

Learn

Objective	Action	Outputs/Outcomes	By when
Frontline staff are aware of issues and legal framework relating to people seeking sanctuary All staff are aware of sanctuary principles and have understanding of issues affecting people seeking sanctuary	Bi-annual training for frontline staff co-produced and co-delivered by voluntary partners and people seeking sanctuary	50% of frontline staff in housing, adult and children's social care attend training	Dec-24
	Online module on sanctuary is mandatory part of the induction and advertised to all staff Bi-annual lunch & learn sessions for all staff are offered	95% of new staff complete the module 20% of all staff complete the module 10% of all staff attend sessions Ongoing measurement of resident awareness through surveys and data insight from social media campaigns and e-newsletters.	Oct-24 Dec-25
	Ongoing resident engagement campaign (Lewisham digital channels, street advertising, assemblies), with resource allocated in the central comms team	25% of residents are aware of BoS, as evidenced through the resident engagement survey conducted by comms	Jul-25
Residents are aware of sanctuary principles The Council builds a better picture of the experience of people seeking sanctuary when approaching our services.	Scope the survey/listening project with the key VCS partners and conduct the survey through them.	Survey/listening template created 50 people seeking sanctuary take part	Aug-24

Embed - general

Objective	Action	Outputs/Outcomes	By when
Build meaningful welcome for all sanctuary seekers	People seeking sanctuary are signposted to relevant services and activities Schools of Sanctuary group convened to create an action plan to support children seeking sanctuary in Lewisham	Welcome packs (in paper and digital form on Council's webpages) for sanctuary seekers with sections for specific groups are created and distributed to schools, libraries, community centres Action plan is created and operationalised	Jul-24 Mar-24
	Lewisham Works to continue its 1-2-1 support for refugees and to commission two additional employability programmes for sanctuary seekers	65 participants trained through new programmes	Dec-24
	Council to review strategy for supporting businesses which employ refugees and expanding female workforce participation amongst this cohort Council to support organisations to put on intercultural events across the borough to support integration of people seeking sanctuary	Amendments to strategy made 65% of women on resettlement programme are in education, training or employment 5 events organised	Oc-24 Dec-25

Embed a 'rights first' approach in the Council: smooth, timely and compassionate decision making process	Partners to collect data on referrals to adult social care, children's social care and housing: number of referrals, number of times escalation routes was used, number of pre-action protocols, number of judicial reviews	Quarterly monitoring meetings 50% reduction on the use of escalation route 50% reduction in successful legal challenges No household to be left street homeless when housing duty owed	Jul-24
	Trauma informed practice training is mandatory for all housing staff	75% of housing staff complete training	Oct-25
Forge proactive and mutually beneficial relationships with the third sector organisations to secure optimal outcomes for vulnerable families and adults	Continually review and improve working joint working protocols	Quarterly review of joint working protocols in housing referrals through the Homeless Forum	Oc-24
High-level buy-in across the council and a joined-up approach are maintained	Continue the work of the BoS Strategy Group (group of high-level representatives of directorates across the council)	The group continues to meet every two months to oversee and monitor performance and progress of the strategy/action plan.	Dec-25
Ensure robust monitoring of the meeting of Borough of Sanctuary goals	Quarterly monitoring of the BoS Action plan and BoS work against the Outcomes framework through the Bos Strategy Group and twice yearly through the Scrutiny Committee	BoS goals are met or mitigations are put in place where there is a problem, as evidenced through meeting minutes	Dec-25
People seeking sanctuary have meaningful input in the Borough of Sanctuary activities	Co-production group decide on projects that are meaningful to them and redesign services or co-produce materials with the relevant service teams in the Council	2 projects selected and completed	Mar-24
GP practices uphold the Safe Surgeries values	Once the co-production project is completed and evaluated, produce a co-production and sanctuary seeker engagement action plan for BoS	Co-production action plan (including removing barriers for participation) produced and operationalised	Dec-24
	Partners complete another Safe Surgeries secret shopper exercise to track compliance.	100% of surgeries allow registration without ID and proof of address 50% of surgeries have Safe Surgeries materials displayed	Oct-24
Capacity to support sanctuary seekers in the borough is further increased	NCIL and main grant conditions to include commitment to sanctuary	Main grants and NCIL grants contract wording is changed Contract monitoring template is changed Community development staff are updated	Dec-25
Barriers to digital access are addressed	Free WiFi is installed in temporary accommodation	10 projects explicitly include people seeking sanctuary Residents have access to free WiFi across all temporary accommodation sites	Jul-25
Work on anti-racism is further embedded.	Race and Equality Working Group develops an action plan that the entire Strategic Partnership signs up to.	Action plan is created and signed by all organisations	Aug-24
	Creation of a post of the Lead Equalities Officer	Officer starts their role	Mar-24

Each of the Council's Directorates to create an equalities action plan which focuses on the work they can do internally (e.g. representation amongst staff), as well as externally (service delivery).

Action plans are created

Jan-24

Embed - asylum

Objective	Action	Outputs/Outcomes	By when
Build meaningful welcome for all sanctuary seekers	Resource and co-ordinate wrap-around support for people seeking asylum	180 people are supported through voluntary partner, of which, 50 people receive move on support on gaining refugee status	Oct-24
		100 people are engaged in community building activities by voluntary partner	Oct-24
		100 people are supported with travel costs to access activities by voluntary partner	Oct-24
		All people seeking asylum in have access to bespoke therapeutic support services commissioned by the SE London ICS	Jun-24
		Dedicated nursing support in CA with regular clinics is set up to ensure a timely GP registration, health checks immunisations processes and smooth working with agencies in the borough	Dec-23
		LA led inspection of CA with the focus on safeguarding, fire safety and hazards. Issues followed up through Asylum and Refugee partnership.	Dec-23
		All persons granted refugee status have access to case work support who assist individuals with part vii applications and those whose applications were unsuccessful apply for S4 support, where possible.	Dec-24
		Expand options in the private rented sector to meet the special circumstances of single female refugees who have recently acquired refugee status in Lewisham, particularly where no statutory housing duties exist.	Using asylum dispersal funding to create dedicated female spaces in the private rented sector. Target of 6 through HMO procurement
UASC are enabled to integrate and reach their goals post 18.	All UASC have status regularised where possible. All individuals living in the UK for 10 years are naturalised.	Dec-24	

Embed - NRPF

Objective	Action	Outcomes/Outputs	By when
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Reduce disparity in living standards and reliance on crisis services of residents on NRPF	Ensure residents on NRPF and those supporting them are aware of their entitlements	Produce a leaflet on rights, entitlements and support services for people on NRPF in Lewisham	Apr-24
	Conduct a review of accessibility of access to immigration advice (level 1 OISC advice in particular) to persons with an NRPF restriction.	Review profile of persons approaching food banks to assess hidden demand	
	Ensure that all women on spousal visas and experiencing abuse have access to domestic violence destitution concession through accredited immigration advisers	Invest in additional Level 1 OICS advisor resource, if necessary	Dec-25
Ensure parity between women with and without NRPF who are victims of VAWG.	Ensure safe female spaces are available for NRPF VAWG victims	100% of women approaching the council receive concession	Dec-24
		100% of families in emergency accommodation as a result of VAWG are in safe female spaces	Dec-23

Share

Objective	Action	Outcomes/Outputs	By when
Contribution of Refugees is celebrated in the Borough	Council commits to support VCS partners to run Refugee Week event(s) in the Borough	Yearly high profile event(s), coordinated with VCS partners and promoted in the borough	Dec-25
Continue to make representations to the government on national policy issues to enable change	Pass council motions, write letters to the Home Office	5 instances of high-profile engagement	Dec-25
Contribute to the development of City of Sanctuary movement	Continue to be part of the CoS LA steering group, participate in events, work with other local authorities on specific issues	3 instances of visible engagement (e.g. contributing to policies; speaking at events) 2 partnerships/ projects with other London Councils	Dec-25