

Draft Refugee and Asylum Seeker Delivery Plan

Section 1 Health and Social Services

Mental Health

| Priority | Actions to achieve priority |
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| Priority 1 Mainstream expertise, awareness and support in mental health services and other support services | <ul style="list-style-type: none">• During 2015/16 the Welsh Government will develop, consult on, and publish policy guidance on healthcare provision for asylum seekers and refugees. This guidance will be aimed at service providers and will raise awareness amongst NHS Wales and other public service staff of the rights and entitlements of asylum seekers and refugees to access mental health services. |
| Priority 2 Reduce stigma and increase awareness of mental health issues within refugee and asylum seeker communities | <ul style="list-style-type: none">• The Welsh Government will work with organisations which provide support to asylum seekers and refugees to reduce stigma and misconceptions around mental health problems by increasing understanding of mental health issues, and raise awareness of the services which are available for those experiencing mental health problems. |
| Priority 3 Improve access to mental health services | <ul style="list-style-type: none">• The policy guidance on healthcare provision for asylum seekers and refugees will set out the Welsh Government's expectations setting out an appropriate range of physical and mental health services be provided where required (particularly in dispersal/reception areas). |

Physical Health

| Priority | Actions to achieve priority |
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| <p>Priority 1 Ensure there are adequate resources for initial health assessments for asylum seekers</p> | <ul style="list-style-type: none"> • The Welsh Government will continue to work with the UK Government and health service providers in Wales to ensure appropriate screening and assessment services are provided where required, and these are funded in an equitable manner. |
| <p>Priority 2 Facilitate access to general medical services for new refugees and asylum seekers</p> | <ul style="list-style-type: none"> • During 2015/16 the Welsh Government will develop, consult on, and publish policy guidance on healthcare provision for asylum seekers and refugees. This guidance will be aimed at service providers and will raise awareness amongst NHS Wales and other public service staff of the rights and entitlements of asylum seekers and refugees to access primary healthcare services. • The Welsh Government will work with the UK Government and service providers in Wales to ensure asylum seekers are provided with information and advice on accessing general medical services. • The Welsh Government will work with the UK Government and service providers in Wales to ensure the capacity of local general medical services is considered in any discussions on new dispersal areas in Wales. |
| <p>Priority 3 Make failed asylum seekers aware of health entitlements</p> | <ul style="list-style-type: none"> • The Welsh Government policy guidance on healthcare provision for asylum seekers and refugees will clarify for service providers in Wales the healthcare entitlements of failed asylum seekers. • The Welsh Government will work with service providers and Third Sector partners to raise awareness of healthcare entitlements amongst asylum seeker and refugee communities. |

Unaccompanied Asylum Seeking Children (UASC)

| Priority | Actions to achieve priority |
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| <p>Priority 1 Provision of support for all asylum seeking children and young people</p> | <ul style="list-style-type: none"> • The Welsh Refugee Council and the Centre on Migration, Policy and Society (COMPAS) will via the Welsh Government’s Migration Contract provide legal and policy briefings which can be used as tools for service providers on looked after children and leaving care services, and children and families. • The current All Wales Multi Agency Toolkit will be built upon to include all migrant children bringing together legal and policy briefings into a user friendly resource for service providers. • The Welsh Government will explore the need for a Guardianship model for Wales delivering independent face to face advocacy for all asylum seeking children and young people. |
| <p>Priority 2 Improved guidance to ensure consistent decision making between UK Visas and Immigration (UKVI), Social Services, Health and Education</p> | <ul style="list-style-type: none"> • The current All Wales Multi Agency Toolkit will be built upon to include all migrant children bringing together legal and policy briefings into a user friendly toolkit for service providers. |

Maternity and children

| Priority | Actions to achieve priority |
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| Priority 1 Health screening at initial assessment | <ul style="list-style-type: none">• The Welsh Government will continue to work with the UK Government and health service providers in Wales to ensure appropriate screening and assessment services are provided where required, and these are funded in an equitable manner. |
| Priority 2 Ensure appropriate culturally sensitive language support and translation are available | <ul style="list-style-type: none">• This is already a requirement in 'guidance on healthcare issues for asylum seekers in Wales' (2009). The Welsh Government will work with Public Health Wales to revise the guidance to ensure there is clarity around language provision. |

Section 2 - Education

Further Education

| Details of Priority | Actions to achieve priority |
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| <p>Priority 1 Increase opportunities for asylum seekers with basic skills to access further education</p> | <ul style="list-style-type: none"> • All Further Education Colleges will provide information, advice and guidance and will be able to help with the application process. • All Further Education Colleges student services departments will advise on any financial support available to prospective learners. • Careers Wales will provide face to face guidance to young asylum seekers in schools where either their own systems or the schools have identified them as requiring more tailored careers information advice and guidance support. As part of such guidance the Careers Adviser will provide relevant information regarding access and funding routes for individuals to suitable education, training or potential employment opportunities which can support the individual's career pathway or future career options. |

Higher Education

| Details of Priority | Actions to achieve priority |
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| <p>Priority 1 Increase opportunities for asylum seekers to access higher education</p> | <ul style="list-style-type: none"> • The Welsh Government will work with the Higher Education Funding Council Wales (HEFCW), Universities and their partners to audit and publish practice on supporting asylum seekers and refugees to, through and beyond higher education. • The Welsh Government Equality and Inclusion Grant to provide funding for 2015 – 2017 for the Trinity Centre to enable a monthly surgery with Cardiff Metropolitan University Widening Access Officer in the informal setting of the Space4U drop-in. This will provide |

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| | advice for refugees and asylum seekers on possible routes into university and the taster courses they have to offer. |
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English for Speakers of Other Languages (ESOL)

| Details of Priority | Actions to achieve priority |
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| Priority 1 Flexibility of English as a Second or Other Language (ESOL) provision | Ongoing delivery of the ESOL Policy for Wales which sets out – <ul style="list-style-type: none"> • Providers will be encouraged to provide more contextualised ESOL provision where possible to aid further development for ESOL students. This will help enable ESOL students to work towards updating their existing qualifications to those recognisable within the UK to improve their career prospects. • Providers will plan and offer provision which meets the variety of learner needs including different and appropriate levels of study, suitable and safe learning environments and flexible timetables. • Welsh Government officials will monitor provision through Delivery Plans and the Lifelong Learning Wales Record returns to gauge delivery levels and demand for provision. |
| Priority 2 ESOL to have parity with essential skills | <ul style="list-style-type: none"> • The ESOL policy sets out the Welsh Government considers ESOL to be a basic skill and will therefore continue to fund the delivery of ESOL classes in Wales in line with its funding of basic skills. |

School Age Education

| Details of Priority | Actions to achieve priority |
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| <p>Priority 1 Safeguarding guidance to recognise the particular circumstances of asylum seekers and refugees</p> | <ul style="list-style-type: none"> • The Welsh Government will work with key stakeholders to build on ‘ Keeping learners safe’ - safeguarding in education guidance published in January 2015 - to ensure effective and consistent implementation to ensuring all learners are kept safe. • Electronic tools will also be developed and will be made available to education professionals on the Learning Wales website. |
| <p>Priority 2 Monitoring the take up of culturally sensitive counselling</p> | <ul style="list-style-type: none"> • Local Authorities are required, under the School Standards and Organisation (Wales) Act 2013 (‘the 2013 Act’), to provide anonymised information regarding their counselling service in compliance with a direction issued by Welsh Ministers under section 93 of the 2013 Act. The Welsh Government will use the data submitted to identify issues and trends. • The Welsh Government will commission validation and analysis of the data received for the school year 2014/15 and benchmarking of local authority counselling data. The aim is to identify any anomalies, to drive service improvement. |
| <p>Priority 3 Tackling bullying in schools against asylum seeking and refugee children</p> | <ul style="list-style-type: none"> • The Welsh Government has established an All Wales Anti-Bullying Leadership Group. The group met for the first time in November 2014 and will provide a more strategic approach to tackling bullying in schools, including bullying because of the victim’s race and/ or religion. The group will monitor and advise on the implementation of the recommendations contained within the Estyn report <i>Action on Bullying</i>. |

Section 3 – Housing and Advice Services

Advice Services

| Details of Priority | Actions to achieve priority |
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| <p>Priority 1 Failed asylum seekers to be able to access advice</p> | <ul style="list-style-type: none"> • The Welsh Government will support open access through the commissioning of front line advice services, free advice services on welfare benefits, debt, housing, employment and discrimination. These services to be accessible to all citizens regardless of immigration status though the degree of specialism will vary by provider. • The National Advice Network will aim to ensure there are effective referral networks between advice providers at a national and local level. • Advice services specifically targeted at refugees will be integrated as part of the overall referral Network. |
| <p>Priority 2 Ensuring asylum seekers and refugees can access advice and organisations in mainstream services which are inclusive of refugees and asylum seekers</p> | <ul style="list-style-type: none"> • Following the publication of the Welsh Government research looking at quality assurance in relation to not-for-profit social welfare advice in Wales, consideration will be given to addressing accessibility of service and service user experience. This will include addressing accessibility of service to asylum seekers and refugees. • The National Advice Network will bring together the Third Sector, Private Sector and statutory services to consider the advice needs of people including refugees and asylum seekers across the whole of Wales. • The experience of individuals involved in the provision of front-line advice to be captured as part of this Network, ensuring people who come into direct contact with services users including asylum seekers and refugees have an opportunity to influence policy at a strategic level. |

Homelessness

| Priority | Actions to achieve priority |
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| Priority 1 Ensuring accommodation meets all Health and Safety Standards | <ul style="list-style-type: none">• Under Part 2 of the Housing Act (Wales) 2014 Local Authorities will be required to offer accommodation which is suitable, including meeting health and safety standards where they are securing accommodation for people under their homelessness duties.• Local Authorities will ensure accommodation meets these standards, including, normally inspecting premises before making an offer. |
| Priority 2 Ensuring landlords providing accommodation for refugees is maintained | <ul style="list-style-type: none">• The Renting Homes Bill will require all landlords to issue a Written Statement of the contract which includes the landlords repairing obligations.• The Renting Homes Bill requires the property to be fit for human habitation throughout the contract term.• The Renting Homes Bill includes provision to address retaliatory eviction (where a landlord seeks to evade their repairing or fit for human habitation obligations by evicting a tenant who complains). |

Move On

| Priority | Actions to achieve priority |
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| <p>Priority 1 New refugees to be able to access move on services in an appropriate means</p> | <ul style="list-style-type: none"> • To implement Part 1 of the Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness issued on 27 April 2015 which provides the following statutory guidance: <p>Asylum Seekers and Refugees</p> <ul style="list-style-type: none"> • Local Authorities should ensure the housing and support needs of refugees (and those awarded humanitarian protection and discretionary leave) are catered for in their Local Housing Strategies and their Local and Regional Supporting People Commissioning Plans and their allocation schemes are sensitive to the particular needs of these groups by, for example, ensuring information is provided in a range of relevant languages. They should explore with Housing Associations and voluntary sector organisations the ways in which they can work together to ensure responsive refugee services are developed and implemented.” |
| <p>Priority 2 Provision of accommodation for non priority need refugees - (singles / couples without children)</p> | <ul style="list-style-type: none"> • The Welsh Government to promote access to the private rented sector in delivering the housing solutions which will be needed for implementation of the Housing (Wales) Act 2014. • Local Authority Homelessness Network to work with Local Authorities to help maximise private rented sector access services, including bond schemes. |
| <p>Priority 3 Better tenancy support for refugees</p> | <ul style="list-style-type: none"> • The Welsh Government will ensure Local Authorities ensure tenancy support services are available to all who need the service by writing it into the grant conditions of those organisations which deliver the Move On project, by its inclusion in the Supporting People Programme Guidance and by undertaking reviews of Local Authorities to ensure the funding is being spent in line with the grant conditions. |

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| | <ul style="list-style-type: none">• The Welsh Government will encourage Local Authorities to develop Gateway systems, which will enable Service Users to access the most appropriate service for their needs. |
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Section 4 Gender based violence, hate crime, modern slavery and community cohesion

Hate Crime

| Priority | Actions to achieve priority |
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| <p>Priority 1 Build trust between police and asylum seeking and refugee communities</p> | <ul style="list-style-type: none"> The Welsh Government has established a Hate Crime Criminal Justice Board in association with Criminal Justice Partners across Wales, including Police and the Crown Prosecution Service. This aims to improve consistency and delivery of support for victims. Through its annual work plans the Group will look at ways to increase awareness across refugee and asylum seeker communities. |
| <p>Priority 2 Ensure action is taken to tackle hate crime against refugees and asylum seekers and ensure support is available to encourage increased reporting of hate crime</p> | <ul style="list-style-type: none"> The Welsh Government will continue to support delivery of 'Tackling Hate Crimes and Incidents: A Framework for Action'. The Framework is being driven forward across three objectives on prevention, supporting victims and improving multi-agency working. The Welsh Government will publish annual Delivery Plans which will include an update on progress and the publication of outcomes data. The Minister for Communities and Tackling Poverty chairs the Independent Advisory Group, which will review progress and delivery with stakeholders across the protected characteristics. The Welsh Refugee Council is a member of the group in order to feed in views on current delivery in consultation with refugee and asylum seeker communities. This will include submitting an evidence report and making recommendations based on feedback to strengthen continued work and progress. The Welsh Government will continue funding for 2014-2017 through the Equality and Inclusion Grant for the National Hate Crime Report and Support Centre through Victim Support Cymru. This includes providing enhanced support and advocacy for all hate crime victims to enhance awareness and confidence to report and to enhance training within policy and service delivery across Wales. |

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| | <ul style="list-style-type: none"> • Through the Framework the Welsh Government will continue to explore how to increase levels of awareness and confidence for Refugee and Asylum Seeker communities to report. Victim Support Cymru are working with the Welsh Refugee Council to enhance greater understanding and engagement. |
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Female Genital Mutilation (FGM)

| Priority | Actions to achieve priority |
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| <p>Priority 1 Encourage and support community engagement to tackle gender-based violence, in refugee and asylum seeking communities</p> | <p>Community Engagement:</p> <ul style="list-style-type: none"> • Establish a youth community group to consider issues such as Female Genital Mutilation (FGM), Honour Based Violence (HBV) and Forced Marriage by way of raising awareness within the community. Establishing a space by which youth affected by these issues can have their voices heard as well influence strategies (initial work to focus on FGM). • Build upon campaigns focused on non-devolved matters of FGM, HBV and Forced Marriage. • Raise the profile of key issues through events and workshops with key stakeholders. |
| <p>Priority 2 Work in partnership with Public Service and specialist Third Sector service providers to ensure current and future workforces are appropriately trained to recognise and sensitively</p> | <ul style="list-style-type: none"> • Engage with Universities and Higher Education Establishments to introduce, Domestic Abuse and Sexual Violence, FGM and Anti-Slavery training to 1st year medical students in Cardiff, as a pilot. Following evaluation to be rolled out across Wales. • As part of the National Training Framework, develop appropriate content to raise awareness of FGM and HBV. |

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| make enquiries regarding FGM, honour based violence and forced marriage | |
| Priority 3 Support professionals to ensure they are sensitive to environment and cultural factors and appropriate care pathways are in place | <ul style="list-style-type: none"> • Develop, pilot and roll out a FGM Survivor Care Pathway for Wales working with NHS Wales and the Strategic FGM Leadership Group. |

Violence against women, domestic abuse, and sexual violence.

| Details of Priority | Actions to achieve priority |
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| Priority 1 Ensure service providers are sensitive to environment and cultural factors regarding refugees and asylum seekers and appropriate care pathways are in place | <p>The Welsh Government will:</p> <ul style="list-style-type: none"> • Develop guidance and implement training which will enable professionals and individuals who provide front line services to Ask & Act. • Identify how to take forward the Maternity Care Pathway through engagement and training of health professionals. • Development of the Helpline Website to become an Information Portal regarding Violence against Women, Domestic Abuse and Sexual Violence. |
| Priority 2 Improve the availability and robustness of data to understand the scale of the problem of violence against | <p>The Welsh Government will –</p> <ul style="list-style-type: none"> • Review and develop FGM data collection mechanisms with NHS Wales. |

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| <p>women, domestic abuse, and sexual violence including amongst refugees and asylum seekers</p> | <ul style="list-style-type: none"> • Monitor levels of referrals from diverse communities within society to domestic and sexual violence services funded by the Welsh Government. |
| <p>Priority 3 Support service providers to ensure service provision is accessible to all groups across Wales</p> | <p>The Welsh Government will –</p> <ul style="list-style-type: none"> • Investigate how domestic abuse and sexual violence service providers undertake outreach activities with diverse communities and share best practice in encouraging access. • Publish a framework on commissioning specialist violence against women, domestic abuse and sexual violence services to progress towards national consistency of service delivery and end a postcode lottery. • Identify and promote a diversity/equal access kite mark for organisations across Wales to demonstrate they are able to provide equal access and support for all groups in society including refugees and asylum seekers. |

Modern Slavery

| Priority | Actions to achieve priority |
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| <p>Priority 1 Strengthen the cross over between safeguarding and domestic abuse, gender-based violence and sexual violence and slavery</p> | <p>The Welsh Government will –</p> <ul style="list-style-type: none"> • Continue to work with partners to promote the Sexual Exploitation Risk Assessment Framework (SERAF) as one of the mechanisms to identify Child Exploitation. Develop preventative and awareness initiatives aimed at children becoming exploited. |

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| <p>Priority 2 Work in partnership to ensure there is an increase in the awareness of slavery across Wales and increase referrals to the National Referral Mechanism</p> | <p>The Welsh Government will -</p> <ul style="list-style-type: none">• Continue to deliver training across Wales with the aim of improving awareness of modern slavery, including those working with asylum seekers and refugees.• Target and deliver specific training to Welsh First Responder organisations.• Extend delivery of the Organised Crime and Modern Slavery Training Course for Senior Investigating Officers and Crown Prosecution Service Prosecutors working in Wales.• Work with businesses across Wales to highlight the impact of slavery in the employment supply chain.• Continue to strengthen data sets to build an evidence base on the level of slavery in Wales |
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Community Cohesion

| Priority | Actions to achieve priority |
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| <p>Priority 1 Promote positive images and improve perceptions of asylum seekers and refugees</p> | <p>The Welsh Government provides funding via the Equality and Inclusion Grant for the Welsh Refugee Council (WRC) and the Trinity Centre for 2015-17. The WRC will –</p> <ul style="list-style-type: none"> • Work with the Media to produce five media programmes to promote good practice to challenge a culture of fear and discrimination against asylum seekers and refugees. • Work with the City of Sanctuary (CoS) movement to communicate key messages. • Build an active network of supporters • Promote positive images of refugees through the arts during Refugee Week. <p>The Trinity Centre will:-</p> <ul style="list-style-type: none"> • Collaborate with other groups to develop its integration initiatives, including the Trinity Centre football team, Music Without Borders (a series of free music events showcasing local talent from the refugee and asylum seeker community together with local Welsh performers) and Film Club. The aim is to break down barriers, create trust and allow asylum seekers and refugees to interact with local people in a warm, welcoming and friendly atmosphere. |

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| <p>Priority 2 Linking to 'Tackling Poverty Action Plan' and the Strategic Equality Plan'</p> | <ul style="list-style-type: none"> • The Welsh Government's Tackling Poverty Action Plan and the recently published 2015 Child Poverty Strategy provide the framework for tackling poverty in Wales. Both recognise the importance of doing more to support those most at risk of living in poverty, which includes certain ethnic minority groups. • The Child Poverty Strategy states consideration will be given to ways in which outcomes can be improved for refugees and others who are at risk of entering poverty. Work will continue across the Welsh Government (and with a range of external stakeholders and partners) to identify opportunities, with the view to reducing worklessness, increasing skills and reducing health and educational inequalities, by improving the outcomes of the poorest. Equality is a cross cutting theme in all key European Structural and Investment Funding Programmes and provides the opportunity to target and support those furthest from the labour market with specific action. • The 2015 Child Poverty Strategy also includes a new objective – to support families living in poverty to increase household income through debt and financial advice, action to address the poverty premium (where households pay disproportionately more for goods and services) and action to mitigate the impacts of welfare reform. It will be important to consider the needs of refugees, in relation to delivering this objective. • We will ensure the Refugee and Asylum Seeker Delivery Plan is aligned and included in the actions within the Strategic Equality Plan 2016-2020. This will also then support delivery of the outcomes of the Tackling Poverty Action Plan and the Revised Child Poverty Strategy, and their focus on supporting those who are most at risk of living in poverty. <p>Communities First</p> <ul style="list-style-type: none"> • Under-represented groups, including refugees and asylum seekers in the four dispersal areas, should be involved in the decision-making and management of the work of |
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| | <p>Clusters as well as being beneficiaries of the programme.</p> <p>Families First</p> <ul style="list-style-type: none"> • Families are referred into the Families First programme through either a key agency, for example, school, GP, Social Services, or through self referral. This means any family can be referred into the programme, including asylum seeker and refugee families. Once the referral has been made, an assessment will determine the level of need and appropriate intervention(s). • In addition, the nature of the Families First programme allows Local Authorities to commission projects which are focussed on meeting identified needs within their local area. This may mean projects are commissioned which target specific groups such as asylum seeker and refugee families. <p>Flying Start</p> <ul style="list-style-type: none"> • Services provided by the Flying Start programme are universally available to all children and their families (including children from asylum seeker and refugee families) in the areas in which it runs; these include the four dispersal areas in Wales. |
| <p>Priority 3 Ensure asylum seekers and refugees are mainstreamed in the delivery of local Community Cohesion plans</p> | <ul style="list-style-type: none"> • Regional Community Cohesion Co-ordinators support the delivery of the National Community Cohesion Delivery Plan. This includes 7 outcome areas, such as hate crime, modern slavery and immigration. This Plan includes a key outcome on 'Increased awareness and data established on immigration'. Co-ordinators based in dispersal areas will support the development of regional groups and structures, such as the Migration, Asylum Seeker & Refugee Forum for Cardiff and the Vale of Glamorgan. |

Section 5 Arts

Arts / Culture / Sport

| Priority | Actions to achieve priority |
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| <p>Priority 1 Improving access to Arts Culture and Sport for refugees and asylum seekers</p> | <ul style="list-style-type: none"> • The Welsh Government is seeking to mainstream cultural provision within activities and projects in Communities First areas. Several Pioneer Areas across Wales will take part in a pilot programme, with Communities First clusters joint-planning activity with cultural bodies to improve outcomes. These activities will be open to asylum seekers and refugees within the relevant Communities First clusters and in some cases those audiences could be directly targeted in specific projects. • National and local bodies such as Amgueddfa Cymru will continue to offer free access to sites for all individuals including asylum seekers and refugees, as well as in many cases working directly with these groups on specific projects. • The Welsh Government will continue to provide free admission to 98 of the 129 sites in Cadw’s care. The remaining 31 which charge admission have concessionary rates for certain groups which include asylum seekers and refugees. Information on the concessionary rates is published on the public Cadw website, and the concessionary rate for refugee and asylum seekers is also published on the Welsh Refugee Council website. |
| <p>Priority 2 Awareness of and provision for cultural and religious needs for women</p> | <p>The Welsh Refugee Council (WRC) together with partners will run a 12 month Women Get Active pilot project for female asylum seekers and refugees. The aims are to:</p> <ul style="list-style-type: none"> • Increase female asylum seekers and refugees fitness through the delivery of a specialist exercise programme for 32 women in Cardiff. • Increase female asylum seekers and refugees participation in sports in Wales through building links with local sports clubs. |

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| | <ul style="list-style-type: none">• Increase understanding of the barriers which female asylum seekers and refugees face to access sport. |
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Section 6 Employment

Employment, Volunteering and Training

| Priority | Actions to achieve priority |
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| Priority 1 Provision of advice on employment and setting up a business for refugees. | <ul style="list-style-type: none">• Access to Business Advice and information is available to refugees via the Business Wales service.• Free business Start up workshops and online tutorials are available to refugees looking to start a business in Wales.• Business Wales website and helpline provides information to asylum seekers on where to obtain help and advice. |
| Priority 2 Provide training to refugees and asylum seekers to enable them to successfully gain employment when they are eligible for work | <ul style="list-style-type: none">• The Welsh Government via the Equality and Inclusion Grant 2015-17 is funding organisations such as the Welsh Refugee Council, Trinity Centre and the South East Wales Refugee Women Support Programme working with Asylum Seekers and Refugees which will:<ul style="list-style-type: none">• Increase the skills and confidence of refugees and asylum seekers• Increase public engagement, volunteering and employment opportunities for refugees and asylum seekers. |

