



Citizenship and Integration Initiative

Key achievements

Renaissi
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Introduction

[The Citizenship and Integration Initiative](#) (CII) is a pooled fund, launched in 2017, to support work on citizenship and integration in London. The initiative brings together London's regional government authority (the GLA), civil society organisations, and independent philanthropic funders to further shared goals on social integration.

[Renaissi](#) were commissioned in July 2017 to act as learning partner to the Initiative. Our role has been to support the partners to learn from their activities so they can further refine the model and share key learning with other stakeholders. A previous summative report explored the model in more detail and what can be achieved when regional government and civil society is funded to collaborate in this way¹.

The aims of this report are to explore and map out the **key achievements** of the CII over the Mayoral term 2016-2021.

Where did this information come from?

This report summarises information from a 'deep dive' exploring key achievements, as well as drawing on sources from previous learning activities, including:

- A mix of individual and paired interviews with 19 different partners
- A workshop, attended by the CII Reference Group
- A review with the CII Advisory Group
- Published reports and internal documentation, including Renaissi's past reports² along with case studies and reports from secondees³

¹ [Citizenship and Integration Initiative - Final report - October 2019.pdf](#)

² [Citizenship & Integration Initiative - final report | Trust for London](#)

³ E.g. [young londoners case study - final.pdf](#)

About the CII

The overall ambition for the initiative is to advance shared goals of encouraging active citizenship, social integration, and shared identities among all of London's residents. Partners were keen to advance these goals using a model that delivered 'more than the sum of its parts', i.e., to achieve more together than would have been possible by individual organisations outside of the partnership model⁴.

Background

In February 2016, in the run up to the London Mayoral election, British Future and London Citizens published a report advocating for a new Office for Citizenship and Integration to be established at the GLA. This built on models used in the United States, with successful examples in cities such as New York and San Francisco. Citizens UK asked all Mayoral candidates at their hustings event to commit to setting up an equivalent in the UK – they all did.

Following his election, Sadiq Khan proceeded by creating a new post of Deputy Mayor for Social Integration, Social Mobility and Community Engagement, and appointed Matthew Ryder into the role in November 2016, who was replaced in October 2018 by Dr Debbie Weekes-Bernard. The GLA indicated their intention to set up a new Social Integration team to support the Deputy Mayor's brief and to drive forward practical action.

A group of philanthropic funders (Trust for London, Unbound Philanthropy, Paul Hamlyn Foundation) responded by launching the Citizenship and Integration Initiative in December 2016, which has since distributed over £1 million to support the Mayor's commitment to making social integration a core priority for his administration.

How does it work?

As a pooled fund, the initiative supports secondments into the new GLA Social Integration Team from civil society organisations with specific expertise on the priority issues around citizenship, citizens' rights and integration. It also funds on-the-ground projects outside of the secondment programme (e.g., research and pilot projects that engage civil society in developing and testing new ideas - see p. 37 for more information).

The Initiative is overseen by an Advisory Group comprising representatives from funders and the GLA, and it is informed by a wider Reference Group including secondees, seconding organisations and representatives from wider civil society.

Who is involved?

Funders	Greater London Authority	Civil society organisations
<ul style="list-style-type: none">○ Trust for London○ Unbound Philanthropy○ Paul Hamlyn Foundation	<ul style="list-style-type: none">○ Deputy Mayor for Communities and Social Justice○ Executive Director, Communities and Intelligence	<ul style="list-style-type: none">○ Citizens UK○ Coram Children's Legal Centre○ Doctors of the World

<ul style="list-style-type: none"> ○ City Bridge Trust ○ Pears Foundation 	<ul style="list-style-type: none"> ○ Assistant Director, Communities and Social Policy ○ Communities and Social Policy Unit ○ Social Integration Manager and Team 	<ul style="list-style-type: none"> ○ Just for Kids Law – Let us Learn (now We Belong) ○ Migrants Organise ○ New Europeans UK ○ HOPE not Hate ○ Project 17 ○ Young Europeans Network, the3million ○ Local Volunteer Centres and CVs
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The Social Integration Strategy

The goals of the initiative were crystallised with the creation of the ‘Social Integration Strategy’ in 2018⁵, to focus on:

- **PARTICIPATION:** Encouraging active citizenship and increasing voter registration
- **EQUALITIES:** Supporting young Londoners and Europeans to secure their legal rights
- **RELATIONSHIPS:** Creating a hospitable environment for Londoners⁶

What is the context for this work?

Within the lifetime of this Initiative, a series of high-profile national events have highlighted the importance of these issues for our society

- Since 2012: The government’s ongoing hostile environment policies – which have underpinned the government’s approach to immigration since 2012, threatening migrant rights and integration and exposing institutional racism.
- 2016: The Brexit vote, and the ensuing political crises and deadlock – bringing to the surface deep societal divisions, an increase in hate crime and an eroded sense of belonging among migrant communities.
- 2017: The Grenfell fire – exposing inequalities, distrust of authorities and social injustice

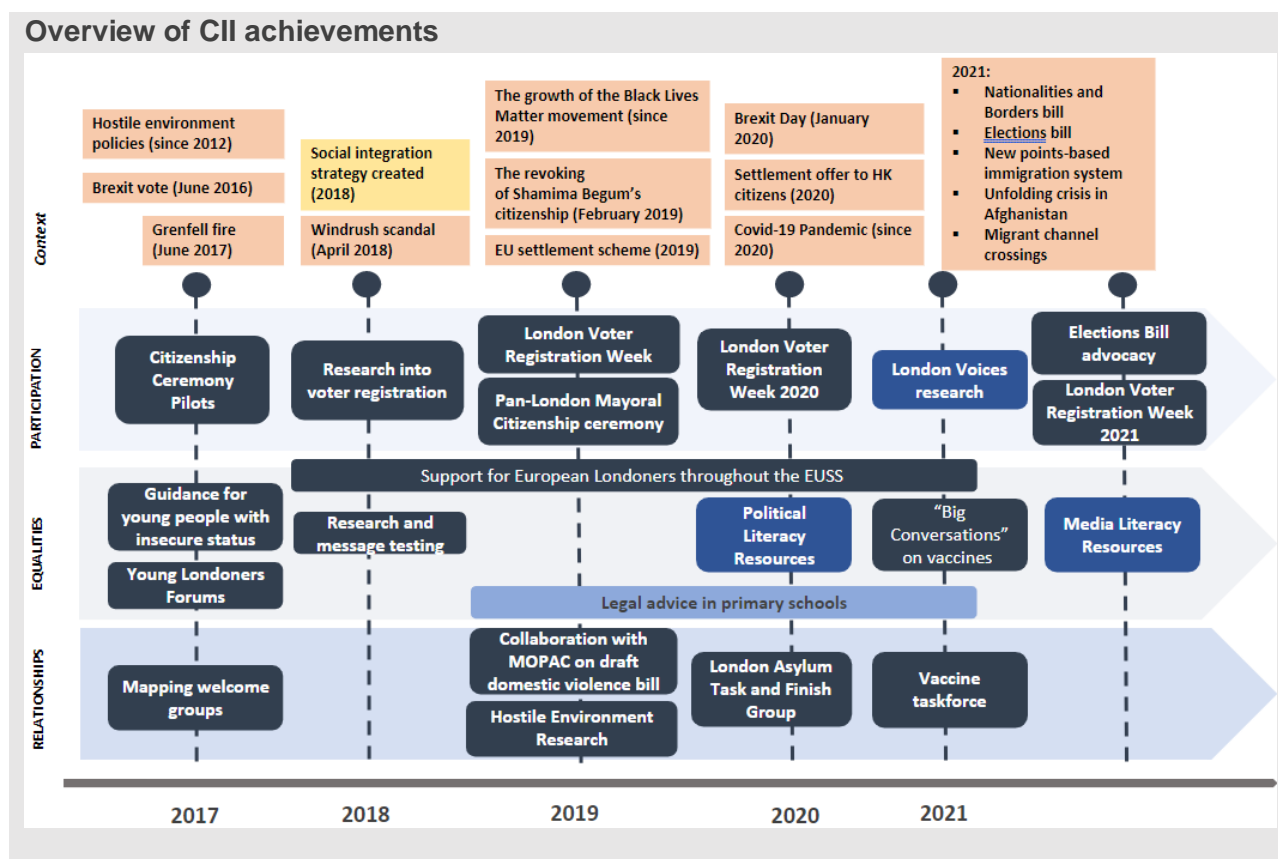
⁴ [Citizenship and Integration Initiative - Final report - October 2019.pdf](#)

⁵ [All of us: The Mayor’s strategy for social integration | London City Hall](#)

⁶ NB Prior to the integration strategy these were framed as follows:

- Civic Engagement: Encouraging the take up of citizenship and increasing voter registration
- Young Londoners: supporting young Londoners to secure their legal rights to residence
- Diversity, social contact and identity: celebrating diversity and building shared identity

- 2018: The Windrush scandal – raising questions about access to citizenship rights and racism in British society.
- 2019: The establishment of the EU Settlement Scheme, a new immigration system which all EU citizens and their families were required to apply to, following the UK's decision to leave the EU and end free movement.
- 2019: The revoking of Shamima Begum's citizenship – with the implication that the 'right' to citizenship is conditional.
- Since 2019: The growth in prominence of the Black Lives Matter movement – calling for more attention to be given to race equity in the UK.
- 2020: The COVID-19 Pandemic – which has exacerbated existing inequalities, including the areas of health, migrant and civic rights, and shed light on new ones.
- 2020: A citizenship offer to British national (overseas) Hong Kong residents migrating to the UK after the implementation of a new security law in Hong Kong by the Chinese government
- 2021: An unfolding crisis in Afghanistan at the time of writing this report, following the Taliban takeover – raising questions about how many refugees the UK will welcome and how this will be managed.
- 2021: Nationalities and Borders Bill – seeking to deliver a comprehensive reform to the asylum system, with a focus on making the system fairer and more effective
- 2021: Elections Bill - the biggest change to democratic rights in English, and thus London, history that could further disenfranchise under-registered and under-represented Londoners
- 2021: A new points-based immigration system replacing free movement for EU nationals.
- 2021: Migrant channel crossings – highlighting the urgency and importance of migration issues in the UK



Executive Summary

The aims of this report are to explore and map out the **key achievements** of the Citizenship and Integration Initiative (CII) - a pooled fund, launched in 2017, to support work on citizenship and integration in London. The initiative brings together London's regional government authority (the GLA), civil society organisations, and independent philanthropic funders to further goals on social integration.

It is challenging to map all the achievements of such a complex piece of work over multiple years. There have been many people involved and many significant outputs. While we have done our best to summarise as completely as possible, this should not be considered an exhaustive list of every achievement over the course of the CII's lifespan.

The report identifies two main types of achievement:

1. Achievements as a result of the **new ways of working and added value** of the CII model overall.
2. **Specific achievements** linked to secondments, workstreams and projects.

1. New ways of working and added value

Participants from different parts of the CII tended to agree that the model enabled the following:

- **Making the GLA more ‘porous’ and creating new forms of engagement with other organisations:** The CII brought people together in ways that disrupted traditional mechanisms of engagement by the GLA and contributed to a culture shift of more open working and deeper trust between different organisations, particularly civil society organisations.
- **Enabling the GLA to take a more active, authentic stance in public messaging about integration:** Ongoing collaboration with civil society and campaigning organisations meant the GLA and Mayoral team were more informed about how immigration and civic rights issues affect Londoners and, as a result, were less risk averse and better equipped to take a stronger, bolder and more active position in public statements around social integration and citizens’ rights.
- **Shaping the agenda on social integration and raising the profile of this work:** As a foundational element of the creation of the Social Integration Team and Social Integration Strategy, the CII was seen as ‘deeply catalytic’ when it came to raising the profile of issues around social integration and making these a priority.

There were also achievements specific for each type of participant, which are summarised here:

The GLA	Civil society organisations	Secondees and project leads	Funders	Wider society
<p>Establishing and raising the profile of the Social Integration Team</p> <p>Forming trust and lasting relationships with civil society organisations and recognising new ways of working together</p> <p>Generating a culture shift and transfer of knowledge around social integration, resulting in a bigger portfolio of work</p>	<p>Raising their profile within the GLA and forming lasting relationships with GLA officials</p> <p>Gaining strategic learnings about the GLA - and how to drive change</p> <p>Building trust and public credibility with a wider audience</p> <p>Accessing grant funding and partnership contracts available as part of CII workstreams</p>	<p>Professional development</p> <p>Influencing change directly on significant issues relating to social integration and citizens’ rights</p> <p>Bringing lived experience to the heart of GLA policy and advocacy design and delivery</p>	<p>Better collaboration and targeting of funding</p> <p>Disruption to normal funding power dynamics</p>	<p>Improved support, information, and outcomes for migrant Londoners and other under-registered and under-represented Londoners</p> <p>More inclusive and informed communication from trusted leadership</p>

2. Specific achievements

There were a range of achievements from specific workstreams, including:

Shared goal	Workstream and secondees	Summary achievements
Equalities	<p>Young Londoners</p> <p>Dami Makinde, Just for Kids Law</p> <p>Chrisann Jarret, Just for Kids Law</p> <p>Rosalind Compton; Anita Hurrell from Coram Children's Legal Centre</p>	<p>Young Londoners' Forums were hosted at City Hall to bring together young people with insecure status to discuss the issues affecting their lives with the Deputy Mayor and what change they would like to see. The Forums raised awareness of structural barriers to their routes to settlement and enabled young Londoners to express their frustration with a system they perceived to be unfair and built their confidence in talking to policymakers to affect change.</p> <p>The secondees also worked on writing and collating information and guidance for young people with insecure status, and for professionals working with these young people. Raising awareness of their legal rights, the guidance aimed to help young people looking to secure rights to residence and citizenship in the UK and was used as a springboard for further action within the GLA.</p> <p>As such, secondees organised a legal roundtable with multiple stakeholders to identify strengths and shortcomings of the UK's legal advice sector and review how the GLA could contribute to better advice provision.</p> <p>Secondees also commissioned research into the number of people in the UK and London with insecure status. This meant there was quantifiable evidence to support the need for work in this area, and it lent greater authority to the push for policy to address the needs of people with insecure status.</p> <p>A further piece of research was commissioned by the secondees and carried out by Britain Thinks on public attitudes towards different messages communicating the issue of young Londoners with insecure status, which has supported the way the GLA and others present information and foreground key issues to and for this group.</p> <p>Another crucial part of secondees' work shaping policy responses and related areas of work within the GLA. In response to the Windrush Scandal,</p>

		<p>secondees worked closely with government relations to underline the parallels between different generations of migrants all affected by the hostile environment.</p>
	<p>Legal advice in primary schools pilot project</p> <p>Hannah Gretton, Citizens UK</p> <p>James Asfa, Citizens UK</p>	<p>A pilot project was commissioned, bringing together two strands of work - legal advice and community organising - with a focus which had previously not been seen in the UK.</p> <p>The project provided holistic support to parents of children with insecure status in two primary schools offering quality legal advice and the opportunity to organise and change the systemic challenges they were facing.</p> <p>Achievements included:</p> <ul style="list-style-type: none"> • Increasing the number of families receiving good legal advice. • Encouraging schools to shift their culture to having ‘welcome’ and ‘active citizenship’ at their heart. • Developing parents’ skills and confidence in creating change. • Providing a model for social sector organisations working on these issues.
	<p>European Londoners</p> <p>Bella Kosmala, New Europeans UK</p>	<p>The strand of work to support European Londoners was introduced in the second year of the CII. Brexit was already a high priority issue for the GLA, and the secondee was able to provide access to specialist advice and key stakeholders and add capacity.</p> <p>The CII secondee who led on this workstream developed the European Londoners Hub - an information portal hosting information to help European Londoners navigate Brexit and the requirement to apply to the EU Settlement Scheme. Guidance was translated into 28 languages, including all official EU languages, to make the information more accessible.</p> <p>It quickly exceeded the initial target of reaching 50,000 people and has to date had over 2 million</p>

		<p>unique visitors. There was some feeling this indicated the strength, and potential future strength, of collaboration between philanthropy, civil society and local government.</p> <p>Several public events were held pre-pandemic, including the We Are All Londoners-event, a takeover of City Hall celebrating European cultures which included an inaugural EU Settlement Ceremony recognising and thanking European Londoners for making London their home. The Mayor also threw open the doors of City Hall on Brexit Day - offering a sanctuary for those who wanted to mark the day in solidarity with EU citizens. This helped to change the way in which EU citizens were talked about and targeted by the GLA.</p> <p>In addition, the secondee organised a 'London is Open' bus which toured 10 boroughs with a high proportion of European residents, offering free legal advice in collaboration with pro-bono immigration lawyers and local community organisations.</p> <p>This was delivered alongside the provision of £180,000 in small grants to grassroots organisations for outreach activities to support people struggling to apply to the EU Settlement Scheme.</p> <p>To further build the capacity of the sector, a free online training programme was developed together with a legal partner to support advisers to better deal with complex legal cases. Over 1,400 advisers attended the training.</p>
	<p>Pan- London, community-focused “Big Conversations” on vaccines</p> <p>Dr. Elisabeth Pop, HOPE not Hate</p>	<p>The CII secondee designed and helped coordinate the first “Big Conversations” community engagement strategy for London on vaccine hesitancy and equal access to vaccination and testing.</p> <p>This unprecedented partnership between the GLA, PHE and NHS London, and civil society organisations from across the capital saw the delivery of dozens of community-focused events with clinical and public health experts to support the initial roll out of the Covid-19 vaccines. It has informed best</p>

		practice for the ongoing GLA, NHS and PHE London community and comms engagement strategy focused on equal access and addressing systemic barriers to healthcare.
Relationships	Hostile environment and welcome Madeleine Ellis-Petersen, Project 17, Bella Kosmala, New Europeans UK Paul Amuzie, Citizens UK Jessica Kennedy, Migrants Organise Anita Hurrell, Coram Children's Legal Centre Dami Makinde, Just for Kids Law	<p>The CII's work on the hostile environment and 'welcome' was conducted by several secondees across the duration of their secondments</p> <p>Supporting London's Welcome groups provided practical support to newcomers to the city and ensured that language used by the GLA was more likely to resonate with the target audience.</p> <p>A piece of research was commissioned together with the GLA's Opinion and Research Team to look at the hostile environment and the impact it had on staff and professionals required to carry out checks such as private landlords, social workers and hospital staff. It allowed the GLA to build up their evidence base around the hostile environment, creating better levers for change and enabling the team to make more informed decisions going forward.</p> <p>CII secondees proactively built connections across the GLA and contributed to policy development for the Home Office. As a result, the GLA was able to take a 'braver' stance on some key issues.</p> <p>One CII secondee had specialist knowledge and experience about people with insecure status who experience domestic violence. They were able to support MOPAC in conversation with the Home Office to develop their expertise and response.</p> <p>CII secondees also contributed to the development of the Social Integration Strategy. They pushed for an understanding of integration that was focused on hard legal rights and not merely language and cultural aspects.</p>
	Access to healthcare	<p>This strand of work grew out of the previous project on welcome and the hostile environment.</p> <p>The aim of the new secondment was to improve migrant access to primary healthcare, but due to the</p>

	<p>Ella Johnson, Doctors of the World</p>	<p>COVID-19 pandemic, the secondee's attention was diverted onto specific issues surrounding migrant hotels and vaccination uptake.</p> <p>The CII secondment meant there was a specialist in migrant healthcare within the GLA, who was able to use the opportunities of the increased focus on health issues during the pandemic.</p> <p>The London Asylum Task and Finish group was set up by the CII secondee to be the bridge between different stakeholders coordinating migrant accommodation and healthcare provision. The group succeeded in influencing policy to enable migrants in initial hotel accommodation to register with a GP straightaway.</p> <p>The CII secondee also sat on a vaccine taskforce whose role was to ensure marginalised groups were fairly offered the opportunity to have the vaccine. They challenged the taskforce on the practicalities of the information available and processes related to migrants receiving the vaccine, particularly around ID requirements.</p> <p>In a more general sense, the secondee also worked on identifying and removing barriers to health access for migrants. The focus of this work was on early intervention, and it enabled policies to be enacted which supported migrant Londoners' access to healthcare.</p>
<p>Participation</p>	<p>Voter registration and Political Literacy</p> <p>Dr. Elisabeth Pop, HOPE not Hate</p> <p>Jessica Kennedy, Migrants Organise</p> <p>Bella Kosmala, New Europeans UK (political literacy resources only)</p>	<p>The key success of this workstream has been the establishment of London Voter Registration Week (LVRW) and of the London Voter Registration Strategic Partnership, which were developed and led by the CII secondee from HOPE not Hate.</p> <p>The LVRW was informed by initial research commissioned as part of the CII into voter registration rates.</p> <p>The LVRW is now an established activity for the GLA and the biggest non-party political, democratic participation partnership between a regional authority, statutory bodies and civil society in the UK. It has the cross-party support of the London Assembly, all the 33 London boroughs and over 100</p>

		<p>civil society organisations. It has directly reached over 1 million Londoners.</p> <p>The CII secondee also provided expert support to inform Mayoral advocacy on key issues of civic and democratic participation including manifesto commitments and advocacy around the Elections Bill, which helped to build the credibility of the GLA and establish its role in this policy area across the UK and internationally</p> <p>The CII secondees led on the conceptualisation and development of the first ever political literacy resources produced by a local authority or regulator.</p>
	<p>London Voices</p> <p>Dr. Elisabeth Pop, HOPE not Hate</p> <p>The Young Europeans Network, the3million</p>	<p>London Voices is a research project into the mechanisms that facilitate equal, inclusive and representative civic and democratic participation. It was commissioned by the CII from the3million in light of recent events such as Brexit, the Black Lives Matter movement, the pandemic and the 2020 US elections.</p> <p>These events have called into question the social contract, trust in democratic processes and willingness to engage with civic and democratic life.</p> <p>This research contributes to learning from examples of lived experience and good practice interventions, in order to inform the activity and advocacy of the GLA, civil society, local authorities and funders in the medium and long term.</p>
	<p>Citizenship ceremonies</p> <p>Paul Amuzie, Citizens UK</p> <p>Jessica Kennedy, Migrants Organise (voter registration only)</p>	<p>This strand of work explored the potential for Citizenship Ceremonies to act as a ‘touchpoint’ to encourage active citizenship such as volunteering, donating blood or registering to vote.</p> <p>Six local authorities across London were selected to pilot different approaches to encouraging active citizenship at their Citizenship Ceremonies. A second piece of research was then commissioned to explore whether members of the public who attend</p>

	<p>Citizenship Ceremonies experience a change of attitudes towards migration.</p> <p>Both pieces of research supported the development of Guidance for Local Authorities, and the pan-London Mayoral Citizenship Ceremony.</p> <p>The CII secondee took the lead on making the 2019 Mayoral Citizenship Ceremony more exciting and engaging than previous years. This approach was then embedded into business as usual.</p>
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Added value of the CII model

This chapter summarises some of the new ways of working enabled by the CII model, and where different participants felt this added value to traditional approaches.

This section makes some reference to specific workstreams, and achievements made during the course of the CII. A fuller description of each workstream, and its specific achievements, can be found on from page 30 of this report.

What were the new features of the CII model?

The new model created new ways of working at multiple touchpoints, through:

- Creating the Social Integration Team within the GLA and later drafting the Social Integration Strategy, overseen by the new Deputy Mayor
- Bringing funders together to create a pooled fund to support secondments and projects
- Secondments and projects bringing civil society expertise into the GLA
- An Advisory Group comprising representatives from funders and the GLA
- A Reference Group including secondees and representatives from civil society organisations

What has the CII model achieved that wouldn't have happened anyway?

Those involved supported the idea that the CII model brought new ways of working that were generally meaningful for all parties. Many reported that with the model they were able to achieve things that wouldn't have happened otherwise – or that would have taken much longer had the model not been in operation.

Of course, it is always difficult to define what could have been, so this is challenging to assess with certainty. However, three key areas of focus came up consistently across interviews and workshops with participants:

1. **Making the GLA more 'porous' and creating new forms of engagement with other organisations:** The CII brought people together in ways that disrupted traditional mechanisms of engagement by the GLA and contributed to a culture shift of more open working and deeper trust between different organisations, particularly civil society organisations.
2. **Enabling the GLA to take a more active, authentic stance in public messaging about integration:** Ongoing collaboration with civil society and campaigning organisations meant the GLA and Mayoral team were more informed about how immigration and civic rights issues affect Londoners and, as a result, were less risk averse and better equipped to take a stronger, bolder and more active position in public statements around social integration and citizens' rights.

3. **Shaping the agenda on social integration and raising the profile of this work:** As a foundational element of the creation of the Social Integration Team and Social Integration Strategy, the CII was seen as 'deeply catalytic' when it came to raising the profile of issues around social integration and making these a priority.

1. Making the GLA more ‘porous’ and creating new forms of engagement with other organisations

“We had collaboration without competition.”

Secondee, interview

Participants talked about how the CII brought people together in ways that **disrupted traditional mechanisms of engagement** and contributed to **a culture shift** of more open working and deeper trust between different organisations, particularly civil society organisations.

By bringing different audiences together to learn, using iterative processes over a longer term, it was felt that the CII created **mutual respect**, and **meaningful co-creation** between sectors. This meant different institutions were better able to work together on a more equal footing to tackle issues of common concern. This was seen to be particularly useful when it came to tackling more challenging issues:

“This [collaborative working relationship] was really tested with EUSS, the pandemic and the issues facing people from Afghanistan and has been really valuable.”

Attendee, workshop

It was felt that these closer relationships led to better and more joined-up work across various GLA teams and with civil society, which allowed for more impactful work overall. Bringing experts directly into the GLA meant that their issue of concern was given better focus, and their **voices were amplified**. This was felt to be an innovation in terms of the normal mechanisms of engagement, which brought different power dynamics into play - in contrast to more traditional methods of engagement. For funders specifically, new forms of collaboration meant more impactful targeting of resources.

Some also indicated that **frequent communication** between funders, civil society and the GLA on an **ongoing basis** allowed for critical reflection and live adaptation throughout the programme of work:

“This [communication] was not limited to the end of grant reporting and helped with evaluation throughout.”

Attendee, workshop

2. Enabling the GLA to take a more active, authentic stance in public messaging about integration:

Through the CII, the Mayor and the GLA had regular conversations with civil society and campaigning organisations. With the support of secondees, this meant the Mayor was able to **align messages with community - led campaigns** so these fit into the wider narrative and language of under-represented groups.

This ongoing collaboration meant the GLA, and Mayoral team were **more informed about how immigration and wider civic rights issues** affect Londoners, and as a result were less risk averse and could be more confident and proactive in the public realm.

“[The CII] enabled the GLA to have some informed perspectives about the people they want to help... Different organisations' interests have inflected the work of the GLA through the secondments. [There] would have been less focus on languages and making sure people understood COVID regulations—that's not natural for the GLA.”

Seconding organisation, interview

Ultimately, this meant the GLA was equipped to **take a stronger, bolder and more active position in public statements around social integration and citizens' rights**, such as in messaging around European Londoners and Afghan refugees and the help they might be able to access in London. It was noted that pre-2016, the GLA were not publicly commenting on social integration in the same way, so it was seen as positive that the current administration was supported to be more active and authentic, offering helpful guidance and information directly to Londoners using the various social media platforms available to the Mayor and the GLA

It is difficult to claim that this was entirely the cause of the CII, however, it was strongly felt that the collaboration and relationships formed during the CII were key contributors to this shift.

“Would the Mayor have been so outspoken on migration issues without the expertise of the secondees and the resource in the Social Integration Team?”

Seconding organisation, interview

As a result, many felt that the advice and support offered to a range of Londoners was greatly improved following the adoption of the CII model. Not only was the GLA more outspoken on social integration, but it was also felt that the information provided by the GLA was more inclusive as a result of the collaboration, meaning it could be accessible to all Londoners – this was especially important when it came to supporting migrant Londoners (e.g., those affected by Windrush and the hostile environment more broadly, European Londoners navigating Brexit, Hong Kong BN(O) nationals etc.) shaping the agenda on social integration, citizens' rights and raising the profile of this work.

3. Shaping the agenda on social integration and raising the profile of this work:

“Before the CII, there was no GLA programme related to integration and inclusion and belonging.”

Attendee, workshop

The CII was seen as ‘deeply catalytic’ when it came to raising the profile of issues around social integration and citizens' rights and making these a priority.

Participants talked about feeling the CII was **foundational to the creation of the dedicated Social Integration Team** and Social Integration Strategy, as well as the (currently) informal ‘migration team’ within the Social Integration Team. Without a counterfactual, it is hard to say if these would have happened without the CII, and some felt that there was already strong support for this shift within the GLA and partners at the time the CII was set up.

However, all recognised that the secondments and work done through the CII was a significant contributor to this shift, and in practical terms, provided useful resources which gave the Social Integration Team capacity to deliver quickly on its commitments in the Social Integration Strategy. While secondees identified the need for more research into undocumented migrants, they felt that it would have been difficult to get the research up and running without the backing of a commissioning body like the GLA:

"Without the CII it would have been very difficult to commission [this research] - it came off the back of a previous report and no other organisation had capacity or resources."

Alumni secondee, interview

How has the CII benefited different participants?

This section explores what different participants were able to achieve through the CII, and where they saw added value relating to the model. There are many potential beneficiaries for this model – for simplicity we have categorised cohorts as follows:

- **The GLA**
- **Seconding organisations**
- **Secondees and project leads**
- **Funders**
- **Wider society - in particular migrant Londoners**

What has the CII brought to the GLA?

A key factor in establishing and raising the profile of the Social Integration Team

It is widely recognised that the Social Integration (SI) Team, founded in conjunction with the CII, is now well established and influential across other GLA policy teams. In particular, secondees cited better cross-departmental awareness of hostile environment policies e.g., collaboration with the Health, External Relations and Culture teams?

The dedicated SI team allowed space and time to focus on integration issues, which raised the profile for issues relating to social integration within the GLA. It also enabled the GLA to build up its understanding and awareness of issues over a longer term.

Additionally, the development of the Social Integration Strategy for London, catalysed by the CII, also helped to act as a lever for change, which secondees could use to drive their agendas.

Forming trust and lasting relationships with civil society organisations and recognising new ways of working together

As mentioned above, it was felt that the model brought better connections across the board for all partners involved in the CII and built trust with civil society organisations in particular.

“It’s brilliant for regional bodies to do work of this nature. It builds a really great reciprocal relationship in your third sector!”

GLA staff, interview

“For civil society, the opportunity to be feeding into and influencing the Mayor’s advocacy on the issues that they care about- and for the Mayor to have real experts on specific issues. That combination of reach and expertise is very powerful.”

Funder, interview

For the GLA specifically, a closer link with civil society organisations was seen to be crucial in terms of informing the GLA’s policymaking and the Mayor’s advocacy across a number of workstreams. As well as key skills and knowledge transfer, the secondment programme also brought additional resource into the team, i.e., secondees as additional team members, which provided the GLA the necessary time and energy to focus on new policy areas.

As a result, the GLA was able to broaden its engagement and address a wider range of issues, some of which didn’t have a lot of public support; or which the GLA might not otherwise have prioritised – or even considered. Specific examples included the work done around undocumented young people, European Londoners, and voter registration.

“It’s great for us to have the secondees as part of our team!”

GLA staff, interview

The additional capacity and skills of secondees also meant that the GLA was better equipped to respond to new, ‘on the ground’ issues that emerged. One example of this was a secondee bringing insight into the lived experience, policy and legal constraints around asylum seekers’ access to healthcare during the COVID-19 pandemic (a previously overlooked audience, now a priority going forward).

The secondment scheme also brought in additional knowledge and experience when it came to influencing other statutory bodies – such as local authorities, centralised government departments and regulators (such as the Electoral Commission).

“We were able to make big strides in influencing agendas where there are no formal policy levers.”

Attendee, workshop

Some cited that the closer working relationship with civil society had the added benefit of bringing legitimacy and trust to the GLA's work more broadly – in particular when these workstreams included co-design and co-delivery with civil society organisations.

Related to this, some noted that expert insight from secondees meant that the Mayor was better equipped to speak with confidence and legitimacy on issues which boosted his profile- for example European Londoners and Brexit, or civic and democratic participation, including voter registration and Political Literacy.

Generating a culture shift and transfer of knowledge around social integration, resulting in a bigger portfolio of work

There were longer-term benefits to working more closely with civil society organisations, and several mentioned the impact on the GLA team's knowledge and culture more generally.

Prior to the CII, some felt that the GLA 'operated within a bubble', but that the new model brought learnings from lived experience into the heart of decision-making (e.g., experience of the difficulties of the immigration system).

Secondees brought 'a new perspective', by bringing a greater emphasis on community voices, co-design, and participation into the GLA. Participants felt that GLA staff and systems were able to learn best practice from secondees, and that this learning could be hard-wired into policies and practice to drive sustained change:

"There was a deeper understanding of the need to include communities in policy design and more than simply just listen to Londoners."

Attendee, workshop

This led to changes in the way that Londoners with insecure status were talked about by the Mayor, the GLA and its partners, with some noting more progressive and inclusive language relating to migrant Londoners on the Mayor's social media platforms.

"It [the way migrant Londoners were talked about] was more human, less othering, more inclusive."

Attendee, workshop

Ultimately, this contributed to the GLA having a better understanding of key issues, and its role within them – which meant it could be 'braver' about its own role.

Some also felt that the CII was a crucial part of helping the GLA to work more flexibly and with more critical reflection, as the scheme provided a platform for information gathering to take advantage of 'critical moments', which enabled faster responses to emerging issues. (e.g., COVID-19).

What has the CII brought to civil society organisations?

Raising their profile within the GLA and forming lasting relationships with GLA officials

For civil society organisations, the CII model provided a chance to get agendas and concerns on the GLA's radar and to influence regional government policies directly.

“[Without the secondment scheme], would civil society organisations have felt part of the conversation or able to contribute so clearly to the Social Integration Team's strategy and plans?”

Attendee, workshop

It was felt that collaborating with the GLA helped to extend the impact for civil society organisations' workstreams: for example, the secondee working to improve GP registration for asylum seekers noted that the Home Office only engaged with this topic through GLA-mediated platforms, so association with the GLA was essential to drive change in this area.

There was also a strong emphasis on relationship building to enable longer-term change. Seconding organisations reported that raising awareness of needs in the GLA could be really impactful in the longer term, as issues could be embedded in policies and workstreams after the secondee themselves moved on.

“The EU Londoners work would not have been able to happen outside the GLA at the scale that it has. It is successful because it is inside the GLA, [and building on needs] identified by previous secondees.

Attendee, workshop

The European Londoners work referenced above came about after one of the seconding organisations pushed hard for a specific focus on this, building on their expertise around that cohort to make the case that EU citizens were about to face unprecedented challenges to their citizens' rights in the UK.

“We had four secondees who were working on young people with insecure status, and [alongside lobbying from New Europeans UK] they said: we need a secondee who focuses specifically on EU Londoners, because this is going to be a major issue.”

Attendee, workshop

Civil society organisations also spoke positively about developing a warmer relationship with regional government, which increased trust in the Mayor and the GLA as safe and welcoming:

“It [The GLA] felt much more on our side - through things like the schools pilot, the messaging coming from GLA, mayoral commitments, mayor's advocacy...”

Seconding organisation, interview

Gaining strategic learnings about GLA - and how to drive change

In addition to having direct influence on key social issues, seconding organisations benefited from broader learnings about how the GLA functioned. Several reported that gaining insight into the complexity of the institution gave them a deeper appreciation of the constraints of government, and how to best effect change when working with a bigger, more bureaucratic institution.

‘The GLA can be a huge bureaucratic organisation. I know that can be off-putting for third-sector organisations. But it’s hugely beneficial, because you get to learn about how those processes work. And you get the areas you work on embedded. Which is huge.’

GLA, interview

Some suggested that having a presence on the ‘inside’ of the organisation was directly beneficial to driving change:

“We had voice, representation and agency in a key regional authority.”

Secondee, interview

Building trust and public credibility with a wider audience

Aside from working better with the GLA itself, some also reported forming better relationships with other organisations. For example, some reported stronger relationships with other civil society organisations through ‘deep’ collaborative work (e.g., Citizens UK / Coram partnership for schools pilot, EU Settlement Scheme awareness-raising):

“We were not just talking together but practicing together.”

Project lead, interview

Some felt that working with the GLA meant they could gain more public recognition and credibility with wider stakeholders, which gave them additional levers to drive change, as well as opportunities for further funding.

Collaborations across the CII also gave organisations insight into the bigger picture impacting their areas of interest, allowing them to better understand other related worlds. Some reported learnings from this collaboration that allowed them to conduct coalition building and coordination to better advocate around civic and democratic participation.

Accessing grant funding and partnership contracts available as part of CII workstreams

Through their relationship with secondees and sharing of first-hand insight, civil society organisations managed to access small grants (e.g., for European outreach which made available GLA resources to small organisations, including New Europeans and Migrants Organise) and to have a seat on key strategic partnership (e.g., the London Voter Registration Strategic Partnership) thus being able to have a wider reach and impact at scale.

What has the CII brought to secondees and project leads?

In addition to the benefits conferred to their seconding organisation, secondees also gained benefits on a more personal level, although it is recognised that this was often as a result of a great personal investment made by individual secondees, who had to balance the multiple demands of both the GLA and their seconding organisations. These and other challenges have been explored in more detail in previous reports on the CII model.

Professional development

The secondments and projects were incredibly demanding – but a great opportunity for individuals to develop skills and expertise in their professional fields.

Many cared deeply and had lived experience of the issues they were working on, and so it was positive to be able to drive change at a broader level. It was an opportunity to work closely with others they may not have had the opportunity to work with otherwise – including the Mayor and wider GLA teams.

“Of course, it’s good for their [secondees’] CV!”

Funder, interview

As well as networking within the GLA, the CII model also provided opportunities for secondees to form relationships with one another, and their civil society organisations more generally.

“I learned a lot from working with fellow secondees who all came from a more community organising background. This had a big impact on me regarding the different approaches to achieving social change and it was interesting to see those approaches brought into government.”

Former alumni secondee, interview

Influencing change directly on significant issues relating to social integration and citizens’ rights

The secondment was also a unique opportunity for secondees to hold the GLA to account in order to influence change directly. Many recognised the direct influence of secondees work programme on Mayoral manifesto commitments, such as European Londoners, Democratic Participation, Insecure Status and more:

“For secondees, it’s an opportunity to bring their specialist knowledge and skill set to a large stage and to bring about change.”

GLA staff, interview

For some, working in this way gave them the opportunity to drive impact at a larger (London-wide) scale they might not have been able to achieve otherwise:

“[We were able to] embed the principles of equality, relationships and participation in the Mayor's policy agenda.”

Seconded, interview

“EU Londoners would never have happened without [the secondees's] thinking and expertise. Equally it would never have happened without the external relations, operation, and ability to mobilise mass communication to specific communities across London that the GLA's external relations and communication functions bring to it.”

GLA staff, interview

On the individual level (as well as for their seconding organisations) it was beneficial for secondees to learn about the wider system and constraints in the way that the GLA operates, which gave secondees a more realistic understanding of how to leverage change going forward.

What has the CII brought to funders?

Better collaboration, targeting of funding and disruption to normal funding power dynamics

“Funders working together in a coalition is a joy to see. It can be difficult for practical reasons... but it enables achieving aims you might not be able to do alone. You can have greater impact as part of a coalition.”

GLA staff, interview

Funders felt that the CII offered an opportunity for innovation in funding practices. By building closer relationships with the GLA and civil society organisations, funders were better able to draw on the expertise of these organisations to understand where to apply resource most effectively for change. There was a sense that this was a disruption to normal funding power dynamics, as the model enabled better collaboration and co-creation to address issues of common concern:

“There was a sense of all being in it together.”

Funder, interview

It was felt that the core team at Trust for London was integral to the success of this collaboration. CII participants appreciated having better access to the GLA, and a regular forum to share common challenges allowed them to work together to solve challenges as they arose (e.g., during the pandemic).

Funders also appreciated the access to information and support from more under-represented groups working in communities, who were able to share their understanding of where resources could have the most impact. In some senses, this disrupted some of the usual ‘funder-funded’ power dynamics, with more dialogue between the two sides than previously.

“It allowed for more innovative funding.”

Funder, interview

“For funders it’s a good use of money. It means you’re playing an enabling role, not a constraining role.”

Funder, interview

What has the CII brought to wider society?

Improved support, information and outcomes for migrant Londoners and other under-registered and under-represented Londoners

“...The GLA has contributed directly to engagement with EU Londoners in terms of their status and sense of identity but also to the national debate around EU settled status, and the position of EU citizens post Brexit.”

Attendee, workshop

The focus on social integration, central to the CII, also had an impact in wider society, generating outcomes which may have been less feasible if the model had not been in place.

Participants drew attention to the impact the model had for migrant Londoners in particular:

- The CII model allowed a focus on integration and issues affecting migrants in London which might not otherwise have been given as much attention – for example, developing timely and high-quality translations of COVID-19 information for migrant populations during the pandemic or co-designing with migrant Londoners democratic engagement resources in community languages, unique in the UK.
- The ability to provide more flexible funding for smaller migrant community groups had a big impact on communities who are often underrepresented and marginalised such as rough-sleepers, Roma communities, those with limited English and domestic abuse survivors.
- Some projects aimed to give people the skills to work for themselves, which had a more direct impact on local populations – for example the schools project, empowering parents to campaign for their own rights
- The large-scale outreach events undertaken by the GLA in partnership with pro bono lawyers and civil society organisations provided European Londoners who needed to

apply to the EU Settlement Scheme with free 1-2-1 advice. This resulted in thousands of European Londoners securing their status before the application deadline.

More inclusive and informed communication from trusted leadership

By working closely with the GLA's external relations team, CII secondees were able to develop more inclusive and informed external communications. The Mayor put out social media posts, campaigns messaging and mass emails that were more relevant, inclusive and accurate as a result of the CII secondees' work. This contributed to shifting the narrative around several key issues of social integration such as the hostile environment, European Londoners and voter registration.

“The work on EU Londoners would never have happened without [CII secondee] and [their] thinking and expertise. Equally it would never have happened without the external relations, operation, and ability to mobilize mass communication to specific communities across London that the GLA's external relations and communication functions bring to it. And equally having the Mayor saying ‘London is Open, and it being a massive campaign personally fronted by the Mayor. They are the GLA's successes but also massive successes of the CII. They need both of those bits to be the success they have been.”

GLA staff, interview

Bringing lived experience to the heart of GLA policy and advocacy design and delivery

CII secondees brought with them lived experience, on top of expertise, around these key issues of social integration. This was instrumental in ensuring GLA policy and advocacy design and delivery had community voice at its heart, which in turn made the Mayor and GLA look and sound as trusted, insightful, thought-leadership partners and trend setters.

“[The CII has] enabled the GLA to have some informed perspectives about the people they want to help.”

Seconding organisation, interview

Specific achievements of the CII

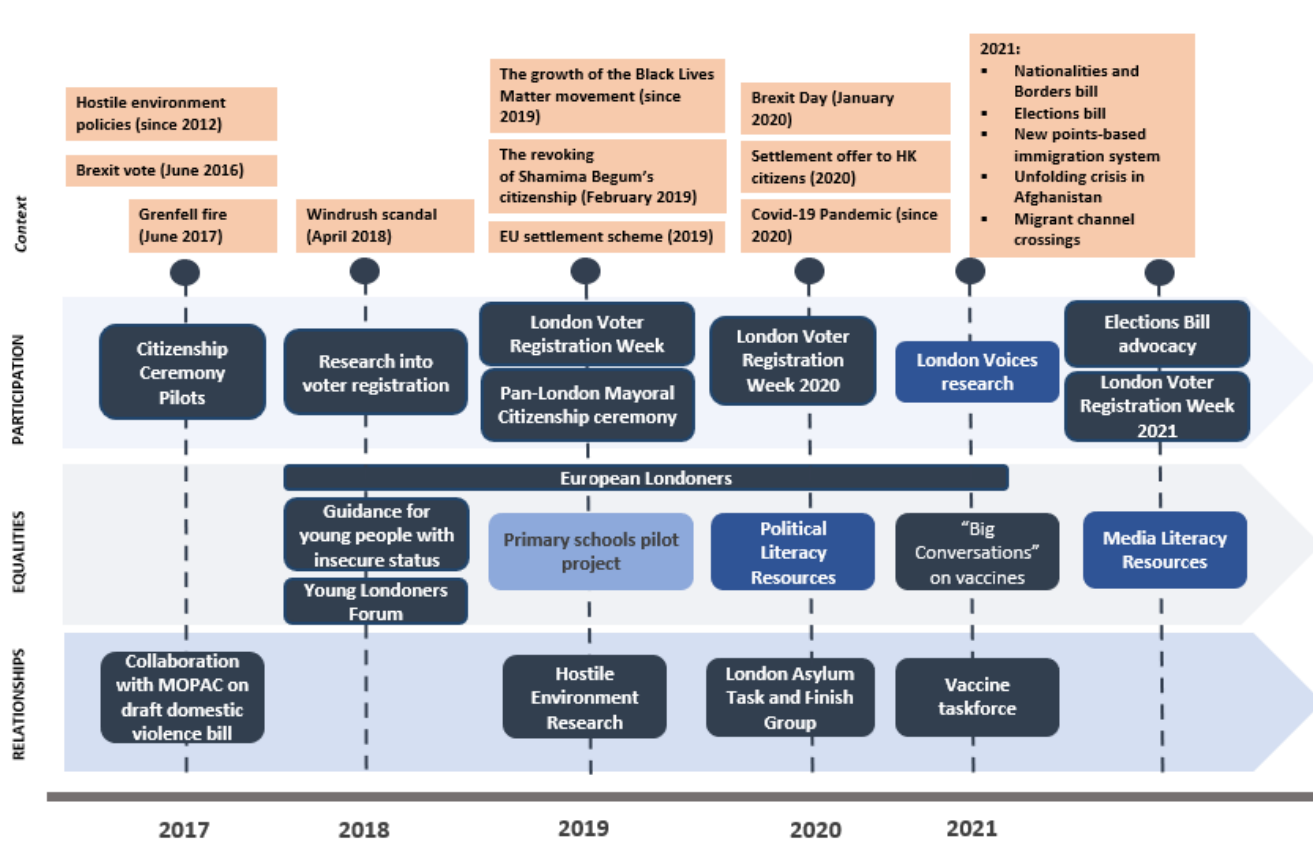
“On the one hand, you have the cultural shift within the GLA, the coordination, the intelligence and skills secondees have brought to the GLA, but also the straightforward outputs and impacts of those pieces of work...”

Funder, interview

This section will summarise some of the key achievements of the CII workstreams and why they were significant. The workstreams included are:

- Young Londoners
- Primary schools pilot project
- European Londoners
- Hostile environment and welcome
- Access to healthcare
- Voter registration and Political Literacy
- London Voices and wider civic and democratic advocacy
- Citizenship ceremonies

It is challenging to map all the achievements of such a complex piece of work over multiple years. There have been many people involved and many significant outputs. While we have done our best to summarise as completely as possible, this should not be considered an exhaustive list of every achievement over the course of the CII’s lifespan. The diagram below shows the broad summarised achievements:



Young Londoners

Led by Dami Makinde and Chrisann Jarret (Just for Kids Law – Let Us Learn, now We Belong) and Anita Hurrell and Rosalind Compton (Coram Children's Legal Centre)

A key focus of several CII secondments has been working to support young Londoners with insecure status. The following section will describe the key achievements of this strand of work and their significance.

Young Londoners Forums

These Forums were hosted at City Hall to bring together young people with insecure status to discuss the issues affecting their lives with the Deputy Mayor and what change they would like to see. The second Forum also engaged a steering group of young people to help set up the Forum, design the agenda and facilitate some of the sessions.

Why was this significant? The Forums gave young Londoners with insecure status a voice, the chance to speak to the Deputy Mayor and be listened to. An example of a key issue discussed at the Forum was the requirement to save up to pay for 'limited leave to remain' every two and a half years, at a cost of £3000 each time. This raised awareness of structural barriers to achieving settled status and enabled young Londoners to express their frustration with a system they perceived to be unfair and build their confidence in talking to policymakers to effect change. The

Mayor also committed to advocating for ‘shorter more affordable routes to settlement’ and wrote to the Home Secretary about the implications of the hostile environment on young people.

“[We] hosted the second year of the Young People's Forum to hear what undocumented young people have to say. [It] created space, we held breakout sessions, the Mayor came to speak. [This] enabled evidence-gathering and some justification for policy positions.”

Alumni secondee, interview

Guidance for young people and professionals

The secondees also wrote and collated information and guidance for young people without citizenship, and for professionals working with these young people. The guidance aimed to help young people looking to secure rights to citizenship and residence in the UK. It offered advice to help young people to identify their legal immigration options and the steps they can take towards obtaining citizenship. The guidance was launched alongside a promotional video telling the stories of young people with insecure status and the impact it has on their lives. It can be found [here](#) and [here](#).

Why was this significant? The guidance is still on the GLA website, as it continues to be an accessible and informative resource for young people looking to secure rights to citizenship and residence in the UK. One secondee also noted that the guidance was a springboard for further action within the GLA:

“Online guidance was useful for young people and because it opened the door for further working... The top level was reluctant to say things spontaneously—unless they could point to something they were doing concretely. Having it up on the website meant we had a bit more freedom to push... [it] felt important, more space within the building to get people to act.”

Alumni secondee, interview

Research on the numbers of young people with insecure status

A piece of research was commissioned and delivered by the University of Wolverhampton to provide an updated estimate of the numbers of young Londoners who are foreign-born, or foreign nationals, and within this group the likely numbers who are undocumented and who are nationals of EEA+ countries. The report highlighted which London boroughs had high concentrations of young migrants and concluded with a discussion about the number who have taken up the various regularisation pathways available. It can be found [here](#).

Why was this significant? The commissioning of this research meant there was quantifiable evidence to support the need for work in this area. It gave greater authority to the push for policy to address the needs of people with insecure status, and it has been used by other funders (e.g., it has fed into a London Funders Strategy for Funding Immigration Advice).

One alumni secondee also felt that this research would not have been commissioned without the CII because no other organisation had capacity or resources.

“[The] last time anyone commissioned an accurate report was 2011. The Home Office don’t keep that information, so whenever you’re asking people to talk about this issue— “how big is the issue?” you can’t rely on data from 10 years ago. Now we have data—now we can make or argue against policy.”

Alumni secondee, interview

Message-testing research

A piece of research was commissioned by the secondees and carried out by Britain Thinks on public attitudes towards different messages communicating the issue of young Londoners with insecure status. This research was designed to inform the Mayor’s communications on this issue. The insights were then also shared with a small group of civil society organisations working on this issue as the findings were relevant to some of their public communication work.

Why was this significant? One alumni secondee felt that message testing and other research work like this enabled the GLA to be more flexible and move more quickly as an organisation. It was part of a process of information gathering which meant secondees and GLA employees could point to a concrete action and take advantage of a moment more effectively.

“[got the] Message testing done, got lines created—so when communications team created a hurdle, you had the answer. You needed to have everything in position to take advantage of things as they cropped up. [It was about predicting] where the opportunities for pushing would be—trying to gear up the organisation sufficiently in advance so they would make the manoeuvre at the right time.”

Alumni secondee, interview

Informing

A crucial part of secondees’ work has been proactively and reactively informing and contributing to policy responses and related areas of work within the GLA. For example, secondees contributing to the Mayor’s response to the Windrush scandal, in some cases highlighting commonalities between the experience of the Windrush generation and the current situation for young Londoners with insecure status.

Why was this significant? It provided an opportunity to discuss the issues in depth and brainstorm solutions, as well as taking a clear stance against the hostile environment approach. The Windrush scandal as a whole led to the GLA being more receptive to calls for immigration reform and hence the development of new policy lines

“Contributions to support the [response to the] Windrush scandal allowed for a universal stance against the hostile environment. [It was] a key opportunity for us to vocalise all the problems and offer solutions.”

Attendee, workshop

Legal sector support

Secondees worked with the Social Integration Team to identify ways that capacity could be increased across the legal sector to support young Londoners with insecure status. The GLA hosted a roundtable in with the legal sector and civil society to understand the challenges facing the sector and identify possible solutions.

Why was this significant? This roundtable led to discussions on the strengths and gaps in the UK's legal advice sector and also about the role the GLA can play to assist in better advice provision. It also enabled influencing beyond the GLA to bring in others with legal expertise to understand and better support the issue. As many of the barriers faced by young Londoners with insecure status are legal barriers, this was a key audience to engage.

"[The] Language or culture understanding of integration is limited when often the main barrier is lack of legal rights- this has the biggest impact on undocumented people's lives."

Alumni secondee, interview

Roundtable on the needs of European Londoners

An additional roundtable was organised to discuss the needs of EEA nationals at risk of marginalisation in London and identify ways to mitigate the impact of the UK's exit from the European Union. This event convened a range of people the GLA would not have been able to reach otherwise.

Why was this significant? This meeting informed and shaped the GLA's work on Brexit. In practical terms, it laid the groundwork for a secondment focused on EU Londoners, giving the GLA the capacity and expertise to respond to their needs. Furthermore, the Mayor announced that he would be funding the establishment of a new advice portal for Europeans in London in order to signpost the most vulnerable to advice and support services in London.

Summary

- **Young Londoners' Forums** were hosted at City Hall to bring together young people with insecure status to discuss the issues affecting their lives with the Deputy Mayor and what change they would like to see.
- The Forums **raised awareness of structural barriers to achieving settled status** and enabled young Londoners to express their frustration with a system they perceived to be unfair and build their confidence in talking to policymakers to effect change.
- The secondees also worked on **writing and collating information and guidance for young people without citizenship**, and for professionals working with these young people. The guidance aimed to help young people looking to secure rights to citizenship and residence in the UK and was used as a springboard for further action within the GLA.
- A **piece of research was commissioned** to provide an updated estimate of the numbers of young Londoners who are foreign-born, or foreign nationals, and within this group the likely numbers who are undocumented and who are nationals of EEA+ countries.
- This commission meant there was **quantifiable evidence to support the need for work in this area, and it lent greater authority to the push for policy to address the needs of people with insecure status**.
- A **further piece of research was commissioned** by the secondees and carried out by Britain Thinks on public attitudes towards different messages communicating the issue of young Londoners with insecure status.
- There was some feeling that message testing and other research work like this **enabled the GLA to be more flexible and move more quickly as an organisation**.

Primary schools pilot

Led by Hannah Gretton (Citizens UK) and James Asfa (Citizens UK)

In the first year of the CII, secondees working on the Young Londoners strand of work identified the need to test how young people with insecure status could get access to legal advice earlier. A workshop was held in February 2018 with organisations working in and with schools to help develop this idea. As a result of those discussions, a project was formally commissioned by the CII to test the provision of legal advice in primary schools and awarded to a partnership between Citizens UK, Coram Children's Legal Centre and Kings College London Widening Participation Department. The partnership received a development grant to deliver pilot activities from January 2019 for a period of two years, and further funding in 2021 to roll out the approach. The pilot project was independent from the secondments.

The pilot started out by providing holistic support to parents of children with insecure status in two primary schools in Lewisham and Southwark to ensure that they were supported, offered quality legal advice and given the opportunity to organise and change the systemic challenges they were facing. This holistic support put relationships and relationship-building at its heart, and it took a three-pronged approach:

- **Community organising**- the aim was to build a team of parents that could act as advocates for their own immigration status and also leaders to campaign on broader change. This was done through the school as a 'place' of training and coordination. Schools were chosen as they are often a place that has relationships with families who otherwise might not feel safe to go for support in other places.
- **Legal**- worked closely with Coram CLC on the provision of legal advice. They worked with a lawyer who co-delivered sessions and helped to equip schools to support individual cases.
- **School**- work to support the institutional embedding of 'welcome' and 'active citizenship' principles in the school.

This project is currently entering a new phase of expansion to between six and eight new schools, and the pilot leads are looking to share learning from the first phase.

Why was this significant? The pilot project brought together two strands of work- legal and community advice- with a focus which had previously not been seen in the UK.

"In America it's quite common to have lawyering and community advice together. [The] UK... [has] not been this clear and focused before, [with] organizing and legal advice integrated into one project. From the start the whole project was designed to merge those two things together, it was quite innovative."

Pilot project lead, interview

According to pilot project leads, this was an innovative piece of work that:

- Increased the number of families receiving good legal advice.
- Developed parents' skills and confidence in creating change through enhancing their knowledge of the legal system and how to navigate it.
- Supported change in the local authority through campaigns on how people are treated in the immigration system.
- Encouraged schools to shift their culture to having 'welcome' and 'active citizenship' at their heart.
- Changed the way the partnership thinks about their organising which will have an ongoing impact on the sector.
- Provides a model for social sector organisations working on these issues- which have historically not had the best track record in combining organising and advocacy.

"The combination of organizing and legal work that we've done ... will have an ongoing impact. [It's the] first of its kind, in this country at least. Organising

and advocacy... [it] provides a model for us and the migrant or charity sector. Which has often not done a great job at combining [the two].”

Pilot project lead, interview

Summary

- In the first year of the CII, secondees working on the Young Londoners strand of work **identified an opportunity to test the provision of legal advice for young people with insecure status** in schools.
- A project was **formally commissioned and awarded to a partnership** between Citizens UK, Coram Children’s Legal Centre and Kings College London Widening Participation Department. The project is independent of the secondments.
- The pilot started out by **providing holistic support to parents of children with insecure status in two primary schools** in Lewisham and Southwark to ensure that they were supported, offered quality legal advice and given the opportunity to organise and change the systemic challenges they were facing.
- The pilot project **brought together two strands of work**- legal and community advice- with a focus which had previously not been seen in the UK. Achievements included:
 - **Increasing the number of families** receiving good legal advice.
 - **Encouraging schools to shift their culture** to having ‘welcome’ and ‘active citizenship’ at their heart.
 - **Developing parents’ skills** and confidence in creating change.
 - **Providing a model** for social sector organisations working on these issues.

European Londoners

Led by Bella Kosmala (New Europeans UK)

The strand of work to support European Londoners was introduced in the second year of the CII. Brexit was already a high priority issue for the GLA, and the secondees were able to provide access to specialist advice and stakeholders, as well as capacity to develop a full programme focusing on European Londoners and their families navigating the consequences of Brexit.

European Londoners Hub

The CII secondee leading on this workstream oversaw the development of the European Londoners Hub. The Hub is an online information portal on london.gov offering guidance for European Londoners and their families navigating the consequences of Brexit. It can be found [here](#).

The guidance has been translated into 28 languages, including all official EU languages, to make the information more accessible. It offers a range of information relevant to EU citizens, from the process of applying to the EU Settlement Scheme to resources on mental health & wellbeing and

maps out relevant advice and support organisations available. A number of videos, including animations, were produced in community languages to reach further audiences. The concept and design of the Hub was developed by the CII secondee in partnership with commissioned organisations the3million, Here for Good and Seraphus and in consultation with other GLA teams.

Why was this significant? The reach of the European Londoners Hub meant that a huge number of European Londoners were able to access guidance about applying to the newly launched EU Settlement Scheme. It quickly exceeded the initial target of 50,000 visitors and has had over 2 million unique visitors to date - the same number of people as the number of applications from London residents to the Home Office's scheme.

The Hub became a distinct locus of guidance and support for European and organisations supporting them, far beyond London. A funder felt that this indicated the strength, and potential future strength, of collaboration between philanthropy, civil society and local government:

"[Secondee from New Europeans UK] led on the EU Londoners Hub which has engaged [over 2 million] people. One of the other groups we have funded is called Settled. They have engaged around a quarter of a million people and directly worked with 10,000 people. Those two organisations alone reaching that level gives you a sense of what a relatively small collaboration between philanthropy, civil society and local government can achieve."

Funder

Context of COVID-19

- Secondees worked together to develop up-to-date guidance on Covid-19 in relation to visa and travel updates for non-UK nationals and coordinated the translation of COVID-19 information on the Mayor's Covid Hub, which acted as a platform for public health messaging.
- Despite the focus on COVID-19, highlighting the importance for European Londoners to apply to the EU Settlement Scheme stayed high in the Mayor's communication agenda and regular social media posts and emails were sent out through working together with the digital communications team.

Small grants outreach programme

The secondee developed a small grants programme to support grassroots community organisations to reach European groups who were underrepresented in the EU Settlement Scheme statistics. Grantees ran information sessions, signposted to appropriate support, and when appropriate, supported people with their applications. The grant-scheme ran four rounds and awarded a total of £180,000.

Why was this significant? In the end, 34 grants were made and the organisations carrying out the outreach supported over 5,000 people directly, reaching hundreds of thousands with information. The grantees worked with people from Roma communities, people with disabilities,

victims of domestic abuse, low-income families, Europeans of third-country origin and others who were underrepresented in the Home Office's EUSS statistics.

Public events and policy reforms

City Hall takeover event: On Brexit Day, 31 January 2020, the secondee organised a takeover event in City Hall to mark the day. The Mayor threw open the doors to offer a sanctuary to those who wanted to hear the Mayor speak and to stand in solidarity with European Londoners. Over 500 Londoners attended with queues going around the building. Legal partners also offered free legal advice on the EU Settlement Scheme to more than 300 people, drawing on the relationships the secondee had developed with them.

Campaign: The secondee worked closely with the Marketing team at the GLA to shape the messaging and content of the #LondonIsOpen campaign. By working closely with legal advice partners provided by the secondee, the campaign was able to offer something concrete and helpful to London's residents. The secondee also drew on her network of Europeans to source individuals from across different European communities to appear in popular promotional video campaigns and ensured that the campaign slogans were successfully translated into all European languages.

London Is Open advice bus: The idea behind the London Is Open bus was to offer an alternative narrative to the Brexit bus and the £350 million to the NHS slogan. The pink bus kicked off the London Is Open campaign on the same day that the EU Settlement Scheme opened in March 2019. It toured ten London boroughs with high concentrations of European residents offering free legal advice to EU citizens. This was done in partnership with pro bono immigration lawyers and local community organisations which offered up their venues for information sessions, drawing on stakeholders and community intelligence developed by the secondee. The Mayor also participated in the bus tour and attracted substantial media coverage.

'We are all Londoners' day and EU Settlement Ceremony: City Hall hosted a full day of celebrations of European culture and communities which involved hundreds of guests sharing European food, language, art and stories. The event also offered free immigration advice by legal advice partners and a panel discussion of the impacts of Brexit. Alongside these activities the Mayor hosted London's first ever EU Settlement Ceremony to recognise and celebrate representatives from each EEA country (and the Roma community) who had made London their home.

Policy reforms: The secondee worked closely with civil society organisations and legal partners to jointly develop policy asks around the EU Settlement Scheme and the treatment of EU citizens. These asks were raised in regular meetings with the Home Office and other government departments as well as in other fora of influence. As an example, the secondee worked alongside other organisations to make the case for the Home Office to remove the fee initially associated with applying to the EU Settlement Scheme. This £60 fee would have been a massive barrier to people to access the Scheme. Previous to that decision, she had already successfully campaigned for the GLA to cover this cost for their staff as the co-Chair of the EU Staff Network which she set up.

Why were these significant? Working closely with the Events, Marketing and Digital Communications teams at the GLA, the secondee changed the narrative around European Londoners and how the Mayor spoke to and about them. By offering free legal advice and guidance through the European Londoners Hub, Europeans felt seen, supported and welcome in an environment which was otherwise highly unsettling for them. One opinion poll with Londoners indicated that people viewed European Londoners to be the most important community of Londoners for the Mayor.

“The meaning of 'London is Open' changing as a result of the secondees' work and approaches.”

Attendee, workshop

As the secondment progressed through to 2020 and the EU Settlement Scheme deadline passed on 30 June, there was some feeling that European Londoners were becoming a lower priority at the GLA, especially after the onset of the COVID-19 pandemic. Nonetheless, the achievements listed above have had a lasting impact on the GLA. The secondee's work directly contributed to the creation of the GLA's Migration Team – new capacity focusing on the issues faced by all migrants living in the capital, including European Londoners. As part of this work, the legacy of the European Londoners Hub will continue through the development of an inaugural Migrant Londoners Hub, in response to the needs identified as part of this secondment.

Summary

- The strand of work to support European Londoners was introduced in the second year of the CII. **Brexit was already a high priority issue for the GLA, and the secondee was able to provide access to specialist advice and stakeholders and contribute capacity** to develop a programme.
- The CII secondee leading on this workstream **oversaw the development of the European Londoners Hub** - an online information portal on london.gov offering guidance for European Londoners and their families navigating the consequences of Brexit. The guidance has been translated into 28 languages, including all official EU languages, to make the information more accessible.
- The EU Londoners Hub **exceeded the target** of 50,000 unique visitors and has to date been visited by over 2 million people. There was some feeling this **indicated the strength, and potential future strength, of collaboration between philanthropy, civil society and local government**.
- A range of **public events** were held pre-pandemic, including a takeover of City Hall on Brexit Day, a London is Open bus tour around the city and an EU Settlement Ceremony. This **helped to change the way in which EU citizens were talked about and targeted by the GLA**, which led to communications that were more accessible, inclusive and likely to resonate with them.
- While there was **some feeling that European Londoners was becoming a lower priority at the GLA following** the impact of the COVID-19 pandemic and the EU Settlement Scheme application deadline, this work directly contributed to the creation of the **GLA's Migration Team**, and the legacy of the European Londoners Hub will continue through a new **Migrant Londoners Hub**.

Hostile environment and welcome

Led by Madeleine Ellis-Petersen, Project 17

The CII's work on the hostile environment and 'welcome' was conducted by several secondees across the duration of their secondments. It included the following areas of focus:

Welcome

One of the initial projects delivered as part of plans to counter the hostile environment related to supporting London's Welcome Groups. This involved developing London's approach to welcoming newcomers to the city with practical actions to connect existing groups and create an infrastructure to support this work. One secondee focused on changing the narrative around 'welcome' to being more in line with 'belonging'.

Why was this significant? This provided practical support to newcomers to the city, as well as ensuring that language used by the GLA was more likely to resonate with the target audience.

Hostile environment research

One secondee commissioned a piece of research in partnership with the GLA's Opinion and Research Team to look at the hostile environment and the impact it had on staff and professionals at particular entry points such as teachers, NHS staff and landlords. This research aimed to support the Mayor's office by informing policy work against the Hostile Environment, demonstrating that it has a negative impact on all Londoners – not just migrants.

Why was this significant? This allowed the GLA to build up their evidence base around the hostile environment, creating better levers for change and enabling the team to make more informed decisions going forward.

Informing policy responses

The secondees were able to proactively build connections across different teams in the GLA, drawing their attention to the Hostile Environment and how it related to different areas of work. They also acted as a skilled resource to support other colleagues and contributed to the development of policy responses primarily for the Home Office. The secondees worked internally to encourage the GLA to continue to use the term 'Hostile Environment' because it is felt to be more accurate than 'Compliant Environment', which the Government had introduced as alternative terminology.

Why was this significant? This shows how the GLA was able, by drawing on expertise and knowledge of civil society organisations through the CII, to take a 'braver' stance on an issue and demonstrate that through use of more emotive language.

Collaboration with the Mayor's Office for Policing and Crime

One of the secondees worked with a colleague in the Social Integration Team to write a letter to the Home Office relating to survivors of domestic abuse with insecure status. Following this, they

attended a meeting at the Home Office along with MOPAC (Mayors Office for Policing and Crime) on this issue. As a result, the Home Office reached out for support from the Social Integration Team on other related issues. The secondee and GLA colleague then also worked collaboratively with MOPAC to shape the agenda for a roundtable feeding into the GLA's response to the draft Domestic Abuse Bill, to make sure that the additional challenges faced by those with insecure status were not overlooked.

Why was this significant? Often, people with insecure status don't want to go to the police if they have been victims of domestic violence in case, they get referred on to immigration enforcement. The CII secondee had specialist knowledge and experience in this area and was able to support MOPAC in conversation with the Home Office to develop their expertise and response.

"[We] did some work with MOPAC on issues surrounding victims of trafficking and domestic violence, and the link between these issues and immigration status. [Victims of domestic violence and trafficking] don't want to go to the police for help in case they get referred to the police for immigration enforcement. MOPAC had picked this up as an issue, but they didn't quite understand the whole issue... so [we] had a lot of discussion with them [and] ended up going to the Home Office to try and hash things out."

Alumni secondee, interview

Summary

- The CII's work on the hostile environment and 'welcome' was conducted by several secondees across the duration of their secondments
- **Supporting London's Welcome groups** provided practical support to newcomers to the city and ensured that language used by the GLA was more likely to resonate with the target audience.
- A **piece of research was commissioned** together with the GLA's Opinion and Research Team to look at the hostile environment and the impact it had on staff and professionals at particular entry points. It **allowed the GLA to build up their evidence base around the hostile environment**, creating better levers for change and enabling the team to make more informed decisions going forward.
- **CII secondees proactively built connections across the GLA** and contributed to policy development for the Home Office. As a result, the GLA was able to take a 'braver' stance on some key issues.
- **One CII secondee had specialist knowledge and experience about people with insecure status who experience domestic violence.** They were able to support MOPAC in conversation with the Home Office to develop their expertise and response.

Access to healthcare

Led by Ella Johnson, Doctors of the World

This strand of work grew out of the previous project on welcome and 'hospitable environment', with recruitment for the secondment starting in January 2020. The aim of the new secondment was to improve migrant access to primary healthcare, but due to the COVID-19 pandemic, the secondee's attention was diverted onto specific issues surrounding migrant hotels and vaccination uptake. This took on critical importance and the presence of a CII secondee with specialist expertise meant the GLA was able to tackle these issues more effectively.

London Asylum Healthcare Task and Finish group

This Task and Finish group was set up by a CII secondee to be the bridge between different stakeholders coordinating migrant accommodation and healthcare provision. The goal of the Task and Finish group was to oversee and support the establishing of a pandemic response to the 7,000 migrant residents living in hotel accommodation. As health shot up the political agenda, the group succeeded in influencing policy to enable migrants in initial hotel accommodation to register with a GP straightaway and to be able to access rapid testing and vaccinations when they became available

"We stepped into that space to be the bridge between the Home Office and the accommodation provider and the NHS and the primary care teams that are delivering those services."

Secondee, interview

Why was this significant? The seconding organisation Doctors of the World had been trying to strengthen pathways to healthcare access for migrants in hotels for several years, but it had never been a political priority. The CII secondment meant there was a specialist in migrant healthcare within the GLA, who was able to take advantage of the increased focus on healthcare during the pandemic to influence policy. Without the Task and Finish group, migrant Londoners in hotel accommodation would have had little support in accessing healthcare and their needs would have gone unmet. Registration with a GP has now been established as the accepted healthcare pathway for residents in hotel accommodation, supported by the Home Office and accommodation providers. As a result of this work, the secondee has now joined the National Asylum Health Steering Group (NAHSG), a policy development group looking at improving health access and quality for people in the asylum process, and co-chairs a workstream on planning and registration in the access to healthcare subgroup.

"We've always... said we should really strengthen pathways to healthcare for people in initial accommodation. And it was never going to happen, it's against the Home Office's political agenda, they don't want people to be comfortable here, you know that's not their messaging. But the pandemic comes along, and we manage to get everyone in initial accommodation registered with a GP... So, it's given us opportunities as well."

Secondee, interview

Vaccine taskforce

A CII secondee sat on a vaccine taskforce whose role was to ensure hard-to-reach groups were fairly offered the opportunity to have the vaccine. They challenged the taskforce on the practicalities of the information available and processes related to migrants receiving the vaccine, particularly around ID requirements. For example, the secondee pointed out conflicting information regarding the need for a passport and processes around pop-up vaccination centres or using the online booking system. The secondee also summarised everything and reiterated the ID guidelines on the Mayor of London's website landing page.

Why was this significant? Previously, information about ID requirements to access the vaccine had lacked clarity- it was never a requirement to show ID but the practicalities of going to a vaccination centre without identification were not transparent. This tended to discourage people with unsettled status from receiving the vaccine, which was an unwanted side effect the vaccine taskforce had not previously considered. Working with the taskforce and highlighting the ID requirements on the Mayor's website meant this lack of clarity was addressed ensuring communications are clear about vaccination options which are not contingent on the NHS booking system, proof of address or GP registration status, and enabling meaningful routes to the vaccine for all Londoners.

"It was about organising the systematic communication around really basic things like where people can go for their jab... Everyone was very satisfied that policy around vaccines was good... there was no consideration about how it's playing out in practice."

Secondee, interview

Barriers to health access for migrants

In a more general sense, the secondee also worked on identifying and removing barriers to health access for migrants. These included NHS charging, data sharing between the NHS and the Home Office and registration refusal in primary care. The focus was on the relationships strand of the Social Integration Strategy and upskilling colleagues at the GLA on issues surrounding migrant health advocating that NHS charging should be on the agenda as a health inequalities issue, and a significant barrier in London's recovery.

"[We were aiming to] upskill colleagues in migrant health, migrant exclusion from health services and help[ing] them to respond to that using the perspectives and the experiences of the patients that we see at Doctors of the World and our clinic."

Secondee, interview

Why was this significant? The focus of this work was on early intervention, and it enabled policies to be enacted which supported migrant Londoners' access to healthcare. It also increased migrants' agency over their healthcare options.

"It creates a more welcoming environment, it's like opening the door of the NHS to new arrivals seeking asylum and ensuring that their health needs are met."

Secondee, interview

Summary

- This strand of work grew out of the previous project on welcome and 'hospitable environment' with recruitment for the secondment starting in January 2020. The aim of the new secondment was to improve migrant access to primary healthcare, but **due to the COVID-19 pandemic, the secondee's attention was diverted onto specific issues surrounding migrant hotels and vaccination uptake.**
- The **London Asylum Task and Finish group** was set up by a CII secondee to be the bridge between different stakeholders coordinating migrant accommodation and healthcare provision.
- The CII secondment meant there was a **specialist in migrant healthcare within the GLA**, who was able to take advantage of the increased focus on health issues during the pandemic. The group **succeeded in influencing policy** to enable migrants in initial hotel accommodation to register with a GP straightaway.
- The CII secondee also sat on a **vaccine taskforce** whose role was to ensure hard-to-reach groups were fairly offered the opportunity to have the vaccine. **They challenged the taskforce on the practicalities of the information available and processes related to migrants receiving the vaccine**, particularly around ID requirements.
- In a more general sense, the secondee also worked **on identifying and removing barriers to health access for migrants**. The focus of this work was on **early intervention**, and it enabled policies to be enacted which supported migrant Londoners' access to healthcare

Voter registration and Political Literacy

Led by Dr. Elisabeth Pop (HOPE not Hate), Jessica Kennedy (Migrants Organise) and Bella Kosmala (New Europeans UK - political literacy resources only).

This area was a key piece of work developed through the CII and led by three secondees. It has now been mainstreamed by the GLA with the creation of a permanent in-house post. The areas of focus are explored in more detail below.

Research into rates of voter registration

A piece of research was commissioned to identify communities within London who have lower than average rates of voter registration.

Why was this significant? The research identified that young people aged 16-25, including those in Further or Higher Education and living in the private rented sector, were one of the most under-registered groups in London and should be a priority for voter registration efforts. This research provided a clear rationale for targeting specific communities to register to vote.

London Voter Registration Week

The first London Voter Registration Week (LVRW) was successfully launched in September 2019 and was led by the CII secondee from HOPE not Hate. The campaign involved daily online and offline activity targeted at 16–25-year-olds, and was supported by 40 partner organisations working across 20 boroughs. Following a competitive procurement process, the work was delivered by HOPE not Hate who were commissioned to coordinate the pilot activities and bring together a broad coalition of partners made of Further Education colleges, University Students' Unions, faith organisations and youth sector organisations. More information can be found [here](#).

Despite the challenges presented by social distancing restrictions, LVRW 2020 and LVRW 2021 successfully went ahead with the support of Shout Out UK and with a focus on other under-registered and under-represented Londoners: Black, Asian, minority ethnic and migrant Londoners (including Commonwealth and EU Londoners, in line with voting rights); young people aged 16 - 24; Deaf and disabled Londoners; social and private renters.

All the resources produced for LVRW 2019, 2020 and 2021 can be accessed on the [LVRW Hub](#).

Why was this significant? Prior to the CII secondment, the GLA were hesitant to get involved with voter registration- however through the work of the secondee this attitude has changed. LVRW is now an established activity for the GLA, it has the cross - party support of the London Assembly, all the 33 London borough councils and is the biggest non-party political, democratic participation partnership between a regional authority, statutory bodies and civil society in the UK. It has brought together a coalition of over 100 civil society organisations and has directly reached over 1 million Londoners.

“The fact that we now have LVRW, a non-party-political partnership and participation between local authority, statutory bodies and civil society organizations. It is unprecedented.”

Secondee, interview

“In terms of practical outcomes, London Voter Registration Week is probably the star of the show. Don't think LVRW would have happened without CII, might have lurked on the side-lines but not happened to the extent that it has.”

Funder, interview

Education materials and working with other teams

Education materials about Political and Media Literacy were developed to include in the London Curriculum and in all activity during and beyond LVRW. Shout Out UK was commissioned to develop these resources, with the secondees involved in the content design and delivery of the final resources. One of the secondees then also supported the promotion of the materials, for example through sourcing speakers as part of the Association for Citizenship Teaching conference where the Political Literacy tools were showcased. A secondee also worked with Team London to scope out ideas on how to mobilise young people to run events about suffrage and democracy.

Why was this significant? The education materials laid the groundwork for other activities and secondees also helped to shape GLA programmes and advocacy, as well as Mayoral communications on this issue. Working closely with other teams and organisations helped to shape GLA colleagues' thinking and the organisation's approach to its now established role on impartial democratic engagement. Further, GLA staff felt they learned a lot from secondees about the democratic process and voter registration.

Expert support for Mayoral advocacy

Activities undertaken to support Mayoral advocacy as part of the CII secondment included:

- Informing Mayoral public statements on the impact of COVID-19 on running safe and legitimate elections- including the importance of education around the role of postal votes.
- Briefing Mayoral advisors on the impact of the abolition of the Fixed Term Parliament Act and changes to constituency boundaries.
- Coordinating the GLA response to Danny Kruger MP's review into 'Levelling up communities'.
- Organising a Q&A with a deliberative democracy charity to inform GLA colleagues about ensuring inclusive civic and democratic participation is at the heart of the recovery strategy.
- Informing the Mayoral manifesto commitments around democratic reforms (support for voter at 16, residence - based voting rights, automatic voter registration) and the ongoing GLA advocacy strategy around the Elections Bill (opposition to the introduction of photo voter IDs and the removal of voting rights for some EU Londoners)

Why was this significant? It ensured the Mayoral team and various GLA policy teams were well informed on key issues, by bringing in external expertise and knowledge of lived experience, which helped to build credibility for the GLA and establish its role in this policy area across the UK and internationally.

Summary

- The key success of this workstream has been the establishment of the **London Voter Registration Week (LVRW) and of the London Voter Registration Strategic Partnership**, which were developed and led by the CII secondee from HOPE not Hate.
- The **LVRW was informed by initial research** commissioned as part of the CII into voter registration rates.
- The LVRW is now an **established activity for the GLA and the biggest non-party political, democratic participation partnership** between a regional authority, statutory bodies and civil society in the UK. It has the cross-party support of the London Assembly, all the 33 London boroughs and over 100 civil society organisations. It has directly reached over 1 million Londoners.
- The CII secondee also helped conceptualise and deliver the first Political Literacy resources produced by a local authority or the regulator.
- The CII secondee also **provided expert support to inform Mayoral advocacy** on key issues of civic and democratic participation, including manifesto commitments and advocacy around the Elections Bill, which helped to build the credibility of the GLA and establish its role in this policy area.

London Voices

Led by Dr. Elisabeth Pop (Hope Not Hate)

London Voices is a research project funded by Trust for London and the Joseph Rowntree Foundation into the mechanisms that facilitate equal, inclusive, representative civic and democratic participation. It aims to learn about how Londoners trust and take part in social action and decisions impacting them, their families, their communities and their great city. Its brief was developed by a CII secondee, who also oversaw its delivery, and it has been commissioned outside of the GLA after consultation with the CII Advisory Group. More information can be found [here](#).

The research focuses on four linked questions:

1. What successful civic and democratic participation activity has been taking place across London?
2. What has been the impact of major events like Brexit, the pandemic and the wider context?
3. What can we learn from other cities or regional authorities in the UK and around the world?
4. What are new and innovative models on civic and democratic participation in London, as well as nationally and internationally, and how can these contribute to social integration and community resilience in the medium term (2 years) and the long term (up to 5 years)?

This research carried out the first holistic survey of over 100 civil society organisations, of all sizes, from across London, into the journey to full participation, as well as peer research and over 20 in-depth interviews with organisations led by under-registered and under-represented Londoners. The final report can be found [here](#).

Why is this significant? Recent events (such as Brexit, COVID-19, the Black Lives Matter movement and the 2020 US elections) have called into question the social contract, trust in democratic processes and willingness to engage with civic and democratic life. These events and unprecedented changes brought about by the Elections Bill have exacerbated existing democratic inequality and will have long term consequences on efforts to increase accessible civic and democratic engagement. This research will enable greater understanding of these events, structural and institutional barriers, and build up learnings from community voices and examples of good practice interventions, in order to inform the work of the GLA, civil society, local authorities and funders in the medium and long term.

“There is so much pressure for funders to do immediate response work... [but] I am working on and interested in [the] long-term social contract and people having a voice in their city- that is ongoing work and does not stop during a pandemic and dictates what will come after the pandemic.”

Secondee, interview

Summary

- London Voices is a research project into the **mechanisms that facilitate equal, inclusive and representative civic and democratic participation**.
- It was **commissioned in light of recent events** such as Brexit, the Black Lives Matter movement, the pandemic and the 2020 US elections.
- These events have **called into question the social contract**, trust in democratic processes and willingness to engage in civic and democratic life.
- This research will **contribute to learning from examples of lived experience and good practice interventions**, in order to inform the work of the GLA, civil society, local authorities and funders in the medium and long term

Citizenship ceremonies

Led by Jessica Kennedy (Migrants Organise) and Paul Amuzie (Citizens UK)

Citizenship ceremonies were introduced in 2004 and local authorities have a legal duty to hold them. In the first and second years of the CII, one role was dedicated to the delivery of a strand of work to explore the potential for Citizenship Ceremonies to act as a ‘touchpoint’ to encourage active citizenship such as volunteering, donating blood or registering to vote. The work included:

Research into citizenship ceremonies and guidance for local authorities

Six local authorities across London were selected to pilot different approaches to encouraging active citizenship at their Citizenship Ceremonies – such as encouraging participants to make a pledge or arranging for voluntary organisations to attend and provide volunteering opportunities for attendees to sign up to.

A second piece of research was then commissioned and delivered by the Behavioural Insights Team, to explore whether members of the public who attend Citizenship Ceremonies experience a change of attitudes towards migration as a result of witnessing the ceremony.

A short, accessible Guide was produced for Local Authorities about the purpose and role of Citizenship Ceremonies and active citizenship. The guide can be found [here](#).

Why was this significant? Both pieces of research supported the development of the Guidance and the pan-London Mayoral Citizenship Ceremony (see below), held in February 2019, where different approaches were combined to increase effectiveness and desire to participate in active citizenship. The guide for Local Authorities provided inspiration and advice on how to use their Citizenship Ceremonies as an opportunity to promote active citizenship.

Mayoral Citizenship Ceremonies

As part of the CII secondment, the secondee took the lead on organising a pan-London Mayoral Citizenship Ceremony in 2019 at the Southbank Centre. The event drew on the research on pilot interventions to inform and shape the ceremony, for example by including the opportunity to make a pledge. The 2019 ceremony was noticeably different from previous years. It:

- Used a new script to provide greater recognition to new citizens of what they had done to get to this point and thanked them for choosing to take up citizenship.
- Opened the ceremony by inviting people to attend who were not themselves going through the citizenship process to witness and celebrate with the new citizens.
- Recognised the opportunity to celebrate our shared citizenship.
- Invited everyone to be active in their community by, for example, registering to vote, volunteering and giving blood.

Why was this significant? The CII secondee took the lead on the citizenship ceremony and helped to make it more exciting to attend. The extra elements of the ceremony such as the new script and providing active citizenship opportunities like volunteering and giving blood meant that attendee engagement increased. Furthermore, the approach has been embedded and is now delivered by Team London and the Mayoral events team.

“The citizenship ceremonies wouldn't have been such inspiring and exciting events [without the CII secondee]!”

Attendee, workshop

Summary

- This strand of work explored the **potential for Citizenship Ceremonies to act as a ‘touchpoint’ to encourage active citizenship** such as volunteering, donating blood or registering to vote.
- Six local authorities across London were selected to **pilot different approaches to encouraging active citizenship** at their Citizenship Ceremonies.
- A second piece of research was then commissioned to explore whether members of the public who attend Citizenship Ceremonies **experience a change of attitudes towards migration**.
- Both pieces of research supported the **development of Guidance for Local Authorities**.
- **The CII secondee took the lead** on making the 2019 Mayoral Citizenship Ceremony more exciting and engaging than previous years.

Conclusions

“I think it's a brilliant idea, I'd love for other regional bodies to do CII.”

GLA staff, interview

“It was good for civil society organisations to be part of something that had attracted global attention.”

Funder, interview

“It gave young migrants confidence and made them feel like the government were listening - this was a powerful statement at the time.”

Alumni secondee, interview

“There has been a change in culture and joint understanding of the solution that might trigger a policy change... there is now broad acceptance that it is not an option to keep asylum seekers outside the system.”

Seconding organisation, interview

The CII was very well reviewed by those involved, who felt it had achieved many of the key aims set out at the start of the programme. Participants were keen to think that the model might be adopted further afield and pleased that the model might have applications beyond use for the GLA.

Thinking to the future, some suggestions for how the model might be developed for greater impact include:

- Extending the secondeeship to place secondees in other teams across the GLA, being mindful of the challenges in ensuring secondees are well supported that were raised in earlier iterations of the CII
- Looking further afield for other civil society organisations with other forms of specialist experience that could be brought into the team.
- Ensuring senior level buy-in remains across all parties to give the model the status and space it needs for greatest impact.
- Bringing more funders on board – but keeping a real focus on the social integration agenda where possible:

‘I think the focus is great at the moment. I would like to see policy attention around migration issues mainstreamed. but without diluting the focus.’

GLA staff, interview

Philanthropic funders have committed to continuing the initiative during the current mayoral term. This will include:

- An extension to the migrant access to health secondment for a further year
- Recruiting for a new secondment role tackling migrant worker exploitation
- Funding a further pilot of the legal advice in primary schools project, and extending this to another 6 schools
- Launching the London Voices research on the journey from civic to democratic engagement with recommendations for local authorities, the GLA, funders, civil society and political parties
- Sharing the learning generated by the secondees on how to influence regional government with wider civil society, and sharing the learning about this model with other regional and city administrations across the country
- Continuing to engage civil society in developing the priorities for the CII and in shaping the activities

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Bharat Mehta	Trust for London

Citizenship and Integration Initiative – Key achievements

Chrisann Jarret	We Belong
Dami Makinde	We Belong
Dr. Debbie Weekes-Bernard	GLA Deputy Mayor
Dr. Elisabeth Pop	HOPE not Hate
Ella Johnson	Doctors of the World
Geraldine Blake	Citizenship and Integration Initiative (contracted by Trust for London)
Hannah Gretton	Citizens UK
James Asfa	Citizens UK
Janaki Mahadevan	GLA Social Integration Team
Rosalind Compton	Coram Children's Legal Centre
Rupinder Parhar	GLA Social Integration Team
Shanti Gunsekera	GLA Social Integration Team
Sioned Churchill	Trust for London
Tamara Flanagan	New Europeans
Tom Rahilly	GLA Communities and Social Policy Team

Citizenship and Integration Initiative – Key achievements

Will Somerville	Unbound Philanthropy (UK)
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About Renaisi



We're passionate about creating the conditions for strong, inclusive communities to thrive.

We're constantly learning from the different perspectives we see working directly with communities, with the providers of services and the investors in communities. It gives us a unique perspective on how systems work and how to improve places equitably.

The combination of our research and evaluation consultancy with employment & advice programme delivery, makes Renaisi a uniquely well-rounded learning partner for the voluntary and community sector.

Contact details:

T +44 (0) 20 7033 2600

E info@renaisi.com

Unit 13 (entrance on Valette Street), 290-296 Mare Street, London, England, E8 1HE