

# Local Area Agreement Toolkit:

Migrant Workers, Refugees and Asylum Seekers



Produced by the East of England Strategic Migration Partnership





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## 1. Introduction

The aim of this document is to provide the organisations, multi-agency fora and other regional partnerships that support migrant workers, asylum seekers and refugees with a toolkit to assist in the process of developing Local Area Agreements that meet the needs of these new communities and the host communities that support them. This document is not intended to be a prescriptive methodology. It is a template which may help to develop Local Area Agreements that respond positively to the opportunities and challenges created by the arrival of asylum seekers, refugees and migrant workers to our region.

## 2. Local Area Agreements (LAAs)

LAAs are three year agreements that set out the priorities for a local area agreed between Central Government – represented by the regional Government Office – and a local area – represented by local authorities, Local Strategic Partnerships (LSPs) and other key partners. The primary objective of an LAA is to deliver better outcomes for local people. All of the 'top tier' local authorities in the region (i.e. County Councils and Unitary Authorities) and their partners will have new LAAs in place from June 2008.

The performance framework for each LAA is based on a set of 198 National Indicators (see Annex 1) which are grouped under the following four categories:

- Stronger and Safer Communities
- Children and Young People
- Adult Health and Wellbeing
- Local Economy and Environmental Sustainability

Each LAA will identify and agree with central government up to 35 priority indicators (plus 17 statutory education and early years targets) from the list of 198 National Indicators. LAAs will no longer be about specific funding for specific targets. Delivery against the 35+17 improvement targets will be supported by all local partners, resources and funding.

### 3. How to use the toolkit

The primary aim of the template below is to highlight some of the main issues affecting asylum seekers, refugees and migrant workers and some of the actions that could be taken to try and address these issues. The actions are then matched against the National Indicators that they relate to. As previously stated, the issues identified and their associated actions are not exhaustive and each local area may identify more important priorities. However, they do represent the key issues and potential actions as identified by the stakeholders of the region's Strategic Migration Partnership. The template is organised in the following way:

- Column 1 outlines what the current issue is.
- Column 2 gives an example of an action or actions that could be taken to address the issue identified in column 1.
- Column 3 states which group the issue and relevant action(s) relate to i.e. migrant workers (MW), asylum seekers (AS), unaccompanied asylum seeking children (UASC), refugees (R) or local stakeholders (LS).
- Column 4 states which of the National Indicators the issue and associated actions relate to (see Annex 1 for a list of the National Indicators).

*N.B. The lead agencies, targets, KPIs, and timescales associated with each action need to be developed for each specific LAA as these will vary in each area.*

### 4. Case studies

Some of the examples of recommended actions are supported by case studies and/or useful resources. A list of the case studies and useful resources is attached at Annex 2. The Audit Commission Report 'Crossing Borders' also outlines some useful case studies and provides an excellent overview of some of the issues relating to recent migration flows (see Annex 2, Item 1). The Improvement and Development Agency for local government (IDeA) has also established a comprehensive database of good practice relating to migration issues and migrant workers (see Annex 2, Item 2).

## 5. LAA Toolkit

**MW** = migrant workers    **UASC** = unaccompanied asylum seeking children    **AS** = asylum seekers    **R** = refugees    **LS** = local stakeholders

Current Issue	Examples of recommended actions	Audience	LAA Indicator(s)
<b>Access to information</b>			
<b>Data collection</b> – a lack of accurate information regarding migration flows makes it difficult for local agencies to provide services and allocate resources effectively to meet the needs of a changing population.	1. Establish a local multi-agency statistics/ intelligence taskforce to analyse national and local sources of data e.g. local authorities, police, health, education, voluntary/ community/ faiths groups, local employers, recruitment/ employment agencies and landlords.	LS	NI 5 NI 140 NI 174 NI 179
<b>Information, advice and guidance</b> – new arrivals often lack awareness, information and advice about rights, responsibilities, entitlements, services, laws, regulations and community expectations. There is a general need for better information, advice and guidance (IAG) services.	<ol style="list-style-type: none"> <li>1. Provide information, advice and guidance (IAG) material about living and working in the UK and the relevant locality. This could be provided via a regional resource such as the Migrant Gateway website or the META Migrant Worker Telephone Hotline (see Annex 2, Item 3).</li> <li>2. Establish a local IAG distribution network to co-ordinate IAG service provision. N.B multi-agency forums (MAFs) that co-ordinate support for asylum seekers, refugees and migrant workers have already been established in most areas in the region and could be used as the mechanism to deliver this action. Contact details for all the regional MAFs are available via the Partnership Development Project (see Annex 2, Item 4).</li> </ol>	MW AS UASC R	NI 3 NI 4 NI 5 NI 6 NI 9 NI 13 Ni 14 NI 118 NI 140

Current Issue – continued	Examples of recommended actions	Audience	LAA Indicator(s)
	<p>3. Review the support and services provided by local advice agencies (e.g. Citizens Advice Bureau (CAB), voluntary sector, local authorities etc) in order to map services, identify gaps (e.g. support for translation, links to information sources etc), evaluate capacity to provide additional services and commission services to address gaps.</p> <p>4. Provide outreach information surgeries for migrant workers. Suffolk County Council has commissioned Keystone Development Trust to develop a pilot project which delivers outreach information surgeries to migrant workers in community/work settings in Suffolk (see Annex 2, Item 5).</p>		
<p><b>Interpretation and translation</b> – an increased demand on public bodies to provide interpretation and translation services has placed pressure on budgets and existing services. However, there is still a need to provide information in the appropriate languages.</p>	<p>1. Establish a public sector consortium to provide cheaper and higher quality interpretation and translation services. The East of England Regional Improvement and Efficiency Partnership ('Improvement East') is developing a regional model based on the INTRAN (Interpretation and Translation for Norfolk) partnership (see Annex 2, Item 6). INTRAN is a public service interpretation and translation partnership consisting of local authorities, police, Primary Care Trusts (PCTs) and major housing associations. This model also trains interpreters and translators from the migrant worker and refugee communities.</p>	<p>LS MW AS UASC R</p>	<p>NI 5 NI 14 NI 128 NI 140 NI 179</p>

Housing			
<p><b>Strategic planning</b> – the scale, pace and fluidity of migration has made it difficult to adopt a strategic approach to housing.</p>	<ol style="list-style-type: none"> <li>1. Develop local housing strategies and housing needs assessments that take account of migrant worker and refugee housing issues. These should include a strategic approach to the private rented sector which is not always identified as a high priority in local strategies.</li> <li>2. Improve migrant worker housing data/intelligence to predict future demand and inform housing strategies and resource allocation.</li> </ol>	LS	NI 2 NI 5 NI 138 NI 140 NI 141 NI 142 NI 147 NI 156 NI 160 NI 179
<p><b>Overcrowding and Houses of Multiple Occupancy (HMOs)</b> – migrant workers often live in crowded, poor quality, over priced HMOs in the private rented sector.</p>	<ol style="list-style-type: none"> <li>1. Establish a multi-agency 'taskforce' (e.g. local authorities, police, fire service, Health and Safety Executive, environmental health etc) to raise standards in HMOs, enforce Communities and Local Government (CLG) HMO licensing requirements and tackle environmental health issues.</li> <li>2. Establish private landlord accreditation/licensing schemes.</li> <li>3. Establish rent deposit schemes for the private sector.</li> <li>4. Provide advice services to migrant workers regarding their housing rights and responsibilities and support in maintaining tenancy agreements (e.g. financial literacy support).</li> </ol>	MW	NI 2 NI 5 NI 12 NI 14 NI 17 NI 21 NI 24 NI 25 NI 27 NI 138 NI 140 NI 160 NI 195

<p><b>Bonded and pre-arranged accommodation</b> – a significant proportion of migrant workers' accommodation is arranged through employers or employment agencies. The accommodation is often of poor quality, overcrowded, expensive and tenancies are unclear and sometimes undocumented. This can leave migrant workers in vulnerable situations if their employment is terminated.</p>	<ol style="list-style-type: none"> <li>1. Establish a multi-agency 'taskforce' (e.g. local authorities, police, fire service, Health and Safety Executive, environmental health etc) to raise standards in HMOs, enforce CLG HMO licensing requirements and tackle environmental health issues.</li> <li>2. Work with employers, employment agencies and landlords to improve bonded accommodation or provide alternatives e.g. use Housing Associations to manage accommodation on behalf of employers to improve standards.</li> <li>3. Establish private landlord accreditation/licensing schemes.</li> <li>4. Establish rent deposit schemes for the private sector.</li> <li>5. Provide advice services to migrant workers regarding their housing rights and responsibilities and support in maintaining tenancy agreements (e.g. financial literacy support).</li> </ol>	<p>MW</p>	<p>NI 2 NI 5 NI 12 NI 17 NI 21 NI 24 NI 25 NI 27 NI 140 NI 195</p>
<p><b>Transition from dispersal accommodation once refugee status has been granted</b> – if an asylum seeker is granted refugee status, he/she (and their family if applicable) has a 28 day 'move-on' period during which they must leave their dispersal accommodation and find alternative housing. There is the potential for refugees to become destitute if appropriate support and advice is not available during the 'move-on' period and they do not find secure alternative accommodation before the 28 day period expires. This issue mainly applies in the three regional dispersal cluster sites: Ipswich, Norwich and Peterborough.</p>	<ol style="list-style-type: none"> <li>1. Develop homelessness protocols between the UK Border Agency's (UKBA) dispersal accommodation provider and the relevant local authority housing team. This could be based on the Home Office and CLG guide (see Annex 2, Item 7). The protocol could include an agreement regarding the temporary use of Target contract housing stock (i.e. dispersal accommodation) for refugees (who are eligible for Local Authority housing) where Local Authority housing is not immediately available.</li> <li>2. Create a refugee 'champion' within the local authority housing department to ensure that information, policies and staff training are up-to-date in relation to asylum and refugee issues.</li> <li>3. Establish rent deposit schemes for the private sector.</li> <li>4. Provide advice services to refugees regarding their housing rights and responsibilities and support in maintaining tenancy agreements (e.g. financial literacy support).</li> </ol>	<p>R</p>	<p>NI 14 NI 140 NI 141 NI 142 NI 156 NI 160 NI 181</p>

Skills and Employment			
<p><b>English for Speakers of Other Languages (ESOL)</b> – demand for ESOL outstrips supply. ESOL needs to be more tailored to meet the needs of asylum seekers, refugees and migrant workers e.g. more pre-entry courses, flexible timings, workplace provision, shorter courses, more suitable content (i.e. relating to work, citizenship and integration themes) and gender specific classes.</p>	<ol style="list-style-type: none"> <li>1. Establish an ESOL taskgroup (e.g. Learning and Skills Council (LSC), local FE providers, voluntary sector organisations and employers) to maximise provision, reduce duplication, align funding, identify and address gaps, and increase the capacity of the voluntary and community sector (VCS) to deliver ESOL.</li> <li>2. Develop a local ESOL strategy. Local strategies should be linked to the regional ESOL strategy (see Annex 2, Item 8).</li> </ol>	MW AS R	NI 1 NI 2 NI 3 NI 4 NI 13 NI 117
<p><b>Recognising overseas qualifications</b> – many migrant workers and refugees are highly skilled but experience difficulty obtaining recognition and accreditation for their overseas qualifications. This results in the under-utilisation of their skills.</p>	<ol style="list-style-type: none"> <li>1. Develop 'conversion courses' to enable migrant workers and refugees to align their qualifications with their UK equivalents and gain the appropriate accreditation. The conversion courses could be wrapped-up in a package of support that also includes advice about NARIC (National Academic Recognition Information Centre – see Annex 2, Item 9), ESOL and careers information (including mentoring, volunteering and work trial programmes).</li> </ol>	MW R	NI 151 NI 152 NI 153 NI 163-165
<p><b>Work experience</b> – many refugees have no references and limited or no work experience in the UK or Europe.</p>	<ol style="list-style-type: none"> <li>1. Develop mentoring, volunteering and work trial programmes.</li> </ol>	R	NI 3 NI 6 NI 117 NI 151 NI 152 NI 153

<p><b>Eligibility to work</b> – a lack of understanding on the part of employers about eligibility to work can create fears about the 'legality' of employing refugees and migrant workers. New on-the-spot penalties for hiring migrants that don't have permission to work in the UK can also add to the perceived 'risk' on the part of employers.</p>	<ol style="list-style-type: none"> <li>1. Signpost employers to the Migrant Gateway website and the META Employers' Telephone Hotline (see Annex 2, Item 3) for information about immigration status, right to work and documents that prove eligibility etc.</li> </ol>	<p>MW R</p>	<p>NI 151 NI 152 NI 153</p>
<p><b>Exploitation</b> – migrant workers are often exploited by unscrupulous employers and employment agencies e.g. paid below the minimum wage, not given a contract, charged illegal fees for transport and accommodation, not paid holiday or sick pay etc. Migrant workers are often unaware of their rights and entitlements or how to challenge unfair/illegal employment practices.</p>	<ol style="list-style-type: none"> <li>1. Establish a multi-agency 'taskforce' (e.g. local authorities, police, Trade Union Congress (TUC), Chambers of Commerce, Health and Safety Executive, environmental health etc) to encourage/ enforce employer and employment agency compliance with minimum standards and to collate evidence within the locality. The taskforce could combine this role with the role of raising standards with HMOs and enforcing CLG HMO licensing requirements (see Housing – overcrowding and HMOs section above). The taskforce should liaise with the Gangmasters' Licensing Authority (see Annex 2, Item 10) and Employment Standards Agency (see Annex 2, Item 11) on enforcement operations where appropriate.</li> <li>2. Establish employer codes of practice or accreditation schemes to encourage good employment practice. This could be managed by the 'taskforce' which could also facilitate training to employers and employment agencies to ensure compliance with minimum standards and highlight and encourage good practice e.g. workforce development and training, ESOL provision, Health &amp; Safety training etc.</li> <li>3. Provide information, advice and guidance (IAG) material and services to migrant workers about living and working in the UK and the relevant locality (see Access to Information – Interpretation and translation section above).</li> </ol>	<p>MW</p>	<p>NI 140 NI 182 NI 183</p>

Health and well-being			
<p><b>Strategic planning</b> – Joint Strategic Needs Assessments need to take into account the needs of asylum seekers, refugees and migrant workers and identify any specific health needs which should then inform the commissioning process for local authorities and PCTs.</p>	<p>1. Develop Joint Strategic Needs Assessments and NHS Local Delivery Plans that take into account the needs of asylum seekers, refugees and migrant workers.</p>	<p>LS</p>	<p>NI 50 NI 51 NI 54 NI 58-68 NI 71 NI 119-137 NI 139-142 NI 145 NI 147 NI 149</p>
<p><b>Lack of understanding about rights, entitlements and access to health and social care services</b> – migrant workers often have limited knowledge of the UK health care system which can result in migrants not registering with GPs, making inappropriate use of accident and emergency departments for minor ailments and registering late with ante-natal services. Health and social care practitioners are also sometimes unaware of the rights and entitlements of asylum seekers, refugees and migrant workers to health care.</p>	<p>1. Raise awareness amongst health/social care commissioners and practitioners of asylum seekers', refugees' and migrant workers' rights and entitlements to health care.</p> <p>2. Provide information, advice and guidance (IAG) material to asylum seekers, refugees and migrant workers about access to health and social care services in the UK and the relevant locality (see Information, advice and guidance section above)</p>	<p>LS MW AS R</p>	<p>NI 5 NI 14 NI 50 NI 51 NI 54 NI 58-68 NI 119-137 NI 139-142 NI 145 NI 147 NI 149</p>

<p><b>Specific health and social care issues</b> – some asylum seekers and refugees have specific and complex health needs as a result of the situation in their country of origin (e.g. HIV/AIDS, TB, etc) or because of the physical and psychological effects of torture, war and the flight from their home country (e.g. malnutrition, injuries, depression and mental health problems). Conditions on arrival to the UK can also have a detrimental effect on health e.g. isolation, racism, anxiety about legal status, poor living conditions and lack of social support networks.</p>	<ol style="list-style-type: none"> <li>1. Incorporate the specific health and social care needs of asylum seekers, refugees and migrant workers in Joint Strategic Needs Assessments and NHS Local Delivery Plans.</li> <li>2. Promote joint working between health/social care providers and Voluntary/Community Sector Organisations working with asylum seekers, refugees and migrant workers to raise awareness of entitlements and access to health services and to provide support for people with mental health needs. Community organisations can also help individuals overcome stigma and tackle community prejudice in relation to illnesses such as HIV, TB or sexually transmitted diseases.</li> </ol>	<p>MW AS UASC R</p>	<p>NI 5 NI 14 NI 50 NI 51 NI 54 NI 58-68 NI 71 NI 119-137 NI 139-142 NI 145 NI 147 NI 149</p>
<p><b>Interpretation and translation</b> – an increased demand on public bodies to provide interpretation and translation services has placed pressure on budgets and existing services. However, it is vital that patients have access to interpreters in health care settings to ensure that correct diagnoses are made and treatments, prescriptions etc are understood by patients.</p>	<ol style="list-style-type: none"> <li>1. Incorporate the provision of adequate interpretation and translation services into Joint Strategic Needs Assessments and the subsequent commissioning arrangements for all health and social care services.</li> <li>2. Establish a public sector consortium to provide cheaper and higher quality interpretation and translation services. The East of England Regional Improvement and Efficiency Partnership ('Improvement East') is developing a regional model based on the INTRAN (Interpretation and Translation for Norfolk) partnership (see Annex 2, Item 6). INTRAN is a public service interpretation and translation partnership consisting of PCTs, local authorities, police, and major housing associations. This model also trains interpreters and translators from the migrant worker and refugee communities (see <i>Access to information – Interpretation and translation</i> section above).</li> </ol>	<p>LS MW AS R</p>	<p>NI 5 NI 14 NI 119 NI 128 NI 140 NI 179</p>

Children and young people			
<p><b>Language support</b> – some schools have experienced the arrival of very high numbers of children with English as an additional language (EAL) needs. Some children only stay for a short period before moving to another area or returning to their country of origin. Such a constantly changing school population can place severe strain on schools' resources.</p>	<ol style="list-style-type: none"> <li>1. Establish an assessment centre for new arrivals with EAL requirements. The centre would assess language needs and provide orientation training before placing children with a suitable school (see Annex 2, Item 1, section 102).</li> <li>2. Provide flexible additional financial support to supplement the Ethnic Minority Achievement Grant (EMAG) for schools that experience a high turnover of new arrivals.</li> </ol>	MW AS UASC R	NI 72 - 98 NI 106-108 NI 110
<p><b>Schools</b> – some schools have experienced racist incidents and bullying between host community pupils and newly arrived children. The parents of newly arrived pupils sometimes lack an understanding about the UK education system (e.g. admissions and education appeals processes etc) which has resulted in some instances of absenteeism. New pupils that have recently arrived to the UK and do not have good English skills can also become socially isolated.</p>	<ol style="list-style-type: none"> <li>1. Develop and rigorously enforce anti-bullying and racism policies.</li> <li>2. Develop induction processes for new arrivals and their parents/carers that include 'general orientation' as well as curriculum related information.</li> <li>3. Develop pupil mentoring schemes.</li> <li>4. Develop awareness raising programmes for schools to challenge myths regarding asylum and migration issues.</li> </ol>	MW AS UASC R	NI 1 NI 5 NI 35 NI 50 NI 52 NI 69 NI 72 - 98 NI 106-108
<p><b>Children going missing from care</b> – some unaccompanied asylum seeking children (UASC) that have been trafficked into the UK, go missing from care shortly after being referred to social services.</p>	<ol style="list-style-type: none"> <li>1. Develop inter-agency (police, UKBA, social services and Safeguarding Children Boards) 'missing from care protocols' to prevent UASC from going missing from care and returning to the human traffickers. The Strategic Migration Partnership has developed a 'model' protocol (see Annex 2, Item 12).</li> </ol>	UASC	NI 50 NI 58 NI 59 NI 68 NI 71 NI 132 NI 133

Community safety and community cohesion			
<p><b>Host community awareness</b> – the pace and scale of migration has created an environment where host community perceptions about migrant workers, asylum seekers and refugees are inappropriately negative. The tone of some national and local media coverage has fuelled hostility towards new arrivals, particularly in relation to perceived competition for jobs, housing and public services.</p>	<ol style="list-style-type: none"> <li>1. Create community cohesion strategies that promote positive links between asylum seekers, refugees, migrant workers and the host community. These strategies should include a mechanism for identifying areas that are beginning to experience community tensions (e.g. incidence of racial harassment and hate crime) and a multi-agency action plan for dealing with such situations.</li> <li>2. Develop a media strategy to dispel myths, raise community awareness, respond to negative news stories and encourage local media to promote positive images. A regional media good practice guide is available from the Strategic Migration Partnership (see Annex 2, Item 13).</li> <li>3. Nominate local councillors as lead media spokespersons on migration issues and provide them with accurate, up-to-date briefings on migration issues.</li> <li>4. Hold community awareness raising events that encourage better understanding, community interaction and cultural exchange e.g. Refugee Week.</li> </ol>	<p>MW AS R</p>	<p>NI 1 NI 2 NI 3 NI 5 NI 17 NI 23 NI 35</p>

<p><b>Unwitting criminality or anti-social behaviour</b> – a lack of understanding of UK law and culture can result in un-witting criminality or anti-social behaviour on the part of new arrivals which can exacerbate community tensions.</p>	<ol style="list-style-type: none"> <li>1. Provide information, advice and guidance (IAG) material about living in the UK and the UK legal system (see Access to Information - Information, advice and guidance section above).</li> <li>2. Recruit 'community advocates/mediators' (bi-lingual support staff) to resolve problems or reports of anti-social behaviour when they arise between host community members and new arrivals. The New Link Centre have developed a similar project (Community Facilitation Project) in Peterborough (see Annex 2, item 14).</li> <li>3. Establish a multi-agency 'taskforce' (e.g. local authorities, police, fire service, Health and Safety Executive, environmental health etc) to raise standards in HMOs, enforce CLG HMO licensing requirements and tackle environmental health issues (see Housing - overcrowding and HMOs section above).</li> </ol>	<p>MW AS R</p>	<p>NI 1 Ni 2 NI 5 NI 12 NI 17 NI 21 NI 23 NI 24 NI 25 NI 27 NI 28 NI 41 NI 42 NI 44 NI 195</p>

Community development			
<p><b>Lack of community organisations</b> – community organisations act as an important support network for asylum seekers, refugees and migrant workers and also play a vital bridge-building role with the wider community.</p>	<ol style="list-style-type: none"> <li>1. Support and develop refugee and migrant worker community organisations.</li> <li>2. Develop a Community Cohesion Strategy that includes a Community Development plan.</li> <li>3. Establish a mechanism for engaging and consulting with refugee and migrant worker community organisations e.g. a 'community forum' consisting of community organisations and relevant LAA stakeholders (e.g. police, fire service, local authorities etc).</li> </ol>	<p>MW AS R</p>	<p>NI 2 NI 3 NI 4 NI 5 NI 6 NI 7 NI 110</p>

Destitution			
<p><b>No recourse to public funds (NRPF)</b> – some 'end of process' asylum seekers that have not been granted refugee status and most migrant workers have limited or no recourse to public funds (NRPF). As a result, those 'end of process' asylum seekers who cannot return to their country of origin and those migrant workers who fail to find work can become destitute with no entitlement to welfare benefits, social housing or Home Office asylum support. This in turn can result in homelessness, rough sleeping and low-level crime. Generally speaking, the only means of support available to such individuals is via voluntary/community/faith sector support agencies.</p>	<ol style="list-style-type: none"> <li>1. Co-ordinate the voluntary/community/faith sector support agencies to ensure that resources are maximised. The agencies should be linked to the 'taskforce' established to raise standards in HMOs, enforce CLG HMO licensing requirements, tackle environmental health issues and encourage/enforce employer and employment agency compliance with minimum standards.</li> <li>2. Develop an NRPF training programme to ensure that all public sector support services (e.g. social services, housing, community care etc) are aware of the legal framework and entitlements of NRPF clients. The national NRPF Network can provide information, advice and training on NRPF issues (see Annex 2, Item 15).</li> <li>3. Provide temporary emergency bed spaces/hostel accommodation for acute provision (i.e. women's refuge spaces and emergency bed spaces for NRPF clients) to allow the voluntary sector time to develop alternative support options.</li> </ol>	<p>MW AS R</p>	<p>NI 5 NI 14 NI 17 NI 21 NI 23 NI 32 NI 132 NI 133 NI 140</p>

## Annex 1

### LAA National Indicators

NI No	Definition of indicator
NI 1	% of people who believe people from different backgrounds get on well together in their local area
NI 2	% of people who feel that they belong to their neighbourhood
NI 3	Civic participation in the local area
NI 4	% of people who feel they can influence decisions in their locality
NI 5	Overall/general satisfaction with local area
NI 6	Participation in regular volunteering
NI 7	Environment for a thriving third sector
NI 8	Adult participation in sport
NI 9	Use of public libraries
NI 10	Visits to museums or galleries
NI 11	Engagement in the arts
NI 12	Refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity
NI 13	Migrants English language skills and knowledge
NI 14	Avoidable contact: The average number of customer contacts per resolved request
NI 15	Serious violent crime rate
NI 16	Serious acquisitive crime rate
NI 17	Perceptions of anti-social behaviour

NI No	Definition of indicator
NI 18	Adult re-offending rates for those under probation supervision
NI 19	Rate of proven re-offending by young offender
NI 20	Assault with injury crime rate
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area
NI 23	Perceptions that people in the area treat one another with respect and consideration
NI 24	Satisfaction with the way the police and local council dealt with anti-social behaviour
NI 25	Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour
NI 26	Specialist support to victims of a serious sexual offence
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police
NI 28	Knife crime rate
NI 29	Gun crime rate
NI 30	Re-offending rate of prolific and priority offenders
NI 31	Re-offending rate of registered sex offenders
NI 32	Repeat incidents of domestic violence
NI 33	Arson incidents
NI 34	Domestic violence – murder
NI 35	Building resilience to violent extremism
NI 36	Protection against terrorist attack
NI 37	Awareness of civil protection arrangements in the local area

NI No	Definition of indicator
NI 38	Drug-related (Class A) offending rate
NI 39	Alcohol-harm related hospital admission rates
NI 40	Drug users in effective treatment
NI 41	Perceptions of drunk or rowdy behaviour as a problem
NI 42	Perceptions of drug use or drug dealing as a problem
NI 43	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody
NI 44	Ethnic composition of offenders on Youth Justice System disposals
NI 45	Young offenders engagement in suitable education, employment or training
NI 46	Young offenders access to suitable accommodation
NI 47	People killed or seriously injured in road traffic accidents
NI 48	Children killed or seriously injured in road traffic accidents
NI 49	Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks
NI 50	Emotional health of children
NI 51	Effectiveness of child and adolescent mental health (CAMHs) services
NI 52	Take up of school lunches
NI 53	Prevalence of breastfeeding at 6–8 weeks from birth
NI 54	Services for disabled children
NI 55	Obesity among primary school age children in Reception Year
NI 56	Obesity among primary school age children in Year 6
NI 57	Children and young people's participation in high-quality PE and sport
NI 58	Emotional and behavioural health of children in care

NI No	Definition of indicator
NI 59	Initial assessments for children's social care carried out within 7 working days of referral
NI 60	Core assessments for children's social care that were carried out within 35 working days of their commencement
NI 61	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption
NI 62	Stability of placements of looked after children: number of moves
NI 63	Stability of placements of looked after children: length of placement
NI 64	Child protection plans lasting 2 years or more
NI 65	Children becoming the subject of a Child Protection Plan for a second or subsequent time
NI 66	Looked after children cases which were reviewed within required timescales
NI 67	Child protection cases which were reviewed within required timescales
NI 68	Referrals to children's social care going on to initial assessment
NI 69	Children who have experienced bullying
NI 70	Hospital admissions caused by unintentional and deliberate injuries to children and young people
NI 71	Children who have run away from home/care overnight
NI 72	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)
NI 74	Achievement at level 5 or above in both English and Maths at Key Stage 3 (Threshold)
NI 75	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)
NI 76	Achievement at level 4 or above in both English and Maths at KS2 (Floor)
NI 77	Achievement at level 5 or above in both English and Maths at KS3 (Floor)
NI 78	Achievement of 5 or more A*-C grades at GCSE and equivalent including GCSEs in English and Maths (Floor)

NI No	Definition of indicator
NI 79	Achievement of a Level 2 qualification by the age of 19
NI 80	Achievement of a Level 3 qualification by the age of 19
NI 81	Inequality gap in the achievement of a Level 3 qualification by the age of 19
NI 82	Inequality gap in the achievement of a Level 2 qualification by the age of 19
NI 83	Achievement at level 5 or above in Science at Key Stage 3
NI 84	Achievement of 2 or more A*-C grades in Science GCSEs or equivalent
NI 85	Post-16 participation in physical sciences (A Level Physics, Chemistry and Maths)
NI 86	Secondary schools judged as having good or outstanding standards of behaviour
NI 87	Secondary school persistent absence rate
NI 88	Number of Extended Schools
NI 89	Number of schools in special measures
NI 90	Take up of 14-19 learning diplomas
NI 91	Participation of 17 year-olds in education or training
NI 92	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest
NI 93	Progression by 2 levels in English between Key Stage 1 and Key Stage 2
NI 94	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2
NI 95	Progression by 2 levels in English between Key Stage 2 and Key Stage 3
NI 96	Progression by 2 levels in Maths between Key Stage 2 and Key Stage 3
NI 97	Progression by 2 levels in English between Key Stage 3 and Key Stage 4
NI 98	Progression by 2 levels in Maths between Key Stage 3 and Key Stage 4
NI 99	Children in care reaching level 4 in English at Key Stage 2

NI No	Definition of indicator
NI 100	Children in care reaching level 4 in Maths at Key Stage 2
NI 101	Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)
NI 102	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4
NI 103	Special Educational Needs – statements issued within 26 weeks
NI 104	The Special Educational Needs (SEN)/non-SEN gap - achieving Key Stage 2 English and Maths (Threshold)
NI 105	The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*-C GCSE inc. English and Maths
NI 106	Young people from low income backgrounds progressing to higher education
NI 107	Key Stage 2 attainment for Black and minority ethnic groups
NI 108	Key Stage 4 attainment for Black and minority ethnic groups
NI 109	Number of Sure Start Children Centres
NI 110	Young people's participation in positive activities
NI 111	First time entrants to the Youth Justice System aged 10 – 17
NI 112	Under 18 conception rate
NI 113	Prevalence of Chlamydia in under 20 year olds
NI 114	Rate of permanent exclusions from school
NI 115	Substance misuse by young people
NI 116	Proportion of children in poverty
NI 117	16 to 18 year olds who are not in education, training or employment (NEET)
NI 118	Take up of formal childcare by low-income working families
NI 119	Self-reported measure of people's overall health and wellbeing
NI 120	All-age all cause mortality rate

NI No	Definition of indicator
NI 121	Mortality rate from all circulatory diseases at ages under 75
NI 122	Mortality from all cancers at ages under 75
NI 123	16+ current smoking rate prevalence
NI 124	People with a long-term condition supported to be independent and in control of their condition
NI 125	Achieving independence for older people through rehabilitation/intermediate care
NI 126	Early access for women to maternity services
NI 127	Self reported experience of social care users
NI 128	User reported measure of respect and dignity in their treatment
NI 129	End of life care – access to appropriate care enabling people to be able to choose to die at home
NI 130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)
NI 131	Delayed transfers of care from hospitals
NI 132	Timeliness of social care assessment
NI 133	Timeliness of social care packages
NI 134	The number of emergency bed days per head of weighted population
NI 135	Carers receiving needs assessment or review and a specific carer’s service, or advice and information
NI 136	People supported to live independently through social services (all ages)
NI 137	Healthy life expectancy at age 65
NI 138	Satisfaction of people over 65 with both home and neighbourhood
NI 139	The extent to which older people receive the support they need to live independently at home
NI 140	Fair treatment by local services
NI 141	Number of vulnerable people achieving independent living

NI No	Definition of indicator
NI 142	Number of vulnerable people who are supported to maintain independent living
NI 143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
NI 144	Offenders under probation supervision in employment at the end of their order or licence
NI 145	Adults with learning disabilities in settled accommodation
NI 146	Adults with learning disabilities in employment
NI 147	Care leavers in suitable accommodation
NI 148	Care leavers in employment, education or training
NI 149	Adults in contact with secondary mental health services in settled accommodation
NI 150	Adults in contact with secondary mental health services in employment
NI 151	Overall employment rate
NI 152	Working age people on out of work benefits
NI 153	Working age people claiming out of work benefits in the worst performing neighbourhoods
NI 154	Net additional homes provided
NI 155	Number of affordable homes delivered (gross)
NI 156	Number of households living in Temporary Accommodation
NI 157	Processing of planning applications as measured against targets for 'major', 'minor' and 'other' application types
NI 158	% decent council homes
NI 159	Supply of ready to develop housing sites
NI 160	Local authority tenants' satisfaction with landlord services
NI 161	Learners achieving a Level 1 qualification in literacy
NI 162	Learners achieving an Entry Level 3 qualification in numeracy

NI No	Definition of indicator
NI 163	Working age population qualified to at least Level 2 or higher
NI 164	Working age population qualified to at least Level 3 or higher
NI 165	Working age population qualified to at least Level 4 or higher
NI 166	Average earnings of employees in the area
NI 167	Congestion – average journey time per mile during the morning peak
NI 168	Principal roads where maintenance should be considered
NI 169	Non-principal roads where maintenance should be considered
NI 170	Previously developed land that has been vacant or derelict for more than 5 years
NI 171	VAT registration rate
NI 172	VAT registered businesses in the area showing growth
NI 173	People falling out of work and on to incapacity benefits
NI 174	Skills gaps in the current workforce reported by employers
NI 175	Access to services and facilities by public transport, walking and cycling
NI 176	Working age people with access to employment by public transport (and other specified modes)
NI 177	Local bus passenger journeys originating in the authority area
NI 178	Bus services running on time
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year
NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events
NI 182	Satisfaction of businesses with local authority regulation services

NI No	Definition of indicator
NI 183	Impact of local authority regulatory services on the fair trading environment
NI 184	Food establishments in the area which are broadly compliant with food hygiene law
NI 185	CO2 reduction from Local Authority operations
NI 186	Per capita reduction in CO2 emissions in the LA area
NI 187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating
NI 188	Adapting to climate change
NI 189	Flood and coastal erosion risk management
NI 190	Achievement in meeting standards for the control system for animal health
NI 191	Residual household waste per head
NI 192	Household waste recycled and composted
NI 193	Municipal waste land filled
NI 194	Level of air quality - reduction in NOx and primary PM10 emissions through local authority's estate and operations
NI 195	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)
NI 196	Improved street and environmental cleanliness – fly tipping
NI 197	Improved local biodiversity – active management of local sites
NI 198	Children travelling to school – mode of travel usually used

## Annex 2

### Case studies and useful resources

**Item 1:** Audit Commission – Crossing Borders: Responding to the local challenges of migrant workers.

Available at: [www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)

**Item 2:** Improvement and Development Agency (IDeA) Migration Programme: Communities of good practice.

Available at: [www.communities.idea.gov.uk](http://www.communities.idea.gov.uk)

(community name: Accession Europe Migration, Shared Good Practice).

**Item 3:** Migrant Gateway Information Portal

Available at: [www.migrant-gateway.eu](http://www.migrant-gateway.eu)

META (Migrant Worker) Hotline – 0871 4231 334

Employers Advice Line – 0845 2340 708

**Item 4:** Partnership Development Project

Available at: [www.partnershipdevelopmentproject.org.uk](http://www.partnershipdevelopmentproject.org.uk)

Lead contact: Pa Musa Jobarteh Tel: 01603-617076

**Item 5:** Suffolk County Council – migrant worker outreach information service

Lead contact: Shammi Jalota (01473-265161)

**Item 6:** Improvement East/INTRAN – Public sector translation and interpretation consortium

Available at:

[http://www.eastspace.net/eecpe/documents/Project\\_UpdateA41.pdf](http://www.eastspace.net/eecpe/documents/Project_UpdateA41.pdf)

(project code RD 65)

Lead agency: Norfolk County Council

Lead contact: Valerie Gidney

(Tel: 01603-495131, email: [Valerie.gidney@norfolk.gov.uk](mailto:Valerie.gidney@norfolk.gov.uk))

**Item 7:** CLG Refugee Housing Protocol

Lead agency: East of England Strategic Migration Partnership

Lead Contact: Hannah Shah

(Tel: 01284-729433, email: [Hannah.shah@eera.gov.uk](mailto:Hannah.shah@eera.gov.uk))

**Item 8:** East of England Regional ESOL Strategy

Lead Agency: East of England Strategic Migration Partnership

Lead Contact: Hannah Shah

(Tel: 01284-729433, email: [hannah.shah@eera.gov.uk](mailto:hannah.shah@eera.gov.uk))

**Item 9:** National Academic Recognition Information Centre (NARIC)

Available at: [www.naric.org.uk](http://www.naric.org.uk)

**Item 10:** Gangmasters Licensing Authority

Available at: [www.gla.gov.uk](http://www.gla.gov.uk)

**Item 11:** Employment Standards Agency

Available at: <http://www.berr.gov.uk/employment/employment-agencies/index.html>

**Item 12:** Unaccompanied Asylum Seeking Children (UASC)

Missing from care protocol

Lead agency: East of England Strategic Migration Partnership

Lead contact: Ian Beattie

(Tel: 01284-729413, email: [ian.beattie@eera.gov.uk](mailto:ian.beattie@eera.gov.uk))

**Item 13:** Media Good Practice Guide

Available at: <http://www.eera.gov.uk/Text.asp?id=SXD551-A77FA107&cat=40>

Lead agency: East of England Strategic Migration Partnership

Lead contact: Hannah Shah

(Tel: 01284-729433, email: [Hannah.shah@eera.gov.uk](mailto:Hannah.shah@eera.gov.uk))

**Item 14:** Community Facilitation Project

Lead Agency: New Link Centre, Peterborough

Lead contact: Leonie McCarthy

(Tel: 01733-864308, email: [leonie.mccarthy@peterborough.gov.uk](mailto:leonie.mccarthy@peterborough.gov.uk))

**Item 15:** No Recourse to Public Funds (NRPF) Network

Available at:

[http://www.islington.gov.uk/Health/ServicesForAdults/nrpf\\_network/default.asp](http://www.islington.gov.uk/Health/ServicesForAdults/nrpf_network/default.asp)









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