

# IOM United Kingdom Strategy 2021–2024



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IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

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Cover photo: Between 2015 and February 2021, IOM supported 25,555 refugees with resettlement to the United Kingdom. © IOM 2015/Muse MOHAMMED

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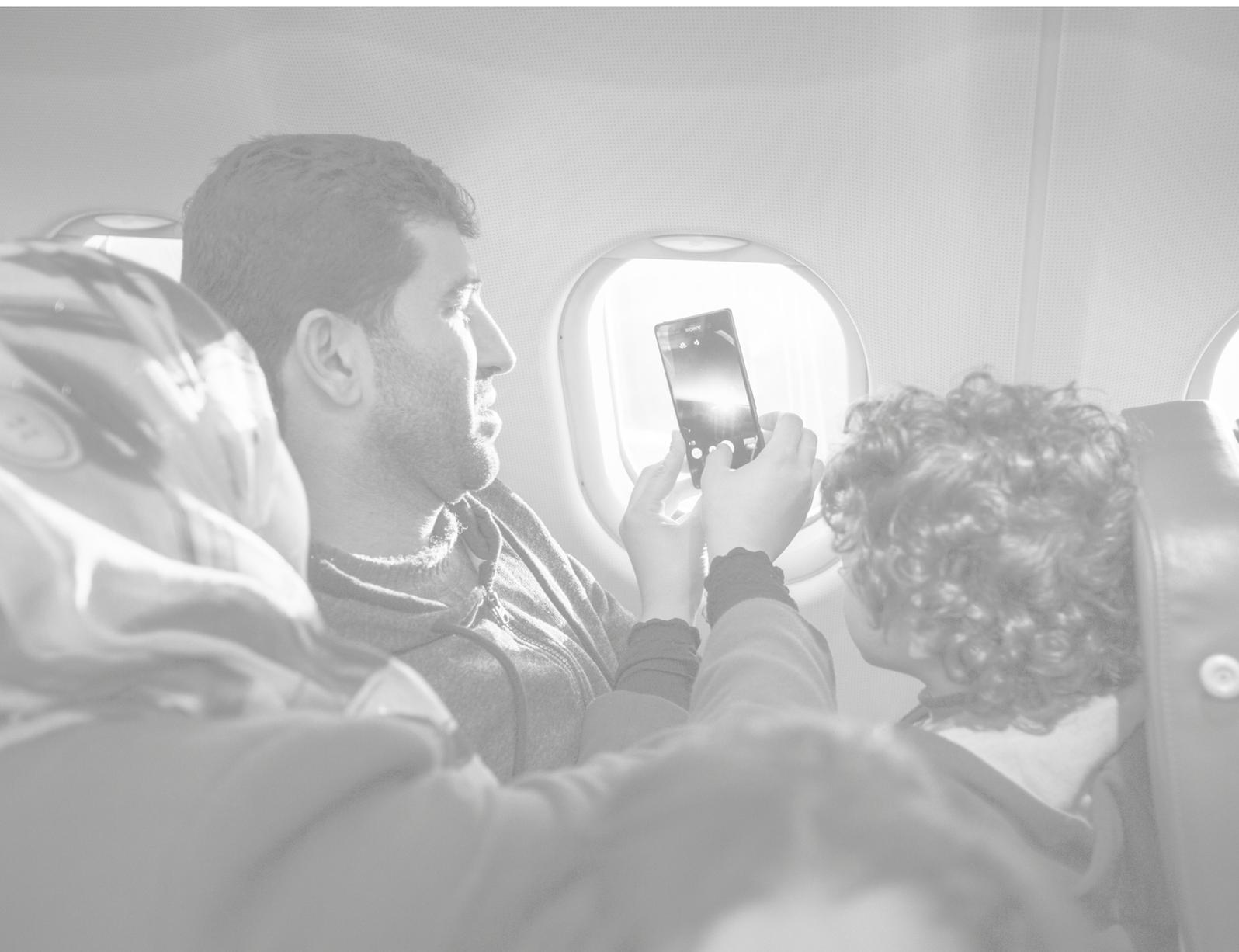
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# IOM United Kingdom Strategy 2021–2024



## MESSAGE FROM THE CHIEF OF MISSION

The landscape in the United Kingdom has seen significant changes in recent times that are impacting migration policy and practice. The United Kingdom's departure from the European Union, a new immigration system, revised international aid priorities, and the merger of the Foreign and Commonwealth Office with the Department for International Development all have significant impacts on the work and priorities of IOM. The IOM United Kingdom Strategy (2021–2024) outlines IOM's efforts to respond to this changing policy landscape and to capitalise on opportunities to work towards safe, orderly, regular and dignified migration that benefits all.



Over the next four years, IOM United Kingdom will continue to play an essential role in the field of human mobility: protecting, assisting and supporting vulnerable migrants in the United Kingdom and across the world; developing effective responses to the shifting dynamics of migration; and advising on migration policy, research, data and practice. Our response will be driven by a vision for a world where migrants move as a matter of genuine choice and not by desperate necessity. Where the human rights of migrants are protected from the moment they leave their homes until they arrive at their destination. Where migration is recognised as a positive force and benefits migrants as well as home and host societies.

In this context, the Global Compact for Safe, Orderly and Regular Migration provides an ambitious set of commitments and objectives that go beyond the status quo and envisage what migration policy and practice could evolve to in the decades ahead. The adoption of the Global Compact for Migration in 2018 by the majority of the United Nations Member States, including the United Kingdom, marks a historic and remarkable achievement – historic because it is the first comprehensive agreement on migration developed through intergovernmental negotiations in the United Nations, and remarkable that this was achieved at a time when the narrative around migration is so politically charged.

I am pleased to share the IOM United Kingdom Strategy 2021–2024, which lays the foundation of our work for the next four years, based on a whole-of-government and whole-of-society approach, working in partnership and coordination with all stakeholders including migrants, communities, government and non-governmental organisations, academia and the private sector.

**Dipti Pardeshi**  
Chief of Mission  
IOM United Kingdom

# CONTENTS

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<b>Message from the Chief of Mission</b>	<b>4</b>
<b>Executive summary</b>	<b>6</b>
<b>Introduction</b>	<b>9</b>
<b>Migration globally, regionally and in the United Kingdom</b>	<b>10</b>
<b>Key programme areas</b>	<b>14</b>
<b>Strategic goals and priorities over the next four years</b>	<b>18</b>
Governance	18
Resilience	20
Mobility	22
<b>Liaison and partnerships</b>	<b>27</b>
<b>Global Compact for Migration</b>	<b>28</b>
<b>Way forward</b>	<b>30</b>

# EXECUTIVE SUMMARY

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IOM United Kingdom's strategic goal for 2021–2024 is to **“promote and support safe, orderly and regular migration, enhancing the well-being of migrants and receiving communities in line with a rights-based and whole-of-society approach to migration governance”**.<sup>1</sup>

Our goal is founded on the vision that migration should be a matter of choice rather than desperate necessity. IOM will work in partnership with key actors to realise and maximise the development potential of migration and the benefits it can bring to migrants, home and host societies.

To achieve the strategic goal, IOM has identified the following strategic priorities under the themes of governance, resilience and mobility.



## Governance

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**Promote and pursue a whole-of-government, whole-of society and whole-of-route approach to improve migration governance**

- Strategic Priority 1: Contribute to evidence-based research on mobility and displacement to inform migration policy and practice both in the United Kingdom and abroad
- Strategic Priority 2: Promote a rights-based, whole-of-government and whole-of-society approach to migration governance
- Strategic Priority 3: Support the development of multisite and multi-partner initiatives that take a comprehensive and routes-based approach to migration



## Resilience

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**Support and strengthen the resilience of migrants, receiving communities, civil society, and national, regional and local authorities to effectively respond to migration challenges and vulnerabilities in the United Kingdom and abroad**

- Strategic Priority 1: Work with stakeholders, including diaspora communities, to strengthen policies and practices to address and reduce migrant vulnerabilities, including modern slavery, through the expansion of protection and assistance to migrants in need
- Strategic Priority 2: Facilitate durable solutions for refugees and vulnerable migrants through safe and dignified refugee resettlement schemes, humanitarian admission, family reunification and community sponsorship, supporting their comprehensive needs prior to departure, during travel and upon arrival
- Strategic Priority 3: Strengthen social inclusion and cohesion for migrants and societies through targeted integration initiatives, including for survivors of modern slavery

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<sup>1</sup> In this document, “migrant” refers to any person who moves from their place of usual residence across an international border, temporarily or permanently. This category includes labour migrants, international students, refugees and asylum seekers. Where required in the text, the distinction is made between the different groups, but when used as a whole, it refers to an all-encompassing group of migrants.



## Mobility

### Facilitate and expand predictable, safe and legal mobility pathways to and from the United Kingdom for the benefit of migrants and receiving communities

- Strategic Priority 1: Support the creation of labour mobility pathways for migrants, including through circular migration schemes to plug labour shortages in the United Kingdom, and maximise the reinvestment of skills and resources by migrants and the diaspora
- Strategic Priority 2: Contribute to the orderly management of migration through access to immigration and visa support
- Strategic Priority 3: Promote and advocate rights-based, safe, and dignified return and readmission practices, as well as sustainable reintegration

### Key programme areas

To achieve these strategic priorities, IOM United Kingdom will work on eight cross-cutting programme areas:



Resettlement



Migration policy and research



Integration and community cohesion



Migrant children



Immigration and visa support



Human trafficking and modern slavery



Migration and sustainable development (including diaspora engagement and labour mobility)



Migrant protection and assistance (including voluntary return and sustainable reintegration)



*Through the Safety, Support and Solutions II programme supported by the Foreign Commonwealth and Development Office, IOM provided critical humanitarian and protection support to migrants in 10 countries across West and Central Africa and the Middle East and North Africa.*

*Cornelius, 39, left Liberia when his parents died from Ebola. Trying to reach Europe, he found himself in the hands of smugglers and ended up stranded in the desert. With support from IOM, he is now gaining new strength to rebuild his life. © IOM 2019*

# INTRODUCTION

In line with global population growth, international migration has steadily increased over the last two decades, and today there are over 281 million migrants across the world living outside of their countries of origin. When managed well, migration provides opportunities and benefits for migrants, host communities and countries of origin, not only through increased productivity, economic growth and development but also socially and culturally, helping to develop richer and more diverse communities. If managed poorly, migration can negatively impact development, place migrants at risk and put communities under strain.

As the leading international intergovernmental organisation in the field of migration, IOM is committed to the promotion of rights-based, orderly and safe migration that benefits both migrants and communities. Founded in 1951 and headquartered in Geneva, Switzerland, IOM works with governments, intergovernmental organisations and non-governmental partners, including civil society organisations, think tanks and the private sector, to support orderly and humane migration. It does this by supporting the **resilience** of migrants, communities and governments; promoting safe and orderly human **mobility**; and strengthening local, national and international **governance** structures to manage and regulate migration.

As an intergovernmental organisation, IOM has 174 Member States and works globally with 590 field offices in over 100 countries and over 15,000 staff. IOM works in the four broad areas of migration management: migration and development, facilitating migration, regulating migration and addressing drivers of forced migration. Cross-cutting activities include the promotion of international migration law, policy guidance, protection of migrants' rights, migration health and the gender dimensions of migration.



The IOM United Kingdom Strategy 2021–2024 (hereinafter the Strategy) outlines our key priorities over the next four years, aligned closely with IOM's global strategic vision and IOM's regional strategy for the European Economic Area, Switzerland and the United Kingdom. The Strategy is in line with the current policy landscape and identified needs of migrants and host communities across the United Kingdom.



*IOM delivers refugee information sessions to local authorities in support of strengthened integration services for refugees. © IOM 2018*



*Funded by the Government of the United Kingdom, IOM shelters provide assistance to migrants in vulnerable situations along the Central Mediterranean route. © IOM*

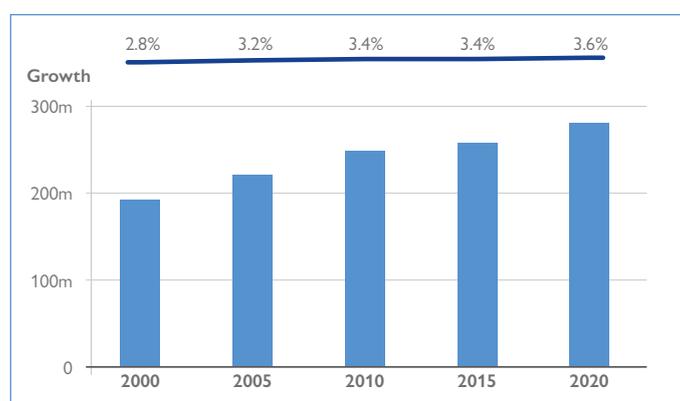


*Diaspora are at the heart of IOM's work, and are engaged to feed into the development processes of their countries of origin. © IOM 2019*

# MIGRATION GLOBALLY, REGIONALLY AND IN THE UNITED KINGDOM

Migration is one of the defining features of the twenty-first century and is a global phenomenon that impacts us all. While international migrants represent only 3.6 per cent of the world's population, millions more are impacted through family, economic and social interactions. Although the number of international migrants is increasing, the percentage against the world population remains comparable: an estimated 281 million people were international migrants in 2020, up from 221 million in 2010 and 173 million in 2000 (representing 2.8% of the world population in 2000). Two thirds of international migrants live in just 20 countries globally, including the United Kingdom, which hosts 9.5 million international migrants.<sup>2</sup>

**Migrants as a proportion of the world's population, 2000–2020**



Source: IOM, *World Migration Report 2020* (Geneva, IOM, 2019).

At the end of 2020, over 82 million people were forcibly displaced from their homes because of conflict, poverty, persecution and climate change, the highest it has ever been, with over 34 million crossing national borders in search of safety.<sup>3</sup> A large majority of the world's refugees and asylum seekers (86%) are hosted in low- and middle-income countries with diminishing prospects of either returning home or building a sustainable future where they are. Persons displaced from Afghanistan, Myanmar, South Sudan, the Syrian Arab Republic and the Bolivarian Republic of Venezuela account for over two thirds of people displaced across borders.<sup>4</sup> While it is difficult to isolate climate change from economic and social factors as a reason for displacement, an increasing number of studies show that environmental challenges are a key factor in decisions to move or to stay. In 2019, natural disasters triggered 24.9 million new displacements, the highest since 2012.

The last decade has also seen an unprecedented rise in mixed migration flows, including the migrant and refugee flows into Europe in 2015; the ongoing migrant flows in the Sahel, Libya and North Africa; and the large-scale movement of Venezuelans across Latin America and the Caribbean. Globally, the impacts of climate change, ongoing inequalities, fragilities and demographic changes are likely to lead to increased internal, regional and international mobility.

**Over 82 million people are forcibly displaced from their homes because of conflict, poverty, persecution and climate change, the highest it has ever been.**

<sup>2</sup> IOM, *World Migration Report 2020* (Geneva, IOM, 2019). Available at <https://publications.iom.int/books/world-migration-report-2020>.

<sup>3</sup> (Office of the) United Nations High Commissioner for Refugees (UNHCR), *Global Trends: Forced Displacement in 2020*. Available at [www.unhcr.org/flagship-reports/globaltrends/](http://www.unhcr.org/flagship-reports/globaltrends/).

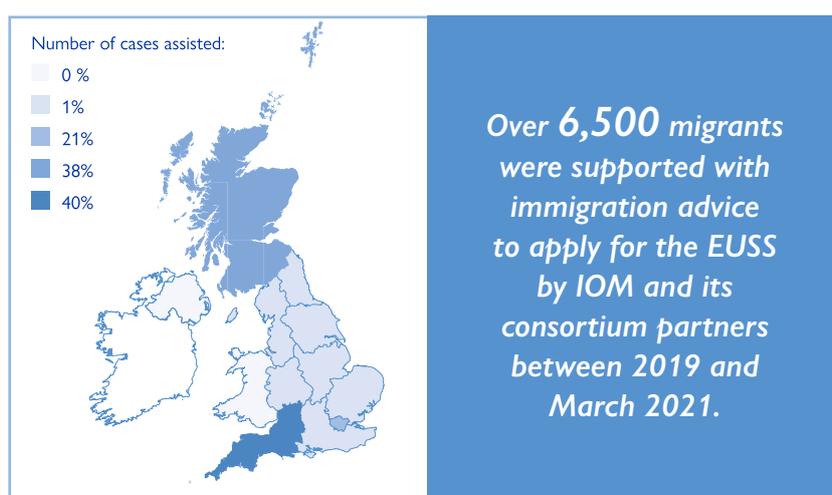
<sup>4</sup> Ibid.

Considering these developments, in 2016, the United Nations Summit for Refugees and Migrants convened to discuss a more robust international response to migrants and refugees. This summit resulted in the adoption of the New York Declaration for Refugees and Migrants and set in motion the development of two compacts: the Global Compact for Safe, Orderly and Regular Migration (hereinafter referred to as the Global Compact for Migration), which reiterates the need for enhanced cooperation on international migration in all its dimensions; and the Global Compact on Refugees, which underlines the need for strengthened cooperation and solidarity with refugees and affected host countries. As the first ever intergovernmental negotiated agreement on international migration, the Global Compact for Migration was adopted by 164 Member States of the United Nations, including the United Kingdom, in December 2018.

The COVID-19 pandemic has disrupted all forms of human mobility with border closures and restrictions on travel worldwide. This has affected not only the number of international migrants (estimated to have reduced by 2 million as a result of the pandemic) but also the impact of migration on development; for example, the decline in remittance flows to low- and middle-income countries as compared to pre-COVID-19 levels.<sup>5</sup> In the United Kingdom, the pandemic brought to light the critical role played by migrants in the health and social care sectors, as well as those working in other essential services roles. This is in sharp contrast to some of the populist anti-immigration discourse that preceded it. The pandemic also impacted migrant and refugee access to basic services, requiring many service providers, including IOM, to amend service delivery approaches to ensure migrants continued to access information and support.

Against this backdrop, 2020 saw a number of key events with significant impact on migration policies in the United Kingdom, including the United Kingdom's exit from the European Union, the new Immigration Bill, and the merger of the Department for International Development (DFID) and the Foreign and Commonwealth Office (FCO) to form the Foreign, Commonwealth and Development Office (FCDO).

The United Kingdom's exit from the European Union posed questions on the status and rights for both British nationals in the European Union and European Union nationals in the United Kingdom. In the lead up to Brexit, the Government designed a system to allow European Union citizens and their family members who are already living in the United Kingdom to retain their residence rights under the European Union Settlement Scheme (EUSS). Over 5.3 million applications were made across the United Kingdom, of which 4.8 million were granted status by the end of May 2021.<sup>6</sup>



<sup>5</sup> Dilip Ratha, Supriyo De, Eung Ju Kim, Sonia Plaza, Ganesh Seshan and Nadege Desiree Yameogo, *Phase II: COVID-19 Crisis through a Migration Lens*, Migration and Development Brief 33 (Washington, D.C., KNOMAD-World Bank, October 2020).

<sup>6</sup> United Kingdom, Parliament, House of Commons Library, *EU Settlement Scheme applications: Figures in final month (14 June 2021)*. Available at <https://commonslibrary.parliament.uk/eu-settlement-scheme-applications-figures-in-final-month/>.

IOM and its consortium partners have reached over 29,000 individuals in vulnerable situations with information on the EUSS and provided more than 6,500 individuals with legal advice and direct support with applications. At the same time, an estimated 1.3 million UK nationals living in European Union countries have had to register to maintain their residency status.<sup>7</sup> Over 10,000 vulnerable British nationals have been supported with residency applications by IOM across eight European Union countries. These issues will continue to demand attention and review in the coming years following the United Kingdom's official exit from the European Union.

The United Kingdom Immigration Act 2020 transforms the United Kingdom's immigration policy, effectively ending freedom of movement for European Union citizens, subjecting them to the same immigration rules as citizens from the rest of the world through an overhauled points-based system prioritising skilled workers.<sup>8</sup> The impact of these changes on the labour market is expected to be significant, and monitoring of anticipated shortages in particular sectors over the coming years will be required. The ability of the new points-based scheme to fulfil these labour market shortages remains to be seen and there will be a need to continue advocating for new legal pathways for migration in a post-Brexit environment.



*Through the Vulnerable Children's Resettlement Scheme between 2015 and February 2021, IOM provided resettlement support to 1,838 children at risk of harm and exploitation. © IOM*

<sup>7</sup> The United Nations Department of Economic and Social Affairs estimates that 1.3 million UK-born nationals were living across the European Union in 2019. See [www.un.org/en/development/desa/population/migration/data/estimates2/estimates15.asp](http://www.un.org/en/development/desa/population/migration/data/estimates2/estimates15.asp).

<sup>8</sup> In 2020, the UK Parliament passed the new Immigration Bill, ending the freedom of movement within the European Union on 31 December 2020, and replacing it with a new post-Brexit points-based immigration system beginning 1 January 2021. See [www.gov.uk/government/publications/the-uks-points-based-immigration-system-policy-statement/the-uks-points-based-immigration-system-policy-statement#the-uks-points-based-system](http://www.gov.uk/government/publications/the-uks-points-based-immigration-system-policy-statement/the-uks-points-based-immigration-system-policy-statement#the-uks-points-based-system).

In 2020, the number of asylum seekers reaching the United Kingdom by boat increased, with 8,400 people making the dangerous crossing in the year compared to 1,844 in 2019, and figures from the first few months of 2021 indicate a similar trend.<sup>9</sup> A growing number of unaccompanied children are included in these figures. Nonetheless, these numbers are still relatively low and the overall number of people seeking asylum in the United Kingdom fell considerably in 2020. In addition, in light of the new proposed Nationality and Borders Bill, asylum claims will be inadmissible where people have travelled through the European Union to reach the United Kingdom. The issue of arrivals via the English Channel, asylum, and return and readmission is expected to remain high on the agenda, despite a reduction in the total number of applications for asylum in the United Kingdom as a result of COVID-19.<sup>10</sup>

Despite these developments and the impact of COVID-19 on travel restrictions, the United Kingdom was able to fulfil its pledge to resettle 20,000 Syrian refugees by early 2021.<sup>11</sup> IOM will continue to encourage the Government to increase its resettlement quota and expand access to additional humanitarian pathways. Progress on refugee integration is expected to remain a priority for the Government and local, regional and civil society actors, particularly in light of the updated Indicators of Integration Framework. IOM will continue to provide support in this regard.<sup>12</sup>

The United Kingdom is one of IOM's largest donors, and our partnership is global in scope and diverse in nature. With the UK Aid landscape going through a period of significant change, including with the newly formed Department for Foreign, Commonwealth and Development Office, a shift in aid priorities and a temporary reduction in official development assistance from 0.7 per cent to 0.5 per cent of gross national income, IOM United Kingdom will continue to support IOM offices around the world to engage with the Government in this new context.



## IOM–United Kingdom partnership

The United Kingdom is an important IOM Member State and one of IOM's largest donors. The Government of the United Kingdom is a valued partner and major supporter of IOM humanitarian response and preparedness initiatives, as well as the Organisation's resettlement and integration work. We have launched flagship programmes on migrant protection and counter-trafficking, piloting innovative route-based approaches which protect migrants from harm throughout their journey, including the Safety, Support and Solutions II programme.<sup>13</sup> Equally, we are strengthening the data and research available on migration and displacement globally in order to guide policymakers and practitioners.

<sup>9</sup> According to the BBC, the Border Force has detained more than 650 people trying to cross the English Channel in small boats so far in 2021 (up to 8 March 2021), double the number during the same period in 2020. See [www.bbc.co.uk/news/uk-england-kent-56293473](https://www.bbc.co.uk/news/uk-england-kent-56293473).

<sup>10</sup> In the year ending June 2020, there were 32,423 asylum applications in the United Kingdom, similar to 2019 figures but lower than at the peak in June 2016. See [www.gov.uk/government/statistics/immigration-statistics-year-ending-june-2020/how-many-people-do-we-grant-asylum-or-protection-to](https://www.gov.uk/government/statistics/immigration-statistics-year-ending-june-2020/how-many-people-do-we-grant-asylum-or-protection-to).

<sup>11</sup> While the pledge made in 2015 was to reach 20,000 resettled refugees by the end of 2020, the impact of COVID-19 on mobility created delays – meaning the target was reached in the first quarter of 2021.

<sup>12</sup> The Indicators of Integration Framework provides practical ways to design more effective strategies, monitor services and evaluate integration interventions for refugees. It can be found at [www.gov.uk/government/publications/home-office-indicators-of-integration-framework-2019](https://www.gov.uk/government/publications/home-office-indicators-of-integration-framework-2019).

<sup>13</sup> For information, see <https://unitedkingdom.iom.int/safety-support-and-solutions-central-mediterranean-route>.

# KEY PROGRAMME AREAS

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IOM opened its office in the United Kingdom in 1992 and now works in the following areas to support migrants, communities and governments in the United Kingdom and abroad.



## Resettlement

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Resettlement is a vital lifeline for refugees in need of international protection. IOM facilitates the resettlement of refugees to the United Kingdom in close partnership with the Office of the United Nations High Commissioner for Refugees (UNHCR), national and local governments, and civil society partners. Between 2015 and February 2021, IOM supported **25,555 refugees** with resettlement to the United Kingdom, including unaccompanied and separated children, and assisted in family reunification. This was achieved through comprehensive support including pre-departure cultural orientation, health assessments, and facilitation of safe and dignified movement for each and every refugee resettled and support for community sponsorship schemes.



## Integration and community cohesion

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IOM's vision for integration promotes the social, economic, and cultural inclusion of migrants into their new communities and aims to assist receiving communities to recognise the positive contributions that migrants can make.

IOM United Kingdom will continue to support the integration of refugees (including asylum seekers), migrants, and receiving communities through research and policy development, building the capacity of partners and stakeholders, provision of support aimed at ensuring access to services and information, and enhancement of labour market integration. Engagement with migrant and receiving communities will be key to support community cohesion, including through events, activities, information campaigns, and appeals to facilitate interaction and substantiable relationships between groups.



## Immigration and visa support

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Since 2019, IOM has been providing immigration advice and casework support to vulnerable migrants to maintain their residency rights within the United Kingdom. IOM works in close partnership with local authorities, strategic migration partnerships, and third-sector organisations to reach and support those most at risk, including looked after children and care-leavers, people who are homeless and rough sleeping, survivors of human trafficking and modern slavery, and survivors of domestic abuse. IOM is also supporting British nationals and their families across eight European Union member countries to secure and maintain their residency rights now that the United Kingdom has left the European Union. IOM United Kingdom is an Office of the Immigration Services Commissioner (OISC) Level 3 Immigration and Asylum organisation and will continue to develop this work regionally and nationally, including supporting anti-destitution initiatives and resettled refugees with their leave to remain applications. IOM also supports States in immigration and visa processing, including operating visa application centres (VACs) on behalf of diplomatic missions around the world.



*To better prepare refugees for what to expect in the United Kingdom, IOM provides pre-departure orientation sessions. © IOM 2019*



## Migration and sustainable development

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The 2030 Agenda for Sustainable Development recognises migration as a powerful driver of sustainable development. The adoption of the Global Compact for Migration presents a significant opportunity to leverage the relationship between migration and development and serves as a roadmap to achieve the migration dimensions of the Sustainable Development Goals (SDGs). IOM will continue to use the SDGs and the Global Compact for Migration as both a guide to underpin our work in the United Kingdom and globally and as a leverage to engage with stakeholders on discussions around migration.

Specifically, IOM will engage diaspora as humanitarian and development actors, mapping diaspora communities in the United Kingdom and the contributions that they make to UK society and to the different countries to which they are connected. IOM will also work on labour mobility and economic development, partnering closely with stakeholders that represent sectors facing labour market shortages and advocate for labour mobility pathways that both respond to the United Kingdom's needs as well as ensure the rights of migrant workers are protected.



## Migration policy and research

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IOM United Kingdom will continue to engage in research projects exploring innovative migration practices, will identify migration trends and gaps, and will measure the impact of migration. This will be accomplished through partnerships with academia, think tanks and other stakeholders, with the aim to inform dialogue and policymaking with balanced and evidence-based research. The IOM Displacement Tracking Matrix (DTM) will also be utilised to conduct research studies, looking at migration flows and topical issues such as migration and climate change.<sup>14</sup>

At the same time, IOM will continue to support policy development and encourage dialogue on issues such as modern slavery, refugee and migrant integration, asylum procedures and rights, diaspora and remittances, family reunification and migrant assistance, as well as wider global issues.



## Migrant children

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At all stages of the journey, migrant children are disproportionately vulnerable to violence, abuse and exploitation. This is particularly the case for unaccompanied or separated migrant children, who in recent years, have been arriving in increasing numbers in the United Kingdom. At IOM United Kingdom, child migration is a key area of focus, cutting across all our key areas of strategic engagement. Guided by international law, IOM works to safeguard and protect migrant children and promotes their needs and best interests. IOM promotes child-sensitive migration policies, develops and implements initiatives supporting both migrant children and their families as well as unaccompanied migrant children, and helps build the capacities of front-line professionals and carers supporting these children.



## Human trafficking and modern slavery

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IOM United Kingdom's work on human trafficking and modern slavery builds on the Organisation's 25-year experience in counter-trafficking programming across the globe and covers activities delivered nationally and in key countries of interest. The focus of our programming will be on capacity development for a broad range of stakeholders who are involved in prevention, survivor protection and assistance; providing direct support to survivors on their journey towards employment; conducting research to increase the evidence base for policy and programme design; and facilitating dialogue between government and non-governmental stakeholders on key national and international issues.



## Migrant protection and assistance

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This programme area focuses on protecting and upholding migrants' rights through the provision of targeted assistance to vulnerable migrants and through partnerships with government, civil society and the private sector. Our work will focus on those migrants who continue to have unmet needs, from survivors of modern slavery to stranded migrants, including through programmes that aim to protect migrants from harm throughout their journey. This area of work also includes support for migrants with voluntary return and sustainable reintegration. We will deliver our work through targeted interventions in the United Kingdom and overseas, through research and analysis, developing guidelines and sharing best practices, as well as facilitating dialogue across government and non-governmental stakeholders.

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<sup>14</sup> The Displacement Tracking Matrix gathers and analyses data to disseminate critical multilayered information on the mobility, vulnerabilities, and needs of displaced and mobile populations, which enables decision makers and responders to provide these populations with better context-specific assistance. More information can be found at <https://dtm.iom.int/>.



Family reunification programmes like the joint British Red Cross-IOM programme help to reunite families together. © IOM 2019



IOM provides migrants with immigration advice and services to finalise their settlement status through the European Settlement Scheme. © IOM 2019



IOM organises community cohesion events and activities to facilitate sustainable relationships between migrants and receiving communities. © IOM 2019



IOM supports labour market integration of migrants through the creation of opportunities and partnerships with authorities, the private sector and civil society organisations. © IOM



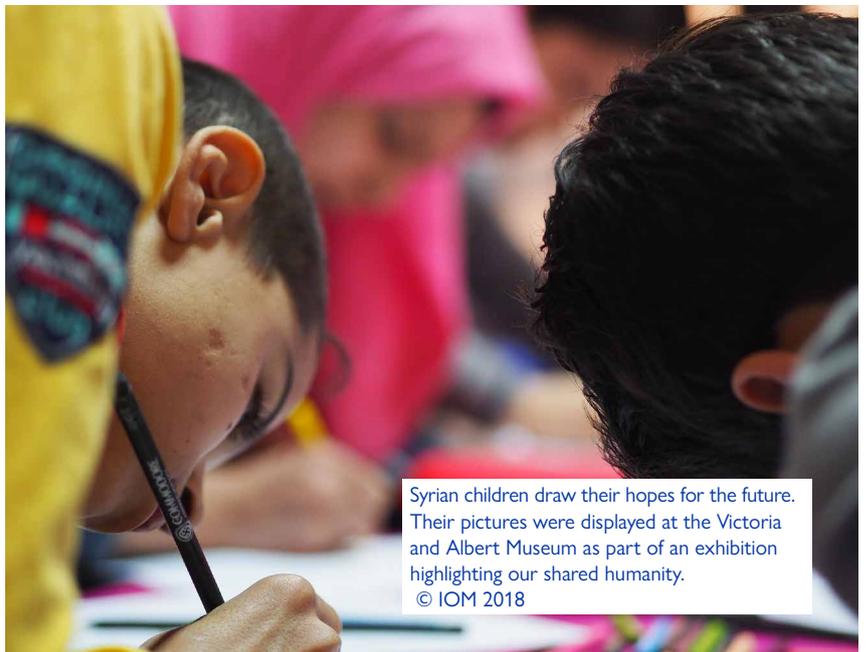
IOM plays a vital role in the resettlement of refugees to the United Kingdom. © IOM



IOM led a project to deploy Sierra Leonean health workers living in the United Kingdom and other countries to Sierra Leone to increase the availability and quality of health care. © IOM 2017



IOM supported Khaled and his family to resettle from Lebanon to the United Kingdom © IOM 2019



Syrian children draw their hopes for the future. Their pictures were displayed at the Victoria and Albert Museum as part of an exhibition highlighting our shared humanity. © IOM 2018

# STRATEGIC GOAL AND PRIORITIES OVER THE NEXT FOUR YEARS

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Taking into account IOM programme areas and needs identified globally, regionally and nationally, IOM United Kingdom's strategic goal for 2021–2024 will be to **“promote and support safe, orderly and regular migration, enhancing the well-being of migrants and receiving communities in line with a rights-based and whole-of-society approach to migration governance”**.

The following strategic priorities under the themes of governance, resilience and mobility will guide IOM United Kingdom's work to achieve its strategic goals.



## Governance

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**Promote and pursue a whole-of-government, whole-of society and whole-of-route approach to improve migration governance**

Good migration governance requires close cooperation between a range of actors. The adoption of the Global Compact for Migration provides an opportunity for IOM to build capacity in migration governance, advocate and strengthen mechanisms for migrant assistance, and foster stronger collaboration with stakeholders to meet the objectives of the Global Compact for Migration. High-quality data will be critical for designing, implementing and evaluating evidence-based migration policies and programmes, and IOM will engage with government at all levels (including relevant ministries), regional and local authorities as well as other partners in the United Kingdom and abroad, including United Nations agencies, civil society, the private sector and academia, amongst others, to offer policy advice and support.

**Strategic Priority 1: Contribute to evidence-based research on mobility and displacement to inform migration policy and practice both in the United Kingdom and abroad**

Along with IOM Headquarters, IOM United Kingdom is in a unique position of housing part of the global Displacement Tracking Matrix (DTM), which uses a mixed methodology of mobility tracking, flow monitoring, registration, and surveys to track and monitor displacement and human mobility across the world. The DTM methodology is also used to research and analyse new and emerging issues on migration and migrant vulnerabilities and resilience. Working in partnership with world-leading universities and think tanks, the IOM United Kingdom team will pursue the development of narratives around migration and displacement based on evidence with a view to informing global policy and programming. Environmental displacement, health and displacement, impact of COVID-19 on mobility, data ethics and governance, and data innovations and technology are some of the areas of research that will be prioritised. Within the United Kingdom, IOM will aim to promote better understanding of migration dynamics, including migrant vulnerabilities and resilience, and will focus research on specific issues such as trafficking and modern slavery, remittances, diaspora and development, and refugee integration, amongst others, with the aim of developing and influencing evidence-based programming and policy.

## Strategic Priority 2: Promote a rights-based, whole-of-government and whole-of-society approach to migration governance

IOM is guided by the principles enshrined in the Charter of the United Nations, including upholding human rights for all. Respect for the rights, dignity and well-being of migrants will be central to all that we do. Using the Global Compact for Migration as a basis and in line with the Global Compact on Refugees and the 2030 Agenda for Sustainable Development, IOM will work with national authorities and stakeholders to promote policies and practices that are in line with the commitments made under these initiatives. Specifically, IOM will develop and lead a strategy to strengthen engagement on the Global Compact for Migration with a range of actors, which will include efforts to build awareness of the Global Compact for Migration and its utility, convene discussions on priority themes, and support sharing of information and good practice between the global level and the United Kingdom. IOM will ensure migrant voices are central to and a driving force behind our policy, research and programme activities.

## Strategic Priority 3: Support the development of multisite and multi-partner initiatives that take a comprehensive and routes-based approach to migration

Many contemporary migration challenges are multidimensional and dynamic, taking place across numerous countries. Countries of origin, transit and destination are interconnected, and there is a need to join up responses along the entirety of the migration route so that policies are coherent and programming initiatives in different places are reinforcing. IOM will continue to build on projects that have applied route-based and corridor approaches to ensure migrants are safe and supported along their journey and that migration is addressed in a coordinated, coherent, and evidence-based manner. Our work on modern slavery will also adopt this approach, taking on board lessons learned from previous route-based programmes such as Safety, Support and Solutions.



*Together with the University of Birmingham, the research study MigChoice investigated how migration decisions are affected by development interventions.<sup>15</sup> © IOM 2018/Lucas CHANDELLIER*

<sup>15</sup> More information on MigChoice can be found at [www.birmingham.ac.uk/schools/government/departments/international-development/research/projects/2019/migchoice/index.aspx](http://www.birmingham.ac.uk/schools/government/departments/international-development/research/projects/2019/migchoice/index.aspx).



## Resilience

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**Support and strengthen the resilience of migrants, receiving communities, civil society, and national, regional and local authorities to effectively respond to migration challenges and vulnerabilities in the United Kingdom and abroad**

IOM recognises that complex drivers, including instability, poverty, exploitation and climate change will continue to impact vulnerability levels. IOM will pursue a long-term and holistic approach to addressing these migration drivers, including through evidence-based research, while facilitating and promoting legal pathways for migration. The Organisation will provide dedicated support to migrants with protection and assistance needs and will facilitate integration efforts to increase the resilience of migrants and receiving communities. IOM will also strengthen partnerships with diaspora communities in the United Kingdom to utilise their unique knowledge and resources to alleviate humanitarian crises in their countries of origin.

**Strategic Priority 1: Work with stakeholders, including diaspora communities, to strengthen policies and practices to address and reduce migrant vulnerabilities, including modern slavery, through the expansion of protection and assistance to migrants in need**

Building on our existing support to migrants in need of legal assistance, IOM United Kingdom will expand the type and scope of assistance to victims of trafficking, asylum seekers, refugees, irregular migrants, unaccompanied and separated children, survivors of gender-based violence, LGBTIQ+ migrants, persons with disabilities and other groups based on needs identified. Assistance could include referrals, case management, immigration advice to regularise migration status and ensure access to rights, and direct support, amongst others, using a regional, mobile and partnerships approach. Where possible, IOM will embed services and assistance within local authorities and partners to promote a holistic and collaborative approach to supporting migrants with vulnerabilities.

In line with the priorities under the governance pillar, IOM will advocate, build capacity and undertake research on addressing vulnerabilities in migration. These vulnerabilities include human trafficking and modern slavery. IOM United Kingdom will continue to work as a leader in this issue through protection and prevention efforts including through capacity-building, awareness-raising, research-based policy development and responses, ethical recruitment in cooperation with the private sector, and sharing learning and best practices amongst actors and States. IOM United Kingdom's work will be in line with IOM's global six-pillar approach to migrant protection and assistance and its counter-trafficking strategy.<sup>16</sup>

Diasporas are often uniquely equipped to intervene in the aftermath of disasters in their countries of origin through their technical and language skills, community networks, remittances and philanthropic contributions, and local area knowledge. IOM will seek to further strengthen diasporas' engagement for more effective humanitarian assistance.

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<sup>16</sup> The strategies are available at [www.iom.int/iom-handbook-migrant-protection-and-assistance](http://www.iom.int/iom-handbook-migrant-protection-and-assistance) and [www.iom.int/counter-trafficking](http://www.iom.int/counter-trafficking).

**Strategic Priority 2: Facilitate durable solutions for refugees and vulnerable migrants through safe and dignified refugee resettlement schemes, humanitarian admission, family reunification and community sponsorship, supporting their comprehensive needs prior to departure, during travel and upon arrival**

Since 2004, IOM has been successfully providing pre-departure and movement management activities for refugees to be resettled to the United Kingdom. The activities include cultural orientation prior to departure, intended to support settlement and integration into their host communities; providing access to physical and mental health support; and providing assistance such as ensuring appropriate documentation and reception by host communities; and safe, orderly and dignified movement. IOM will build on the success of previous resettlement programmes by continuing to incorporate lessons learned into our processes, increasing accountability and pursuing a solutions-driven approach. We will also maintain and strengthen relationships with internal and external partners. Lastly, we will continue to advocate and engage in discussions with the Government of the United Kingdom, UNHCR, and other relevant stakeholders on the establishment of long-term resettlement and complementary pathways including but not limited to humanitarian admission schemes and community sponsorship.

In addition, IOM will continue to work with partners to assist with and advocate for family reunification, including for unaccompanied and separated children.

**Strategic Priority 3: Strengthen social inclusion and cohesion for migrants and societies through targeted integration initiatives, including for survivors of modern slavery**

IOM has built a strong reputation for its integration work in the United Kingdom, with a primary focus on resettled refugees. Our vision for the next four years is to expand from this foundational point to enhance integration for all migrants. IOM will enhance support across the integration



*Ensuring migrants and refugees can contribute economically and socially to their host communities is key to the future well-being, prosperity and cohesion of communities. IOM aims to reduce these barriers by analysing employer and migrant needs, creating opportunities for migrants and developing partnerships for increased employer and migrant engagement. © IOM 2018*

continuum, strengthening cohesive support both before and after a migrant arrives in the United Kingdom. Further to providing pre-departure cultural orientation for refugees, IOM aims to provide orientation for all migrants in need once in the United Kingdom, tailoring content to various communities to provide basic knowledge and shared experiences about navigating local life.

IOM will continue building the capacity of receiving communities through Refugee Information Sessions and will also target local authorities and organisations assisting asylum seekers and other migrants in need to better understand and adjust to the needs of the various communities with which they work. In addition, IOM will further expand support to local authorities in building sustained engagement with marginalised migrant communities, enhancing inclusion of migrant voices, and considerations in future responses and recoveries from crises such as the COVID-19 pandemic. Finally, to develop a more nuanced understanding of overall integration needs and better target social cohesion initiatives, IOM will manage the Integration Hub, a centralised point of access to a range of integration resources and data for authorities, organisations, and communities in the United Kingdom.<sup>17</sup>

Building on previous pilots to support labour market integration of newly arrived refugees, IOM will assist and work with local and national actors in early skills recognition of refugees and other migrants to tailor and provide targeted labour market integration support. In addition, IOM will continue to implement programmes designed to equip refugees (both newly arrived and recently recognised) and other migrants in need, including survivors of trafficking, with the skills and knowledge to enter the UK labour market and support job placement initiatives.

Engagement with the private sector will be key and will focus on fostering migrant-friendly recruitment and retention practices, providing learning and training opportunities (particularly for survivors of trafficking), developing support tools such as the Employer's Guide and identifying opportunities for partnership in labour market integration programming.



## Mobility

**Facilitate and expand predictable, safe and legal mobility pathways to and from the United Kingdom for the benefit of migrants and receiving communities**

The ways in which people move are constantly changing as are the tools and legal frameworks governing mobility at both the national and global levels. Labour migration is a key and necessary pathway to addressing changing labour market needs and IOM aims to support the development of labour mobility pathways, including circular migration and skills transfer opportunities, to aid both the United Kingdom and countries of origin. Access to immigration advice and visa support, particularly for those most vulnerable, will also be key to ensure migrants are able to secure their residency and that mobility is safe, orderly, and dignified.

At the same time, IOM recognises that return, readmission and reintegration of irregular migrants to their countries of origin or third countries are natural features of international mobility. IOM will support migrants in their reintegration and the societies and communities that receive them.

<sup>17</sup> Information on the Integration Hub can be found here: <https://unitedkingdom.iom.int/iom-uk-integration-hub>.

Strategic Priority 1: Support the creation of labour mobility pathways, including through circular migration schemes to plug labour shortages in the United Kingdom, and maximise the reinvestment of skills and resources by migrants and the diaspora

Working in collaboration with the private sector, civil society organisations and government partners, IOM will support the development of safe, rights-based labour migration policies and programmes. Partnerships will focus on the development of labour mobility pathways to the United Kingdom from countries of displacement, linking displaced persons with employers to fill gaps in the labour market. The intention is to reduce the likelihood of migrants pursuing dangerous journeys and at the same time contribute to core labour market needs.

There will also be a focus on labour mobility pathways into identified areas of labour shortage through the development of circular migration schemes that are aligned with interventions in countries of origin focusing on skills certification, pre-employment/pre-departure orientation and measures that enhance sustainable reintegration on return. Partnerships with professional bodies and workers associations, for example in the health care sector where large-scale recruitment in the coming decade is expected, will be prioritised to ensure that recruitment processes are ethical and minimise the risk of exploitation.



*Through the Safety, Support and Solutions II project, IOM provided reintegration support to the most vulnerable returnees. Frank, 32 (above), was supported with business management training to support his reintegration back to Nigeria from the Niger. © IOM 2019*

More broadly, IOM United Kingdom will work with the FCDO to highlight the importance of migration to international development, and will advocate for the promotion of safe and legal labour mobility pathways that protect migrant workers. In addition, IOM will work to facilitate the contributions that migrant and diaspora communities make to the development of their countries of origin. IOM United Kingdom will engage with these communities to better understand the barriers that they face in reinvesting their skills and resources (for example, in the form of remittances) and will work with government and other stakeholders to ensure that the right conditions are created for them to maximise this investment.

### **Strategic Priority 2: Contribute to the orderly management of migration through access to immigration and visa support**

In the lead up to the United Kingdom's departure from the European Union and since 2019, IOM has been providing immigration advice and casework support to vulnerable migrants to maintain their residency rights within the United Kingdom. Expanding on this and working in close partnership with local authorities, strategic migration partnerships and third-sector organisations, IOM will continue to assist migrants with immigration advice and support to regularise their residency rights in the United Kingdom, including supporting refugees with their indefinite leave to remain applications. IOM will target most at-risk groups, including looked after children and care-leavers, people who are homeless and rough sleeping, survivors of human trafficking and modern slavery, and survivors of domestic abuse. British nationals living in a number of European Union countries will also be provided with support to regularise their residency rights now that the United Kingdom has left the European Union. Support for immigration processes will include consular support for visa processing as requested by governments.

### **Strategic Priority 3: Promote and advocate rights-based, safe, and dignified return and readmission practices, as well as sustainable reintegration**

Return migration can take place for a variety of reasons. IOM will promote safe and dignified return and readmission programmes that protect the human rights of migrants, particularly alternatives to detention and ensuring safeguards are in place for migrants in vulnerable situations. This will be through direct assistance to returnees, advocacy, technical assistance, and the development of policy and operational guidelines and frameworks. IOM will also advocate for return to be coupled with comprehensive and sustainable reintegration, which covers the economic, social, and health (including mental health) needs of returnees and addresses the needs of the communities that receive them. This community-based approach will highlight the benefits of returnees to receiving communities while addressing social, economic, infrastructural and environmental issues. The approach will promote and seek to strengthen social cohesion amongst returnees and communities.

*Migrants from the European Union were assisted with immigration advice and support to finalise their settlement status in the United Kingdom. Similarly, British nationals in a number of countries across Europe were provided with similar assistance in the lead up to and following the United Kingdom's departure from the European Union.*  
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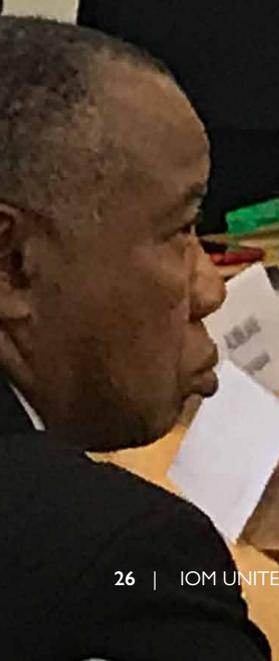
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Partnerships for research and policy development are key for priority issues such as modern slavery and counter-trafficking.  
© IOM 2019

**IOM**  
UN MIGRATION

**HUMANE AND  
ORDERLY MIGRATION  
BENEFITS MIGRANTS  
AND SOCIETY.**

Established in 1951, the International Organization for Migration is the leading intergovernmental organization in the field of migration. It is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM works with its partners in the international community to assist in meeting the growing challenges of migration, advance human development and contribute to peace and stability.



PATRICK BURLAND  
IOM UK

PATRICA HYNES  
UNIVERSITY OF BEDFORDSHIRE

JENNIFER

# LIAISON AND PARTNERSHIPS

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Migration is cross-cutting in nature and involves multiple actors. Good migration governance requires partnerships to develop comprehensive, effective, and harmonised approaches to foster the benefits and address the challenges of migration. Partnerships are integral to the sustainability and effectiveness of IOM's work, and it is IOM's intention to continue to build and diversify its partnerships based on common objectives and shared values.

IOM United Kingdom works with a wide range of stakeholders including national government departments, local authorities, civil society organisations, international organisations, academia, migrants, communities, diasporas and the private sector. These partnerships build on complementary strengths and capacities, using each partner's knowledge, expertise, skills and resources for the benefits of migrants and society.

In line with the whole-of-government approach, IOM aims to engage with partners across the Government to support cohesive and complimentary policies on migration, developing partnerships with ministries beyond the Home Office and the FCDO and with the UK Parliament and related All-Party Parliamentary Groups. IOM will also continue and seek out new partnerships with regional and local authorities, expanding beyond our existing areas of work with them.

The United Kingdom is a major donor to IOM global operations and engages actively as a Member State. Our partnership is global in scope and cross-sectoral.<sup>18</sup> IOM United Kingdom supports IOM offices around the world to apply for and manage UK funds in line with core requirements and promotes a spirit of mutual trust and partnership in our cooperation. To this end, regular strategic dialogues between senior government officials and IOM staff are organized to set shared priorities. For multi-country programmes, IOM United Kingdom can also play a coordination function, helping draw together expertise across the Organisation to better support migrants' needs while also supporting coordinated outreach and relationship management with UK donors.

Engaging with civil society organisations, such as grassroots migrant and diaspora organisations, foundations, trusts, and international and local non-governmental organisations, is integral to IOM United Kingdom's activities. Where possible, IOM United Kingdom will facilitate storytelling and case studies of the individuals, communities, and organisations we work with to ensure that their voices are at the centre of our work and are heard.

IOM acknowledges that evidence-based, forward-looking and well-planned policy can enhance migration governance, which benefits both migrants and the communities that welcome them. Accurate and disaggregated data serves as a foundation for evidence-based policies that can promote social cohesion. Sound analysis and evidence-based information that is communicated strategically can contribute to balancing public discourse and reducing discrimination. IOM will continue to work closely with academia and think tanks to support research on topical issues, such as migration and climate change, as well as more localised discussions around refugee integration.

Private sector partnerships will be strengthened in key areas, including on ethical recruitment of migrant workers and labour market integration of vulnerable migrants and survivors of trafficking.

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<sup>18</sup> IOM, *A partnership in action: IOM and the United Kingdom 2013–2017* (Geneva, IOM, 2018). Available at <https://unitedkingdom.iom.int/sites/all/modules/pubdCnt/pubdCnt.php?fid=3>.

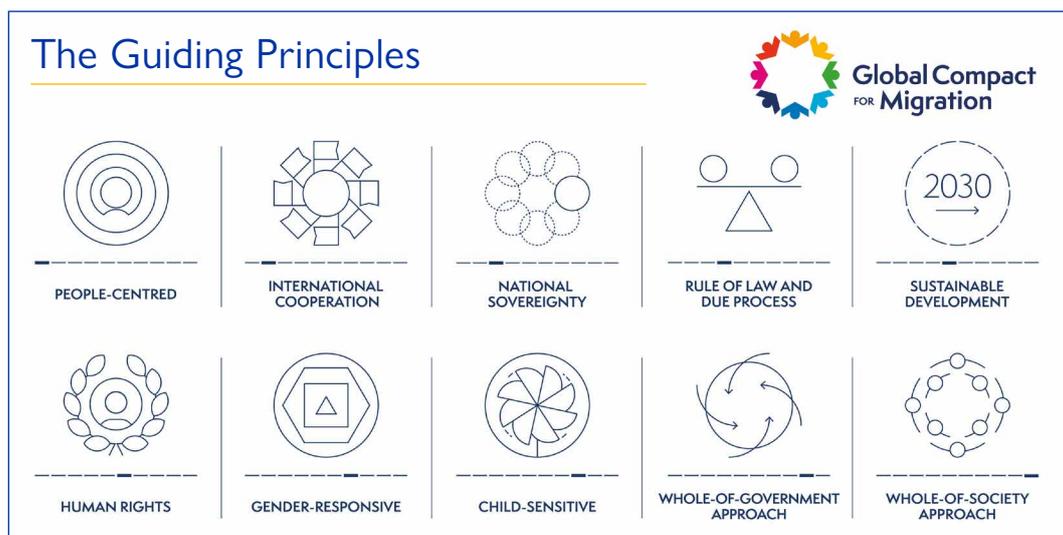
# GLOBAL COMPACT FOR MIGRATION

As the first ever intergovernmental negotiated agreement on international migration, the Global Compact for Migration was adopted by 164 Member States of the United Nations, including the United Kingdom, in December 2018. The Global Compact for Migration comprises 10 guiding principles and 23 objectives for better managing migration at the local, national, regional and global levels.

In line with the whole-of-society and whole-of-government approach, the Global Compact for Migration provides an opportunity for closer engagement with partners and stakeholders to collaborate on key priorities highlighted in the Compact. The Government of the United Kingdom is a key supporter of the Global Compact for Migration including through its contributions throughout the negotiations on the Compact, as well as more recent involvement in and support for the United Nations Network on Migration and the Start-up Fund for Safe, Orderly and Regular Migration.

IOM United Kingdom will work with partners to foster engagement in the Global Compact for Migration in the United Kingdom, in particular focusing on:

- Widening engagement with stakeholders beyond those already engaged (e.g. the private sector, local authorities, civil society organisations and cities), as well as ensuring migrants are represented as part of an inclusive multi-stakeholder approach;
- Understanding and demonstrating the practical added value of the Global Compact in the United Kingdom context;
- Leveraging the Global Compact for Migration as a platform to drive forward progress in thematic priority areas, spanning both domestic and international approaches;
- Strengthening connections between engagement on the Global Compact for Migration in the United Kingdom and international Global Compact for Migration initiatives.



Source: United Nations General Assembly, Global Compact for Safe, Orderly and Regular Migration, 2018.

# Global Compact for Migration objectives for safe, orderly and regular migration<sup>19</sup>

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|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>1 DATA</b></p>                                  | <p><b>1.</b> Collect and utilize accurate and disaggregated data as a basis for evidence-based policies.</p>                    |  <p><b>2 MINIMIZE ADVERSE DRIVERS</b></p>     | <p><b>2.</b> Minimize the adverse drivers and structural factors that compel people to leave their country of origin.</p>              |  <p><b>3 INFORMATION PROVISION</b></p>                 | <p><b>3.</b> Provide accurate and timely information to all stages of migration.</p>                                                  |
|  <p><b>4 LEGAL IDENTITY AND DOCUMENTATION</b></p>      | <p><b>4.</b> Ensure that all migrants have proof of legal identity and adequate documentation.</p>                              |  <p><b>5 REGULAR PATHWAYS</b></p>             | <p><b>5.</b> Enhance availability and flexibility of pathways for regular migration.</p>                                               |  <p><b>6 RECRUITMENT AND DECENT WORK</b></p>           | <p><b>6.</b> Facilitate fair and ethical recruitment and safeguard conditions that ensure decent work.</p>                            |
|  <p><b>7 REDUCE VULNERABILITIES</b></p>                | <p><b>7.</b> Address and reduce vulnerabilities in migration.</p>                                                               |  <p><b>8 SAVE LIVES</b></p>                   | <p><b>8.</b> Save lives and establish coordinated international efforts on missing migrants.</p>                                       |  <p><b>9 COUNTER SMUGGLING</b></p>                     | <p><b>9.</b> Strengthen the transnational response to smuggling of migrants.</p>                                                      |
|  <p><b>10 ERADICATE TRAFFICKING</b></p>               | <p><b>10.</b> Prevent, combat and eradicate trafficking in persons in the context of international migration.</p>               |  <p><b>11 MANAGE BORDERS</b></p>             | <p><b>11.</b> Manage borders in an integrated, secure and coordinated manner.</p>                                                      |  <p><b>12 SCREENING AND REFERRAL</b></p>              | <p><b>12.</b> Strengthen certainty and predictability in migration procedures for appropriate screening, assessment and referral.</p> |
|  <p><b>13 ALTERNATIVES TO DETENTION</b></p>          | <p><b>13.</b> Use migration detention only as a measure of last resort and work towards alternatives.</p>                       |  <p><b>14 CONSULAR PROTECTION</b></p>       | <p><b>14.</b> Enhance consular protection, assistance and cooperation throughout the migration cycle.</p>                              |  <p><b>15 ACCESS TO BASIC SERVICES</b></p>           | <p><b>15.</b> Provide access to basic services for migrants.</p>                                                                      |
|  <p><b>16 INCLUSION AND SOCIAL COHESION</b></p>      | <p><b>16.</b> Empower migrants and societies to realize their inclusion and social cohesion.</p>                                |  <p><b>17 ELIMINATE DISCRIMINATION</b></p>  | <p><b>17.</b> Eliminate all forms of discrimination and promote evidence-based public discourse to shape perceptions of migration.</p> |  <p><b>18 SKILLS DEVELOPMENT AND RECOGNITION</b></p> | <p><b>18.</b> Invest in skills development and facilitate mutual recognition of skills, qualifications and competences.</p>           |
|  <p><b>19 MIGRANT AND DIASPORA CONTRIBUTIONS</b></p> | <p><b>19.</b> Create conditions for migrants and diasporas to fully contribute to sustainable development in all countries.</p> |  <p><b>20 REMITTANCES</b></p>               | <p><b>20.</b> Promote faster, safer and cheaper transfer of remittances and foster financial inclusion of migrants.</p>                |  <p><b>21 DIGNIFIED RETURN AND REINTEGRATION</b></p> | <p><b>21.</b> Cooperate in facilitating safe and dignified return and readmission, as well as sustainable reintegration.</p>          |
|  <p><b>22 SOCIAL PROTECTION</b></p>                  | <p><b>22.</b> Establish mechanisms for the portability of social security entitlements and earned benefits.</p>                 |  <p><b>23 INTERNATIONAL COOPERATION</b></p> | <p><b>23.</b> Strengthen international cooperation and global partnerships for safe, orderly and regular migration.</p>                |                                                                                                                                           |                                                                                                                                       |

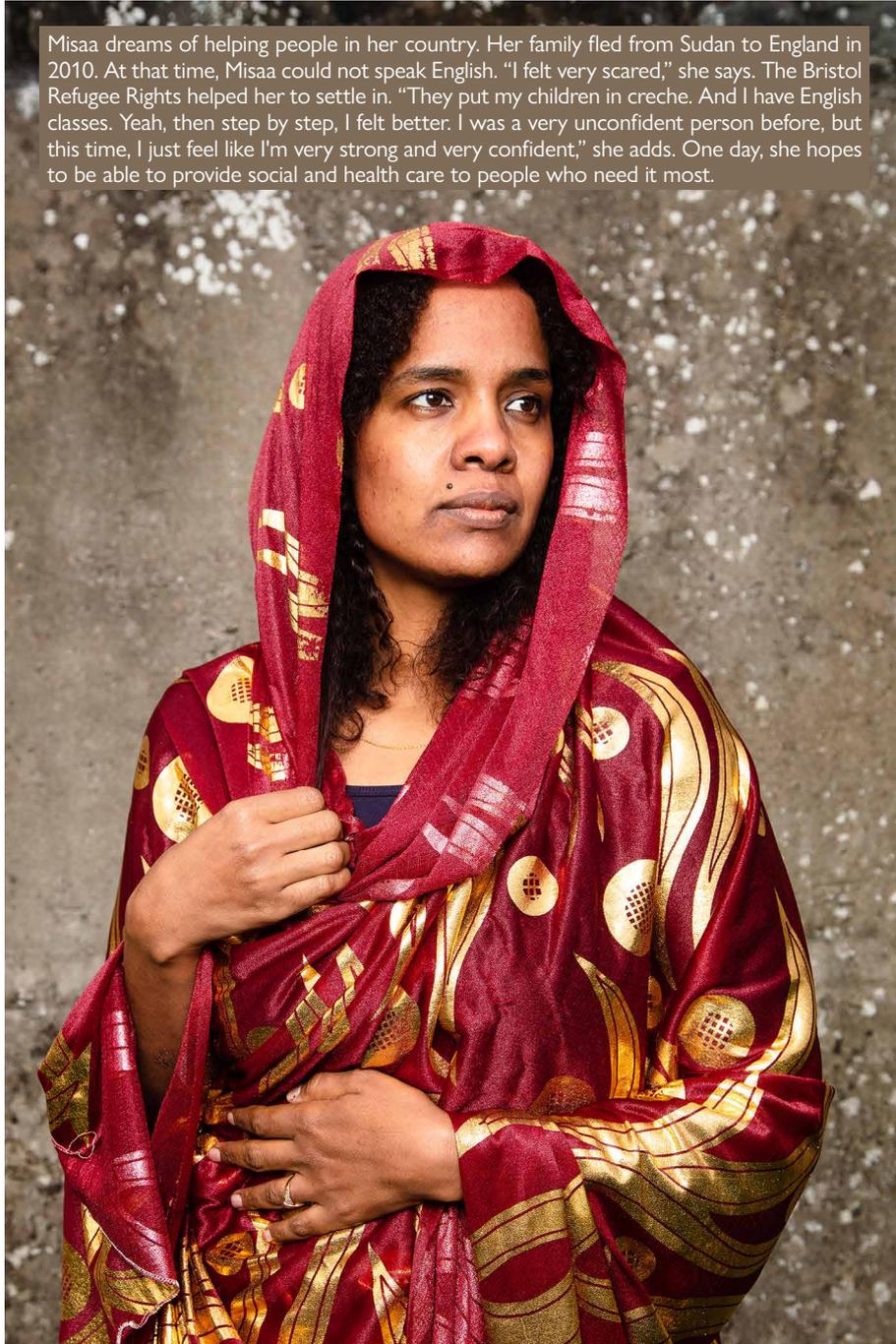
<sup>19</sup> United Nations General Assembly, Global Compact for Safe, Orderly and Regular Migration (December 2018).

## WAY FORWARD

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By 2024, IOM will have supported the Government of the United Kingdom and local and regional authorities to apply a rights-based approach to the governance of human mobility that is coherent, holistic and balanced to, from and within the United Kingdom, as well as be responsive to public concerns and challenges. At the same time, through partnerships and collaboration, IOM will continue to support the protection of migrants throughout all of its activities, providing assistance where possible and supporting the development of evidence-based migration policy founded on research and data.

Misaa dreams of helping people in her country. Her family fled from Sudan to England in 2010. At that time, Misaa could not speak English. "I felt very scared," she says. The Bristol Refugee Rights helped her to settle in. "They put my children in creche. And I have English classes. Yeah, then step by step, I felt better. I was a very unconfident person before, but this time, I just feel like I'm very strong and very confident," she adds. One day, she hopes to be able to provide social and health care to people who need it most.



*During Refugee Week 2021, IOM United Kingdom partnered with Witness Change to support the One Thousand Dreams project that empowered people from refugee backgrounds to tell their stories. © Witness Change 2021*





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