



# **London & Middlesex Local Immigration Partnership:**

## **Community Capacity and Perceptions of the LMLIP**

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## Executive Summary

Every three years since 2010, the London and Middlesex Local Immigration Partnership (LMLIP) has conducted a survey to map, assess, and plan for the provision of services designed to support immigrants in London and Middlesex. The 2025 survey, which was adapted from the surveys used in previous years, was administered and analyzed by researchers from the Network for Economic and Social Trends Research Consultancy at Western University and the Pathways to Prosperity Partnership. In this survey, organizations in the London and Middlesex region were asked to answer questions regarding their provision of services to immigrants in the community, their connections with other organizations, their perceptions of the LMLIP, and suggestions for how immigrants can be better supported by both organizations and the LMLIP. The 2025 survey received responses from 53 organizations, marking the second highest response rate since 2010.

Consistent with the findings from the 2022 survey, community connections was found to be the immigrant-specific service offered by the greatest number of participating organizations. The least available type of service was services designed to address gender-based violence. The majority of respondents (84%) reported working with other organizations to run their programs and most (78%) indicated that they use various strategies to evaluate their services. Half of the organizations have specific strategies to market services to newcomers and immigrants, which is important for making these services accessible to newcomers. Approximately one third of respondents noted that they have specific action plans to provide new services to immigrants, with plans focusing on key issues such as case management for Francophone services, youth programming, employment, housing, and working with senior immigrants.

Perceptions of the LMLIP and its impact have remained consistently positive across various dimensions over time. Based on the responses of survey respondents, the top three priorities that the LMLIP is recommended to focus on for the next 3 years are:

1. Initiatives that focus on the settlement and integration of newcomers, including housing, employment, information provision, education supports, and language supports;
2. Initiatives related to equity, diversity, and social inclusion, including the development and implementation of anti-racism and anti-discrimination initiatives, and initiatives to support positive attitudes toward immigrants and immigration and the promotion of a welcoming community; and
3. Initiatives that focus on building connections within the community, fostering coordination, collaboration, and community building.

## **Background and Methodology**

The LMLIP is a collaborative community initiative that is designed to strengthen the role of local and regional communities in serving and integrating immigrants. The concept for Local Immigration Partnerships, which are operating in many communities across the country, was developed as a joint initiative of Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Citizenship, Immigration and International Trade, and was further refined in consultation with the Association of Municipalities of Ontario (AMO) and the City of Toronto. The LMLIP is solely funded by IRCC and is led by the Corporation of the City of London.

The primary goals of the LMLIP are to strengthen the capacity of the community in serving and integrating immigrants, and to enhance the delivery of settlement and integration services to all immigrants. The LMLIP also works to promote a more welcoming community. The LMLIP Council is the strategic planning body that ensures that multiple parties participate in LMLIP planning and coordination. The Council develops and implements strategies to facilitate increased access to all services, especially current services supported by IRCC. The Council also assists non-settlement service providers and the community to develop a greater understanding of immigrants' needs and how to best welcome immigrants so that they feel a sense of belonging in the community.

An online survey was adapted from previous surveys used by the LMLIP to develop profiles of organizations in the community and the services they provide, their relationships with other organizations, and their strategies for future planning and evaluation of outcomes. The survey also assessed their perceptions of the LMLIP. Based on the wide circulation of the request for responses in January-March 2025, 53 organizations completed the current survey, compared to 37 organizations in 2022, 40 organizations in 2019, 43 organizations in 2016, 69 organizations in 2013, and 49 organizations in 2010 who completed a somewhat similar survey.

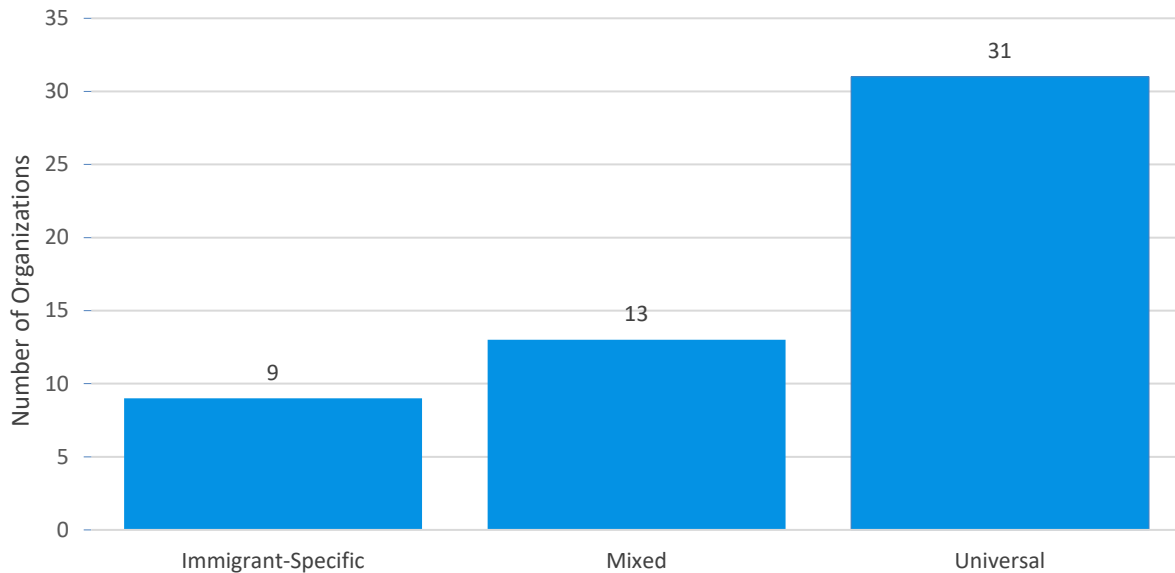
Participation in the survey was voluntary, and respondents could skip questions if they did not wish to provide an answer. As such, response rates varied to a small degree across questions in the survey.

## Results

### 1. Organizations Participating in the Survey

#### 1.1 Scope of services

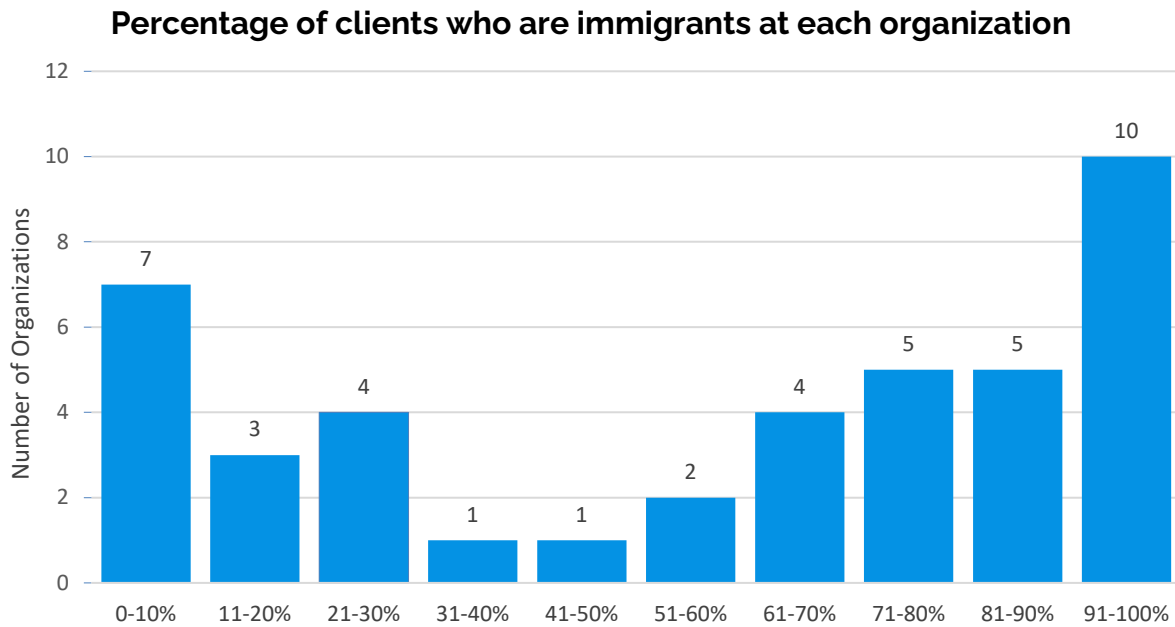
**Number of organizations that offer immigrant-specific, mixed, or universal services**



*Note:* This is based on the responses of 53 respondents.

- **Immigrant-Specific Organizations:** All programs are specifically for immigrants. 9 (17%) of the participating organizations are immigrant-specific organizations.
- **Mixed Organizations:** Some programs are specifically designed for immigrants, while others are open to all residents. 13 (25%) of the participating organizations are mixed organizations.
- **Universal Organizations:** All programs are for all residents. 31 (58%) of the participating organizations are universal organizations.

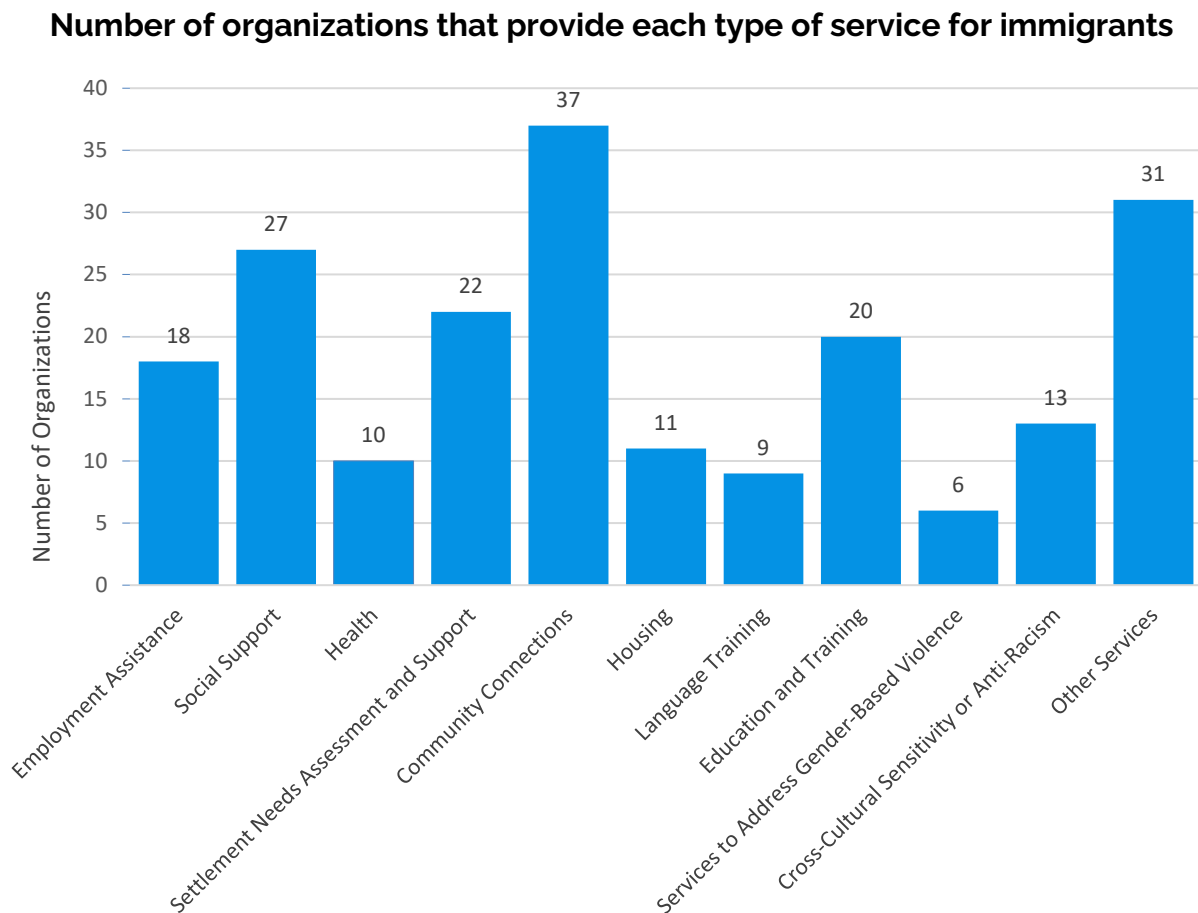
## 1.2 Percentage of clients who are immigrants



*Note:* This is based on the responses of 42 respondents that provided responses to this question.

- 20 (48%) of the organizations have a client base that is mainly (71-100%) made up of immigrants.
- 14 (33%) of the organizations have a client base that does not include a large percentage of immigrants (30% or less).
- The remaining organizations — 8 (19%) — have a client base that is between 31% and 70% immigrants.

### 1.3 Types of services

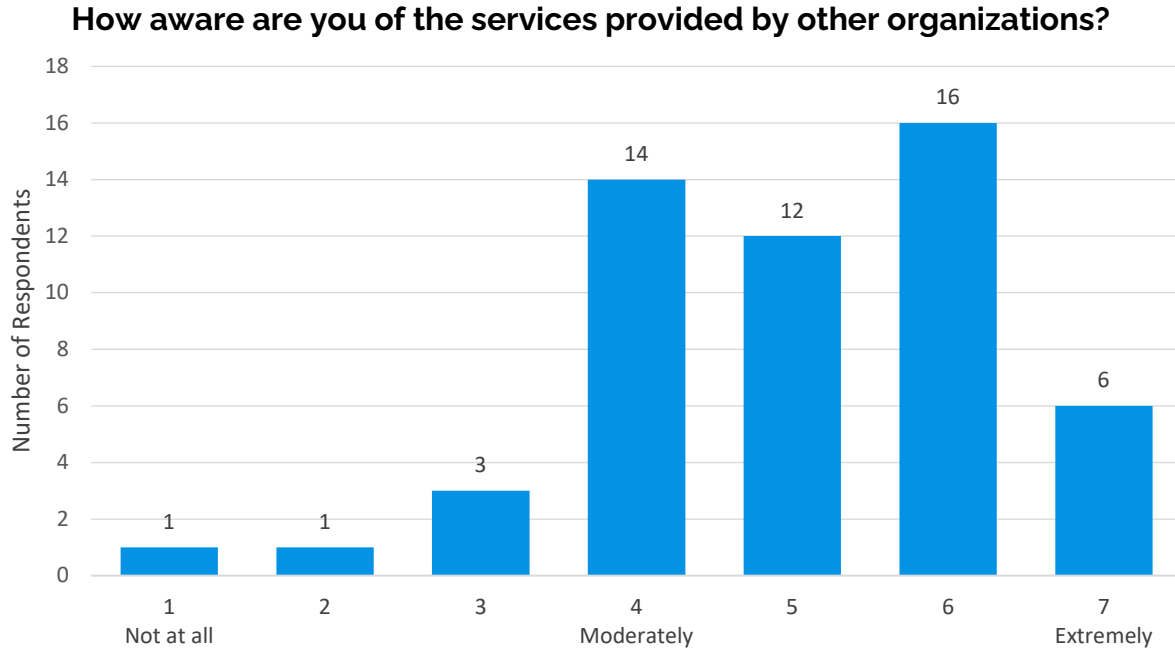


*Note:* This is based on the responses of 50 respondents. Respondents could choose more than one type of service.

- 39 (78%) of the organizations provide more than one type of service for immigrants.
- Community connections is the service provided by the greatest number of organizations, offered by 37 (74%) of the organizations.
- More than a quarter of the organizations provide services relating to social support (54%), settlement needs assessment and support (44%), education and training (40%), employment assistance (36%), and/or cross-cultural sensitivity or anti-racism training (26%).
- 31 (62%) respondents indicated that they provide services beyond those listed as response options for this question. Examples of other services include mental health services, tax accounting, spiritual and religious services, French language assistance, interpretation and translation, meal preparation, and networking and socialization.
- Few respondents indicated that they provide language training (18%) or services to address gender-based violence (12%).

## 2. Connections with Other Organizations

### 2.1 Awareness of other organizations



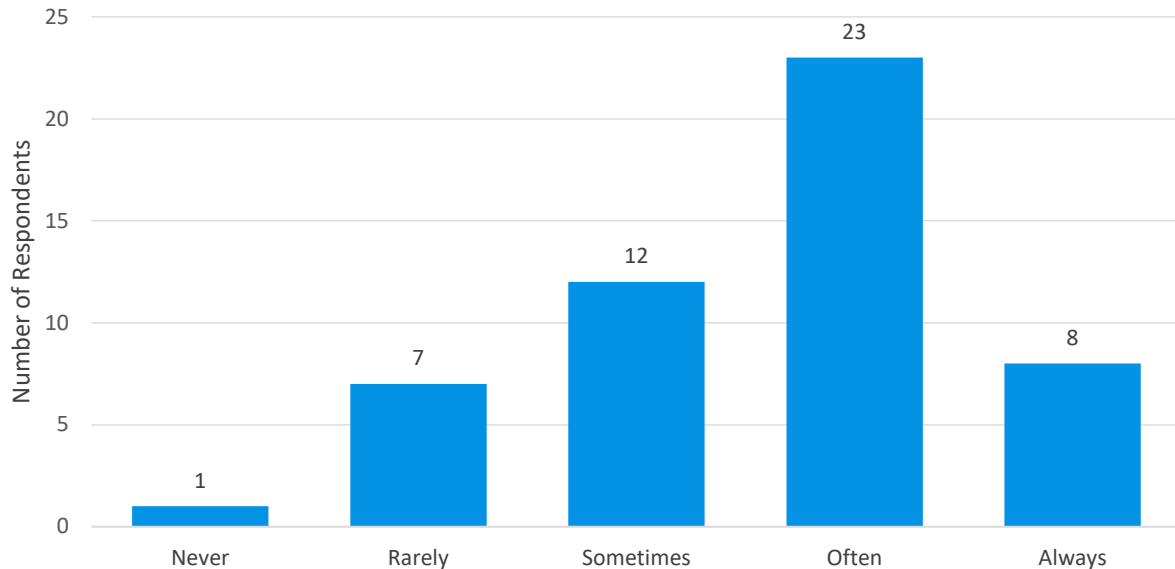
*Note:* This is based on the responses of 53 respondents.

- 48 (91%) of the respondents reported being at least moderately aware of the services provided by other organizations. Respondents reported that their awareness of other organizations' services stemmed from:
  - Involvement with the LMLIP sub-councils and other funded institutions' committees, boards, networks, and meetings.
  - Personal and professional connections with other individuals and organizations.
  - Partnerships and collaborations with other organizations and referrals to/from other organizations.
  - Attending local organizations' events and following their social media, newsletters, and email communications.



## 2.2 Working with other organizations

### How often do you work with other organizations in London and Middlesex to run your programs?

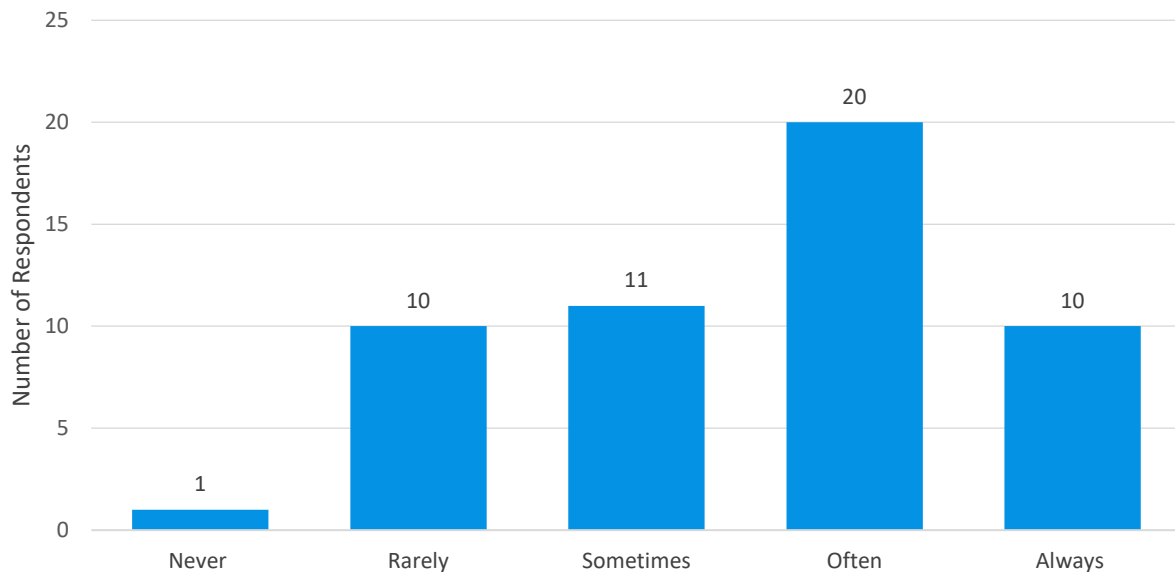


*Note:* This is based on the responses of 51 organizations.

- 43 (84%) of the respondents reported sometimes, often, or always working with other organizations to run their programs. These other organizations include:
  - Government organizations (e.g., the City of London, Ontario Works, Ontario Ministry of Education, Ontario Trillium Foundation, London & Middlesex Community Housing, London Police Service).
  - Organizations within the healthcare system (e.g., the Middlesex-London Health Unit).
  - Settlement and employment agencies (e.g., YCMA settlement services, CCLC, LUSO, WILL Employment Solutions).
  - Literacy centres, arts councils, neighbourhood resource centres, and libraries (e.g., London Public Library, London Arts Council, South London Neighbourhood Resource Centre).
  - Institutions of higher learning (e.g., Fanshawe College, Huron University College, Kings University College, Western University).
  - School boards (e.g., Thames Valley District School Board [TVDSB], London District Catholic School Board).
  - Francophone agencies and organizations (e.g., Collège Boréal).
  - Indigenous communities and organizations (e.g., N'amerind Friendship Centre, Oneida Nation of the Thames).

## 2.3 Referral of clients to other organizations

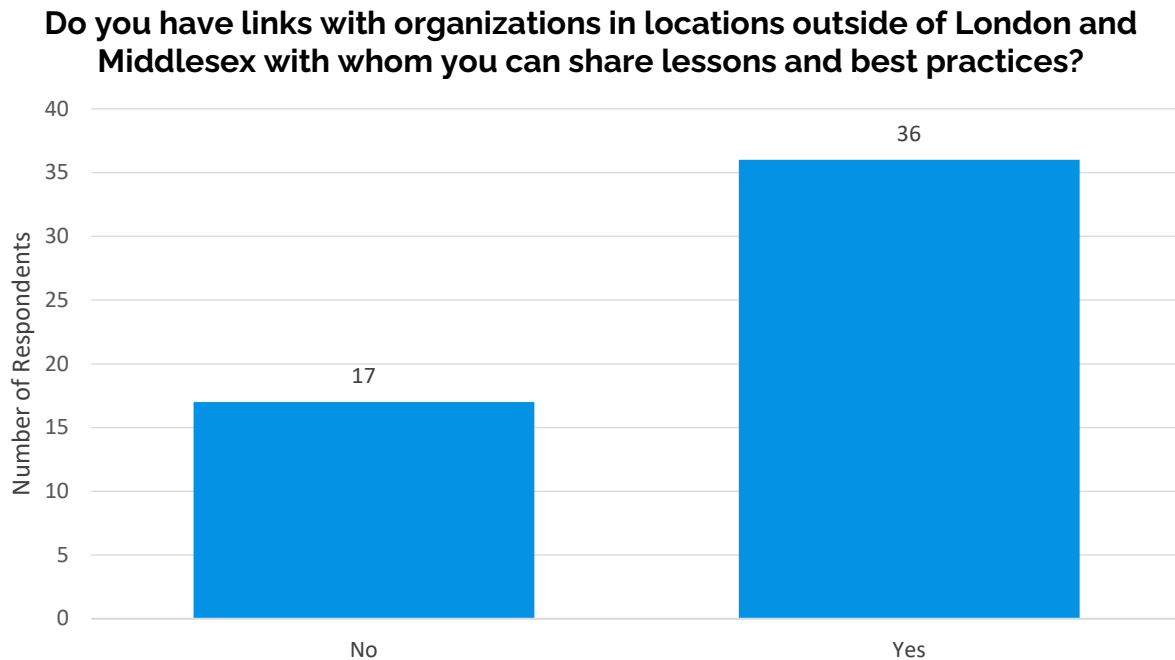
### How often do you refer clients to other services in London and Middlesex?



*Note:* This is based on the responses of 52 respondents.

- 41 (79%) of the respondents reported sometimes, often, or always referring their clients to other organizations based on the needs of the client and the availability of services. Referrals were made to:
  - Government services (e.g., Ontario Works, Service Canada, Service Ontario, Canada Revenue Agency, IRCC).
  - Employment and settlement services (e.g., WILL Employment Solutions).
  - Housing services (e.g., London Housing).
  - Mental health, wellness, dental, and general health services (e.g., London InterCommunity Health Centre).
  - Resource centres (e.g., Glen Cairn Community Resource Centre, Muslim Resource Centre for Social Support and Integration).
  - Legal services.
  - Food support services.
  - Language services and training.
  - Educational support and post-secondary opportunities.
  - Youth, volunteer, and placement programs.
  - Childcare services.

## 2.4 Links with other organizations outside of London and Middlesex



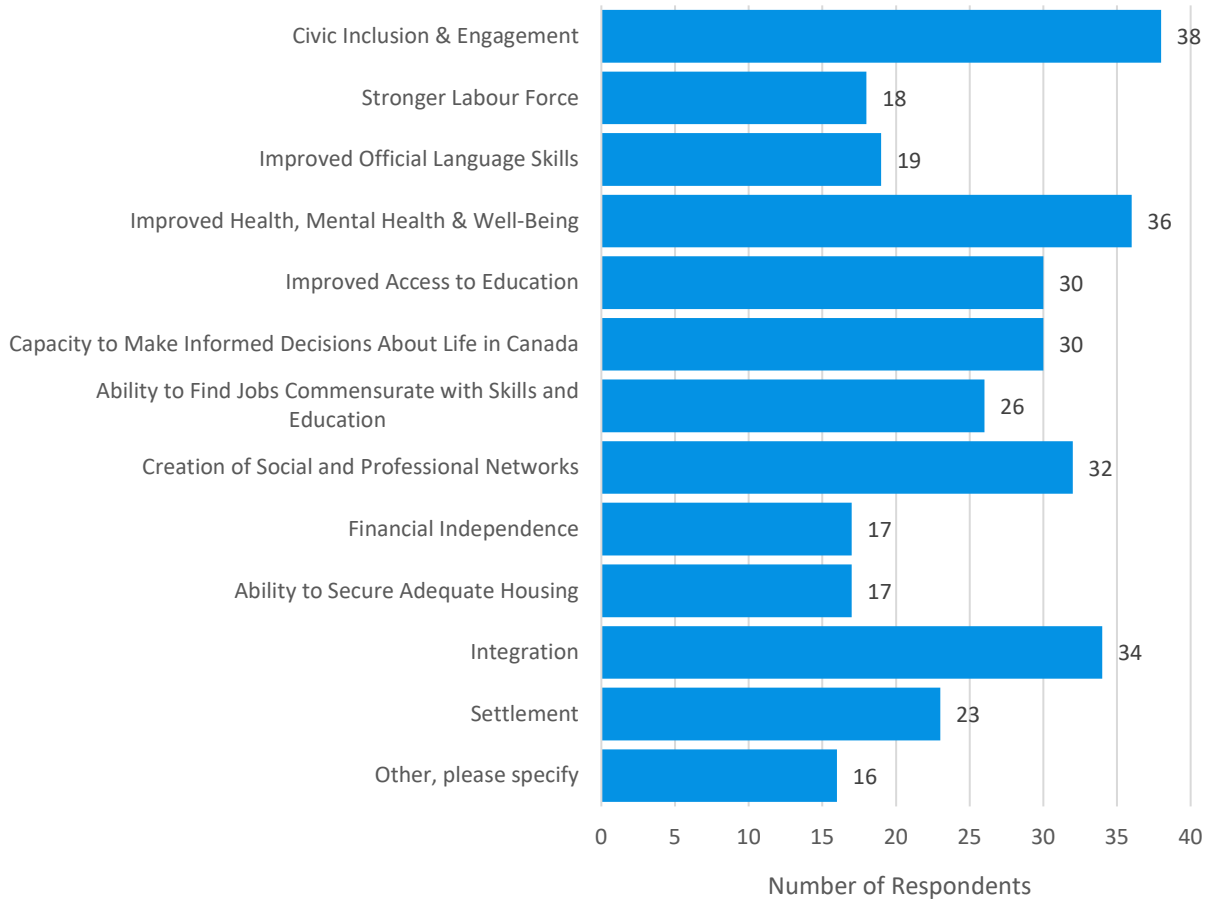
*Note:* This is based on the responses of 53 respondents.

- 36 (68%) of the respondents indicated that they have links with organizations outside the region with whom they share lessons and best practices, including:
  - Francophone community centres in other cities.
  - Police services around the country.
  - Educational institutions and school boards (e.g., Continuing Education School Board Association).
  - Language provider organizations (e.g., TESL Ontario).
  - Employment and business organizations (e.g., Chambers of Commerce).
  - Health units across Ontario.
  - National and regional refugee organizations (e.g., Canadian Council for Refugees, National Sponsorship Agreement Holders Association, Ontario Coalition of Service Providers for Refugee Claimants, Catholic Refugee Sponsors' Council).
  - The Pathways to Prosperity Partnership, the Community Integration Network, National Newcomer Navigation Network.
  - Settlement umbrella organizations (e.g., Ontario Council of Agencies Serving Immigrants).
  - LIPs in other communities.
  - Government departments (e.g., IRCC).

### 3. Outcomes and Evaluation of Current Services

#### 3.1 Anticipated outcomes of services

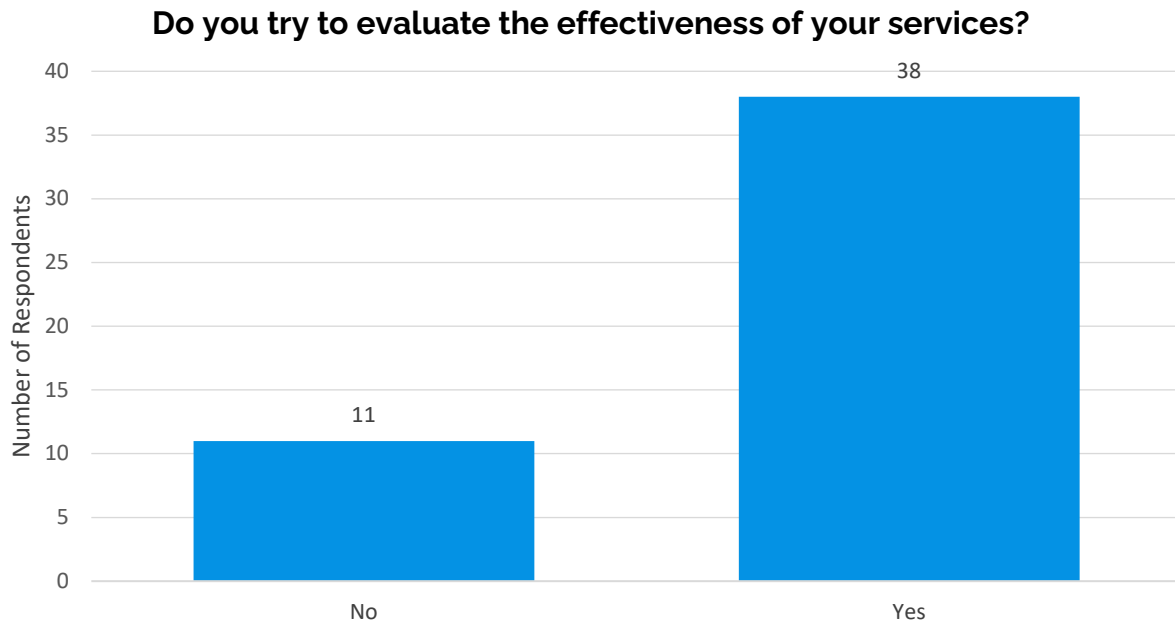
**What are the anticipated outcomes of your current service(s) for immigrants?**



*Note:* This is based on the responses of 52 respondents. Respondents could choose more than one outcome.

- 41 (79%) of the respondents reported that there are 3 or more anticipated outcomes for the services their organizations provide.
- Civic inclusion and engagement was the most commonly anticipated outcome, reported by 38 (73%) of the respondents.
- Half or more of the respondents anticipated that their organizations' services would lead to improved health, mental health, and well-being (69%); integration (65%); the creation of social and professional networks (62%); improved access to education (58%); the capacity to make informed decisions about life in Canada (58%); and the ability to find jobs commensurate with skills and education (50%).
- Other outcomes listed by respondents include enhanced public safety, crime prevention, resilient religious narratives, and social justice.

### 3.2 Evaluation of services



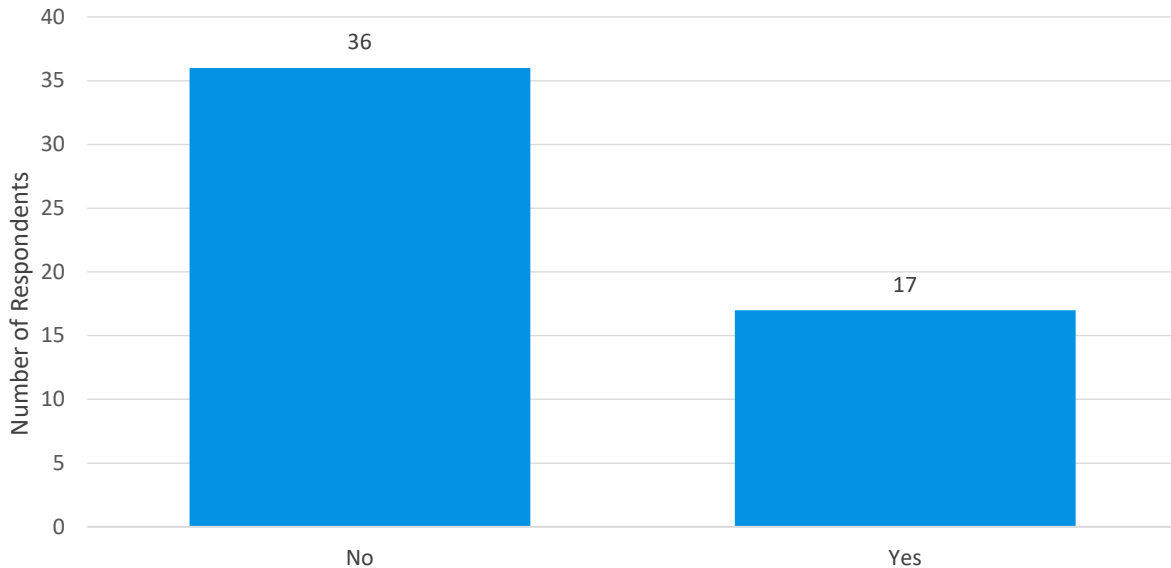
*Note:* This is based on the responses of 49 respondents.

- 38 (78%) of the respondents indicated that their organization tries to evaluate the effectiveness of their services, including using:
  - Surveys and focus groups with clients (e.g., in-house surveys, online surveys, paper surveys, annual surveys, client feedback surveys, anonymous surveys).
  - Storytelling.
  - Interviews with both clients and employers.
  - Feedback from partners, employers, instructors, and community members.
  - Program and services reviews.
  - Ongoing program evaluations (e.g., bi-annual evaluations, action plan evaluations).
  - Statistics Canada data.
  - Graduation and employment rates.
  - Metrics/tools (e.g., key performance indicators, the standardized Perception of Care Tool, IRCC Logic Models, Prior Learning Assessment and Recognition).
  - Third-party evaluations (e.g., conducted by the Western University Human Environments Analysis Laboratory).

## 4. Emerging Plans

### 4.1 Plans to provide new services

**Does your organization have any emerging plans to provide new services to immigrants in London and Middlesex?**

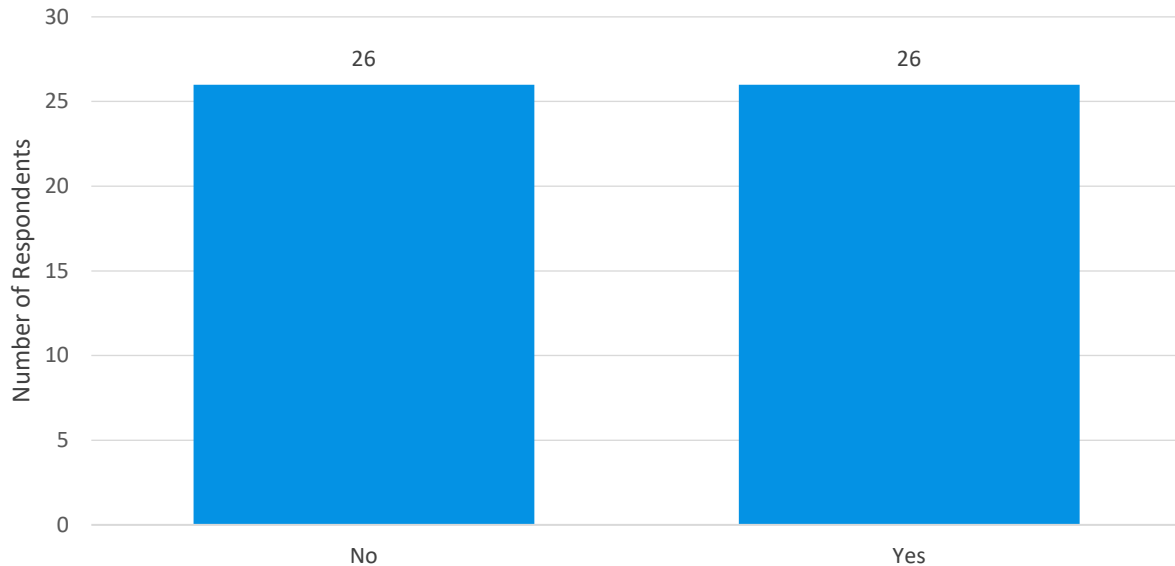


*Note:* This is based on the responses of 53 respondents.

- 17 (32%) of the respondents indicated that their organization has emerging plans to provide new services to immigrants in London and Middlesex, including:
  - Case management services for Francophone service provision.
  - Youth programming.
  - Employment services, financial independence and literacy training, skills development, and curriculum development for job developers.
  - Leading a project to build affordable housing targeting the newcomer population.
  - Settlement services and newcomer orientation, including training newcomer families in the justice and protection services of Canada.
  - Expanding subsidized day care, increased funding for social services
  - Income assistance and job creation.
  - Working with senior immigrants, including establishing a seniors social club, the Aging Well at Home program, and volunteer programs for seniors.

## 4.2 Marketing strategies

### Does your organization have any specific strategies to market your services to newcomers and immigrants?

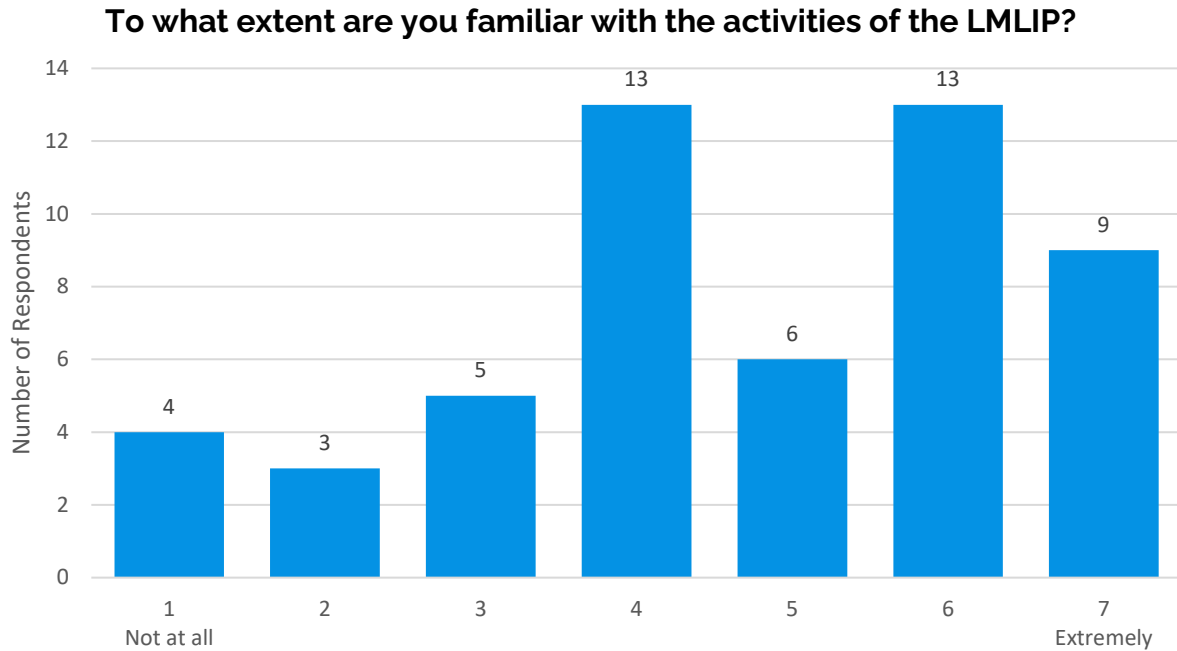


*Note:* This is based on the responses of 52 respondents.

- 26 (50%) of the respondents indicated that their organization has specific strategies to market services to newcomers and immigrants, including:
  - Organizing networking events, welcome events, facility tours, and celebrations.
  - Billboards and public transit advertisements.
  - Print media, including newsletters and flyers.
  - Electronic and social media posts, organizational websites, e-newsletters, and email campaigns.
  - Word of mouth, referrals, and promotion within existing classes and programs.
  - Partnerships, outreach, collaboration, and participation in community and mentorship events.
  - Advertisements and announcements.
  - Participation in the annual London Newcomer Day.

## 5. Assessment of the LMLIP

### 5.1 Familiarity with the LMLIP

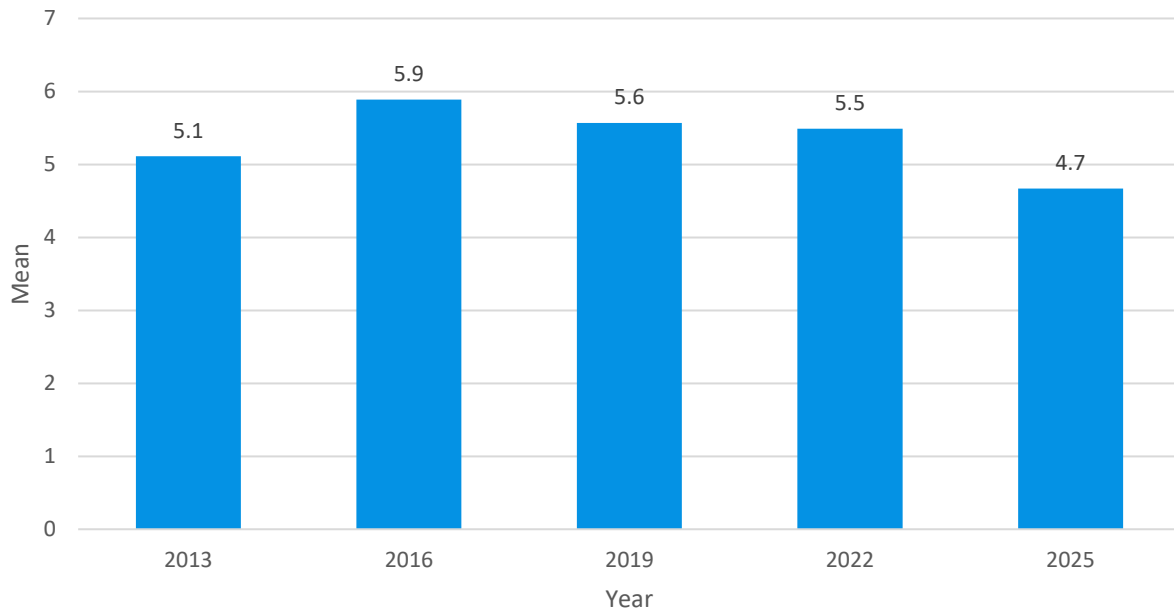


*Note.* This is based on the responses of 53 respondents in 2025.

- Over one third of the respondents reported being very familiar with the activities of the LMLIP, with 22 (42%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).



**Comparison of means regarding familiarity with the LMLIP:  
2013, 2016, 2019, 2022, and 2025**

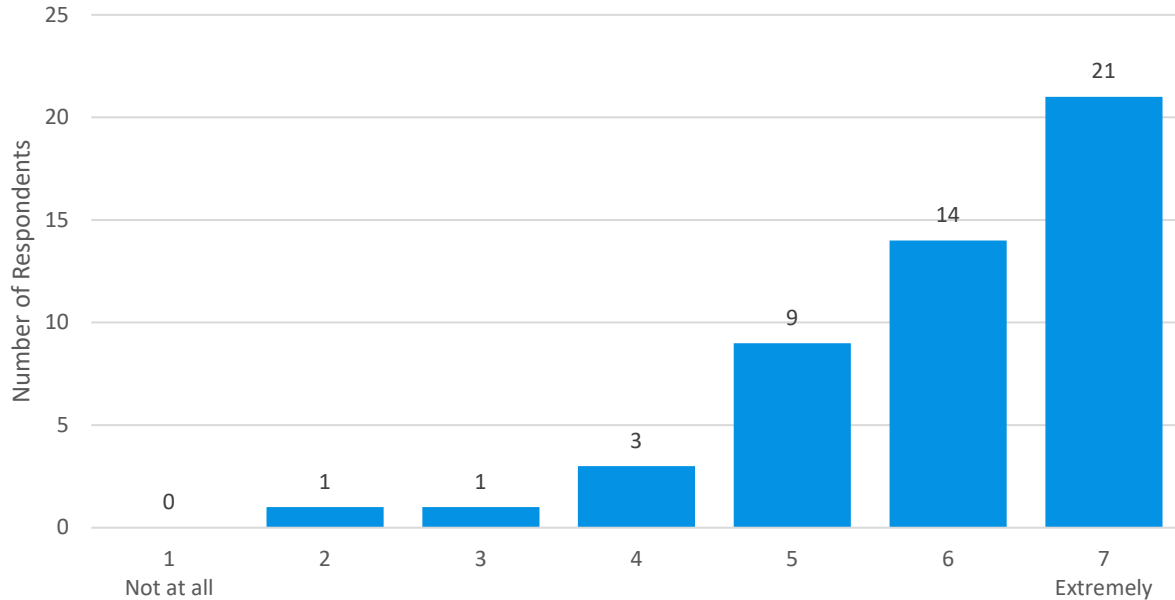


*Note.* This is based on the responses of 62 respondents in 2013, 39 respondents in 2016, 47 respondents in 2019, 39 respondents in 2022, and 53 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely).

- On average, respondents in 2025 were slightly less familiar with the activities of the LMLIP compared to those in previous years.

## 5.2 Perceived relevance of the LMLIP

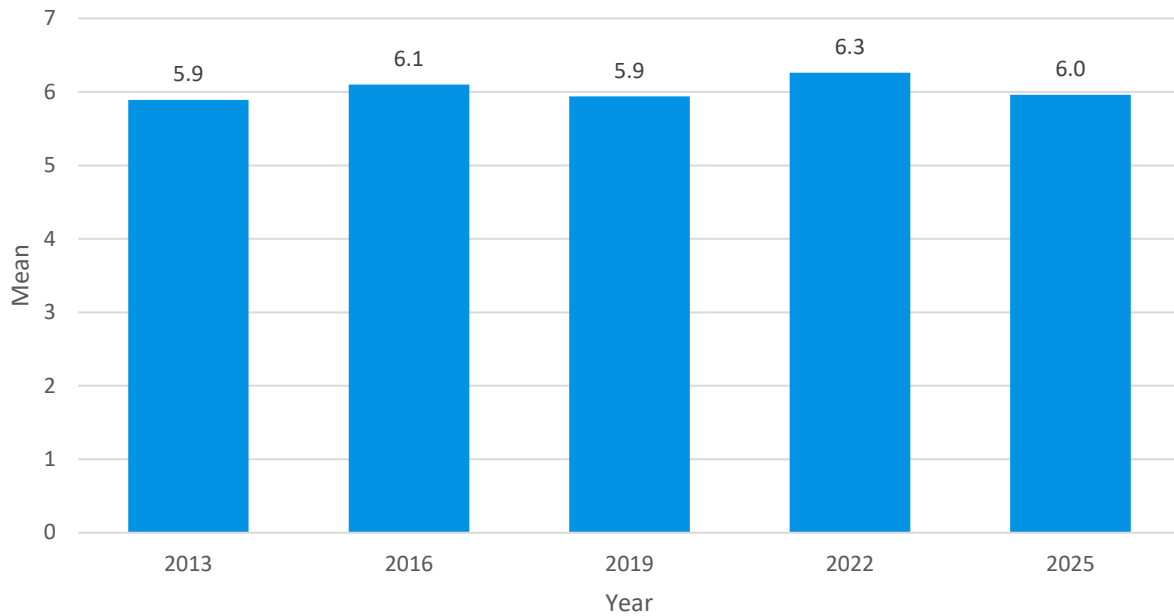
**Do you think that the LMLIP is relevant to the work going on in the community to support immigrants?**



*Note:* This is based on the responses of 49 respondents in 2025.

- The majority of respondents reported that the LMLIP is very relevant to the work being done in the community to support immigrants, with 35 (71%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

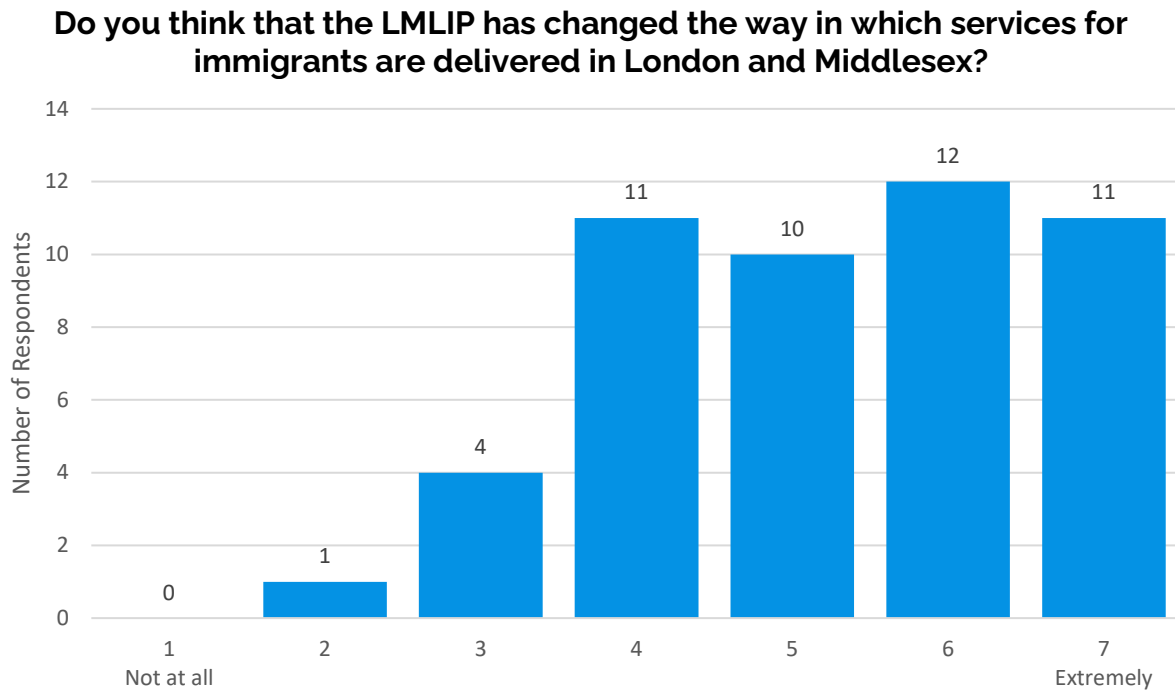
**Comparison of means regarding the perceived relevance of the LMLIP:  
2013, 2016, 2019, 2022, and 2025**



*Note.* This is based on the responses of 61 respondents in 2013, 39 respondents in 2016, 47 respondents in 2019, 39 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely).

- Mean ratings regarding the LMLIP's relevance to the work being done in the community to support immigrants have been fairly high and consistent since 2013.

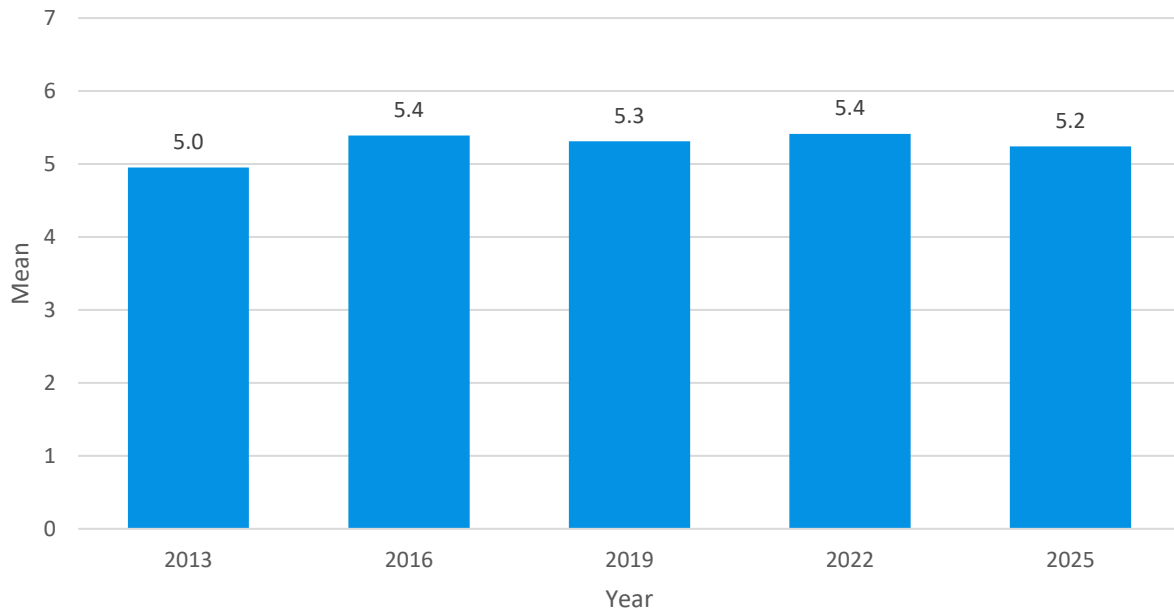
### 5.3 Impact of the LMLIP on service delivery



*Note:* This is based on the responses of 49 respondents in 2025.

- Close to half of the respondents reported that the LMLIP has greatly changed the way in which services for immigrants are delivered in London and Middlesex, with 23 (47%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

**Comparison of means regarding the extent to which the LMLIP has impacted  
service delivery:  
2013, 2016, 2019, 2022, and 2025**

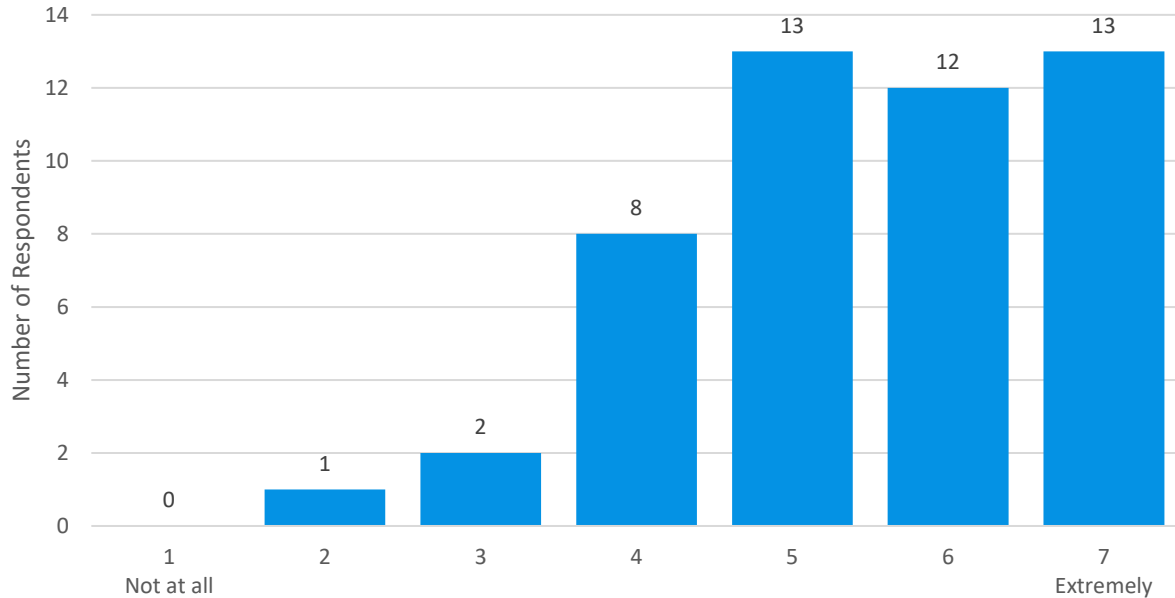


*Note:* This is based on the responses of 59 respondents in 2013, 38 respondents in 2016, 45 respondents in 2019, 37 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely).

- Mean ratings regarding whether the LMLIP has changed the way in which services for immigrants are delivered in London and Middlesex have been fairly high and consistent since 2013.

## 5.4 Impact of the LMLIP on service coordination

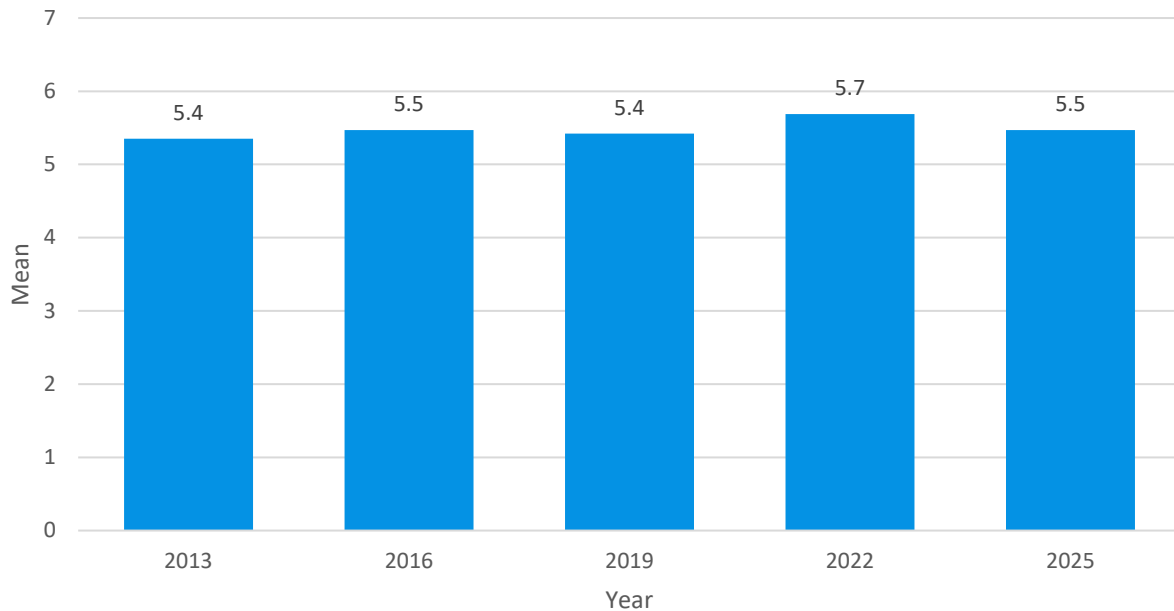
### Do you think that the LMLIP has increased the coordination of services for immigrants in London and Middlesex?



*Note.* This is based on the responses of 49 respondents in 2025.

- The majority of respondents reported that the LMLIP has greatly increased coordination of services for immigrants in London and Middlesex, with 25 (51%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

**Comparison of means regarding the extent to which the LMLIP has impacted  
service coordination:  
2013, 2016, 2019, 2022, and 2025**

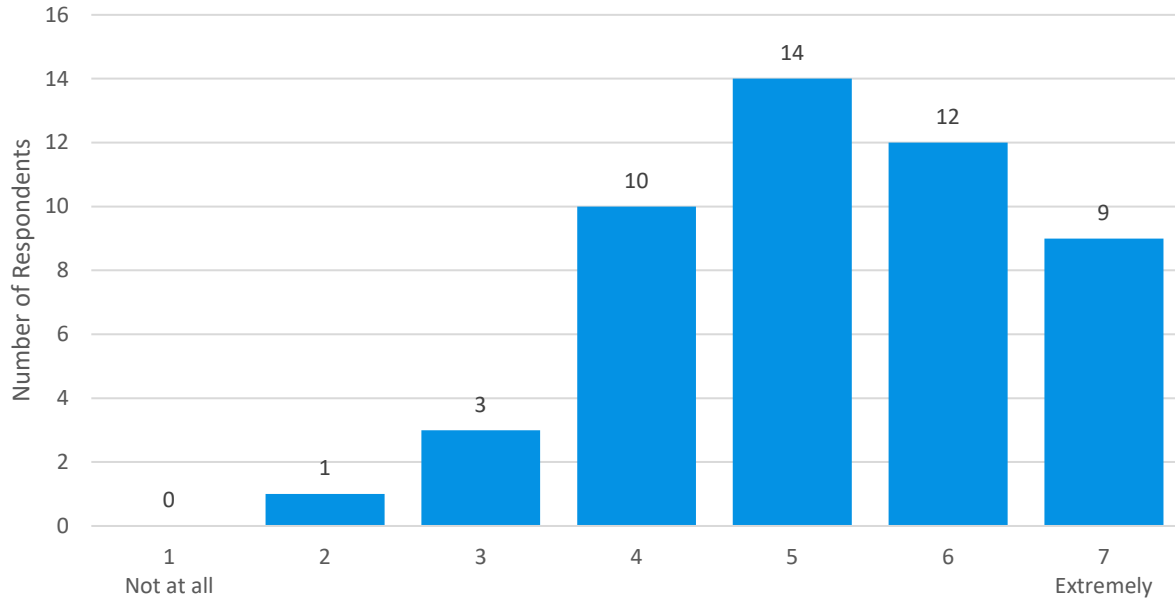


*Note.* This is based on the responses of 60 respondents in 2013, 38 respondents in 2016, 45 respondents in 2019, 39 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely).

- Mean ratings regarding whether the LMLIP has increased the coordination of services for immigrants in London and Middlesex have been fairly high and consistent since 2013.

## 5.5 Impact of the LMLIP on type of services offered

**Do you think that the LMLIP has improved the type of services that are offered to immigrants in London and Middlesex?**

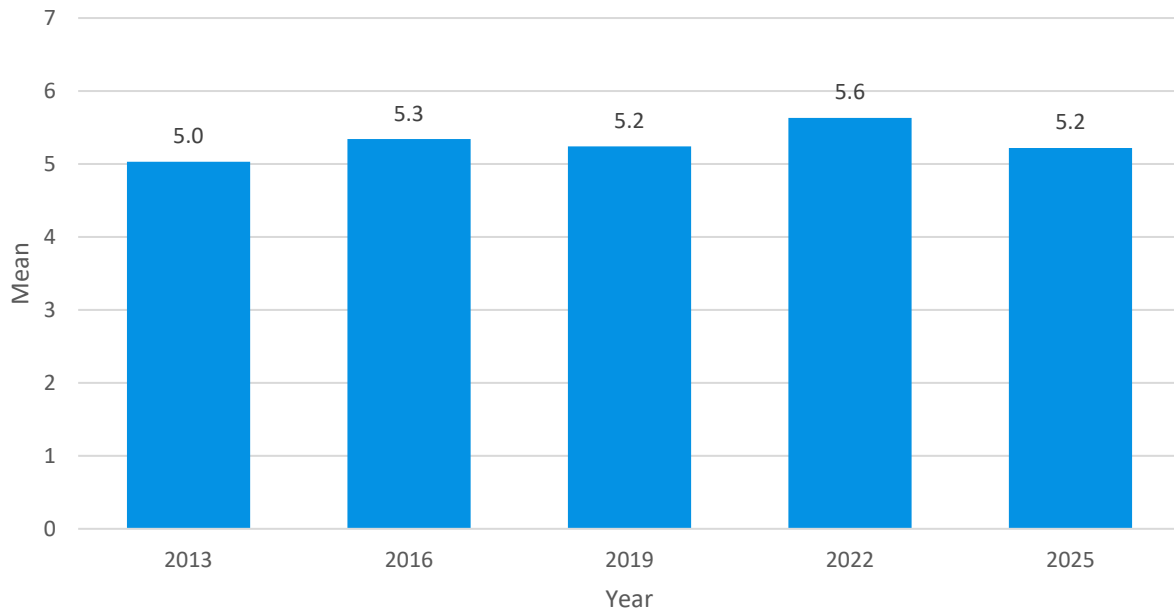


*Note.* This is based on the responses of 49 respondents in 2025.

- Close to half of the respondents reported that the LMLIP has greatly improved the type of services that are offered to immigrants in London and Middlesex, with 21 (43%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).



**Comparison of means regarding the extent to which the LMLIP has impacted the type of services offered:  
2013, 2016, 2019, 2022, and 2025**

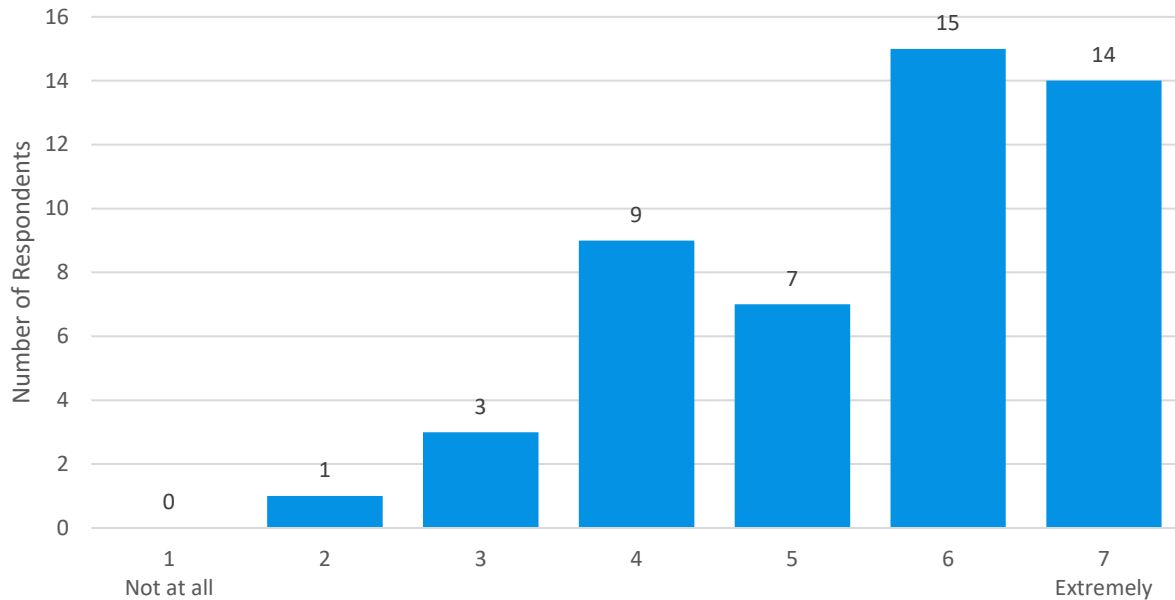


*Note:* This is based on the responses of 58 respondents in 2013, 38 respondents in 2016, 45 respondents in 2019, 38 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely).

- Mean ratings regarding whether the LMLIP has improved the type of services that are offered to immigrants in London and Middlesex have been fairly high and consistent since 2013.

## 5.6 Impact of the LMLIP on community welcoming

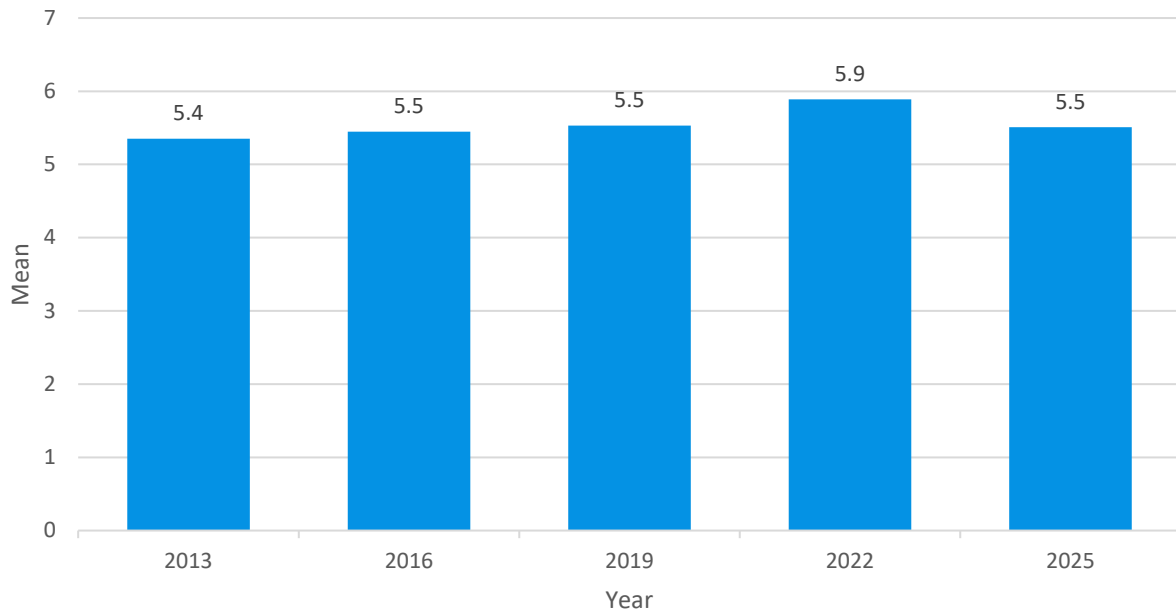
### Do you think that the LMLIP has changed the extent to which London and Middlesex is a welcoming community for immigrants?



*Note.* This is based on the responses of 49 respondents in 2025.

- The majority of respondents reported that the LMLIP has greatly changed the extent to which London and Middlesex is a welcoming community for immigrants, with 29 (59%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

**Comparison of means regarding the extent to which the LMLIP has impacted  
community welcoming:  
2013, 2016, 2019, 2022, and 2025**

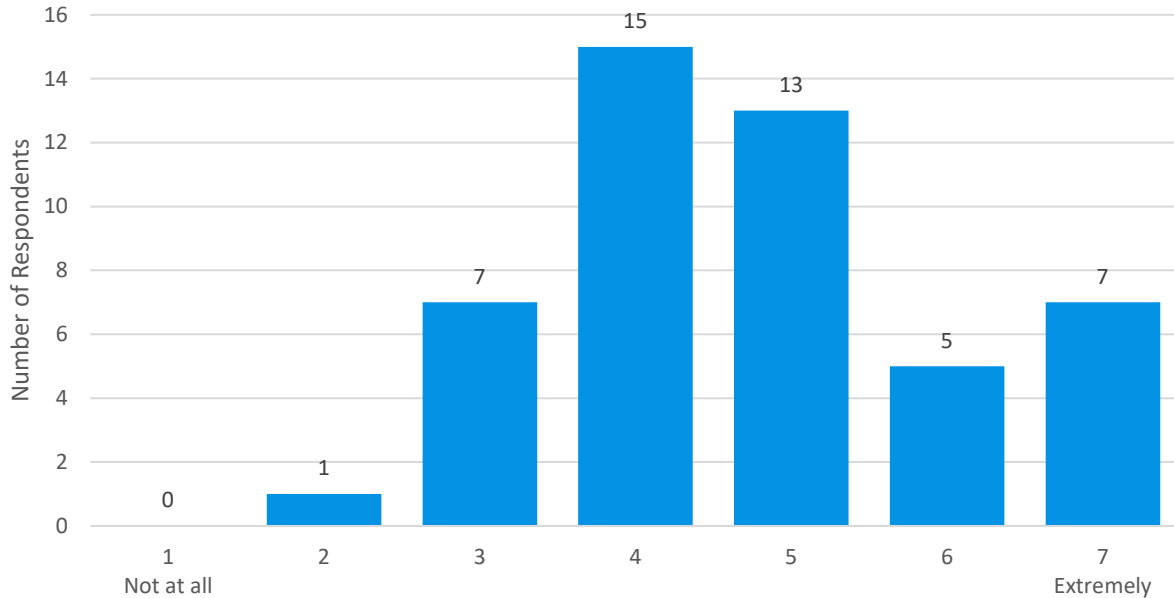


*Note:* This is based on the responses of 60 respondents in 2013, 38 respondents in 2016, 45 respondents in 2019, 38 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely).

- Mean ratings regarding whether the LMLIP has changed the extent to which London and Middlesex is a welcoming community for immigrants have been fairly high and consistent since 2013.

## 5.7 Impact of the LMLIP on service delivery effectiveness

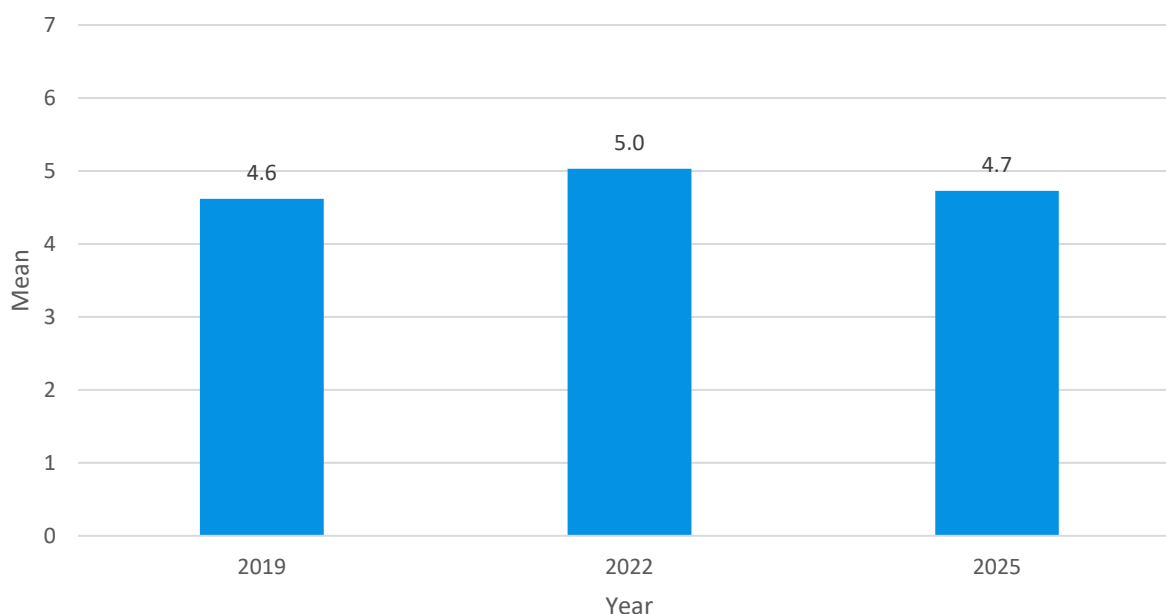
### Do you think that the LMLIP has increased your capacity to deliver services effectively?



*Note.* This is based on the responses of 48 respondents in 2025.

- A quarter of the respondents reported that the LMLIP has greatly increased their capacity to deliver services effectively, with 12 (25%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

**Comparison of means regarding the extent to which the LMLIP has impacted service delivery effectiveness:  
2019, 2022, and 2025**

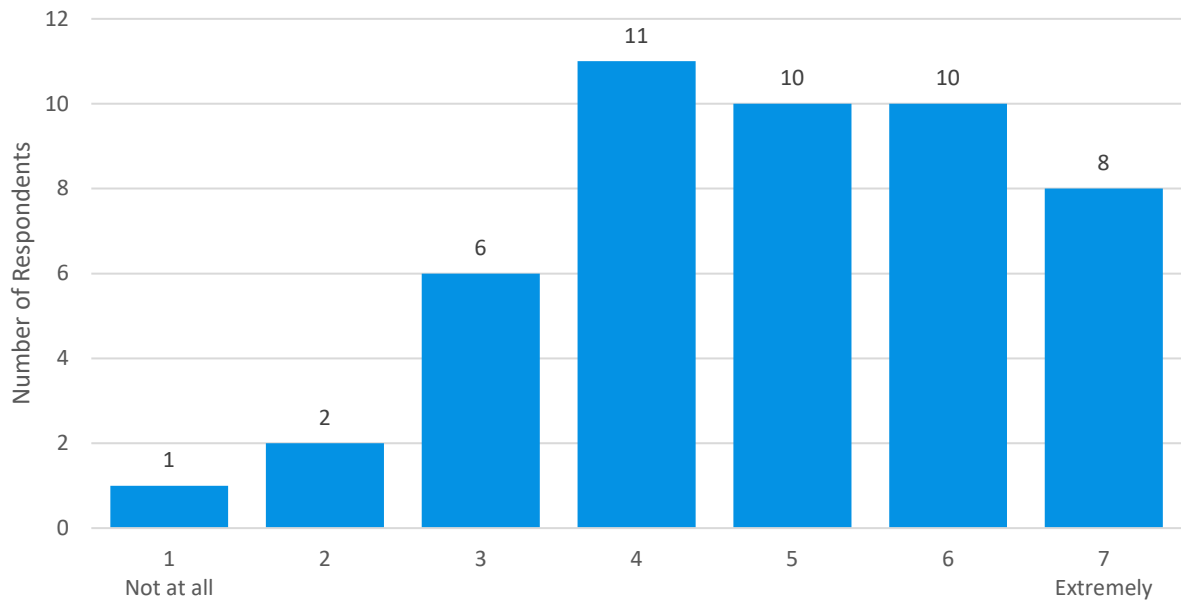


*Note:* This is based on the responses of 45 respondents in 2019, 37 respondents in 2022, and 48 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely). This question was added to the survey in 2019, so data from 2013 and 2016 are not available for comparison purposes.

- Mean ratings regarding whether the LMLIP has increased organizations' capacity to deliver services effectively have been fairly high and consistent since 2019.

5.8 Impact of the LMLIP on collaboration among organizations

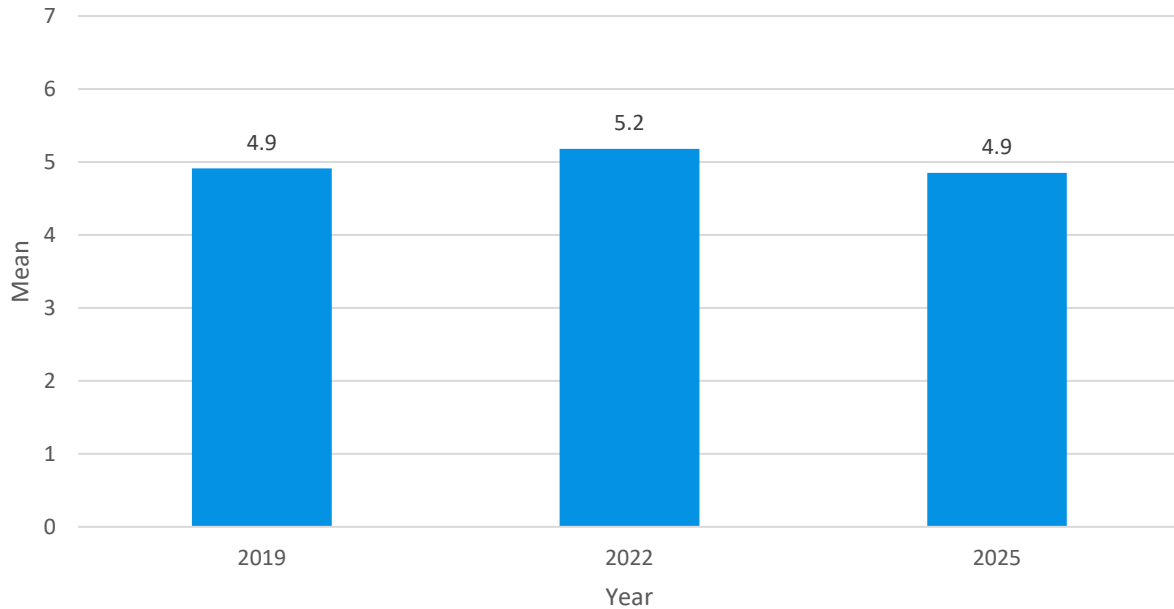
**Do you think that the LMLIP has increased your capacity to serve clients through collaboration with other organizations?**



*Note.* This is based on the responses of 48 respondents in 2025.

- Over one third of the respondents reported that the LMLIP has greatly increased their capacity to serve clients through collaboration with other organizations, with 18 (38%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

**Comparison of means regarding the extent to which the LMLIP has impacted collaboration among organizations:  
2019, 2022, and 2025**

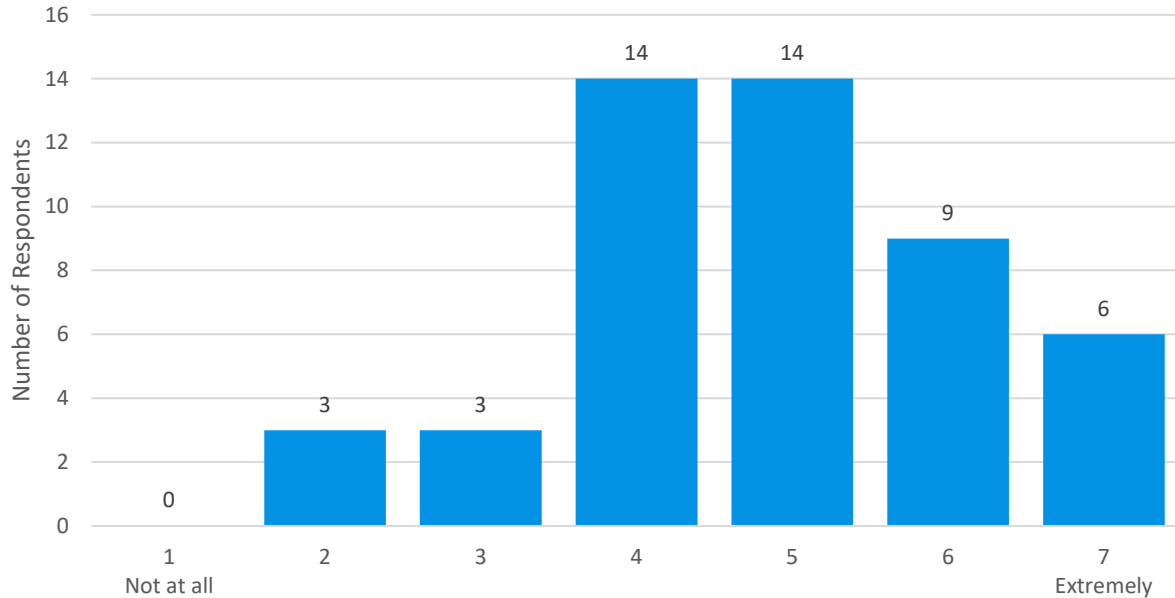


*Note:* This is based on the responses of 44 respondents in 2019, 38 respondents in 2022, and 48 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely). This question was added to the survey in 2019, so data from 2013 and 2016 are not available for comparison purposes.

- Mean ratings regarding whether the LMLIP has increased organizations' capacity to serve clients through collaboration with other organizations have been fairly high and consistent since 2019.

## 5.9 Impact of the LMLIP on individual Canadians' engagement

### To what extent do you think the LMLIP has increased individual Canadians' engagement?

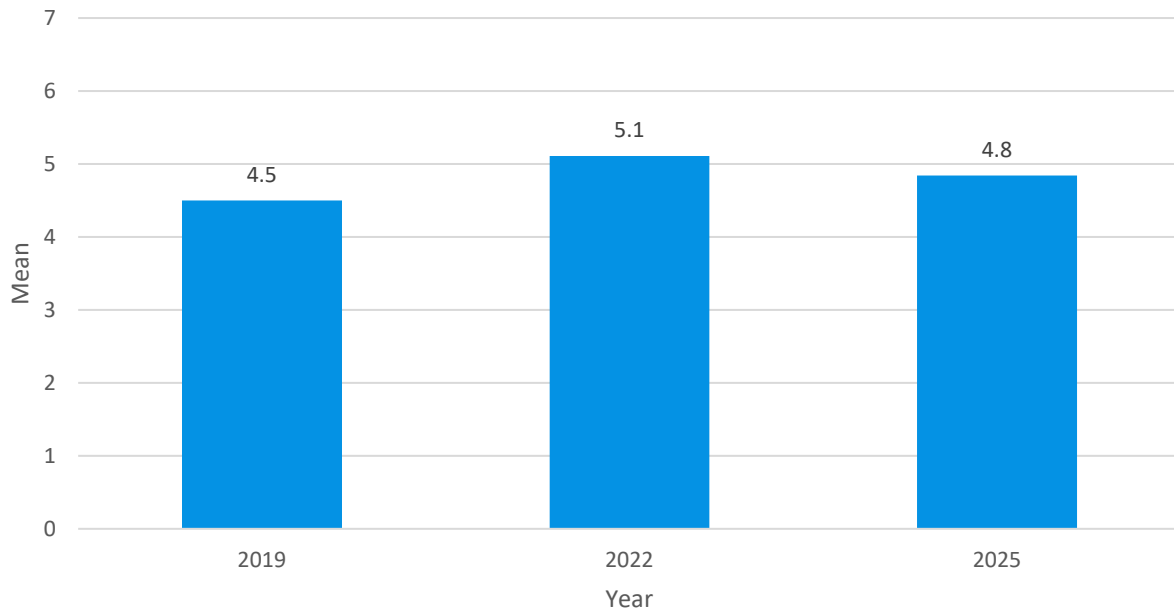


*Note:* This is based on the responses of 49 respondents in 2025.

- Close to one third of the respondents reported that the LMLIP has greatly increased individual Canadians' engagement, with 15 (31%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).



**Comparison of means regarding the extent to which the LMLIP has impacted individual Canadians' engagement: 2019, 2022, and 2025**

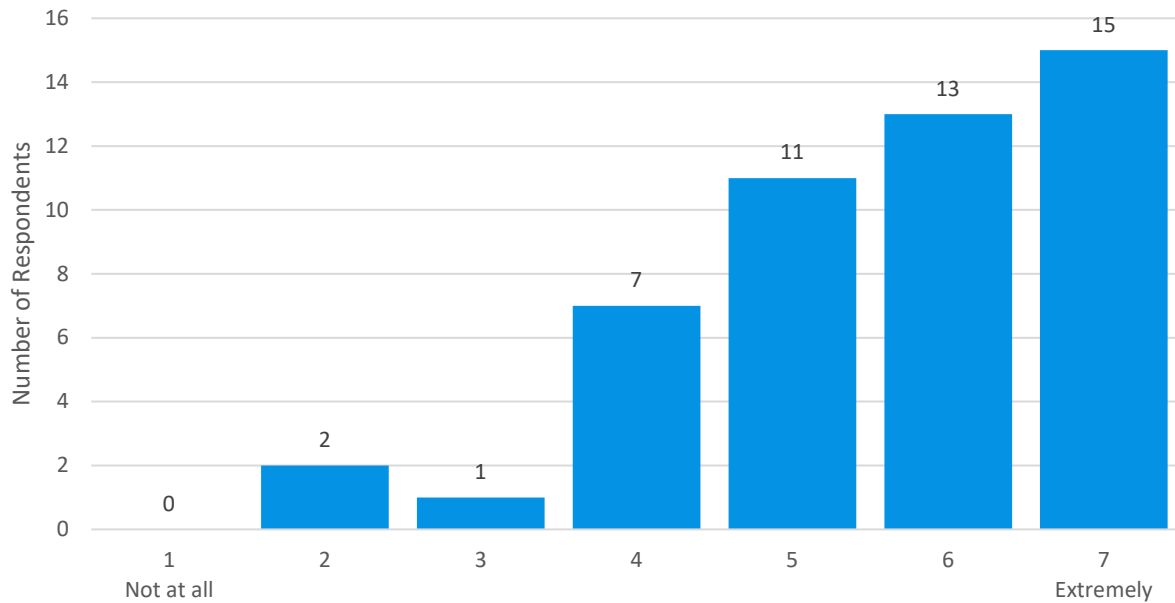


*Note:* This is based on the responses of 44 respondents in 2019, 37 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely). This question was added to the survey in 2019, so data from 2013 and 2016 are not available for comparison purposes.

- Mean ratings regarding whether the LMLIP has increased individual Canadians' engagement have been fairly high and consistent since 2019.

## 5.10 Impact of the LMLIP on community partnerships

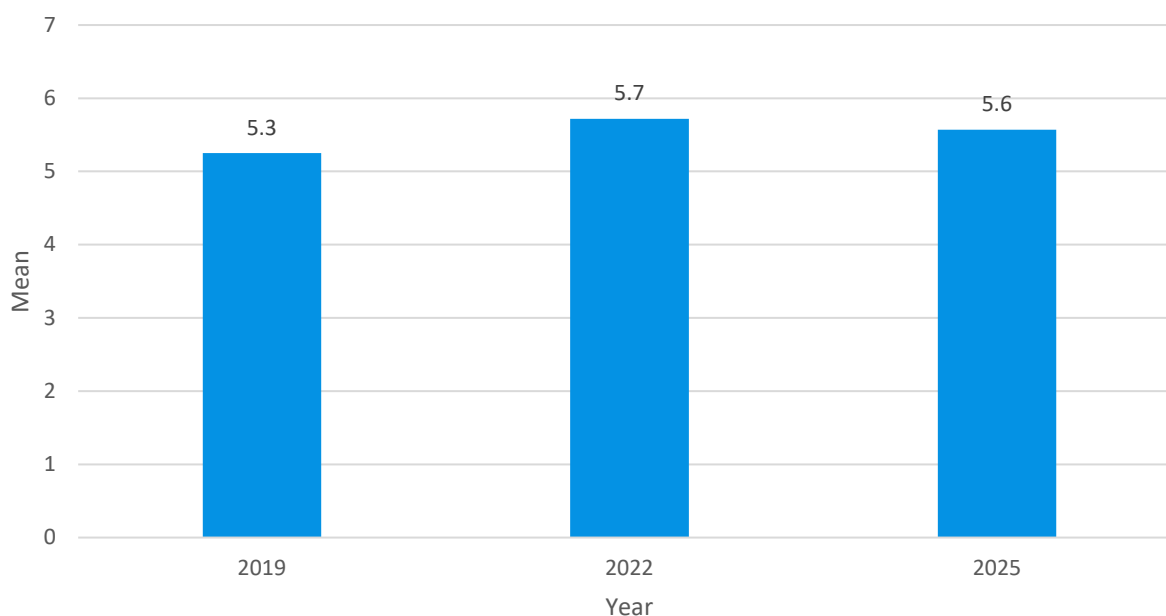
### To what extent do you think the LMLIP has increased community partnerships?



*Note:* This is based on the responses of 49 respondents in 2025.

- The majority of respondents reported that the LMLIP has greatly increased community partnerships, with 28 (57%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

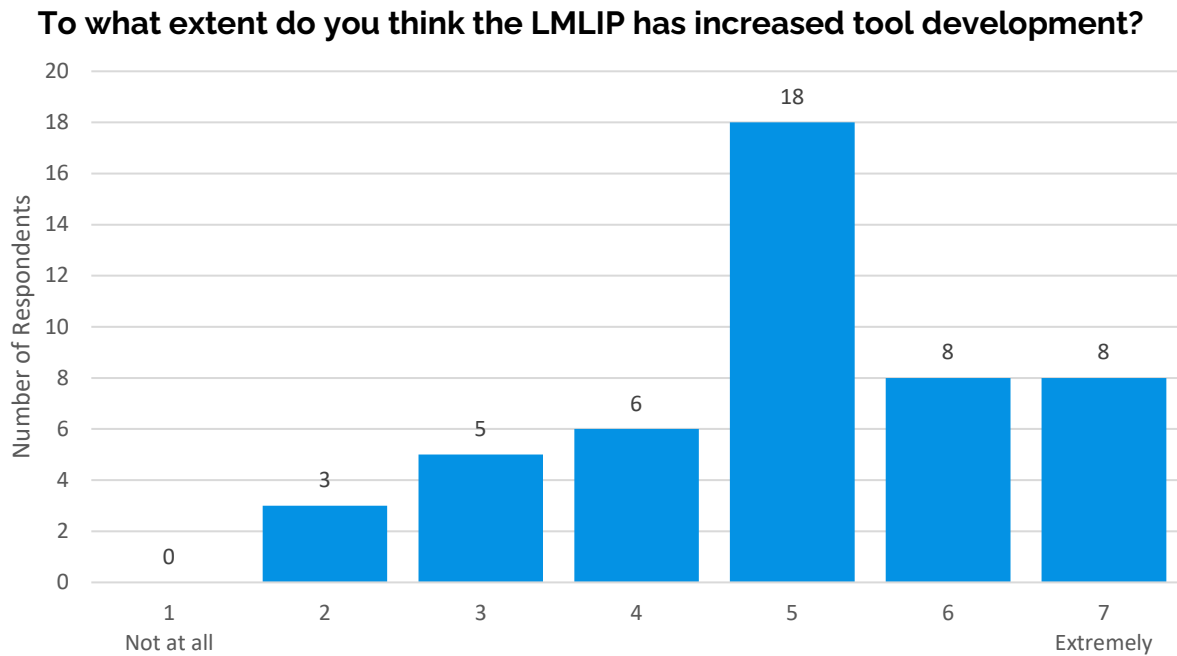
**Comparison of means regarding the extent to which the LMLIP has impacted community partnerships:  
2019, 2022, and 2025**



*Note:* This is based on the responses of 44 respondents in 2019, 36 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely). This question was added to the survey in 2019, so data from 2013 and 2016 are not available for comparison purposes.

- Mean ratings regarding whether the LMLIP has increased community partnerships have been fairly high and consistent since 2019.

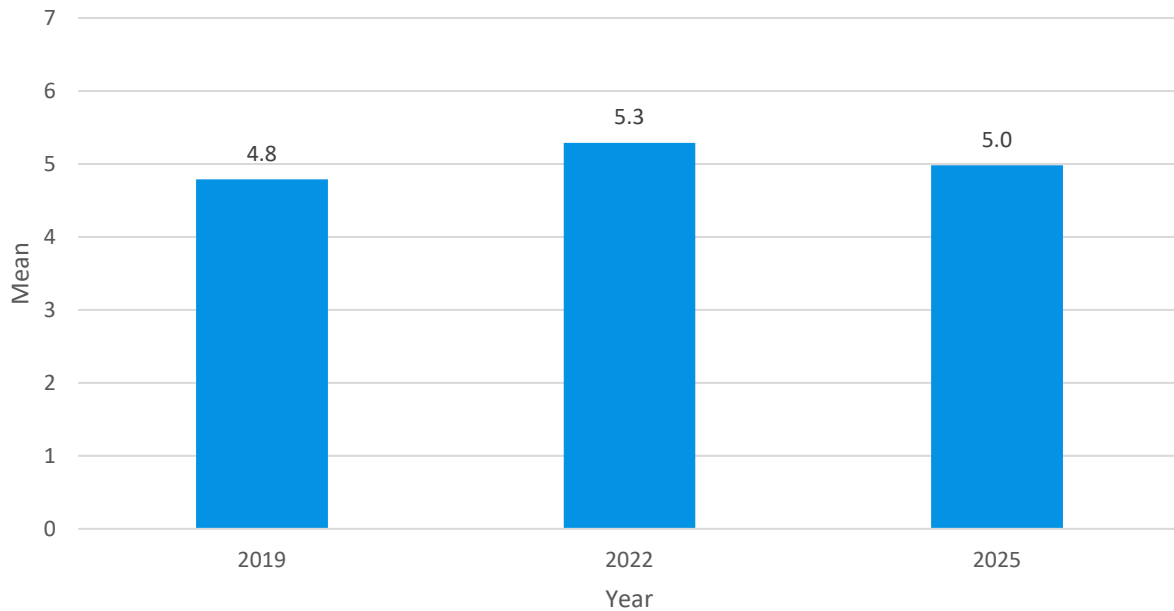
### 5.11 Impact of the LMLIP on tool development



*Note:* This is based on the responses of 48 respondents in 2025.

- One third of the respondents reported that the LMLIP has greatly increased tool development, with 16 (33%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

**Comparison of means regarding the extent to which the LMLIP has impacted tool development:  
2019, 2022, and 2025**

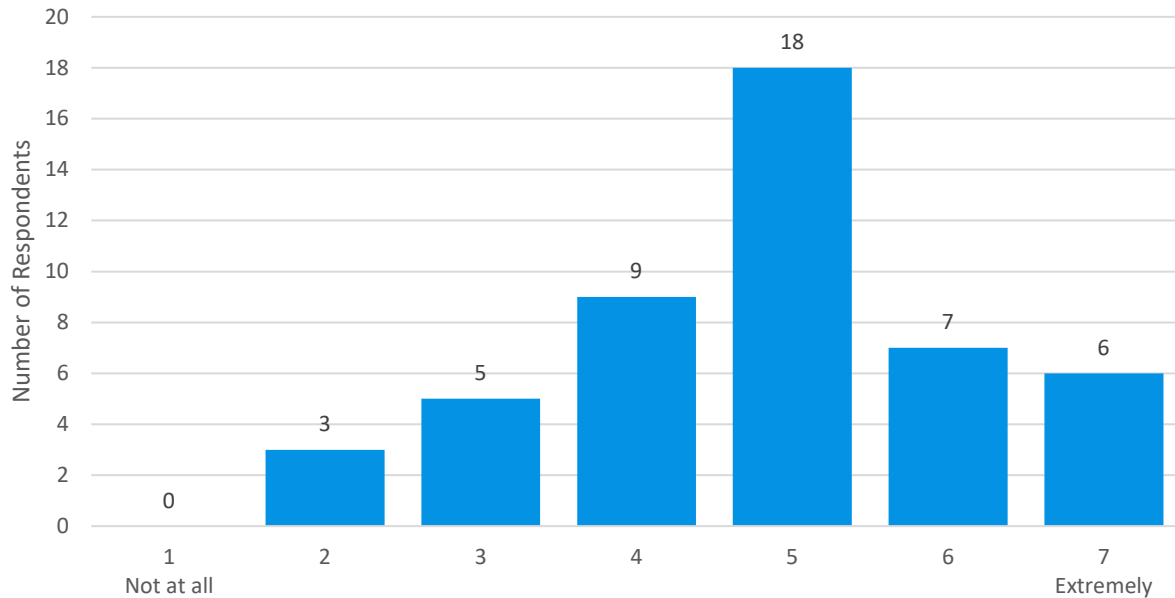


*Note:* This is based on the responses of 43 respondents in 2019, 35 respondents in 2022, and 48 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely). This question was added to the survey in 2019, so data from 2013 and 2016 are not available for comparison purposes.

- Mean ratings regarding whether the LMLIP has increased tool development have been fairly high and consistent since 2019.

## 5.12 Impact of the LMLIP on competency development

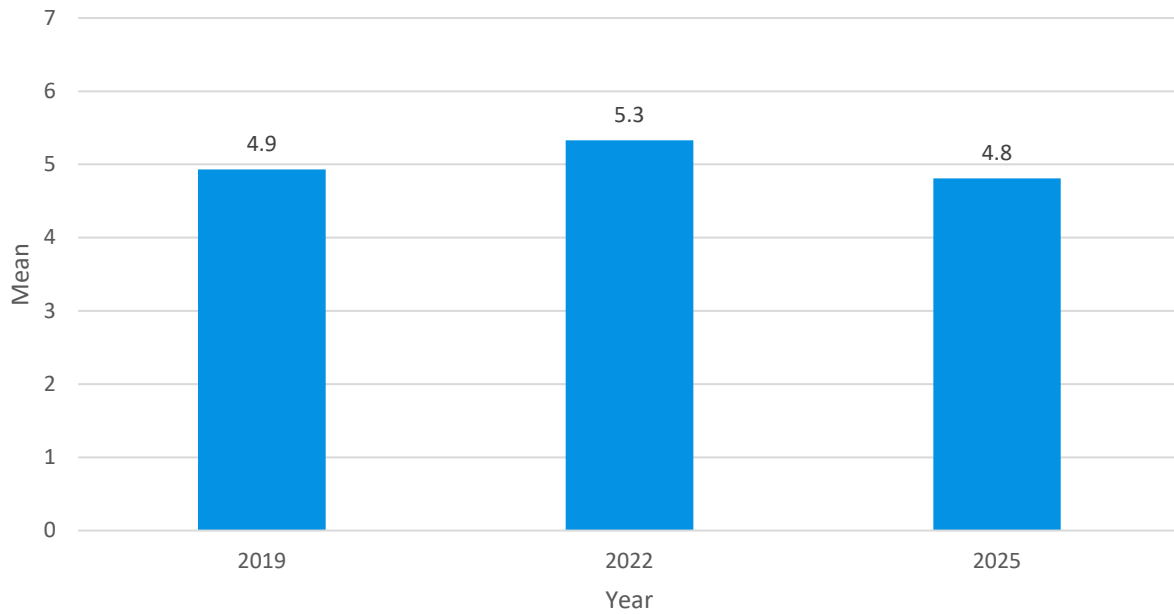
**To what extent do you think the LMLIP has increased competency development for service providers?**



*Note:* This is based on the responses of 48 respondents in 2025.

- Over one quarter of the respondents reported that the LMLIP has greatly increased competency development for service providers, with 13 (27%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

**Comparison of means regarding the extent to which the LMLIP has impacted competency development:  
2019, 2022, and 2025**

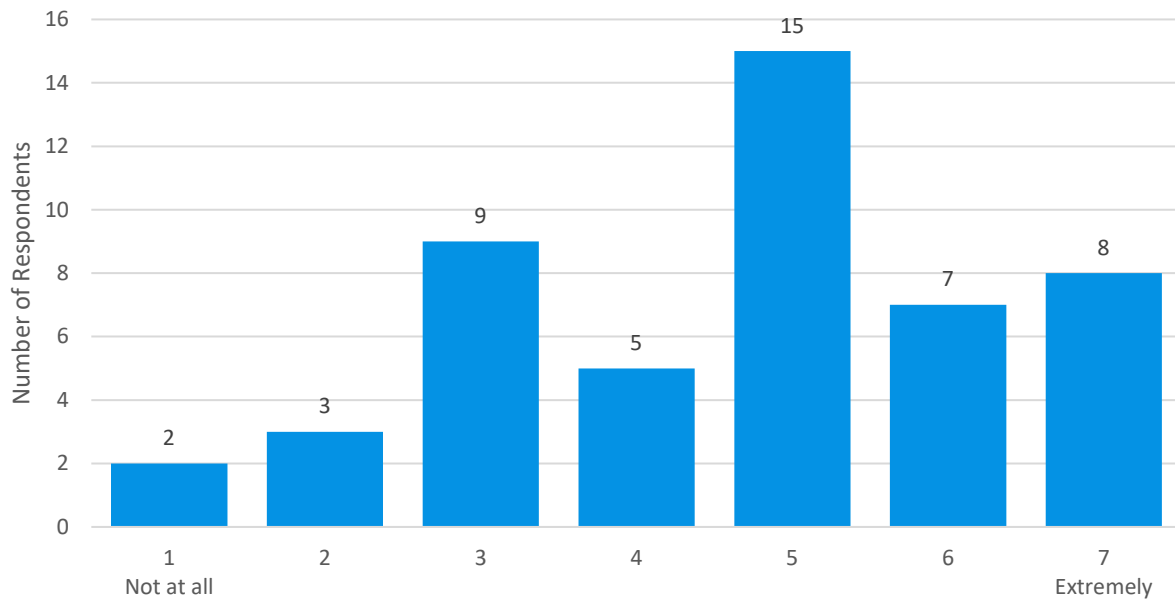


*Note:* This is based on the responses of 42 respondents in 2019, 36 respondents in 2022, and 48 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely). This question was added to the survey in 2019, so data from 2013 and 2016 are not available for comparison purposes.

- Mean ratings regarding whether the LMLIP has increased competency development for service providers have decreased slightly since 2022. Overall, however, ratings have been fairly high and consistent since 2019.

### 5.13 Impact of the LMLIP on connections with public organizations

**To what extent do you think the LMLIP has increased your connections with other public organizations or institutions, such as schools, police, and the health system?**

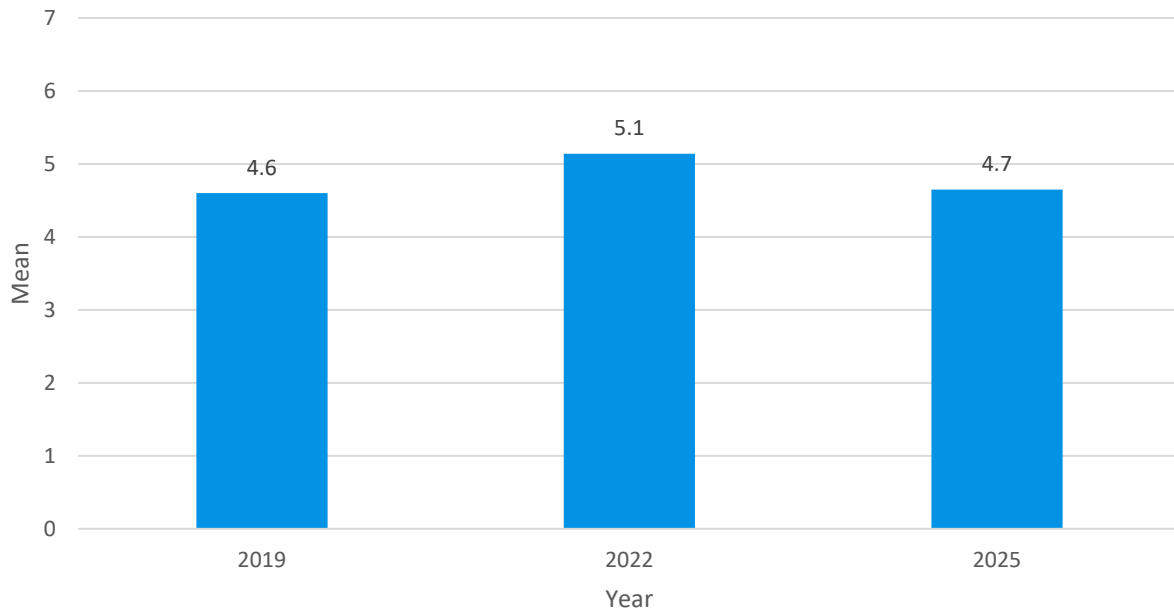


*Note:* This is based on the responses of 49 respondents in 2025.

- Close to one third of the respondents reported that the LMLIP has greatly increased their connections with other public organizations or institutions, with 15 (31%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).



**Comparison of means regarding the extent to which the LMLIP has impacted connections with public organizations:  
2019, 2022, and 2025**

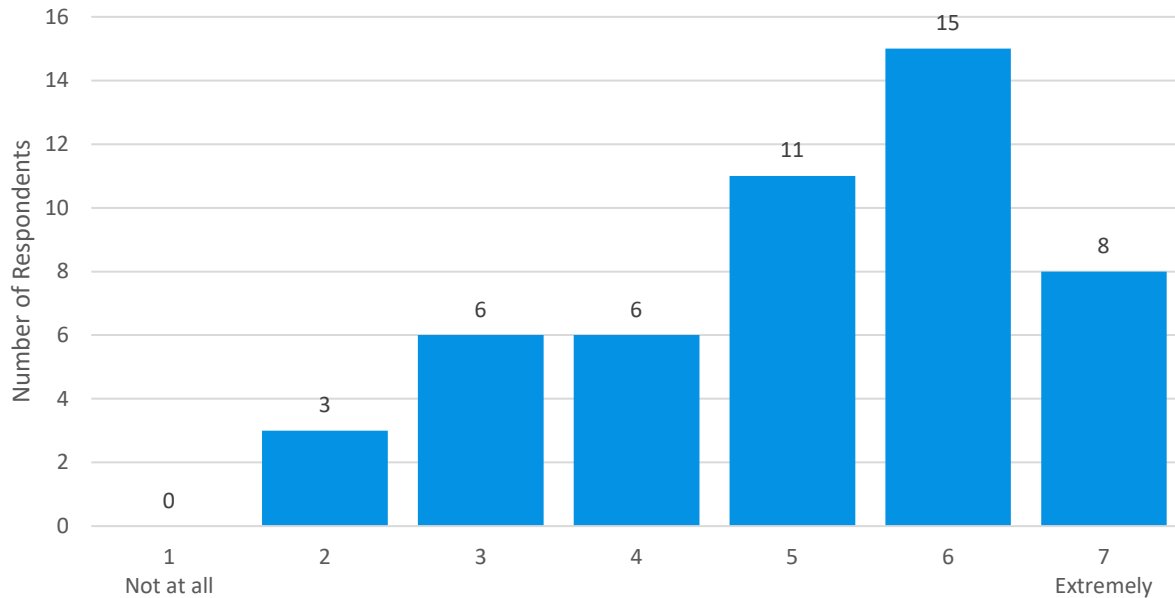


*Note:* This is based on the responses of 43 respondents in 2019, 36 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely). This question was added to the survey in 2019, so data from 2013 and 2016 are not available for comparison purposes.

- Mean ratings regarding whether the LMLIP has increased organizations' connections with other public organizations or institutions have been fairly high and consistent since 2019.

## 5.14 Impact of the LMLIP on knowledge of other organizations

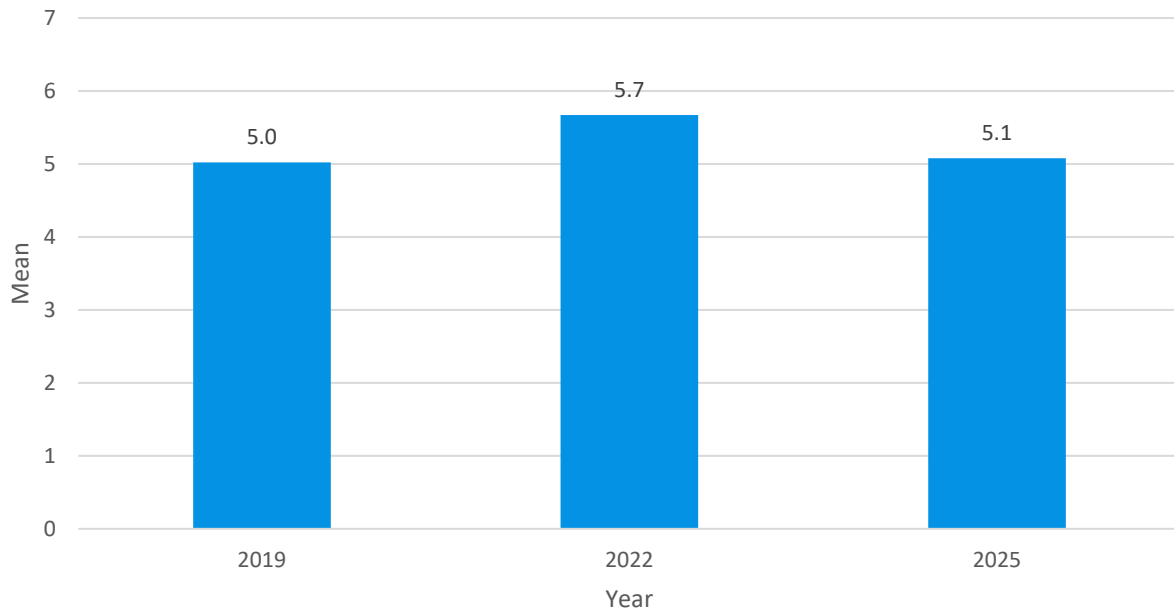
**To what extent do you think the LMLIP has increased knowledge of what other organizations in the community are doing?**



*Note:* This is based on the responses of 49 respondents in 2025.

- Close to half of the respondents reported that the LMLIP has greatly increased their knowledge of what other organizations in the community are doing, with 23 (47%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

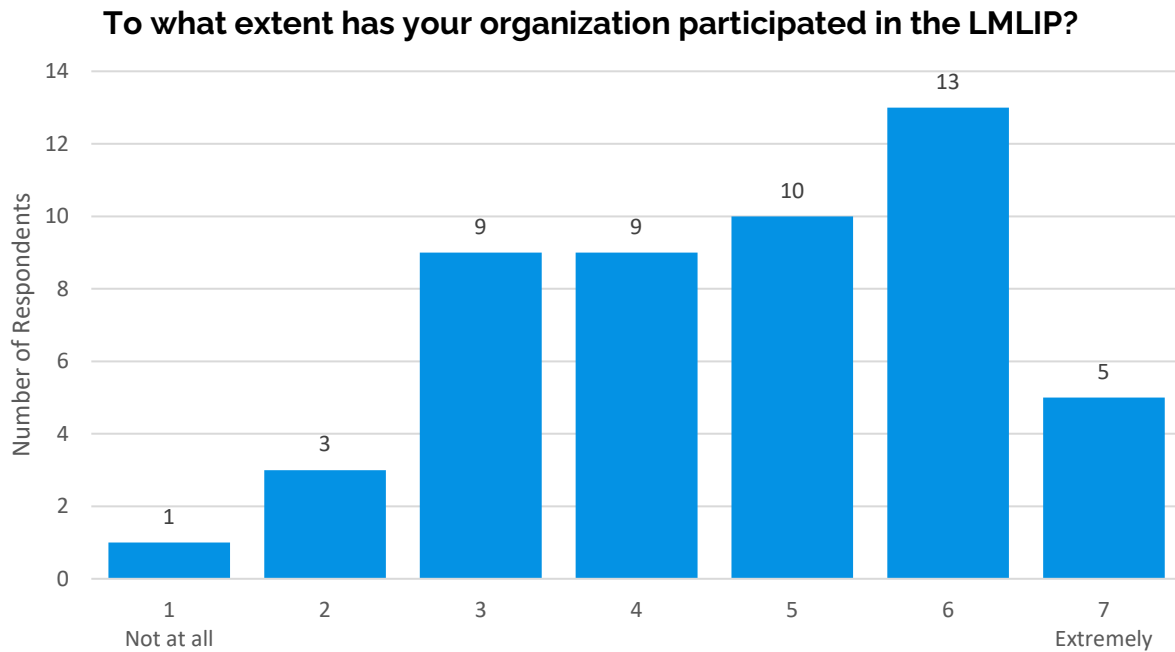
**Comparison of means regarding the extent to which the LMLIP has impacted knowledge of other organizations:  
2019, 2022, and 2025**



*Note:* This is based on the responses of 42 respondents in 2019, 36 respondents in 2022, and 49 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely). This question was added to the survey in 2019, so data from 2013 and 2016 are not available for comparison purposes.

- Mean ratings regarding whether the LMLIP has increased organizations' knowledge of what other organizations in the community are doing have decreased slightly since 2022. Overall, however, ratings have been fairly high and consistent since 2019.

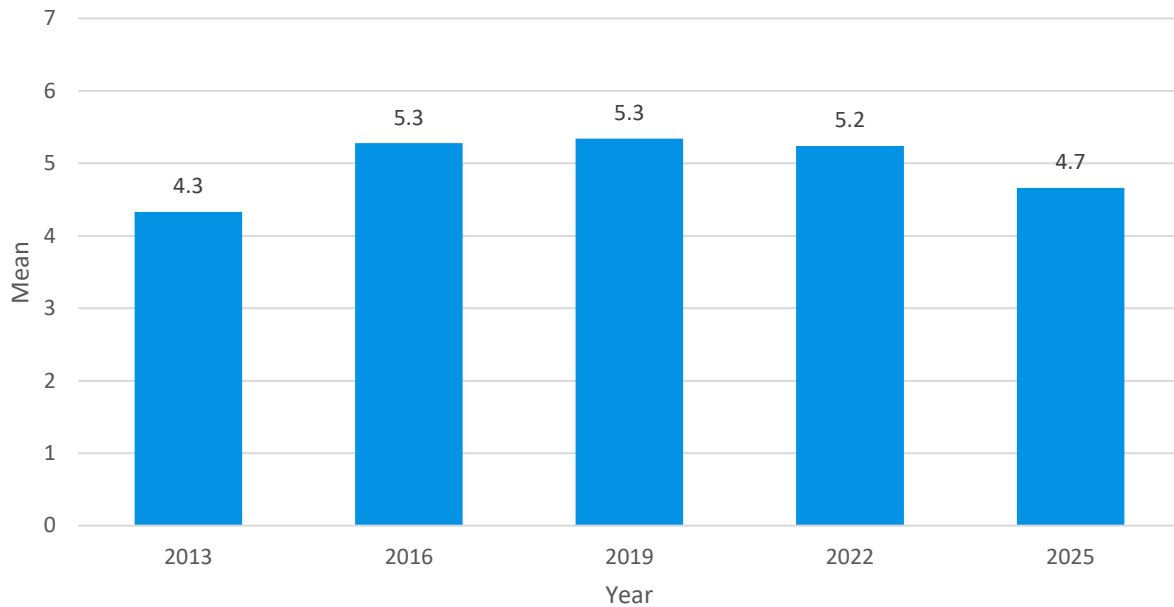
### 5.15 Participation in the LMLIP



*Note:* This is based on the responses of 50 respondents in 2025.

- Over one third of the respondents reported that their organization was very involved in the LMLIP, with 18 (36%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).

**Comparison of means regarding participation in the LMLIP:  
2013, 2016, 2019, 2022, and 2025**

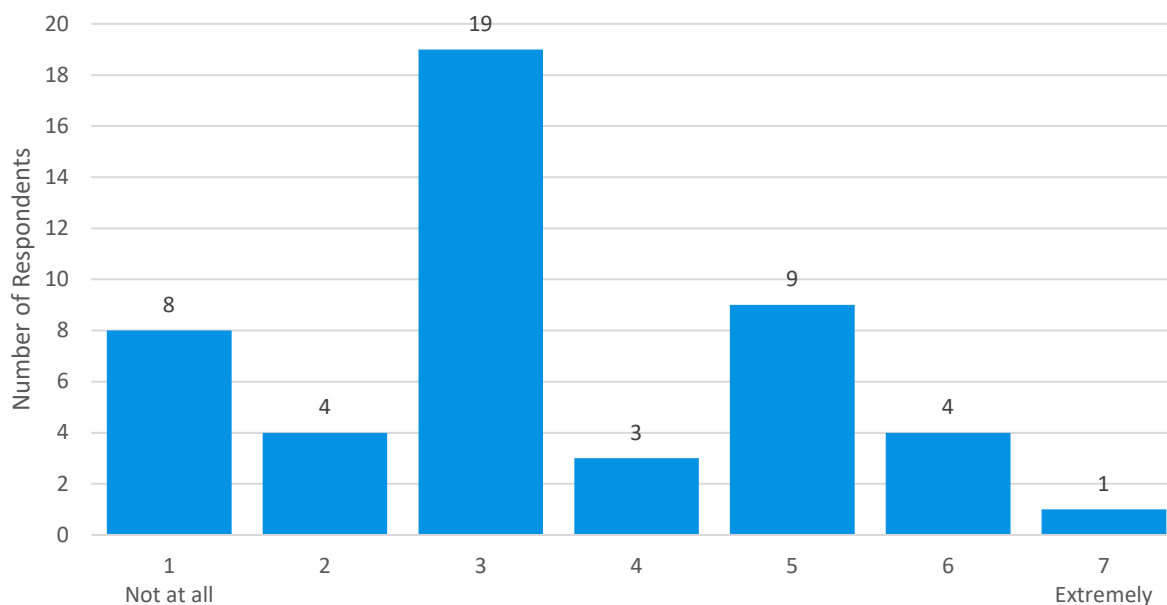


*Note:* This is based on the responses of 60 respondents in 2013, 39 respondents in 2016, 44 respondents in 2019, 37 respondents in 2022, and 50 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely).

- Mean ratings regarding organizations' level of participation in the LMLIP have decreased slightly since 2022. Overall, however, level of participation has been fairly high and consistent since 2013.

## 5.16 Changes in service delivery in response to the LMLIP

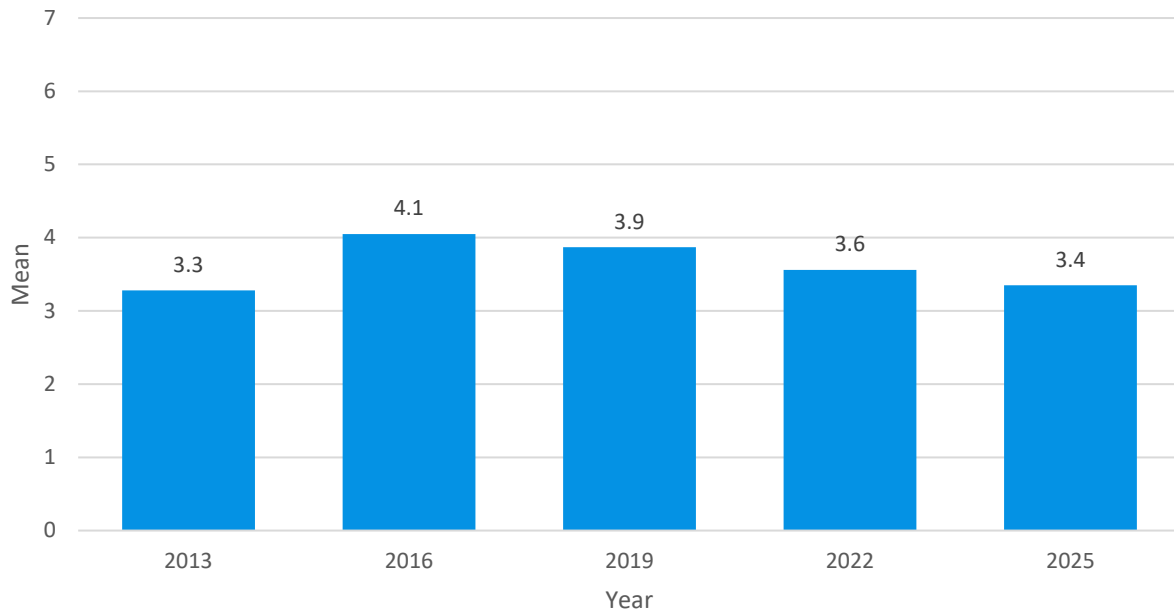
**To what extent has your organization changed its delivery of services in response to the strategic planning and activities of the LMLIP?**



*Note.* This is based on the responses of 48 respondents in 2025.

- Few respondents reported that their organization had greatly changed their delivery of services in response to the strategic planning and activities of the LMLIP, with 5 (10%) choosing 6 or 7 on a 7-point scale ranging from 1 (Not at all) to 7 (Extremely).
- The 17 respondents who chose 4 or above in response to this question were asked to describe how they had changed their delivery of services in response to the planning and activities of the LMLIP. Of these 17, 12 described the ways in which their organization has changed its delivery of services. These changes include:
  - Updated internal processes, including creating a committee that supports newcomers in Middlesex County.
  - Employing the strategic planning and outcomes established by the LMLIP, and identifying gaps and priorities, in service delivery and planning.
  - Enhanced partnerships and cooperation with stakeholders and other communities due to awareness obtained from the LMLIP.
  - Using the LMLIP strategic plan to inform and update funding proposals,
  - Greater awareness of available services for immigrants, resulting in less duplication of efforts.
  - Based on information from the LMLIP, providing interpretation tools to health professionals.

**Comparison of means regarding changes in service delivery in response to the LMLIP:  
2013, 2016, 2019, 2022, and 2025**



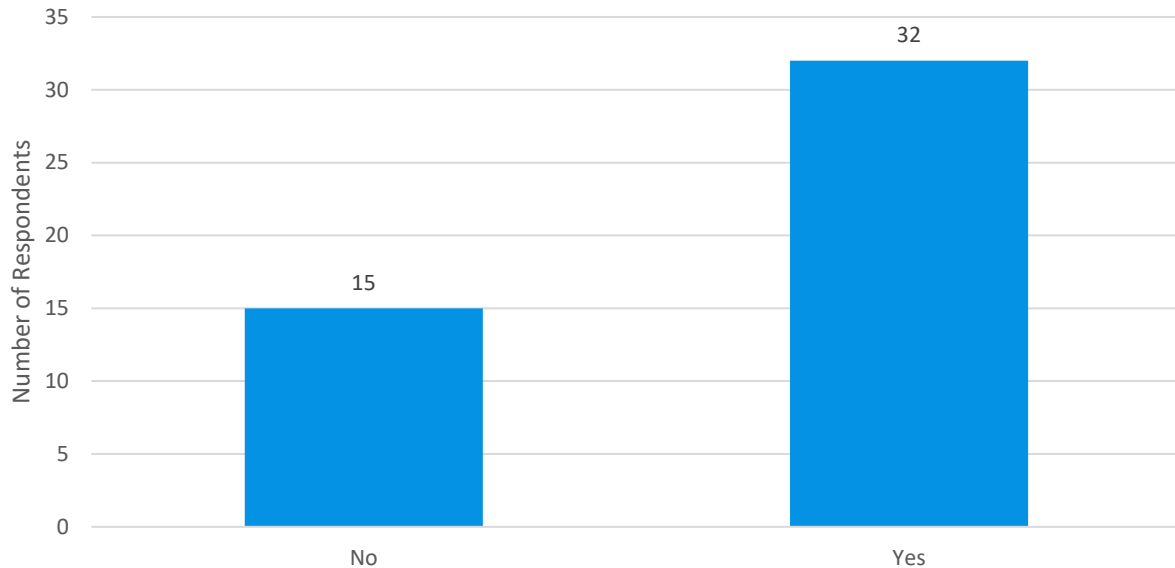
*Note:* This is based on the responses of 57 respondents in 2013, 39 respondents in 2016, 44 respondents in 2019, 36 respondents in 2022, and 48 respondents in 2025. Responses could range from 1 (Not at all) to 7 (Extremely).

- Mean ratings regarding the extent to which organizations have changed their delivery of services in response to the strategic planning and activities of the LMLIP have been fairly low and consistent since 2013.

## 6. Needs and Gaps

### 6.1 Lacking or Underprovided Services

**Are there specific services or supports for immigrants that are currently lacking or under-provided in London and Middlesex?**



*Note:* This is based on the responses of 47 respondents.

- 32 (68%) of the respondents indicated that there are specific services or supports for immigrants that are currently lacking or under-provided in London and Middlesex, including:
  - Culturally- and linguistically-appropriate services provided by local and provincial governments.
  - Limited incorporation of French into reports, tools, and activities.
  - Language assessment, LINC, and ESL services in the county.
  - Supports for men.
  - Interpretation and translation services for those in need of such services.
  - Networking events for newcomers, including neighbourhood and community building orientation.
  - Housing services dedicated to newcomers, including emergency shelters.
  - Culturally-appropriate mental health and health supports and collaboration in this sector.
  - Childcare support for immigrants enrolled in language training.
  - Equity, diversity, and promotion of multiculturalism, especially in rural areas.
  - Supports for immigrant children and youth, senior immigrants, refugee claimants, international students, and temporary foreign workers.
  - More employment and financial literacy support for newcomers.
  - Manuals or service guides for gateways, such as churches, mosques, etc.



**Who should be involved in providing these services or supports?**

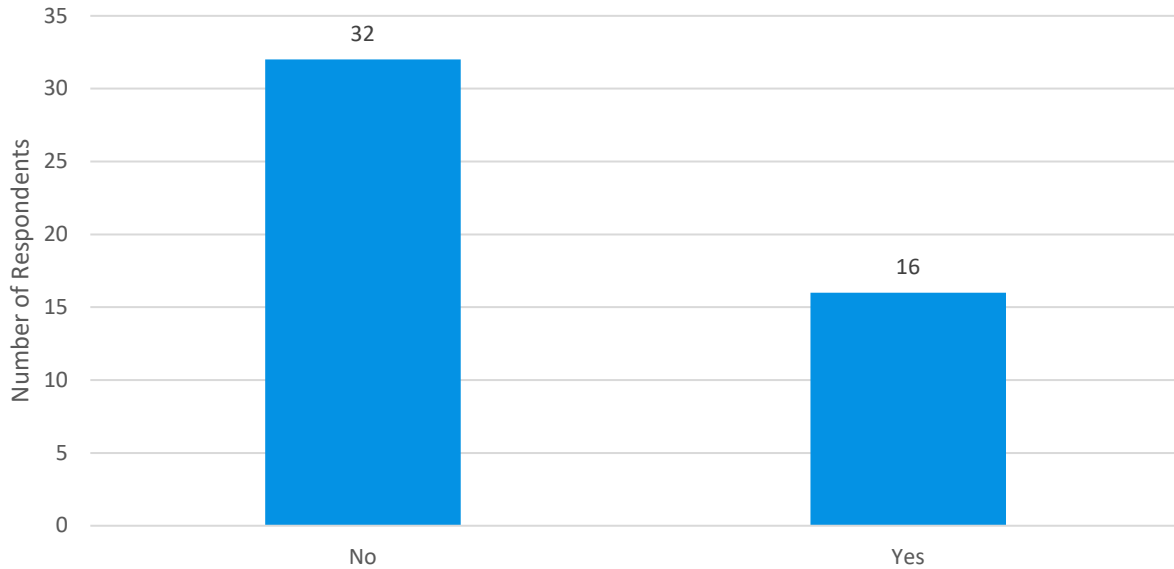
- Respondents were asked who they think should be involved in providing the services or supports that are currently lacking or under-provided in London and Middlesex. Responses included:
  - Various levels of government (e.g., Government of Canada, Province of Ontario, the City of London).
  - The LMLIP.
  - Settlement agencies.
  - Educational institutions (e.g., Fanshawe College, Western University, TVDSB) and licensing bodies.
  - Local community organizations and not-for-profits that serve immigrants and the overall community, including culturally-specific groups, churches, mosques, and temples.
  - Healthcare and mental health institutions.
  - Professionals and staff with knowledge, skills, and active participation in social issues such as racism and newcomer settlement.

**What would be needed to provide these services or supports?**

- Respondents were asked what they think would be needed to address the lacking or under-provided services and supports for immigrants in London and Middlesex. Their responses included:
  - Financial and human resources.
  - Free venues to use for events and offices for small organizations.
  - Provision of free interpretation services and interpreter training.
  - Recruitment of trained professionals or volunteers.
  - Capacity building and training more people on issues pertaining to immigrants and newcomers.
  - Having organizations dedicated to handling emergency situations experienced by or related to immigrants.
  - Collaboration, partnerships, coordination of services, and creating and strengthening networks that can respond to newcomers' and immigrants' issues.
  - Improved communication among service providers and sharing of information and tools.
  - Increased ability for foreign-trained health care professionals to practice in Canada.

## 6.2 Lacking or under-provided activities

### Are there other activities we could be doing in London and Middlesex to support newcomers?



*Note.* This is based on the responses of 48 respondents.

- One third (33%) of the respondents indicated that there are other activities that could be done in London and Middlesex to support newcomers, including:
  - Information sessions for newcomers on family law, finances, and business start-up strategies.
  - More accessible community drop-in social and sports programming.
  - Actively promoting and linking service providers in the community to provide a more holistic approach.
  - Labour participation activities.
  - Informal language support.
  - Having a central location for events and coordination that can be easily accessed by participating organizations and used as offices for small organizations.
  - Increasing support in the areas of health, mental health, housing, and food security.
  - Surveys of newcomers.
  - Increasing language support for newcomers that is aligned with employment needs.
  - Campaigns to attract more immigrant young adults to London.

**Who should be involved in these activities?**

- Respondents were asked who they think should be involved in these activities to support newcomers in London and Middlesex. Their responses included:
  - All willing and able community partners.
  - The LMLIP and their partners.
  - Schools.
  - Accountants, financial advisers, lawyers, and/or paralegals.
  - Community associations and groups, including faith-based groups, cultural groups, sports groups, and businesses.
  - Practitioners and community members that have been trained to support their own community in their own language.

**What would be needed to develop these activities?**

- Respondents were asked what they think would be needed in order to provide these activities that can help newcomers in London and Middlesex. Their responses included:
  - Space and facilities.
  - Authentic networks and real community building.
  - Development of an effective communications portal.
  - Human resources and financial resources.
  - Staff support and operating expenses.
  - Professionals and people from the community.
  - Partnerships and collaborations.
  - Newcomers willing to share their experiences.
  - A community-based mental health strategy that is not clinical in its approach but based on evidence-based best practices (e.g., friendship benches).

## 7. Top Priorities for the LMLIP Over the Next Three Years

- Respondents were asked to identify the top 3 priorities and issues that the LMLIP should focus on for the next 3 years. Analysis of the responses revealed 3 major themes:
  1. Initiatives that deal with **the settlement and integration of newcomers**, such as affordable housing, job creation, employment support and credential recognition, information provision, education support, and language support and training.
  2. Initiatives related to **equity, diversity, and inclusion**, such as social inclusion, anti-racism, anti-discrimination, targeting public opinion and general attitudes toward immigrants, cultural awareness, showcasing the benefits of immigration, and ensuring London remains a welcoming community.
  3. Initiatives that focus on **building connections within the community**, such as the coordination of service provider organizations' services, enhancing collaboration between Francophone and Anglophone service providers, promoting services among ethnocultural associations, community building, local partnerships, professional networking, and connecting people and associations.

## 8. Final Thoughts

- Finally, respondents were asked if there was any additional information they would like to share about their services, about London and Middlesex, and/or about the LMLIP. Responses included the following:
  - The work that the LMLIP does is invaluable in supporting immigrants and fostering an inclusive community.
  - The bilingual format of LMLIP events is very much appreciated.
  - Immigrant serving organizations and service providers are doing great work, and continuous improvement is being demonstrated.
  - The LMLIP needs increased staffing and funding to support volunteers and its members.
  - Research and surveys are a great approach for building a valid narrative about immigration.
  - Organizations are committed to continuing to work with the LMLIP and to support newcomers to London and Middlesex.