

## Coventry - a welcoming city

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# Coventry - a welcoming City

## MIGRANT NEEDS ASSESSMENT 2018



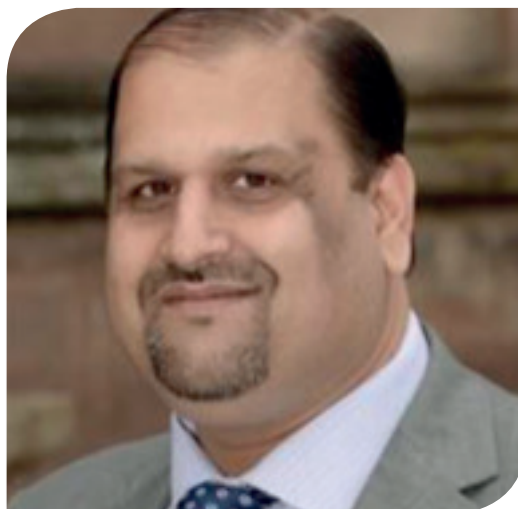


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Abdul Khan

## Foreword

**Coventry has a long and proud history of welcoming people to the city from all over the world. These people have brought new skills and expertise with them and have been proud to make Coventry their home.**

In recent years people have come to Coventry from Syria, Afghanistan and Iran and from a number of European and African countries. Coventry has the largest Syrian resettlement programme in the region, and also a large asylum seeker population.

Today, Coventry has a population of over 350,000. The 2011 Census tells us that 1 in every 5 people living in Coventry (21%) were born outside the UK, and over 35% of births in 2011 were to non-UK born mothers.

Whilst many migrants come to live and thrive in the city, we know we can be doing more to support our more vulnerable migrants, and, in particular, our asylum seekers and refugees.

The future of support for migrants in Coventry has been secured by the success of two recent bids. The first backed by the West Midlands Combined Authority is the 'MiFriendly Cities' programme funded by the European Regional Development Fund (ERDF). The three-year programme aims to facilitate the contribution of refugees and migrants to the city's civic, economic and social fabric and recognises the value host communities bring to enable integration. As well as introducing new initiatives, the project intends to bring further coordination and a boost to existing migration networks, supporting the work of the West Midlands Strategic Migration Partnership (WMSMP) and the region's two refugee and migrant centres, who between them support over 300 people each day.

The second successful bid is for a project called Building Bridges which highlights the need to further strengthen community cohesion in the city as well as addressing the increased demand on services. The project has four key stands; Learning, which will aim to embed English for Speakers of other Language (ESOL) classes through a train the trainer model; Giving Back, aimed at increasing the opportunity for migrants to volunteer locally; Independent Living, with a goal to introduce a letting agency for migrants in the city and; Youth, which will see a tailored programme of integration for young people developed, with specialist youth provision.

Moving forward with this vision it is essential for us to understand the needs of our migrant communities, and particularly those who are most vulnerable. Furthermore, it is important that we recognise the value of drawing on the voices and experiences of the migrant population, and many partners in the city who work with them. Migration is something that is socially, politically and economically complex and collectively we must identify not only what Coventry does well, but what it could do better in order to shape future strategies and plans. Over the next four years Coventry will be part of some innovative developments; setting a blueprint for how best to support and improve the experiences of migrants giving them a sense of belonging in Coventry, and encouraging them on their journey of integration.

# Recommendations

## Cross-cutting recommendations

- Continually improve engagement with and provide better access for newly arrived migrants to information, advice and guidance with respect to how UK and local systems work (with regard to the needs assessment priority areas), to include entitlements, and provide support with integration.
- Consider approaches to training of key front line staff in relation to cultural considerations with regard to their sphere of work, including an understanding of immigration processes and support services currently available in the city.
- Undertake a partnership exercise to consider current interpreting service provision in the city and how the quality may be improved to meet need.
- Map out support provision for those with no recourse to public funds, particularly in relation to healthcare eligibility/eligibility for education and training, to ensure appropriate and timely support is provided.

### Priority 1 – Housing

- As part of current work already being undertaken, understand and review housing allocation processes, and availability of good quality housing in the city, with a particular view to ensuring appropriate provision for larger families, and single people.
- Review current support available for asylum seekers who are granted leave to remain and are required to find housing in a very short time period.
- Consider the range of possible interventions to improve affordability of housing in Coventry, including community grants, Bond Guarantee systems, and housing starter packs.
- Consider how migrants can best be supported through better co-ordination of housing advice and support between statutory and third sector partners, with consideration of a single point of access.

### Priority 2 – Education and Skills

- Review English Language class provision across the City in relation to access, demand, subjects covered, and outcomes achieved, including flexible provision for those with caring needs.
- Consider targeted literacy support provision.
- Consider, as part of current work being undertaken in the city, how school place provision/school system can best provide for: those newly arrived to the area (to access school places quickly), those aged 15 to 16, those with Special Educational Needs or disabilities, those who may have missed years of schooling, and ensuring enough school places in appropriate areas in the city.
- Consider options for provision of education/career related advice.
- Consider how childcare provision/funding of nursery places can better support the education of both migrant children and parents.

### Priority 3 – Employment

- Explore migrant employment figures in more detail to understand variation in the region, and with other similar local authorities, as well as identifying best practice from areas with higher employment rates.
- Review English language course provision with regard to including provision for “Work English”, and including confidence building.
- Work with employers to ensure access to English Language class provision whilst people are working.
- Consider how best to support migrants with transferable skills/qualifications.
- Consider development of peer to peer mentoring programmes.
- Develop resources/training to support frontline staff and migrants to understand immigration processes, eligibility, employment and benefits processes.
- Establish better alignment of employment offers between statutory and third sector agencies to ensure a high quality, cohesive pathway is made available across programmes to support people who are migrants.

### Priority 4 – Health

- Consider how specialist mental health service provision for asylum seekers and refugees can be most effectively commissioned and provided.
- Seek to provide accessible information regarding entitlement to and access to public sector/third sector services to both migrants themselves, as well as frontline staff.
- Ensure preventative healthcare is available and targeted at groups who may be most at risk/less likely to take up interventions (including parenting classes, leisure facilities for children).
- Continue with communicable disease control programmes.



## History of Migration in Coventry

**The birthplace of the Godiva legend and the motor car in Britain, a medieval-walled city and 20th century industrial powerhouse, victim of blitzkrieg and a centre of international peace and reconciliation - Coventry is like no other British city.**

Coventry has a long tradition of welcoming people to the city from all over the world. New migrants have brought a variety of skills and expertise with them and have been proud to make Coventry their home. In 1685 French refugees settled here following religious persecution in their country and introduced the weaving trade to Coventry – a trade that helped to make the city wealthy and successful in that period.

During the 19th and 20th centuries people came to Coventry from across England, Scotland, Wales and Ireland to find work. The 1950s and 1960s in particular saw many people arrive from Commonwealth countries, in particular from the Caribbean and South Asia to help support Coventry's then burgeoning economy.

In the 1970s also, the city made a new home for many East African refugees fleeing from Uganda and the regime of Idi Amin. Since 1999, Coventry has been an asylum dispersal city, has welcomed refugees from the conflict in the former Yugoslavia and has more recently become a designated 'City of Sanctuary' as a result of the large number of migrants arriving in the city, and the positive approach local communities have taken in providing a warm welcome.

More recently people have arrived in Coventry from Syria, Afghanistan, Iran and a variety of African nations and also from a number of EU countries. Today, Coventry is a city of around 352,900 residents (mid-2016 estimate) and is a relatively young city, and has become younger in recent years. The 2011 Census tells us that 1 in every 5 people living in Coventry (21%) were born outside the UK. People move in and out of the city every year, including students studying at the city's two universities from both the UK as well as an estimated 18,155 overseas students (2016 figures).

In summary, Coventry's vibrant economy means that people continue to arrive here to work or study, and currently mostly from countries outside the European Union. Smaller numbers also come to Coventry as asylum seekers or refugees fleeing civil war and violence and fearing for their and their family's safety in their home country. Coventry continues to be a welcoming city, and must seek to meet the needs of the migrant populations it is home to.





# Introduction

**This Migrant Needs Assessment has been undertaken to support a greater understanding of the needs of migrants in the City, with a particular focus on newly arrived migrants, and more vulnerable migrants, such as asylum seekers and refugees. The needs assessment has led to the development of a set of recommendations with the aim of shaping service provision and identifying gaps and areas for further partnership working.**

The assessment has been commissioned by Coventry City Council and undertaken in partnership with a range of public sector and third sector organisations/teams, with lead partners being: the Coventry Refugee and Migrant Centre, West Midlands Growth Company's Regional Observatory, Local Economy Solutions, City-REDI and Coventry Rugby Clinical Commissioning Group.

The report highlights the key findings from, and makes recommendations based on, a multi-faceted programme of work which has included:

- In-depth analysis and mapping using official published data and intelligence and information collected by stakeholders regarding migrants in Coventry
- A stakeholder workshop, survey and a set of follow up in-depth interviews. There were 59 respondents from 25 organisations to the survey (16 were third sector organisations, with the remaining from primary care, mental health services, schools and council services), with 18 follow up interviews undertaken.
- A series of focus groups and 1:1 interviews with key migrant groups (60 individuals in total) undertaken by the Coventry Refugee and Migrant Centre

Separate, more detailed reports highlighting the findings from each of component of the project are available as appendices.

This report considers:

- Migration and Coventry – the historical context and review of key trends and patterns of migration in Coventry
- Specific needs, good practice and gaps in provision in Coventry, making a series of recommendations for action in relation to the following priority themes, alongside a set of cross-cutting themes:
  - Health
  - Education
  - Housing
  - Employment and Skills

This needs assessment considers all groups of migrants, with a focus on those newly arrived, as well as those who are more vulnerable, such as Asylum Seekers and Refugees. Key terms and definitions used, the scope of the needs assessment, and details of data sources used, can be found in Appendix 1. Recommendations are made for each of the priority themes, as well as a number of cross-cutting recommendations.

## Further information:

### Appendix 1

Key Terms Used, Scope of Needs Assessment and Data Sources Used

### Appendix 2

Key Data Inventory

### Appendix 3

Feedback from Initial Stakeholder Workshop

### Appendix 4

Stakeholder survey and interview findings

### Appendix 5

Service user focus group and interview findings



## Authors and Acknowledgements

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Warwickshire County Council/Coventry City Council

With many thanks indeed to the support of the Coventry Migration Network and wider partners, who have supported the development of this needs assessment, noting that there are many other key partners who support migrants in the city:

British Red Cross	Department for Work and Pensions
Cardinal Newman Catholic School	Ethnic Minority
Cardinal Wiseman School	Achievement Service
Carriers of Hope, Coventry.	Employment Team, Coventry City Council
Central England Law Centre	Foleshill Women's Training
Central Surgery - Rugby	Housing Team, Coventry City Council
Children's Social Care team, Coventry City Council	Maokwo
Coventry & Rugby	Positive Youth Foundation
Clinical Commissioning Group	Priory Gate GP Practice
Coventry & Warwickshire NHS Partnership Trust	The Children's Society
Coventry and Warwickshire Mind	The Job Shop, Coventry City Council
Coventry Citizens Advice	The Meridian Practice
Coventry Foodbank	The Night Shelter
Coventry Jesus Centre	University of Warwick
Coventry Rape and Sexual Abuse Centre	University of Coventry
Coventry Refugee & Migrant Centre	WATCH Ltd
Coventry Virtual School	West Midlands Police





# Migration and Coventry

## Summary

**Coventry experiences high levels of inward migration, with the majority of migrants now being people who come here from non-EU countries to work or study. There has more recently been a reduction in the numbers of EU migrants moving into the city.**

National Insurance Number registrations and the number of migrants in employment are on the rise as increasing numbers of migrants find work. However, employment rates among EU and non-EU migrants are still significantly below those of the population of Coventry as a whole.

With the largest Syrian Refugee Resettlement Programme in the West Midlands, a significant asylum seeker population and a number of existing and new partnership programmes, such as MiFriendly Cities and Building Bridges, to support more vulnerable migrants into employment, and to settle in the City, Coventry has a great deal of experience to build on.

A wide range of voluntary sector partners are active contributors to the City's rich Migration Network.

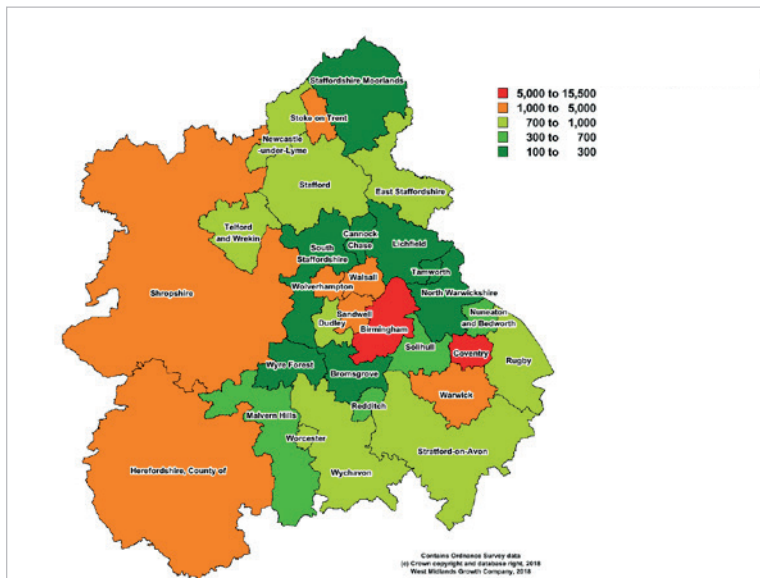
## Trends in international migration

Between 2015 and 2016 the West Midlands saw the biggest year on year increase in international migration in the country. Over the last 5 years, Coventry has seen annual increases in the numbers of international migrants moving into the city, and overall the second highest number of international arrivals after Birmingham. This is thought to be a key contributor to Coventry's growing population, as, alongside overall in-migration increasing, so has net migration. Between 2012 and 2015, there were higher numbers of EU migrants than non-EU migrants moving into the city, although this trend has now reversed.

The highest number of EU arrivals to Coventry in 2016 were from Romania and Poland, with the highest number from outside the EU coming from China, India and Nigeria.

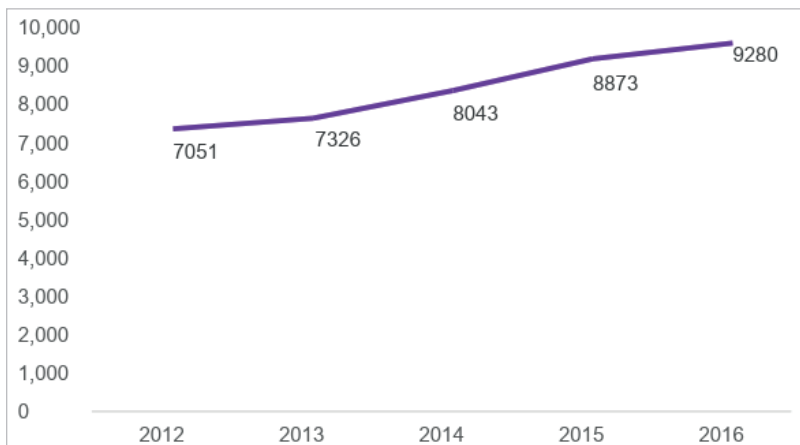


## Long-term international in-migration in 2016



Source: ONS Local Migration Indicators 2017

## International arrivals in Coventry



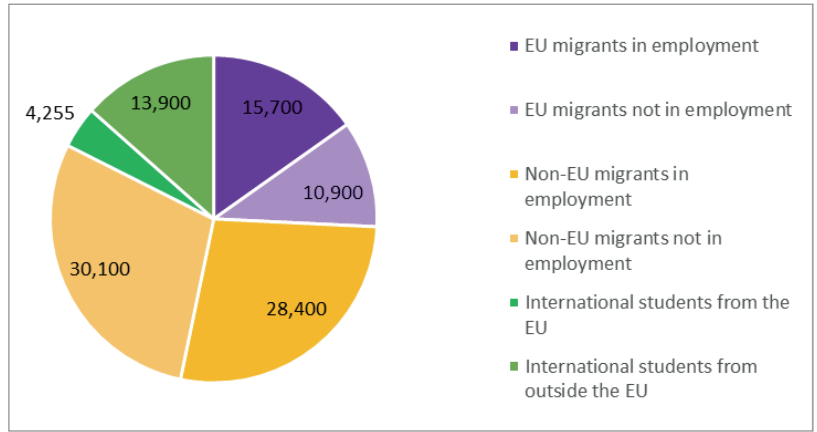
Source: ONS Local Area Migration Indicators 2017

## The local picture in Coventry

The charts on the next page show latest data on migrant groups currently living in Coventry, and trends over time. It is important to note these data are from a variety of sources, and include only those aged 16 – 64 years. Between 2012 and 2017, there has been a 20% increase in the total number of non-EU migrants, and 15% increase in the number of EU migrants (there have been year on year reductions in EU migrants since 2015). There has also been a 25% increase in international students from outside of the EU since 2012, whilst overall numbers from the EU have remained relatively stable. Further, in addition to the groups outlined below, it is estimated that there are over 3000 asylum seekers, refugees and undocumented migrants living in Coventry as a whole. Please note that the student figures relate to the number of international students attending the city's two universities, not all of whom live in Coventry. Those not living in student halls of residence also feature in the categories of migrants not in employment. Please see Appendix 1 for data definitions.

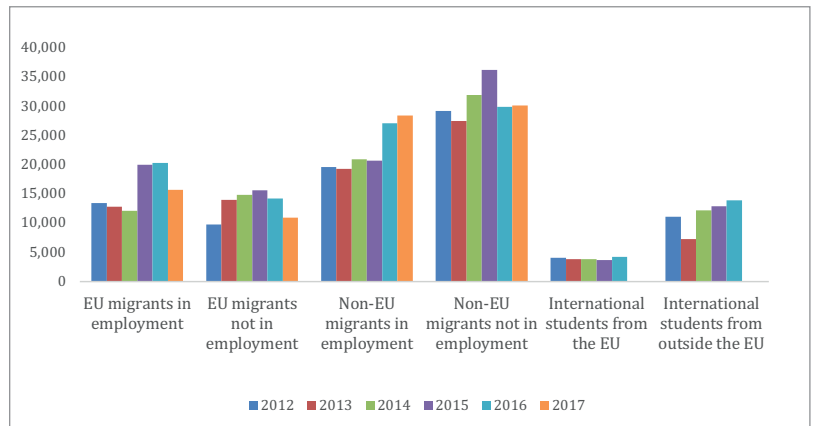


### Migrant populations in Coventry in 2017



Source: ONS Annual Population Survey 2017, and Higher Education Statistics Agency 2016

### International arrivals in Coventry

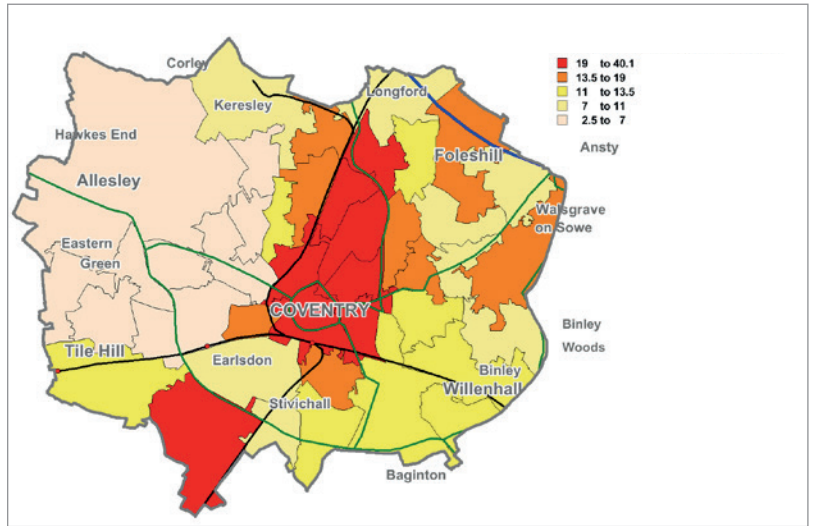


Source: ONS Annual Population Survey, and Higher Education Statistics Agency 2016

In 2011 (latest available data) areas around the city centre and to the south east of the city were the most popular places for EU migrants to live, while the city centre and areas to the North East and South West are the most popular for non-EU migrants. Local providers of services and support have indicated that on arrival the majority tend to find living accommodation in central areas of the City, but many then move out to other parts of the city. Many travel back to these central areas on a regular basis for shopping and social interaction as they feel welcome and comfortable there. Many have subsequently set up businesses in the area.

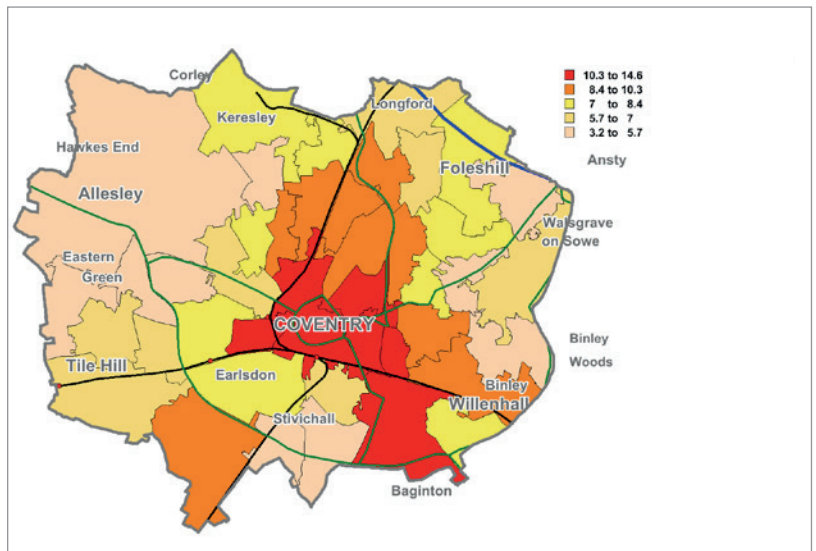


**Non EU Migrants as a percentage of the total population**



Source: ONS Annual Population Survey

**EU Migrants as a percentage of the total population**



Source: ONS Annual Population Survey

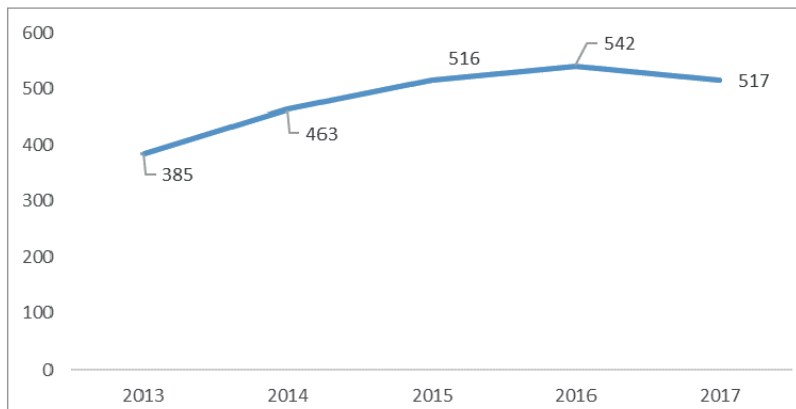


## Characteristics of newly arrived migrants

### Asylum seekers and resettled families

In 2017, more than 500 destitute asylum seekers were living in Coventry at any one time, with applications for refugee status being processed on an ongoing basis. While numbers rose in 2014, 2015 and 2016 they have now stabilised.

**Number of asylum seekers in Coventry - 5 year trend (annual averages)**



Source: ONS Local Migration Indicators 2017/Regional Observatory analysis

Asylum seekers and resettled families have a younger age profile compared to the general population. Asylum seekers are most likely to come from Iraq, Pakistan, Nigeria, Albania, China, Afghanistan, Sri Lanka, Iran, Sudan, or Eritrea.

By the end of 2017 a total of 428 refugees had been settled in Coventry through the Syrian and vulnerable children's programmes. Coventry has the biggest Syrian resettlement programme in the region.

Overall, it is estimated that the city is home to approximately 3000 asylum seekers and refugees.

### Unaccompanied asylum seeker children/ vulnerable children

There are currently 60 unaccompanied children residing in Coventry, 23 of which are placed in Coventry from Warwickshire. There are also a number of children based in Coventry from other Local Authority areas.

### Modern Slavery

During 2017, there were 106 referrals of potential victims of Modern Slavery and Human Trafficking made by West Midlands Police (85 in total) and Coventry City Council (21 in total), 43 of which involved potential child victim. Overall 84% of victims claimed a non-UK nationality. This is an important vulnerable group.



## EU and non-EU migrants

The chart below shows how Coventry compares to other authorities in the region in relation to numbers of EU and non-EU migrants.

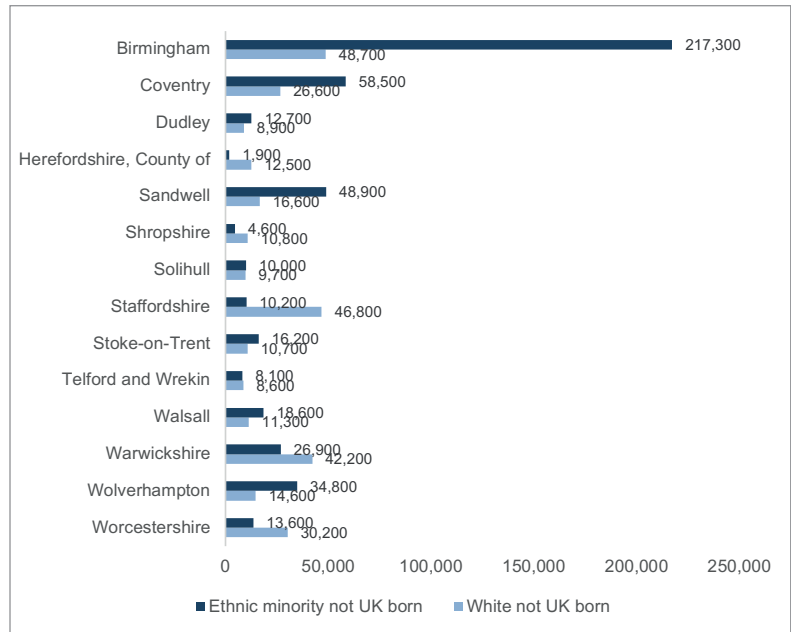
Non-EU migrants are the largest migrant group in Coventry, however it should be noted that 49% of them are in paid employment which is significantly below the regional average and the city's population as a whole (62% and 70% respectively).

Of EU migrants only 59% are in paid employment compared to 70% of the population as a whole. The map overleaf shows the proportion of non-EU migrants in employment by local authority in the region.

However, it should be noted that a proportion of international students, not living in student accommodation, may contribute to the figure relating to those not in employment.

Over the last 5 years (2012-2017) in Coventry growth in numbers of Non-EU migrants (20%) has been higher than that for EU migrants (15%). This is because after strong growth over the 2012-2015 period the number of EU migrants fell by some 22% in 2016-2017.

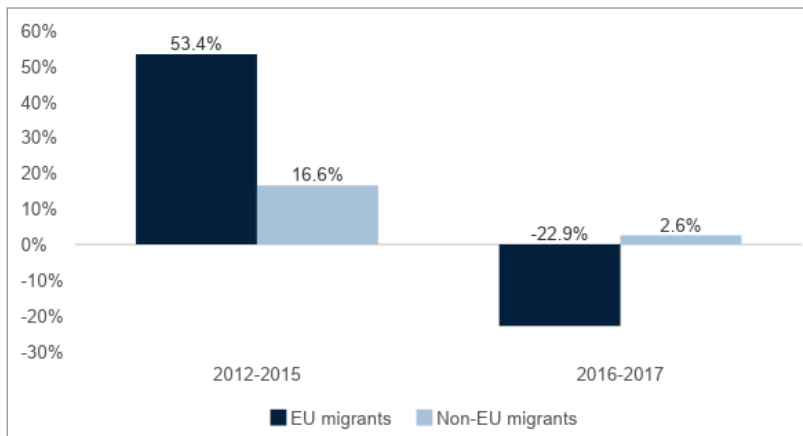
### Non UK born population in 2017



Source: ONS Annual Population Survey 2017



### Trends in numbers of EU and non-EU migrants in Coventry

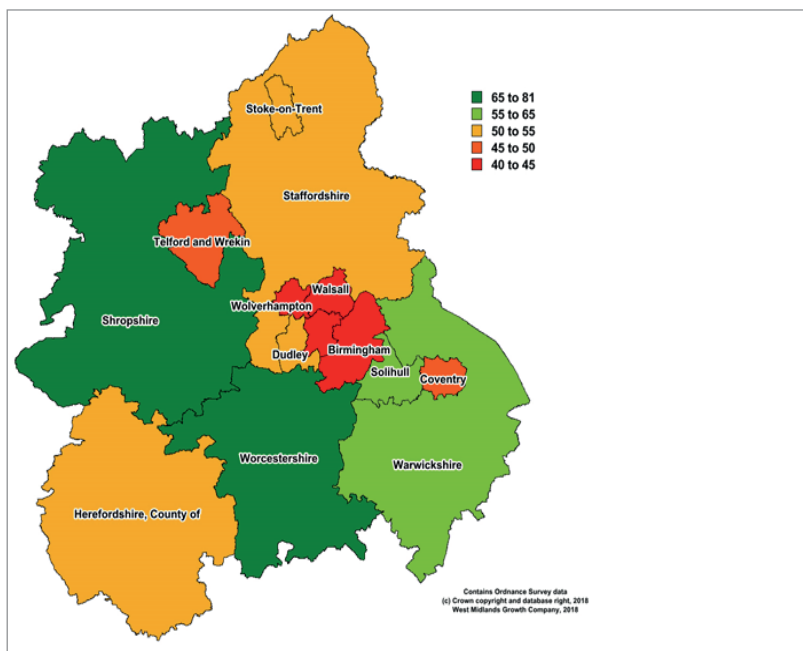


Source: ONS Annual Population Survey

### Working migrants

Patterns related to EU and non-EU migrants are discussed above. Coventry has seen an increase in National Insurance Number (NINo) registrations of over 100% over the last 5 years (greater than the net growth in international migrants). However, NINo registrations are also made by people planning to work or to claim benefits. It is suggestive of higher numbers of migrants now finding employment, and is supported by survey data showing a 45% increase in non-EU migrants in employment, and a 17% increase among EU migrants between 2012 and 2017. The following maps and charts demonstrate how Coventry compares to the surrounding areas.

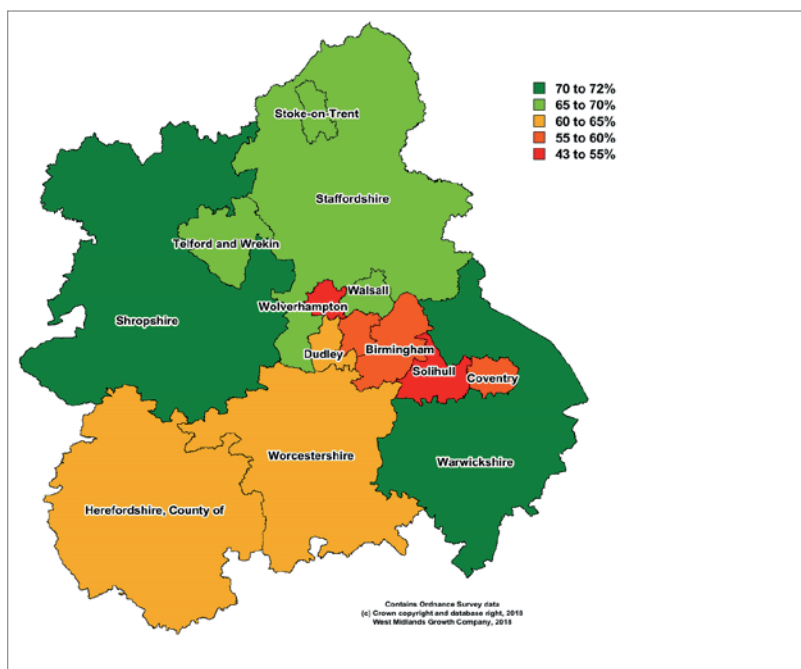
### % of ethnic minority/non-UK born population in employment



Source: ONS Annual Population Survey 2017

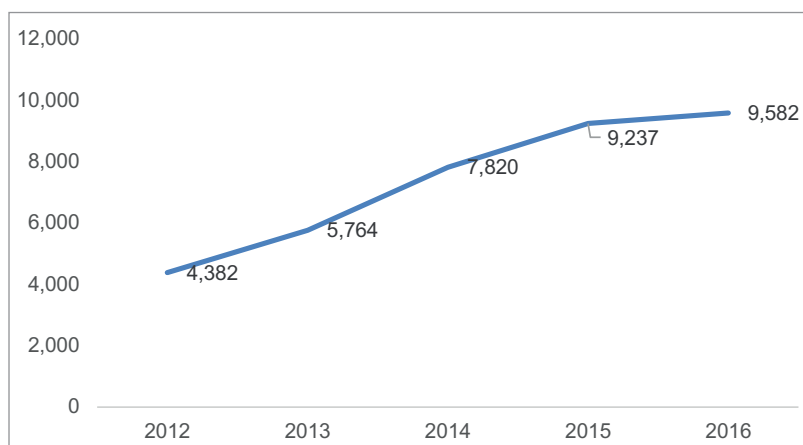


### % of white/non-UK born population in employment



Source: ONS Annual Population Survey 2017

### Migrant NINo Registrations in Coventry



Source: ONS Local Migration Indicators

### Students

In 2016, there were just over 18,000 international students attending one of the two universities in the city, compared with just over 15,000 in 2012. 77% of this student population come from non-EU countries. Overall, there has been a 4% growth in students from EU countries between 2012 and 2017, and a 25% increase among non-EU students.







## Priority 1 – Housing

### Summary:

**Availability, quality and affordability of housing in Coventry, with concerns related to overcrowding have been identified as important issues to address, and are being considered as part of a wider review of housing and homelessness currently being undertaken in the city..**

The Coventry Refugee and Migrant Centre (CRMC) housing project with supported accommodation and advice, Carriers of Hope start up support, Coventry Faith Homeless Forum, Coventry Law Centre eviction support for refugees and the Citizen's Advice main door and resettlement scheme (Vulnerable Children and Syrian programmes) are all identified as examples of good practice.

The need to secure more, and higher quality housing and accommodation for larger families, young people, single people and EU nationals, measures to improve affordability such as rent deposits, community support grants, a 'Bond Guarantee Scheme' and 'housing starter packs' are all identified as priorities to help tackle these issues in Coventry, alongside better co-ordination of housing support and advice.

Particular groups in need include asylum seekers who have been granted leave to remain (who have to move into their own accommodation in a 28 day period), and those with no recourse to public funds.

### Needs

Access to adequate, affordable, secure and sustainable accommodation is critical to the financial security, employment chances, social mobility and social integration of migrants. About 80% of Non-UK born migrant residents in the UK are living in the private rented sector.

A key measure used to assess affordability in the private rented sector is the extent to which local private sector rents are covered by the Housing Benefit paid to those on a limited income who are renting from private landlords. This is not the case for many property types in many areas of the West Midlands – making them unaffordable for many people on limited incomes. In Coventry, the proportion of private sector rents (in the lowest quartile) covered by housing benefit can be seen in the chart on the next page.

The needs assessment work undertaken, and particularly the stakeholder engagement aspects, indicated a number of problems including:

- A lack of availability of appropriate housing, with frequent use of hostels and hotels. For example some families who have been granted leave to remain have been in B&B accommodation for 12 months or more.
- Poor quality, expensive accommodation with frequent overcrowding, especially in the most deprived areas of Coventry



***Housing is a big problem for anybody who has no recourse to public funds and that is predominantly because people aren't entitled to any support and people aren't entitled to work and they're not able to access Local Authority housing and they're not able to earn to rent privately.***

*Coordinator – Third Sector Support Organisation*





**We have long parts of the day outside. In winter you have to find somewhere. I go to the library. At 7 o'clock we are like animals - all outside. I have class for 2 hours but that is all. We need something in the day before our brain is damaged. When I came here I was in college but now I am out of the system. All of my hobbies are finished.**

Asylum Seeker



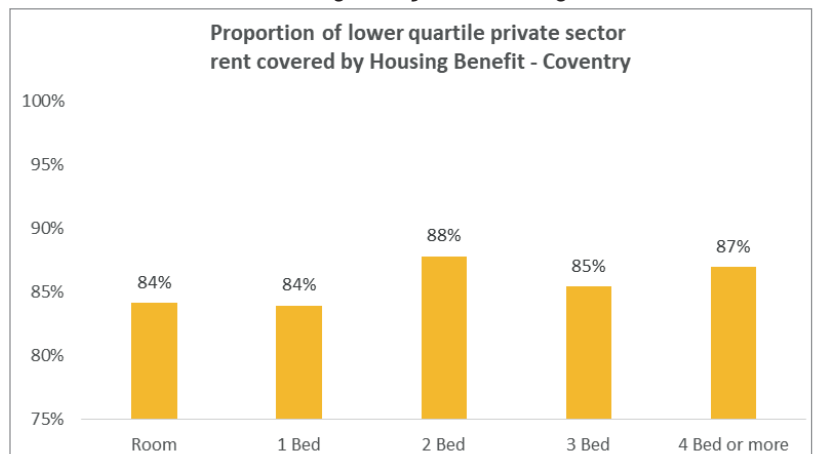
**What tends to happen of course is they get their key at a point... they get their leave to remain, they haven't yet got their benefits in place or they have not yet found a job. They've got no money and income, they get their key and they can't afford to get anything to be able to move into the property. That is a big need.**

Trustee - Third Sector Support Organisation



- Many asylum seekers who are granted leave to remain are unable to move directly into accommodation as they may be allocated an empty house with no white goods, carpets etc.
- Particular difficulties for those with no recourse to public funds, who are not entitled to housing support or to work in order to earn to rent privately (unless they are entitled to support through other legislation, including the Children's Act and the Care Act)

### Proportion of lower quartile private sector rent covered by Housing Benefit - Coventry



Source: Valuation Office Agency/WMGC Regional Observatory analysis 2017

### Good practice in Coventry

Through the stakeholder survey and interviews, a number of organisations were commended for their role in tackling migrant housing issues in the city:

- CRMC housing project - supported accommodation and advice
- Carriers of Hope start-up support - providing key items of furniture and household items for asylum seekers granted leave to remain
- Coventry Faith Homeless Forum
- Coventry Law Centre – eviction support for refugees
- Citizen's Advice main door and resettlement scheme (Vulnerable Children and Syrian programme)
- The Peace House



***'I don't want to go in the hostel - I have 2 kids. It was too hard. They give me refugee's accommodation, a temporary house and then after that I got a council house. The refugee house was very nice. They (CRMC) called everywhere to get what I need for my council house.'***

Refugee



***The first problem that a person would face is accommodation when they come into the country. They wouldn't be thinking about employment, they wouldn't be thinking about what qualifications they have or they will need. They will (want to) straight away find a place to shelter or live. If that support is not available, then they wouldn't be able to access anything else.***

Support Worker -  
Coventry City Council



### Gaps/areas for improvement

The needs assessment work undertaken highlighted that housing is a particularly critical aspect of support for new arrivals. It was pointed out that without housing it is impossible to start to integrate, find employment or access education. It was recognised that this should be considered as part of wider work being undertaken to review housing and homelessness in the City. Suggested improvements include:

- Securing more appropriate accommodation – and particularly housing for larger families, young people, single people and EU nationals.
- Measures to improve affordability such as the provision of rent deposits, community support grants or the introduction of a 'Bond Guarantee Scheme', allowing loans to be administered to allow the rental of homes at zero percent deposit.
- 'Housing starter packs' (key items of furniture and household items) for Asylum Seekers granted leave to remain as many will not have benefits in place or have found work, so cannot afford the outlay associated with a move into accommodation.

### Recommendations

- As part of current work already being undertaken, understand and review housing allocation processes, and availability of good quality housing in the city, with a particular view to ensuring appropriate provision for larger families, and single people.
- Review current support available for asylum seekers who are granted leave to remain and are required to find housing in a very short time period.
- Consider the range of possible interventions to improve affordability of housing in Coventry, including community grants, Bond Guarantee systems, and housing starter packs.
- Consider how migrants can best be supported through better co-ordination of housing advice and support between statutory and third sector partners, with consideration of a single point of access.



## Priority 2 — Education

### Summary

**The proportion of school pupils with English as a second language in Coventry is the second highest in the region (34% in primary schools, 31% in secondary schools) and the proportion of transient pupils achieving level 4 or above at key stage 2 is up to 17 percentage points below that of non-transient pupils. Discontinuity in education and language barriers are key challenges to overcome to ensure good levels of academic attainment.**

Adult migrants also face English language challenges, which restrict their ability to participate in education or training or access employment.

The University of Warwick's Student Action for Refugees (STAR) programme, the Coventry Refugee and Migrant Centre's support for young migrants aged 14 – 17, the Diocese of Coventry's Fresh Start programme, Immigration link advice services ESOL (English for Speakers of Other Languages) provision, and the Ethnic Minority Achievement Service, are all identified as examples of good practice.

Expanded and improved ESOL provision, increased flexibility within the education system to improve access to services for 15-16 year olds, those with no recourse to public funds, special educational needs or disabilities and additional childcare provision to allow women, and in particular single mothers, to participate in education and training are all identified as priorities to help tackle these issues in Coventry.

### Needs

Education plays a crucial role in helping migrants and refugees settle in a new country and environment. From language learning to the recognition of qualifications, education is a key element of the integration process.

However, migrant families face particular challenges with respect to education, such as:

- The impact of relocation, which causes discontinuity in education and in turn leads to slower progress and higher drop-out rates. In 2017, for example, the proportion of transient pupils (a significant proportion of these estimated to be migrants) in Coventry attaining level 4 or above in Key Stage 2 grammar, punctuation and spelling (GPS), reading, writing and maths tests was between 14 and 17 percentage points below that of non-transient pupils. Transient children are children joining a school at a point other than the normal age at which children start or finish their education.
- Language barriers - it takes 2 years to develop an everyday understanding of a new language, and many more to develop to a point where it can be used effectively for academic purposes. This means migrant children will have difficulty with basic comprehension and with written work – leading to lower levels of academic attainment for a



***If you don't speak the language you aren't going to get very far. If you don't speak the language, you're not going to be able to volunteer or get any work experience or get that job which is the vital goal. Definitely English needs to be something which is learnt quickly'.***

*Support worker -  
Third Sector Support Organisation*





***'It's enormously positive if people are seeking asylum and going to English classes. It's giving them an important skill and giving them friends and a social setting. Anything Asylum Seekers and Refugees can do in terms of Education is very positive.'***

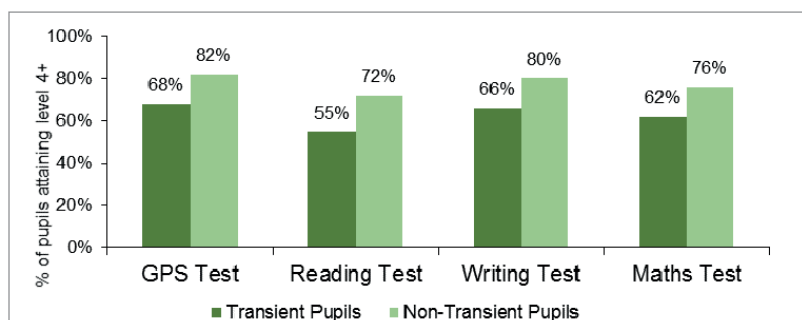
*Health Professional -  
Primary and Secondary Care*



significant period, and need specialist support in order to attain their academic potential. In 2017 Coventry had the second highest proportion of pupils (after Birmingham) in primary schools (34%), secondary schools (31%) and special schools (27%) in the region with English as an additional language. The most common languages spoken other than English in Coventry schools in 2017 were Punjabi, Polish, Urdu, Romanian, Bengali, Tamil and Somali. Further, the most common languages spoken by families newly arrived in the city last academic year were Romanian, English, Italian, Arabic and Polish in descending order.

- An understanding for support staff and parents about UK qualifications, the education system and alternative education routes. The mainstream route is challenging for most new arrivals and if they are underachieving in the mainstream system, they need to understand what the alternatives are. Good quality advice and guidance is necessary for migrants to be able to progress in the UK education system. Local authorities (LAs) have a duty to provide full-time education for all children of compulsory school age resident in that LA.
- At the same time English language challenges are also a significant problem for adults too. Without English skills, participating in education and training volunteering or attaining work are usually not possible. Attaining English language skills also enables participation in a much wider range of social and other activities.

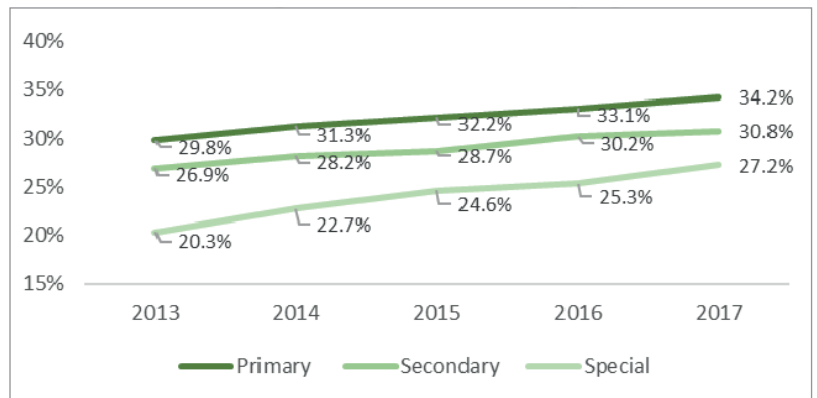
### **Coventry - Transience and Attainment at Key Stage 2 2017**



Source: DfE KS2 NCA Datafeed July 2017



### Proportion of Coventry school pupils with English as an additional language



Source: DfE Schools Census, 2017

### Good practice in Coventry

Stakeholders identified the following initiatives as good practice:

- University of Warwick – Warwick Student Action for Refugees (STAR) – working with Asylum Seekers and Refugees
- Coventry Refugee and Migrant Centre – support for young migrants aged 14 - 17
- The Diocese of Coventry – Fresh Start initiative – Helping to support with free ESOL, conversational cafés, and organised football sessions
- Immigration link advice services - ESOL provision
- Ethnic Minority Achievement Service, Coventry City Council – support and advice to schools to ensure effective provision for pupils from Black and Minority Ethnic groups

### Gaps/areas for improvement

A number of specific gaps/areas for improvement have been identified via the primary research undertaken – and in particular:

- ESOL provision – stakeholders identified that demand very much outstripped provision.
- The practice of ‘Buddying up’ with those with the same group language but who are more advanced in terms of English could be adopted.



***I come to class twice a week but I would like to do more classes if I could. I could learn quicker this way.***

*Refugee*







- Targeted literacy support for groups in most need, for example Roma communities.
- Cultural awareness of staff and mental health support for both children and parents.
- Reforming the 'term system' which means some children are waiting several weeks to access services.
- Placing of children in classes when some may have missed years of schooling.
- Increased support for those aged 15 to 16, and for those with no recourse to public funds to access education/training.
- Awareness sessions on UK qualifications and the UK education system for migrants as well as alternative education routes to support staff, parents and young people.
- Additional school places for migrant children with Special Educational Needs or disabilities (applies to all children, and not migrant children alone).
- Additional classes for adults in English, maths and IT.
- Additional childcare provision to allow women, and particularly single mothers, to attend ESOL classes and other education and training.
- Funding for nursery places for the children of Asylum Seekers on Section 4 support.

### Recommendations

- Review ESOL provision across the City in relation to access, demand, subjects covered, and outcomes achieved, including flexible provision for those with caring needs.
  - Consider targeted literacy support provision.
  - Consider, as part of current work being undertaken in the city, how school place provision/school system can best provide for: those newly arrived to the area (to access school places quickly), those aged 15 to 16, those with Special Educational Needs or disabilities, those who may have missed years of schooling, and ensuring enough school places in appropriate areas in the City.
  - Consider options for provision of education/career related advice.
  - Consider how childcare provision/funding of nursery places can better support the education of both migrant children and parents.
- (See Priority 1: Health for mental health recommendations and Cross-Cutting recommendations with respect to cultural awareness training for frontline staff, support for people who have no recourse to public funds and awareness of UK system).



***Everybody depends on help with language - my friends, my family. The classes are very good'.***

*Economic Migrant*





“

***I would like to achieve my dream of having a qualification..***

*Economic Migrant*

”

“

***People who have had difficult times might not necessarily be ready for work***

*Manager – Third Sector Support Organisation*

”

“

***It is understanding the requirement of benefit agencies, particularly Job Centre Plus with regard to job search and needing to show substantial evidence of job search in order to not be sanctioned on benefits***

*Coventry City Council - Support Worker*

”

## Priority 3 — Employment and Skills

### Summary

**Currently in Coventry, less than 56% of EU migrants and only 47% of non-EU migrants are in paid employment which compares with just over 70% of all of working age residents. However, the numbers of migrants in employment and the proportions of migrants in employment (particularly non-EU migrants) are increasing.**

Foleshill Women's Training's Accelerate, ConnectMe and Jumping Through Hoops projects, the Accelerate partnership programme and Coventry City Council Employment Team's Exceed, ConnectMe, Ambition and Routes to Ambition projects are all identified as areas of good practice.

Support for those with qualifications from other countries that are not recognised in the UK to be fast tracked to gain recognised qualifications; support with employability skills (e.g. ESOL for employability, mentoring programmes) and ESOL whilst working. Improving understanding of migrants, as well as frontline staff regarding immigration processes, eligibility, employment and benefits processes; and developing cultural awareness, are identified as priorities to help tackle these issues in Coventry.

### Needs

Access to employment is one of the main reasons why migrants undertake their journeys. Their success in accessing the labour market has a strong influence on their physical and mental well-being and exposure to the risk of poverty.

Issues highlighted in the previous section on education, such as a lack of language proficiency and the fact that qualifications from other countries are often not recognised in the UK, are key barriers for migrants seeking to access the labour market. As a result migrants can fall into undeclared and irregular work with precarious working conditions.

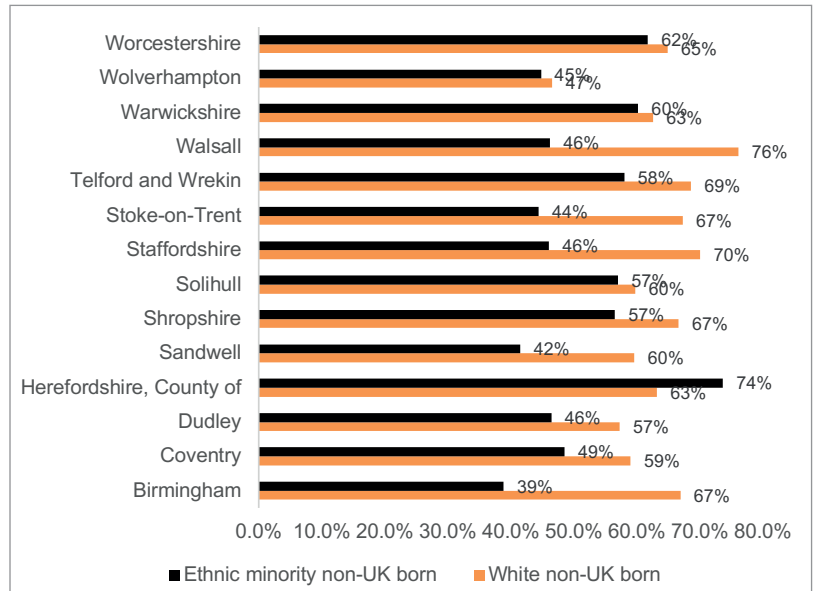
The review of data and evidence carried out as part of this project indicate that these issues are all prevalent in Coventry. In 2017, among those aged 16-64, just under 59% of EU migrants (the third lowest proportion in the region after Wolverhampton and Solihull) and only 49% of non-EU migrants (the fifth lowest after Birmingham, Sandwell, Walsall and Wolverhampton) living in Coventry are in paid employment which compares with just over 70% nationally. It should be noted that a proportion of international students, not living in student accommodation may contribute to the figure relating to those not in employment.

Further, the proportion of non-EU migrants in employment has risen from 40 to 49% between 2012 and 2017 in Coventry, whilst the proportions of EU migrants in employment has remained relatively stable. Overall, significantly more migrants are currently in employment. Please also see chart on the next page.

“If there could be an institution where people who cannot work could get their skills ready, even if they are deported they are deported for knowledge. If they stay in UK they have the skills. Crisis offer some classes- Maths, English. They still take people are homeless. They do bricklaying and tiling and you can use the skills straight away.”

Asylum Seeker

### Proportion of EU and non-EU migrants in employment in 2017



Source: ONS Annual Population Survey 2017

### Good practice in Coventry

The needs assessment work undertaken highlighted a number of areas of work and organisations which were commended for their role in supporting migrants into employment:

- Foleshill Women's Training which runs three employment projects: Accelerate, Connect Me (partnered with Coventry City Council) and Jumping Through Hoops (support for young women) with free crèche places.
- Accelerate Programme – free help and support for people looking for work in Coventry and Warwickshire with 24 partner organisations.
- Coventry City Council Employment Team's Exceed, ConnectMe, Routes to Ambition and Ambition projects (all funded by the European Social Fund) - a people centred approach to help support those from vulnerable backgrounds into employment and education.
- The Job Shop in Coventry - central hub location for employment support for all who have the right to work.

“A lot of the time we will find that many of the people who I have seen are qualified, like doctors, dentists, nurses in their own countries and places where they've come from, but when they come to the UK, these qualifications aren't recognised and because of that, they struggle to find work”

Coventry City Council - Support Worker



***Some people's confidence is so low they can't get access to anything. So it's trying to improve their self-esteem and help them to move forward.***

*Manager - Third Sector Support Organisation*



***I did an IT course for 6 weeks. After this time if you pass the course you get a new computer, for free. Hopefully you can get an IT job.***

*Refugee*



## Gaps/areas for improvement

The needs assessment work identified a number of areas where additional support is needed to help migrants overcome the issues and barriers they face when seeking to access employment – for example:

- Help for those with qualifications from other countries that are not recognised in the UK to fast track to gain recognised qualifications.
- Employability skills (e.g. ESOL for employability - "Work English", ICT skills) and general preparation for work, including confidence building.
- Potential to establish a mentoring programme between successful migrants who have secured work and new arrivals.
- Encouraging employers to support clients with ESOL training whilst they gain work experience.
- Improving understanding (of both migrants and frontline staff) regarding immigration processes, eligibility, employment and requirements of the benefits agency (e.g. needing to show substantial evidence of job search in order to not be sanctioned on benefits).
- Developing cultural awareness/competence among staff offering assistance to people to access employment.
- Gaps relating to interpreting service provision at DWP and Job club.

## Recommendations

- Explore migrant employment figures in more detail to understand variation in the region, and with other similar local authorities, as well as identifying best practice from areas with higher employment rates.
- Review English language course provision with regard to including provision for "Work English", and including confidence building.
- Work with employers to ensure access to ESOL provision whilst people are working.
- Consider how best to support migrants with transferable skills/ qualifications.
- Consider development of peer to peer mentoring programmes
- Develop resources/training to support frontline staff and migrants to understand immigration processes, eligibility, employment and benefits processes.
- Establish better alignment of employment offers between statutory and third sector agencies to ensure a high quality, cohesive pathway is made available across programmes to support people who are migrants.

See Cross-Cutting themes section for recommendations regarding interpretation services, cultural awareness/competence training, and awareness of UK system.







## Priority 4– Health

### Summary

**Overall health of migrants is good in Coventry, with only 2.8% reporting they are limited by illness or disability**

Specific physical health needs related to long term conditions, and communicable diseases being more prevalent in particular ethnic groups, need to continue to be addressed.

Therapeutic Services provided by Coventry Refugee and Migrant Centre, the Meridian Practice (specialist GP practice who register Asylum Seekers and Refugees), as well as the MAMTA child and maternal health programme are all identified as examples of good practice.

Mental health service support, particularly for asylum seekers and refugees, high quality interpreting services, appropriate preventative healthcare and sensitivity of services to differing cultural factors, as well as awareness of communities and professionals of entitlements/ services, are identified areas for improvement in Coventry.

### Needs

The health of migrants in the UK is influenced by many complex factors, such as living and working conditions, social isolation, particular disease patterns in their country of origin and cultural and socio-economic factors. Further, the health of vulnerable migrants such as asylum seekers and refugees is especially influenced by experiences in their home countries, on their journeys, as well as on arrival in the UK.

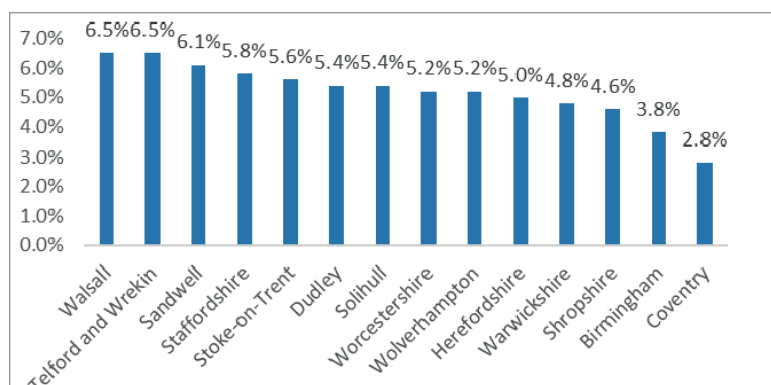
Migrants reported health in Coventry is better than other authorities in the region. GP registration rates for Coventry are also the highest in the region, suggesting that the uptake of health services may be higher among migrant groups in Coventry than elsewhere in the region also. Coventry has a specialist GP practice for asylum seekers and refugees.



**Excellent designated  
GP practice**  
Coventry Citizens Advice



**Migrant reported health**



Source: Census of Population 2011





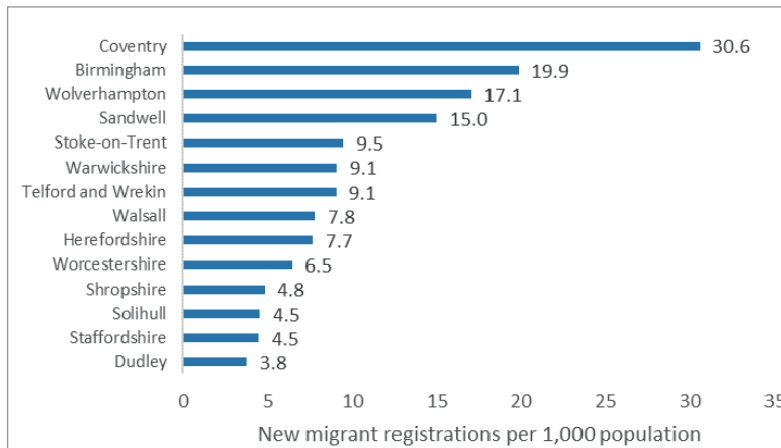
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***It's not just that people are traumatised – its loneliness, survival, trust, loyalty– all those sorts of things will impact on the person and then we will see certain behaviours as they start becoming settled in the community***

*Support worker - third sector*

”

### ***New migrant GP registrations in the West Midlands in 2016***



Source: ONS Local Migration Indicators 2017

However, a Migrant Health Needs Assessment conducted in 2015 highlighted a number of key health issues pertaining to migrants in Coventry: infectious diseases (including TB) and sexual health (including HIV and Hepatitis); drug and alcohol abuse; poor dental health (particularly among Roma groups) and non-communicable diseases particularly in more established migrants (diabetes in Asian groups, hypertension in African groups) and mental health.

Poor health behaviours (such as smoking in Polish groups) were identified and poor uptake of immunisation/screening was also reported among Roma, Eastern European and African groups. Access barriers were identified, particularly related to language and GP registration. Poor uptake of antenatal services was also reported. Further, it was recognised that care should be delivered by a culturally competent health and social care workforce, and that solutions need to make use of the rich community assets available in Coventry.

As above, it is known that rates of communicable diseases such as blood-borne viruses (Hepatitis B/ C, HIV) and TB are high in the city, all of which are of public health significance. There are a number of ongoing programmes of work seeking to address these.



***'The types of problems are really major – people have been trafficked, people have been tortured – these are not minor mental health problems.'***

*Health Professional –  
primary and secondary care*



### Good practice in Coventry

Coventry has many reasons to celebrate. Through the consultation carried out as part of the initial stakeholder workshop, on-line stakeholder/service provider survey and interviews, as well as service user focus groups, there were a number of areas of work and organisations that were commended for their work and dedication to migrant health in the city:

- Coventry Refugee and Migrant Centre - therapeutic services
- Coventry Rape and Sexual Assault Centre
- MAMTA child and maternal health programme for women from Black and Minority Ethnic Groups
- The Meridian Centre – specialist GP practice with 20 minute appointments, with specialist health visitors who do home visits.

### Gaps/ areas for improvement:

Coventry is dedicated to making improvements in order to ensure the experiences of migrants in the city is positive. A number of key specific gaps/areas for improvement have been identified through the needs assessment process, and are outlined below:

- Access to and provision of specialist mental health services, particularly for vulnerable migrants (and especially children).
- Access to information, particularly related to how the UK health system works and, more broadly, entitlements and how to access to services.
- Provision of a directory of services for professionals and service users.
- Access to parenting classes and more information about leisure facility provision for children (importantly the need for affordable provision).

### Recommendations:

- Consider how specialist mental health service provision for asylum seekers and refugees can be most effectively commissioned and provided.
- Seek to provide accessible information regarding entitlement to and access to public sector/third sector services to both migrants themselves, as well as frontline staff.
- Ensure preventative healthcare is available and targeted at groups who may be most at risk/less likely to take up interventions (including parenting classes, leisure facilities for children).
- Continue with communicable disease control programmes.

See Cross-cutting themes section for recommendations regarding interpreting service provision, and cultural awareness training for staff.

“

***I settled well but as a single mother I struggled. I think more support for young single mothers would have really benefited me. I had no family support and felt isolated.***

*Economic Migrant*

”

“

***'We need to know about the culture of this country and the law. We have to know the rules. If you know the rules you won't break them. This can be with the council. It can be CRMC. They could make one day a month to explain the law and the basics. Make it easy, give a little bit of help.'***

*Asylum Seeker*

”

## Cross-cutting themes

**A number of cross-cutting themes have been identified as part of this needs assessment process, and which were raised through the stakeholder and/or service user consultation elements of the work. These themes are highlighted below, with some additional recommendations:**

- The importance of greater awareness among migrants of UK and local systems with respect to all the priority areas, including entitlements, to allow them to make more informed decisions.
- Cultural awareness/competence training of staff (according to sphere of work), including an understanding of immigration processes and support services currently available in the city.
- The importance of English language classes, with a focus on reviewing quantity of provision, topics covered, the inclusion of consideration of employability and confidence building, and the times of provision (recommendations can be found under Priority 3: Education and Priority 4 Employment and Skills).
- Access to high quality interpretation services.
- Mental health service provision, particularly for vulnerable migrants (recommendations can be found under Priority 1: Health).
- Support provided for people with No Recourse to Public Funds.

### Recommendations

- Continually improve engagement with and provide better access to newly arrived migrants to information, advice and guidance with respect to how UK and local systems work (with regard to the needs assessment priority areas), to include entitlements, and provide support with integration.
- Consider approaches to training of key front line staff in relation to cultural considerations with regard to their sphere of work, including an understanding of immigration processes and support services currently available in the city.
- Undertake a partnership exercise to consider current interpreting service provision in the city and how the quality may be improved to meet need.
- Map out support provision for those with no recourse to public funds, particularly in relation to healthcare eligibility/eligibility for education and training, to ensure appropriate and timely support is provided.

“

***I had problems with my husband. They say police help you. I called the police but police can't do anything for me. They made trouble for me. Social services took my children. They don't understand me. I never call the police again. They just do their job.***

*Refugee*

”

“

***'People are scared of each other. Each group is intimidated. We are all new to each other. Everyone is suspicious. If there could be teams to say look you are all new and help them get along.'***

*Asylum Seeker*

”

“

***'The process is very long. You wait for the Home Office and you don't know how long this will take.'***

*Asylum Seeker*

”

“

***'Religion, culture, people-99% is different from my country. We don't know anything about this country. It is very bad. When you leave your country you know law, police, children, but nothing here. This is a big problem for the future.'***

*Refugee*

”

“

***I came to the CRMC because I needed a solicitor for my case.'***

*Asylum Seeker*

”

## Key terms used, Scope of Needs Assessment and Data Sources

**This assessment focuses on the needs of migrants in Coventry, particularly in relation to the four key themes of: Housing, Education, Employment and Health. Some of the more detailed work in the assessment has focused particularly on vulnerable migrants (asylum seekers, refugees and undocumented migrants). A list of key terms used in the assessment can be found below.**

Further, although a range of important topics, such as trafficking, domestic violence, and FGM have been raised as part of the work conducted, they are not dealt with specifically in this needs assessment, but are the focus of other partnership work being undertaken in the City. Hate crime is not something that was raised during the needs assessment process, and has therefore not been addressed in this document.

### Key terms

A **Migrant** is someone who moves somewhere else for a significant period of time – if they cross borders they are termed an international migrant. The term migrant includes economic migrants/students, asylum seekers, refugees and irregular/undocumented migrants.

An **economic migrant** is an umbrella term for a wide array of people that move from one country to another to advance their economic and professional prospects. Economic migrants and students may have no recourse to public funds.

An **Asylum Seeker** is someone who claims to be a refugee but whose claim has not yet been evaluated. Unaccompanied Asylum Seeker children fall into this migrant Group.

A **Refugee** is someone fleeing armed conflict or prosecution that has been given permission to stay in the country for a period of time.

The **Syrian Vulnerable Persons Resettlement Scheme** provides local authorities with ongoing support from central government and regional Strategic Migration Partnerships to support the needs of Syrian refugees entering the UK as part of the programme.

**Irregular/undocumented migrants** are those who for a number of reasons have entered the country or stayed in the country without the necessary documents and permits. This group includes visa overstayers, failed asylum seekers and illegal entrants (this group mainly have no recourse to public funds).

A person deemed to have **No Recourse to Public Funds** will not be able to claim most benefits, tax credits or housing assistance that are paid by the state.

## Technical Terms and Data Sources

An **EU migrant** is someone whose country of birth or nationality is an EU member state, and who has crossed an international border and become resident in the UK. The definition used is determined by the available data from the ONS Annual Population Survey (APS). The following criteria are used: **a)** someone who considers their main residence to be in the UK; or **b)** whose country of birth is non-UK; or **c)** whose nationality is non-British; and **d)** who is white.<sup>1</sup>

The country groupings used are:

A15	Germany, France, Italy, the Netherlands, Belgium, Luxembourg, Denmark, Ireland, United Kingdom, Greece, Spain, Portugal, Austria, Finland and Sweden
A2	Bulgaria, Romania
A8	Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, Slovenia

This definition has a number of limitations, which mean that the data should be viewed as providing a broad guide to the number of EU migrants. In particular:

- There are significant groups included in this data who are white and non-UK born, but not EU nationals, e.g. those from the US, Canada, Australia, Russians, and white South Africans and Zimbabweans.
- People resident in communal establishments are excluded. The biggest impact of this limitation is likely to concern students from within the EU (whose parents are not also resident in the UK).

A **non-EU migrant** is someone whose country of birth or nationality is not an EU member state, and who has crossed an international border and become resident in the UK. The definition used is determined by the available data (the Annual Population Survey – the APS). The following criteria are used: a) someone who considers their main residence to be in the UK; or b) whose country of birth is non-UK; or c) whose nationality is non-British; and d) is from an ethnic minority.

This definition has a number of limitations, which mean that the data should be viewed as providing a broad guide. In particular:

- People resident in communal establishments are excluded. The biggest impact of this limitation is likely to concern international students in shared accommodation (whose parents are not also resident in the UK), and asylum seekers who are not resident in private households. Please note that international students not living in halls of residence will also be included in figures related to migrants not in employment (see definition of working migrant below).

<sup>1</sup>[www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/internationalmigration/articles/noteonthedifferencesbetweenlongterminternationalmigrationflowsderivedfromtheinternationalpassengersurveyandestimatesofthepopulationobtainedfromtheannualpopulationsurvey/december2016](http://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/internationalmigration/articles/noteonthedifferencesbetweenlongterminternationalmigrationflowsderivedfromtheinternationalpassengersurveyandestimatesofthepopulationobtainedfromtheannualpopulationsurvey/december2016)

- The non-response rate for the APS is very high (higher than that of the International Passenger Survey, which is also used in this report). It is perhaps reasonable to expect that the non-response element includes people that a) do not understand English well and b) feel nervous in revealing information around their residency in the UK.

A **working migrant** is somebody (aged 16 – 64 years) who has crossed an international border, is now resident in the UK and is active in the labour market. Estimates of the total number of working migrants can be derived from data from the ONS Annual Population Survey, which provides a breakdown of the non-UK born population by economic status – and specifically gives figures for numbers of working age migrants in employment.

Further analysis is provided based on National Insurance Number (NINo) registrations.<sup>2</sup> This data has a number of limitations, which mean that it should be viewed as providing a broad guide. In particular:

1. The figures only relate to first registrations and do not necessarily represent actual working activity (they can be issued to people planning to work, or who wish to claim benefits). It is not evident whether NINos are registered to long- or short-term work migrants, or whether these migrants have worked in the UK.
2. There are often significant periods of time between people arriving in the UK and applying for NINos.

This research also draws on other data sources including:

- Data on **new migrant GP registrations**, which is generated when a person whose previous address was outside of the UK registers for a GP.
- Statistics on **births to non-UK born mothers**, which are compiled from information supplied when births are registered as part of civil registration. It should be noted that not all women born outside the UK will be recent migrants; similarly, the UK-born will include the children of earlier migrants (the second and third generation).

<sup>2</sup>[www.statisticsauthority.gov.uk/wp-content/uploads/2017/01/Assessment-Report-331-Statistics-on-National-Insurance-Number-Allocations-to-Adult-Overseas-Nationals.pdf](https://www.statisticsauthority.gov.uk/wp-content/uploads/2017/01/Assessment-Report-331-Statistics-on-National-Insurance-Number-Allocations-to-Adult-Overseas-Nationals.pdf) p.18

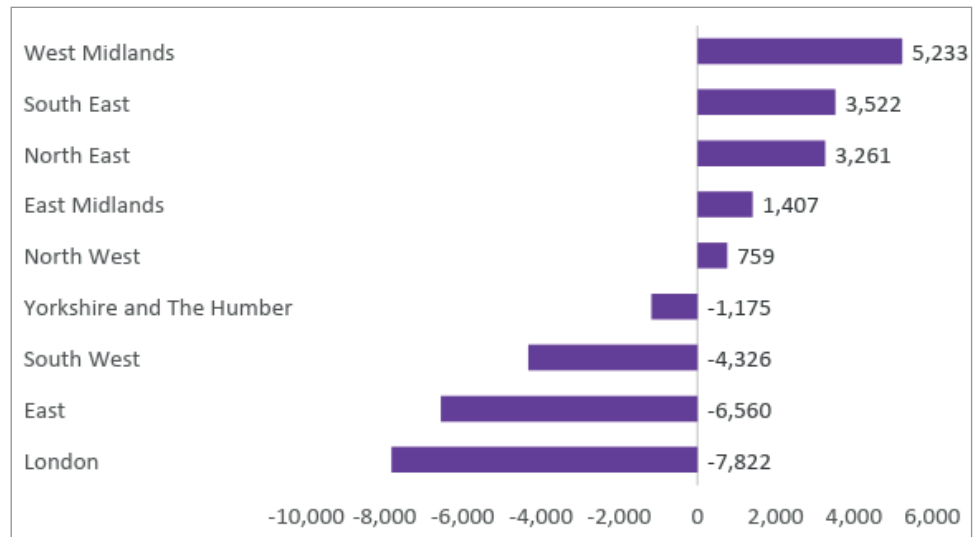


# Key Data Inventory

# 2

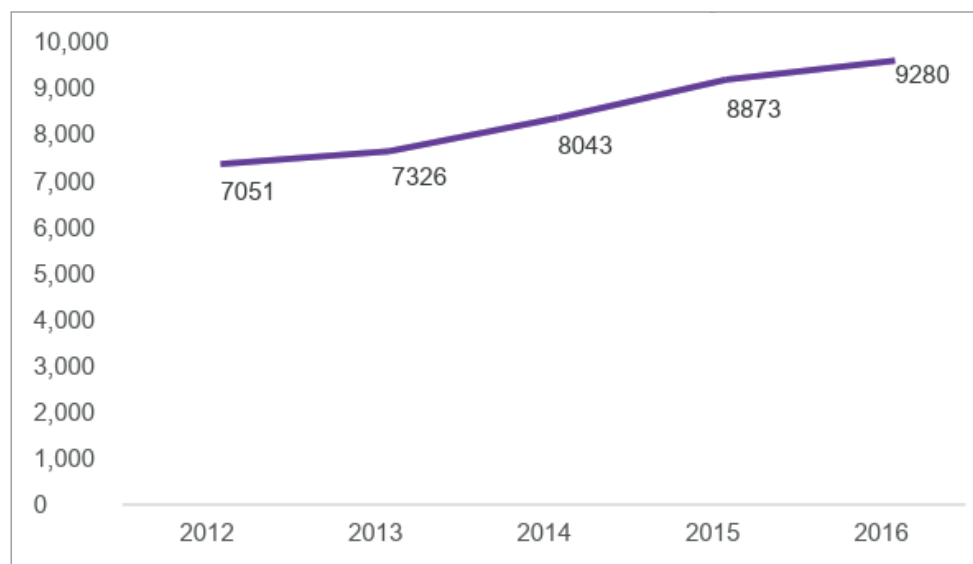
## 1 Trends in International Migration

**Change in net international migration 2015-2016**



Source: ONS Local Area Migration Indicators 2017

**International arrivals in Coventry**



Source: ONS Local Area Migration Indicators 2017

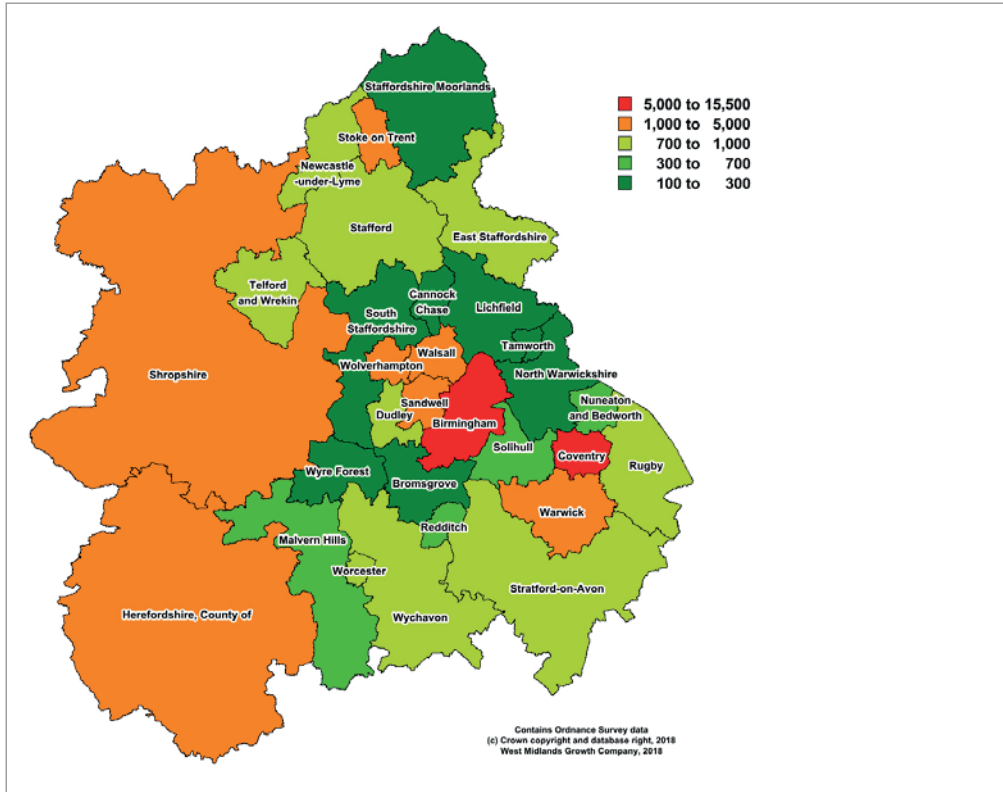


## Long-term international in-migration in 2016

Units: numbers of people

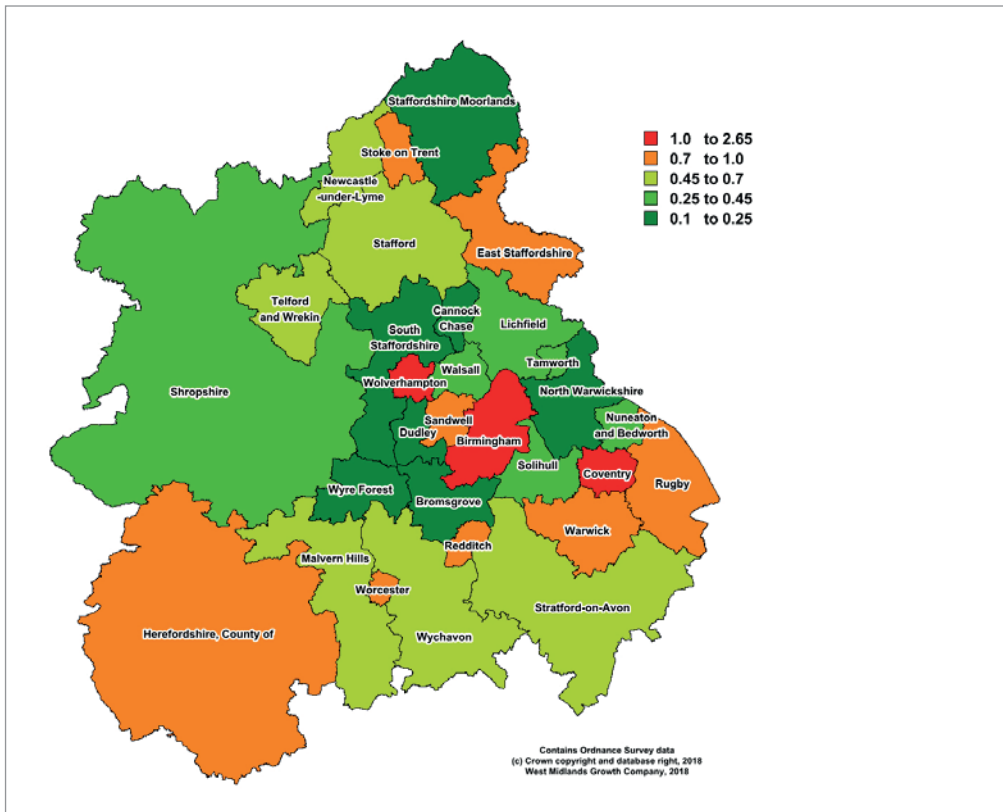
Appendix

2



Source: ONS Local Area Migration Indicators, August 2017

## International in-migration as a % of total population



Source: ONS Local Area Migration Indicators, August 2017

## 2 Characteristics of newly arrived migrants

### **Coventry Refugee and Migrants Centre Client Profile – Q1-Q3 2017-2018**

New clients starting support	Male	62%
	Female	38%
Age of new referrals	Under 18	2%
	18 - 29	36%
	30 - 39	30%
	40 - 49	20%
	50 - 59	9%
	60+	3%
Immigration Status	Asylum Seekers	26%
	Refugees	41%
	EU Migrants	22%
	Failed Asylum Seekers	1%
	Other	9%
Main issues for clients	Destitution	50%
	Benefits	48%
	Home Office / Immigration	45%
	Asylum Support	22%
	Legal / Immigration / Other	21%
	Housing	18%
	Finance / Debt	10%
	Health	9%
	Employment	9%
	Education	5%

Source: Coventry Refugee and Migrants Centre

### **Coventry Refugee and Migrants Centre Client Profile by country or origin Q2 July-September 2017**




World region	Percent	Principal countries
EU	21%	Poland, Italy
Africa	40%	Sudan, Eritrea, Nigeria, Zimbabwe
Asia	36%	Iraq, Afghanistan, Iran

Source: Coventry Refugee and Migrants Centre

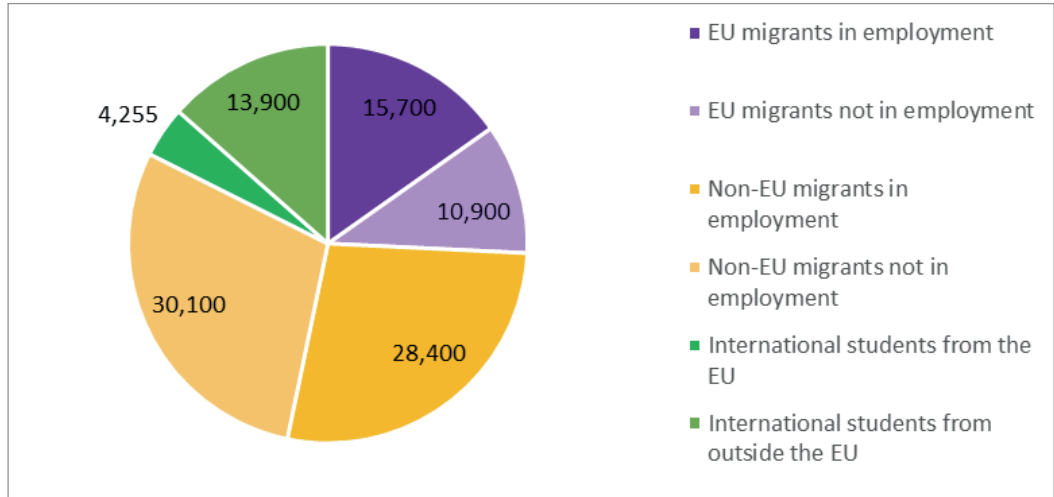
Number of migrant support providers identifying particular wards where particular migrant groups are concentrated

	Asylum seekers	Unaccompanied Asylum Seeker Children	Refugees	Resettled families	Economic migrants or Students	Irregular or Undocumented migrants	Total
<b>Bablake</b>	1	0	0	1	0	1	3
<b>Binley and Willenhall</b>	2	2	3	3	2	3	15
<b>Cheylesmore</b>	0	0	0	0	0	1	1
<b>Earlsdon</b>	0	0	0	0	0	0	0
<b>Foleshill</b>	9	5	8	6	8	7	43
<b>Henley</b>	0	0	1	0	0	1	2
<b>Holbrook</b>	2	2	2	4	2	2	14
<b>Longford</b>	0	0	0	1	1	0	2
<b>Lower Stoke</b>	3	2	3	2	4	2	16
<b>Radford</b>	2	0	1	0	3	2	8
<b>Sherbourne</b>	0	0	0	0	0	0	0
<b>St Michael's</b>	6	4	6	6	6	5	33
<b>Upper Stoke</b>	2	1	3	1	3	2	12
<b>Wainbody</b>	0	0	0	0	0	0	0
<b>Westwood</b>	0	0	0	0	1	0	1
<b>Whoberley</b>	0	0	0	0	0	0	0
<b>Woodlands</b>	1	1	1	1	1	1	6
<b>Wyken</b>	0	0	1	0	0	0	1

Source: on-line survey of service providers

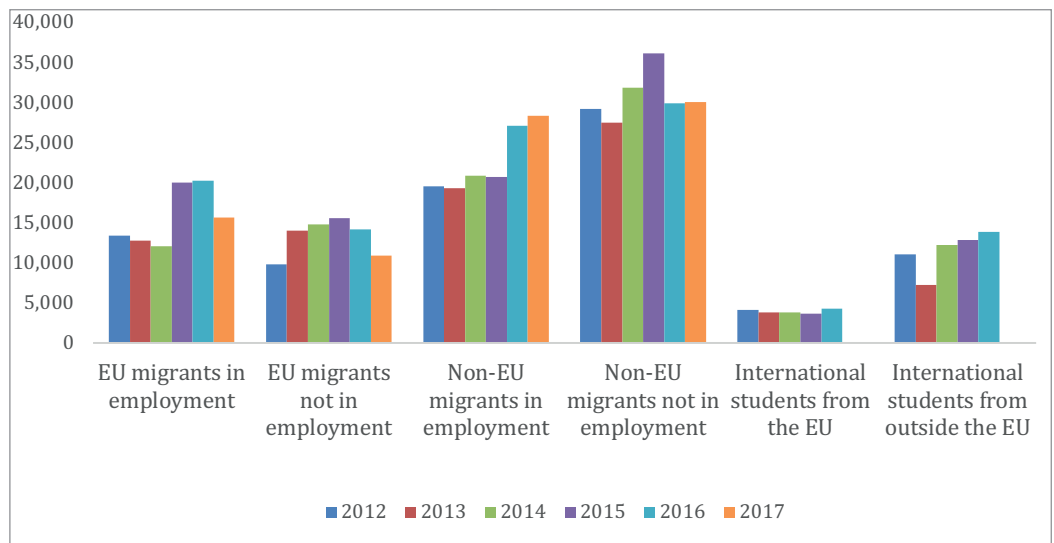
	Ward identified as a key centre for particular migrant groups by 5 or more
	Ward identified as a key centre for particular migrant groups by 3-4 providers
	Ward identified as a key centre for particular migrant groups by 1-2 providers

**Migrant populations in Coventry in 2017**



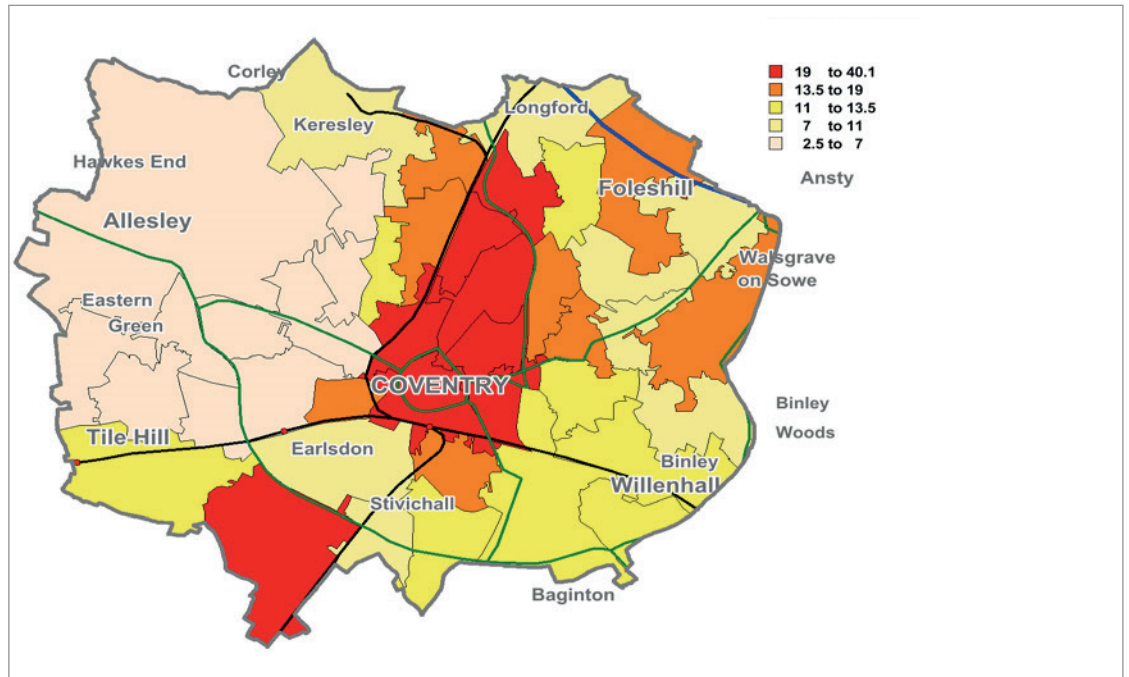
Source: ONS Annual Population Survey 2017, and Higher Education Statistics Agency 2016

**Trends in migration populations in Coventry 2012 - 2017**



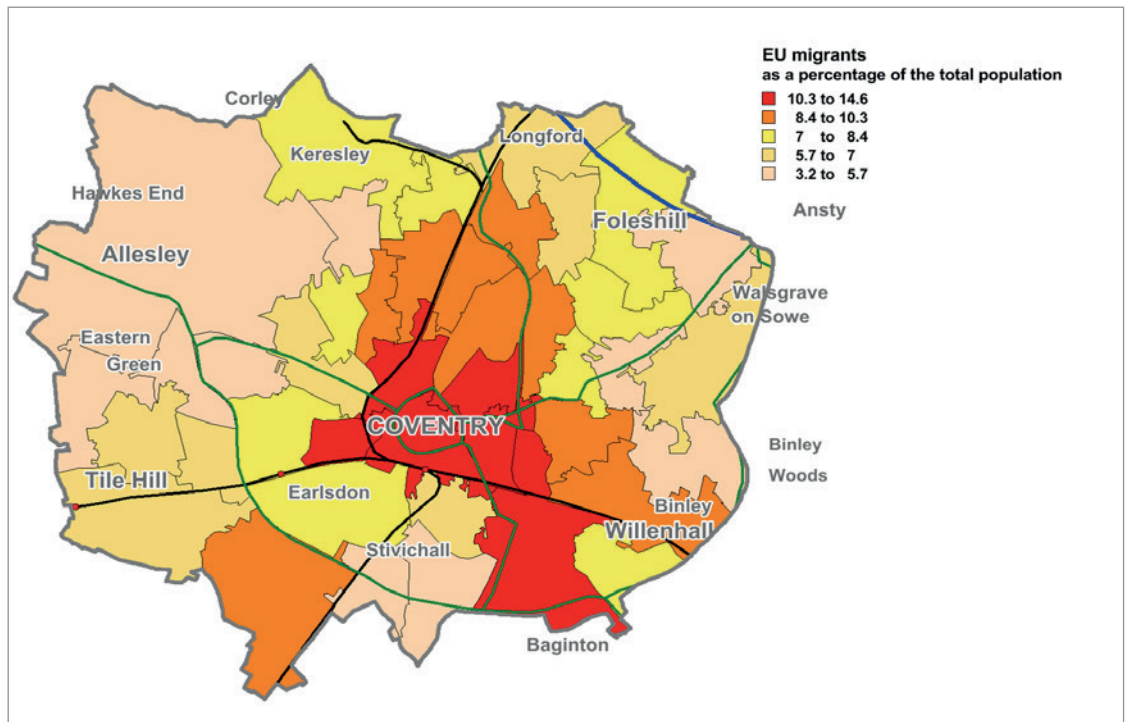
Source: ONS Annual Population Survey, and Higher Education Statistics Agency 2016

**Non EU migrants as a % of the total population**



Source: ONS Annual Population Survey

**EU migrants as a % of the total population**

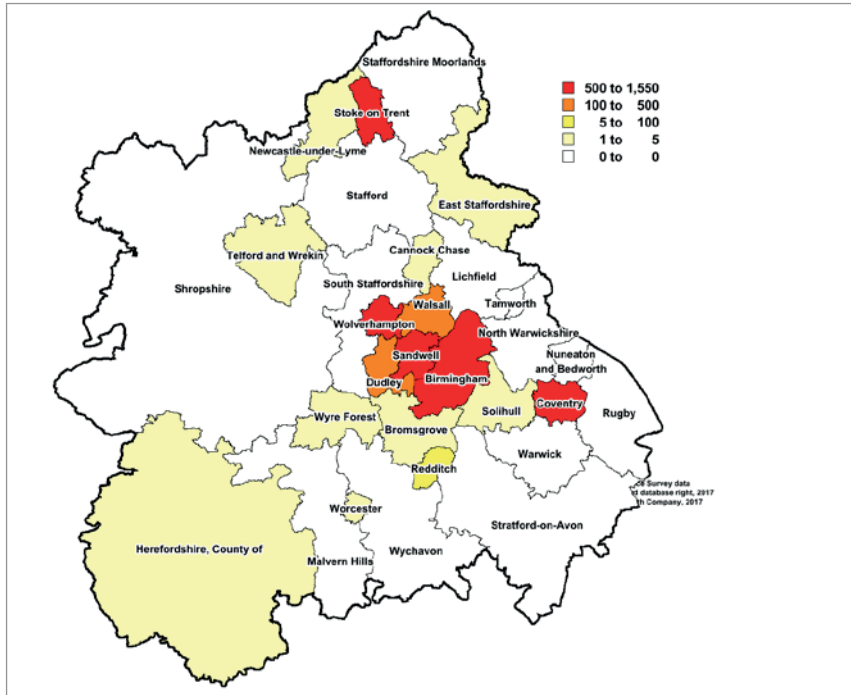


Source: ONS Annual Population Survey

3 Patterns of dispersal of asylum seekers and refugee resettlement

**Asylum seekers on Section 95 Support September 2017**

2

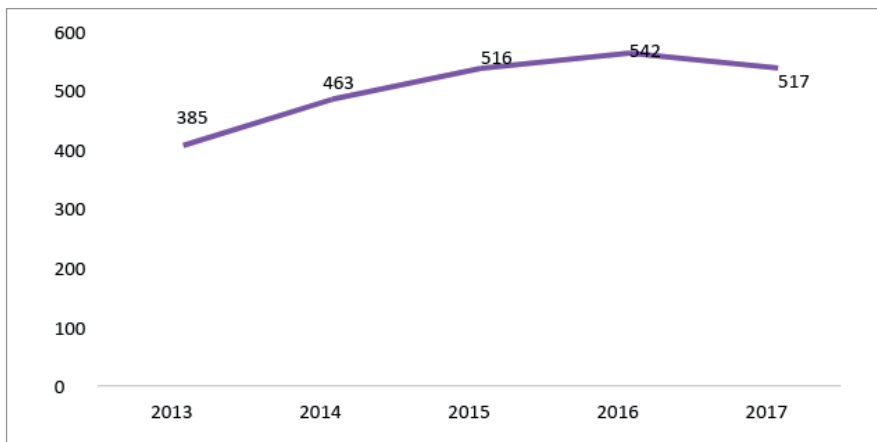


Source: Home Office Quarterly Immigration Statistics (July-September 2017)

**Unaccompanied asylum seeker children/ vulnerable children**

There are currently 60 unaccompanied children residing in Coventry, 23 of which are placed in Coventry from Warwickshire. There are also a number of children based in Coventry from other Local Authority areas.

**Number of asylum seekers in Coventry - 5 year trend (annual averages)**



Source: Home Office Quarterly Immigration Statistics

Note: we have calculated annual averages based on quarterly data to more clearly show the trend. There are numbers of asylum seekers at a particular point in time.

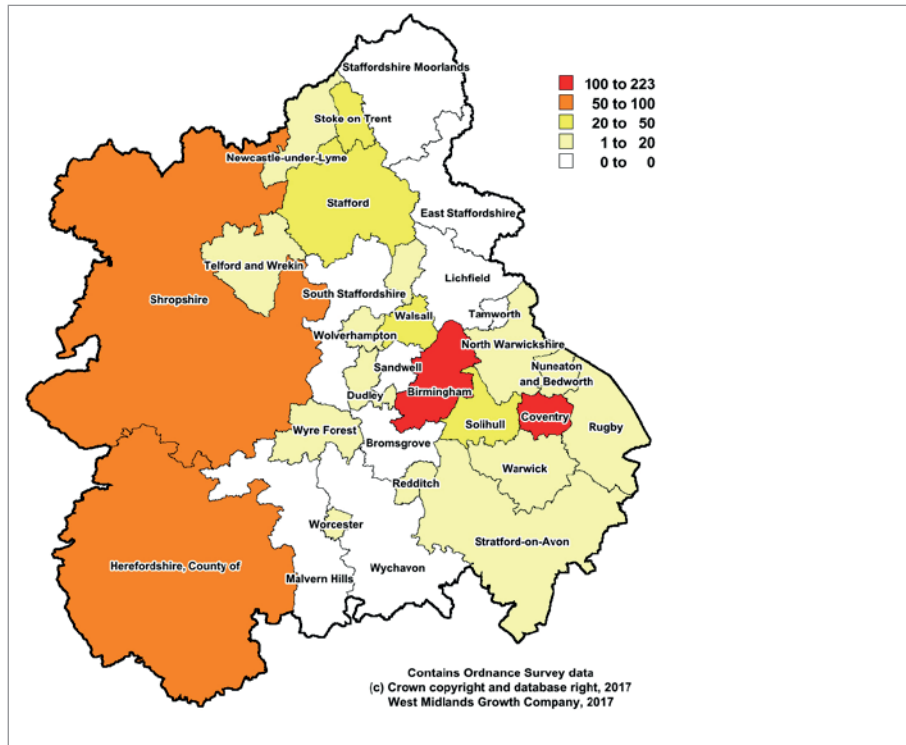
**Growth in number of Asylum Seekers**

	12 month growth in number of asylum seekers (2016-2017)	4 year growth in number of asylum seekers (2013-2017)	Average annual % change	4 year growth forecast
Birmingham	-161	619	16%	1,025
Coventry	-25	131	9%	176
Dudley	11	100	14%	136
Herefordshire	0	0	0%	0
Sandwell	78	574	33%	1,227
Solihull	1	1	4%	0
Staffordshire	2	9	340%	122
Stoke-on-Trent	-104	204	9%	238
Telford and Wrekin	1	3	130%	20
Walsall	88	203	26%	369
Warwickshire	0	-1	-10%	0
Wolverhampton	63	371	18%	571
Worcestershire	-2	7	77%	26
Regional Total	-51	2,221	16%	3,169

Source: Home Office Quarterly Immigration Statistics/Regional Observatory analysis

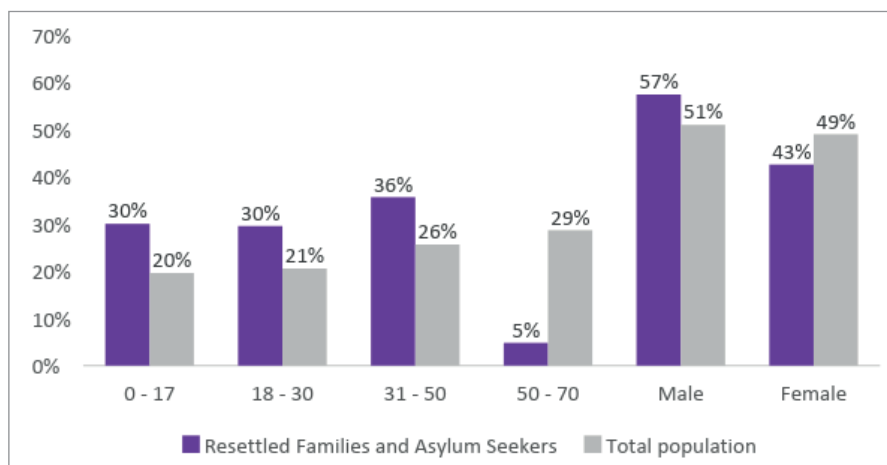
**Syrian Vulnerable Persons Resettlement Scheme Sep 2015 - June 2016**

2



Source: Home Office Quarterly Immigration Statistics November 2017

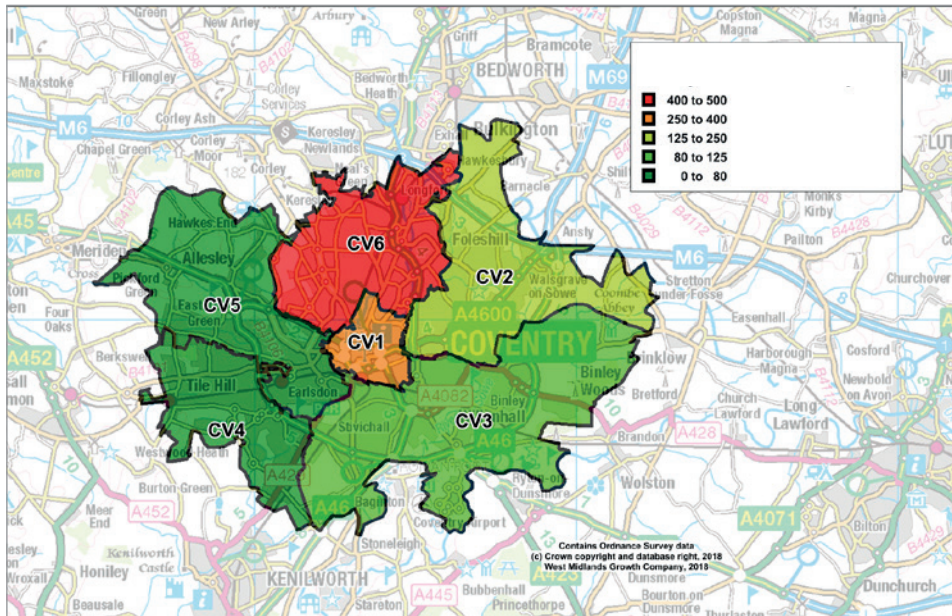
**Demographic profile of resettled families and asylum seekers in Coventry, 2107**



Source: Coventry City Council Migration Team



**Numbers of Syrian resettled families and asylum seekers in Coventry**

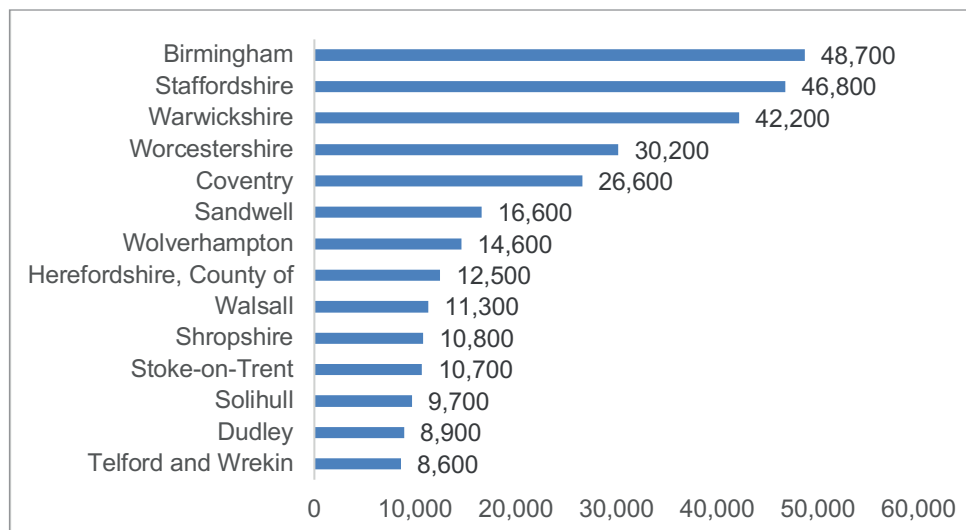


Source: Coventry City Council Migration Team, 2017

**Number of population white/not UK born in 2017**

<b>Birmingham</b>	48,700
<b>Coventry</b>	26,600
<b>Dudley</b>	8,900
<b>Herefordshire</b>	12,500
<b>Sandwell</b>	16,600
<b>Shropshire</b>	10,800
<b>Solihull</b>	9,700
<b>Staffordshire</b>	46,800
<b>Stoke-on-Trent</b>	10,700
<b>Telford and Wrekin</b>	8,600
<b>Walsall</b>	11,300
<b>Warwickshire</b>	42,200
<b>Wolverhampton</b>	14,600
<b>Worcestershire</b>	30,200
<b>Regional Total</b>	290,800

Source: ONS Annual Population Survey 2017

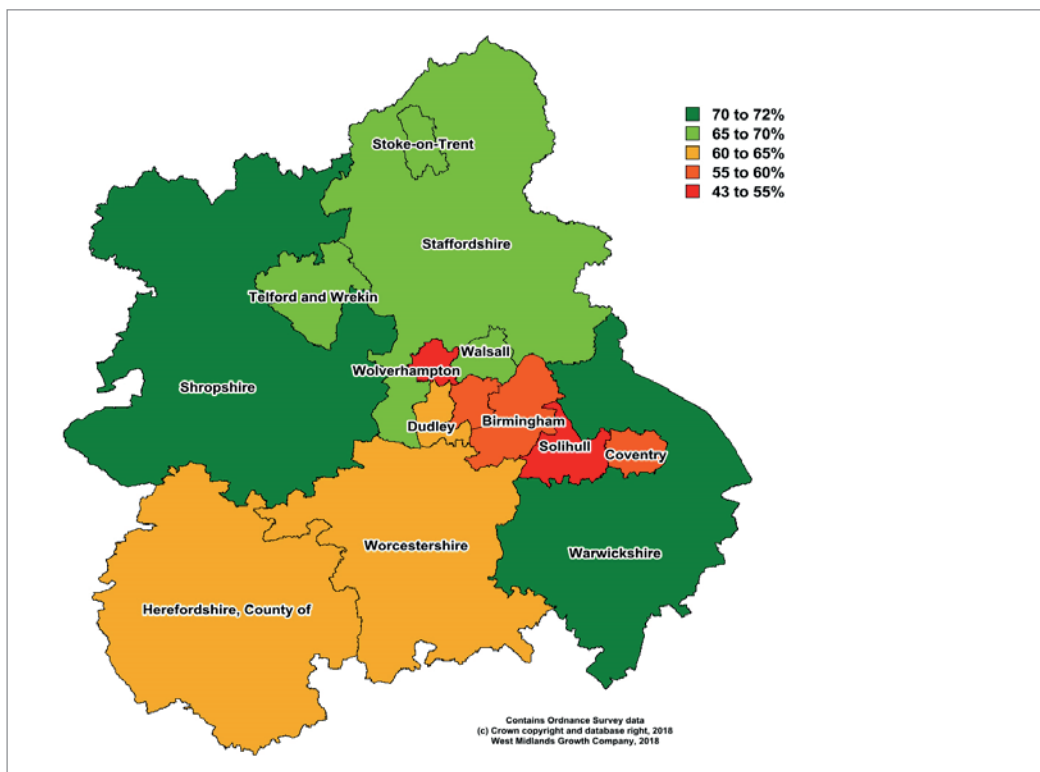
**White non UK born population in 2017**

Source: ONS Annual Population Survey 2017

	White/not UK born population in employment		% of total population in employment
	Number	%	
<b>Birmingham</b>	32,600	67%	63.9%
<b>Coventry</b>	15,700	59%	70.2%
<b>Dudley</b>	5,100	57%	71.4%
<b>Herefordshire</b>	7,900	63%	78.3%
<b>Sandwell</b>	9,900	60%	62.4%
<b>Shropshire</b>	7,200	67%	77.9%
<b>Solihull</b>	5,800	60%	75.9%
<b>Staffordshire</b>	32,800	70%	79.1%
<b>Stoke-on-Trent</b>	7,200	67%	71.2%
<b>Telford and Wrekin</b>	5,900	69%	72.8%
<b>Walsall</b>	8,600	76%	70.4%
<b>Warwickshire</b>	26,400	63%	78.2%
<b>Wolverhampton</b>	6,800	47%	66.0%
<b>Worcestershire</b>	19,600	65%	75.8%
<b>Regional Total</b>	191,600	64%	72.0%

Source: ONS Annual Population Survey 2017

**% of white/non-UK born population in employment**



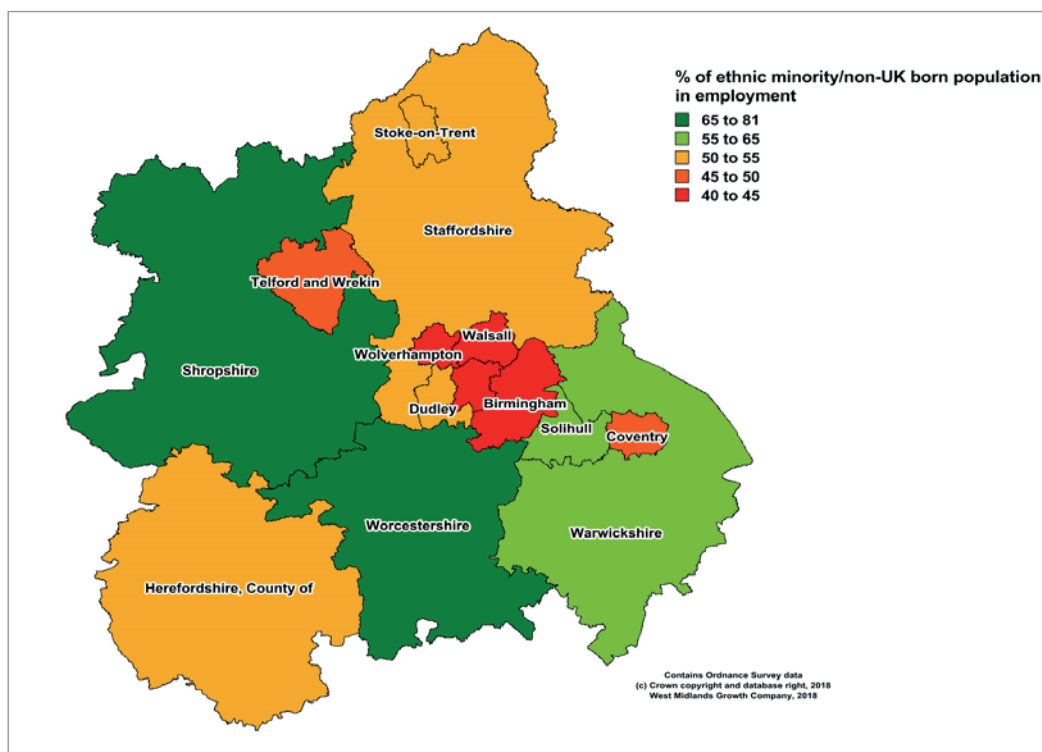
Source: ONS Annual Population Survey June 2017

5 Non-EU migrants

	Population ethnic minority/not UK born	% of total population
<b>Birmingham</b>	217,300	18.5%
<b>Coventry</b>	58,500	14.9%
<b>Dudley</b>	12,700	4.9%
<b>Herefordshire</b>	1,900	1.0%
<b>Sandwell</b>	48,900	15.8%
<b>Shropshire</b>	4,600	0.9%
<b>Solihull</b>	10,000	4.4%
<b>Staffordshire</b>	10,200	0.9%
<b>Stoke-on-Trent</b>	16,200	6.0%
<b>Telford and Wrekin</b>	8,100	4.5%
<b>Walsall</b>	18,600	8.8%
<b>Warwickshire</b>	26,900	4.6%
<b>Wolverhampton</b>	34,800	14.3%
<b>Worcestershire</b>	13,600	2.1%
<b>Regional Total</b>	482,400	8.1%

Source: ONS Annual Population Survey

**% of ethnic minority/non-UK born population in employment**



Source: ONS Annual Population Survey June 2017

## 6 Working migrants

**Estimates of total numbers working age migrants in employment**

	Numbers in June 2017			2016-2017 change	
	White non-UK born	Ethnic minority non-UK born	Total	Numbers	Percent
North East	46,600	33,700	80,300	-600	-0.7%
North West	180,100	181,400	361,500	12,000	3.4%
Yorkshire and The Humber	165,100	129,200	294,300	32,300	12.3%
East Midlands	179,500	133,100	312,600	5,200	1.7%
West Midlands	181,700	213,000	394,700	21,800	5.8%
East	292,300	182,000	474,300	16,500	3.6%
London	967,600	1,050,000	2,017,600	82,800	4.3%
South East	460,500	262,100	722,600	47,000	7.0%
South West	233,300	89,700	323,000	37,500	13.1%
UK	3,048,000	2,401,100	5,449,100	291,200	5.6%

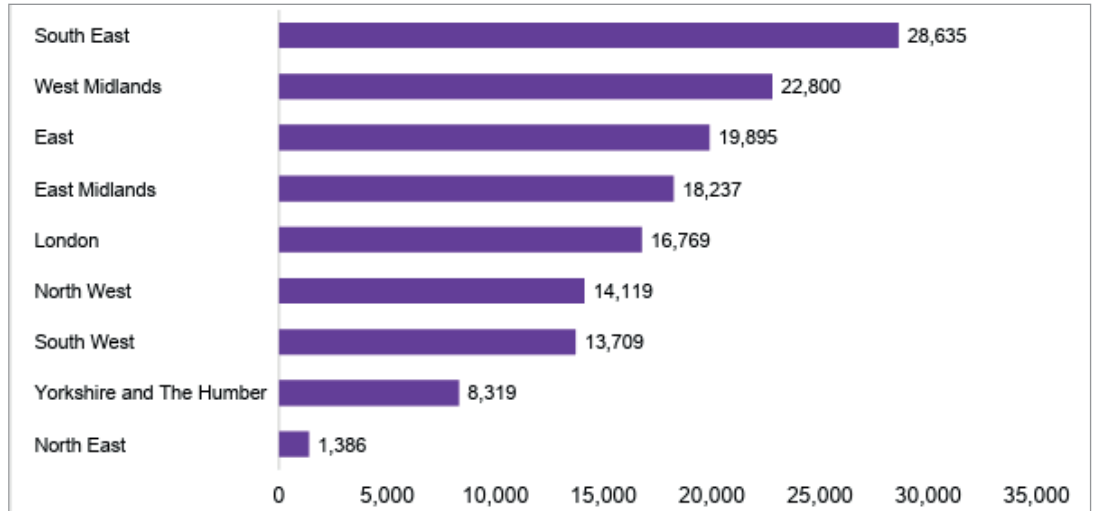
Source: ONS Annual Population Survey

**Numbers of working age migrants in employment in 2017**

Area	Aged 16-64 white not UK born in employment	Aged 16-64 ethnic minority not UK born in employment
Urban areas		
Birmingham	30,300	86,600
<b>Coventry</b>	<b>17,400</b>	<b>24,700</b>
Dudley	5,500	7,700
Sandwell	8,200	21,000
Stoke-on-Trent	7,600	7,500
Solihull	4,700	5,300
Walsall	6,100	10,700
Wolverhampton	5,600	16,200
Rest of the region		
Bromsgrove	2,300	No data
Cannock Chase	No data	No data
East Staffordshire	11,300	1,100
Herefordshire	9,500	900
Lichfield	1,800	No data
Malvern Hills	1,700	1,300
Newcastle-under-Lyme	4,000	No data
North Warwickshire	1,700	No data
Nuneaton and Bedworth	4,900	1,800
Redditch	4,200	1,700
Rugby	8,400	4,600
Shropshire	8,200	2,100
South Staffordshire	No data	No data
Stafford	1,600	No data
Staffordshire Moorlands	No data	No data
Stratford-on-Avon	6,800	1,100
Tamworth	3,200	No data
Telford and Wrekin	4,900	3,800
Warwick	7,000	5,700
Worcester	5,200	2,200
Wychavon	4,100	No data
Wyre Forest	No data	2,300

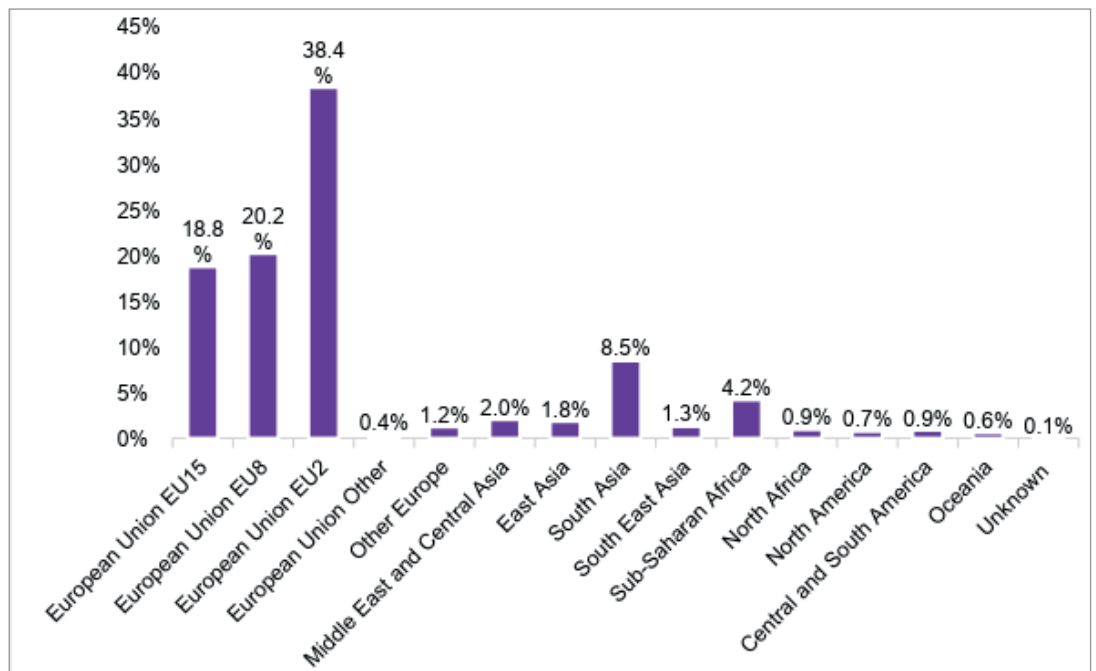
Source: ONS Annual Population Survey, June 2017

**Growth in number of NINo registrations 2011 - 2016**



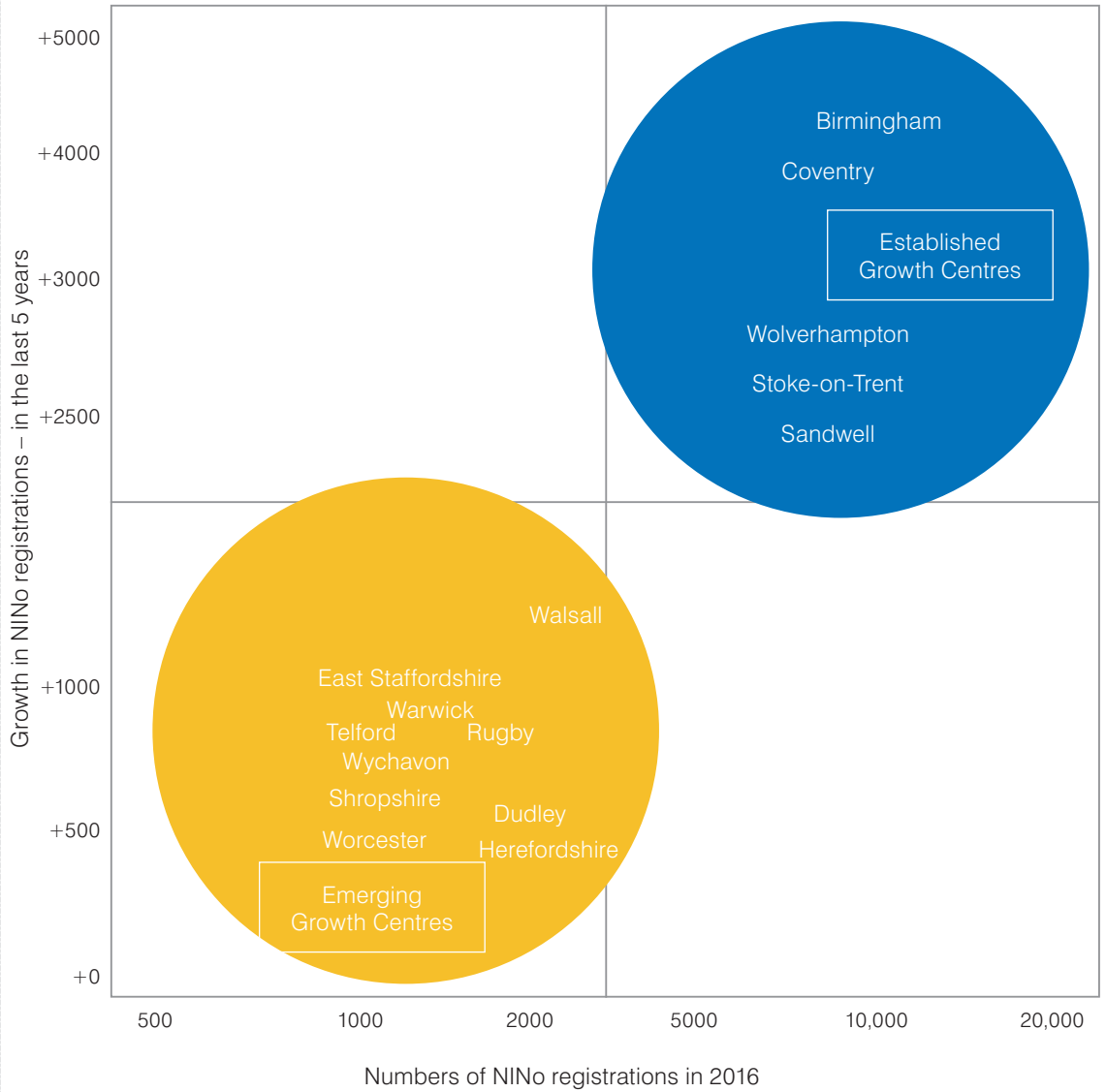
Source: ONS Local Migration Indicators

**NINo registrations in the West Midlands in 2016 by Country of origin**



Source: ONS Local Migration Indicators

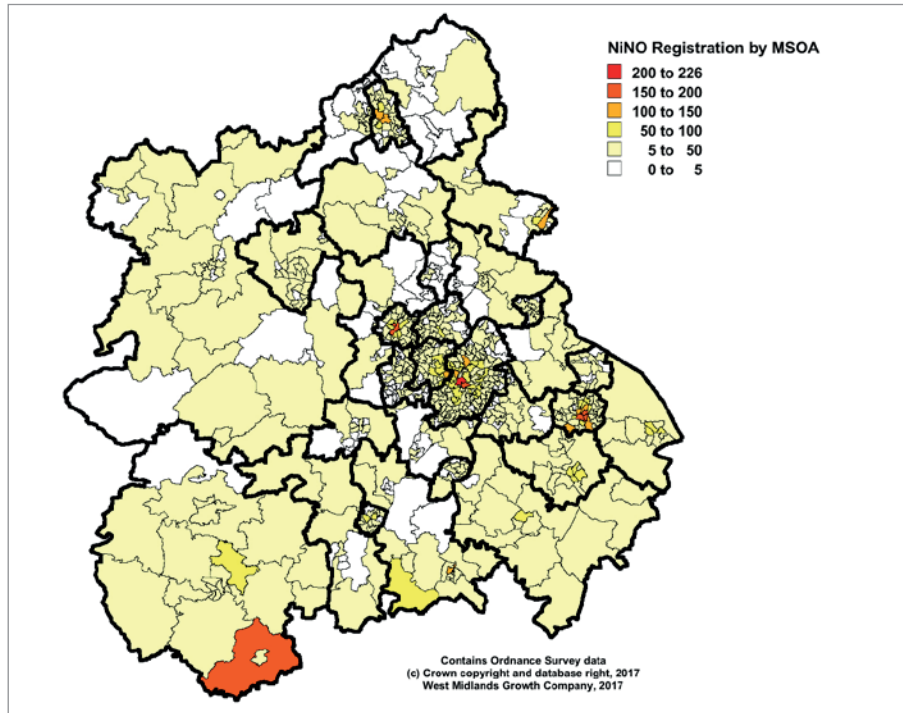
**NINo registrations – current numbers and growth trends**



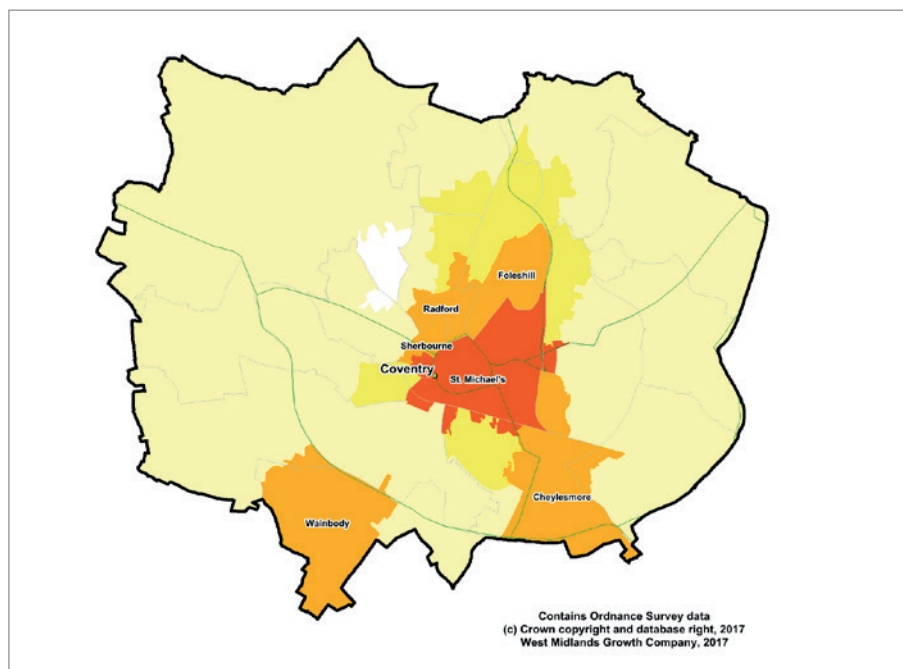
Source: ONS Local Migration Indicators – NINo data



**NINo registrations across the region, by Middle Layer Super Output Areas in 2016**

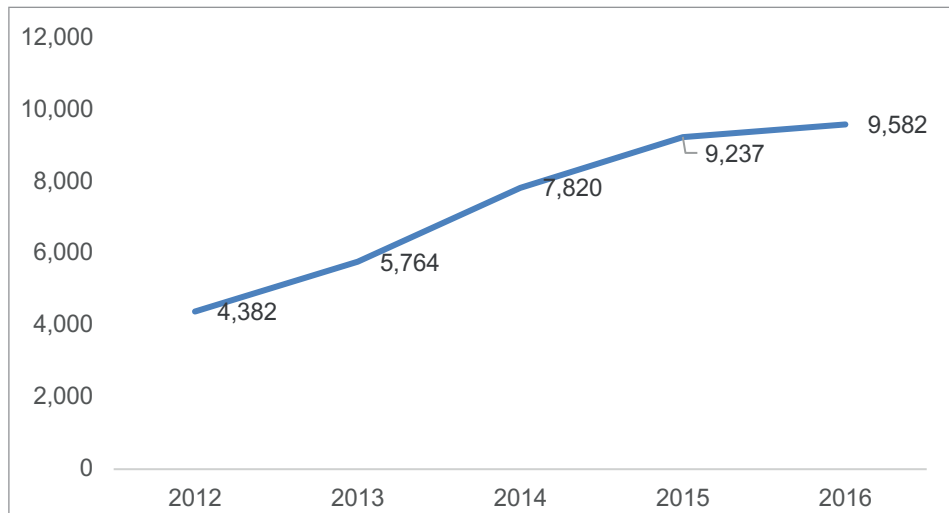


**NINo registrations in Coventry by Middle Layer Super Output Areas in 2016**



Source: <https://stat-xplore.dwp.gov.uk>

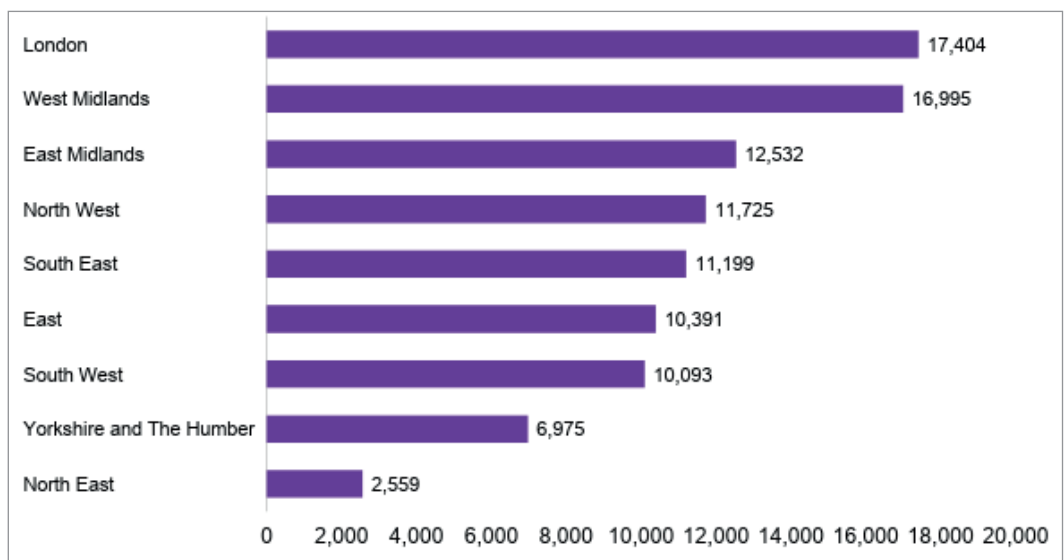
**Migrant NINo registrations in Coventry**



Source: ONS Local Migration Indicators

**7 The needs of migrants**

**Growth in number of new migrant GP registrations 2011-2016**



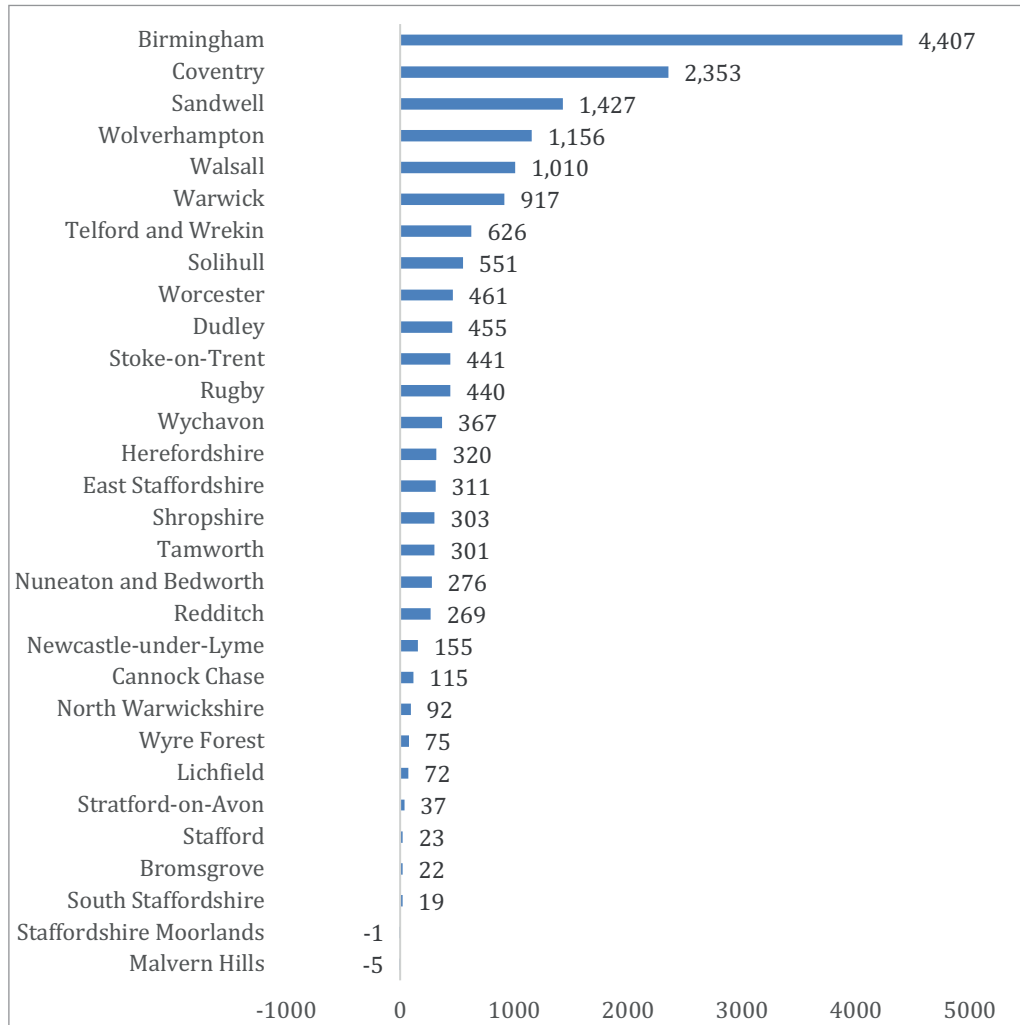
Source: ONS Local Migration Indicators

**New Migrant GP Registrations**

	Number of new migrant GP registrations in 2016	Growth in number of new migrant GP registrations 2011-2016	Numbers in 2016 as % of population
Urban areas			
Birmingham	22,326	4,407	2.2%
<b>Coventry</b>	<b>10,794</b>	<b>2,353</b>	<b>3.6%</b>
Sandwell	4,847	1,427	1.7%
Stoke-on-Trent	958	441	0.4%
Solihull	2,396	551	1.2%
Walsall	2,169	1,010	0.8%
Wolverhampton	4,384	1,156	1.8%
Rest of the region			
Bromsgrove	236	22	0.3%
Cannock Chase	244	115	0.3%
Dudley	1,192	455	0.4%
East Staffordshire	1,268	311	1.2%
Herefordshire	1,449	320	0.8%
Lichfield	266	72	0.3%
Malvern Hills	417	-5	0.6%
Newcastle-under-Lyme	729	155	0.6%
North Warwickshire	159	92	0.3%
Nuneaton and Bedworth	746	276	0.6%
Redditch	762	269	1.0%
Rugby	1,256	440	1.4%
Shropshire	1,511	303	0.5%
South Staffordshire	112	19	0.1%
Stafford	686	23	0.6%
Staffordshire Moorlands	104	-1	0.1%
Stratford-on-Avon	853	37	0.7%
Tamworth	487	301	0.7%
Telford and Wrekin	1,568	626	1.0%
Warwick	2,042	917	1.5%
Worcester	1,212	461	1.3%
Wychavon	897	367	0.8%
Wyre Forest	245	75	0.6%

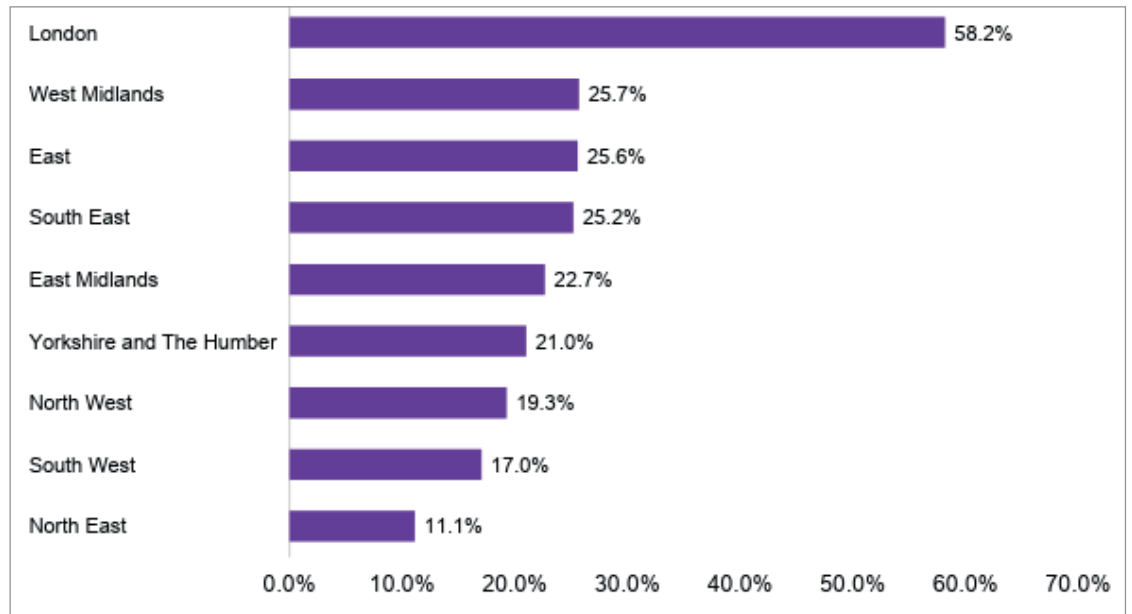
Source: ONS Local Migration Indicators, August 2017

**Growth in number of new migrant GP registrations 2011 - 2016**



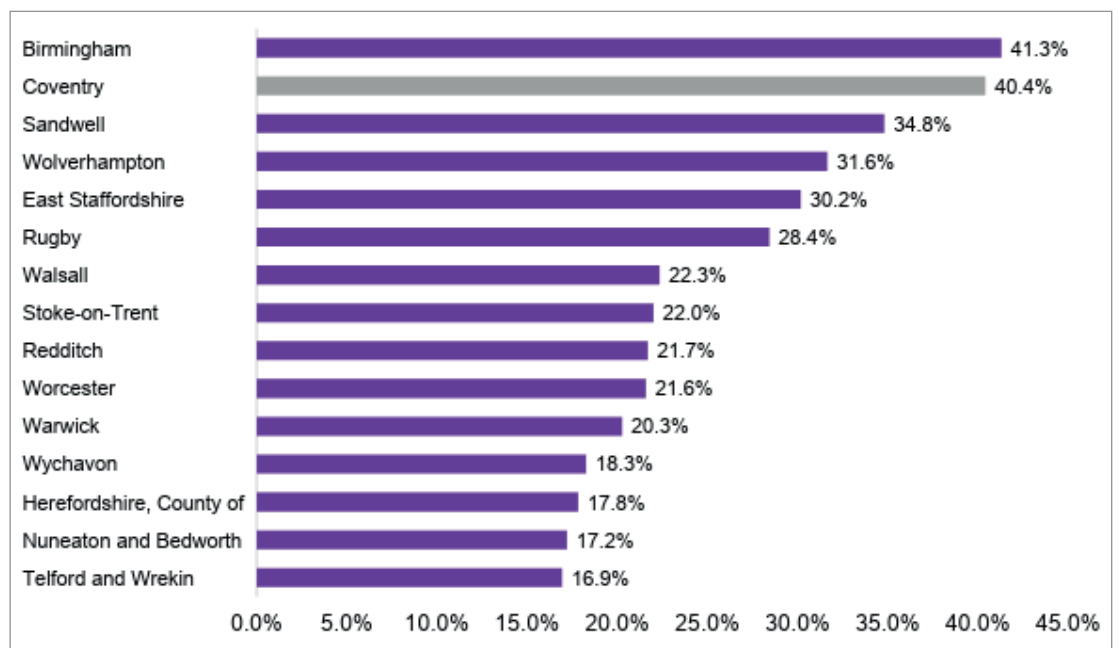
Source: ONS Local Migration Indicators, August 2017

**Births to Non- UK mothers as a % of all live births by region**



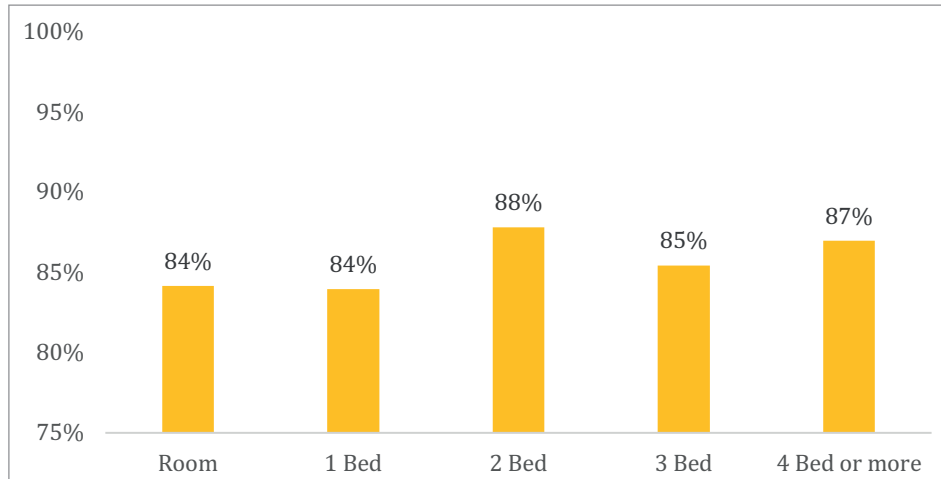
Source: ONS Local Migration Indicators, August 2017

**Births to Non- UK mothers as a % of all live births in 2016 - by local authority**



Source: ONS Local Migration Indicators, August 2017

**Proportion of lower quartile private sector rent covered by Housing Benefit - Coventry**



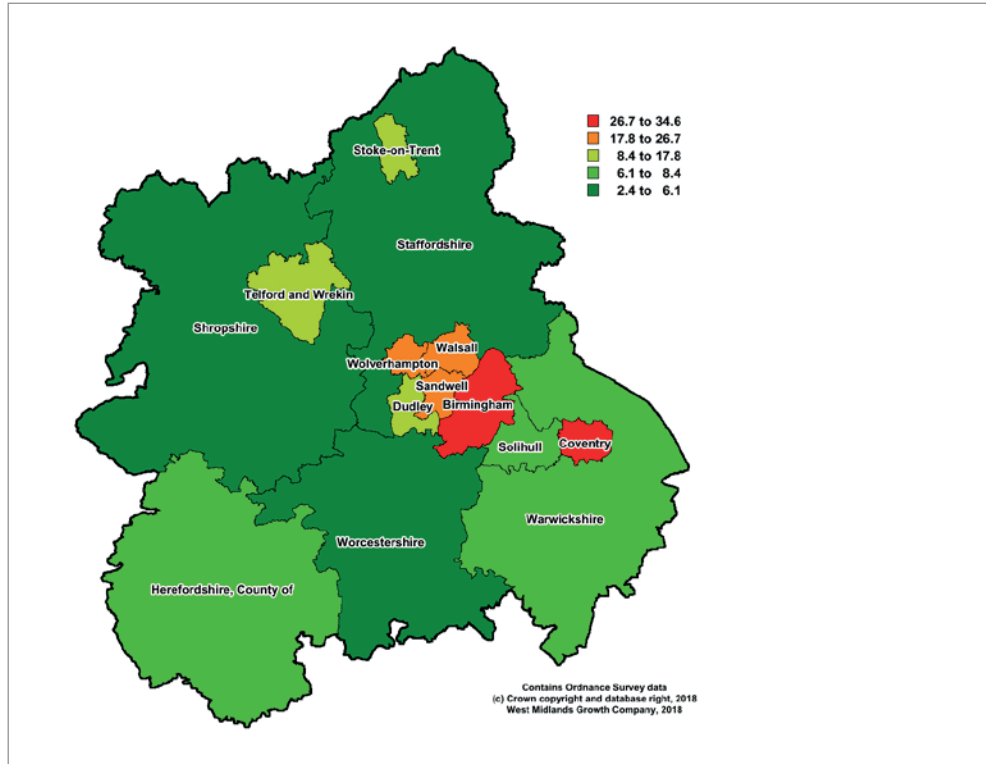
Source: Valuation Office Agency/WMGC Regional Observatory analysis 2017

**Proportion of lower quartile property cost covered by the LHA rate 2016-2017**

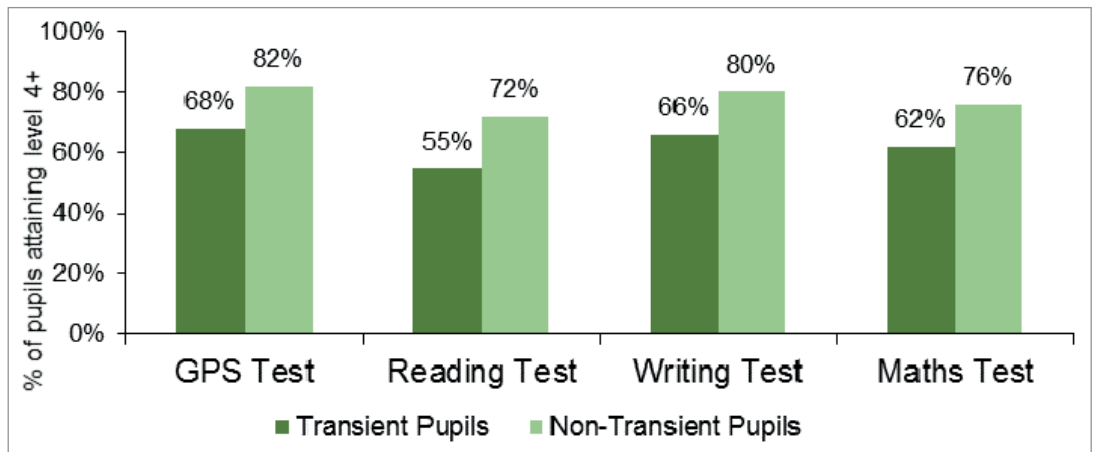
	Room in shared accommodation	1 Bed	2 Bed	3 Bed	4 Bed or more
Herefordshire UA	69%	95%	96%	99%	98%
Shropshire UA	80%	101%	100%	118%	114%
Stoke-on-Trent UA	87%	100%	100%	83%	81%
Telford and Wrekin UA	92%	95%	95%	98%	96%
Cannock Chase	-	105%	103%	98%	102%
East Staffordshire	80%	90%	95%	83%	74%
Lichfield	76%	83%	86%	107%	99%
Newcastle-under-Lyme	80%	100%	88%	74%	76%
South Staffordshire	-	93%	90%	95%	93%
Stafford	83%	100%	94%	107%	110%
Staffordshire Moorlands	-	108%	93%	76%	74%
Tamworth	-	79%	82%	80%	71%
North Warwickshire	-	94%	96%	101%	100%
Nuneaton and Bedworth	92%	101%	102%	80%	84%
Rugby	66%	80%	84%	69%	67%
Stratford-on-Avon	-	92%	94%	88%	89%
Warwick	84%	83%	84%	135%	135%
Birmingham	88%	89%	88%	88%	89%
Coventry	84%	84%	88%	85%	87%
Dudley	92%	100%	96%	91%	94%
Sandwell	71%	95%	91%	72%	60%
Solihull	67%	102%	100%	138%	133%
Walsall	80%	104%	96%	96%	101%
Wolverhampton	95%	95%	96%	80%	74%
Bromsgrove	103%	94%	86%	83%	84%
Malvern Hills	-	91%	101%	99%	91%
Redditch	77%	81%	86%	83%	88%
Worcester	93%	91%	93%	92%	86%
Wychavon	81%	91%	94%	116%	117%
Wyre Forest	95%	101%	102%	154%	178%

Source: Valuation Office Agency

**Percent of pupils in schools without English as a first language (EAL) in the West Midlands 2015-2016**



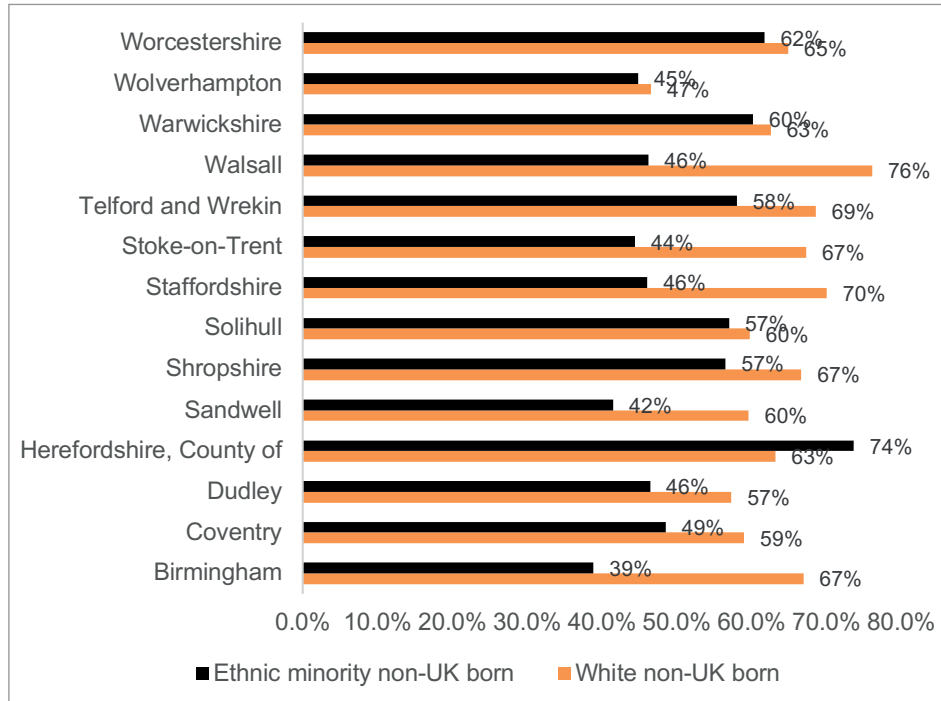
**Coventry - Transience and attainment at Key stage 2 2017**



Source: DfE KS2 NCA Datafeed July 2017



**Proportion of EU and non-EU migrants in employment in 2017**



Source: ONS Annual Population Survey 2017

# Migrant Needs Assessment

## Initial Stakeholder Workshop,

### 29th November 2017

1. Issues/Needs	2. Service Mapping	3. What we need more of
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Lack of capacity in schools due to general lack of resource.</li> <li>• Support for language in schools.</li> <li>• Lack of training/cultural awareness from professionals working with migrant children e.g. Behavioural issues = problem child or children being told that speaking in their mother tongue is not allowed in class.</li> <li>• Unaccompanied Asylum Seeking Children – language barriers make it difficult to identify special needs and support a diagnosis.</li> <li>• Furthermore, lack of understanding from professionals on how to extract information in order to identify support.</li> <li>• Age assessment process causes delays to support. The process has been identified as a problem.</li> <li>• There is a need for suitable school places in appropriate catchment areas.</li> <li>• Lack of spaces for children with specific needs e.g. – Special Educational Needs or disabilities.</li> <li>• Need for foster carers. Due to lack of numbers, children are placed in homes at a distance causing strain and stress which can have a detrimental effect to learning.</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• CAHMS – Child and Adolescent Mental Health - Support, assessment and treatment for children and young people in Coventry and Warwickshire experiencing emotional wellbeing difficulties, or mental health problems, disorders and illnesses.</li> <li>• Compass Coventry – free and confidential support, advice and treatment services for young people up to 18 who are affected by their own or another person's substance misuse.</li> <li>• Compass Aspire - a free, personalised service for young people aged up to 16 (or 20 for Looked After Children) who are affected by: Substance misuse, Poor sexual health, Teenage pregnancy, Poor or abusive relationships.</li> <li>• Route 21 – Services for Care Leavers</li> <li>• Coventry Refugee and Migrant Centre – support for young migrants aged 14 - 17 years old – Tuesday Evenings</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Gap for support with 14-18-year-old newly arrived migrants.</li> <li>• Resource Gaps - More support in/with schools.</li> <li>• More support for mental health.</li> <li>• More support with routes into higher education. Understanding the process and support with obtaining the relevant qualifications. Funding to also support education courses.</li> </ul>

## 3. What we need more of

## 2. Service Mapping

## 1. Issues/Needs

**Education (cont)**

- Extra support for children at GCSE age as schools tend not to accept newly arrived migrant children of this age.
- Recognition that mental health support is needed for both parents and children as this can impact on other areas of life.
- Asylum Seekers on Section 4 support are not eligible for 2-year funding to support children with nursery places. There is a need to support this group.
- Extra support needed to migrant children where parents cannot support with school homework.

1. Issues/Needs	2. Service Mapping	3. What we need more of
<p><b>Employment and Skills</b></p> <ul style="list-style-type: none"> <li>• Language</li> <li>• Skills and experience – some migrants have high level qualifications and skills but lack UK experience therefore find it difficult to find employment in chosen field. This means they resort to low skilled jobs. As they build experience in these areas of work, they usually stay in these areas for many years.</li> <li>• Many migrants cannot afford to be out of work, as they have limited savings and are not eligible for/ do not want to claim benefits. Skilled roles have a much longer recruitment process and they are very difficult to get, especially if somebody doesn't have UK experience. Due to this, many people rely on temporary work which lacks stability.</li> <li>• Lack of awareness around the UK job market and the application process.</li> <li>• Lack of knowledge of the support available and lack of understanding of what migrants are eligible for from migrant population and professionals.</li> <li>• Lack of guidance and a solid support network – it was suggested that a mentoring programme could be established between successful migrants who have secured work and new arrivals.</li> </ul>	<p><b>Employment and Skills</b></p> <ul style="list-style-type: none"> <li>• Foleshill Women's Training – 3 employment projects: Accelerate, Connect Me and Jumping Through Hoops (Support for young women) – with free crèche places.</li> <li>• Accelerate Programme – free help and support for people looking for work in Coventry and Warwickshire. 24 partner organisations</li> <li>• Coventry City Council Employment Team – Exceed, Connect and Ambition projects. A people centred approach to help support those from vulnerable backgrounds into employment and education.</li> <li>• Coventry City Council - The Employment Support Service – for disabled people and people with mental health difficulties.</li> <li>• Progress Project – Employment Support for young people.</li> <li>• Syrian Job club - Job Centre Plus</li> <li>• Romanian Job Club – Law Centre</li> <li>• University of Warwick – Warwick STAR - Works specifically with Asylum Seekers and Refugees</li> <li>• University of Warwick – Syrian refugee fund for higher education.</li> </ul>	<p><b>Employment and Skills</b></p> <ul style="list-style-type: none"> <li>• More quality community based provision in areas where need has been identified.</li> <li>• Funding to help sustain the voluntary sector services after Brexit.</li> <li>• Training for support staff on immigration documents, cultural awareness and needs of client group.</li> <li>• Training for employers on diversity and inclusion, immigration documents, cultural awareness and needs of client group.</li> <li>• Lack of ESOL for Employability.</li> <li>• Would be great benefit to develop professional network to share knowledge.</li> <li>• Gap in finding interpreters for some languages.</li> <li>• Support to help migrants to become interpreters – understanding the process.</li> <li>• A need for more work to be done on social integration and cultural exchange.</li> <li>• A need for community champions.</li> <li>• Need for employers to be willing to support clients with English whilst they gain work experience.</li> </ul>

## 3. What we need more of

## 2. Service Mapping

## 1. Issues/Needs

**Employment and Skills (cont)**

- The system itself can become a barrier related to funding streams – eligibility criteria and documentation.
- Need for interpreting available on first contact to have good communication established at first instance.
- Lack of confidence.
- Lack of ethnic representation in the employed personnel in relevant organisations – people to relate to or be more confident approaching.
- Development of UK based skills – especially ICT for many as this can also be a barrier to the application of jobs and those on benefits like JSA and Universal Credit.
- Childcare support – Availability for crèche facilities to support working/job seeking mothers.
- Need well informed employers
- Support developing skills in ICT and English with relevant UK based qualifications
- Stability in housing and health – Support package from primary care and other services as the impacts are linked.
- Problems with migrants working cash in hand due to the difficulty of finding work. Risks of exploitation.

**Employment and Skills (cont)**

- Coventry Refugee and Migrant Centre Employment Support.
- 'Getting into Work' training with West Midlands Police and Coventry Fire Service. For ages 18 – 24 year olds from Black, Asian, Minority Ethnic and Refugee communities.
- Lingo Links translation and interpreting service – CRMC social enterprise.
- Coventry Interpretation and Translations Unit (CITU)
- The Diocese of Coventry – Fresh Start initiative – Helping to support with free ESOL, conversational cafés and Football sessions.
- ESOL – Immigration link ESOL Service, City College, Coventry College, Adult Education, CRMC, Numidia, Foleshill Women's training, Learndirect Coventry, Coventry Jesus Centre, Workers Educational Association (WEA).

1. Issues/Needs	2. Service Mapping	3. What we need more of
<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• Foster carers (14-18) looked after children UASCs</li> <li>• Homelessness in undocumented migrants</li> <li>• NRPf families (children's act)</li> <li>• Domestic Violence – NRPf – no state funding – have to be with the abuser to collect evidence and until they can make a claim</li> <li>• Local authority has to underwrite DV providers</li> <li>• Young people, post 18 years of age have a delay from Home Office in being granted leave to remain.</li> <li>• Families who have received positive decision are in B&amp;B + 12 months (due to lack of housing, lack of support for transition and that the schools for children are usually in a different area)</li> <li>• Location of where the houses are i.e. Housing in Woodend but this comes with challenges and that awareness raising in host communities is needed.</li> <li>• Once a leave to remain is awarded, migrants usually get empty house with no white goods, carpets etc. and as there is a delay in getting benefits, this poses challenges.</li> <li>• Overcrowding is another issues and rolling out of Universal credit will put more challenges on this client group.</li> </ul>	<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• CRMC – Housing project with supported accommodation and advice (all migrants). The project has 2 places for destitute clients as well.</li> <li>• Carriers of Hope-start up support (all migrants), DIY etc.</li> <li>• Peace house (asylum seekers)</li> <li>• Salvation army (refugees)</li> <li>• Faith organisations; Coventry Faith Homeless Forum</li> <li>• Jesus Centre</li> <li>• Betel – substance misuse</li> <li>• Church of Assisi</li> <li>• Coventry Law Centre – eviction support (refugees)</li> <li>• CAB main door (Refugees), and resettlement scheme</li> <li>• Breakthrough – advice on benefits</li> <li>• Panaghar and Valley House for domestic violence cases</li> <li>• Women's shelter</li> <li>• Refugees at Home-Regional Charity</li> <li>• CDVASS (refugees)</li> <li>• Children society</li> <li>• Foodbank</li> <li>• Panaghar</li> </ul>	<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• Coventry City Council front door (customer services) refugees and EU migrants</li> <li>• G4S</li> <li>• Supported accommodation</li> <li>• Foster placements - support lodging</li> <li>• Placement Services</li> <li>• Rent deposits</li> <li>• Discretionary housing</li> <li>• Community support grants</li> <li>• domestic Violence – NRPf</li> <li>• affordable accommodation for single people and families</li> <li>• informing people of housing situation property</li> <li>• educating people/ awareness on employment</li> <li>• fluctuating income that has an impact on tenancy</li> <li>• possible accredited landlord list (changing perceptions)</li> <li>• work with asylum seekers in the city (what more could we do to prepare them e.g. Information sessions)</li> <li>• increasing number of foster carers</li> <li>• filter information to police</li> <li>• more work to be done to allow partnership working and effective solutions</li> </ul>

1. Issues/Needs	2. Service Mapping	3. What we need more of
<b>Housing (cont)</b>	<b>Housing (cont)</b>	
<ul style="list-style-type: none"> <li>• There is lack of joined up approach or partnership working that can make this transition smoother.</li> <li>• The condition of G4S properties where Asylum Seekers are housed.</li> <li>• There is lack of housing (affordable) for single people &lt; 35</li> <li>• Reluctance from private landlords to rent to people on benefits.</li> <li>• The quality of housing is poor in G4S sourced as well as private accommodation</li> <li>• Lack of enforcement capacity</li> <li>• Overcrowding leads to increased vulnerability</li> <li>• Lack of understanding from within the migrant community as well as host i.e. noise created leading to community tensions and complaints</li> <li>• Administration of Housing Benefit is a challenge for landlords and tenants</li> <li>• Right to rent – there is lack of understanding of this legislation</li> <li>• Destitution among people who are granted leave to remain due lack of deposit/references</li> </ul>	<ul style="list-style-type: none"> <li>• Interfaith Forum</li> <li>• Foleshill Women's Training</li> <li>• CIAS-Coventry Independent Advice services</li> <li>• Cyrenians</li> <li>• CARAG</li> <li>• Roma Project</li> <li>• STAR</li> <li>• VAC</li> <li>• Hope Centre</li> <li>• Watch</li> <li>• MAOKWO (lauranyahu@maokwo.com)</li> <li>• FGM –</li> <li>• Muivelle – Sunday Café</li> <li>• Coventry Law Centre- Eviction support</li> </ul>	

1. Issues/Needs	2. Service Mapping	3. What we need more of
<p><b>Health</b></p> <ul style="list-style-type: none"> <li>• Barriers to accessing services:</li> <li>• Language e.g. the new arrivals into pack is in English</li> <li>• Lack of awareness about which services exist free of charge and to use them/ the NHS</li> <li>• Support needs to be culturally sensitive e.g. around women and female genital mutilation (FGM)</li> <li>• Various health needs are unmet particularly around mental health.</li> <li>• Staff are not trained to recognise mental health problems associated with trauma</li> <li>• Lack of an up-to-date directory of services</li> <li>• Lack of continuity of volunteers which requires heavy resource in terms of training – both in terms of lost expertise as people move on and training up new ones</li> <li>• Poor access to mental health services including very long waiting times of approx. 1yr. – particularly for PTSD</li> <li>• General lack of resources</li> <li>• The community is transient, so the need to cascade is constant</li> <li>• Syrians do not have access to TB vaccination programme</li> </ul>	<p><b>Health</b></p> <ul style="list-style-type: none"> <li>• Foleshill Women's Training (FWT) – MAMTA programme</li> <li>• Watch Charity – Hillz FM: informal radio station training has supported service users suffering from poor MH</li> <li>• The voluntary sector in Coventry works well together with lots of cross-referral</li> <li>• Carriers of Hope</li> <li>• Coventry Refugee and Migrant Centre (CRMC) – therapeutic services</li> <li>• Coventry Rape and Sexual assault Centre (CRASAC) – support victims of sexual violence and offer 1-1 counselling and group support services</li> <li>• The Meridian Centre – specialist GP with 20 min appointments; specialist health visitors who do home visits</li> <li>• Secondary care MH services such as Child and Adolescent Metal Health Services (CAMHS), perinatal and adult services</li> <li>• MAOKWO – supporting women suffering social isolation, victims of domestic violence, provide counselling</li> </ul>	<p><b>Health</b></p> <ul style="list-style-type: none"> <li>• Use the Marmot Principles to tackle the social determinants of health</li> <li>• Community champions and befriending services</li> <li>• Representation of migrants at events e.g. PTL, workshops</li> <li>• Up-to-date service directory online, paper form and in many languages</li> <li>• Better understanding of services that already exist and a forum to facilitate communication</li> <li>• Involve VAC (Voluntary Action Coventry)</li> <li>• Support groups may be better than formal counselling</li> <li>• Physical co-location of services</li> <li>• Mental Health services which can deal with PTSD</li> <li>• Better availability of interpreters who are: <ul style="list-style-type: none"> <li>• Trained in mental health</li> <li>• Attend secondary care outpatient appointments</li> <li>• Are given more guidance around protocol</li> </ul> </li> <li>• Ensure clinical understand who is entitled to free NHS treatment – very stressful if this is cast into doubt when unwell</li> </ul>



1. Issues/Needs	2. Service Mapping	3. What we need more of
<p><b>Health (cont)</b></p> <ul style="list-style-type: none"> <li>Digital literacy can be poor – should not assume that all can access, acts as an additional barrier</li> <li>Employment linked to better health – however there are linguistic barriers to employment</li> <li>Interpreters: shortage of availability, some do not turn up, clients may be nervous about confidentiality breaches, not booked for outpatient appointments which can lead to (e.g.) scans being postponed, NHS will only use “NHS approved”</li> <li>Formal counselling and therapy not always culturally appropriate and can be alienating</li> <li>Misconceptions that migrants have poor health/carry disease</li> </ul>	<p><b>Health (cont)</b></p> <ul style="list-style-type: none"> <li>A&amp;E – very supportive and always source interpreters</li> <li>Good outreach work from screening and vaccination programmes</li> </ul>	<p><b>Health (cont)</b></p> <ul style="list-style-type: none"> <li>Better management and education around long-term conditions such as diabetes, asthma, epilepsy etc. to avoid emergency admissions</li> <li>Have a proactive approach to health, not reactive</li> </ul>

## Appendix 4 – Stakeholder Survey and Interview Findings

### EXECUTIVE SUMMARY

#### Introduction

**This Executive Summary report combines the findings of an on-line survey conducted with organisations within Coventry that provide services to different migrant groups and a series of more detailed telephone interviews with selected stakeholders. It is part of a wider body of research that has been undertaken as part of the Coventry Migrant Needs Assessment. There were 59 respondents from 25 organisations to the survey (16 were third sector organisations, with the remaining from primary care, mental health services, schools and council services), with 18 follow up interviews undertaken (12 with partners from third sector organisations, 3 with primary care/healthcare staff and 3 with council service staff).**

A number of common themes emerged through the research which can be summarised under the following:

- Health
- Housing
- Education and Skills
- Employment
- Issues relating to No Recourse to Public Funds (NRPF)
- The need for a more joined up approach
- Improving intelligence
- The need for additional resources
- Feedback on the services provided by the CRMC

## Health

The most frequent comments relating to health support needs related to mental health issues, with many indicating this is a major concern. Key issues that were raised in relation to mental health included:

- Long waiting lists for initial mental health assessments
- Not enough support in relation to counselling services
- Particular weaknesses in mental health support for children and young people
- The need for services other than general helplines that enable someone to speak about wide ranging issues linked to mental health

32 respondents (out of a total of 59 respondents completing all or part of the on-line survey) indicated that they provide some type of specific support with mental health/wellbeing (ranging from likely low level support from third sector organisations and primary care to specialist support from mental health services), 23 with lifestyle and healthy living, 18 with safeguarding for victims of domestic violence, and 10 or more with therapy and counselling services, substance misuse support, maternity and child health, support in relation to non-communicable and communicable disease and support for survivors of torture (this included both specialist and lower level support). Other specific health related services provided included screening and immunisation support, supporting survivors of sexual violence and 1:1 emotional support.

The Meridian Medical Centre was identified as a particular example of local good practice with respect to health services.

16 respondents ranked mental health services within the top 5 of all migrant related support services in terms of frequency of use. This was also the case with respect to 9 respondents for maternity and child health services, 8 respondents for lifestyle and healthy living support, 5 respondents for screening and immunisation and 3 respondents for support for survivors of torture.

Five respondents indicated that mental health support services have experienced a significant increase in demand for services over the last 12 months and four respondents that this was the case for Counselling/1-1/therapy.

In terms of effectiveness of current provision, stakeholders identified significant gaps in mental health provision, including in relation to young people and counselling services across all age groups. By comparison with provision for physical health issues, mental health services were identified as severely under-funded.

A wide range of comments related to potential improvements to mental health related services were identified including the need for more direct work with migrant communities, based on their specific mental health needs; improved access to mental health services for children and young people including more trained staff and the appointment of a specialised

children's mental health worker; availability of one to one assessments covering all health issues, including mental and emotional health; improved access to counselling for those that have experienced trauma, together with the need for mental health support provision to be delivered in the community through family visits and visits to others such as 'looked after children' and unaccompanied teenagers in their own environment. The point was also raised that services need to be culture and language appropriate, recognising that in some cultures mental health is not really recognised as an issue.

### Housing

Availability of appropriate housing for all groups, but particularly young people, poor quality of accommodation and overcrowding in shared accommodation, particularly in relation to the private rented sector were all identified as particular housing issues.

In relation to the range of services provided, 17 respondents indicated that they provide specific support with housing and accommodation (third sector organisations and Coventry City Council), 5 respondents that this service is ranked first in terms of frequency and 12 respondents that this service is ranked within the top 5 in terms of frequency of use.

Other specific housing support provided included furniture provision and emergency packs relating to the allocation of empty properties.

Five respondents indicated that housing/homelessness support services have experienced a significant increase in demand for services over the last 12 months. Reasons for this that were cited included a tightening of eligibility for Housing Benefit for EU migrants while looking for work.

Particular issues were raised in terms of the adequacy of support in relation to single people and EU nationals.

Housing support is identified as a critical aspect of support for new arrivals. It was pointed out that without housing it is impossible to start to integrate, find employment or access educational services. Suggested improvements include more affordable housing; more social housing; more overall funding for suitable accommodation; improved access to landlords; provision of adequate housing for larger families and single people; more housing officers and reduced waiting list times. Introduction of a 'Bond Guarantee Scheme' allowing loans to be administered for the purchase of houses at zero percent deposit was also suggested.

## Education and Skills

In relation to education and skills the most frequent comments related to ESOL support needs. It was pointed out that without English skills, attaining work, volunteering or participating in education and training are usually not possible. Attaining English language skills also enables participation in a much wider range of social and other activities.

Whilst there is some ESOL provision available it was acknowledged this does not match the demand for this support.

It was also pointed out that often English language challenges are more of a problem for adults than children, given the work done within schools to support children whose first language is not English, together with the fact that children at school are surrounded by other children speaking English.

The importance of confidence building support was stressed as a vital element in the support needed to help migrants move forward.

The need for support transferring skills and qualifications into a UK setting was also highlighted a number of times, given that qualifications obtained in different countries, even in relation to some highly educated migrants are often not recognised within the UK.

The most frequently cited education and skills support provided were ESOL and other English conversation classes and Life Skills.

- In relation to ESOL and other English conversation, 22 respondents indicated that they provide this specific support, 2 respondents that this service is ranked first in terms of frequency of use and 10 respondents that this service is ranked within the top 5 in terms of frequency of use.
- In relation to Life Skills, 21 respondents indicated that they provide this specific support, 1 respondent that this service is ranked first in terms of frequency of use, and 5 respondents that this service is ranked within the top 5 in terms of frequency of use.

Stakeholders identified inadequacies in the level of ESOL provision overall, but in particular in relation to those not eligible to claim benefits and early evening 'twilight' provision for those in work.

In relation to wider education provision it was pointed out that younger age groups tend to be better catered for than older age groups, with schools considered generally more equipped than colleges to support different migrant groups. Suggested improvements include improved access to provision for those with no recourse to public funds, the offer of a wider range of courses and help for those with qualifications from other countries that are not recognised in the UK to fast track to gain recognised qualifications.

## Employment

The importance of what can be termed employability skills and preparing people for work was most frequently stressed in terms of comments relating to employment support needs.

The importance of understanding how to present to employers; understanding the structure of workplaces (which may be very different in other countries); how to access information on vacancies and other relevant information and support writing CVs was stressed in this context.

Wider support in terms of understanding the requirements of the benefits agency was also identified as important.

Other issues that were raised in relation to employment support included:

- The fact that while employment support is particularly important for Refugees and EU Migrants, this is not important to Asylum Seekers and undocumented migrants who are not allowed to work.
- The importance of support accessing volunteering opportunities as a way into employment
- The low level of jobs those that do gain employment generally go into, in particular, low level caring jobs, cleaning operative positions, child care, retail, warehouse distribution, driving and security.
- The importance of changing the mind-set of employers and employment agencies to ensure practices are not discriminatory.

The most frequently cited employment related support provided were job search and success to employment and volunteering schemes.

- In relation to job search and success to employment support, 26 respondents indicated that they provide this specific support, 8 respondents that this service is ranked first in terms of frequency of use and 13 respondents that this service is ranked within the top 5 in terms of frequency of use.
- In relation to Volunteering Schemes, 25 respondents indicated that they provide this specific support, 2 respondents that this service is ranked first in terms of frequency of use and 14 respondents that this service is ranked within the top 5 in terms of frequency of use.

Suggested improvements included the need for good quality work placements and increased opportunities as one way to support people into work and help gain skills.

### No Recourse to Public Funds

It was pointed out that the adequacy of provision in terms of a range of services is linked to immigration status, with those with No Recourse to Public Funds (NRPF) much more limited in terms of access to education, housing, employment and health services than those with recourse to public funding. This manifests itself in a number of ways. For example, those with NRPF are not entitled to housing support and usually not entitled to work in order to earn to rent privately; can struggle to get support with ESOL and any form of education and training and available evidence indicates that while successful asylum seeker application outcomes tend to be associated with improved health, refused asylum seekers tends to be associated with impaired health.

A significant increase in demand for support for those destitute was reported by two organisations, at least partly linked to changes in legislation that leave people with no support and increased levels of destitution. This includes those refused asylum that now have no recourse to public funds, but it was also pointed out that eligibility rules for benefits and other support have been tightened through Government legislation for other groups. This includes tightening of eligibility for Housing Benefit for EU migrants while looking for work and no access to Job Seekers Allowance if work is not found within three months.

### A more joined up approach

A number of comments indicated that services needed to be more 'joined up' and avoid competing with each other, with very clear recognition of the particular specialisms of each support agency. Comments included the need for greater overall co-ordination and communication across the statutory and Third sector network of support agencies, including a more 'joined up' approach between multi-agency support and avoidance of duplication; improved communication through increased networking; named liaison personnel within key services including DWP and Housing Benefits to make referrals easier; and the development of clearer referral pathways.

### Improved intelligence

The need for improved intelligence and information resources was also a common theme. Some comments related to the need for both paper and on line resources for migrants and support agencies outlining what support services are provided by each organisation in Coventry. This included the suggestion that a booklet that could be designed and given to all migrants new to the area with resources and contact details of local organisations that can provide support. It was also suggested that there should also be a generic website that all organisations that support migrants in Coventry can access with updated information on all services in the area, in order to make signposting to services easier for all.

### The need for additional resources

Although there is generally considered to be a good network of provision across Coventry it was also acknowledged by some stakeholders that demand for services outstrips supply.

Given this, not surprisingly, a number of comments referred to the need for additional funding and resources. This included the need for more funding into both statutory and Third Sector (including specialist) organisations that support different groups of migrants. Some suggestions referred to additional funding for specific organisations including CRMC, Coventry Law Centre and CRASAC, all identified as organisations where **demand for services outstrips current capacity**.

Some comments pointed to specialist advice services that have closed in the West Midlands Region over the last few years thus increasing the workload of similar services that remain, but also how cutbacks in certain statutory services have led to increased referrals to the Third sector without any corresponding change in funding.

### The Coventry Refugee and Migrant Centre

Stakeholders were asked 'are there any ways in which you would like to link with the CRMC more effectively or establish closer working links?' In response a number of stakeholders indicated that stronger partnership working would be advantageous, or at least more detailed discussions about the services each organisation provides. A number of other organisations indicated that they already have strong links that have sometimes been built up over a number of years.

Views on the effectiveness of the processes and services provided by CRMC to support migrants were generally very favourable, with 71% of respondents indicating these services and processes were effective or very effective, compared with only 4% indicating they were not effective or not effective at all.

Respondents were also asked to identify any specific ways existing CRMC services could be developed further or improved, by outlining up to three suggestions. There were a total of 26 respondents to this question with a total of 57 suggestions for further developments or improvements to services. The most frequent responses are summarised below.

- Improvements to communication/networking/Coordination/Access across third sector/statutory sector support agencies (15 responses)
- Additional funding/resources (7 responses)
- Therapy and counselling - especially provision of specialist services for children, creative therapies (4 responses)
- Legal advice services - especially affordable legal advice, and automatic referrals from social services (3 responses)



- Primary and Secondary care services - including better access, ensuring it is easier to register with a GP and the importance of interpretation service support (2 responses)
- ESOL and other English conversation classes - increased provision, including 'twilight' provision (2 responses)

In addition to improvements or developments to existing services, **respondents were asked if they thought any new services are needed at the CRMC.** A significant minority of respondents (16 out of 42 or 38%) indicated they thought new services were needed.

**Respondents were also asked to identify what services currently provided by the CRMC they would like to see more resource for to better support the needs of migrants.** The most frequent responses suggested more resources in relation to the following support:

- Support with housing and accommodation - 7 responses from the on line survey including crises support for the homeless in addition to other housing advice/support
- Therapy and counselling – 5 responses
- ESOL and other English conversation classes – 4 responses
- Volunteering schemes – 3 responses including increased resources for volunteering brokerage and in relation to volunteering opportunities
- Mental health – 3 responses
- Job search and success to employment – 2 responses from the on line survey including more resources relating to employability support and better employment opportunities for migrants
- Support for survivors of torture – 2 responses
- Support for destitute asylum seekers and migrants with No Recourse to Public Funds (NRPF)/refused asylum seekers including resources for a Destitution Fund – 2 responses
- Safeguarding for victims of domestic violence – 2 responses

## 1. Introduction

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This Report is part of a wider body of research that has been undertaken as part of the Coventry Migrant Needs Assessment.

The aim of the Coventry Migrant Needs Assessment is to understand the needs of migrants in the City, with initial quantitative work to include a range of migrant groups, but with further work with a special focus on newly arrived migrants, with the aim of making recommendations for future service provision and partnership working.

This report combines the findings of an on-line survey conducted with organisations within Coventry that provide services to different migrant groups and a series of more detailed telephone interviews with selected stakeholders.

The on-line survey was sent out to a wide range of both statutory and voluntary organisations that support migrants in Coventry. There were a total of 59 respondents completing all or part of the on-line survey of which 32 identified their respective organisation. Of these 17 were third sector organisations, 3 were schools or education establishments, 6 were employed by Coventry City Council and 6 were from GP practices or the health service.

This was followed by a programme of detailed follow up telephone interviews with a sample of 18 respondents to the online survey that agreed to participate. 12 interviews were with partners from third sector organisations, 3 with primary care/healthcare staff and 3 with council service staff).

Details of those stakeholders that participated in the follow up telephone interviews are set out in the Appendix.

This report is structured under the following headings:

- Migrant support needs
- The range of services and support provided and service use
- Profile of service users
- Changes in service demand
- Effectiveness of local services to support migrants
- Suggested improvements to existing support for migrants
- Good practice
- The Coventry Refugee and Migrant Centre

## 2. Migrant support needs

Respondents to the stakeholder telephone interviews were asked ‘in relation to each of the different migrant groups you provide services for can you comment on what you think the main support needs are in relation to housing, health, education and skills, and employment.’ Responses to this question are summarised below.

### (A) Housing

Availability of appropriate housing for all groups, but particularly young people was identified as an issue, with frequent use of hostels and hotels identified as a particular area of concern in this respect.

Poor quality of accommodation was also identified as widespread with much of it concentrated in the most deprived areas of Coventry.

Linked to this, concerns were expressed in relation to overcrowding in shared accommodation, particularly in relation to the private rented sector, which was also identified as expensive.

Particular issues were raised in relation to those with NRPF, who are not entitled to housing support or to work in order to earn to rent privately.

***“Housing is a big problem for all of those that we work with as it is for anybody who is no recourse to public funds and that is predominantly because people aren’t entitled to any support and people aren’t entitled to work and they’re not able to access Local Authority housing and they’re not able to earn to rent privately.”***

*Coordinator – Third Sector Support Organisation*

For those Asylum Seekers granted leave to remain, it was pointed out that there is a need for ‘housing starter packs’ given that at this point in time many will not have benefits in place or have found work, so cannot afford the outlay associated with a move into accommodation.

***“What tends to happen of course is they get their key at a point... they get their leave to remain, they haven’t yet got their benefits in place or they have not yet found a job. They’ve got no money and income, they get their key and they can’t afford to get anything to be able to move into the property. That is a big need.”***

*Trustee – Third Sector Support Organisation*

**(B) Health**

The most frequent comments relating to health support needs related to mental health issues, with many indicating this is a major concern.

***“People are expressing that they are suffering more from anxiety, low moods, mental health (issues). More and more people are presenting themselves and actually stating that that is how they are feeling and that they are depressed and anxious.”***

*Manager – Third Sector Support Organisation*

Key issues that were raised in relation to mental health included:

- Long waiting lists for initial mental health assessments
- Not enough support in relation to counselling services
- Particular weaknesses in mental health support for children and young people
- The need for services other than general helplines that enable someone to speak about wide ranging issues linked to mental health

It was pointed out that mental health support needs go well beyond the more obvious issues relating to being traumatised as a result of coming from a war torn country or other experiences.

***“Lots of things are related to mental health, it’s not just you were traumatised and therefore you have an issue. Its loneliness, survival, trust, loyalty, all those sorts of things will impact on the person and then we will see certain behaviours as they start becoming settled into the community.”***

*Support worker - Third Sector Support Organisation*

Other health issues raised included the following:

- Reluctance of migrants from some countries to use available counselling services because of cultural attitudes, given that in many countries counselling services do not really exist.
- Problems linked to NRPF. It was pointed out that available evidence indicates that successful Asylum Seeker application outcomes tend to be associated with improved health whilst refused Asylum Seekers tends to be associated with impaired health.

- Language challenges, with the need for support in order for different migrant groups to understand what services are available and what is being said, with one aspect of this the need for more interpreters.
- Linked to this is the issue that many migrants don't understand the UK health system, with support needed to help access the services that are available. It was pointed out that this has led to a tendency for certain groups to rely on acute services rather than use of GPs.
- Increased health education support was also identified, with the need to deliver this support in 'culturally appropriate' ways.
- The need for a dedicated migrant health screening service appreciative of particular issues and problems including country specific problems was also raised.

### (C) Education and Skills

In relation to education and skills the most frequent comments related to ESOL support needs. It was pointed out that without English skills, attaining work, volunteering or participating in education and training are usually not possible. Attaining English language skills also enables participation in a much wider range of social and other activities.

***“If you don't speak the language you aren't going to get very far. If you don't speak the language, you're not going to be able to volunteer or get any work experience or get that job which is the vital goal. Definitely English needs to be something which is learnt quickly”.***

*Support worker - Third Sector Support Organisation*

***“It's enormously positive if people are seeking asylum and going to English classes. It's giving them an important skill, learning the language and giving them friends and a social setting. It's a very positive thing for them to be doing, so anything Asylum Seekers and Refugees can do in terms of Education, is very positive.”***

*Health Professional - Primary and Secondary Care*

Whilst there is some ESOL provision available it was acknowledged this does not match the demand for this support. Support 'buddying up' with someone with the same group language but more advanced in terms of

English was highlighted as one useful aspect of support that needs to be put in place more widely.

It was also pointed out that often English language challenges are more of a problem for adults than children, given the work done within schools to support children whose first language is not English, together with the fact that children at school are surrounded by other children speaking English.

The importance of confidence building support was also stressed as a vital element in the support needed to help migrants move forward.

***“We have confidence building programmes which support those people to gain confidence. They are so low they can’t get access to anything so it’s trying to improve their self-esteem and help them to move forward.”***

*Manager – Third Sector Support Organisation*

The need for support transferring skills and qualifications into a UK setting was also highlighted a number of times, given that qualifications obtained in different countries, even in relation to some highly educated migrants are often not recognised within the UK.

***“A lot of the time we will find that many of the people who I have seen are qualified, like doctors, dentists, nurses in their own countries and places where they’ve come from, but when they come to the UK, these qualifications aren’t recognised and because of that, they struggle to find work.”***

*Coventry City Council - Support Worker*

Other support issues that were raised included:

- The need for work experience and volunteering opportunities as a way to help different groups gain valuable experience, become more employable and gain confidence.
- Support with literacy, particularly for some groups such as the Roma community
- The need for increased flexibility within the education system, including addressing the issue of the ‘term system’ which means some people are waiting several weeks to access services; tackling restrictions on access to certain courses as a result of national funding eligibility restrictions and the automatic placing of young people in classes according to age, when some children may have missed years of schooling – a more tailored approach was suggested in this context.

- The need for delivery of educational support in a ‘culturally appropriate’ way
- Support with IT skills
- Support with CV writing
- Tackling peer pressure restricting participation, mainly in the case of women
- The need for provision to be delivered locally
- Increased support for those aged 15 to 16: It was commented that this age group may not get into school, may be unsupported financially, so they have no recourse to public funds and can struggle to get support with ESOL and any form of education and training because they are not 18 or 19.

#### (D) Employment

The importance of what can be termed employability skills and preparing people for work was most frequently stressed in terms of comments relating to employment support needs.

***“People who have had difficult times might not necessarily be ready for work.”***

*Manager – Third Sector Support Organisation*

The importance of understanding how to present to employers; understanding the structure of workplaces (which may be very different in other countries); how to access information on vacancies and other relevant information and support writing CVs was stressed in this context.

Wider support in terms of understanding the requirements of the benefits agency was also identified as important.

***“It is understanding the application process in the UK, which may be different to other countries. Understanding the requirement of benefit agencies, particularly Job Centre Plus with regard to job search and needing to show substantial evidence of job search in order to not be sanctioned on benefits. Part of that is understanding the whole benefit process.”***

*Coventry City Council - Support Worker*

Other issues that were raised in relation to employment support included:

- The fact that while employment support is particularly important for Refugees and EU Migrants, this is not important to Asylum Seekers and undocumented migrants who are not allowed to work.
- The importance of support accessing volunteering opportunities as a way into employment
- The low level of jobs those that do gain employment generally go into, in particular, low level caring jobs, cleaning operative positions, child care, retail, warehouse distribution, driving and security.
- The importance of changing the mind-set of employers and employment agencies to ensure practices are not discriminatory.

### 3. The range of services and support provided and service use

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Respondents were asked to indicate if they provided any of the specific advice, support and services for migrants from a pre-determined list. There were 72 respondents to this question. The most frequently cited specific advice, support and services provided were:

- Mental health (specialist support from mental health services and lower level support from primary care and third sector organisations).
- Welfare/benefits advice and signposting
- Job search and success to employment
- Volunteering schemes
- Lifestyle and healthy living
- ESOL and other English conversation classes
- Life skills
- Befriending and social activities

Each of these services was identified by 20 or more respondents. The full responses to this question are set out on Table 1 below.



**Table 1:** In relation to the groups that you support please indicate if you provide any of the following advice, support and services and the frequency each service is used?

Specific advice, support and services provided	Provide any specific services	Service ranked first in terms of frequency of use	Service ranked in top 5 in terms of frequency of use
<b>Mental health</b>	32	1	16
<b>Welfare/benefits advice and signposting</b>	27	4	16
<b>Job search and success to employment</b>	26	8	13
<b>Volunteering schemes</b>	25	2	14
<b>Lifestyle and healthy living</b>	23	1	8
<b>ESOL and other English conversation classes</b>	22	2	10
<b>Life Skills</b>	21	1	5
<b>Befriending and social activities</b>	20	4	9
<b>Practical help (Clothing, hygiene, food)</b>	19	2	7
<b>Safeguarding for victims of domestic violence</b>	18	0	1
<b>Support with housing and accommodation</b>	17	5	12
<b>Primary and Secondary care services</b>	17	6	9
<b>Translation and interpreting</b>	17	0	5
<b>Support for destitute asylum seekers and migrants with No Recourse to Public Funds (NRPF)</b>	15	2	12
<b>Therapy and counselling</b>	15	5	6
<b>Education provision</b>	14	4	10
<b>Immigration and asylum support</b>	13	2	7
<b>Substance misuse</b>	12	0	0
<b>Maternity and child health</b>	11	3	9
<b>Non-communicable and communicable disease</b>	10	0	1
<b>Support for survivors of torture</b>	10	0	3
<b>Screening and immunisation</b>	8	0	5
<b>Legal advice services</b>	7	2	2
<b>Other (please specify)</b>	10		

Ten respondents identified other specific advice, support and services provided which included furniture provision; emergency packs relating to the allocation of empty properties; policing; spiritual support; supporting survivors of sexual violence; 1:1 emotional support; signposting; interpreting; safeguarding; support relating to Coventry's Virtual School and medical legal reports.

Using the same pre-determined list, respondents were asked to indicate which services are used most by migrants by ranking each service according to frequency of use (with 1 the most frequently used service).

There were 57 respondents to this question.

Table 1 sets out the number of respondents ranking each service as first in terms of the frequency of use and number of respondents ranking each service as within the top 5 most frequently used services.

In terms of those services ranked first, these were in order of frequency:

- Job search and success to employment
- Primary and Secondary care services
- Support with housing and accommodation
- Therapy and counselling

In terms of those services ranked most frequently within the top five services, the top six were

- Welfare/benefits advice and signposting
- Mental health
- Volunteering schemes
- Job search and success to employment
- Support for destitute asylum seekers and migrants with No Recourse to Public Funds (NRPF); and
- Support with housing and accommodation.

## 4. Profile of service users

# 4

Respondents were asked if their organisation held information related to any or all migrant groups which use their services. Of the 37 respondents to this question, 21 (57%) indicated this was the case and 16 (43%) that this information was not collected.

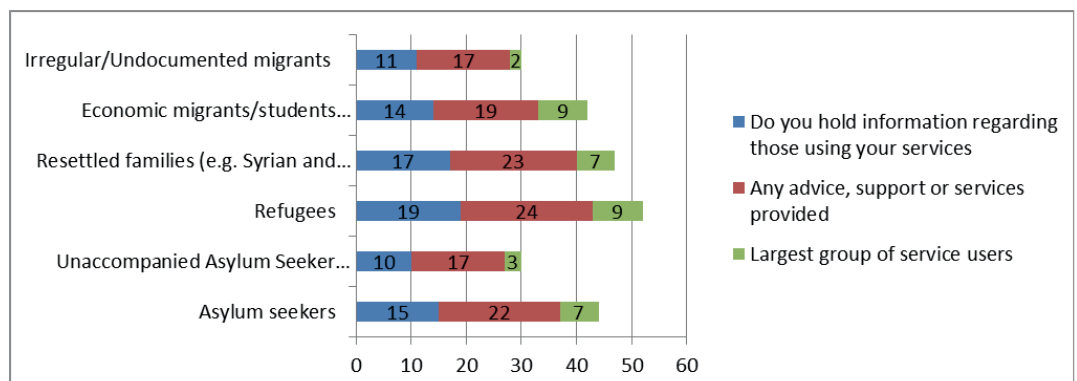
These respondents were asked to indicate from the pre-determined list of migrant groups used within the survey if information was recorded with respect to each group. Refugees and Resettled families followed by Asylum seekers were most frequently cited with Unaccompanied Asylum Seeker Children least frequently cited. However, these findings probably reflect the profile of client groups to a large extent. Chart 1 sets out this analysis.

When asked would you be happy to share this information in an anonymised form in order to inform the Coventry Migrant Needs Assessment, 27 indicated they would (out of 35 that answered the question).

All respondents were asked if they provide specific advice, support or services to any of the same pre-determined list of different migrant groups. Responses are also outlined in Chart 1 below. The most frequently cited groups were Refugees, Resettled families and Asylum Seekers.

When asked to identify from this list the groups of migrants comprising each organisation's largest group of service users, Economic migrants/students and Refugees, followed by Asylum Seekers and Resettled families were most frequently cited. (See Chart 1)

**Chart 1:** Service use information held, support services provided and profile of users by client group)



## 4

Respondents were asked to indicate how many migrants had used their services. Most of the 37 respondents that answered this question could provide a figure or estimate. Numbers ranged from 10 to 5,000, with four organisations indicating numbers ranged from 1-99, 7 organisations (100-249), 4 organisations (250-999) and 8 organisations (1,000 or more).

When asked to indicate what proportion of these service users live in Coventry, of the 36 that responded, all provided an estimate. It is clear from responses that the vast majority of these service users live in Coventry. 13 indicated that this was the case for 100% of these service users and in 15 cases the figure was between 90-99%. In all cases the figure was 50% or more.

Respondents were also asked to indicate the countries of origin of their largest specific client groups of migrants, by outlining up to five countries, starting with the largest client group first<sup>3</sup>. There were 33 respondents that completed this question.

<sup>3</sup>Country of Origin was defined as the country that someone originally comes from.

The largest specific migrant groups by country of origin cited were from:

- Syria (15 respondents)
- Afghanistan (11)
- Poland (10)
- Romania (8)
- Eritrea (7)
- Iraq (6)
- Sudan (5)
- Iran (5)
- India (4)
- Somalia (4)
- Nigeria (3)
- Uganda (2)
- Bulgaria (2)
- Ethiopia (2)

The Ivory Coast, Congo, Bangladesh, Ghana, Vietnam, Italy, Portugal, Russia, Zimbabwe, Slovenia and Slovakia were also mentioned once each.

## 5. Changes in service demand

# 4

Respondents were asked to identify what has happened to demand for services over the last 12 months within their organisation in relation to each of a pre-determined list of different migrant groups.

The analysis indicates that with respect to all groups, almost all respondents that indicated there had been a change over the last 12 months pointed to an increase or significant increase. Table 2 presents the net balance of change based on these responses, defined as numbers reporting an increase or significant increase minus those reporting a decrease or significant decrease. With respect to each group there is a significant positive net balance of respondents reporting an increase or significant increase.

This positive net balance is most evident with respect to:

- 'All migrants including economic migrants/students, asylum seekers, refugees, and irregular/undocumented migrants', and
- 'Resettled families (e.g. Syrian and other schemes)'

**Table 2:** What has happened to demand for your services in relation to each of the following groups in your area over the last 12 months?

	All migrants including economic migrants/students, asylum seekers, refugees, and irregular/undocumented migrants	Asylum seekers	Unaccompanied Asylum Seeker Children (who are asylum seekers)	Refugees	Resettled families (e.g. Syrian and other schemes) who are refugees	Economic migrants/Students (mainly have no recourse to public funds)	Irregular/Undocumented migrants - e.g. visa overstayers, illegal entrants, failed asylum seekers (mainly have no recourse to public funds)
<b>Increased significantly</b>	7	6	3	5	7	5	2
<b>Increased</b>	19	10	9	12	16	8	7
<b>No real change</b>	5	11	11	10	5	10	13
<b>Decreased</b>	1	2	0	2	0	2	1
<b>Decreased significantly</b>	0	0	0	0	0	0	0
<b>Net balance of change</b>	+25	+14	+12	+15	+23	+11	+8

A similar pattern emerges with respect to what respondents think is likely to happen to demand for services over the next 12 months. Table 3 presents the net balance of change in terms of those expecting an increase or significant increase minus those expecting a decrease or significant decrease. Again, there is a significant positive net balance of respondents expecting an increase or significant increase, with the same groups having the highest positive net balance in terms of expected change, these being:

- 'All migrants including economic migrants/students, asylum seekers, refugees, and irregular/undocumented migrants', and
- 'Resettled families (e.g. Syrian and other schemes)'

**Table 3:** What do you think will happen to demand for your services in relation to each of the following groups in your area over the next 12 months?

	All migrants	Asylum seekers	Unaccompanied Asylum Seeker Children	Refugees	Resettled families	Economic migrants/Students	Irregular/Undocumented migrants -
<b>Increase significantly</b>	7	7	2	2	5	3	5
<b>Increase</b>	16	10	11	16	16	11	6
<b>No real change</b>	6	10	10	9	7	9	11
<b>Decrease</b>	2	1	0	0	0	1	0
<b>Decrease significantly</b>	0	0	0	0	0	0	0
<b>Don't know</b>	5	6	8	6	6	9	8
<b>Net balance of change</b>	+21	+16	+13	+18	+21	+13	+11

## 4

When asked, 'has demand for any specific types of local migrant related support services grown significantly over the last 12 months?' there were a total of 59 responses. Of these responses, 33 (56%) indicated demand had grown significantly with the remainder of respondents either not sure (13) or indicating this was not the case (13).

When asked to identify what specific services have experienced a significant increase in demand over the last 12 months, a wide range of services were identified including those relating to:

■ Housing/homelessness	5 (respondents)
■ Mental Health	5
■ Counselling, 1-1, therapy	4
■ Economic migrants	3
■ Integration support	2
■ ESOL	2
■ Food	2
■ Destitution	2
■ Employment benefit/Welfare Benefits	2
■ Immigration and asylum support	2
■ Interpreting	2
■ UASC	1
■ Befriending/social activities	1
■ Post 16 provision	1
■ Wheelchair service support	1
■ Legal Aid	1
■ Employment related advice/support	1
■ Advice	1
■ Health	1

When asked 'Do you think demand for any specific types of migrant related support services will experience a decline locally over the next 12 months?', there was a similar response rate (55 respondents), but the overwhelming majority indicated they thought this was not going to be the case (27 respondents), or were not sure (26).

Only two respondents expected a decline in any specific types of migrant related services. These related to the expectation of less Eastern European migrants as a result of BREXIT and a decrease in expected demand for housing, education and employment support in one case.

A number of reasons were identified by those organisations that have experienced a significant increase in demand for services including:

- Changes in legislation that leave people with no support and increased levels of destitution. This includes those refused asylum who now have no recourse to public funds, but it was also pointed out that eligibility rules for benefits and other support have been tightened through Government legislation for other groups. This includes tightening of eligibility for Housing Benefit for EU migrants while looking for work and no access to Job Seekers Allowance if work is not found within three months. Employers have also become more wary of employing migrants given they can now be fined for employing those not working legally. This is reported as impacting on some of those already in work as well as those seeking work.
- An increase in the number of particular groups of migrants in Coventry, which in turn lead to an increase in demand for different services.

Other reasons identified included:

- Improved outreach work by the organisation itself leading to increased referrals as other agencies are more aware of services provided.
- Other local services that were available have reached capacity putting more strain on those organisations still able to accept more clients.
- The fact that Coventry is known as a 'welcoming city' for migrants

***“I think the city does attract people who will come because they know people here and it's considered a welcoming city, which then obviously will put more pressure on provision.”***

*Manager – Third Sector Support Organisation*

In relation to those services expected to experience significant growth in the future, key factors identified included:

- Factors linked to BREXIT, in particular, changes in eligibility to public funds of EU nationals, but also increased demand for advice because of the uncertainty of the BREXIT process and the implications for EU nationals.



***“At the moment European nationals that we work with, even though they are migrant groups, they have access to public funds. After Brexit comes into play, a lot of the funding will be cut and European nationals will then face the same problems that non-European nationals face when they come into the country. If they haven’t got indefinite leave to remain as refugee status, then they will face all of those problems.”***

*Coventry City Council – Support Worker*

***“The whole Brexit thing comes up. They don’t know where they stand, so they are coming in for advice. How can they secure their future here? (They are) nervous about the future and that’s going to increase I think over the next few years as Brexit comes in and goes into action.”***

*Manager – Third Sector Support Organisation*

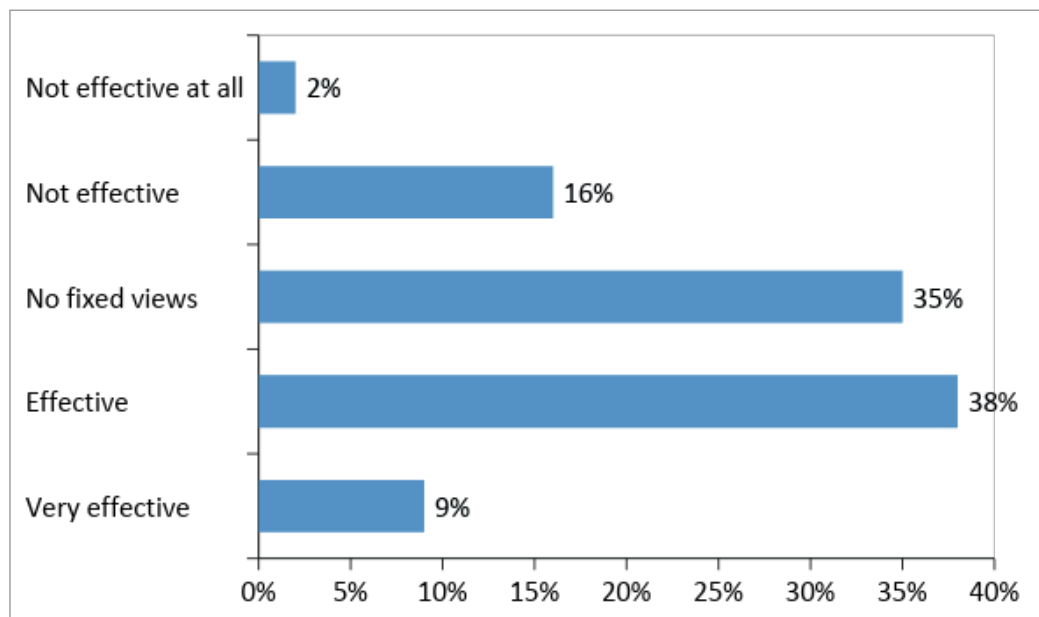
- An expected increase in numbers of Syrians being resettled in Coventry as numbers nationally increase over the next 4-5 years.

## 6. Effectiveness of local services to support migrants

Views on the effectiveness of the local service infrastructure and processes in place to support migrants were generally favourable, with 47% of respondents indicating these services and processes were effective or very effective, compared with 18% indicating they were not effective or not effective at all. This represents a positive net balance of +29% of respondents indicating these services and processes were effective or very effective<sup>4</sup>. These results are set out in Chart 2 below.

<sup>4</sup>This figure is derived by subtracting the percentage of respondents indicating not effective or not effective at all from the percentage indicating effective or very effective.

**Chart 2:** How would you rate the effectiveness of local service infrastructure and processes in place to support migrants?



**Base: 55 respondents**

As part of the stakeholder telephone interviews respondents were asked to comment in more detail on the extent to which current services meet differing support needs. Responses to this question are summarised below.

Although there is generally considered to be a good network of provision across Coventry it was also acknowledged by some stakeholders that demand for services outstrips supply.

***“I think there is a good level of provision, but (it is) inevitably patchy because each of the providers have limited resources.”***

*Manager – Third Sector Support Organisation*

***“Demand is significantly greater than what we can provide. People ask for appointments for all kinds of reason and we just don’t have enough (capacity)”.***

*Health Professional – Primary and Secondary Care*

A number of comments also indicated that services needed to be more ‘joined up’ and avoid competing with each other, with very clear recognition of the particular specialisms of each support agency.

***“I think it’s about communication between the different organisations. I know it’s difficult to link things up, but I think there needs to be stronger communication. We are all working in our own way, but it’s about bringing that together so it’s more joined up.”***

*Manager – Third Sector Support Organisation*

It also was pointed out that the adequacy of provision in terms of a range of services is linked to immigration status, with those without recourse to public funding much more limited in terms of access to education, housing, employment and health services than those with recourse to public funding.

The detrimental impact of Government cuts to public funding was highlighted as a concern by certain stakeholders reflected in the level of service that can be provided by the Council and other statutory bodies. Lack of any interpreters offered by the DWP and Job Club were highlighted in this context.

It was pointed out that one of the consequences of Government cuts to public sector funding is that the voluntary sector is trying to fill the gap in service demand that has resulted from these cuts.

***“We are finding we are not filling the gap of what should be the statutory service provision... It’s very difficult because there is no extra funding for us for that capacity, so it’s a more reactive service. There’s no time to plan or be reflective, no time to pause and think about what we should do next and reflect on [this].”***

*Manager – Third Sector Support Organisation.*

In addition to the above a number of stakeholders commented in relation to the adequacy of specific aspects of provision. This included comments in relation to:

Mental health provision: Stakeholders identified significant gaps in mental health provision including in relation to young people and counselling services across all age groups. By comparison with provision for physical health issues mental health services were identified as severely under-funded.

***“Mental health is seriously under provided... I would say that we can only ever get somebody seen by some mental health services if they have done something to themselves or others - then they might step in, otherwise it’s almost impossible.”***

*(Manager – Third Sector Support Organisation)*

***“Our numbers have increased, we used to have less than 1,500 patients and then about 7 years ago, the numbers went up. Now our numbers are 2,000 coming up to 2,700 with not much increase in staff. It’s simple numbers and the types of problems are really major, people have been trafficked, people have been tortured, these are not minor mental health problems, they’re really severe. Severity is***

***a problem, we're in an environment where everything is being cut and we've noticed that (in relation to) the Mental Health Service (it) is very difficult to get the support you need."***

*Health Professional – Primary and Secondary Care*

Housing services, with particular issues raised in terms of the adequacy of support in relation to single people and EU nationals.

ESOL provision – Stakeholders identified inadequacies in the level of provision overall, but in particular in relation to those not eligible to claim benefits and early evening 'twilight' provision for those in work.

In relation to wider education provision it was pointed out that younger age groups tend to be better catered for than older age groups, with schools considered generally more equipped than colleges to support different migrant groups.

Although it was acknowledged that there is a network of employment support across Coventry it was pointed out that employment opportunities for migrants are often poor.

***(There is a) real lack of employment opportunities. We are trying to work with employers, big employers in the city; we are certainly trying to do that, but it's a bit of an uphill struggle."***

*Manager – Third Sector Support Organisation*

Tightening of compliance by employers has exacerbated these issues.

***"Compliance issues for employers has tightened and it is increasingly difficult for people to just come here, get casual jobs; get themselves sorted. That route is no longer available."***

*Manager – Third Sector Support Organisation*

In relation to legal provision it was commented that although the Law Centre provide a very good service they are not adequately funded in terms of the level of demand for these services.

A lack of facilities to store possessions safely and minimise the risk of theft was also identified.

## 7. Suggested improvements to existing support for migrants

Respondents to the online survey were asked to identify any specific ways services for migrants could be developed further or improved. Each respondent was asked to identify up to three suggestions for improvements.

There were a total of 39 respondents to this question, with a total of 96 suggestions for improvements. These responses together with more detailed explanations of these suggestions discussed as part of the telephone stakeholder interviews are summarised below.

In order to categorise responses, the pre-determined list set out in Table 1 has been used to group specific suggestions, with four further categories added, these being:

- Additional funding/resources
- Improvements to communication/Networking/Coordination/Access
- Improved intelligence
- Other

The analysis indicates the most frequently cited suggestions for improvements related to Improvements to communication/Networking/Coordination/Access; Additional funding/resources; Support with housing and accommodation; ESOL and other English conversation classes; Therapy and counselling and Mental health related services.

Suggested improvements are summarised below.

**Job search and success to employment:** The need for good quality work placements is identified.

**Volunteering schemes:** Identified as one way to support people into work and help gain skills.

**Primary and Secondary care services:** Suggested improvements include better access (Including making it easier to register with GP practices - At the moment ID is required which is not always available); more funding and use of interpreters for those that don't speak English. The Meridian Centre is identified as an example of good practice offering longer appointments and using interpreters.

**Therapy and counselling:** Suggested improvements include provision of specialised mental health support/therapy services for children; improved access overall; availability of counsellors for students with specific needs; language and culturally appropriate provision and provision of creative therapies.

**Support with housing and accommodation:** Housing support is identified as a critical aspect of support for new arrivals. It was pointed out that without housing it is impossible to start to integrate, find employment or access educational services.

***“The first problem that a person would face is accommodation when they come into the country. They wouldn’t be thinking about employment, they wouldn’t be thinking about what qualifications that have or they will need. They will (want to) straight away find a place to shelter or live. If that support is not available, then they wouldn’t be able to access anything else.”***

*Support Worker - Coventry City Council*

Suggested improvements include more affordable housing; more social housing; more overall funding for suitable accommodation; improved access to landlords; provision of adequate housing for larger families and single people; more housing officers and reduced waiting list times. Introduction of a ‘Bond Guarantee Scheme’ allowing loans to be administered for the purchase of houses at zero percent deposit was also suggested.

**Education provision:** Suggested improvements include improved access to provision for those with no recourse to public funds, the offer of a wider range of courses and help for those with qualifications from other countries that are not recognised in the UK to fast track to gain recognised qualifications.

**Welfare/benefits advice and signposting:** The need for better pathways to access advice and support regarding benefits was highlighted.

**ESOL and other English conversation classes:** In relation to ESOL the need for additional provision was emphasised but also improvements in terms of accessing this provision (in particular by enabling access for those with NRPF); the value of ESOL providers making suggestions about how ESOL resources can be improved and the need for early evening ‘twilight’ ESOL provision for those in work.

***“I think that this is the most important thing we can do for people, because if you can get them speaking English and understanding, then obviously the demand on service(s) [decreases].”***

*Manager – Third Sector Support Organisation*

**Legal advice services:** In relation to legal advice, comments included the need for affordable and legal aided legal advice and support for immigration and that automatic referral or contact should be made by social services for new clients accessing S17 and S20 support<sup>5</sup> for legal advice (i.e. to the Law Centre) in order to help regularise people's status quickly. While the quality of local legal advice provision was considered good, concerns were expressed that demand for these services exceeds existing capacity.

**Mental health:** A wide range of comments related to potential improvements to mental health related services were identified including the need for more direct work with migrant communities, based on their specific mental health needs; improved access to mental health services for children and young people including more trained staff and the appointment of a specialised children's mental health worker; availability of one to one assessments covering all health issues including mental and emotional health; improved access to counselling for those that have experienced trauma together with the need for mental health support provision to be delivered in the community through family visits and visits to others such as 'looked after children' and unaccompanied teenagers in their own environment. The point was also raised that services need to be culture and language appropriate, recognising that in some cultures mental health is not really recognised as an issue.

**Translation and interpreters:** Comments included the need for improved interpretation services for those aged 16 – 18 and availability of interpreters at short notice (for meetings with parents).

**Additional funding/resources:** Not surprisingly, a number of comments referred to the need for additional funding and resources. This included the need for more funding into both statutory and Third Sector (including specialist) organisations that support different groups of migrants.

<sup>5</sup>*The Children's Act 1989 s17-20 gives local authorities the power to intervene in private matters in order to protect and promote the welfare of children within their governed area.*

Some suggestions referred to additional funding for specific organisations including CRMC, Coventry Law Centre and CRASAC, all identified as organisations where demand for services outstrips current capacity. One further stakeholder suggested the need for additional funding to establish 'holistic' service provision and include evaluation of this.

Some comments pointed to specialist advice services that have closed in the West Midlands Region over the last few years thus increasing the workload of similar services that remain, but also how cutbacks in certain statutory services have led to increased referrals to the Third sector without any corresponding change in funding.

One of the ways that certain Third sector organisations such as the CRMC have managed increased workloads is through a heavy reliance on volunteers, something it was pointed out that would not be allowed in the statutory sector.



The need for a 'destitution' fund was also suggested for use in relation to those people destitute with no recourse to public funds. The issue of funding for provision of services for those with no recourse to public funding was highlighted as a much wider issue in relation to new arrivals.

***“The big problem with all of them is of course is the funding. Until you can sort that out, it’s very difficult to support people who haven’t got recourse to public funds in the UK and that’s the barrier for new arrivals because they haven’t got that.”***

*Support Worker - Coventry City Council*

A particular issue was raised in relation to those illegal immigrants or failed asylum seekers who have moved to Coventry but not come through the Home Office or been supported through the Council and are likely to fall through the net in terms of available support.

#### **Improvements to communication/Networking/Coordination/Access**

A number of comments pointed to the need for greater overall co-ordination and communication across the statutory and Third sector network of support agencies, including a more 'joined up' approach between multi-agency support and avoidance of duplication; improved communication through increased networking; named liaison personnel within key services including DWP and Housing Benefits in order to make referrals easier; the development of clearer referral pathways; the creation of an immigration services alliance to avoid duplication and maximise resources and the development of a 'one stop shop' as a mechanism to improve the signposting of clients to appropriate services.

***“What is tending to happen is a lot of organisations are duplicating what people offer and not having the conversation (about better coordination). I think we need to look at a map and see what we’ve got in the city already to see the specialisms and who are the specialists.”***

*Manager – Third Sector Support Organisation*

***“I think it’s about joined up working, it’s knowing where different things can be accessed and it’s also about the sharing of resources...just knowing where all the different places to get advice (are), what advice they’re offering, where can people go to get a meal during the day? Where can people go to wash their clothes?...the joined up working and mutual support of resources.”***

*Co-ordinator – Third Sector Support Organisation*

Further comments identified the need for improvements in the coordination and/or understanding of particular aspects of existing support for migrants including the need to work more closely with community organisations, improve the understanding and recognition of specialist services delivered by the Third sector amongst the statutory sector, enhanced links between employment support and other provision for people newly arrived in Coventry and more coordination between providers on early intervention/early settlement work. It was also commented that the City Council has undertaken a lot of work on the transition from leaving asylum support to moving into mainstream support and that this work needs to continue.

Other comments included the need to inform educational institutions of numbers of expected migrants of school age and the need to incentivise certain organisations to collaborate.

**Improved intelligence:** Some comments related to the need for both paper and on line resources for migrants and support agencies outlining what support services are provided by each organisation in Coventry. This included the suggestion of a booklet that could be designed and given to all migrants new to the area with resources and contact details of local organisations that can support with a variety of things such as legal advice, mental health, educational groups etc. It was also suggested that there should also be a generic website that all organisations that support migrants in Coventry can access with updated information on all services in the area, in order to make signposting to services easier for all.

***“The ones who access the services at the moment, there are only a certain number. I’m sure there are way more people out there that just aren’t accessing them, so it would be useful for them to be able to go on line or get given something which would have a breakdown of everything they could access and what’s there for them.”***

*Support Worker - Third Sector Support Organisation*

The importance of sharing intelligence in order to identify gaps and cross overs was also identified. It was pointed out that once a good picture of what the current offer is collectively is established it is possible to identify what is missing in terms of service provision, but also what the implications are in terms of service planning.

Easily understood information for Asylum Seekers on the asylum process, given the complexities and confusions relating to this was also highlighted as an issue.

***“I think it’s very complex... A lot of them get lost in what’s actually going on, so it will be really good for them to have a foundation and knowledge of that process, so they know if something is not being done. They need to speak to someone or try and deal with this. That’s important.”***

*Support Worker - Third Sector Support Organisation*

Other comments in relation to improved intelligence included the need to develop improved forecasting of the future migrant population, given BREXIT and other factors and how obtaining feedback from young clients about how services can be improved would be useful.

**Other comments**

A range of other suggestions of improvements were made including:

- Case workers to ensure clients are supported to attend meetings
- The creation of 'friends groups' or community groups set up for all ethnicities which support agencies can refer, that can act to welcome different migrants to Coventry and help with settling in and making friends.
- Support for additional mentoring services
- Training of cultural knowledge to service providers
- Access to travel services: It was pointed out that many migrants exist on a very limited budget which restricts participation in different activities/ use of services. Issuing of bus passes is suggested as a way of tackling this.
- Childcare facilities for carers to access support effectively
- Proactive support, not reactive; identify needs early and put support in place to enable service users to access
- Providing integrative services for both mainstream users and migrants in order to achieve true integration
- The development of 'community champions' who know where to access relevant information
- Social inclusion activities to encourage migrants to understand the City better and how key city organisations work
- Mentoring for newly arrived migrants in order to provide support for a period of time in order to move forward
- Improved training on immigration issues for support agencies that do not specialise in these issues.
- Introductory sessions for Asylum Seekers on what they can expect about living in the UK
- Advice on avoiding debt:

***“A lot of (migrants) end up getting themselves into trouble and debt with things like broadband and mobile phones...Unintentional debt due to ignorance...Basically education of rights and responsibilities to avoid debt (would be useful).”***

*Manager - Third Sector Support Organisation*

## 8. Good practice

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Respondents were asked to describe up to 3 examples of interventions, protocols or procedures they would identify as examples of good practice that it would be useful to share more widely.

A wide range of examples of good practice were identified including many organisations citing areas of their own practices and some citing good practice outside of Coventry and the West Midlands.

The section below focuses on those areas identified as local good practice by more than one organisation (excluding those organisations highlighting their own practices). More detailed research would be needed to undertake a rigorous analysis of good practice but responses do provide an insight as to what organisations in Coventry consider to be examples of good practice by others locally. The most frequently cited example was:

- CRMC – mentioned a number of times, including in relation to therapeutic support and casework

This was followed by:

- Meridian Medical Centre, including their sensitive approach towards supporting migrant patients; and
- Coventry Migration Forum/Multi-agency network

Also cited were:

- CRASAC including supportive advocates;
- Family Hubs: These are integrated family hubs for 0 – 19 year olds, located in areas of highest need;
- Foleshill Baptist Church – Offering Wednesday Foodbank, job club, drop in advice service;

## 9. The Coventry Refugee and Migrant Centre

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### **Stakeholders were asked ‘are there any ways in which you would like to link with the CRMC more effectively or establish closer working links?’**

In response:

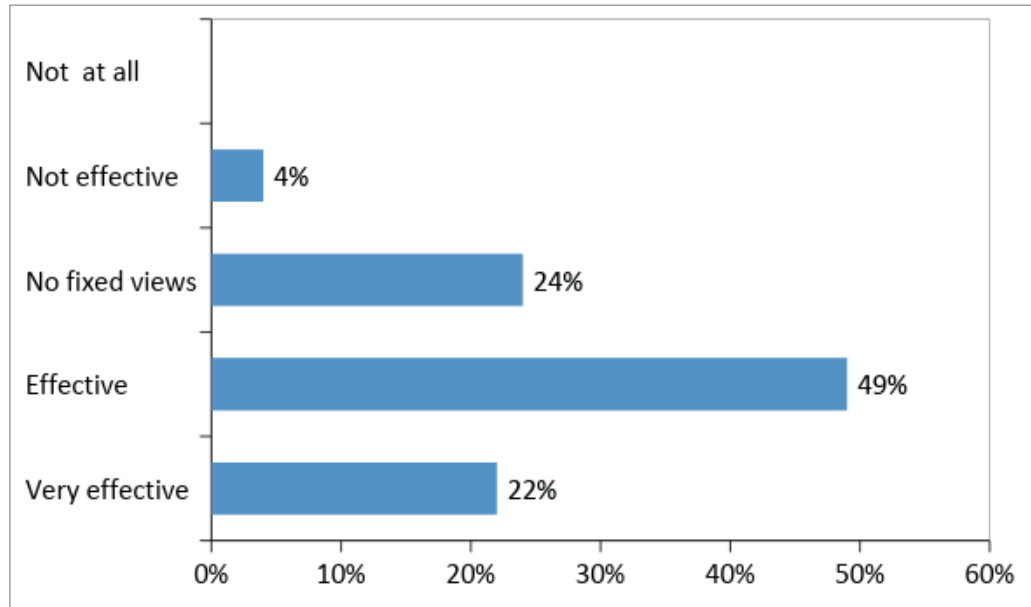
- A number of stakeholders indicated that stronger partnership working would be advantageous or at least more detailed discussions about the services each organisation provides. One stakeholder suggested that working in partnership with respect to funding opportunities would be particularly beneficial, while another indicated that knowing more about what each respective organisation does and the constraints they work under would be helpful.
- One organisation indicated that while they do meet the CRMC through the Migration Network, resource constraints hinder closer working links.
- A number of other organisations indicated that they already have strong links that have sometimes been built up over a number of years
- The CRMC indicated that they already have well developed referral pathways with a wide range of support agencies in the City but would benefit from a closer working relationship with Social Services

### **Respondents were also asked to indicate how effective they think the processes and services provided by Coventry Refugee and Migrant Centre (CRMC) are in supporting migrants.**

Services are provided by the Advice Team, Housing Team, Therapies Team, Safeguarding Team and Employment Team.

Views on the effectiveness of the processes and services provided by CRMC to support migrants were generally very favourable, with 71% of respondents indicating these services and processes were effective or very effective, compared with only 4% indicating they were not effective or not effective at all. This represents a positive net balance of +67% of respondents indicating these services and processes are effective or very effective. These results are set out in Chart 3 below.

**Chart 3:** How effective do you think the processes and services provided by Coventry Refugee and Migrant Centre (CRMC) are in supporting migrants? (% of respondents)



**Base: 49 responses**

Respondents were also asked to give the reasons for their views on the effectiveness of the CRMC. The responses for those indicating CRMC services are 'very effective', 'effective', or 'not effective' are set out in Appendix 2.

**Respondents were also asked to identify any specific ways existing CRMC services could be developed further or improved, by outlining up to three suggestions.**

There were a total of 26 respondents to this question with a total of 57 suggestions for further developments or improvements to services.

In order to categorise responses, the pre-determined list set out in Table 1 has been used to group specific suggestions, with three further categories added, these being:

- Additional funding/resources
- Improvements to communication/Networking/Coordination/Access
- Other

The analysis indicates the most frequently cited suggestions for improvements related to

- Improvements to communication/Networking/Coordination/Access
- Additional funding/resources
- Therapy and counselling
- Legal advice services

These responses are summarised below.

- Improvements to communication/networking/Coordination/Access (15 responses)

Comments included the need for more advertising of services generally and with other organisations; work collectively to inform the community of what is available in Coventry to best support all migrants; a media campaign to highlight peoples stories; provision of information leaflets within local out of hour services; a range of comments relating to improved partnership working, linkages, communication and networking with other statutory and voluntary organisations, including improved direct linkages with the Employment Team within the City Council; improved signposting of service users to specialist employment, training and other providers who are better placed to support individuals/or to share workload; improved feedback for those accessing CRMC services and more synchronised working with providers to avoid duplication; develop referral pathways to 3rd sector organisations within the city; improved access to services and partner more with outside organisations who could work as a natural referral pathway for clients.

***“We would like a slightly clearer map. They’ve got lots of different projects which is brilliant, but we’d like to know the parameters of each of the projects... I think it would help both us and them if we had for example the Housing Team do this, the Settlement Team do this, the Safeguarding Team do this. It would just be a little bit clearer because we don’t want to inappropriately refer.”***

*Manager - Third Sector Support Organisation*

***“I think sometimes you can’t be everything for everybody. I feel sometimes they are trying to offer every single thing and I think it’s better to specialise in certain areas. Maybe that is settlement, maybe that is legal advice and it could be that it is employment through their social enterprises.”***

*Manager - Third Sector Support Organisation*



**■ Additional funding/resources (7 responses)**

Comments included the need for more staff, provision of more resources for staff and overall increases in funding.

**■ Therapy and counselling (4 responses)**

Funding to access counselling services for people who require it, more counsellors and further funding to expand therapy and creative therapy services e.g. art, music and theatre

**■ Legal advice services (3 responses)**

More access to legal services and more legal advisors.

**■ Primary and Secondary care services (2 responses)**

Health care provision could be expanded – It was commented that currently only one GP practice in the City operates solely for the migrant population.

**■ ESOL and other English conversation classes (2 responses)**

Comments included the need for different levels of English classes. It was commented by one stakeholder that some people feel that the advanced group is too easy.

**■ Other**

A range of other comments were made including the need for:

- Support for destitute asylum seekers and migrants with No Recourse to Public Funds (NRPF) including more availability of housing for the destitute**
- More mental health training**
- Training of staff and volunteers who take on case work to ensure they all have some basic training which is also ongoing**
- Provision of bespoke training (by the CRMC) for public sector agencies into the pertinent issues relating to refugees and other new arrivals in Coventry.**
- Clearer service definition/ Clarity about what can and cannot be offered**
- Specialise more in relation to service strengths e.g. supporting asylum seekers and refugees**
- Organise PSHE (Personal, Social, Health and Economic) sessions in schools to raise awareness**
- Give as much notice as possible of room bookings/meeting arrangements**

- Being a strong voice for migrants rights in the city
- Reconsider charging policy for immigration advice and when it can be reduced or removed, when clients should be referred to free advice and representation
- Aim some projects/services at young people - under 18
- Giving more specific requirements of any meetings arranged/numbers expected, space for children's activity etc.
- Community Meeting Hubs
- The cost of Childrens Care to be covered in some other way
- Ensure realistic timescales for support
- Expand the immigration advice services for non-asylums such as student visas
- Actioning of service issues faster

The CRMC suggested further development of therapy services to work with children and the appointment of a Children's Rights Worker for unaccompanied minors should be a priority.

In addition to improvements or developments to existing services, respondents were asked if they thought any new services are needed at the CRMC. A significant minority of respondents (16 out of 42 or 38%) indicated they thought new services were needed. These suggestions (some of which relate to services already provided by the CRMC) are set out below.

- Advice for Post 16 students on career paths – It was suggested by another stakeholder that a wider student advice service could be used to generate income for existing asylum and refugee support.
- Translators/interpreters
- Child services for mental health
- Therapy services for children – It was commented that CAMHS (Child and Adolescent Mental Health Services) find it difficult to engage with this client group and struggle with capacity.
- Establish a Children's Rights Worker, as there is no specific service in the City that works with unaccompanied minors.
- Develop a service involving supporting and safeguarding children to include appropriate schooling, support learning rights, knowing how to be safe and how to ask for support, dealing with integration and bullying and support with academic work.
- Summer holiday English classes for all levels
- Counselling
- Expand therapeutic services to include e.g. yoga
- Pre-natal support – It was commented that young mothers from different countries are not aware of the birthing process within this country.

- Have solicitors/legal team based permanently on site
- Support for vulnerable EEA nationals.
- Develop an informed care model which is successful and now funded by Glasgow health board. It was suggested that this could be adapted locally together with input from local experts.
- Expansion of Lingo Links (interpreting and translation services) to offer language support for document translation and provide material for all agencies citywide
- Improved linkage to local employers
- CRMC to provide bespoke training to public sector staff (at an agreed cost) to enhance knowledge and improve understanding of specific issues relating to working with refugees and other new arrivals in Coventry.
- Develop a sustainable 'holistic service' with full provision of legal, mental and physical health specialist services, talking and non-verbal therapies, education and social care with sufficient funding, evaluation and dissemination.

**Stakeholders were also asked 'what are the services provided by the CRMC that are already available in the city?'**

A total of 16 respondents out of 37 responding (43%) identified services provided by the CRMC that are already available in the city.

Services provided by the CRMC that are already available in the city that were identified by stakeholders were as follows:

- Advice (General and debt/welfare)
- ESOL
- Assessment and Therapy
- CV workshops
- Employability
- Certain legal services including some crossover with immigration solicitors at the Law Centre
- Volunteering
- Education/training services
- Health and lifestyle courses
- Women only provision

**Respondents were also asked to identify what services currently provided by the CRMC they would like to see more resource for to better support the needs of migrants.**

There were a total of 31 respondents to this question (Some respondents made more than one suggestion).

Again, in order to help categorise responses, the pre-determined list set out in Table 1 has been used to group specific suggestions. Based on this, the most frequent responses suggested more resources in relation to the following support:

- Support with housing and accommodation - 7 responses from the on line survey including crises support for the homeless in addition to other housing advice/support

***“The reason I talked about Housing was that they (the CRMC) are the people who are actually on the ground working really, really closely and as a consequence they should be the ones who should be really trying to support and encourage them into housing as well.”***

*Manager - Third Sector Support Organisation*

- Therapy and counselling – 5 responses – Most did not specify specific aspects of therapy and counselling, but one stakeholder suggested more resources for provision of free art therapy
- ESOL and other English conversation classes – 4 responses
- Volunteering schemes – 3 responses including increased resources for volunteering brokerage and in relation to volunteering opportunities
- Mental health – 3 responses
- Job search and success to employment – 2 responses from the on line survey including more resources relating to employability support and better employment opportunities for migrants
- Support for survivors of torture – 2 responses
- Support for destitute asylum seekers and migrants with No Recourse to Public Funds (NRPF)/refused asylum seekers including resources for a Destitution Fund – 2 responses
- Safeguarding for victims of domestic violence – 2 responses

A number of comments pointed to the need for more resource for general advice and support services including in relation to better support for asylum seekers and refugees/improvements in the asylum seeker application process/more resources for case work/1-1 support/ NASS support advice.

Other areas of support where it was suggested more resources were needed (where there was only one response in each case) were:

- Frontline immigration advice
- Resources to help children understand the screening and immunisation programme
- Translation
- Provision and evaluation of a 'holistic' service
- A directory of services available across the City
- More authority/resources to challenge decisions made by the Home Office in relation to funding and accommodation
- Support for families with members who suffer with poor health
- Training
- More support for issues not covered by other agencies in relation to immigration, specific services to asylum seekers refugees and unaccompanied minors
- More resources for CRMC community groups
- Lingo links
- Resources to support other groups of Migrants-not just Asylum Seekers and Refugees
- Legal advice
- Funding for travel costs

The CRMC suggested (as part of the stakeholder interviews) that priorities for additional resources should be in relation to:

- Therapy support for children
- Paying existing staff appropriately
- The Advice Service, where high levels of demand have meant a very high reliance on volunteering

**Stakeholders were asked to comment on if there is any specific training or support you think your organisation could potentially offer the CRMC?**

In response to this a number of suggestions of training and other support that could be provided by particular stakeholders to the CRMC were made, including the following:

- General awareness raising in relation to the impact of sexual violence and the effects of trauma survivors together with safeguarding training
- Support improving links with employers and providing information and advice on the kind of jobs that may provide more support for Migrants

- Provide information on the network of employment support available within Coventry
- Support understanding external funding
- Support improving the quality of advice provided
- Support improving information, advice and guidance in relation to mental health issues

In addition the following suggestions were made about the potential for collaborative training events:

- Organise training events on specialist subjects in partnership with CRMC to make more cost effective
- Organise half day/day meetings focussing on specific issues where the CRMC and other support agencies share expertise

The CRMC indicated they have recently had some training relating to Universal Credit delivered by the DWP and identify the need for training in changes in eligibility in relation to EU migrants (but have already contacted an organisation in relation to this).

**Appendix 1:** Stakeholder participants in the follow up telephone interviews

British Red Cross  
 Carriers of Hope, Coventry.  
 Coventry & Warwickshire NHS partnership Trust  
 Coventry and Warwickshire Mind  
 Coventry Citizens Advice  
 Coventry City Council x3  
 Coventry Foodbank  
 Coventry Jesus Centre  
 Coventry Rape and Sexual Abuse Centre  
 Coventry Refugee & Migrant Centre  
 FWT  
 The Children's Society  
 The Meridian Practice x2  
 The Night Shelter  
 WATCH Ltd

**Appendix 2:** Reasons for views on the effectiveness of the CRMC**Very effective**

- I have worked closely with the refugee centre and feel despite resource constraints they always do their very best to provide quality services. They should receive resources to run the holistic service required and this could also be evaluated for its impact.
- Integrated, expert team with client-centred approach. But of course, could be funding for more hours to meet demand....
- They hold a number of people who would have nowhere else to go. They provide an all-round support service to migrants.
- All-rounded services with good reputation including immigration, housing, health , employment, etc.
- Support networks, advice, multi-agency working
- Coventry seems to have a very good reputation for refugee support and the Refugee Centre seems to achieve a great deal with limited resource.
- I have referred many families and individuals to the CRMC and I feel they return in a much safer, work ready mind
- CRMC provides specialised services for all migrants. Tailored support that enables clients to integrate and contribute to wider society. Client focused and outcomes driven. Only therapy service in the City that has experience of working with clients that have experienced trauma of a specific nature.
- CRMC give a holistic service that is very much client focused.
- Better than anywhere else I've experienced

**Effective**

- Our clients have had positive experiences of Lingo links; NASS support advice, social support services and supported housing for refused asylum seekers. They are a very important central point for asylum seekers and migrants to come to and access information about other services.
- For their programmes around supporting refugees and asylum seekers, housing, immigration etc. Not sure on the other programmes
- Not sure about all their programmes, but what we do know they do well with e.g. mental health support, immigration advice, support with housing and the Syrian project CRMC could work more with other organisations in the city that specialise with migrant groups to help support the communities, avoid duplication and share resource.
- Clients on the whole are well supported and given appropriate advice
- Opportunities for different teams to exchange experiences
- Effective in what they do and the wide range of services on offer but not very well advertised to all organisations, nor do they advertise other projects in the area unrelated to CRMC. I feel more services are needed for those under the age of 18 as well because a lot of them are focussed at 18+. Overall great services and opportunities available.
- CRMC is underfunded trying to deal with the scale of the issue.
- Always been helpful with supporting application to HO Asylum and NASS applications/legal advice for service users
- They offer a one stop place to go to however their advice and processes are not always actioned quickly.
- They have been helpful with supporting applications for our clients and some housing support.
- On the down-side CRMC is being squeezed financially and has fewer paid staff, year on year. BUT on the plus side they are the one organisation who we ensure all of our members go to, for the range of services which best complement what we offer. They have increasingly refined the range of services they do offer and now refer their clients to us for all practical help - plus they send donors of practical goods to us.
- Great team, Overstretched.
- Provide access to counselling service and other services
- CRMC has a long standing history of service provision that is effective.
- CRMC provide an excellent service to those needing support, however as many in the sector they are working with limited resources and have to work within a legal framework that deliberately creates destitution
- Although personally, have had limited contact with CRMC, I'm aware they have been very supportive for other clients within our service



**Not effective**

- Lack of clarity of the services offered and the processes
- CRMC are clearly over stretched in their capacity to deliver all of the above services effectively. CRMC are the best placed organisation to provide initial settlement legal support. Information and housing advice. CRMC should then sign post service users to specialist employment and training providers within the voluntary sector for further support.

## Appendix 5 – Service User Focus Group and Interview Findings

### INTERVIEW FINDINGS

#### Introduction

A series of focus groups and interviews have been conducted in order to explore the effectiveness of the Coventry Refugee and Migrant Centre (CRMC) and other support services in Coventry used by refugees, asylum seekers, irregular/ undocumented migrants and economic migrants. Areas in which improvements could be made to services were also explored. Focus group participants were service users of the CRMC and were recruited through existing groups established at the CRMC. Five focus groups were conducted in group and audio was recorded. These were two ESOL classes, housing clients, the men’s group and the women’s group. Due to availability and time constraints not all focus groups could be conducted this way. In these cases focus group questionnaires were completed on paper. This was the case for the Coventry Asylum and Refugee Action Group (CARAG), the Integration Project (which consists of people from the Vulnerable Persons Resettlement and the VCR Vulnerable Children’s Resettlement schemes), unaccompanied minors and resettled families.

Around 60 participants were involved in the focus groups and interviews, although this number is difficult to quantify as some participants did not take part in the duration of the face to face focus groups and some participants did not effectively complete the hard copies of the questions. Therefore, in the report below it is difficult to speculate on numbers of responses, but it is done so where possible. All participants who took part in the face to face focus groups completed a consent for to say they were happy to be recorded and that their responses would remain anonymous. It was attempted to obtain demographic information (age, country of origin, immigration status, duration in the UK) on the participants, although this proved difficult in many cases. Although, participants were usually happy to provide their country of origin and this is detailed below.

The following summary explores the responses of the service users in the focus groups along the following themes:

- Demographic details
- Accessing CRMC
- Purpose for using CRMC
- Experiences of CRMC
- Improvements to CRMC
- Resolving issues at CRMC

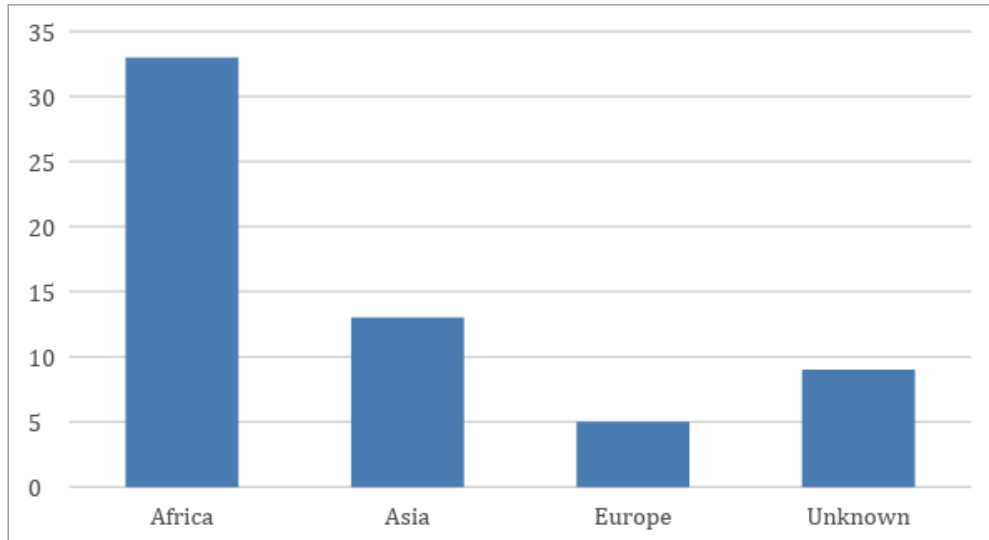
- Other organisations in Coventry
- Accessing other organisations
- Improving services in Coventry
- Life in Coventry
- Settling into the community

### Demographic Details

Not all participants provided demographic information. 9 people did not report their country of origin. However, from those that did it can be seen that participants originate from a range of countries, with African countries, particularly Sudan, dominating. Figure 1 below shows that Africa was the dominant country of origin of participants, with 33 users taking part. This was followed by Asia with 13 participants and Europe with 5.

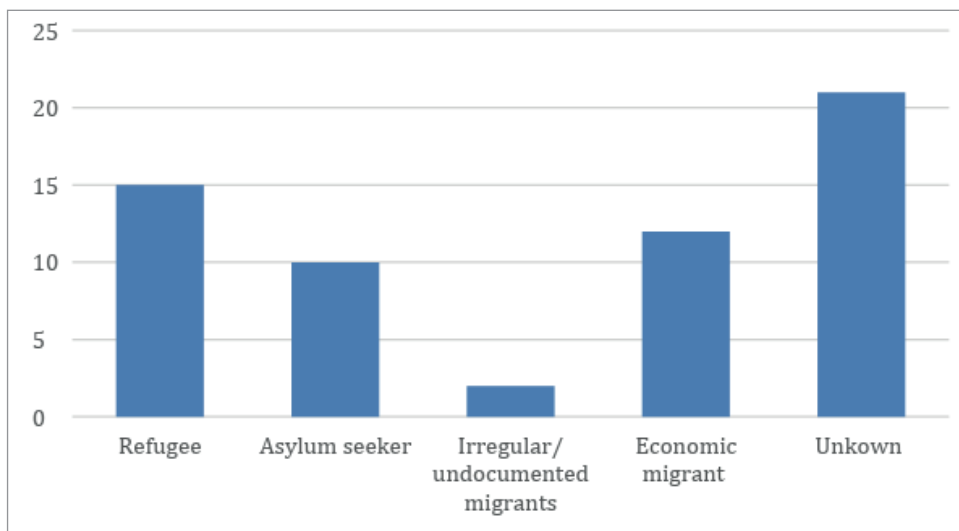
■ Sudan	x10
■ Eritrea	x5
■ Ethiopia	x3
■ Congo	x3
■ Afghanistan	x3
■ Nigeria	x3
■ Iraq	x4
■ Syria	x5
■ Ethiopia	x2
■ Poland	x3
■ Ivory Coast	x1
■ Pakistan	x1
■ India	x1
■ Uganda	x1
■ Albania	x1
■ Iran	x1
■ Latvia	x1
■ Bangladesh	x1
■ Kenya	x1
■ Botswana	x1
■ Gambia	x1
■ Malawi	x1
■ Zimbabwe	x1

**Figure 1: Origins of respondents by continent**



The majority of participants had been in the UK less than 2 years. However, some were more established and had been in the UK for up to 15 years. Figure 2 below shows that most participants were refugees, with 15 reporting refugee status. 12 were economic migrants. This includes migrants from Europe and those who were previously refugees but have now been granted leave to remain status, a residence permit or a biometric visa. 10 participants were asylum seekers, with 2 being irregular/undocumented migrants due to having their asylum claims refused. The majority of participants (21) did not report their immigration status.

**Figure 2: Immigration status**



### Accessing CRMC

- Participants were often informed on arrival in Coventry by their friends about the CRMC. This was usually friends who also used the CRMC. This tended to be across the board for all migrant groups.
- Housing providers or those that they live with were another source of information about the CRMC. Some respondents had not gone to CRMC but went straight to language classes. These were advised by friends.
- People spoke of the importance of word of mouth in their lives in terms of accessing support. Again, this was across the board for all migrant groups.
- Four participants accessed the CRMC as (Vulnerable Persons Resettlement Scheme) VPRclients. These were all refugees.
- One participant, who was an irregular/ undocumented migrant was referred to the CRMC by G4S.
- One participant, who was an asylum seeker, was recommended to the CRMC by the Red Cross.
- 88 per cent use the CRMC once or twice a week. This was evenly distributed across migrant groups.
- Those less frequent come several times a year for occasional needs such as help with their CV or travel documents. These were largely economic migrants

### Purpose for using CRMC

Participants reported using the CRMC for a variety of reasons. Often they visited in the first instance for a primary issue but then found that they could use their services for other forms of support. Whilst 85% stated that they visited to meet people this was often secondary to visiting for help. The below details responses who gave their immigration status. For those whose status was unknown, the reasons for visiting the CRMC were similar, with housing and English language classes the main reasons.

#### Refugees

The main reasons refugees reporting accessing the CRMC were:

- Access to English language classes: 67% (10 people)
- Help with housing: 33% (5 people). 1 participant reported that she did not want to stay in a hostel as she has 2 children. CRMC helped find her shared house.

***'I don't want to go in the hostel - I have 2 kids. It was too hard. They give me refugee's accommodation, a temporary house and then after that I got a council house. The refugee house was very nice. They (CRMC) called everywhere to get what I need for my council house.'***

*Refugee*

Other additional reasons for using the CRMC included:

- Medical advice including GP access and sourcing medication.
- Providing bus ticket/ transport costs to get to hospital or other appointments.
- Food bank vouchers
- Filling in forms
- Helping family to come to the country. Attending groups like the men's and women's group to make friends.
- Child protection: One woman needed help with dealing with the police and social services due to a case that had seen her have her children taken away for her. She had separated from her abusive husband and CRMC found a new home for her. They are helping with her legal case to regain access to her children.

#### **Asylum Seekers**

The main reasons asylum seekers reported accessing the CRMC were:

- Access to English language classes: 60% (6 people)
- Access to a solicitor for advice with immigration status. This was often when a case had been refused: 20% (2 people)
- Help with housing: 20% (2 people)

***'The process is very long. You wait for the Home Office and you don't know how long this will take'.***

*Asylum Seeker*

***'I came to the CRMC because I needed a solicitor for my case'.***

*Asylum Seeker*

Other reasons for using the CRMC included:

- Medical advice including GP access and sourcing medication.
- Providing bus ticket/ transport costs to get to hospital or other appointments.
- Food bank vouchers
- Filling in forms
- Immigration and safety- some are "nervous" because they don't know if they will be able to stay in the UK

- Helping family to come to the country
- Attending groups like the men's and women's group to make friends.

#### **Irregular/ Undocumented Migrants**

- Access to English language classes: 50% (1 person)
- Access to a solicitor for advice with immigration status. This was often when a case had been refused: 50% (1 person)

Other reasons for using the CRMC included:

- Food bank vouchers
- Looking for a job was not a priority due to most respondents not being able to work. However, some did occasionally want help with their CV and job applications.
- Providing bus ticket/ transport costs to get to hospital or other appointments.

#### **Economic Migrants**

- Access to English language classes: 58% (7 people)
- Help with housing: 42% (5 people)

***'Everybody depends on help with language - my friends, my family. The classes are very good.'***

*Economic Migrant*

Other reasons for using the CRMC included:

- Furnishing homes
- Cooking classes
- Food bank vouchers
- Attending groups like the men's and women's group to make friends.
- Access to education:

***'I would like to achieve my dream of having a qualification.'***

*Economic Migrant*

### Experiences of CRMC

The feedback on the CRMC was overwhelmingly positive.

- 100 per cent of participants were happy with the services provided by CRMC and expressed that the service was very good. The staff were described as very nice and helpful.
- Participants reported that they know how to help people. They were described as providing good, knowledgeable and clear advice.:

***'They are professionals.  
They are very, very very good.'***

- One participant explained that the centre is a:

***'Gift from God. We would have suffered  
silently without you'.***

- Another explained the value of the centre by providing little things to help the big things to connect together, for example a bus ticket to get someone to the hearing of their asylum case.
- A participant, who was an asylum seeker, had used a similar centre in Birmingham stated that Coventry provided a much better service.

### Improvements to CRMC

Whilst all participants spoke highly of the service provided by the CRMC, some areas for improvement were suggested.

- These largely related to the building and staff levels. Many participants expressed that the new building is too small. In particular, they expressed the need for a bigger waiting room. Some pointed out it was unhygienic to be sat for long periods of time in such close proximity to other people.
- Others explained that it is difficult to find the new centre. It was suggested that a sign outside would be helpful. Several participants commented that the centre is short staffed and therefore waiting times are too long. Some said that on occasion they had to wait 3-4 hours. They expressed a desire for more staff to deal with this.

***'I thinks sometimes somebody waits there  
3 hour or 4 hour because it's too busy.  
Sometimes there are too many people outside  
because the waiting area the seating is too  
squashed. More people are needed to deal  
with the clients'.***

*Asylum Seeker*



- One participant reported that customer service from the reception team needed to be improved.
- Other recommendations to improve the service were the addition of a small café and the introduction of an online booking system for appointments.

### Resolving issues at CRMC

87 per cent of participants (52 people) reported that CRMC had resolved their issues. If they were not resolved it was generally because they were ongoing.

- People felt their issues had not been resolved in terms of housing when they were directed to the Peace House as they did not see this as a long term solution.
- Others reported that they had sought help from social care but they could not resolve their housing issues as they “stick to council policy”. 70% (4 people) of these who felt that their housing issues had not been resolved were asylum seekers. 10% (1 person) were refugees. 10% (1 person) did not give their status.
- In one refugee’s case, CRMC could not resolve the second stage of an immigration application but they explained why and contacted someone who could help.
- One participant, who was a refugee, reported that CRMC were not very good at accessing the Syrian fund.

### Other organisations in Coventry

Around 70 per cent (42 people) of participants reported using services in Coventry other than the CRMC. Some people reported using multiple services. The additional services used are:

- Peace House- the most widely reported other service used in Coventry. Used by 10 participants. 50% were asylum seekers, 20% were refugees, 30% did not report their status.
- Crisis (for Maths and English classes as well as other training). Used by 4 participants. All of these users were asylum seekers.
- Library - a way to spend time during the day for people in the Peace House. Used by 4 participants. 80% were asylum seekers. 20% did not report their status.
- Salvation Army - used for housing but posed problem as many people there were using drugs. Used by 2 participants who were both asylum seekers.
- Air cadets - used by 2 individuals who were economic migrants.
- Red Cross - used by 1 individual who was an asylum seeker.
- Jesus Centre - used by 4 participants. 1 was an asylum seekers. 3 were economic migrants from Europe.

- Carriers of Hope- used by 6 participants. 3 were asylum seekers, 2 were irregular/ undocumented migrants, and 1 was an economic migrants.
- Law Centre- used by 3 participants. All were asylum seekers.
- Food banks- used by 8 participants. 25% were asylum seekers, 25% were refugees, 25% were irregular/ undocumented migrants, 25% were economic migrants.
- Citizens Advice Bureau- used by 3 participants. 67% were asylum seekers. 33% did not report their status.
- G4S- used by 1 participant who was an asylum seeker.
- CARAG- used by 5 participants. 40% were asylum seekers, 60% did not report their status.

### Accessing other organisations

All participants, apart from one (an asylum seeker), reported that it was easy to access these other organisations. If they could not deal with the problem then they would redirect people. One participant (an asylum seeker) reported that G4S were difficult to access. Another two participants (both refugees) reported that whilst Citizens Advice Bureau were easy to access, they did not provide helpful service.

### Improving services in Coventry

Despite speaking positively about the services provided by the CRMC, participants highlighted other services in Coventry that could be improved.

- **Housing:** Participants expressed that the Peace House could be improved. Closure during the day means that people have nowhere to go. This was particularly the case for asylum seekers and refugees. Respondents would like some form of classes or some activities during the day. This is particularly a problem when people leave the education system.

***'We have long parts of the day outside. In winter you have to find somewhere. I go to the library. At 7 o'clock we are like animals- all outside. I have class for 2 hours but that is all. We need something in the day before our brain is damaged. When I came here I was in college but now I am out of the system. All of my hobbies are finished.'***

*Asylum Seeker*

- **Education:** Respondents would like classes in Maths and IT. English classes are only two days a week so they would like more education. More ESOL classes for minors was also raised as an issue for improvement.

***'I come to class twice a week but I would like to do more classes if I could. I could learn quicker this way.'***

*Refugee*

- **Skills:** Even though many respondents could not work they reported that they wanted more training and skills so that they would be ready to work when this becomes an option. If they are deported, they are deported with skills. Those in work would like the opportunity to study alongside work or support and advice in starting their own business.

***'If there could be an institution where people who cannot work could get there skills ready, even if they are deported they are deported for knowledge. If they stay in UK they have the skills. Crisis offer some classes- Maths, English. They still take people are homeless. They do bricklaying and tiling and you can use the skills straight away.'***

*Asylum Seeker*

- **Integration:** Participants would like help with learning to live in the UK. They felt that this would make assimilation easier. They would also like help with overcoming negative reactions from the wider population.
- **Parenting:** Participants expressed a desire to access parenting classes. Many women also wanted childcare so that they could attend ESOL classes, or other educational or training classes. A lack of childcare was preventing their education. Some attended the women's group because of the childcare provided but this is only for a couple of hours a week. This was particularly the case for single mothers, who also expressed that finding a job as a single mother was extremely difficult. Some mothers who did have a job had to give up work to look after their children.
- **Welfare:** Better welfare policy relating to refugees and asylum seekers, particularly those who have an active application with the Home Office was often cited as an area that needed attention.

- **Food:** Participants would like a wider range of help with food provision. Those using the Peace House would like hot meals during the day.
- **Leisure:** More information about leisure activities is needed. Some leisure facilities are too expensive to access so need to be made more affordable.

### Life in Coventry

Whilst people are generally happy living in Coventry there are several things that they feel needs to be addressed in the city:

- Homelessness- seeing homeless people in Coventry upsets respondents as many of them have been in this situation. They feel that this needs to be tackled.
- Integration- different migrant groups are suspicious or even scared of one another. This needs to be tackled to help integration and bring different migrant groups together.

***‘People are scared of each other. Each group is intimidated. We are all new to each other. Everyone is suspicious. If there could be teams to say look you are all new and help them get along.’***

*Asylum Seeker*

- Public services- participants reported bad experiences with police and social workers. For instance, one woman had called the police for help with her abusive husband. The police informed social workers who took her children away from her. She is now in the process of going to court to regain access to her children. She reported that the police and social workers did not understand her situation and did not help her.

***‘I had problems with my husband. They say police help you. I called the police but police can’t do anything for me. They made trouble for me. Social services took my children. They don’t understand me. I never call the police again. They just do their job.’***

*Refugee*

- Leisure - Participants want more recreational facilities for children. These need to be affordable so that people can access them. Some reported that current facilities are too expensive for them to use. People also want better libraries.
- Different culture for women - normally stay at home.

***'It's very hard for a woman. I don't know anything about this country. In my culture women stay at home and do not work.'***

*Refugee*

- Attitudes- attention should be paid to reducing the stigmatising of refugees and asylum seekers.

### **Settling into the community**

Participants expressed several ways in which settling into their new community could have been improved:

- 50% (5 people) of asylum seekers expressed frustration at the amount of time they had to wait for their asylum claim to be dealt with. They would like this to be addressed. They felt that they couldn't settle into their new community due to the insecurity.
- Frustration was directed at the Home Office and not being able to access any public funds.
- Many participants cannot work due to their status but want to work. Access to employment would have helped them settle more easily.
- Related to this, many wanted more educational opportunities.
- A delay in access to housing was widely reported as an issue on arrival in Coventry.
- Younger participants reported wanting to meet more people their age to help them make friends and improve their language.
- Five participants suggested that it would be useful for the council to produce and provide an information source for migrants, refugees and asylum seekers to refer to on arrival in Coventry. Many do not understand what is expected of them, the migration system, the culture of the UK, laws and the benefit system amongst others. In reference to this one participant commented:

***'We need to know about the culture of this country and the law. We have to know the rules. If you know the rules you won't break them. This can be with the council. It can be CRMC. They could make one day a month to explain the law and the basics. Make it easy, give a little bit of help.'***

*Asylum Seeker*

***'Religion, culture, people- 99% is different from my country. We don't know anything about this country. It is very bad. When you leave your country you know law, police children, but nothing here. This is a big problem for the future.'***

*Refugee*

- Four participants, who were all asylum seekers, reported that they had family in their home country who they wanted to join them in Coventry. They wanted more information and support in this process.
- Women, particularly, single mothers expressed a desire for more support:

***'I settled well but as a single mother I struggled. I think more support for young single mothers would have really benefitted me. I had no family support and felt isolated.'***

*Economic Migrant*

## 5

**The results of the focus group demonstrate that the largest groups that access services in Coventry are from African countries. Those accessing the CRMC mostly came to be aware of their services due to family and friends. This tended to be across the board for all migrant groups. This raises questions over those who may benefit from their services but have not been advised by their social networks. It points to a need for better publicity or a process whereby other organisations in Coventry recommend their services.**

The majority of participants first visited the CRMC for support with housing, learning English and legal advice. However, once they began using the service and became aware there were other forms of support available, they then continued to visit for other forms of support. For refugees, the main reasons for visiting the CRMC were for English language classes and access to housing. The same was true for asylum seekers, but they also sought access to a solicitor for advice on their immigration status. For irregular/ documented migrants, English language classes and access to a solicitor were their motivation to visit the centre. Economic migrants reported visiting largely due to accessing English classes and for help with housing.

Feedback on the CRMC was overwhelmingly positive. All participants reported having a good experience. Suggestions for improvements largely related to the building being too small or their being a need for more staff to reduce waiting times. Almost all participants reported that CRMC had resolved their issues. If they

were not resolved it was generally because they were ongoing.

Around 70 per cent of participants reported using services in Coventry other than the CRMC. These included the Peace House, Crisis and the Law Centre. All participants, apart from one, reported that it was easy to access these other organisations. If they could not deal with the problem then they would redirect people. Participants did not mention the Meridian Centre. However, this may be due to CRMC pointing them in the right direction and streamlining their experience. Medical advice was not flagged as a key issue for participants and no problems were reported in seeking this, again perhaps indicating why this service was not mentioned.

Despite speaking positively about the services provided by the CRMC, participants highlighted other services in Coventry that could be improved. This was particularly in reference to housing, education, skills training and integration. Whilst people are generally happy living in Coventry there are several things that they

feel need to be addressed in the city. These included homelessness, relations between public services and migrant groups and again, integration. Reflecting on their arrival in the city, participants explain how settling into their new communities could be improved. Some suggested information packs could be provided to give basic advice on life in the UK including laws and the culture. Many expressed frustration at the amount of time they had to wait for their asylum claim to be dealt with and also the wait for suitable housing.

In response to the focus group findings, more attention needs to be paid to the areas for improvement in Coventry. Housing was a key issue throughout the focus groups, both in terms of the reasons why participants visited the CRMC, but also for ongoing issues where people identified issues which needed to be addressed. This was the case, in one way or another, across all groups, but particularly so for refugees and asylum seekers. This suggests that housing should be prioritised going forward.





