



## Inclusive Cities: City Action Plan – Cardiff

*September 2018*

### **We are Cardiff**

Cardiff connects Wales to the world. It is our openness to business, investment, events, but most importantly, to people and ideas, that have made our city what it is today.

Modern Cardiff is a city characterised by the diversity of our people and we have even been dubbed '*the town that pioneered multiculturalism*'. Migration, both past and present, has delivered talent, ambition and culture to our city. It is this which helped to create our thriving, open and global Welsh capital.

By embodying the welcoming Welsh spirit and sense of community, Cardiff has risen as the economic engine of Wales and a competitive player on the global stage. It is not a coincidence that we're currently the fastest growing core city in the UK: Cardiff is a city of both opportunity and community. We offer the best of both worlds, close-knit yet cosmopolitan.

The Cardiff story is one of inviting the world to be a part of this community, working side-by-side and prospering together. Together, let's continue this proud tradition.

So, whether you, your parents, or your grandparents, were born in Ely, Blaenau Gwent, London, Paris, Delhi, Barcelona or Mogadishu, remember that you help make Cardiff and we are all Cardiffians.

**"THIS IS A DISTRICT BUILT ON  
THE ABSORPTION OF STRANGERS"**

**NADIFA MOHAMED, BRITISH-  
SOMALI NOVELIST, ON  
BUTETOWN**

Children in Tiger Bay, 1938.  
Photograph: Hulton Getty



**Priority area 1: Social value and inclusive growth**

**How this supports the strategic priorities of the city:**

Ensuring that new arrivals are included in measures to prepare residents for a changing labour market so our *Capital Ambition & Inclusive Growth* vision encompasses all residents and delivers meaningful action to reduce inequality in Cardiff.

	<b>Actions to achieve this priority</b>	<b>Taskforce lead(s) responsible for delivery</b>	<b>Local authority lead responsible for delivery</b>	<b>Resources needed to accomplish the priority and action</b>	<b>Timescale</b>	<b>Success Criteria</b>
<b>1.1</b>	Hold thematic workshop with Inclusive Cities Taskforce to develop actions under this priority	Siân Sanders, Community Cohesion Co-Ordinator	Siân Sanders, Community Cohesion Co-Ordinator	N/A	June 2018	Workshop held
<b>1.2</b>	Inclusive Growth Board: Migrant and minority labour market experiences to influence the work of the Inclusive Growth Board to promote the Real Living Wage in Cardiff and deliver social value through the city's Socially Responsible procurement strategy within the context of Cardiff's Capital Region City Deal.	Sarah McGill, Corporate Director- Housing and Communities  Jon Day, Economic Development Manager	Sarah McGill, Corporate Director- Housing and Communities	N/A	Launched May 2018  Ongoing	High and low skilled migration trends inform development of Cardiff's economic strategy: <i>Building More and Better Jobs</i>  Newcomers benefit from improved labour market access and a

						<p>greater number of median wage sustainable jobs in the city.</p> <p>Newcomers' qualifications and experience are better utilised in the city economy.</p>
1.3	<p>Newcomers signposted and referred to Cardiff's coordinated single gateway into-work services through development of <i>Inclusive Network Cardiff</i>, a partnership and information sharing network, to enable cross-sector solutions to local challenges</p>	<p>Cardiff Council Into-Work Services</p>	<p>Helen Evans</p>	<p>Links with local migrant and minority – Cohesion Officer (Integration)</p>	<p>April 2019- March 2021</p>	<p>Data on access and labour market outcomes captured and recorded within Cohesion and Integration Indicators Dashboard</p> <p>Take-up of Cardiff Council's into-work services is representative of the city's population.</p>
1.4	<p>Cardiff Research Group to complete pilot study of '<i>An exploration of employment opportunities for ethnic minority populations in Cardiff</i>' to develop evidence base on job-search, labour market experiences and public understanding of employment rights.</p>	<p>Cardiff University (Network Member- Dr. Rachel Cahill O'Callaghan and Dr. Bernadette Rainey (Cardiff School</p>	<p>Siân Sanders, Community Cohesion Co-Ordinator</p>	<p>Short-term researcher  PhD researcher</p>	<p><b>Initial study:</b> July 2018 (Complete)  <b>4 year research project:</b> September</p>	<p>Report developed detailing migrant labour market experiences, identifying drivers of labour market outcomes and identifying solutions to improve access to high quality,</p>

	<p>Following the pilot study, the research team will submit an application for an ESRC PhD Collaborative Studentship to develop robust evidence on ethnic minority and migrant labour market disadvantage and identify solutions.</p>	<p>of Law and Politics))</p>			<p>2018-September 2022</p>	<p>sustainable work for ethnic minority and migrant residents. <i>(ESRC Funding dependent)</i></p>
<p>1.5</p>	<p>Explore development of 'Place-Based Approach' Pilot with the Home Office and Welsh Local Government Association to develop smarter local migration governance which enables newcomers to access the integration support they need to thrive in Cardiff.</p>	<p>Jo Hopkins, Deputy Director, Wales Home Office (Network Member)</p> <p>FOR Cardiff (Business Improvement District)</p> <p>Siân Sanders, Community Cohesion Co-Ordinator</p> <p>Jon Day, Economic Development Manager</p>	<p>Siân Sanders, Community Cohesion Co-Ordinator</p> <p>Jon Day, Economic Development Manager</p>	<p>Exploring with Home Office-Funding for co-ordination and pilot TBC</p>	<p>TBC – following discussion with Home Office</p>	<p>Cardiff explores piloting an alternative local approach to migration to reflect local labour market needs and resources, creating a local reception and integration pathway which enables newcomers to make their full contribution to the city's prosperity and communities.</p>

		Mark John, Tramshed Tech Hub				
1.6	Attraction and retention of international students + Refugee and Asylum Seeker fee waiver + bursaries: Student Action for Refugees	Cardiff Universi- ties	TBC	TBC	TBC follow- ing discus- sion with universities network	TBC
1.7	<p>Host '<i>Indicators of Integration</i>' workshop for Cardiff and Wales-based stakeholders, in partnership with the Home Office, to explore and develop local social and economic indicators of integration.</p> <p>Learning from the workshop will be used to develop a Cohesion and Integration Indicators Dashboard to measure and evaluate local initiatives and benchmark cohesion and integration in Cardiff.</p>	<p>Siân Sanders, Com-munity Cohesion Co- Ordinator</p> <p>Carolyne Tah, Home Office (External)</p> <p>Anne Hubbard, Wales Strategic Migration Part- nership, Man- ager</p> <p>John Davies, Senior Inclusion Manager, Welsh Govern- ment</p>	Siân Sanders, Community Co- hesion Co-Ordi- nator	Welsh Govern- ment Co- hesion Funding	<p><b>Workshop date:</b> Octo- ber 2018</p> <p>April 2019- March 2021</p>	<p>Workshop held.</p> <p>Cohesion and Integra- tion Indicators Dash- board tool live, data collation to measure progress in long-term</p>

1.8	Hold event exploring migrant women's labour market experiences in the labour market to inform partnerships and into-work services	Siân Sanders, Community Co- hesion Co-Ordin- ator	Siân Sanders, Community Co- hesion Co-Ordin- ator	Welsh Govern- ment Co- hesion Events Funding	March 2018	Briefing paper devel- oped to inform Action Plan.
1.9	High-skilled migration research  Details TBC from Economic Development	University of West of Eng- land	Jon Day, Eco- nomic Develop- ment Manager	ERSC Fund- ing	September 2018-Sep- tember 2022	Research comple- ments Integration In- dicators evidence base to inform long- term approach to skilled migration
1.10	Launch of local specialist advice service for EU nation- als in insecure and/or exploitative work	John Davies, Senior Inclusion Manager, Welsh Govern- ment	Siân Sanders, Community Co- hesion Co-Ordin- ator  Nici Evans,	Welsh Govern- ment EU Citizens' Rights Funding	April 2019- March 2021	Advice service live  Developed partner- ships with Welsh Gov- ernment Modern Day Slavery lead & Gangmasters and La- bour Abuse Authority

<p><b>1.11</b></p>	<p>AMIF Funding for <i>Restart Wales</i> to finance two additional local officers to deliver specialist refugee employment service &amp; the creation of a regional ‘employer engagement officer’ to support employers to host refugee work placements, apprenticeships, develop refugees’ professional networks and support the development of new specialist programmes to enable re-entry to professions</p>	<p>John Davies, Senior Inclusion Manager, Welsh Govern- ment (Network Member)</p> <p>Siân Sanders, Community Co- hesion Co-Ordi- nator</p> <p>Helen Evans, Into-Work Ser- vices</p>	<p>Siân Sanders, Community Co- hesion Co-Ordi- nator</p> <p>Helen Evans, Into-Work Ser- vices</p>	<p>AMIF Funding: Application successful</p>	<p>January 2019-De- cember 2020</p>	<p>refugees in Car- diff supported by ser- vice.</p> <p>Network of local em- ployers, both large and SMEs, are sup- ported to deliver placements and train- ing opportunities for refugees in Cardiff.</p> <p>‘<i>Welcoming Economy Kitemark</i>’ developed and trailblazer busi- nesses achieve Bronze, Silver and Gold status during lifespan of Restart.</p> <p>Data from Restart Wales informs long- term strategic ap- proach to refugee la- bour market integra- tion locally and na- tionally.</p>
	<p><b>Best Practice Transfer TENT Global Partnership for Refugees:</b></p> <p><a href="#">Step Up: Getting Refugees into Work Quickly</a></p> <p>The Restart Wales project was drafted trilaterally between Welsh Government, Welsh Local Government Association and Cardiff Council.</p> <p>The programme implements the core recommendations of TENT Global Partnership for Refugee’s report on accelerating refugees’ labour market access through private sector engagement.</p>					



<p><b>1.12</b></p>	<p>Feasibility study to explore expansion of 'Cardiff Commitment' best practice to engage employers on providing work experience opportunities to refugees and other adults who are long-term unemployed.</p>	<p>FOR Cardiff (Business Improvement District)</p> <p>Siân Sanders, Community Cohesion Co-Ordinator</p> <p>Ross Flanigan, Managing Director SSO, Deloitte</p> <p>Jon Day, Economic Development Manager</p> <p>Mark John, Tramshed Tech Hub</p>	<p>Jon Day, Economic Development Manager</p>	<p><i>Funding to be sourced</i></p>	<p>TBC following discussion with leads</p>	<p>Cardiff builds an evidence base on the projected value and impact of an expansion of the Cardiff Commitment programme to inform its future development.</p>
<p><b>1.13</b></p>	<p>Explore pilot of using Digital Profile to support newcomers access the Cardiff labour market. Recruit a cohort of newcomer users to develop evidence on comparative job search outcomes using this platform vs. traditional methods used within newcomer communities.</p>	<p>Dan Lewis, CEO, Digital Profile</p> <p>Brigid Corr, Welsh Refugee Council</p>	<p>Jon Day, Economic Development Manager</p>	<p><i>Funding to be sourced</i></p>	<p>TBC following discussion with leads</p>	<p>Cardiff builds an evidence base on the projected value and impact of expanding the use of the Digital Profile platform</p>

	<p>Voluntary Sector to support with access and recruitment to pilot.</p>	<p>FOR Cardiff (Business Improvement District)</p> <p>Siân Sanders, Community Cohesion Co-Ordinator</p> <p>Ross Flanigan, Managing Director SSO, Deloitte</p> <p>Jon Day, Economic Development Manager</p> <p>Mark John, Tramshed Tech Hub</p>				<p>amongst newcomer communities.</p>
<p style="text-align: center;"><b>Priority area 2: Communications and engagement</b></p>						

**How this supports the strategic priorities of the city:**

Cardiff develops a compelling and distinct narrative of belonging that emphasises the shared history and future of those who live and work in the City – ‘we’ve always been global/cutting edge’ theme.

	<b>Actions to achieve this priority</b>	<b>Taskforce lead(s) responsible for delivery</b>	<b>Local authority lead responsible for delivery</b>	<b>Resources needed to accomplish the priority and action</b>	<b>Timescale</b>	<b>Success Criteria</b>
<b>2.1</b>	Hold thematic workshop with Inclusive Cities Taskforce to develop actions under this priority	Siân Sanders, Community Cohesion Co-Ordinator	Siân Sanders, Community Cohesion Co-Ordinator	N/A	September 2018	Workshop held
<b>2.2</b>	Development of <i>Inclusive Cardiff Network</i> webpages hosting city narrative, information on the migration history of Cardiff, historic figures and rising stars, details of programmes and activities to support integration, challenge extremism, promote equality & information on the role and work of the Cardiff Cohesion and Equality Unit.	Siân Sanders, Community Cohesion Co-Ordinator	Cardiff Council Comms team  Cardiff Council Web Team  All Inclusive Cities Taskforce Members	URBACT III Rumourless Cities Funding	January 2019-December 2020  Launch TBC March 2019	Website live and populated with resources and information about Cardiff’s programmes of work to promote equality.

<p><b>2.3</b></p>	<p>Development of local welcoming indicators for Integration suite to monitor cohesion more effectively.</p>	<p>Siân Sanders, Community Co- hesion Co-Ordin- ator</p>	<p>Claire Grif-fiths, Cardiff Re- search Centre</p> <p>Siân Sanders, Community Co- hesion Co-Ordin- ator</p>	<p>Ask Cardiff Residents Survey</p> <p>Welsh Gov- ernment Cohesion Funding</p> <p>URBACT III Rumourless Cities Fund- ing</p>	<p>January 2019-De- cember 2020</p>	<p>Cardiff improves its ev- idence base on social and economic integra- tion in the city and de- velops mechanisms to effectively monitor the impact of the Action Plan’s projects and communications</p>
<p><b>2.4</b></p>	<p>Development of <i>Inclusive Cardiff Network</i> to promote effective dissemination of narrative across professional networks, support future partnerships and information sharing. (Also an action under <i>Priority area 3: Participation and social integration</i>)</p> <p>Inclusive Cardiff Network will have a <b>professional</b> and <b>community</b> strand.</p> <ul style="list-style-type: none"> <li>• The professional network will include the taskforce and other key stakeholders in the city who are responsible for the delivery of services and project which support cohesion, or are interested in doing so.</li> <li>• The community network will provide a range of volunteering opportunities and support residents to</li> </ul>	<p>Siân Sanders, Community Co- hesion Co-Ordin- ator</p> <p>Cardiff Council Cohesion and Equality Unit</p> <p>Louise Basset, Volunteering Por- tal</p>	<p>Cardiff Council Cohesion and Equality Unit</p> <p>Cardiff Council Comms team</p> <p>All Inclusive Cit- ies Taskforce Members</p>	<p>URBACT III Rumourless Cities Fund- ing</p> <p>Welsh Gov- ernment Cohesion Funding</p>	<p>January 2019-De- cember 2020</p>	<p>Cardiff’s Citizens Panel &amp; Consultation re- sponses are more rep- resentative of the local community</p> <p>Increased avenues for people from diverse backgrounds to meet through volunteering, arts, sport and neigh- bourhood projects</p>

	become active in their local community, targeting residents of all backgrounds and promoting social contact.					
2.5	Development of Cardiff welcoming brand communication strategy, including activities for launch and suite of communications materials for sustained messaging.	<p>Councillor Susan Elsmore</p> <p>Rumourless Cities Communications and Engagement Officer</p> <p>Siân Sanders, Community Cohesion Co-Ordinator</p> <p>Tim Gordon, Communications and Media Manager, Cardiff Council</p>	<p>Rumourless Cities Communications and Engagement Officer</p> <p>Siân Sanders, Community Cohesion Co-Ordinator</p>	<p>URBACT III Rumourless Cities Funding</p> <p>Welsh Government Cohesion Funding</p>	<p>October 2018-March 2019</p> <p>Refine during lifecycle of Rumourless Cities: January 2019-December 2020</p>	<p>Elements of communications suite live in March (Brexit)</p> <p>Package of high quality branded communications developed during lifespan of Rumourless Cities project.</p>
2.6	Participation in two-year knowledge transfer with Rumourless Cities	Councillor Susan Elsmore	Rumourless Cities Communications and Engagement Officer	URBACT III Rumourless Cities Funding	June 2018- December 2020	<p>Funding secured for two year project</p> <p>Appointment of dedicated Communications</p>

	<p><b>Best Practice Transfer: Rumourless Cities:</b></p> <p>Cardiff has been selected as a member city for the UR-BACT III Transfer Network – Rumourless Cities, funded under the auspices of the European Union’s Regional Development Fund.</p> <p>The Transfer Network focuses on the development of local anti-rumours strategies to address misconceptions and stereotypes concerning migrant and minority groups, transferring best practice from the lead city of Amadora, Portugal.</p> <p>With migration flows continuing to be a feature of the new policy context that many cities are facing, addressing these forms of prejudice is integral to our vision of a more cohesive and equal Cardiff.</p>	Siân Sanders, Community Co- hesion Co-Ordi- nator	Siân Sanders, Community Co- hesion Co-Ordi- nator			and Engagement Of- ficer for Cohesion and Equality Unit  Project delivered June 2018- December 2020
2.7	Formally launch Inclusive Cities Action Plan as a local strategy aligned to local Well-being Plan	Councillor Susan Elsmore  Siân Sanders, Community Co- hesion Co-Ordi- nator	Siân Sanders, Community Co- hesion Co-Ordi- nator		TBC April/May 2019	Launch held  Strategy published on website
2.8	Contribute to thought-leadership on Wales migration strategy in partnership with Bevan Foundation	Lucy Stone, Bevan Founda- tion	Siân Sanders, Community Co- hesion Co-Ordi- nator	N/A	June 2018-TBC end date of project	Participation in local, Welsh, UK-wide and international policy networks to advocate

		<p>Siân Sanders, Community Co- hesion Co-Ordin- ator</p> <p>Anne Hubbard, Wales Strategic Migration Part- nership, Manager</p>				<p>for a migration system that works better for cities and better for Cardiff.</p>
2.9	<p>Host conference on City Leadership on migration and creating a story of migration at the local level, sharing Cardiff's experience of developing the Inclusive Cities Action Plan with the Rumourless Cities Network</p>	<p>Councillor Susan Elsmore</p> <p>Siân Sanders, Community Co- hesion Co-Ordin- ator</p>	<p>Rumourless Cit- ies Communi- cations and En- gagement Of- ficer</p> <p>Siân Sanders, Community Co- hesion Co-Ordin- ator</p>	<p>URBACT III Rumourless Cities Fund- ing</p>	<p>TBC Sep- tember 2019</p>	<p>Rumourless Cities, Core Cities and Inclusive Cit- ies Networks invited to exchange</p> <p>Opportunities for joint communications ex- plored</p>

**Priority area 3: Participation and social integration**

**How this supports the strategic priorities of the city:**

To support all aspects of strategic priorities, helping new arrivals to make connections with other residents, practice conversation in English and Welsh, develop skills, tackle isolation.

	<b>Actions to achieve this priority</b>	<b>Taskforce lead(s) responsible for delivery</b>	<b>Local authority lead responsible for delivery</b>	<b>Resources needed to accomplish the priority and action</b>	<b>Timescale</b>	<b>Success Criteria</b>
<b>3.1</b>	Hold thematic workshop with Inclusive Cities Taskforce to develop actions under this priority	Siân Sanders, Community Co- hesion Co-Ordin- ator	Siân Sanders, Community Co- hesion Co-Ordin- ator	N/A	December 2018	Workshop held
<b>3.2</b>	<i>“New to the city”</i> focus groups with asylum seekers included as an element of the ‘Ask Cardiff’ residents survey to explore local barriers and solutions to social integration	Siân Sanders, Community Co- hesion Co-Ordin- ator  Oasis Centre (Network Mem- ber)	Claire Griffiths, Cardiff Re- search Centre	N/A	Septem- ber 2018	Social integration chal- lenges for asylum seekers explored with focus group to inform Action Plan
<b>3.3</b>	International exchange with Hamburg and Warsaw through Rumourless Cities Project exploring methods for facilitating community dialogue on identity, faith and belonging in a changing urban environment.	Siân Sanders, Community Co- hesion Co-Ordin- ator	Cardiff Council Cohesion and Equality Unit	URBACT III Rumourless Cities Fund- ing	June 2018- De- cember 2020	Local community- based organisation and Cardiff Council staff develop expertise in a complex area of practice to support communities to navi-



						gate change and mitigate tensions when they arise
3.4	Transfer the 'Anti-Rumour' best practice from the city of Amadora, with the support of <a href="#">Antirumores</a> experts from Barcelona	Siân Sanders, Community Cohesion Co-Ordinator	Cardiff Council Cohesion and Equality Unit	URBACT III Rumourless Cities Funding	June 2018- December 2020	Cardiff residents benefit from internationally renowned training model to support communities to resist and prevent prejudice and discrimination.
	<p><b>Best Practice Transfer <i>Antirumores</i>:</b></p> <p>In 2010 Barcelona's City Council implemented a strategy to counteract negative rumours related to cultural diversity, combining a series of strategies including the creation of an "<i>anti-rumour citizen network</i>", a public relations campaign, the creation of anti-rumour agents and a variety educational activities.</p> <p>The impact this campaign had both locally and internationally has highlighted the importance of tackling this reality at grass roots through innovative approaches and methodologies.</p>	Nick Olsen, Counter-Extremism Community Co-Ordinator				A network of active citizens are supported to mobilise local welcoming initiatives and community projects.
3.5	Explore transfer of <a href="#">Global Minds Initiative</a> best practice to Cardiff as 1-2 year project delivered by newly launched Cardiff Council Cohesion and Equality Unit	Cardiff Youth Council	Cardiff Council Cohesion and Equality Unit	URBACT III Rumourless Cities Funding	June 2018- December 2020	Young people in Cardiff benefit from increased contact and build social capital through the development of skills to thrive

	<p><b>Best Practice Transfer <i>Global Minds Initiative:</i></b></p> <p>Global Minds Initiative is a for-youth, by-youth organization created to combat the issues of cultural intolerance and discrimination through an after school-tutoring program between English-as-a-Second-Language (ESL) and Native English Speaking (NES) students.</p> <p>Global Minds serves as an educational support system for ESL students, while educating NES students about other cultures, in order to create more globally minded young leaders.</p>			<p><i>May also need to source additional funding</i></p>		<p>in a modern and global Wales.</p>
<p><b>3.6</b></p>	<p>Cardiff Council staff receive NRPF (No Recourse to Public Funds) training through Welsh Government funded EU Citizens' Rights project</p>	<p>Sarah McGill, Corporate Director- Housing and Communities</p> <p>Cardiff Council Social Services</p>	<p>Sarah McGill, Corporate Director- Housing and Communities</p> <p>Cardiff Council Social Services</p>	<p>Welsh Government EU Citizens' Rights Funding</p>	<p>April 2019- March 2021</p>	<p>Cardiff Council front-line services are prepared for Brexit by providing training for their staff about the rights of EU citizens to ensure individuals are provided with services which they are eligible to receive.</p>

<p><b>3.7</b></p>	<p>Sport Wales convene a leadership group to develop a joint model of using sport to promote social contact across the city, transferring best practice from London's Social Integration Strategy and building upon the best practice model of Cardiff's Community Cohesion Cup.</p> <p>Leadership group to explore options for funding sports initiatives to promote social contact via grants.</p>	<p>Sport Wales</p> <p>Cardiff City Foundation (Network Member)</p>	<p>Nick Olsen, Counter-Extremism Community Co-Ordinator</p>	<p><i>Funding options to be explored by leadership group</i></p>	<p>September 2018-March 2019</p>	<p>Core principles for community-based sport in Cardiff are developed to:</p> <ul style="list-style-type: none"> <li>• Improve the health and wellbeing of isolated Cardiffians</li> <li>• Improve trust and social bonds</li> <li>• Widen social networks</li> <li>• Improve measures of neighbourliness and develop social capital</li> <li>• Unite people from Cardiff's diverse communities together</li> </ul>
<p><b>3.8</b></p>	<p>Wales Strategic Migration Partnership to deliver roll-out of cultural orienteering training course to refugees arriving through the asylum route</p> <p><b>Best Practice Transfer: Vulnerable Persons Resettlement Scheme to Asylum Route</b></p>	<p>Anne Hubbard, Wales Strategic Migration Partnership, Manager</p>	<p>N/A</p>	<p>AMIF Funding- application successful</p>	<p>January 2019-December 2020</p>	<p>Newcomers arriving through the asylum route into Cardiff are supported to learn more</p>

	Details TBC from Emma Maher- VPRS Wales Co-Ordinator					
3.9	<p><b>EU Citizens' Advice Project:</b></p> <p>This project, funded by the Welsh Government's European Transition Fund, will expand the capacity of existing advice services by supplementing existing funding arrangements and commissioning a specialist 'exploitation in the workplace' advice services. This will ensure advice providers have increased capacity to support UK and EU citizens, sufficient interpretation facilities to those without English proficiency and specialist advice relating to employment rights for those at risk on exploitation.</p>	John Davies, Senior Inclusion Manager, Welsh Government (Network Member)	Cardiff Council Advice	Welsh Government EU Citizens' Advice Project Funding	April 2019-March 2021	<p>EU Nationals living in Cardiff are able to access high quality advice services following the UK's exit from the European Union.</p> <p>Evidence from the delivery of the advice service on barriers to services for EU nationals informs future service delivery.</p>

**Priority Area 4: A multilingual smart city**

**How this supports the strategic priorities of the city:**

New arrivals are equipped with the language skills necessary to thrive in their day-to-day lives.

A co-ordinated gateway approach to the provision of ESOL that ensures an effective assessment of need and allocation of appropriate and timely provision of services.

	Actions to achieve this priority	Taskforce lead(s) responsible for delivery	Local authority lead responsible for delivery	Resources needed to accomplish the priority and action	Timescale	Success Criteria
4.1	Hold thematic workshop with Inclusive Cities Taskforce to develop actions under this priority	Siân Sanders, Community Cohesion Co-Ordinator	Siân Sanders, Community Cohesion Co-Ordinator	N/A	February 2018	Workshop held
4.2	<p>Development of single portal for registration and co-ordination of ESOL services in Cardiff.</p> <p>Restart Wales will provide £ additional funding over two years to increase ESOL access for those with childcare responsibilities and pre-entry level learners.</p> <p><b>Enhancing Best Practice Reach ESOL Hub:</b></p> <p>REACH – Regional ESOL Assessment Central Hub is a Creative Solutions Pilot Project being delivered in partnership between CAVC and Adult Learning Wales. It is a central hub, located in the College’s City Centre Campus on Dumballs Road, which acts as a referral point for all organisations across Cardiff and a link between all ESOL delivery partners.</p>	Emil Evans, Vice Principal, Cardiff & Vale College	Siân Sanders, Community Cohesion Co-Ordinator	Welsh Government ESOL Funding	<p>Portal launched —</p> <p>Funding for Hub following pilot confirmed from Welsh Government</p> <p>Service delivery ongoing</p> <p>January 2019-December</p>	<p>English for Speakers of Other Languages provision in Cardiff is well co-ordinated and maximises value in delivery.</p> <p>Learners benefit from a streamlined pathway and access provision that is appropriate for their ability and aspirations.</p>

	Designed to provide a consistent and efficient approach to ESOL referrals across Cardiff and the Vale, REACH will assess people who want to enrol on an ESOL course and assign them to the right level of provision. By acting as a central point of contact it will reduce ESOL waiting lists and improve progression pathways and outcomes.				2020 (Additional funding for childcare and pre-entry)	
4.3	<p>ESOL assessment forms part of holistic integration for new refugees accessing Restart Wales</p> <p>Development of new arrival pathways and benchmarking milestones to labour market entry at an appropriate level.</p>	<p>John Davies, Senior Inclusion Manager, Welsh Government</p> <p>Siân Sanders, Community Cohesion Co-Ordinator</p> <p>Emil Evans, Vice Principal, Cardiff &amp; Vale College</p>	Siân Sanders, Community Cohesion Co-Ordinator	AMIF Funding- application successful	January 2019-December 2020	<p>ESOL needs are accounted for in new refugees integration plans as they access the Restart Wales service, accelerating their progression towards their career goals.</p> <p>Restart Wales evaluated to demonstrate value of holistic local integration model.</p>
4.4	Developing data collection, sharing and analysis to inform tailored and responsive services for groups who struggle to access appropriate ESOL programmes, such as elderly, BAME women, pre-entry ESOL (not literate in first language), highly skilled in need of accelerated courses).	John Davies, Senior Inclusion Manager, Welsh Government	Jon Day, Economic Development Manager	Data sharing permissions	Ongoing	Public service providers in Cardiff are better informed on the language needs of residents and are able to design tailored and responsive services.

		<p>Jon Day, Economic Development Manager</p> <p>Siân Sanders, Community Cohesion Co-Ordinator</p> <p>Emil Evans, Vice Principal, Cardiff &amp; Vale College</p>	<p>Siân Sanders, Community Cohesion Co-Ordinator</p>			
4.5	Explore pilot of intensive ESOL model to support rapid requalification & labour market entry	<p>Siân Sanders, Community Cohesion Co-Ordinator</p> <p>Emil Evans, Vice Principal, Cardiff &amp; Vale College</p> <p>John Davies, Senior Inclusion Manager, Welsh Government</p>	<p>Siân Sanders, Community Cohesion Co-Ordinator</p>	<p><i>Funding to be sourced for pilot</i></p>	<p>TBC following discussion with partners</p>	<p>Cardiff develops evidence base on the value of high-skilled migrants benefitting from an intensive programme that reduces time spent absent from the labour market.</p>

4.7	Explore informal language tutor pilot/ local language cafes in hubs	<p>Siân Sanders, Community Co- hesion Co-Ordi- nator</p> <p>Hubs and Com- munity Manager</p> <p>Louise Bassett</p>	<p>Hubs and Com- munity Man- ager</p> <p>Louise Bassett</p>	<i>Funding to be sourced for pilot</i>	TBC follow- ing discus- sion with partners	Cardiff promotes ac- cess to language learn- ing as an element of our unique city brand, capitalising on our sta- tus as a bilingual capi- tal.
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