal.net/Preview.asp?Ref=/RNET/Case%20Study/Resolvingdifferencesbuilding.DOC&doctype=Case%20Study]
- www.gr8yarmouthcommunities.originationinsite.com

WIDER SOURCES OF INFORMATION

- www.refugeecouncil.org.uk/
- www.refugee-action.org.uk/
- www.torturecare.org.uk/
- www.migranthelpline.org.uk/
- www.iomlondon.org/
- www.icar.org.uk/
- www.unhcr.org.uk/
- www.ecre.org/
- www.education-action.org/
- www.cre.gov.uk
- www.citizensadvice.org.uk/

- Learn Direct – Helpline: 0800 100900
- <http://news.bbc.co.uk/1/hi/uk/4238209.stm> [Morecambe Bay news update]
- Priorities for Success
[www.lsc.gov.uk – November 2005 & annually]

Acknowledgements

We would like to acknowledge the valued input and support of the following people and organisations in the updating of this guide:

- Audit Commission
- Aylesbury New Deal for Communities
- Department for Education and Skills
- Department of Health
- Department for Work and Pensions
- Derwent New Deal for Communities
- Doncaster Community Empowerment Network
- East of England Development Agency
- East Manchester New Deal for Communities
- Government Office for the South West
- Great Yarmouth Local Strategic Partnership
- Home Office
- Hull Neighbourhood Wardens
- Keystone Development Trust
- Lewisham Local Strategic Partnership
- Roger Matthews, Neighbourhood Renewal Advisor
- Shoreditch New Deal for Communities
- South Somerset District Council
- Stockton-on-Tees Neighbourhood Management Pathfinder
- The range of NDC, NMP, LSP and Warden Programmes for their feedback in our Evaluation Questionnaire on the 'What works guide'