



SUPPORTED BY
MAYOR OF LONDON



Building Better Opportunities

Project outline

For use in England only

Project title	Project 16 of 19 - Employment support for refugees - West London
Project reference number	Lon/2/16
LEP area	London LEP
ESF Thematic Objective	9: Promoting social inclusion and combating poverty
ESF Investment Priority	1.4: Active inclusion
Funding available	£827,500
Project start period	July 2016 to November 2016
Latest date for completion	December 2019
Date open for applications	8 October 2015
Deadline for stage one applications	12 noon on 30 November 2015

Important information about this project outline

This project outline represents just one strand of the overall funding that is available through Building Better Opportunities. As this is a joint programme with the European Social Fund, we will only consider applications that clearly meet a project outline and meet the requirements set out in our **programme guide**.

As you read this project outline, please note the following:

- This project outline is subject to any changes made by the European Commission or the Managing Authority to the rules governing ESF in England. The Big Lottery Fund will upload any updates to <https://www.biglotteryfund.org.uk/esf>. It is your responsibility to review the page regularly to keep abreast of any changes that may have an impact on your application.
- You must apply for the full amount of **funding available** shown, which we will award to just one applicant or partnership to deliver the project described in this outline.
- The project must be delivered in the **LEP area(s)** shown and within any specific **project location** we've identified within this outline.
- You must plan to **start** and **complete** your project by the dates indicated. By 'complete' we mean that you must have spent and claimed all of the grant and closed your project.
- Your proposed project must align with the **project description** we've provided within this outline and include any specific activities listed.
- You must submit your stage one application by the **deadline** we've given above.
- Your proposed project should include appropriate links to potential employers and self-employment opportunities. The specific interventions must enable a comprehensive assessment of an individual's needs that are tailored to help them move towards work and out of poverty.
- You must demonstrate that the activities you are proposing will be additional to any national and statutory provision. This could include, for example, wrap around support that works with people to overcome the barriers that prevent them engaging effectively with statutory provision, or more in-depth and intensive support to the most disadvantaged people, which they can access alongside the statutory provision they are entitled to.
- Activities must be locally accessible and be led by skilled front line staff.
- The people who will benefit from the project must come from the eligible participant groups we've identified in our programme guide, with a specific focus on those unemployed or economically inactive, furthest from the labour market, and most at risk of social exclusion. We may also specify particular **project participants** within this outline that must benefit from some or all of the activities you'll deliver.
- You must be confident that you'll be able to deliver the **project outputs and results**, taking into account the value, length and nature of the project we've described. We will monitor the delivery of the project to ensure these outputs and results will be met over its lifetime.
- You should have experience of delivering similar services and of identifying and working with people who face significant challenges to engaging with the labour market. You must demonstrate an understanding of the needs of local people, and show how you will work with existing local providers of related services and engage those most in need in the local area.
- Organisations can be involved in more than one application, either as a lead or a partner. However, lead partners might set their own requirements on partners' involvement in other applications so please check local requirements with the lead partner.
- Subject to satisfactory performance, there may be the potential to extend the project duration and/or increase the funding available for this project once activities have commenced.

If you think your organisation, or a partnership led by your organisation, would be able to deliver the project we've described then you can request a stage one application form on our website www.biglotteryfund.org.uk/esf.

Project background

The London Enterprise Panel (LEP) has shown an ongoing commitment to support Londoners to have the skills to gain sustainable jobs. Focussing on the Skills and Employment theme, the European Social Fund (ESF) programme will add value to the priorities already presented in the LEP's Jobs and Growth Plan and ESIF Strategy.

The ESF programme will support sustainable employment opportunities, careers progression and advancement in learning for Londoners, with a particular focus on supporting skills and employment growth in some of the most deprived parts of London.

The Europe 2020 goal is to raise the employment rate of women and men aged 20-64 to 75 per cent. Investment under this priority will aim to support Londoners to take part in the capital city's economic success.

London hosts a large proportion of the refugees who have settled in the UK: almost one third of refugees nationally live in London (Cebulla *et al* 2010). Employment is recognised as a key factor in integrating refugees within the general community and allowing them to become full and equal citizens in the UK (The Information Centre about Asylum and Refugees 2003). As the age profile of refugees is much younger than the general population, accessing the labour market is essential for those individuals who have all or a substantial part of their working life still ahead of them (Ipsos MORI 2010).

Refugees experience disproportionately high levels of unemployment. An Ipsos MORI survey carried out for the Greater London Authority (GLA) in 2010 found that the employment rate for refugees in London was 31 per cent, compared to 61 per cent for the general population and 59 per cent for the London Black, Asian and Minority Ethnic (BAME) population. In addition, the majority of refugees looking for work took more than a year to find a job, or could not find a job at all.

Furthermore, there is evidence that refugees are disproportionately concentrated in low skilled, low paid and insecure jobs with poor working conditions, despite the fact that refugees are generally well qualified. The 2010 Ipsos MORI survey found that one fifth of refugees' occupations had changed out of the need to take any available job, while one third of refugees who worked in their home country and in the UK have a lower social grade since moving to the UK. Another survey found that over half of the refugees who were employed 21 months after they had received refugee status were over-qualified for their jobs. A report by the National Audit Office and the Centre for Economic and Social Inclusion found that a quarter of refugees were in temporary posts, mostly because they could not find a permanent post, with only 47 per cent entitled to holiday pay (compared to 92 per cent of their BAME counterparts).

Other issues facing refugees seeking employability training and employment include the expected issues of 'chaotic' lifestyles including inadequate or temporary accommodation, the prevalence of chronic mental and physical health issues, the breakdown of family groups and enforced separation. In addition newly arrived refugees often lack the cultural and societal networks that more settled communities have, that enable them to integrate and access formal and informal employment opportunities.

Much of the current employment and training provision for refugees is not holistic and is offered in isolation to the other issues that the recipient is facing (such as difficulty accessing childcare, cultural differences, employer discrimination, homelessness and health needs, in addition to a lack of understanding of the benefits system). English for Speakers of Other Languages (ESOL) provision is generally not tailored to the needs of the individual, which leads to a high dropout rate. Language needs vary greatly from those who have little English to those who are highly proficient in the English needed in their professional life but need more support in other areas.

Current work placements and other job experience opportunities are often too short and do not allow participants sufficient time to acclimatise to a different language and a different culture of work. The lack of appropriate professional work experience and training that would assist refugees back into professional, tax-paying work often leads them to accepting cleaning, security, postal

and taxi jobs. This project will therefore address those complex barriers faced by refugees in seeking and obtaining employment.

There are 11 projects being delivered in the London area through Building Better Opportunities in tranche two:

Project 9 - Employment support for people with common mental health conditions (IPS) - North & East

Project 10 - Employment support for people with common mental health conditions (IPS) - Central

Project 11 - Employment support for people with common mental health conditions (IPS) - West

Project 12 - Employment support for people with common mental health conditions (psycho-education) - West

Project 13 - Employment support for people with common mental health conditions (IPS) - South

Project 14 - Employment support for refugees - North & East

Project 15 - Employment support for refugees - Central

Project 16 - Employment support for refugees - West

Project 17 - Employment support for refugees - South

Project 18 - Employment support for people with complex needs - North, East & West

Project 19 - Employment support for people with complex needs - Central & South

There are eight projects being delivered in the London area through Building Better Opportunities in tranche one:

Project 1 - Long term unemployed and economically inactive BAME women - Central

Project 2 - Long term unemployed and economically inactive BAME women - North & East

Project 3 - Long term unemployed and economically inactive BAME women - South

Project 4 - Long term unemployed and economically inactive BAME women - West

Project 5 - Intermediate labour market disability & health - South & Central

Project 6 - Intermediate labour market disability & health - North, East & West

Project 7 - Carers - North, East & West

Project 8 - Carers - South & Central

Applicants should ensure they are fully aware of the other projects we will be funding in the London area (even if they only plan to submit an application for this project).

Further information about the additional barriers referred to above, and more supporting information that should be considered when completing the application, can be found on the LEP website, which can be accessed via the link published on the Big Lottery Fund website

<https://www.biglotteryfund.org.uk/global-content/programmes/england/building-better-opportunities/london>

Assessment will include consideration of how well applications address the additional information published on the LEP website and in this document.

Project aim

This project aims to provide targeted support to address those complex barriers faced by working age unemployed and economically inactive refugees (and certain other groups) in seeking and obtaining employment.

An extensive variety of interventions will be required, with participants likely to have a wide range of experience, including those with no education or work experience at all and those who are professionally qualified. In regulated professions, participants may also need support in passing the

necessary examinations or gaining the required experience to practice in the UK.

The project will therefore need to:

- provide flexible and regular personal advisor support to participants and engage employers in order to broker jobs for participants;
- be culturally sensitive, with some provision offered in community languages where required;
- provide support informed by a deep understanding of and expertise about the issues faced by refugees, including the asylum system;
- establish strong demonstrable links to refugee communities.

Project description

The successful applicant will ensure that participants receive personalised support, based on an assessment of needs and ambitions undertaken at the outset. It is key that applicants are able to identify how they will support a highly diverse participant group. As the profile of refugees changes according to where there are high levels of violence/disturbance, applicants must demonstrate that they have the flexibility to adapt accordingly. The specific activities to be delivered through this project should be determined by applicants and clearly articulated in their stage one application form, but possible activities could include:

- personalised information, advice and guidance, tailored to the individual but likely to include:
 - an assessment of language needs;
 - establishing existing skills, qualifications and experience;
 - establishing aspirations;
 - understanding and support for wider needs which may impact on employment (e.g. housing and health);
 - an introduction to the labour market in the UK;
 - and signposting to other relevant advice and support;
- appropriately tailored and accessible English language support. Tailoring is likely to include considerations such as level of provision, appropriateness of setting, fit with participants' childcare arrangements and may involve delivering sector specific/employment-related language support. Participants should be referred to existing provision where available and appropriate, including any ESF ESOL provision and mainstream support commissioned through the Skills Funding Agency (SFA). Should this not be available then, where appropriate, ESOL provision can be provided through this project;
- employability support, such as: familiarisation with the UK labour market and work culture, job search, CV writing, interview skills, familiarisation with UK business regulations and support for businesses;
- referral to training, education and other services as appropriate, such as ESF self-employment and sector skills support likely to be commissioned by the Skills Funding Agency (SFA), and the National Careers Service;
- matching of refugees with suitable mentors to provide career coaching and peer mentoring, for example based on sector or from longer established refugees and migrants;
- job brokerage including identifying and securing employment opportunities, assisting with obtaining required certificates, registrations and licences;
- work placements including matching service, advice and preparation for clients, and support for employer. Length to depend on sector, but with a preference for longer and full time placements if appropriate.

More detailed information about what works in supporting this group can be found in the additional

documentation on the LEP website.

Participants should be referred to the project from a range of sources, including: Jobcentre Plus (JCP); local VCSE organisations; local authorities; health services; and further education colleges. Community outreach will be crucial and the project is responsible for engaging sufficient numbers of participants. The project should establish good relations with JCP, as many refugees will be JCP participants.

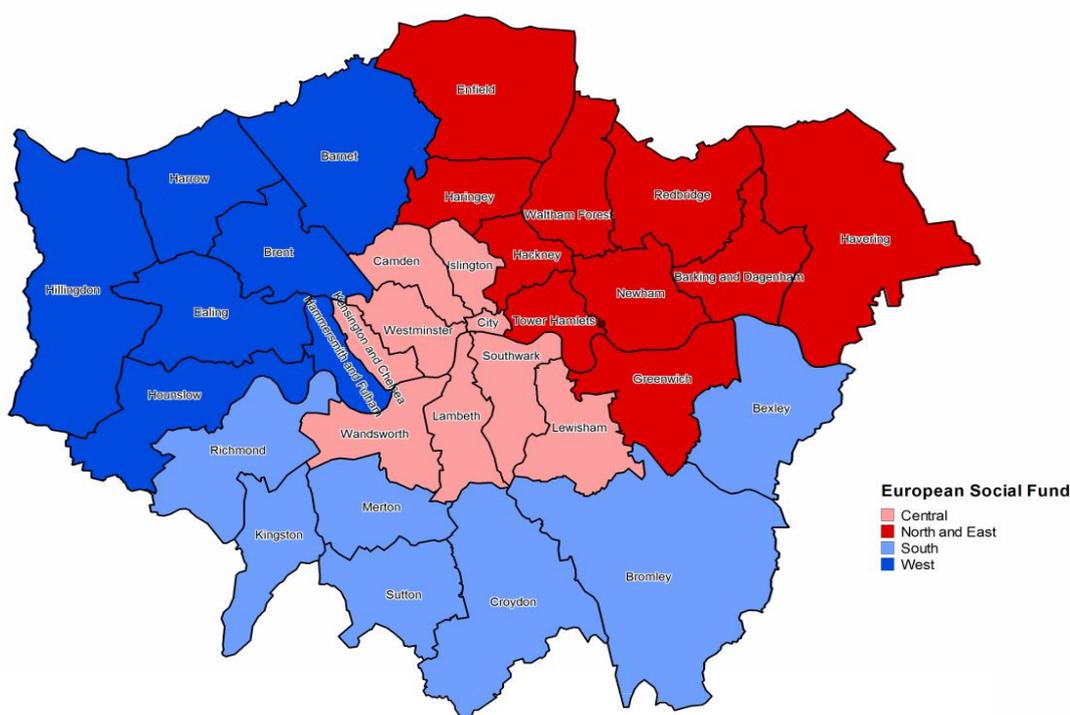
For those participants who are not scheduled to join the Work Programme, support should be for up to two years, plus six months support in work. Where an individual is scheduled to be referred onto the Work Programme, within three months of their referral consideration may be given by JCP to deferring entry to the Work Programme, ensuring that the project has a minimum of six months to work with participants.

Once participants move into employment, support to stay in work must be offered for a period of six months (this is likely to include benefits advice, liaising with the employer and signposting to other services). For this reason, engagement of new participants in the last year of the project will be limited and applicants should ensure they plan to engage the majority of participants before this.

Applicants are encouraged to consider a wide range of innovative delivery models and should outline the minimum service they will offer to participants. This should include details about regularity/nature of contact with participants (including those participants that may be unlikely to enter work), how long participants are expected to receive support for, and the proportion of the budget they expect to spend on childcare and ESOL provision.

Project location

The project should be delivered across the West area of the London LEP area, covering the boroughs of Barnet, Harrow, Brent, Ealing, Hillingdon, Hounslow, Hammersmith & Fulham.



Project participants

All participants must be unemployed or economically inactive as defined in our programme guide. The project will have a specific focus on workless refugees, excluding students and those on the

Work Programme, or successor programmes. Participants might be either claiming an inactive benefit, such as Employment and Support Allowance or Income Support, other benefits like Jobseeker's Allowance (JSA) or may be not claiming any benefits. JSA claimants who have not yet been referred to the Work Programme may also be offered support, although applicants will need to consider how any potential requirement that the individual completes the Work Programme be managed (that is, by providing shorter or more targeted support).

The project should work with people from the following groups:

- Refugees (people who have had a positive decision on their claim for asylum under the 1951 United Nations Convention relating to the Status of Refugees);
- Individuals granted Humanitarian Protection (that is, not a refugee but has a well founded fear of persecution on or at real risk of serious harm);
- Individuals granted Discretionary Leave to Remain (on the basis of requiring medical, social or another form of assistance in the UK, other cases where return would breach the European Convention on Human Rights and other exceptional circumstances);
- Individuals who have had a Family Reunion application approved because they are a partner or child / dependent of a person granted asylum, Humanitarian Protection or Discretionary Leave to Remain;
- Asylum seekers possessing an Application Registration Card with "employment permitted" or "work allowed".

It is envisaged that the majority of participants will be aged 25 plus, as there is support for migrant young people elsewhere in the ESF programme. However, applicants will have some flexibility to support individuals aged 18 to 25 where they are informed of the alternative provision but would rather receive support through this project. Young refugees cannot be supported by both this ESF programme and the Targeted NEET ESF programme at the same time.

Project outputs and results

The project must deliver the following outputs and results within its lifetime:

- At least 331 people are engaged in activities to improve their work readiness, including at least:
 - 165 men;
 - 166 women;
 - 116 people who are unemployed;
 - 215 people who are economically inactive;
 - 17 people who are 50 or older;
 - 83 people with disabilities;
 - 314 people from ethnic minorities.

N.B. each person can be counted against more than one category.

The primary results that this programme will achieve will be entry into work and sustainment of work.

- At least 17 per cent of the people enrolled on the project move into education or training on leaving.
- At least 25 per cent of people move into employment, including self-employment, on leaving. Of these, 35 per cent must have been unemployed when joining the project and 65 per cent must have been economically inactive.
- At least 27 per cent of people who were economically inactive when joining the project move into job-search on leaving.
- At least 57 per cent of people entering work sustain employment for 26 out of 32 weeks after

entering employment.

- In addition, you must ensure that anyone who needs access to childcare in order to participate in the project receives childcare support. This will be checked through a survey run by the Managing Authority.

These are the **minimum** targets we expect your project to deliver within its lifetime. Tell us if you will be able to support more people through the project, as this could have a bigger impact. Our assessment of your stage one application will take into account the different types of change that participants of the project will experience. If you are successful at stage one, we will ask you to develop a set of project outcomes that you will deliver alongside the outputs outlined above.

All successful applicants will be required to participate in the London Employability Performance Rating, which uses management and performance information, supports participant choice and collects evidence of customer satisfaction, provides an evidence-based track record of delivery against grant, improves transparency of contract management and provides a framework for lead delivery partners to performance manage partners and subcontractors.

Further information about the London Employability Performance Rating can be found on the Greater London Authority's website: <http://data.london.gov.uk/london-employabilityperformance-rating>