



**Migration Policy Toolkit: An online guide to welcoming,  
integrating and engaging migrant communities in Scotland**

**COSLA Strategic Migration Partnership  
June 2015**



**Co-financed by the European Fund for the Integration of Third Country Nationals**

# 1. Introduction

## 1.1 Getting started

This toolkit is to help local authorities and their community planning partners to think about how to welcome, integrate and involve migrant communities in Scotland. It is for people who are new to migration, and for people who already do a lot of work around migration.

Use the buttons along the top of the site to get to the sections which are most relevant to you. You might also want to go straight to certain sections:

***If you are new to migration:***

- [Defining 'migrants'](#)
- [Migration in Scotland](#)
- [Humanitarian protection](#)
- [Rights and entitlements](#)

***If you have policy responsibility for migration or equality:***

- [Leadership around migration](#)
- [Welcoming migrants](#)
- [Building a diverse workforce](#)
- [Evaluating and measuring outcomes](#)

***If you want to involve, engage with and understand migrant populations:***

- [Engaging migrants](#)
- [Building positive relations](#)
- [Understanding migrant populations](#)

***If you focus on a particular area of policy or practice:***

- [Housing](#)
- [Education](#)
- [Community learning and development](#)
- [ESOL](#)
- [Employment services](#)
- [Health services](#)
- [Community safety services](#)

There is much more detailed information within each section.

This toolkit was last updated in June 2015.

## 1.2 About this toolkit

This toolkit is to help local authorities and their community planning partners to think about how to welcome, integrate and involve migrant communities in Scotland.

The toolkit was produced by COSLA Strategic Migration Partnership (CSMP). We aim to ensure that Scotland is a welcoming place for new migrants. We work with local authorities and their partners across Scotland to support and maintain cohesive and inclusive communities.

The toolkit was produced as part of our [Migration Matters Scotland](#) project. Migration Matters Scotland was designed to support the integration of new migrants in Scotland, and ran from December 2013 to June 2015. It was funded by the European Fund for the Integration of Third Country Nationals.

The toolkit builds on our previous 'Policy Toolkit' produced in 2010. Evaluation of the previous toolkit told us that you wanted a more modular toolkit, written in plain English, with lots of case studies and links to other resources. The toolkit has been designed with this in mind.

If you would like to talk to anyone about this toolkit, please [contact us](#).

## 1.3 How to use this toolkit

The toolkit is written in short, stand alone sections. It is not designed to be read from cover to cover. It is designed so that you can dip in and out of the toolkit as and when you need it.

If you want to go straight to all of the examples and case studies that are highlighted in the toolkit, [click here](#).

## 1.4 How this toolkit was developed

The toolkit was developed for us by ODS Consulting through:

- an evaluation of our previous Policy Toolkit;
- a national event, held in February 2015, which gathered views of migrants, local authorities, community planning partners and others on the guidance required in future;
- piloting a draft version of the guidance with local authorities and migrants; and
- seeking feedback from Migration Matters Scotland Advisory Group and other key stakeholders throughout the process.

## 1.5 Definitions

By migrant, we primarily mean any person who comes to Scotland from outside the UK. This includes:

- people from the European Union (including the accession states) who come to the UK with the aim of working, studying or setting up a business;
- people from outwith the UK who come to the UK through the Points Based System with the aim of working, studying or setting up a business; and
- forced migrants who come to the UK to seek protection or who are resettled here by the Home Office and UNCHR (the UN Refugee Agency) - people awaiting a decision on their claim for protection are 'asylum seekers' and those who have been granted protection or resettled here are 'refugees'.

Unless it is stated otherwise, when the term 'migrant' is used in the toolkit, it applies to each of these groups.

Some of the advice within the toolkit will have broader relevance. For example, much of it could be relevant to settled minority ethnic communities, while the guidance on attracting and retaining migrants could also be targeted at people coming from other parts of the UK.

## 1.6 Acknowledgements

Many people helped to develop the toolkit. We would like to thank everyone who was involved, particularly:

- migrants and migrant community groups who told us what they thought should be in the toolkit, and told us about their own experiences;
- local authorities, third sector organisations and others who helped by developing case studies of their own work and experiences;
- NHS Health Scotland, which contributed strongly to the section about [health services](#); and
- NRS which contributed strongly to the section about [quantifying migration and local populations](#).

## 2. Migration in Scotland

### 2.1 Introduction

This section of the toolkit sets out some basic information about migration in Scotland as a whole. It is intended for people who are new to thinking about migration. The rest of the toolkit is more specific and detailed. For example, [Section Four of this toolkit](#) explores how you can gather information about migration in your local area.

### 2.2 The Scottish context

Migration is the key driver for population growth for Scotland. Scotland as a whole is facing a significant demographic challenge. We have an ageing population, and the proportion of older people is increasing quickly. As the population ages, pressures on public services will increase, but there will be fewer people of working age to fund these services, and to provide them.

#### Find out more...

A great deal of work is being undertaken by the Scottish Government, local authorities and their community planning partners, to cope with an ageing population. Wider policy context is available in the following documents:

- [Reshaping Care for Older People](#)
- [Integration of Health and Social Care](#)
- [Report on Scotland's Ageing Population](#)

The Scottish Government also has a [population target](#) of matching average European population growth between 2007 and 2017.

In Scotland, there are 370,000 migrants. This is seven per cent of the whole population. These figures are from the 2011 Census, the last full Census of people in Scotland. For this purpose, migrants are described as people who were born outside the UK.

The most common countries of birth outside of the UK for people resident in Scotland, in 2011, were (in descending order of migrant population size) Poland, India, Republic of Ireland, Germany, Pakistan, United States, China, South Africa, Nigeria, Canada, Australia, Hong Kong, France, Italy and Spain.

#### Profile of migrants in Scotland

- There were 370,000 migrants in Scotland at the time of the 2011 Census.
- Two thirds had arrived between 2001 and 2011.
- Half had come from within the European Economic Area, and half from outwith.
- The number of migrants from within the European Economic Area in Scotland more than doubled between 2001 and 2011.
- An increasing proportion of migrants in Scotland are of working age.

- The majority of migrants aged 16 to 74 are economically active, with 62 per cent currently employed or self-employed. The majority work full time, and 12 per cent reported working long hours, of 49 or more hours a week.
- Of inactive migrants the majority were students, who make up just under a third of all recent non-EEA migrants.

#### **Find out more...**

The Scottish Government has produced [a report](#) analysing the 2011 Census results for migrants in Scotland.

We have produced other [analysis of migration](#) to Scotland, including analysis of economic migrants in 2013/14.

The [Centre for Population Change](#) has a series of useful [Working Papers](#) and [Briefing Papers](#) which include some relevant research.

## **2.3 How people migrate to Scotland**

There are different rules setting out how people can migrate to Scotland. These differ significantly depending on whether or not people come to the UK from within or outwith the European Union. There are separate rules in relation to humanitarian protection, and for those who are seeking asylum in this country.

### **2.3.1 Migration from within the European Union**

As the UK is part of the European Union, it is part of the agreement that means that people within the European Union enjoy free movement between member states. This means that migrants from the European Union have the right to live and work anywhere in the UK. In the UK, this right covers everyone in the European Economic Area – which includes all EU states plus Iceland, Liechtenstein and Norway and, for immigration purposes, Switzerland.

As countries join the European Union, the way in which people can move across the Union is carefully managed. For example, labour market restrictions were put in place to limit movement from Bulgaria and Romania when they joined the European Union in 2007. The restrictions for movement from Bulgaria and Romania were removed in January 2014. Currently, there are some restrictions on people from Croatia working in the UK. Croatia joined the EU in 2013. [The UK Government website](#) has more information on restrictions on working in the UK as a Croatian national.

#### **Find out more...**

More information on migration rules within the European Union are available from the European Commission's [EU Immigration Portal](#).

There is guidance for people arriving in Scotland on [www.scotland.org](http://www.scotland.org), the official gateway to Scotland.

[Chapter Eight of this toolkit](#) contains more information about rights and entitlements

of migrants.

### 2.3.2 Migration from outwith the European Union

In Scotland, the rules on migration are set by the UK Government as migration policy is reserved to Westminster.

Some Commonwealth citizens are entitled to live and work in the UK without immigration restrictions. These are largely historic arrangements, applying to people who have been Commonwealth citizens since 1982. Similar criteria cover children and wives of Commonwealth citizens. [The UK Government website](#) has more detail on these entitlements.

Beyond this, there is a UK wide Points Based System which provides opportunities for migrants beyond the European Union to live and work in the UK, provided they meet certain criteria. There is a skills shortage list attached to the Points Based System and an additional skills shortage list for Scotland which recognises the different skills needs that can exist in the Scottish economy. The list for Scotland is developed in consultation with Scottish stakeholders including the Scottish Government, local authorities and the business community.

The [Migration Advisory Committee](#) offers independent, evidence based advice on migration issues and is responsible for making recommendations to UK Government on the skills covered on this list.

#### Find out more...

Find out about the work of the [Migration Advisory Committee](#).

### 2.3.3 Refugees and asylum seekers

A refugee is someone who:

“owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group of political opinion, is outside the country of his nationality, and is unable to, or owing to such fear, is unwilling to avail himself of the protection of that country” (1951 Refugee Convention)

An asylum seeker is someone who states that he or she is a refugee, but whose claim for refugee status is being evaluated. Asylum applicants make up approximately 4 per cent of all migrants to Britain.

Local authorities across the UK have had a key role in providing services for asylum seekers since the UK Government introduced its asylum dispersal policy in 1999. [Chapter Three of this toolkit](#) provides more information.

#### Find out more...

Find out about Glasgow City Council’s work on [asylum dispersal](#).

[New Scots: Integrating Refugees in Scotland’s Communities](#) is a strategy developed by COSLA, Scottish Government and Scottish Refugee Council which

aims to support the integration of asylum seekers and refugees across Scotland.

The [Scottish Refugee Council website](#) has a great deal of information about the work that they do to support refugees and asylum seekers in Scotland. It has produced a [bank of stories](#) from asylum seekers and refugees in Scotland and has lots of useful [facts and figures](#).

The UK Government provides asylum statistics as part of its [immigration statistics quarterly release](#).

### 2.3.4 Humanitarian protection schemes

The UK Government operates a number of different schemes that support asylum seekers, refugees and vulnerable migrant groups in coming to the UK. Local authorities are central to the success of these schemes and can actively choose to participate. [Chapter Three of this toolkit](#) covers this in more detail.

## 2.4 The benefits of migration

Migration provides many benefits to Scotland. Scotland has an ageing population, and needs people of working age to support this. People of working age contribute to the economy both through paying taxes, and by buying goods and services locally. They can support local services – such as schools or local shops - through using these in areas of population decline. Migrants who stay in Scotland and have children can help further through helping to boost the population.

Migration can also help to fill gaps in the labour market. Migrants to Scotland are largely of working age and skilled. Half of all migrants aged 16 and above have at least degree level qualifications. This compares to a quarter of the population as a whole.

Migration can be of particular value in areas where the working age population is declining. For example, new families in an area can help sustain local schools and health services, fill skills gaps, build new businesses and breathe new life into communities.

Migration can also increase diversity, raise awareness of different cultures and countries, and help to build positive relations between communities. [Chapter Six of this toolkit](#) provides more information on how local authorities and their community planning partners can help to realise these benefits.

The Scottish Government recognises that healthy population growth is important for Scotland's economy, and that one of the main contributors to population growth in Scotland is migrants choosing to live and work in Scotland. It wants to do more to encourage and attract people to build their lives and careers within Scotland.

“[The] data shows our migrant population is well educated, works hard, is in good health and has much to offer our economy and society. Our migrants are typically younger than the Scottish population as a whole, and they are just as likely to be



economically active as the rest of Scotland. This data busts many of the misconceptions that exist about the impact and contribution of migrants in Scotland. It demonstrates that most of our migrants are here to study, work and contribute.”  
(Minister for Europe and International Development, March 2015)

## 2.5 The impacts of migration

It is often argued that migration is a cause of — or at least a contributor to — a number of the problems that are faced in British society today. Overcrowded cities, higher unemployment rates, lower wages, and increasingly stretched public services and housing stock are frequently blamed on increased levels of migration.

There is no doubt that migration has an impact on council services. Any influx of people to an area places additional pressures on health and social care, social work and education services. There are also costs associated with councils providing specific advice and information to new migrants together with interpretation and translation services and English as an Additional Language support.

In addition, councils have a duty to deliver services to foreign nationals who are destitute and have specific mental or physical health problems and no recourse to public funds. There are particular complexities associated with the rights and entitlements of migrants in this regard, and councils must grapple with the complex legal and legislative frameworks that determine how they should respond to the needs of migrants living within their boundaries.

However, the evidence base around migration broadly shows that the negative effects are often outweighed by the positives. Our [briefing for elected members](#) explores the impacts, both positive and negative, in more detail.

### Find out more...

This [interesting report on public attitudes to migration](#) in Scotland was commissioned in the run up to the Scottish independence referendum in 2014. It provides a useful summary of public attitudes. More people in Scotland think migration is good for Scotland (41%) than bad for Scotland (31%), although it should be acknowledged that many still have negative perceptions about its impact.

[GRAMNet](#) brings together a series of think pieces and blogs about migration in Scotland. The network also host a wide range of [research projects](#), including several focusing specifically on migration to Scotland and involving collaborations with Scottish local authorities.

We produced a [think piece](#) on migration policy in Scotland in the run up to the 2014 independence referendum. It considers the different political ideologies which can influence this policy making.

### 3. Strategic approaches to migration

#### 3.1 Understanding migration locally

It is important that at local level you think about how migration impacts upon the decisions you make. As migration is a key aspect of population growth (and linked to wider economic growth), it is worth taking time to think about migration in the context of your local area.

This doesn't have to mean that you have a formal, written policy on migration – although this may be useful. It just means that you need to have some way of strategically thinking about how migration fits in with all of the other decisions you take.

For example, decisions about housing, schools, health services and many other services are often driven by a detailed understanding of the population in the area. Migration needs to form part of that understanding.

Decisions about how you deliver services also need to be driven by an understanding of the populations you serve. Thinking of the needs of migrants as part of those decisions is important. It is particularly important to understand the services or types of service delivery that migrants need, and how these needs are met currently.

It is also important to remember that migrant lives and experiences are as complex and diverse as those of local residents. Complex equality and diversity issues (associated with, for instance, gender, age, ethnic origin, sexual orientation and disadvantage) intersect with additional issues related to nationality and language to impact on migrant experiences in a variety of ways.

As local authority areas all work in very different contexts, these decisions need to be made at local level. Responding well to migration might require strong cross-departmental and interagency working. It is worth thinking about:

**Your demographic situation:**

Is your area's total population increasing or decreasing?

[Here's where you can find out](#)

Is your area's working age population increasing or decreasing, as a proportion of the total population?

[Here's where you can find out](#)

**The diversity of your area**

How many migrants live in your area? What is the profile of the migrant population?

[Here's where you can find out](#)

**The needs of migrants**

What do migrants to your area say they need? What skills do they have? How can you work jointly with migrants to build on these skills?

[Here's where you can find out](#)

**Find out more**

[Ongoing research](#) at the University of Glasgow is exploring ways in which lesbian, gay and bisexual migrants' decisions and experiences relating to migration link (or not) to issues of sexual orientation, gender, social class, nationality and migrant status.

### 3.2 Ensuring leadership

Local politicians can play a central role in ensuring that local authority staff, and community planning partners, consider migration in policy development. They can also play a key role in shaping public attitudes to migration, by communicating positive messages.

**Find out more...**

We have produced [a briefing note for elected members around migration](#).

**Case study**

Perth and Kinross Council has a robust equality and diversity structure and approach within the Council. It has a Community Equality Advisory Group, involving over 60 organisations and individuals from across Perth and Kinross representing each of the equality characteristics. It is chaired by an elected member who leads on equality work. This elected member is a 'Champion' for equality and diversity, and works to build positive attitudes towards migration. The elected member speaks out publicly about how much the council welcomes migration and how it enriches communities.

Elected members can make the most of the opportunities they have to convey positive messages about asylum, refugee and migration issues. To do this, they need to know about:

- the migrants in their communities;
- the particular issues that migrants face;
- their rights and entitlements;
- the positive contributions they bring to the area;
- the pressure that can be placed on services; and
- the impacts on communities.

It is particularly important that politicians are briefed on issues relating to housing, employment and benefits, as there can be concern about competition for these.

### 3.3 Embedding migration in decision making

Migration is not something which can be considered as a standalone issue. It is a factor which influences the size, profile, needs and strengths of your population on an ongoing basis. It is therefore something which needs to be considered when planning a wide range of different services.

#### Find out more...

[Section Seven](#) of this guidance focuses on how to plan accessible services.

### 3.4 Coping with large scale migration

Migration can bring significant benefits. However, it occurs unevenly across Scotland. Some parts of Scotland have seen large scale migration of people from other parts of the world. Some small neighbourhoods and areas have received a high number of new migrants, because of the initial attractions of their area.

Some areas see more immigration than others, for example due to:

- some areas having affordable [housing](#), or [employment opportunities](#), or other factors which attract high levels of immigration – which can present challenges managing migration levels;
- local authorities participating in UK Government schemes to support vulnerable migrants, refugees and asylum seekers;
- some areas having strong traditions as initial settlement areas for people arriving from other countries;
- some places having a wide range of cultural and religious services and social networks which attract people from other countries;
- some places having facilities or places which bring people in from other countries temporarily, such as universities and army barracks, which can lead to more permanent residency.

While immigration enhances diversity and enables population growth, some areas can be under significant pressure due to the level of immigration to their area.

#### Case study

Govanhill has always been a popular area for people coming to Glasgow to settle. The population has regularly changed and diversified as people from outside Glasgow choose to live there - people from the Highlands of Scotland; from Ireland; Jewish people fleeing persecution in Eastern Europe; people from the Punjab and other parts of the Indian sub continent; and, most recently, Roma from Slovakia, the Czech Republic, Romania and Bulgaria.

This has resulted in Govanhill having probably the most ethnically diverse population in Scotland.

In 2010, around 40% of the population of Govanhill was made up of minority ethnic people. Its population has risen by almost 15 per cent between 2001 and 2010, while in one small part of Govanhill (one datazone), the population has grown by 46

per cent. This substantial population growth is not matched by a growth in the number of residential properties.

Figures from schools in Govanhill show that there are 57 different languages spoken by their pupils. English is the home language of just 4 per cent of pupils in [Annette Street Primary](#).

In Govanhill, there are serious issues with housing – including poor condition private properties and severe overcrowding. There are also some concerns about how to balance the needs of newly arrived and more established communities. However, there are active community organisations with a strong commitment to support communities, and public sector organisations are working in partnership to try to address the challenges. Work has also been undertaken to involve communities in management of the neighbourhood, which is summarised in [this report](#).

#### **Find out more...**

There is lots of useful research about the impact of immigration on different neighbourhoods across the UK.

- Arts and Humanities Research Council (AHRC) research explored [the impact of new migration](#) on settled residents across the UK.
- National Institute of Adult Continuing Education (NIACE) research explored the [impact of lifelong learning](#) on successful migration.
- Research by the Joseph Rowntree Foundation explored [experiences and local impacts of migration](#) in the UK.

### **3.5 Attracting and retaining migrants in your area**

In some local authority areas, attracting migrants will be an important way of encouraging population growth and a larger working age population. The Equality and Human Rights Commission has undertaken [research](#) on attracting and retaining migrants in Scotland, in the context of migration policy being reserved to Westminster. It has suggested three main areas of focus:

- supporting access to the job market;
- improving the quality of life for immigrants; and
- targeting those who are easiest to attract, and least likely to move on out of the area.

This supports wider research, which suggests that rural areas seeking to attract migrants need to think about:

- economic diversification – to improve earnings potential
- services – ensure access to high quality public services
- tourism – employment opportunities, and preventing out migration
- community empowerment – creating a different kind of community
- uniqueness – what attracts people to come here.

It is important to think about the ‘pull factors’ which attract people to come to your area and stay there. This could include jobs, housing, good local services and education, but could also include softer factors which can enhance quality of life such as social opportunities, leisure opportunities, an attractive natural environment, a different way of living or more community control over local areas. [Chapter Four of this toolkit](#) has more information.

**Find out more...**

There is much more information in the EHRC’s report, [Room for Manoeuvre](#).

A useful [toolkit on attracting and retaining immigrants](#) in Canada includes some helpful lessons which are also applicable to Scotland.

Here is a useful bank of resources on [how to welcome migrants](#).

The [Scotland.org website](#) provides a wide range of information for prospective migrants on working, studying, doing business and living in Scotland.

**Case study**

We hosted a workshop with migrants from across Scotland, and people working with migrants. At this session, in February 2015, migrant participants told us about the things that were most important to them when considering moving to an area. Where possible, we have hyperlinked these points to other relevant parts of this toolkit.

<p><b>Services and support</b>  <a href="#">Good schools</a>          Transport          Translation services  <a href="#">English classes</a>          Care          Leisure          Retail</p>	<p><b>Opportunities</b>  <a href="#">Employment and job security</a>          Places and courses to study          Vibrant local economy  <a href="#">Accessible and available housing</a>  <a href="#">Good quality private rented housing</a></p>
<p><b>The place</b>          Open spaces and greenery          Local history          Sense of belonging  <a href="#">Safety</a>  <a href="#">Friendly and welcoming people</a>          Well planned places</p>	<p><b>What local authorities can do</b>          Signpost migrants  <a href="#">Advise migrants of rights</a>          Encourage employers to support migrants          Provide good links and transport          Encourage new business start ups</p>

**3.6 Humanitarian protection**

The UK Government operates a number of different schemes that support asylum seekers, refugees and vulnerable migrant groups in coming to the UK. Local authorities are central to the success of these schemes and can actively choose to participate. This not only shows their commitment to supporting humanitarian protection but also to addressing particular demographic challenges that they may face.

More detail is given on the following areas in this section of the toolkit:

- [Asylum dispersal](#)
- [Gateway protection programme](#)
- [Syrian Vulnerable Persons Relocation Scheme](#)
- [Afghan Locally Engaged Staff Scheme](#)

We provide support to Scottish councils interested in becoming involved in humanitarian protection. [Contact us](#) if you would like further information.

### 3.6.1 Asylum Dispersal

Local authorities across the UK have had a key role in providing services for asylum seekers since the UK Government introduced the asylum dispersal scheme in 1999. Glasgow City Council is the only Scottish local authority to have participated in dispersal to date.

#### **Case study**

Between 2,000 and 6,000 asylum seekers have been dispersed to Glasgow each year since 2001. The council is no longer contracted to provide accommodation to asylum seekers. Since 2012 this contact has been delivered by the private sector provider Serco. However, the council continues to permit dispersal to Glasgow and asylum seekers are housed in a mixture of private and housing association properties across the city.

Glasgow has benefited from asylum dispersal in a number of ways. While dispersal has placed additional pressure on some council services – particularly since the city has ceased to be funded by the Home Office for the delivery of the asylum contract – asylum seekers have enhanced the city’s cultural diversity and their arrival has boosted the city’s population and age profile. Furthermore, the continued provision of some services (like schools) has only been viable because of the arrival of asylum seekers in areas that were previously in decline. There have also been reports that the presence of asylum seeker children – and indeed migrant children more generally – may have raised educational attainment because of the value that many of their families put on learning. Further analysis is provided in a [research paper](#) that we commissioned in 2013 on the impact of migrant children in Glasgow schools.

The Home Office is currently seeking to open up new dispersal areas across the UK. We are able to provide support to Scottish local authorities that wish to explore this option. While the example of Glasgow shows the positive impact the arrival of asylum seekers can have on a council area, local authorities should give consideration to issues associated with community and social cohesion, and their capacity to provide the required services to support and integrate this vulnerable group of people.

#### **Find out more...**

The [New Scots: Integrating Refugees in Scotland’s Communities](#) strategy includes

a workstream focused on the needs of dispersed asylum seekers.

### **3.6.2 Gateway Protection Programme**

The Gateway Protection Programme is a scheme for resettling some of the world's most vulnerable refugees in the UK. It is operated by the Home Office in partnership with the UN High Commissioner for Refugees (UNHCR).

People who are resettled through the Gateway scheme have been selected by UN High Commissioner for Refugees on the basis that they are unable to safely remain where they are currently seeking refuge, or they are unlikely to ever be able to return safely to their home country. They tend to be living in refugee camps close to their countries of origin. The Home Office has committed to resettle 750 refugees through this route every year, and works in partnership with local authorities to achieve this.

Refugees resettled through the scheme are granted indefinite leave-to-remain in the UK and so have similar rights to British citizens as soon as they arrive in the UK. Local authorities that participate commit to resettling a group of refugees from a particular country (normally less than 100 individuals) at any one time. Local authorities are responsible for providing initial accommodation and support to help the refugees integrate and access services, while the Home Office covers various costs incurred during the first year after arrival. It is important to recognise that refugees coming in to the country under this scheme will have full entitlement to all mainstream benefits.

Gateway refugees are some of the most vulnerable people in the world so this scheme should not be regarded as an easy means of bringing more economically active people into an area. However, participating in this programme allows local authorities to contribute to the UK and UNHCR humanitarian efforts. Furthermore, costs can normally be absorbed and staff in local authorities who have participated report increased job satisfaction. The programme will also increase cultural diversity and can prompt positive responses from the community and the voluntary sector.

To take part in the Gateway scheme, local authorities have to enter into a tendering process with the Home Office, with applications assessed on value for money, number of refugees, locality and joined up working. For further information on participating, please [contact us](#).



### **Case study**

North Lanarkshire Council participated in the Gateway Protection Programme in 2007 and, to date, is the only local authority in Scotland to have received refugees through this scheme. A total of 77 refugees from the Democratic Republic of Congo were resettled in Motherwell. The scheme was generally deemed to be a success in terms of the level of integration of the refugees that was achieved and the multi-agency and inter-departmental approach that was set up to support the process. Indeed, North Lanarkshire Council received the Creating Integrated Communities Award at the 2007 UK Housing Awards for the partnership approach it established.

However, the challenges faced by the refugees in accessing employment commensurate with their skills and qualifications, as well as issues associated with their broader integration into the local community and wider Scottish society should not be underestimated.

The University of the West of Scotland and Oxfam completed research in 2014 which revisited the North Lanarkshire scheme as a means of assessing longer term outcomes for the Congolese families that were resettled in Motherwell. [The research](#) provides an interesting analysis of the barriers to integration faced by refugees. It also provides useful insights and recommendations for councils considering participating in Gateway or, indeed, other humanitarian protection schemes.

### **Find out more...**

The Refugee Council and Refugee Action have produced a [Good Practice Guide](#) on taking part in the Gateway programme. It should be noted that this guidance was published in 2008 so does not necessarily contain information and advice that is fully up to date.

Further information and guidance is also provided on the [UN High Commissioner for Refugees website](#).

The [European Resettlement Network](#) and the [SHARE Network](#) are initiatives funded by the European Commission which provide support for resettlement in Europe by connecting organisations and individuals that are either involved in, or wish to be involved in, refugee resettlement.

### **3.6.3 Syrian Vulnerable Persons Relocation Scheme**

In January 2014, the UK Government announced that it was establishing the Syrian Vulnerable Persons Relocation Scheme. This scheme aims to relocate some of the most vulnerable refugees displaced by the ongoing conflict in Syria - particularly survivors of torture and violence, women and children who are at risk, and those in need of medical care. The scheme will see several hundred people being relocated to the UK over a three year period between 2014 and 2017.

The Syrian Vulnerable Persons Relocation Scheme is being run alongside the UN High Commissioner for Refugees Syria Humanitarian Admission Programme. The scheme is modelled on the existing [Gateway Protection Programme](#). As with Gateway, the UK Government is seeking to involve local authorities in the scheme.

Local authorities that take part and organise accommodation for refugees will receive funding to cover housing and associated costs in the first year after they arrive in the country.

As with Gateway, the integration needs of this very vulnerable group of people should not be underestimated. Glasgow City Council is currently participating in the scheme while a number of other councils are actively pursuing an interest in participating.

Any councils wishing to participate or learn more about the scheme can [contact us](#) for further information and advice.

### **3.6.4 Afghan Locally Engaged Staff Scheme**

In 2013, the UK Government announced the introduction of a package of measures for the benefit of locally engaged staff in Afghanistan who were made redundant as a result of the withdrawal of British forces from the country. Locally engaged staff were those who were employed by the British Government to support its work in Afghanistan.

An estimated 600 staff will be eligible for an offer to relocate to the UK. Given that these staff are also eligible to bring immediate family members with them, it is estimated that up to 3,600 people could relocate to the UK under the scheme over the coming years.

The scheme is based on the premise that local authorities will volunteer to host agreed numbers of former staff and their families in return for funding that is designed to cover the costs that are incurred. This funding covers the cost of providing accommodation and financial support prior to mainstream benefits coming on stream, and also covers some costs associated with the integration needs of the individuals and families concerned.

The UK Government has indicated that the characteristics of the former employees who are eligible to come to the UK provide good indicators of future employability and desire to work. For instance, many will have been employed as interpreters, so will have some degree of English language ability, while in many instances they will also have exhibited both bravery and loyalty in the work that they carried out for the Government. As such, the scheme may be of particular interest to councils that are seeking to increase their working age population. It may also provide a funding stream for councils that have vacant housing stock, or particular areas that are suffering from depopulation, where the individuals and families could be housed.

Five Scottish local authorities are currently participating in the scheme. Any councils that are interested in participating can [contact us](#) for advice. We can also facilitate contact with councils that are already participating in the scheme to share learning.

## 4. Understanding migrant populations

### 4.1 Understanding population profiles

It can be difficult to gather accurate, up to date data on migration. Measuring and predicting migration can be complex, particularly as data is often only available at the UK level. However, it is important to be able to understand the profile of migrant communities in your area, so that you can plan effectively. There are a number of information and data sources that you can use.

Migration is the most difficult component of population change to estimate, as there is no comprehensive system that registers migration in the UK. Estimates of migration are therefore based on survey data and the best proxy data that exist. For example, the main sources of migration data used by National Records of Scotland (NRS) include:

- **The National Health Service Central Register (NHSCR)** is used to calculate moves between NHS Board areas within the UK. It is also used to distribute estimates of international migration to NHS Board areas in Scotland.
- **Community Health Index (CHI)** is used to estimate migration at local authority area and below.
- **International Passenger Survey (IPS)** provides information on moves into and out of Scotland with an origin or destination of outside the UK.

When looking at data sources, you should be aware that some data sources measure **flows** i.e. the number of people migrating from one place to another over a given period, and others measure **stock** i.e. the number of people resident in an area at a given point in time.

#### Find out more...

There are a number of other data sources that are used to inform migration statistics. You can find out more information about these data sources and their limitations, in [this report](#) produced by Scottish Government and the National Institute of Economic and Social Research.

The [Migration Observatory at the University of Oxford](#) also has useful information on data sources.

### 4.2 Sources of statistics

#### 4.2.1 Data from NRS

NRS is one of the main sources of information on Scotland's population. The [NRS website](#) provides a range of population information, including estimates, projections at national and sub-Scotland level, as well as estimates of specific population groups.

There is also a specific theme within the NRS website that covers [migration](#). The NRS website provides a wealth of statistical information on migration, including information on:

- total migration to and from an area;
- migration within Scotland;
- migration between Scotland and overseas; and
- local area migration.

Click [here](#) to access this information from NRS.

NRS also produce [area profiles](#) that outline key statistical data and trends in relation to Scotland's 32 local authority areas, including information on local migrant populations.

#### **Find out more...**

NRS publishes a [local area migration](#) spreadsheet on its website which draws together various migration indicators, including their strengths and weaknesses.

NRS also has a useful [interactive internal migration visualisation](#) tool that provides visual information on population movements at local authority level in Scotland.

The Office of National Statistics (ONS) [NOMIS](#) service provides access to the most detailed and up to date UK labour market statistics at local authority level.

### **4.2.2 The Census**

The population census is the most comprehensive source of data on characteristics of the population. The census data can be used to help you plan ahead and also to inform key decisions about local service delivery, including healthcare, housing, schooling, and transport.

The census information is free to use, and you can get started by going to the online [guide to using Census data](#). You can also visit [Census Results](#), or use [Census Data Explorer](#) to obtain more information.

The [Census Data Explorer](#) can help you to explore the results from the 2011 Census using a topic-based approach. There is a wide range of information available within each topic, from simple (single variable) counts to complex cross-tabulations of variables. Interactive maps and charts and supporting information are available to help you understand the results.

Census Data Explorer allows you to do the following:

- [Area Profiles](#) – to compare the characteristics of different areas across Scotland.
- [Maps and Charts](#) – to view selected census results through interactive maps and charts.

- [Standard Outputs](#) – to access and explore each of the 'standard' tables at a wide range of geographies, from national level right down to local level.
- [Supporting Information](#) - to help you understand the data.

The links below provide information on some of the topics covered by the census results:

- [Ethnicity, identity, language and religion](#)
- [Health](#)
- [Housing and accommodation](#)
- [Labour market](#)

However, a key weakness of the census data is that it can become outdated very quickly and is not suitable for measuring short term trends. Other sources of data are therefore required to build a timely and comprehensive picture of migration. This is covered in more detail in the section in this toolkit on [understanding population profiles](#).

#### **4.2.3 Census commissioned output tables**

NRS also provides a commissioned table service for Scotland's Census 2011 data. This is available for customer requirements that are not met by the data provided in the published tables. For example, we recently commissioned NRS to develop additional tables to improve the quality of data and information on migration and the population more generally.

##### **Find out more...**

You can find out more about the census and how to make best use of census information from a report that we have commissioned NRS to produce for the Migration Matters Scotland project. The report will be available later this summer. Check our [website](#) for updates.

More information about [population and migration statistics](#) can also be found on Scottish Government's Website.

#### **4.2.4 Census Analytical reports**

More detailed investigations and analyses based on 2011 Census data can also be undertaken. These reports can provide further insight into what can be learned from the census data, and help to provide evidence for policy makers across Scotland and the UK.

**Find out more...**

[This report](#) by Scottish Government on migrants in Scotland presents findings from an analysis of the 2011 Census on people resident in Scotland who were born in EEA and non-EEA countries.

It covers a range of topics, including country of origin and length of residence; personal and household characteristics (including language); area and accommodation; education and employment; and health.

### 4.3 Understanding fluctuating populations

This section of the guidance has looked at the range of information that is available in relation to migration and migration trends. However, there are limitations on how far this can be used to provide accurate information on short term population changes and fluctuations, particularly at the local level.

NRS does publish some statistics at sub-Scotland geographies that might help to gain an understanding of local population fluctuations.

**Find out more...**

You can find out more about the types of statistics that are available at sub-Scotland level [from NRS](#).

You can also access a range of working papers and briefing papers relating to population change on the [ESRC Centre for Population Change website](#).

#### 4.3.1 Origin Destination Statistics

Origin destination statistics can also provide information on the movement and flow of people, albeit at a UK level. Origin destination statistics are census data that deal with the movement and flow of people; either as migration (from their address one year prior to the census) or travel to work or study (from their current address to their workplace address or place of study).

These flows can be cross tabulated by other variables of interest (for example, method of travel). Much of the origin destination data from the 2011 Census is published at the UK level, providing flows for usual residents of Scotland, England, Wales and Northern Ireland.

Some background information from NRS on the availability of workplace flow is available [here](#), whilst a list detailing all Origin Destination tables available across the UK can be found [here](#).

### Case study

Since 2006, the Research and Information team at Aberdeen City Council has produced annual briefing papers on migrant workers in Aberdeen City and Shire. The purpose of these papers is to inform council services and community planning partners, and to assist with policy development and service delivery. [This briefing paper](#) gives an indication of the scale of the inflow of migrant workers to the area. It looks at a range of factors: for example, the countries of origin of migrant workers; registrations in Aberdeen City and Shire compared with other parts of Scotland and several other key characteristics.

### Find out more...

The [Roma Matrix](#) is a European project that aims to combat racism towards Roma and to increase integration through a programme of action across Europe. As part of the integration work, Glasgow City Council commissioned a mapping exercise which provides an evidence base to build an understanding of the numbers, the localities and the needs of the Roma population living in Scotland. You can download the report [here](#).

## 4.4 Understanding push and pull factors

The demographics of an area are affected not only by the number of people coming into an area (through migration and births), but also by the number of people leaving (through migration and deaths). In order to develop a strategy to encourage migrants to come to an area and settle, it is important to understand what attracts people to an area, and equally what causes them to move away.

The priority attached to different push and pull factors may vary, depending on whether migration is internal (short distance), or from overseas (long distance). For example, currently internal migration in Scotland is greater in volume than overseas migration. Most migration tends to be short distance, and can often be driven by housing factors. Generally, long distance migration (including overseas migration) tends to be economically driven. However, the picture at the local level can be quite complex. For example, people might move to a particular area for employment, but then have to move out of the area due to lack of suitable housing. It will therefore be important to ensure that policies and approaches are tailored to respond to specific local circumstances.

### Find out more...

[GRAMNet](#) will shortly be publishing research around the complex factors that can impact on migration at local level.

### 4.4.1 Pull factors

There are likely to be a number of factors that will influence whether or not migrants choose to move to an area, and stay there. These might include:

- access to, and availability of affordable housing;
- access to schools and other further and higher education institutions;
- existence of established migrant communities;

- good natural and safe environment;
- access to good and affordable transport links;
- access to a range of leisure opportunities;
- access to a range of employment opportunities; and
- proactive local initiatives to welcome migrants.

#### 4.4.2 Push factors

Similarly, there may be other factors that might discourage people from choosing to move to a particular area, or encourage them to move on to other areas:

- low skills economy;
- limited employment opportunities, and/ or limited career progression opportunities;
- geographically remote from central belt Scotland;
- area has a poor reputation;
- aspirations of people to live in a more 'desirable area';
- lack of further and higher education opportunities;
- lack of access to ESOL classes;
- limited supply of good quality, affordable housing;
- house prices and cost of living too high; and
- poor transport connections.

#### **Case study**

Aberdeen City Council has taken a proactive approach to promoting Aberdeen as a positive destination, as a way of attracting economic migrants to the city. As part of this, they have visited a number of countries across Europe (Poland, Latvia, Romania, France, Spain and Greece) and have taken representatives from the business community in Aberdeen with them. They make it very clear to prospective migrants about what to expect, in terms of the cost of living in Aberdeen - high house prices and rental charges etc. They are also clear that potential migrants need to have the right transferable skills for the jobs market. Aberdeen City Council also works closely with local employers to ensure that they are providing appropriate support to migrants workers who decide to move to the city. For example, in the past, they have leased surplus council housing to employers, who then sub-let this (on a not for profit basis) to migrants. This worked particularly well for migrants who had 'no recourse to public funds'. However, currently they are unable to do this, as they have no surplus accommodation.



## 5. Engaging with migrants

### 5.1 Introduction

People who migrate to your local authority area are an important part of the local community. It is important to find out what they need, what their skills and interests are, and encourage people to contribute to decisions which impact on them and their community.

Successful integration requires good and effective communication links to be established with migrants as early as possible. In some areas of Scotland these links may already be well established, for example, in larger urban areas. However, in other areas, networks may be a bit more fragile. It is also important be aware that some networks and migrant associations may be more inclusive, and representative of different subsets of the migrant population than others. This section looks at different ways of promoting effective engagement with migrants.

### 5.2 Making contact with migrant communities

#### 5.2.1 Existing groups and organisations

There are many groups set up to support and bring together migrants at local level in Scotland. These are an invaluable starting point for engaging with migrants.

As a first step, it will be important to map existing migrant groups or networks in your area (both formal and informal), to find out more about what already exists within local communities. You might then want to consider whether additional support is required to develop and strengthen these groups or networks. For example, by providing grants, training or staff time. Overall, it will be important to:

- **Work with trusted organisations** where communities have already built up linkages and trust.
- **Work with group leaders** to build up trust and gain respect, so that people will want to get involved in community engagement activity.
- **Take time to develop relationships** particularly in areas where there are no formalised networks or groups.

#### 5.2.2 Developing new networks

Where there are either limited, or no established networks, you might want to consider different ways of making initial contact with local migrant communities. You might need to be very imaginative about how you find people, particularly when migrant populations are dispersed. Here are some ideas:

**Places** – Think about how to engage people within schools, libraries, health centres, places of employment, gyms and sports clubs and community education classes.

**Develop opportunities** - Create or support new music, arts, sports and other opportunities that can bring people together.

**Culture** – Build relationships and trust, have visible role models and create welcoming and ‘neutral spaces’ to have conversations in.

**Methods** – Use lots of different methods, like social media, setting up a migrants’ panel, using buddying schemes, having lots of conversations, and using migrant community based media such as magazines and websites.

**Approach** – Recognise that migrants are diverse!

*Source: Participant comments at COSLA Workshop, February 2015*

In developing and promoting networking opportunities, it is important to be aware of some of the barriers that might prevent people getting involved. This might include:

- language and communication issues;
- time constraints due to work commitments, and/or different work patterns;
- childcare and other care duties;
- lack of affordable transport.

You should look at ways of addressing any potential barriers. For example, by providing translation or interpretation services; ensuring that venues are local, familiar and accessible; ensuring that the timing of events is suitable, and providing childcare, or covering care costs.

#### **Find out more...**

There are a number of useful resources that you can use to help you make contact with, and engage with migrants, for example:

- [Scottish Government's How to Guide - Engaging with Minority Ethnic Communities](#)
- [Scottish Government's National Standards for Community Engagement](#)

### **5.2.3 Role of voluntary organisations or intermediaries**

Local third sector or voluntary organisations can also play an important role in integrating migrants – by helping them become better informed of their rights, signposting them to local services, organising community events and providing access to language classes etc.

#### **Case study**

In Fife, the [Fife Migrants' Forum](#) is a not for profit organisation that is run by a committee and provides free help, advice, support, information and referrals for anyone who comes for an appointment. It also runs a volunteer programme, where volunteers can gain valuable experience and learn new skills.

Fife Migrants Form runs a number of activities including:

- **Daily Advice Clinic** - For free advice, information, help, support and

referrals to mainstream service providers.

- **A Job Club** – this runs on a weekly basis, and is supported by Fife Council Client Action Team.
- **CARF Advice Clinic** – a monthly dedicated advice clinic with help and advice from a Citizen Advice & Rights Fife advisor.
- **Kingdom Credit Union** – a weekly collection point for Kingdom Credit Union.

### **Case study**

In Perth and Kinross, [PKAVS Services for Minority Communities \(MEAD\)](#) works in partnership with the Council and other partner agencies to:

- support the expanding migrant population in Perth and Kinross, to play a full and active role in their community, while helping statutory and voluntary service providers to respond more effectively to their needs.
- provide a local authority-wide service, supporting migrant workers and minority ethnic carers and service users (those affected by long-term health conditions, disability or older age)
- establish itself as the lead agency for minority ethnic issues within Perth and Kinross, and to facilitate consultation between service providers and targeted minority ethnic communities, to ensure services meet the needs of service users.

MEAD's key client groups are from the local South Asian, Chinese and Eastern European communities. Recent work has involved:

- providing an annual Community Intelligence Report to the Council;
- running a number of information and employment events to encourage the integration of new migrant communities across the area (particularly seasonal workers);
- having a literacy partnership with the Council, delivering many ESOL services directly;
- developing its own social enterprise for interpreting and translation called Language Base, which has enabled local migrants to gain skills, qualifications and employment opportunities; and
- working closely with the Council on its multi-cultural events, and community lunch club programme.

MEAD also hosts regular surgeries and provides translation support for key council services, including Welfare Rights and Housing, to encourage access to these services from minority ethnic and migrant communities.

## **5.3 Providing information**

When migrants arrive in an area they require access to good quality information that will support them to access appropriate services and begin to build a new life. In all cases information should be:

- written in plain language, using graphics where appropriate.
- accessible, clear, understandable and relevant.
- available in appropriate formats and languages.

### 5.3.1 Welcome Packs

One of the key tools to enable migrants to integrate into an area is a Welcome Pack. This pack should provide basic introductory information about understanding the law and rights, accessing services, registering with a GP etc. You should be aware that written information can go out of date quite quickly, and that it might be better to develop an online resource that is easily accessible and clearly signposted (for example, using flyers placed in key locations). Local libraries could play a key role in providing access to online resources for migrants who do not have access to the Internet.

If you are planning to develop a Welcome Pack, you might want to look at this [useful guide](#) that was produced for English and Welsh local authorities by the former Improvement and Development Agency for Local Government (IDeA).

If you are producing a Welcome Pack, you will need to ensure that packs are distributed as widely as possible and in key locations, for example, GP surgeries, Job Centres, libraries etc. The Welcome Pack should also be available online.

A number of local authorities in Scotland have produced good Welcome Packs – such as [Fife](#). In addition, [this welcome pack](#) for migrants in the North East of Scotland is available online in a number of different languages. Here is a good example of an [information portal](#) for migrants living in Northern Ireland.

#### **Case study**

NHS Tayside has recently launched this App - [Money Worries? Crisis Help!](#)

The App is designed for people who are affected by welfare benefit cuts, or other money worries. The content was developed by NHS Tayside Public Health staff to help reduce the negative health effects of welfare reform. The App will be promoted by Angus Council, as part of the annual [roadshows](#) that they organise for migrants working in farms in Angus.

### 5.3.2 Wider Information

Migrants may also need specific information about how to access services, or to help them to understand their rights.

NHS Scotland also provide information about patient rights and responsibilities when accessing NHS services. This information is available in a number of languages, in both written and audio format. Click [here](#) to find out more.

#### **Case study**

Police Scotland and the Crown Office Procurator Fiscal Service have been working with asylum and refugee groups in Glasgow. As part of this they have been giving talks on the law, and explaining where people might inadvertently break the law, due to lack of awareness of the law in Scotland. As a result of these roadshows, the Lord Advocate has committed to producing a simple information booklet for asylum seekers and refugees (in different languages) about the 'dos and don'ts' in

relation to the law in Scotland. If successful, this might be rolled out to cover the wider migrant population.

### **Case study**

Since 2007, Angus Council has been co-ordinating annual roadshows for migrant workers in Angus. A number of community planning partners also support and attend the roadshows, including Police Scotland, the Scottish Fire and Rescue Service, NHS Tayside, Dundee and Angus College, Women's Aid and representatives from the Drugs and Alcohol Partnership. The roadshows are usually hosted by farms in Angus, where many migrants are employed as seasonal workers. Farmers often put on a BBQ, as this helps to encourage workers to come along.

The roadshows provide a useful forum for migrants to access information, including welcome packs, to find out about local services, and to raise any issues or concerns that they might have.

Service providers also benefit, as they get an idea of how many people are staying in the local area, how long they might be staying for, and how this might impact on demand for services in particular areas.

### **5.3.3 Web based resources**

There are a number of websites that provide information for migrants who have either moved to, or are planning to move to Scotland.

The Scottish Government's information portal [Scotland.org](http://Scotland.org) provides a wide range of information and guidance about Scotland for people who are thinking about moving to Scotland.

[TalentScotland](http://TalentScotland), an initiative supported by Scottish Enterprise, promotes Scotland as a place to live and work. It provides information about moving to and living in Scotland, including links to information about visas and immigration, industries and employers in Scotland as well as job opportunities.

The [Scottish Migrants Network](http://ScottishMigrantsNetwork) is a network of organisations, community groups and statutory bodies that works nationally to focus on issues around migration in Scotland. Their focus is on providing information and raising awareness on migrants' rights, particularly in relation to employment.

There are also examples of migrant groups who have developed their own social media resources and magazines. One example is the Polish website [emito.net](http://emito.net). Resources like this can provide a very useful platform for getting information out to particular communities.

## 5.4 Hearing migrant views

### 5.4.1 Hearing views

It is important to be able to understand and also respond to the needs of migrants to ensure that local services are tailored to meet the particular needs of different migrant communities or groups.

It can however be very challenging to access this kind of information or feedback, as networks can be quite fragile, and may not even exist in some areas. In particular, language can sometimes act as a real barrier, both in terms of communicating information, and also understanding information. Access to translation and interpretation services will be important for some migrants.

#### **Case study**

Research in many areas has shown that being able to access language learning, and finding good, clear information about services, events and opportunities for local engagement can all present challenges for migrants. For example, current research by Glasgow University and Swansea University involving migrants living and working in the rural areas of Angus and Aberdeenshire, has found that even after several years, many have struggled to improve their English. This is due to a combination of a number of factors including: constraints of time and resources for language learning, and also working and living arrangements that provide few opportunities for close contact with Scottish co-workers, neighbours etc.

On the other hand, the research has found that where flexible provision is possible - through ESOL classes, and more informal approaches to language learning (including buddy schemes and language cafes) - this can provide opportunities for:

- increased social interaction;
- better information about local services;
- access to support networks; and
- opportunities for others to learn about migrants' lives and experiences etc.

You can find out more about this research [here](#).

#### **Case study**

Translation and interpretation services are an important resource for migrants. However, some concepts and experiences are not always easily translatable and may require skills in intercultural communication. GRAMNet was involved in a 2-year collaborative project exploring the experiences of practitioners, interpreters and service users in clinical and non-clinical health care settings. The project has produced a series of training videos, which provide an opportunity to engage with the complex realities of intercultural communication in practice.

You can find out more about the project [here](#).

**Find out more...**

NHS Health Scotland is now working with a wide range of partners to implement an NHS Scotland translation, interpreting and communications support (TICS) Strategy to support NHS Boards to achieve effective communication between services and service users who have language and communication support needs. These needs are answered by translation, interpreting and communication support services provided by Boards to relevant individuals and communities. You can find out more about this [here](#).

### 5.4.2 Role of third sector organisations

Many third sector or voluntary organisations already play a key role by acting as an intermediary for migrant communities in some areas, providing them with information, social opportunities and support. These types of organisations can also be a very effective way of reaching migrant communities to get their views on particular issues.

**Case study**

Since 2008, NHS Grampian has been working closely with Grampian Regional Equality Council (GREC) to undertake annual consultation events with local minority ethnic communities, as a way of gathering feedback on their experiences of using local NHS services. GREC provides facilitation support for individual involvement and consultation events, usually held in Peterhead, Fraserburgh and Aberdeen (areas that have largest concentrations of migrant workers). NHS Grampian has found that over the years, the consultation events have provided a wealth of useful healthcare related information, as well identifying areas where further service improvements are required.

### 5.4.3 Techniques and methods

There are a number of other methods and techniques that you can use to gather views from local migrant communities. Here are some suggestions:

- **Discussion groups** – this might involve focus groups on specific issues. This tends to be a less formal type of consultation and can sometimes work better, especially where there are a variety of languages being used. Smaller events, that are relaxed and more sociable, can sometimes be popular and more effective.
- **Public events** – this might involve local community conferences, seminars or workshops where people from the local community are encouraged to come along and express their views on particular issues. The choice of venue is important - somewhere that is familiar and local is more likely to be successful.
- **Surveys** - opinion surveys are another way of identifying the views of migrants. However, the size of ethnic minority communities outside major cities can be very small and therefore not statistically significant.





You should remember that whichever technique or method you use, at the outset it will be important to consider language needs, as well as other practicalities. For example, ensuring that venues are local, familiar and accessible, that the timing of events is suitable, and that childcare is available, if required.

### **Case study**

We used a method called ‘Ketso’ to structure our engagement with migrants in our Migration Matters Scotland project.

‘Ketso’ is an engagement tool widely used in action research. It encourages participants to think about different research questions and contribute ideas and comments. Participants write their ideas on colour coded ‘leaves’ and by the end of the session, the ‘tree’ acts as a visual representation of the discussion.

We asked participants in the migrant workshops to consider their local area when writing comments on their leaves under the following headings:

-  **Brown** What works well?
-  **Green** What doesn't work?
-  **Grey** What are the barriers or obstacles to accessing services?
-  **Yellow** What are the solutions to making the area better?

This method worked well, and made sure that as many people as possible could contribute to the discussion. Here is some of the feedback that we received:

“For a lot of people it was really engaging – more so than just asking people to write things down.”

“It helps everyone to contribute and makes it harder for one or two people to dominate the discussions.”

If you are using Ketso, it is worth making sure that plenty of time is allowed for discussion – as people need to fully understand the method, and what they are being asked to do. The method also involves an element of writing, and it is important to think through literacy and language issues before designing your engagement method.

You can find out more about using Ketso [here](#).

### **Case study**

Renfrewshire Community Planning Partnership used Ketso to gather views from over 400 local residents and representatives from community groups who attended their annual community planning conference in 2011. Ketso was seen to be an effective and simple way to engage with a wide range of people, enabling them to express their views and have their say on future priorities for Renfrewshire. You can read more about Renfrewshire Community Planning



## 5.5 Involving migrant communities in decision making

Communities can influence decisions about their local areas in a range of ways. Here are examples of how communities can get directly involved in influencing local decisions:

- **Involvement in consultations** – one way of influencing local decisions, is to build capacity within migrant communities, giving people the skills to take advantage of, and contribute to consultation opportunities.
- **Direct involvement in decision making** – this might involve being part of local Community Planning Partnerships or other boards or committees, for example, Parent Councils.
- **Community budgeting and asset control** – this is where communities might have more power in decision making through the direct control of budgets or assets.

Effective community capacity building is essential, if communities are to have an influence over decisions that are made about services, activities and changes that take place in their local areas. There are some key building blocks that require to be in place to ensure that communities have the right skills and experience to be able participate more fully in local decision making processes.

Here are some ways that you can support local migrant communities to have a say in local decision making processes:

- Work with migrant communities to assess their needs and plan for change.
- Support community advocates or ambassadors to work with migrant groups or communities.
- Support the development of skills and confidence of activists, community representatives and volunteers.
- Strengthen community groups, organisation and networks.
- Establish or advise on effective forums, structures or networks.
- Encourage participation, engagement and involvement.
- Provide training and support, or access to specialist advice and support e.g. IT or finance.

## 5.6 Action research

One way of finding out about the views of migrant communities is to support people to do the research themselves. This type of approach is called Action Research and means that local people or community groups carry out their own research into the needs and experiences of their communities.

### 5.6.1 How does it work?

Migrants should largely define what research needs to be undertaken, and how this will be done. They are then involved in actually undertaking the research - for example through community surveys, open days and so on.

This type of approach gives people power to define the issues that affect them, and the way these should be explored. It is often an effective way of doing local research, as local people often have good links with the community, and can encourage higher rates of participation. It can also help to build community capacity.

### 5.6.2 What support is required?

Communities will normally need support to carry out their own research. For example, they might need:

- Ongoing support and advice on the process.
- Training on the research techniques they wish to use.
- Funding for community engagement activity.
- Support with venues, incentives, catering, and so on.

#### Find out more...

[Research](#) to explore Social Support and Migration in Scotland is currently being undertaken by Glasgow University and Swansea University for the Economic and Social Research Council. This involves working with four local authorities – Aberdeen City, Glasgow City, Aberdeenshire and Angus. A key part of this research will involve participatory action research that will include the development of participatory initiatives working with East European Migrants, service providers and policy makers.

#### Case study

In Perth and Kinross, PKAVS Services for Minority Communities (the MEAD project) produces an annual Community Intelligence Report for the Council and other community planning partners. This helps to influence service priorities for local minority ethnic and migrant communities. The report presents the findings from work conducted by the MEAD project, looking at issues related to minority ethnic communities resident in Perth and Kinross. It also highlights their needs, and any barriers they face when attempting to access local services. [The report](#) provides a detailed demographic breakdown of local minority ethnic communities in Perth and Kinross, and those accessing MEAD's services.

## 6. Building good relations

### 6.1 Introduction

Effective integration of migrants into local society is crucial to both migrant communities and the local areas where they live. This is a two way process, and tailored approaches may need to be developed to help promote positive contact between the host communities and new or existing migrant communities to achieve the ultimate goal of community cohesion.

### 6.2 Understanding tensions

Where there has been an increase in migration into an area this can have a significant impact on the local community. In some cases, tensions or divisions may develop, and these can impact on successful integration. These tensions can arise for a number of reasons.

It is also important to be aware that migrant 'communities' themselves are not necessarily homogenous, and may not be uniformly welcoming and supportive of other migrants. Tensions between migrants can arise around issues of nationality, religion, language, gender, age and sexuality.

#### 6.2.1 Language

Language is consistently cited as a major barrier to integration within local communities, and can also present an obstacle for migrants to use their qualifications and skills. It is therefore important to encourage and signpost new migrants to ESOL courses that are available in their local area, as well as linking them to other community based and flexible language learning opportunities, for example, language cafes and buddy schemes. Find out more about planning and delivering ESOL services in [Chapter Seven of this toolkit](#).

#### 6.2.2 Lack of trust

Lack of trust can be a real barrier to integration. On the one hand, migrants may not trust services or professionals for a variety of reasons, linked to their culture, religion or experiences in their own countries. Service providers need to be aware of this and look at ways of breaking down some of these barriers. On the other hand, lack of trust can also be an issue for host communities, who may feel threatened by the sudden arrival of migrants to their local area, or community and the resulting pressures – either perceived, or actual – that this can place on local services. Finally, you should also be aware that some migrants might experience hostility and/or mistrust within, or between different migrant networks and groups.

#### **Find out more...**

You can find out more about the Equality Act 2010 and the duty placed on public authorities to foster good relations [here](#).

We seek to support councils in relation to their work to foster good relations, and

the Public Sector Equality Duty more generally. If you require any further assistance in this regard, please [contact us](#) or visit [our website](#).

### **Case study**

In 2010, NHS Greater Glasgow and Clyde (NHS GCC) undertook a review of its asylum service provision. This identified that there were gaps in care pathways for asylum seekers - as many were not engaging with primary care providers, and GP registrations were low. As a result, demand was being shifted to secondary and emergency services.

In response to this, the Asylum Health Bridging Team was set up in 2013 to help improve access to NHS services in Glasgow. The team provides a nurse led approach, where all asylum seekers are offered an initial health assessment when they arrive in the city. The assessment is undertaken with support from interpreters and follows the 'sensitive enquiry' model. From this, they are able to prioritise people with urgent or chronic health needs, who require immediate care and support. They also provide general information on how to access other NHS services.

Following assessment, all asylum seekers are allocated to a GP practice and encouraged to register with the practice. Each of the nurses in the team has a geographic patch within the city, and they work closely with GP practices within their patch - alerting them to potential new registrations and providing support to GPs and reception staff on asylum related issues where required.

The team also works closely with a range of other services and organisations – such as NHS GGC Community Mental Health Team, Freedom from Torture and Scottish Refugee Council. Since the Asylum Health Bridging Team was set up, NHS GGC is aware (anecdotally) that GP registrations among asylum seekers have increased. The 'one stop shop' approach provided by the Asylum Health Bridging Team seems to have worked well. Asylum seekers are now more aware of how to access and use NHS services, and service providers, mainly GP practices, know where to get advice and support on asylum related issues.

### **6.2.3 Media coverage**

Media coverage, particularly negative media coverage, can play a major role in influencing public attitudes towards migration. Local councillors and other community and religious leaders have a vital role to play in shaping public attitudes to migration in their local areas, by developing positive communication strategies. Developing local strategies and working with local press to develop balanced coverage can help to tackle this. Find out more about strategic approaches to migration in [Chapter Three of this toolkit](#).

### **Case study**

Perth and Kinross have produced [this leaflet](#) to help improve relations between local communities and migrants, and to highlight the positive impact of migrants.

## 6.2.4 Cultural differences

Culture and religion can also have a significant impact on how different migrant groups are able to integrate within their local communities. For example, some cultures have traditions about the social interaction of men and women. It may therefore be difficult for women to participate directly in community life. There needs to be greater awareness of these cultural and religious differences among service providers and organisations that work with migrant groups.

## 6.3 Building confidence

A key way of addressing some of these tensions is to put appropriate measures in place to help build confidence and social capital within local communities, so that they can eventually become self supporting. Each community is different, and approaches will need to be tailored to the particular needs of local communities.

When developing local strategies or approaches, it is important to bear in mind that how you do things, is as important as what you do. Here are some measures that you might want to consider:

- **Fostering good communications** - working with local communities to build better links between migrants and host communities (even across migrant groups), to help promote mutual understanding and to combat misunderstanding.
- **Developing new leaders** – creating an environment where community leaders and ambassadors can emerge and work together to overcome local problems and tensions.
- **Encouraging volunteering** – supporting recent migrants to contribute their own time and skills to solving community tensions, for example, through volunteering or becoming members of local groups or committees.
- **Improving co-ordination and signposting** – encouraging service providers to work together to improve access to local services and facilities, and also improve their awareness of the needs of migrants.
- **Encouraging better integration** – for example, by developing a local ‘buddy’ system this can help migrants to integrate better, improve their language skills and also access local services.

### Find out more...

The [Europa Diversa](#) project run by Newry and Mourne District Council in Northern Ireland includes a number of programmes designed to empower the local migrant population. For instance, they offer training to build the capacity of newly arrived migrants to become involved in civic, community and political life, and also offer a shadowing programme which pairs migrants with elected members and officials.

## 6.4 Bringing people together

There are a number of ways to build bridges between individuals and groups within local communities.

### 6.4.1 Local groups and events

Local migrant community organisations and other third sector organisations have a key role to play in helping establish links with the wider community, for example by organising community events that raise awareness of migrants' cultures. When planning such events, you will need to ensure that they are organised in different areas, and are accessible for diverse migrant groups.

You can work with, and provide support to local communities to identify opportunities to bring different people together to celebrate local cultural diversity. This can also be a good way of reaching out to those who are not currently actively involved in community, or in other third sector activities. You might want to consider an active outreach approach, working with local schools, employers, and also encouraging those who are already involved to 'bring a friend'.

In addition, it might be worth exploring other approaches that might help to bring people from different communities together, including:

- international sports leagues;
- community choirs;
- youth clubs;
- local lunch clubs.

#### **Case study**

To celebrate the diversity of different migrant communities living within Perth and Kinross, the Council promotes a Multi-Cultural Events Programme that provides opportunities to bring together migrants and local communities to celebrate a range of different cultural events and religious festivals throughout the year.

### 6.4.2 Role of local partnerships

It is also important to look at establishing inclusive local partnerships, for example working through community planning partnerships or local community safety partnerships. This will help to deliver joined up approaches to service delivery, and to engaging with wider community networks.

#### **Case study**

The Uniting Nations in Scotland (UNIS) project in Glasgow is run by volunteers and is helping to break down barriers and tackle racism faced by refugees when they arrive in Glasgow. Since it was established, the group has grown and now has members from different backgrounds and nationalities - from Morocco to Sudan. A police constable from Police Scotland has been working with the group to gain their trust. Other volunteers meet regularly with refugees to help them fill out paperwork and to discuss their cases. There are also social occasions, where families and individuals can meet up and share experiences.

**Find out more...**

We worked jointly with colleagues at the University of Glasgow to explore the [social and cultural benefits and costs of migration](#).

Research by the Polish Cultural Festival Association (PCFA) specifically explores experiences of [Polish Scottish integration](#)

## 6.5 Citizenship ceremonies

Citizenship is a policy mechanism that can encourage migrants and their families to integrate in the UK. You can find out more about the criteria for becoming a British citizen from [the UK Government website](#).

People applying for British citizenship are now required to prove their knowledge of English and pass a 'Life in the UK' Test.

Citizenship ceremonies are the final stage in the process for becoming a British citizen. These ceremonies are organised by local authorities and conducted by registrars or assistant registrars. The ceremony is intended to celebrate the significance of becoming a British citizen, and welcome the new citizen into his or her community.

You might want to consider ways of making citizenship ceremonies more significant by:

- holding them in important local buildings;
- encouraging elected members to attend ceremonies;
- involving local children and young people in ceremonies; and
- publicising ceremonies in the local press.

**Find out more...**

You can find out more about [British citizenship](#) from the UK government.

## 6.6 Using arts and culture

Another aspect of achieving community cohesion is by celebrating the different cultures that exist alongside each other within local communities, whilst at the same time encouraging people to think of themselves as part of the wider community.

There are many examples of where arts and culture have been used to draw communities together. You might want to speak with your in-house funding team to find out more about how to access funding for this type of activity. In addition, you should also look at creative ways of working jointly with the third sector to attract or unlock other sources of funding.

**Case study**

Since 2000, the Scottish Refugee Council has been promoting an [annual refugee festival week](#) in Scotland to celebrate the positive contribution that refugees make to the richness and vibrancy of life in Scotland. The festival is co-ordinated by Scottish Refugee Council, working alongside a network of arts, community,

voluntary and educational organisations, volunteers and supporters to produce an exciting Scotland-wide events programme.

**Case study**

The [Edinburgh Mela](#) started in 1995, as a celebration of the city's South Asian communities, it has now grown into one of the biggest world music, dance and food festivals in the country. Mela means 'gathering', and it provides a meeting place, where all of the cultures and communities who call Scotland home can mingle, converse and bond over music, dance and wonderful food. The Edinburgh Mela is now part the Edinburgh Festivals collective.

**Case study**

[Dance Ihayami](#) is a Scottish based Indian dance company with its aesthetic roots in South Indian dance. The company explores the structure, vocabulary and meanings that arise from this medium of dance. Since 2009, it has extended its education offering to include music, and now offers classes in music and dance in Edinburgh, Dundee and Glasgow. In addition, their outreach programme covers both social and community work, and seeks to introduce people to Indian art forms, by making them more accessible to a wider audience.



## 7. Creating accessible services

### 7.1 Introduction

For services to be accessible for migrants, it is important that the needs, skills and strengths of migrant communities are built into service planning and delivery.

This means that decisions about how services are provided need to be underpinned by a strong understanding of the local population, including migrants. It is important to think about the current needs of migrants living in your area, and the future needs of new migrants coming to your area.

An [equality impact assessment](#) is a useful tool that helps public authorities make sure that their policies, the ways they carry out their functions and any proposed changes to these functions do not negatively impact on anyone, including migrants.

One of the most immediate needs for new migrants is the provision of basic information about the services available in your area. [Chapter Five of this toolkit](#) has more information.

Migrants also need to feel part of the community, and trust in public services. [Chapter Six of this toolkit](#) has more information.

Find out more...

The [Scottish Human Rights Commission](#) encourages public bodies to think about both equality and human rights when undertaking impact assessment. It has produced [two case study examples of local authorities](#) which have considered this approach.

### 7.2 Building staff skills

Frontline staff are often the first point of contact within public organisations. Migrants may approach staff seeking advice or assistance. The response they receive can make a huge difference in terms of trust in public services, and feeling part of the community. If local authorities wish to encourage migrants to settle and integrate into their communities, they must ensure that migrants are welcomed when they come to access the services to which they are entitled.

#### Case study

The level of communication, interest and engagement with migrants on an individual level can greatly impact on personal experiences. Eman came to England four years ago. Two years ago she moved to Scotland, having found the experience in England unsettling and unwelcoming.

The first local authority area she lived in was very welcoming. Eman is always out and about, asking questions, contacting people and making connections locally. In this local authority area, the council staff welcomed this and engaged well. This council supported a strong local group for migrant communities, which opened up lots of opportunities for Eman, both locally and nationally.

Eman has now moved to a new local authority area. She approached the council to find out about opportunities for migrants and new citizens in the area. She has tried a number of times to find out about the opportunities, but staff do not seem interested. Eman believes that staff training is a big issue. This reception means that Eman would consider moving out of this local authority area, if she was able.

“If we don’t feel supported or encouraged we will lose hope. This really detracts from this area and puts you off. You need to have a plan to recognise and appreciate migrants.”

Staff need to be getting positive messages from leaders within the organisation about migration. [Chapter Three of this toolkit](#) has more information.

Staff also need to understand:

- [The population profile in terms of migration](#) – An understanding of the background, experiences, needs and profile of the population can help staff to better respond to people’s needs.
- [The benefits migration can bring to the area](#) - There can be a perception that migration only puts pressure on public services. However, research shows that migration can bring real benefits too – in terms of generating new ideas for service provision, encouraging innovation and bringing new skills and strengths to the area.
- [The rights and entitlements of migrants](#) – Staff don’t need to fully understand all of the rights and entitlements, as this is a very complex field. However, staff do need to understand the rights and entitlements specific to their area of work – for example in housing and benefits.
- **How to communicate** – Some staff may benefit from training on how to communicate effectively with people with limited English, and how to access interpretation services. In addition, training in intercultural communication may also be useful. Staff should also be aware that newly arrived migrants may benefit from signposting because they may not be aware of the range of services that are available to them.

### **Case study**

Translation and interpretation services are an important resource for migrants. However, some concepts and experiences are not always easily translatable and may require skills in intercultural communication. GRAMNet was involved in a [2-year collaborative project](#) exploring the experiences of practitioners, interpreters and service users in clinical and non-clinical health care settings. The project has produced a series of training videos, which provide an opportunity to engage with the complex realities of intercultural communication in practice.

## **7.3 Building a diverse workforce**

A diverse workforce can help to build trust and awareness of your organisation. Employing people from across a broad range of backgrounds, nationalities and religions ensures that your workforce reflects your population profile. It can help with

communication and ensure that staff better understand migrant experiences. However, it will be important to ensure that roles and responsibilities of these staff are clearly defined, and that appropriate support is provided to deal with requests for assistance from co-workers and/or migrant communities.

Some local authorities and other community planning partners have recruited migrants into frontline roles, which can be useful. However, employers must be aware of their responsibilities when recruiting foreign nationals. There is more information on this [later in this chapter](#).

Another option is to work closely with local migrant organisations, to offer opportunities for these organisation to deliver services directly to migrants. This ensures that services are delivered by trusted organisations, closely connected to the communities they serve. However, it is important to be aware that these organisations are unlikely to cover all migrants in your area. For example, a Polish association may be less likely to work with, for example, migrants from other East European countries. A perception that these better represented groups have a 'monopoly' on services, can potentially increase tensions between migrant groupings.

Finally, as Scotland's population ages, there will be increased demand for health and social care services. In this context, migrant workers could play an important part in filling shortages within this workforce. In the UK, around a third of health professionals come from outwith the UK. The [NHS proactively provides advice](#) about how to move, live and work in the UK, to attract skilled foreign nationals.

#### **Find out more...**

The Equality and Human Rights Commission has produced very good advice on [how to create an inclusive workplace](#).

Joseph Rowntree Foundation has produced guidance on [how to commission migrant organisations](#) to deliver services directly.

[Wider research](#) by CIPD, the professional body for HR and people development, explores how and why migrant workers are employed in the UK.

## **7.4 Responsibilities as an employer**

The UK Government runs a [civil penalty scheme](#) for employers, which places the responsibility on employers to check if someone they are employing has the legal right to work in the UK.

It also runs an [employer's checking service](#) which will check the status of an individual's right to work in the UK.

If someone has a legal right to work in the UK, they should be treated in the same way as any other employee. Migrant workers working in the UK should have the same rights as others, although their needs may differ. It is important to remember

that migrants can be particularly vulnerable to exploitation, discrimination and harassment. Employers have a duty to protect workers from this treatment.

Migrants may also need additional support, especially on first arrival, and employers can be a key (sometimes sole) point of contact for this. Working with employers to help them to understand the needs of new migrants, and encouraging them to provide as much additional support as possible, can be mutually beneficial.

## 7.5 Housing services

Housing is a very important factor in attracting people to parts of Scotland, and encouraging them to remain. The detail of housing rights for migrants is very complex, and greatly depends on individual situations.

You can find out more about migrants' rights and entitlements in [Chapter Eight of this toolkit](#).

### Find out more...

The Chartered Institute for Housing has a very detailed website on housing rights, with a dedicated section on [rights in Scotland](#).

Glasgow Housing Association has also produced guidance on [housing migrant workers and refugees](#).

### 7.5.1 Social housing

An important issue around access to social housing is entitlement to benefits, including housing benefit. This issue means that many migrants aren't able to access social housing when they come to Scotland initially.

It is important that staff providing advice and access to social housing understand:

- the options available to migrants;
- the rights migrants have, depending on their situation;
- how to signpost migrants effectively to sources of support.

It is also important that when developing social housing allocation policy, you carefully balance the needs of new migrants with the needs of long standing residents. Resident communities often wish to encourage social housing providers to prioritise the needs of those already living in the area. However, new migrants can help to build a more diverse, economically active and vibrant community. The goal for social housing providers will be to develop policies that deliver change at a scale and pace that enables local people to achieve their housing aspirations, at the same time as meeting the needs of new migrants. This might also involve initiatives to help build trust, and foster positive relations between long-term resident communities and new migrants. You can find out more about this in [Chapter Six of this toolkit](#).

## 7.5.2 Private rented housing

The private rented sector is particularly important to many migrants. Access to affordable, good quality and secure private rented housing is a key factor in attracting people to certain areas. There is evidence that many migrants experience very poor conditions within the private rented sector, with particular problems around overcrowding and poor property conditions.

### Find out more...

The Housing and Migration Network has produced UK wide research into the [needs and experiences of migrants living in the private rented sector](#), which also makes practical and policy recommendations.

The Chartered Institute of Housing (CIH) housing rights website contains a section on [advising migrants on the private rented sector](#).

This research by the Migration Observatory explores [migrant experiences of housing](#) in the UK, and the impact of migration on housing.

## 7.6 Education services

Migration can impact significantly on the provision of education services. It impacts include:

- planning schools provision – migration can make new or larger schools necessary or existing schools more sustainable;
- support requirements at school – new migrants may have very different education and wider support needs, including a requirement for English as an Additional Language (EAL) support for children, and wider advice and support for their families;
- training required for teachers and support staff – so that they can effectively welcome, assess, make learning plans and support children; and
- work around integration and relations – while all schools will work to promote good relations, schools with very mixed and diverse populations may need to work harder to support pupils to integrate and become a community of learners.

### Case study

Meeting the diverse range of needs of new migrants can be very challenging – particularly in schools where children speak a very large range of different languages. For example, in some schools in Govanhill, only one or two children have English as a first language. This can make learning English very challenging for children at the school – but not impossible, [as this case study demonstrates](#).

Research for the Migration Advisory Committee has found that across the UK, pupils with English as an additional language do well – and perform at roughly comparable levels to those with English as their first language. It also found that children with English as their first language perform better at schools with a high proportion of

pupils with English as an additional language. The reason for this correlation is not fully understood, as [this research explains](#).

#### **Find out more...**

[Education Scotland](#) provides further support in relation to EAL, while the Scottish EAL Co-ordinating Council (SEALCC) has produced this [good practice toolkit](#) for supporting bilingual learners.

This [guidance](#) highlights how to make sure new migrants are welcomed and have positive experiences in Scottish schools. It explores how schools can improve how they assess migrants, and take account of prior learning, and how they can help children to use their first language to fully participate in learning.

This research explores the experiences of [Polish children in Scottish schools](#).

[Research in Glasgow](#) focuses specifically on the impact of migration on schools in this local authority area.

[This research](#) explores the impact of migration on education in Scotland.

#### **Case study**

The [Fife Polish Education Trust](#) (FPET) provides support to Polish families living in the Fife area. Based in St Andrews, FPET works closely with Polish families to support the education of their children, and provides weekly Polish classes for primary school age children. It also seeks to build links within the local community, by creating opportunities to share Polish culture and language skills.

## **7.7 Community learning and development**

Community learning and development has a key role in supporting migrants to integrate with and contribute to their communities. It can greatly contribute towards building good relations, and supporting people to become active in their communities. This is important in itself, contributing to the wellbeing, social networks and happiness of migrants. It is also an essential first step in engaging with migrants to involve people in decisions about what happens in their community. Community learning and development is often a route in to ongoing involvement in communities at local, regional and national level.

#### **Find out more...**

Education Scotland's [Same Difference guidance](#) provides advice on how to consider a range of equalities issues in community learning and development.

This [paper by NIACE](#) (the National Institute of Adult Continuing Education) explores the role of lifelong learning in integration in England and Wales.

[This research](#) by the [Community Development Foundation](#) explores community development responses to building cohesion in England and Wales.

### **Case study**

Kulture Klub in West Lothian is supported by Voluntary Sector Gateway, West Lothian. It aims to integrate young people aged 11 to 16, by breaking cultural barriers and creating a fusion of music, art, food and language. It recently hosted a special event in Broxburn in 2015, which included Asian jewellery stalls, Arabic and Indian clothes, origami, Bhangra dancers, Punjabi Dhol drummer, Scottish bagpipers and drums and vegan, Indian and Pakistani foods. One hundred and fifty people attended. West Lothian Council plans to support the group to run further workshops and activities for young people in the future.

## **7.8 ESOL services**

English for speakers of other languages (ESOL) can be a critical service for migrants. The ability to communicate in English is one of the key factors that enable migrants to integrate into Scottish society, and to find employment which is in line with their skills and experience. In addition, ESOL classes often provide important information about local services and local communities, and access to a wider social network for migrant language learners.

Education Scotland has policy responsibility for ESOL in Scotland. It has produced an [ESOL strategy](#) for adults. The vision for ESOL provision in Scotland is:

“That all Scottish residents for whom English is not a first language have the opportunity to access high quality English language provision so that they can acquire the language skills to enable them to participate in Scottish life.”

Each local authority has its own approach to co-ordinating ESOL provision. In some local authority areas, providers have developed a strong partnership approach to sharing resources, to ensure that local needs are met effectively, and provision links well together.

Many children who have English as a second language are in the very early stages of acquiring English. This results in significant language support needs within schools. However, engaging with children and their parents as a family can be a very useful way of encouraging whole families to build English skills together.

### **Case study**

In South Lanarkshire, a [family ESOL project](#) has seen significant positive outcomes for parents and their children, including increased confidence in communicating with school staff and other parents, an opportunity to meet other second language speakers and support for children when moving to the next stage of schooling.

### **Case study**

The City of Edinburgh Council's, Community Learning Development team has developed a [Speakeasy project](#) that is aimed at secondary school pupils aged between 16 and 17 years. The project has helped to build the confidence of young people by developing their English language and communication skills, and has also enabled them to integrate better within their local communities.

Some migrants with good English language skills can find a need for ongoing ESOL support in the workplace, where language can be technical, and very specific skills may be needed. Others may have difficulty attending regular ESOL classes due to long working hours, care responsibilities and transport issues, especially in more rural areas. It is worth considering whether you can build relationships with local employers to offer advanced English support, or to provide flexible access to language learning, to ensure that migrants do not face disadvantage in the labour market.

#### **Case study**

Highlife Highland runs a project to support migrant workers. It has appointed a Co-ordinator within the Integrated Learning Communities team, to support inward migrants and their families. The Co-ordinator offers signposting and guidance to services they may need to settle in Highland, as well as English language support.

Education Scotland has a [case study](#) on the support provided to a qualified doctor who arrived in the UK as an asylum seeker, to enable him to make the most of his existing skills and expertise.

#### **Case study**

Aura is Columbian and lives in Montrose, having moved to Scotland in 2005. Although she worked as a primary school teacher in Colombia, she found learning English very difficult, and felt she needed to learn the language in order to integrate fully in the local community. In 2012 she joined [Angus Council's ESOL class](#) near her home. She described her tutor as 'exceptional'. He has used "*different resources, including using visual aids, and I've learnt a lot. I now understand many things, including about expressions and attitudes. I am very happy now.*"

Aura also described her experience of learning to use the computer in the local library. She said that the teachers there are 'extraordinary and patient'. She had no prior knowledge of using emails before going on the six months course, and can now communicate with relatives in her home country, as well as others.

Aura would like to help other people with language learning, and is keen to continue with her ESOL classes. She meets lots of new people that she wouldn't have been able to communicate with, if she hadn't gone to the ESOL classes. She now feels that she is part of the community in Montrose, and would like to stay there.

#### **Find out more...**

[ESOL Scotland](#) has a wide range of case studies demonstrating different approaches to ESOL provision.

## **7.9 Employment services**

### **7.9.1 Preventing exploitation**

It is crucial that foreign nationals working in Scotland are not vulnerable to exploitation, and understand and can access their rights. New migrants are more likely to be vulnerable, because they are often unfamiliar with the UK labour market



and their legal entitlements. It is important to be sure that exploitative practices are not allowed, including:

- people being paid under the minimum wage;
- people not being provided with holiday and sick pay;
- people having no contract or pay slip;
- illegal deductions from wages;
- excessive working hours;
- unsafe working conditions; and
- poor or overcrowded tied accommodation.

The [Gangmasters Licensing Authority](#) provides protection for vulnerable and exploited workers by improving labour rights standards and ensuring employers operate within the law. It licenses gangmasters who meet acceptable operating standards in agricultural, food processing, shellfish gathering and associated industries. However, exploitation can also be prevalent in other sectors such as construction, hospitality and social care.

It is important to make sure that migrant workers know who to approach if they need help, and that these are trusted organisations. People can be more likely to approach organisations in the third sector, due to concerns about the repercussions from approaching a formal 'authority' for assistance. However, having staff who can speak community languages, are trained in intercultural communication, and who are out and about in communities can greatly help to break down these barriers.

### **7.9.2 Promoting opportunities**

To encourage migrants to come to and settle in local areas, it is important that people are supported to use the skills and qualifications that they have. Many migrants may have graduated in their home country, or have left high skilled employment. However, it can be difficult for them to gain highly skilled employment due to the need to develop English language skills or employers not recognising the qualifications that they hold. Migrants may also face other issues such as discrimination, lack of work experience in the UK, no references from UK employers and not being members of UK professional bodies. Migrants can also find it difficult to understand job market processes – of application and interview – and the processes in place to support new business start-ups.

#### **Find out more...**

The [Scottish Credit and Qualifications Framework](#) (SCQF) is Scotland's national qualifications framework. It aims to support lifelong learning and to assist employers and learners in understanding Scottish qualifications and how they relate to each other.

The [UK National Recognition Information Centre](#) (NARIC) helps employers to understand the qualifications of prospective employees. Individuals can also apply for a 'statement of comparability' which confirms the validity of overseas academic, vocational and professional awards and indicates a comparable level in the UK.

The [European Qualifications Framework](#) also allows for comparison of different qualifications within the European Union.

[Talent Scotland](#) supports people who are planning to relocate to Scotland. It includes a detailed section on [work opportunities](#).

[Business Gateway](#) provides free business support services, including advice on starting and growing a business.

The [Refugees into Teaching Database](#) is a network of support for refugees with teaching qualifications.

## 7.10 Health services

It is important to make sure that migrants have information about how to access health services, and what their rights are. The NHS can be complex for people to understand, access and negotiate. Evidence shows that the main barriers to migrants accessing health services include:

- lack of information
- lack of familiarity with health care systems in the UK
- lack of interpretation and translation support
- confusion around entitlement to services.

Confusion about the services migrants are entitled to is a particular issue among those with insecure immigration status, who may not wish to approach authorities to ask for help. Often, it works well for community and voluntary groups to work with the third sector to promote information about access and rights. Inclusion of health information in welcome packs and online information sites can also be very helpful.

### Find out more...

The NHS has a wide range of guidance on the rights of migrants to access health services.

- [Health care for asylum seekers and refugees in Scotland](#)
- [Health care for people coming to Scotland to work](#)
- [Health care for people coming to Scotland to study](#)

The UK introduced an [immigration health surcharge](#) in April 2015. This means that people from outwith the European Economic Area who are students, migrant workers or are joining their families, need to pay an annual surcharge of either £150 or £200 a year.

People who pay this fee are exempt from charges for NHS services for the duration of their visa. Others may need to pay for NHS healthcare services.

Some NHS services are free to everyone – including emergency treatment, emergency ambulance services, family planning services, treatment for infectious diseases, pandemic influenza, sexually transmitted diseases and involuntary

psychiatric treatment.

Some people, including those who have paid the immigration health surcharge, asylum seekers, refugees, victims of human trafficking and students on a full time course are exempt from charges for other health services. However, these individuals may need to pay statutory charges for dental or optical services, in line with the criteria applied to everyone when accessing these services.

This letter provides very detailed guidance on people who are exempt from charges for NHS services. [The Chief Executive Letter \(CEL\) Overseas Visitors' Liability to Pay Charges for NHS Care and Services CEL 09 \(2010\)](#)

The way migrants access health services can vary. It is important to be aware of the different needs and issues affecting migrants. The [World Health Organisation](#) identifies maternal health, occupational health, mental health, communicable diseases and non-communicable diseases as priority areas for migrants within the European Union.

It is important to consider the social context and how this links with health. For example, some migrants can be more vulnerable to exploitation – at work and at home – which can also influence how they use health services. Some migrants, particularly asylum seekers and refugees, may also be more likely to require mental health services because of the experiences that led them to seek protection in Scotland. And some migrants may be less likely to approach health services, resulting in more people approaching services at a later stage in their need for support.

#### **Find out more...**

The [Scottish Migrant and Ethnic Health Strategy Group](#) has a [strategy](#) for finding out more about the health of migrants and people from minority ethnic communities in Scotland.

[Health Boards](#) will have information on their websites about their interpreting and translating policy/process.

GRAMNet also has [guidance on ethical interpreting](#), in health care settings.

Everyone who uses the NHS in Scotland has rights and responsibilities. Find out more in the [NHS Patient Rights Charter](#).

#### **Case study**

[Health All Round](#) in Edinburgh is a voluntary organisation which supports people to live longer, healthier lives. It uses a community development approach to build physical, social and emotional wellbeing while building social capital and reducing inequalities. The organisation proactively aims to involve central and eastern European people in its work, and employs a community development worker to support social and cultural integration of migrants and help address health inequalities associated with this group. It engages people through holding

conversational English coffee mornings, and language cafes which are platforms for discussion on wider health issues.

### 7.11 Community safety services

It is important to think carefully about how to keep migrants safe within their communities. A [report](#) commissioned by the Scottish Government in 2009 found that there was very little evidence about criminal activity undertaken by migrants in Scotland. Knowledge of criminal activity against migrants is even more limited. However, research suggests migrants can be victims of hate crime, breaches of employment law and human trafficking. Research in England found that migrants were more likely to be victims of crime than perpetrators. The focus should therefore be on how to ensure that migrants are safe and can report crime when necessary.

Police Scotland is clearly a key partner in community safety, for all community planning partnerships. Police Scotland has produced [equality outcomes](#) which set out the priority equality issues it wishes to tackle. Raising awareness and reporting levels of hate crime is one of these top priorities.

#### Find out more...

In Scotland, hate crime can be reported to the police online, at any police station, by phone, or at a network of third party reporting centres. Local authorities, community planning partners and Police Scotland have worked closely to develop a network of [third party reporting centres](#) where people can be supported to report a crime. In addition, people can also report hate crime at any local authority office.

Police Scotland is also strongly committed to recruiting and supporting a diverse workforce. In many areas, Police Scotland have assigned officers to work with migrant communities. It also undertakes a high level of community engagement work, building links with migrant communities. In some cases, experiences of policing approaches in other countries can make migrants less likely to approach the police in Scotland.

### 7.12 Exploitation and serious organised crime

Migrants can be particularly vulnerable to exploitation. Unfortunately, some migrants become the victims of serious and organised crime. There are particular problems around human trafficking, labour exploitation and sexual exploitation. These crimes are often linked to other forms of serious and organised crime, including drugs trafficking.

[Labour exploitation](#) can take many different forms. It can involve people being forced to work in domestic servitude in people's homes. It can involve workers who are unaware of their rights and are being paid below minimum wage or are losing out on employer's national insurance contributions. It can involve violation of people's human rights and restrictions on people's freedoms. Often the most vulnerable people are the most likely to experience these exploitative situations.

Human trafficking is the illegal trade in human beings, both adults and children, for the purpose of commercial exploitation. People are trafficked into the UK for labour exploitation and sexual exploitation. There is a [National Referral Mechanism](#) for victims of trafficking, which includes supporting people while they reflect on their options and consider criminal proceedings. Police, local authorities and others are 'first responders' under this mechanism, and need to know how to respond if there are concerns or reports of human trafficking. For example, consideration should be given as to whether unaccompanied asylum seeking children could have been trafficked and if they require specialist support.

**Find out more...**

A new [Human Trafficking and Exploitation Bill](#) is being considered by the Scottish Parliament in 2015.

Police Scotland has produced guidance on [potential signs of human trafficking](#).

The National Crime Agency has produced a guide on issues and sensitivities to consider when working with [potential victims of human trafficking](#).

The [Trafficking Awareness Raising Alliance](#) in Glasgow supports women who may have been trafficked for the purposes of sexual exploitation.

[Migrant Help](#) (UK wide) brings expertise in supporting victims of human trafficking and modern day slavery.

## 8. Rights, entitlements and responsibilities

### 8.1 Understanding migrants' rights and entitlements

Migrants' rights and entitlements are very complex and dependent on a variety of factors. These rights can also be subject to change on a relatively regular basis. This section focuses specifically on migrants' rights to benefits and welfare services, and identifies a number of sources of support and advice related to this.

Broadly speaking, migrants fall into three distinct categories as far as benefits and welfare services are concerned:

- Nationals of countries that the UK has a political agreement with - mainly European Economic Area nationals - who have access to a wide range of benefits and services.
- People who come to the UK for protection from persecution or human rights abuse. If protection is granted, these people will be able to access their rights from the UK as a surrogate state. However, while their claim for protection is being processed, their rights are strongly curtailed.
- Third Country Nationals who don't fall into the above groups. These people generally have minimal access to benefits and services in the UK, and are often living, working or studying in the UK on the condition that they have 'no recourse to public funds'.

In 2012, we published [guidance](#) on the different categories of migrants' entitlement to benefits and local authority services. This was produced to support Scottish local authorities to take into account all relevant factors, when making decisions about service provision and migrants' entitlements. Although still useful and relevant, it should be noted that some aspects of migrants' rights and entitlements have changed since the guidance was published. In addition, the guidance does not provide an exhaustive statement of the relevant law. Therefore, local authorities may still wish to seek their own legal advice when dealing with complex issues associated with migrants' rights.

#### **Find out more...**

[Child Poverty Action Group \(CPAG\)](#) is a source of comprehensive information on migrants' rights and welfare rights more generally. In particular, their '[Benefits for Migrants Handbook](#)' is a particularly useful guide for practitioners.

Further guidance on migrants' housing rights is available from the [Chartered Institute of Housing](#).

The Department for Work and Pensions (DWP) are able to provide localised advice to local authorities regarding migrants' benefit entitlements. For further details, please [contact us](#).

There is a UK-wide [No Recourse to Public Funds \(NRPF\) Network](#) which allows local authorities and other partners to share learning and best practice in fulfilling their statutory duties to migrants with no recourse to public funds. We host a

Scotland sub group of the Network. For more details on this, please [contact us](#).

## 8.2 Ensuring compliance with the law

The Home Office has responsibility for preventing abuse, tracking offenders and increasing compliance with the law in relation to migration. It works with a wide range of partners, including local authorities, to ensure that migration is managed and regulated in line with UK Government policy.

### Find out more...

The Home Office can provide guidance to local authority officers on their legal responsibilities, whether in relation to councils' duties as employers, or their role around service and benefit provision for migrants. The Home Office Immigration Enforcement team in Glasgow can provide support by confirming identities, conducting checks on foreign national status, examining documents and verifying details from countries of origin. Please [contact us](#) for more information.

All employers are responsible for checking if job applicants are allowed to work for them in the UK, before they employ them. Further details on how to do this can be found [here](#). Employers can face [civil penalties](#) if they employ illegal workers and haven't carried out correct right to work checks.

There can also be challenges for employers in screening job applicants who are from outwith the UK, or who have lived and worked outside the UK. While the Scottish Government is working with the UK Government to improve the exchange of conviction information with other countries in the EU and beyond, many countries have different justice systems and policies on retaining conviction data. This means that there can be significant challenges for employers in obtaining accurate information. Further information on this is available from [Disclosure Scotland](#), while [NHS Scotland](#) also provides useful guidance on safer pre and post employment checks.

## **9. Evaluating and measuring outcomes**

### **9.1 Introduction**

When planning an approach to migration in your local authority area, it is important to think about:

- What are the intended outcomes? What difference do we want to make for individuals and communities?
- How will we know we are making progress? What will tell us that we are heading in the right direction?

This section explores how you can think about these issues in the context of migration policy for your area.

### **9.2 Agreeing intended outcomes**

If you want your area to have a consistent approach to migration, you should think about what your intended outcomes are. This means thinking about what difference you want to make, for individuals, communities, organisations, or others. Often, a good way of thinking about your intended outcomes is imagining what the ideal situation would be in terms of migration for your area – from a range of different perspectives.

This might mean thinking about things like:

- For individuals moving to our area, we want to:
  - Make sure that people fleeing abuse and persecution can live safely in our area.
  - Make sure that people see our area as an attractive, welcoming place to live.
- For our communities, we want to make sure that:
  - We increase our population, so that our schools are sustainable and diverse.
  - We build a strong economy with a larger working age population across a wide range of skills and strengths.
  - We attract people who are skilled in certain occupations, to build our economy.
- For organisations, we want to make sure that:
  - We have a strong, skilled and diverse workforce to attract and retain employers.
  - We stimulate demand in our public services, such as schools and public housing.
  - We manage demand on our public services, spreading demand across our local authority area.



Outcomes can be short or long term. Short term outcomes can often be focused on process – for example, “organisations work together to share information about migration”. Longer term outcomes should be about bigger changes you want to bring about in your area – for example “our local authority has a skilled, strong working age population.”

For intended outcomes to be useful, they need to be developed with a clear understanding of what migrant communities need and want. [Find out more about engaging with migrants...](#)

Intended outcomes also need to be agreed and shared across those responsible, and taken forward through clear, senior leadership. [Find out more...](#) This means that people responsible for taking decisions, funding activity and making policies will think about how these should contribute to your intended outcomes.

#### **Find out more...**

Your long-term outcomes may link with your community planning partnership’s [Single Outcome Agreement](#), and the [Scottish Government’s national outcomes](#).

The [Improvement Service](#) provides a Menu of Local Outcome Indicators and a Good Practice Note in relation to Single Outcome Agreements.

Evaluation Support Scotland has very useful guidance on:

- [Setting outcomes](#)
- [Developing a logic model](#) – focusing on outcomes.

The [BIG Lottery Fund](#) has produced very helpful, basic guidance on outcomes focused planning.

NHS Health Scotland has a useful website which explains [outcomes focused planning for community and voluntary groups](#).

#### **Agreeing intended outcomes**

What you want to achieve locally will vary depending on local context. We facilitated a national session with migrants and people working with migrant communities early 2015. This identified some commonality around intended outcomes in relation to migration. Key themes that emerged included:

- Organisations involved in supporting migration work together
- The needs and strengths of migrants are central to policy and practice
- Migrants are aware of services and amenities
- Communities value the culture and language of migrants
- Migrants have higher self esteem
- Tensions between communities are reduced
- Hate crime is reduced
- People are happier.

### **Case study**

[New Scots: Integrating Refugees in Scotland's Communities](#) is a national outcomes focused plan to support refugee integration. It explores the needs of refugees and asylum seekers under clear priority themes; identifies links to national outcomes; and sets activities and targets over a three year period. It also identifies longer term or wider priority issues than need to be addressed outwith the life of the plan, which runs from 2014 to 2017. Evaluation is built into the plan from the outset.

## **9.3 Evaluation approaches**

When considering the impact of your local approach to migration, you might want to think about things like:

- the difference your local authority or community planning partnership's overall approach to migration is making;
- the impact of a particular decision or policy on migration and migrant communities; or
- the impact of a funded or supported project, activity or organisation on migration and migrant communities.

The approach you take to evaluation will vary, depending on what you want to explore. In some instances, you may be particularly interested in exploring the impact of decisions on services in your local area. In others, you may be interested in exploring the outcomes for individuals, migrants and others within local communities.

### **Find out more...**

[Evaluation Support Scotland](#) has a very useful online guide which takes you through each stage of evaluation. It encourages self evaluation, supporting projects and organisations to consider the impact of their work to inform future approaches. It also takes an outcomes focused approach, thinking through the difference your approach is making.

### **Case study**

NSPCC explored the perspectives of parents from minority ethnic communities, when evaluating its 'Baby Steps' programme. The programme was designed to attract and engage with 'hard to reach' parents, including parents from minority ethnic backgrounds. This report, summarising the findings of interviews with parents from a minority ethnic background, is one of a number of reports from the wider evaluation of the programme. [Find out more...](#)

### **Case study**

In Edinburgh, new approaches to ESOL provision have been piloted. The local authority has developed new ideas around how to support parents with little or no English to take part in programmes which enable them to support their children's learning and development.

It trialled the idea in one area, through dedicating 7.5 hours of an ESOL project worker's time to supporting one parent to take part in a Raising Children with

Confidence course at her children's school. The approach involved summarising information about the course in advance both in English and in Urdu, with the information translated by the bilingual project worker in around 200 words. The individual then attended the Raising Children with Confidence course sessions and met with the project worker after each to discuss these. Some parents on the course also spoke Urdu, and were able to support the individual informally.

The approach was evaluated, and a paper was produced on what was learned. The evaluation was undertaken by the project worker, in consultation with the ESOL participant. The paper gave recommendations for the future, and advice on how this approach could be rolled out. It also highlighted an unexpected outcome, that another parent on the course has also found the English summaries welcome – and had translated them into her home language using a mobile app.

The approach is now being extended through providing small amounts of funding in six parts of Edinburgh. The approach is continuing to be evaluated, through discussion with participants, families and ESOL providers.

## List of Case Studies

### **Case study: Ensuring leadership**

Perth and Kinross Council has a robust equality and diversity structure and approach within the Council. It has a Community Equality Advisory Group, involving over 60 organisations and individuals from across Perth and Kinross representing each of the equality characteristics. It is chaired by an elected member who leads on equality work. This elected member is a 'Champion' for equality and diversity, and works to build positive attitudes towards migration. The elected member speaks out publicly about how much the council welcomes migration and how it enriches communities.

### **Case study: Pressures from migration**

Govanhill has always been a popular area for people coming to Glasgow to settle. The population has regularly changed and diversified as people from outside Glasgow choose to live there - people from the Highlands of Scotland; from Ireland; Jewish people fleeing persecution in Eastern Europe; people from the Punjab and other parts of the Indian sub continent; and, most recently Roma from Slovakia, the Czech Republic, Romania and Bulgaria.

This has resulted in Govanhill having probably the most ethnically diverse population in Scotland.

In 2010, around 40% of the population of Govanhill was made up of minority ethnic people. Its population has risen by almost 15 per cent between 2001 and 2010, while in one small part of Govanhill (one datazone), the population has grown by 46 per cent. This substantial population growth is not matched by a growth in the number of residential properties.

Figures from schools in Govanhill show that there are 57 different languages spoken by their pupils. English is the home language of just 4 per cent of pupils in [Annette Street Primary](#).

In Govanhill, there are serious issues with housing – including poor condition private properties and severe overcrowding. There are also some concerns about how to balance the needs of newly arrived and more established communities. However, there are active community organisations with a strong commitment to support communities, and public sector organisations are working in partnership to try to address the challenges. Work has also been undertaken to involve communities in management of the neighbourhood, which is summarised in [this report](#).

### **Case study: Important issues for migrants**

We hosted a workshop with migrants from across Scotland, and people working with migrants. At this session, in February 2015, migrant participants told us about the things that were most important to them when considering moving to an area. Where possible, we have hyperlinked these points to other relevant parts of this toolkit.

**Services and support**

**Opportunities**

<a href="#">Good schools</a> Transport Translation services <a href="#">English classes</a> Care Leisure Retail	<a href="#">Employment and job security</a> Places and courses to study Vibrant local economy <a href="#">Accessible and available housing</a> <a href="#">Good quality private rented housing</a>
<b>The place</b> Open spaces and greenery Local history Sense of belonging <a href="#">Safety</a> <a href="#">Friendly and welcoming people</a> Well planned places	<b>What local authorities can do</b> Signpost migrants <a href="#">Advise migrants of rights</a> Encourage employers to support migrants Provide good links and transport Encourage new business start ups

### Case study: Asylum dispersal

Between 2,000 and 6,000 asylum seekers have been dispersed to Glasgow each year since 2001. The council is no longer contracted to provide accommodation to asylum seekers. Since 2012 this contact has been delivered by the private sector provider Serco. However, the council continues to permit dispersal to Glasgow and asylum seekers are housed in a mixture of private and housing association properties across the city.

Glasgow has benefited from asylum dispersal in a number of ways. While dispersal has placed additional pressure on some council services – particularly since the city has ceased to be funded by the Home Office for the delivery of the asylum contract – asylum seekers have enhanced the city’s cultural diversity and their arrival has boosted the city’s population and age profile. Furthermore, the continued provision of some services (like schools) has only been viable because of the arrival of asylum seekers in areas that were previously in decline. There have also been reports that the presence of asylum seeker children – and indeed migrant children more generally – may have raise educational attainment because of the value that many of their families put on learning. Further analysis in this regard is provided in a research paper that we commissioned in 2013 on the impact of migrant children in Glasgow schools. The report and executive summary can be accessed by clicking [here](#).

**Case study: Humanitarian protection**

North Lanarkshire Council participated in the Gateway Protection Programme in 2007 and, to date, is the only local authority in Scotland to have received refugees through this scheme. A total of 77 refugees from the Democratic Republic of Congo were resettled in Motherwell. The scheme was generally deemed to be a success in terms of the level of integration of the refugees that was achieved and the multi-agency and inter-departmental approach that was set up to support the process. Indeed, North Lanarkshire Council received the Creating Integrated Communities Award at the 2007 UK Housing Awards for the partnership approach it established.

However, the challenges faced by the refugees in accessing employment commensurate with their skills and qualifications, as well as issues associated with their broader integration into the local community and wider Scottish society should not be underestimated.

The University of the West of Scotland and Oxfam completed research in 2014 which revisited the North Lanarkshire scheme as a means of assessing longer term outcomes for the Congolese families that were resettled in Motherwell. [The research](#) provides an interesting analysis of the barriers to integration faced by refugees. It also provides useful insights and recommendations for councils considering participating in Gateway or, indeed, other humanitarian protection schemes.

**Case study: Understanding migrant populations**

Since 2006, the Research and Information team at Aberdeen City Council has produced annual briefing papers on migrant workers in Aberdeen City and Shire. The purpose of these papers is to inform council services and community planning partners, and to assist with policy development and service delivery. [This briefing paper](#) gives an indication of the scale of the inflow of migrant workers to the area. It looks at a range of factors: for example, the countries of origin of migrant workers; registrations in Aberdeen City and Shire compared with other parts of Scotland and several other key characteristics.

**Case study: Promoting your area as a positive destination**

Aberdeen City Council has taken a proactive approach to promoting Aberdeen as a positive destination, as a way of attracting economic migrants to the city. As part of this, they have visited a number of countries across Europe (Poland, Latvia, Romania, France, Spain and Greece) and have taken representatives from the business community in Aberdeen with them. They make it very clear to prospective migrants about what to expect, in terms of the cost of living in Aberdeen - high house prices and rental charges etc. They are also clear that potential migrants need to have the right transferable skills for the jobs market. Aberdeen City Council also works closely with local employers to ensure that they are providing appropriate support to migrants workers who decide to move to the city. For example, in the past, they have leased surplus council housing to employers, who then sub-let this (on a not for profit basis) to migrants. This worked particularly well for migrants who had 'no recourse to public funds'. However, currently they are unable to do this, as they have no surplus accommodation.

### **Case study: Fife Migrants Forum**

In Fife, the [Fife Migrants' Forum](#) is a not for profit organisation that is run by a committee and provides free help, advice, support, information and referrals for anyone who comes for an appointment. It also runs a volunteer programme, where volunteers can gain valuable experience and learn new skills.

Fife Migrants Forum runs a number of activities including:

- **Daily Advice Clinic** - For free advice, information, help, support and referrals to mainstream service providers.
- **A Job Club** – this runs on a weekly basis, and is supported by Fife Council Client Action Team.
- **CARF Advice Clinic** – a monthly dedicated advice clinic with help and advice from a Citizen Advice & Rights Fife advisor.
- **Kingdom Credit Union** – a weekly collection point for Kingdom Credit Union.

### **Case study: MEAD**

In Perth and Kinross, [PKAVS Services for Minority Communities \(MEAD\)](#) works in partnership with the Council and other partner agencies to:

- support the expanding migrant population in Perth and Kinross, to play a full and active role in their community, while helping statutory and voluntary service providers to respond more effectively to their needs.
- provide a local authority-wide service, supporting migrant workers and minority ethnic carers and service users (those affected by long-term health conditions, disability or older age)
- establish itself as the lead agency for minority ethnic issues within Perth and Kinross, and to facilitate consultation between service providers and targeted minority ethnic communities, to ensure services meet the needs of service users.

MEAD's key client groups are from the local South Asian, Chinese and Eastern European communities. Recent work has involved:

- providing an annual Community Intelligence Report to the Council;
- running a number of information and employment events to encourage the integration of new migrant communities across the area (particularly seasonal workers);
- having a literacy partnership with the Council, delivering many ESOL services directly;
- developing its own social enterprise for interpreting and translation called Language Base, which has enabled local migrants to gain skills, qualifications and employment opportunities; and
- working closely with the Council on its multi-cultural events, and community lunch club programme.

MEAD also hosts regular surgeries and provides translation support for key council services, including Welfare Rights and Housing, to encourage access to these services from minority ethnic and migrant communities.

**Case study: Providing information**

NHS Tayside has recently launched this App - [Money Worries? Crisis Help!](#)

The App is designed for people who are affected by welfare benefit cuts, or other money worries. The content was developed by NHS Tayside Public Health staff to help reduce the negative health effects of welfare reform. The App will be promoted by Angus Council, as part of the annual [roadshows](#) that they organise for migrants working in farms in Angus.

**Case study: Providing information**

Police Scotland and the Crown Office Procurator Fiscal Service have been working with asylum and refugee groups in Glasgow. As part of this they have been giving talks on the law, and explaining where people might inadvertently break the law, due to lack of awareness of the law in Scotland. As a result of these roadshows, the Lord Advocate has committed to producing a simple information booklet for asylum seekers and refugees (in different languages) about the 'dos and don'ts' in relation to the law in Scotland. If successful, this might be rolled out to cover the wider migrant population.

**Case study: Providing information**

Since 2007, Angus Council has been co-ordinating annual roadshows for migrant workers in Angus. A number of community planning partners also support and attend the roadshows, including Police Scotland, the Scottish Fire and Rescue Service, NHS Tayside, Dundee and Angus College, Women's Aid and representatives from the Drugs and Alcohol Partnership. The roadshows are usually hosted by farms in Angus, where many migrants are employed as seasonal workers. Farmers often put on a BBQ, as this helps to encourage workers to come along.

The roadshows provide a useful forum for migrants to access information, including welcome packs, to find out about local services, and to raise any issues or concerns that they might have.

Service providers also benefit, as they get an idea of how many people are staying in the local area, how long they might be staying for, and how this might impact on demand for services in particular areas.

**Case study: Hearing migrant views**

Research in many areas has shown that being able to access language learning, and finding good, clear information about services, events and opportunities for local engagement can all present challenges for migrants. For example, current research by Glasgow University and Swansea University involving migrants living and working in the rural areas of Angus and Aberdeenshire, has found that even after several years, many have struggled to improve their English. This is due to a combination of a number of factors including: constraints of time and resources for language learning, and also working and living arrangements that provide few opportunities for close contact with Scottish co-workers, neighbours etc.

On the other hand, the research has found that where flexible provision is



possible - through ESOL classes, and more informal approaches to language learning (including buddy schemes and language cafes) - this can provide opportunities for:

- increased social interaction;
- better information about local services;
- access to support networks; and
- opportunities for others to learn about migrants' lives and experiences etc.

You can find out more about this research [here](#).

### **Case study: Hearing migrant views**

Translation and interpretation services are an important resource for migrants. However, some concepts and experiences are not always easily translatable and may require skills in intercultural communication. GRAMNet was involved in a 2-year collaborative project exploring the experiences of practitioners, interpreters and service users in clinical and non-clinical health care settings. The project has produced a series of training videos, which provide an opportunity to engage with the complex realities of intercultural communication in practice.

You can find out more about the project [here](#).

### **Case study: Hearing migrant views**

Since 2008, NHS Grampian has been working closely with Grampian Regional Equality Council (GREC) to undertake annual consultation events with local minority ethnic communities, as a way of gathering feedback on their experiences of using local NHS services. GREC provides facilitation support for individual involvement and consultation events, usually held in Peterhead, Fraserburgh and Aberdeen (areas that have largest concentrations of migrant workers). NHS Grampian has found that over the years, the consultation events have provided a wealth of useful healthcare related information, as well identifying areas where further service improvements are required.

### **Case study: Engaging migrants using Ketso**

We used a method called 'Ketso' to structure our engagement with migrants in our Migration Matters Scotland project.

'Ketso' is an engagement tool widely used in action research. It encourages participants to think about different research questions and contribute ideas and comments. Participants write their ideas on colour coded 'leaves' and by the end of the session, the 'tree' acts as a visual representation of the discussion.

We asked participants in the migrant workshops to consider their local area when writing comments on their leaves under the following headings:



What works well?



What doesn't work?



What are the barriers or obstacles to accessing services?

## What are the solutions to making the area better?

This method worked well, and made sure that as many people as possible could contribute to the discussion. Here is some of the feedback that we received:

“For a lot of people it was really engaging – more so than just asking people to write things down.”

“It helps everyone to contribute and makes it harder for one or two people to dominate the discussions.”

If you are using Ketso, it is worth making sure that plenty of time is allowed for discussion, as people need to fully understand the method, and what they are being asked to do. The method also involves an element of writing, and it is important to think through literacy and language issues before designing your engagement method.

You can find out more about using Ketso [here](#).

### **Case study: Engaging migrants using Ketso**

Renfrewshire Community Planning Partnership used Ketso to gather views from over 400 local residents and representatives from community groups who attended their annual community planning conference in 2011. Ketso was seen to be an effective and simple way to engage with a wide range of people, enabling them to express their views and have their say on future priorities for Renfrewshire. You can read more about Renfrewshire Community Planning Partnership's approach [here](#).

### **Case study: Action research**

In Perth and Kinross, PKAVS Services for Minority Communities (the MEAD project) produces an annual Community Intelligence Report for the Council and other community planning partners. This helps to influence service priorities for local minority ethnic and migrant communities. The report presents the findings from work conducted by the MEAD project, looking at issues related to minority ethnic communities resident in Perth and Kinross. It also highlights their needs, and any barriers they face when attempting to access local services. [The report](#) provides a detailed demographic breakdown of local minority ethnic communities in Perth and Kinross and those accessing MEAD's services.

### **Case study: Building links with asylum seekers**

In 2010, NHS Greater Glasgow and Clyde (NHS GCC) undertook a review of its asylum service provision. This identified that there were gaps in care pathways for asylum seekers - as many were not engaging with primary care providers, and GP registrations were low. As a result, demand was being shifted to secondary and emergency services.

In response to this, the Asylum Health Bridging Team was set up in 2013 to help improve access to NHS services in Glasgow. The team provides a nurse led

approach, where all asylum seekers are offered an initial health assessment when they arrive in the city. The assessment is undertaken with support from interpreters and follows the 'sensitive enquiry' model. From this, they are able to prioritise people with urgent or chronic health needs, who require immediate care and support. They also provide general information on how to access other NHS services.

Following assessment, all asylum seekers are allocated to a GP practice and encouraged to register with the practice. Each of the nurses in the team has a geographic patch within the city, and they work closely with GP practices within their patch - alerting them to potential new registrations and providing support to GPs and reception staff on asylum related issues where required.

The team also works closely with a range of other services and organisations – such as NHS GGC Community Mental Health Team, Freedom from Torture and Scottish Refugee Council. Since the Asylum Health Bridging Team was set up, NHS GGC is aware (anecdotally) that GP registrations among asylum seekers have increased. The 'one stop shop' approach provided by the Asylum Health Bridging Team seems to have worked well. Asylum seekers are now more aware of how to access and use NHS services, and service providers, mainly GP practices, know where to get advice and support on asylum related issues.

**Case study: Highlighting the positive impact of migrants**

Perth and Kinross have produced [this leaflet](#) to help improve relations between local communities and migrants, and to highlight the positive impact of migrants. To celebrate the diversity of different migrant communities living within Perth and Kinross, the Council promotes a Multi-Cultural Events Programme that provides opportunities to bring together migrants and local communities to celebrate a range of different cultural events and religious festivals throughout the year.

**Case study: Strong local partnerships**

The Uniting Nations in Scotland (UNIS) project in Glasgow is run by volunteers and is helping to break down barriers and tackle racism faced by refugees when they arrive in Glasgow. Since it was established, the group has grown and now has members from different backgrounds and nationalities - from Morocco to Sudan. A police constable from Police Scotland has been working with the group to gain their trust. Other volunteers meet regularly with refugees to help them fill out paperwork and to discuss their cases. There are also social occasions, where families and individuals can meet up and share experiences.

**Case study: Using arts and culture to build relations**

Since 2000, the Scottish Refugee Council has been promoting an annual refugee festival week in Scotland to celebrate the positive contribution that refugees make to the richness and vibrancy of life in Scotland. The festival is co-ordinated by Scottish Refugee Council, working alongside a network of arts, community, voluntary and educational organisations, volunteers and supporters to produce an exciting Scotland-wide events programme. You can find out more about this year's festival [here](#).

**Case study: Using arts and culture to build relations**

The [Edinburgh Mela](#) started in 1995, as a celebration of the city's South Asian communities, it has now grown into one of the biggest world music, dance and food festivals in the country. Mela means 'gathering', and it provides a meeting place, where all of the cultures and communities who call Scotland home can mingle, converse and bond over music, dance and wonderful food. The Edinburgh Mela is now part the Edinburgh Festivals collective.

**Case study: Using arts and culture to build relations**

[Dance Ihayami](#) is a Scottish based Indian dance company with its aesthetic roots in South Indian dance. The company explores the structure, vocabulary and meanings that arise from this medium of dance. Since 2009, it has extended its education offering to include music, and now offers classes in music and dance in Edinburgh, Dundee and Glasgow. In addition, their outreach programme covers both social and community work, and seeks to introduce people to Indian art forms, by making them more accessible to a wider audience.

**Case study: The importance of staff skills**

The level of communication, interest and engagement with migrants on an individual level can greatly impact on personal experiences. Eman came to England four years ago. Two years ago she moved to Scotland, having found the experience in England unsettling and unwelcoming.

The first local authority area she lived in was very welcoming. Eman is always out and about, asking questions, contacting people and making connections locally. In this local authority area, the council staff welcomed this and engaged well. This council supported a strong local group for migrant communities, which opened up lots of opportunities for Eman, both locally and nationally.

Eman has now moved to a new local authority area. She approached the council to find out about opportunities for migrants and new citizens in the area. She has tried a number of times to find out about the opportunities, but staff do not seem interested. Eman believes that staff training is a big issue. This reception means that Eman would consider moving out of this local authority area, if she was able.

"If we don't feel supported or encouraged we will lose hope. This really detracts from this area and puts you off. You need to have a plan to recognise and appreciate migrants."

**Case study: The complexities of translation**

Translation and interpretation services are an important resource for migrants. However, some concepts and experiences are not always easily translatable and may require skills in intercultural communication. GRAMNet was involved in a [2-year collaborative project](#) exploring the experiences of practitioners, interpreters and service users in clinical and non-clinical health care settings. The project has produced a series of training videos, which provide an opportunity to engage with the complex realities of intercultural communication in practice.

**Case study: Community activity to build relations**

Kulture Klub in West Lothian is supported by Voluntary Sector Gateway, West Lothian. It aims to integrate young people aged 11 to 16, by breaking cultural barriers and creating a fusion of music, art, food and language. It recently hosted a special event in Broxburn in 2015, which included Asian jewellery stalls, Arabic and Indian clothes, origami, Bhangra dancers, Punjabi Dhol drummer, Scottish bagpipers and drums and vegan, Indian and Pakistani foods. One hundred and fifty people attended. West Lothian Council plans to support the group to run further workshops and activities for young people in the future.

#### **Case study: Family ESOL**

In South Lanarkshire, a family ESOL project has seen significant positive outcomes for parents and their children, including increased confidence in communicating with school staff and other parents, an opportunity to meet other second language speakers and support for children when moving to the next stage of schooling.

[Find out more...](#)

#### **Case study: School based language support**

The City of Edinburgh Council's, Community Learning Development team has developed a **Speakeasy** project that is aimed at secondary school pupils aged between 16-17 years. The project has helped to build the confidence of young people by developing their English language and communication skills, and has also enabled them to integrate better within their local communities. [Find out](#)

[more...](#)

#### **Case study: Support for migrant workers**

Highlife Highland runs a project to support migrant workers. It has appointed a Co-ordinator within the Integrated Learning Communities team, to support inward migrants and their families. The Co-ordinator offers signposting and guidance to services they may need to settle in Highland, as well as English language support.

Education Scotland has a [case study](#) on the support provided to a qualified doctor who arrived in the UK as an asylum seeker, to enable him to make the most of his existing skills and expertise.

#### **Case study: Migrant experiences of ESOL**

Aura is Columbian and lives in Montrose. She met her British husband in Columbia, and they moved to Scotland in 2005. Although she worked as a primary school teacher in Colombia, she found learning English very difficult, and felt she needed to learn the language in order to integrate fully in the local community. In 2012 she joined Angus Council's ESOL class near her home, and has never looked back.

She described her tutor as 'exceptional' – he has used “*different resources, including using visual aids, and I've learnt a lot. I now understand many things, including about expressions and attitudes. I am very happy now.*”

Aura also described her experience of learning to use the computer in the local library. She said that the teachers there are 'extraordinary and patient'. She had no prior knowledge of using emails before going on the six months course, and can

now communicate with relatives in her home country, as well as others.

Aura would like to help other people with language learning, and is keen to continue with her ESOL classes. She meets lots of new people that she wouldn't have been able to communicate with, if she hadn't gone to the ESOL classes. She now feels that she is part of the community in Montrose, and would like to stay there.

#### **Case study: Community health and migration**

[Health All Round](#) in Edinburgh is a voluntary organisation which supports people to live longer, healthier lives. It uses a community development approach to build physical, social and emotional wellbeing while building social capital and reducing inequalities. The organisation proactively aims to involve central and eastern European people in its work, and employs a community development worker to support social and cultural integration of migrants and help address health inequalities associated with this group. It engages people through holding conversational English coffee mornings, and language cafes which are platforms for discussion on wider health issues.

#### **Case study: Outcomes focused planning**

[New Scots: Integrating Refugees in Scotland's Communities](#) is a national outcomes focused plan to support refugee integration. It explores the needs of refugees and asylum seekers under clear priority themes; identifies links to national outcomes; and sets activities and targets over a three year period. It also identifies longer term or wider priority issues than need to be addressed outwith the life of the plan, which runs from 2014 to 2017. Evaluation is built into the plan from the outset.

#### **Case study: Outcomes focused evaluation**

NSPCC explored the perspectives of parents from minority ethnic communities when evaluating its 'Baby Steps' programme. The programme was designed to attract and engage with 'hard to reach' parents, including parents from minority ethnic backgrounds. This report, summarising the findings of interviews with parents from a minority ethnic background, is one of a number of reports from the wider evaluation of the programme. [Find out more...](#)

#### **Case study: Outcomes focused evaluation**

In Edinburgh, new approaches to ESOL provision have been piloted. The local authority has developed new ideas around how to support parents with little or no English to take part in programmes which enable them to support their children's learning and development.

It trialled the idea in one area, through dedicating 7.5 hours of an ESOL project worker's time to supporting one parent to take part in a Raising Children with Confidence course at her children's school. The approach involved summarising information about the course in advance both in English and in Urdu, with the information translated by the bilingual project worker in around 200 words. The individual then attended the Raising Children with Confidence course sessions and met with the project worker after each to discuss these. Some parents on the course also spoke Urdu, and were able to support the individual informally.

The approach was evaluated, and a paper was produced on what was learned. The evaluation was undertaken by the project worker, in consultation with the ESOL participant. The paper gave recommendations for the future, and advice on how this approach could be rolled out. It also highlighted an unexpected outcome, that another parent on the course has also found the English summaries welcome – and had translated them into her home language using a mobile app.

The approach is now being extended through providing small amounts of funding in six parts of Edinburgh. The approach is continuing to be evaluated, through discussion with participants, families and ESOL providers.