

APPENDIX 1
Action Plan – Review of Asylum Seeker Services

No.	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
1.	That a clear pathway and information about what asylum seeker services are on offer in Stockton-on-Tees is provided.	Multi-agency Meetings established to ensure that there are clear links with the local offer. Revised support service as part of new Government contract 2019 onwards	There is clear pathway to services and support in Stockton. Stockton hosted the first migration multi-agency meeting held on the 1 st of Feb, a very positive meeting and started to develop pathways and clear referral systems	Satnam Singh	June 2018
2.	Acknowledging the frequent issues raised in relation to unrelated adult asylum seekers being forced to room-share, the Committee strongly object to such practice, but note that any attempts at preventing this would be difficult to enforce. The Committee does however encourage the Government to consider the position on room-sharing of unrelated adults when forming the post-2019 asylum contracts.	Outcome of the Scrutiny review to has been shared with NEMP members and was discussed at the last meeting on 23 rd January 2018. Issue of Committee position on room sharing has been reiterated with Home Office as part of the wider consultation on the new contract. Action: It is suggested that the Chair writes a letter reiterating SBC position along with a copy of the final review. n.b. new contracts are out for tender now.	NEMP discuss report Letter send to Home Office	Steven Hume	January 2018

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3.	That the North East Migration Partnership (NEMP) should ensure it continues to effectively represent the views of Stockton-on-Tees Borough Council, in the context of effective representation and involvement of all Local Authorities in the region.	SBC representation to continue on NEMP both on the officer group and the elected members group. Key issues and findings to be shared via respective forums.	Confirmation that all local authorities continue to be actively engaged in NEMP.	Steven Hume/Janine Hartley	January 2018
4.	That there should be closer working with local voluntary and community sector (VCS) organisations, including: A. Ensuring that asylum seekers have the confidence and awareness to support their ability to raise issues of concern to the VCS and the Council, contributing to the intelligence needed to support action such as targeted inspections (of poor quality private rented accommodation) where necessary.	To be raised at the next Teesvalley Sanctuary meeting with key partners working in Stockton on the 21 st of Feb and also at the next Stockton Migration meeting on the 19 th of April and Catalyst multi-cultural forum on the 14 th of March. Advertise NEMP event 28 th February to Stockton agencies: The Home Office and G4S will deliver a half day workshop on the service specifications of the current COMPASS contract, against which compliance can be measured and issues raised and escalated by Service Users and their supporters. All NEMP stakeholders invited. Regional Refugee Forum (RRF) will	A longer term strategy through which all new arrivals can be briefed on routes for raising and escalating issues. Key actions and minute's to be recorded and delivered from the different network groups highlighted in the proposed actions /progress	Satnam Singh	October 2018

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	<p>B. Enhanced links with refugee-led community organisations (RCOs) via the Regional Refugee Forum North East to increase understanding of asylum seeker issues/concerns.</p> <p>C. Continued development of hate crime reporting processes to ensure asylum seekers and refugees have the confidence to report issues.</p>	<p>continue to facilitate and encourage the participation of Stockton-based refugee community organisations (RCO) within the Multi Agency Meetings.</p> <p>Work with RRF to bring its Collective Voice to attention of relevant Council departments (for example, community safety, social work, education).</p> <p>To work with VCAS, Cleveland Police and RRF to deliver a further ‘Hate Champions’ training session to RCOs during Refugee Week 2018 (June 18th – 24th) (note the customised training package already exists, developed as a 3 way partnership in 2017)</p>	<p>Monitor inclusion of RCOs in Multi-agency meetings.</p> <p>The service user voice is heard directly by relevant departments.</p> <p>Number of training sessions offered to refugee-led community organisations</p> <p>To have an increase of hate crime/incidents reports from people seeking asylum and refugees communities.</p>		

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		<p>Work with VCAS and Police to arrange delivery of Hate Champions training to front line staff and volunteers in all refugee-assisting VCS (drop in's etc)</p> <p>To work more closely with Cleveland Police and their Refugee and Asylum Seeker Co-ordinator and hate crime investigation team to increase confidence to report issues of hate crime and other matters.</p>			
5.	<p>That information-sharing between agencies is strengthened to ensure joined-up processes, including:</p> <p>a. notifications from local delivery partners of Home Office decisions (for leave to remain, discontinued, fled, deported), communicated via G4S and/or their contracted accommodation partner, be shared with Housing and Education teams as soon as possible to enable effective planning and provision to be made across all relevant partners.</p>	<p>Information Sharing Protocol is in place between the Local Authority and the contract provider in relation to property procurement.</p> <p>Weekly 7 day 'move in, move out' information is also provided to the local authority.</p> <p>The issue of information sharing with education providers as well as</p>	<p>Improved communication between contract provider and Local Authority.</p> <p>Weekly 7 day 'move in, move out' information provided to local authorities</p>	NEMP	October 2018

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	b. the establishment of a clear protocol for asylum seeker children school admission, with key information provided to the Admissions Team and schools for the purposes of a robust induction, should form part of the planning for new contracts post-2019.	the in year transfer of children has been discussed at the NEMP meeting on 23 rd January 2018. Action: To seek confirmation from Home Office on the arrangement in place.			
6.	That there is a need for additional opportunities for asylum seekers to access basic/fundamental English language courses or English for Speakers of Other Languages (ESOL) classes.	Government position states that ESOL support can only be provided when a positive asylum decision has been made on an adult. Additional informal support for asylum seekers awaiting a decision will be explored through the Multi-Agency Meetings with a reliance on support from the VCS.	N/A	Steven Hume	January 2018
7.	That the Government is encouraged to ensure that, when forming the post-2019 asylum contracts, an approach is taken which would enable aspects of provision, such as support, to be met by local partners. The Local Authority can then explore the feasibility of bidding for elements of the post-2019 asylum contracts once these have been confirmed.	New contracts are out for tender Regional briefings on the revised contract have taken place. The last one being in Middlesbrough on 31 st January 2018. It is likely that there will be no feasibility for Local Authorities to bid for elements of the new contract.	N/A	Steven Hume	January 2018