

Mapping the Integration Star™ onto the Home Office Indicators of Integration framework

The Home Office’s Indicators of Integration framework was developed in collaboration with academics, migrant organisations, the voluntary sector, local and national governments, and migrants themselves in order to provide a common language for ‘understanding, planning, monitoring and measuring integration’.

The latest version published in 2019, identifies 14 domains of integration with which to design, implement and measure the success of interventions. The framework suggests outcome indicators for each domain, for example the percentage of people in paid work and other ‘hard’ outcome measures. These measures are valuable but do not assess distance travelled towards the outcomes at an individual or cohort level.

The Refugee Council recognised the need for a version of the Outcomes Star, a keywork and outcomes measurement tool, that was aligned with the Indicators of Integration framework, gathering relevant distance-travelled outcomes data and also supporting engagement and good practice in services. In 2019, they approached Triangle, which led to the co-creation of the Integration Star for use with refugees needing support to integrate into and build a life in their new country. The co-creation included Refugee Council services and workers, Community Refugee Organisations, and refugees.

The domains identified in the Indicators of Integration framework were used as a basis for a literature review informing the first workshop in the development of the Integration Star. Later in the development process, the domains were mapped against the Integration Star outcome areas. The aim was to create a good fit between the framework and the Star, while at the same time as creating a user-friendly and empowering tool with accessible language and a manageable number of outcome areas to support conversations between workers and refugees. This pragmatic approach means that there is not an exact one-to-one mapping between framework domains and Star outcome areas, as shown in the table below:

Indicators of Integration domains	Integration Star outcome areas
Work (including unpaid work and awareness of pathways to participation)	Education and work: includes work, training, education and volunteering, work skills and qualifications
Housing (including suitability and stability of housing)	Where you live: includes safe and adequate housing, housing options, understanding tenancies
Education (including training)	Education and work: includes training, education and volunteering, qualifications and ambitions
Health & social care (including emotional well-being and accessing health services)	Health and well-being: includes physical and emotional health, doctors and treatment
Leisure (including participation in social and leisure activities and accessing community services)	Community and connections: includes social activities
Bonds, bridges and links (these three domains focus on social connections with friends, family, people with the same backgrounds and the wider community and awareness of, or engagement with institutions that can facilitate links with the community)	<p>Community and connections: includes connections within and outside of the person’s own culture</p> <p>Family and children: includes connections with family</p> <p>Laws, systems and services: includes awareness of key institutions</p>

Indicators of Integration domains (facilitators)	Integration Star outcome areas
Language & communication (focused on English language learning)	Practical English: understanding, speaking and writing English, communicating and using interpreters
Culture (including engaging with UK cultural institutions and events and understanding of UK institutional cultures such as laws)	Community and connections: friends, family, connections with your culture, wider community and social activities Laws, systems and services: includes understanding laws and institutions such as social services, school and police services
Digital skills (Familiarity and confidence in using information technology to facilitate social connections and access rights and services)	This is incorporated into several outcome areas depending on the application of digital skills - e.g., Work and education, Laws, systems and services
Safety (including domestic violence, feeling safe in the community, interactions with the police)	Community and connections: includes harassment and feeling safe in the community Laws, systems and services: includes interacting with the police Family and children: includes domestic violence
Stability (includes having a stable routine in work, education, living circumstances, finances and feeling comfortable in the community)	This is incorporated into the underlying Journey of Change and a number of outcome areas – e.g., Housing, Money, Community and connections, Education and work
Rights and responsibilities- foundation domain (awareness and fulfilment of rights and responsibilities for full and equal engagement in society- e.g., accessing benefits and legal advice)	Laws, systems and services: includes understanding laws, rights and responsibilities and institutions such as social services, school and police services Money: includes awareness of, and access to benefits and grants

To find out more please see our website or <https://www.outcomesstar.org.uk/using-the-star/see-the-stars/integration-star/> or get in touch on info@triangleconsulting.co.uk or +44(0) 207 272 8765.