

## NMCT Migration Resources List

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This document has been designed to aid searches for the latest information on migration. It has been compiled by the National Migration Coordinating Team (NMCT).

### Sources of Statistics

**Office for National Statistics (ONS).** Responsible for collecting and publishing official statistics about the UK's society and economy.

- Improving Migration and Population Statistics (IMPS) updates:  
<http://www.statistics.gov.uk/about/data/methodology/specific/population/future/imps/updates/default.asp>
- Search results for ONS statistics on 'Migration' <http://www.statistics.gov.uk/CCI/SearchRes.asp?term=migration&x=32&y=13>

### DWP

- **National Insurance Number Registrations in respect of non-UK Nationals in 2006/07 by Parliamentary Constituency and country of origin.** Statistics for overseas nationals entering the UK, and who are then subsequently allocated a National Insurance number.  
[http://www.dwp.gov.uk/asd/asd1/niall/registration\\_tables2007.xls](http://www.dwp.gov.uk/asd/asd1/niall/registration_tables2007.xls)
- **National Insurance Number Allocations to Overseas Nationals entering the UK 2006/07.** The annual reports and tables on National Insurance Number (NINo) allocations to overseas (non-UK) nationals entering the UK. [http://www.dwp.gov.uk/asd/nino\\_allocations.asp](http://www.dwp.gov.uk/asd/nino_allocations.asp)

**BIA Accession Monitoring Report.** Gives quarterly breakdown of Worker Registration Scheme applicants from EU Accession States.  
[http://www.ind.homeoffice.gov.uk/aboutus/reports/accesion\\_monitoring\\_report](http://www.ind.homeoffice.gov.uk/aboutus/reports/accesion_monitoring_report)

**BIA & DWP - The Bulgarian and Romanian Accession Statistics.** A joint quarterly report on the Bulgarian and Romanian Accession statistics. <http://www.ind.homeoffice.gov.uk/aboutus/reports/bulgarianandromanianaccession>

**LGAR Worker Registration Scheme data.** Local Authority level data to provide local authorities and other government users with information about European migrants entering the country to work. This data is updated quarterly. Available if you have a gov.uk email address via the LGAR website. <http://www.lgar.local.gov.uk/lgv/core/page.do?pagelId=27879>

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### Sources for news articles

Migration appears often in the national press. The following sources frequently feature news items on migration issues.

#### Government Sources

##### Home Office

- Homepage (with news items) <http://www.bia.homeoffice.gov.uk/>
- News Archive <http://www.bia.homeoffice.gov.uk/aboutus/newsarchive/>

##### Communities and Local Government

- News feeds and alerts <http://www.communities.gov.uk/corporate/newsroom/feeds/>

#### National News

**BBC** [http://news.bbc.co.uk/2/hi/uk\\_news/default.stm](http://news.bbc.co.uk/2/hi/uk_news/default.stm)

**Community Care** <http://www.communitycare.co.uk>

**ePolitix.com** <http://www.epolitix.com/EN/News/>

**Financial Times** <http://www.ft.com/world/uk>

**Government News Network** <http://www.gnn.gov.uk/>

##### Guardian

- Section on immigration: <http://www.guardian.co.uk/immigration/>
- Society section on Immigration and Public Services: <http://www.guardian.co.uk/society/immigrationandpublicservices>

**Inside Housing** <http://www.insidehousing.co.uk/>

**Local Government Chronicle** <http://www.lgcplus.com/index.html>

**Reuters** <http://uk.reuters.com/news/uk>

**The Telegraph** <http://www.telegraph.co.uk/>

**The Times** <http://www.timesonline.co.uk/tol/news/>

#### Regional News

**The Herald (Scotland)** <http://www.theherald.co.uk/news/>

**Yorkshire Post** <http://www.yorkshirepost.co.uk/sectionhome.aspx?sectionID=55>

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<b>Publications &amp; Reports (most recent first)</b>
<b>LGA &amp; Institute of Community Cohesion (November 2007) <i>Estimating the Scale and Impacts of Migration at the local level.</i></b> A new report from the LGA recommends funding for areas experiencing rapid population change. <a href="http://www.lga.gov.uk/Documents/Publication/estimatingthescaleofmigration.pdf">http://www.lga.gov.uk/Documents/Publication/estimatingthescaleofmigration.pdf</a>
<b>Flynn D &amp; Williams Z (eds.) (October 2007) <i>Towards a Progressive Immigration Policy.</i></b> Compass, Migrant Right's Network and the Barrow Cadbury Trust. Twelve essays on politics and the ways it can be made to relate to immigration policy. <a href="http://www.eastspace.net/migrantworkers/documents/towards_progressive_immigration_policy.pdf">http://www.eastspace.net/migrantworkers/documents/towards_progressive_immigration_policy.pdf</a>
<b>House of Commons Trade &amp; Industry Committee (October 2007) <i>Europe moves East: The impact of the new EU Member States on UK business.</i></b> Eleventh Report of Session 2006–07 Examines the impact on UK business of the accession of the A8 countries and A2 countries to the EU. <a href="http://www.publications.parliament.uk/pa/cm200607/cmselect/cmtrdind/592/592.pdf">http://www.publications.parliament.uk/pa/cm200607/cmselect/cmtrdind/592/592.pdf</a>
<b>The Migrant Integration Policy Index (MIPEX) (October 2007)</b> A study of how well European countries integrate immigrants places the UK ninth out of 25 EU nations. <a href="http://www.integrationindex.eu/findings/">http://www.integrationindex.eu/findings/</a>
<b>Home Office &amp; DWP (October 2007) <i>The economic and fiscal impact of immigration: A Cross-Departmental Submission to the House of Lords Select Committee on Economic Affairs.</i></b> <a href="http://www.official-documents.gov.uk/document/cm72/7237/7237.pdf">www.official-documents.gov.uk/document/cm72/7237/7237.pdf</a>
<b>ONS (October 2007) <i>New EU migrant workers broadly spread across UK.</i></b> News Release: Population Trends 129 (Autumn 2007). Considers the geographic location of EU migrants compared to other migrant groups, based on Worker Registration Scheme data. <a href="http://www.statistics.gov.uk/pdffdir/poptrends1007.pdf">www.statistics.gov.uk/pdffdir/poptrends1007.pdf</a>
<b>Sriskandarajah D, Cooley L &amp; Kornblatt T (September 2007) <i>Britain's Immigrants: An economic profile. A report for Class Films and Channel 4 Dispatches.</i></b> Institute for Public Policy Research (IPPR). This report was produced to form the empirical basis of an episode of Channel 4's Dispatches series on the economic characteristics of Britain's immigrant communities and the contributions they make to the country. <a href="http://www.ippr.org/publicationsandreports/publication.asp?id=563">http://www.ippr.org/publicationsandreports/publication.asp?id=563</a>
<b>Westminster City Council (September 2007) <i>Westminster's hidden population.</i></b> The report summarises research commissioned by Westminster City Council into current population measures. <a href="http://www3.westminster.gov.uk/docstores/publications_store/hiddenpop_wcc_hidden_population_rep.pdf">http://www3.westminster.gov.uk/docstores/publications_store/hiddenpop_wcc_hidden_population_rep.pdf</a>

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<p><b>Learning and Skills Council (August 2007) <i>Migrant Workers in West Yorkshire, North Yorkshire and the Humber</i>.</b> Study funded by the European Social Fund with the objective of identifying migrant workers' experiences in the West Yorkshire, North Yorkshire and Humber1 labour markets and their support needs. <a href="http://readingroom.lsc.gov.uk/lsc/YorkshireandtheHumber/yhr-MigrantWorkersResearchFinalReport-Aug2007.pdf">http://readingroom.lsc.gov.uk/lsc/YorkshireandtheHumber/yhr-MigrantWorkersResearchFinalReport-Aug2007.pdf</a></p>
<p><b>House of Lords &amp; House of Commons Joint Committee on Human Rights (August 2007) <i>Highly Skilled Migrants: Changes to the Immigration Rules</i>.</b> Twentieth Report of Session 2006–07. Report considers the human rights compatibility of certain changes in the Immigration Rules concerning highly skilled migrants. <a href="http://www.publications.parliament.uk/pa/jt200607/jtselect/jtrights/173/173.pdf">http://www.publications.parliament.uk/pa/jt200607/jtselect/jtrights/173/173.pdf</a></p>
<p><b>I&amp;DeA (August 2007) <i>New European migration: good practice guide for local authorities</i>.</b> Provides case studies, self-assessment questions and other information to help councils manage the local impacts of migration from EU Accession states. <a href="http://www.idea.gov.uk/idk/core/page.do?pageld=6949778">http://www.idea.gov.uk/idk/core/page.do?pageld=6949778</a></p>
<p><b>HACT &amp; CIH (August 2007) <i>Opening Doors - Literature Review and Training Modules</i></b> The project is testing practical ways that housing associations can meet the housing needs of refugees, asylum seekers and other newly arrived migrant communities. Included below are a set of training modules on refugee and new migrant housing issues, and a review of national, regional and local policy reports on new migration, especially migration from the EU member states. <a href="http://www.hact.org.uk/downloads.asp?Pageld=173">http://www.hact.org.uk/downloads.asp?Pageld=173</a> and <a href="http://www.cih.org/policy/openingdoors/">http://www.cih.org/policy/openingdoors/</a>.</p>
<p><b>Gordon I, Travers T &amp; Whitehead C (July 2007) <i>The Impact of Recent Immigration on the London Economy</i>.</b> London School of Economics and Political Science. The report discusses the effects of migration on London, particularly on the labour market, housing and social services. <a href="http://213.86.34.248/NR/rdonlyres/805656A4-92B6-4731-A204-1B75621D7324/0/BC_RS_immigration_FR.pdf">http://213.86.34.248/NR/rdonlyres/805656A4-92B6-4731-A204-1B75621D7324/0/BC_RS_immigration_FR.pdf</a></p>
<p><b>Trades Union Congress (June 2007) <i>Safety &amp; migrant workers: a practical guide for safety representatives</i>.</b> TUC: London. Designed to help safety representatives and other union officials work with migrant workers to make sure that their rights are protected. <a href="http://www.tuc.org.uk/extras/safetymw.pdf">http://www.tuc.org.uk/extras/safetymw.pdf</a></p>
<p><b>Trades Union Congress (June 2007) <i>The economics of migration: managing the impacts</i>.</b> TUC: London. The paper addresses five key questions which regularly arise in debates about the economic consequences of immigration to the UK. <a href="http://www.tuc.org.uk/extras/migration.pdf">http://www.tuc.org.uk/extras/migration.pdf</a></p>
<p><b>Home Office &amp; FCO (June 2007) <i>Managing Global Migration: a strategy to build stronger international alliances to manage migration</i>.</b> The strategy sets out how the Government intends to pursue its migration objectives internationally. <a href="http://www.bia.homeoffice.gov.uk/6353/aboutus/internationalstrategy">http://www.bia.homeoffice.gov.uk/6353/aboutus/internationalstrategy</a></p>

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**Hudson M, Phillips J, Ray K & Barnes H (May 2007) *Social cohesion in diverse communities*. Joseph Rowntree Foundation: York.** This report explores relationships between new and established communities in ethnically diverse neighbourhoods, focusing upon Moss Side in Manchester and North Tottenham in the London Borough of Haringey. <http://www.jrf.org.uk/bookshop/details.asp?pubID=887>

**Spencer S, Ruhs M & Anderson B (May 2007) *Migrants' lives beyond the workplace: the experiences of Central and East Europeans in the UK*. Joseph Rowntree Foundation: York.** This report explores the experiences beyond the workplace of migrants from East and Central Europe working in low wage jobs. <http://www.jrf.org.uk/bookshop/details.asp?pubid=888>.

**Markova E & Black R (May 2007) *East European immigration and community cohesion*. Joseph Rowntree Foundation: York.** This report explores the experiences of East European immigrants who have moved to the UK since 1989, and considers the impact of this new immigration on community cohesion. The study focuses upon three localities in South-East England. <http://www.jrf.org.uk/bookshop/details.asp?pubid=896>.

**Trades Union Congress (May 2007) *Living and working in the UK: Your Rights*.** This booklet is for people coming to work in the UK from the A8 countries. <http://www.tuc.org.uk/extras/workingintheuk.pdf>

**Department for International Development (DFID) (March 2007) *Moving out of poverty – making migration work better for poor people*.** This paper sets out DFID's policy on migration. <http://www.dfid.gov.uk/pubs/files/migration-policy.pdf>

**PricewaterhouseCoopers (March 2007) *IV - The economic impact of increased net migration to the UK*.**

The paper discusses key macroeconomic issues arising from migration, focuses solely on the economic impact of migration (Extract from a larger document). [http://www.pwc.com/uk/eng/ins-sol/publ/ukoutlook/pwc\\_ukeo-section5-march07.pdf](http://www.pwc.com/uk/eng/ins-sol/publ/ukoutlook/pwc_ukeo-section5-march07.pdf)

**Pillai R, Kyambi S, Nowacka K & Sriskandarajah D (March 2007) *The reception and integration of new migrant communities*. Institute for Public Policy Research: London.** This research looks at the reception and integration of new migrant communities across ten locations in the UK, paying particular attention to the tensions arising from their arrival and settlement. <http://www.ippr.org/publicationsandreports/publication.asp?id=536>

**Child Poverty Action Group (March 2007) *Migration and Social Security Handbook (4<sup>th</sup> ed.)*.** Gives practical, comprehensive guidance on social security entitlement for anyone who has come to or is leaving the UK, and it also covers asylum support. <http://www.cpag.org.uk/publications/migration/>

**The British Chambers of Commerce (Feb 2007) *Migration: Plugging the Gap*.** Survey of small and medium-sized businesses conducted in December 2006, prior to the accession of Bulgaria and Romania, through the Chambers of Commerce network in order to record employer

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attitudes to migration. <a href="http://www.chamberonline.co.uk/policy/pdf/migration_survey_2007.pdf">http://www.chamberonline.co.uk/policy/pdf/migration_survey_2007.pdf</a>
<b>Audit Commission (Jan 2007) <i>Crossing Borders: Responding to the local challenges of migrant workers.</i></b> Considers the benefits and regional impacts of migrant workers across the UK, and highlights the role of Local Authorities in co-ordinating local responses. <a href="http://www.audit-commission.gov.uk/reports/NATIONAL-REPORT.asp?CategoryID=&amp;ProdID=05CA5CAD-C551-4b66-825E-ABFA8C8E4717&amp;SectionID=toc#">http://www.audit-commission.gov.uk/reports/NATIONAL-REPORT.asp?CategoryID=&amp;ProdID=05CA5CAD-C551-4b66-825E-ABFA8C8E4717&amp;SectionID=toc#</a>
<b>Blanchflower DG, Saleheen J &amp; Shadforth C (Jan 2007) <i>The Impact of the Recent Migration from Eastern Europe on the UK Economy.</i> Bank of England.</b> The paper discusses the recent rise in migration to the UK from eight EU Accession countries and their impact on the UK economy. <a href="http://www.bankofengland.co.uk/publications/speeches/2007/speech297.pdf">http://www.bankofengland.co.uk/publications/speeches/2007/speech297.pdf</a>
<b>Commission for Rural Communities (Jan 2007) <i>A8 migrant workers in rural areas: Briefing Paper.</i></b> Examines migration of workers from the A8 countries into rural areas of England since May 2004. <a href="http://www.ruralcommunities.gov.uk/files/A8%20migrant%20workers%20in%20rural%20areas.pdf">http://www.ruralcommunities.gov.uk/files/A8%20migrant%20workers%20in%20rural%20areas.pdf</a>
<b>Learning and Skills Council (LSC) (Jan 2007) <i>Migrant Workers and the Labour Market: Review of LSC research on labour market participation, skills and skills provision for migrant workers.</i></b> Collates information from four relevant LSC reports. <a href="http://readingroom.lsc.gov.uk/lsc/National/nat-migrantworkersandthelabourmarket.pdf">http://readingroom.lsc.gov.uk/lsc/National/nat-migrantworkersandthelabourmarket.pdf</a>
<b>WIER (2006) <i>Migrant workers: key issues and challenges for skills and learning.</i> Warwick Institute for Employment Research Bulletin, Issue No.83.</b> Presents findings from research into migrant workers undertaken at WIER. It particularly focuses on one project which investigated issues relating to the skills and learning needs of European Union migrants in south Lincolnshire. <a href="http://www2.warwick.ac.uk/fac/soc/ier/publications/bulletins/ier83.pdf">http://www2.warwick.ac.uk/fac/soc/ier/publications/bulletins/ier83.pdf</a>
<b>Robinson D &amp; Reeve K (2006) <i>Neighbourhood experiences of new immigration: reflections from the evidence base.</i> Joseph Rowntree Foundation: York.</b> This report pieces together a picture of the daily realities of life for new immigrants and the local consequences of their arrival and settlement. Discussion is organised around a series of conclusions regarding the local settlement patterns of new immigrants and the specifics of, and factors shaping, the experiences and consequences of new immigration. <a href="http://www.jrf.org.uk/bookshop/eBooks/9781859354421.pdf">http://www.jrf.org.uk/bookshop/eBooks/9781859354421.pdf</a>
<b>Learning and Skills Council (Dec 2006) <i>Employer Perceptions of Migrant Workers: Research Report.</i></b> Research focused on employers attitudes towards employing migrant workers. <a href="http://readingroom.lsc.gov.uk/lsc/National/nat-employersperceptionsofmigrantworkers.pdf">http://readingroom.lsc.gov.uk/lsc/National/nat-employersperceptionsofmigrantworkers.pdf</a>
<b>Pillai R (July 2006) <i>Destination North East? Harnessing the regional potential of migration.</i> Institute for Public Policy Research (IPPR): London.</b> Examines the experience of migration in the North East of England and how policy interventions might help the region better

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harness its potential to facilitate economic growth. <http://www.ippr.org.uk/publicationsandreports/publication.asp?id=484>

**Citizens Advice Bureau (2005) *Supporting migrant workers in rural areas: a guide to Citizens Advice Bureaux Initiatives.***

This Good Practice Guide looks at some of the challenges members of the Rural Bureaux Network have identified when supporting migrant workers, and how rural Citizens Advice Bureaux have overcome these challenges through a variety of initiatives.

[http://www.citizensadvice.org.uk/cita\\_migrant\\_workers\\_report\\_final.pdf](http://www.citizensadvice.org.uk/cita_migrant_workers_report_final.pdf)

**McLaughlin B (December 2005) *Home from home? Experiences of migrant workers in rural parts of the UK, and the impact on local service providers.* CAB Evidence Briefing, December 2005. Citizens Advice: London.** Looks at the changing trends in the use of migrant workers in rural areas and the types of issues which they face. The report goes on to identify the challenges for rural service providers and makes recommendations for Government. [http://www.citizensadvice.org.uk/home\\_from\\_home\\_p6\\_final.pdf](http://www.citizensadvice.org.uk/home_from_home_p6_final.pdf)

**Green A, Owen D & Wilson R (November 2005) *Changing Patterns of Employment by Ethnic Group and for Migrant Workers: National Report.* Warwick Institute for Employment Research.** Provides details at national and regional scales of changing patterns of employment by ethnic group and for migrant workers. <http://readingroom.lsc.gov.uk/lsc/2006/research/commissioned/nat-changingpatternsofemploymentbyethnicgroupandformigrantworkers-re-may2006.pdf>

**Berkeley R, Khan O & Ambikaipaker M (2005) *What's new about new immigrants in twenty-first century Britain?* Joseph Rowntree Foundation: York.** Compares immigration to the UK thirty years ago with that of now to find out what is really new about immigration in 2005. The paper highlights the many continuities and changes in patterns and experiences of migration to the UK. <http://www.jrf.org.uk/bookshop/eBooks/9781859354469.pdf>

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### Migration Projects

#### **Inter-sections**

Inter-sections is a group of researchers from different universities and academic disciplines working on issues of migration, exile, cultural encounters and questions of identities. <http://intersections.wordpress.com/>

#### **META (Mobile Europeans Taking Action) Hotline**

A pilot migrant worker hotline launched by the East of England Development Agency (EEDA) to provide information and advice to migrant workers in the East of England. [www.eeda.org.uk/press\\_pub\\_2548.asp](http://www.eeda.org.uk/press_pub_2548.asp)

#### **Migrant Workers North West**

Migrant Workers North West is a charity which aims to promote 'best practice' in the employment of migrant workers, provide a regional reference point for support services, identify training needs and existing skills of migrant workers, and promote 'best practice' amongst policy makers. <http://www.migrantworkersnorthwest.org/>

#### **Migrant Workers Project (South Lincolnshire)**

Provides information about, and develops innovative ways of delivering services to non-English speaking migrant workers. <http://www.migrantworkers.co.uk/index.asp>

#### **Migrants Right Network (MRN)**

The Migrants' Rights Network is working for a rights-based approach to migration, with migrants as full partners in developing the policies and procedures which affect life in the UK. Website includes newsletter, events listing and publications. <http://www.migrantsrights.org.uk/>

#### **The Migrant Workers Project**

The Migrant Workers Project is funded by Oxfam GB and the Big Lottery Fund. The project aims to support low waged migrant workers to access a decent living, free from discrimination, exploitation, and with protected rights. Oxfam website: [www.oxfamgb.org/ukpp](http://www.oxfamgb.org/ukpp); NCCG News September 2007 feature article (p21): [http://www.refugeeaccess.info/uploads/news/NCCG\\_news\\_7.pdf](http://www.refugeeaccess.info/uploads/news/NCCG_news_7.pdf)

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<b>Useful Websites</b>
<b>Audit Commission 'Migrant Workers' website</b> This site expands on the information in the report 'Crossing Borders'. It includes additional and expanded case study material. There is a particular focus on data issues and on engaging with migrant workers themselves. <a href="http://www.audit-commission.gov.uk/migrantworkers/">http://www.audit-commission.gov.uk/migrantworkers/</a>
<b>BIA Migration Impacts Forum</b> Webpage links to Terms of Reference and meeting papers. <a href="http://www.ind.homeoffice.gov.uk/lawandpolicy/migrationimpactsforum/">http://www.ind.homeoffice.gov.uk/lawandpolicy/migrationimpactsforum/</a>
<b>Citizens Advice Bureau</b> Publications page includes reports on migration. <a href="http://www.citizensadvice.org.uk/index/publications.htm">http://www.citizensadvice.org.uk/index/publications.htm</a>
<b>Commission for Rural Communities</b> Website section on migrant workers. <a href="http://www.ruralcommunities.gov.uk/themes/~migrant-workers">http://www.ruralcommunities.gov.uk/themes/~migrant-workers</a>
<b>Communities and Local Government 'Combating misinformation about migrants and minority ethnic groups'</b> This Government webpage provides information for local councils to use in order to discredit misinformation about new migrants and minority ethnic groups. <a href="http://www.communities.gov.uk/index.asp?id=1509340">http://www.communities.gov.uk/index.asp?id=1509340</a>
<b>Diasporas, Migration and Identities</b> A trans-disciplinary research programme funded by the Arts and Humanities Research Council from 2005-2009. The aim is to research, discuss and present issues related to diasporas and migration, and their past and present impact on subjectivity and identity, culture and the imagination, place and space, emotion, politics and sociality. Website includes working papers and conference outputs. Linked to 'Inter-sections' (above). <a href="http://www.diasporas.ac.uk/index.htm">http://www.diasporas.ac.uk/index.htm</a>
<b>Employability Forum – Migration webpages</b> Migration sections cover policy, employers and international experience. <a href="http://www.employabilityforum.co.uk/migration/index.htm">http://www.employabilityforum.co.uk/migration/index.htm</a>
<b>IDeA Migration programme: sharing good practice</b> Communities and Local Government-commissioned programme. <a href="http://www.idea.gov.uk/idk/core/page.do?pagelId=5961509">http://www.idea.gov.uk/idk/core/page.do?pagelId=5961509</a>
<b>Institute for Public Policy Research (IPPR)</b> Migration, Equalities & Citizenship research team webpages – includes sections on publications and events.

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<http://www.ippr.org.uk/research/teams/?id=85&tid=85>

### **International Migration Institute**

Oxford University research on international migration; contains some online reports. <http://www.imi.ox.ac.uk/>

### **Joseph Rowntree Foundation - Immigration and Inclusion programme website**

This programme aims to deepen understanding of everyday experiences and interactions, of social cohesion and change in neighbourhoods affected by new international migration to the UK. <http://www.jrf.org.uk/research-and-policy/immigration-and-inclusion/publications>.

### **Local Government Analysis and Research (LGAR) – Population and Migration**

A broad programme of work including research and resources on migration. <http://www.lgar.local.gov.uk/lgv/core/page.do?pagelId=42487>

### **Migration@Oxford Project**

The Migration@Oxford website acts as an information resource to improve communication between Oxford migration researchers and signpost people looking for contacts and information from outside the University. <http://www.migration.ox.ac.uk/>

### **Migration Information Source**

<http://www.migrationinformation.org/index.cfm>