

Cornwall Migrant Workers Group

The Way Forward 2008

1.0 Introduction

1.1 Cornwall has taken a pro-active approach to supporting its Migrant Workers and ensuring community cohesion. Work has been directed by the Cornwall Strategic Partnership and The Cornwall Migrant Workers Group has developed ensuring all partners and issues are included. Inclusion Cornwall has facilitated and driven this work.

1.2 The group since 2003 has been able to ensure greater understanding of the issues facing our Migrant Workers. Engagement with our Migrant Workers, both in the production of the Welcome Pack and the Group as a whole has been essential.

1.3 A clear outcome has been the ability to set down shared goals based upon better understanding i.e. training required for our frontline staff and the need to share and recognise the importance of translation services, both informal and formal. The group will continue to raise awareness and challenge how services are delivered for our Migrant Workers. Other areas of the Country have been innovative but few have provided a strategic framework through their Local Area Agreement or Strategic Partnership.

1.4 The Migrant Workers Group works to ensure the following:-

- Cornwall employs an ethos of tolerance, understanding and inclusivity around Migrant Workers
- Migrant workers are welcomed into the County, and receive appropriate, timely, and effective support and information on how to access key services
- Knowledge of Migrant Worker issues in Cornwall achieves sign up at the highest level, and across sectors
- Local intelligence on the Migrant Worker population is extended and updated
- Good practice is shared across sectors, both statutory and voluntary and community sector.

2.0 Current Work

2.1 Considerable work has been started within Cornwall to ensure issues affecting our Migrant Workers are embedded across programmes, sectors and communities. Key areas of success are as follows:-

- The Cornwall Migrant Workers Group
 - Development and distribution of the Welcome Pack
 - Local Area Agreement Outcome
 - Migrant Workers Action Plan
 - Frontline Training Pilot (funded by the Cornwall and Equality Diversity Group)
 - The Migrant Workers Conference 2007

- Speakers included The Lithuanian Ambassador, regional speakers, businesses, Migrant Workers and agencies.
- Migrant Workers Action Group in West Cornwall
 - Joint protocol for visits ensure high living and working standards. (To be rolled out Countywide)
- Devon and Cornwall Police
 - Responsible Employers Scheme
- Devon and Cornwall Probation
 - Funding Amber Initiatives to provide two drop in centres

3.0 Regional and National

The South West Local Government Association supports a regional Migrant Workers Group and The Cornwall Migrant Workers Group attends these meetings and inputs Cornwall's experiences. The Migrant Workers Conference of 2007 in Cornwall was co-hosted by the South West Rural Affairs Forum (RDA) and close working relationships have been established between Cornwall and the Region. Nationally our work in Cornwall has been acclaimed as best practice:-

- **Equality and Human Rights Commission** – 5 October 2007. The work of the Welcome Pack is being promoted by the Commission across Europe. And in particular in relation to European Year of Equal Opportunities for All (EYEOA).
- **Community Cohesion** (DCLG) - report of June 2007 identified Cornwall's work as best practice.
- **Commission for Rural Communities** – identified the work in Cornwall as best practice.
- **Low Pay Commission Visit - October 2006** - Links provided by the TUC, we were able to identify and promote issues for Cornwall.
- **Audit Commission Crossing Borders** - Report identifying work in Cornwall as best practice.
- **Hazel Blears letter to the Commission** – October 2007
- **Commission for Equality and Human Rights** – Best Practice October 2007

The Way Forward

The Migrant Workers Conference 2007 identified a number of action points to implement these alongside the action points of the Action Plan funding will need to be secured. The action points from the Conference are set out below:-

Action 1	Greater clarity from Central Government
Action 2	Ensure consistent and effective communication across the Region

Action 3	<p>Greater commitment from Regional and National Government</p> <ul style="list-style-type: none"> • Ensure standards are enforced extensively • The GLA powers should be extended to additional sectors. Multi-agency working on a pro-active basis needs to be taken up.
Action 4	<p>Greater recognition of the action plans and the implications of implementing them</p> <ul style="list-style-type: none"> • More resources need to be provided for key areas, such as schools, English for Speakers of Other Languages training, health, and skills. • The Gangmasters Licensing Authority needs more resource. Policies need to be set, promoted, and made widely known. • Establish a process for planning and review - Monitoring, review, learning and adjustment of LAA actions needs to be high priority for all.
Action 5	<p>Partnership working needs to be continually promoted</p> <p>Efforts should be co-ordinated and good practice spread (West Cornwall joint visits); better statistics are needed; information must be shared.</p>
Action 6	<p>Assisting the local community to adjust and integrate.</p> <p>Agreed actions have consequences. We need to anticipate and deal with them, such as re-thinking ESOL funding rules, the effects on schools and parent perceptions, dealing with community perceptions.</p>

The main areas of work from the action plan can be identified as:-

Actions from the Migrant Workers Action Plan

Economy and Employers

Economy and Employers Action One – Promote the Migrant Workers Welcome Pack throughout Cornwall, to ensure that our Migrant Workers have information on how to access key services in the County

Economy and Employers Action Two – Work with LINC to continue to widen research around migrant workers, in particular around employment in order to compile a central information database, which is updated regularly through the implementation and intelligence gathering of the research and of the Responsible Employers Scheme (RES)

Economy and Employers Action Three – Promote, implement and fully embed the ethos of the Responsible Employers Scheme into the business community in Cornwall. With the aim of ensuring a 50% increase in the number of businesses engaged in migrant worker friendly practices.

Economy and Employers Action Four – Working with the Federation of Small Businesses and links made through the Migrant Workers Welcome Pack we will engage with small businesses to provide support to them and their migrant workers.

Economy and Employer Action Five – Working with Kerrier and Penwith District Councils encourage local partnership working and the development of joint protocols

Recruitment

Recruitment Action One – Continue to disseminate the Migrant Workers Welcome Pack, including investigating ways of providing information to migrant workers before they reach Cornwall working with agencies such as EURES to ensure that employers who use the service are also aware of the welcome pack.

Recruitment Action Two – Investigate linking Interpreting and Translation services, working in partnership and across sectors to ensure a responsive, reliable, accurate and cost-effective service is available, Cornwall wide. Including provision of guidance on procuring and using such services, signed up to by partners County wide.

Recruitment Action Three – Investigate developing a Cornwall wide virtual network of recruitment agencies who are involved with migrant workers using information gathered from the rollout of the welcome pack and the Responsible Employers Scheme

Rights and Responsibilities

Rights and Responsibilities Action One – Link with all organisations that provide advice to our Migrant Workers in the continued support of migrant workers who require advice on their rights and responsibilities

Rights and Responsibilities Action Two – The Migrant Workers Group will make links with the Community Empowerment outcome of the Local Area agreement to empower migrant workers to fully take part in their communities

Rights and Responsibilities Action Three – Monitor numbers of Migrant Workers from WRS, NINO and local knowledge.

Learning and Skills

Learning and Skills Action One – Promote the ESOL programme and courses to migrant workers, linking with businesses and using outreach work, such as employer focus groups and support education providers in the County to develop innovative ways of delivering ESOL, such as on site training and support with large employers of Migrant Workers.

Learning and Skills Action Two – Work with education and skills providers, such as colleges, the Learning and Skills Council and Link into Learning to identify skills gaps and training, both geographically and particular topics, particularly non-vocational courses.

Learning and Skills Action Three – Working with Education providers we will seek to develop central, compiled information on the transference of skills and qualifications from EU member states to the UK.

Learning and Skills Action Four – We will work with those who provide support to EAL students in schools, and seek robust information on the numbers of Migrant Workers children entering education in the County.

Accommodation

Accommodation Action Point 1 – Engage with housing authorities and other housing providers (housing associations, private landlords, letting agents) to ensure that migrant workers have equal access to good quality accommodation

Accommodation Action Point 2 – Engage with housing authorities and other housing providers (housing associations, private landlords, letting agents) to ensure that migrant workers have equal access to good quality advice and assistance

Areas for development requiring funding

	Area of Work	Main Partners	Life of Project	Cost	Match Funding Secured
				£	£
1	Revise, re-translate, print and distribute Cornwall's Migrant Workers Welcome Pack 2008-2010	Cornwall Migrant Workers Group	1 year	30,000.00	350.00
2	Evaluation of the Welcome Pack 2006-2008	Cornwall Migrant Workers Group	3 years		
3	<p>Develop the strategic success of the Migrant Workers Local Area Agreement, The Sustainable Cornwall Strategy (Migrant Workers). Establish a process for planning and review - Monitoring, review, learning and adjustment of LAA actions needs to be high priority for all.</p> <p>Develop the Cornwall Migrant Workers Action Plan</p> <p>Migrant Workers Service Officer</p> <ul style="list-style-type: none"> • Linking partners across sectors to understand the issues surrounding Migrant Workers • Support services to provide excellent access and service provision in Cornwall • Focus on the needs for translation and interpretation in the short term • Work with the training providers to ensure effective ESOL take up in the County <p>Migrant Worker Support Officer</p> <ul style="list-style-type: none"> • Support for the Service Officer 	Cornwall Migrant Workers Group	2 years	160,000.00	.

4	<p>Develop the local approach</p> <ul style="list-style-type: none"> • Assisting the local community to adjust and integrate - actions have consequences. We need to anticipate and deal with them, such as re-thinking the effects on schools and parent perceptions, working with community perceptions. 	Cornwall Migrant Workers Group	One year	20,000.00	
5	<p>Skills and Learning</p> <p>Working through the Countywide group develop a joint protocol:-</p> <p>Work with education and skills providers, such as colleges, the Learning and Skills Council and Link into Learning to identify skills gaps and training, both geographically and particular topics, particularly non-vocational courses.</p> <p>Working with Education providers develop central, compiled information on the transference of skills and qualifications from EU member states to the UK.</p> <p>Support individual Migrant Workers to move into jobs suitable to their skills</p>	Cornwall Migrant Workers Group – Colleges, Training Providers	One Year	10,000.00	
6	<p>Research</p> <ul style="list-style-type: none"> • Migrant Workers Focus Groups • Realising the economic impact of our Migrant Workers in Cornwall • Working with the Cornwall and Isles of Scilly Economic 	Cornwall Migrant Workers Group	Two Years	30,000.00	

	<p>Forum develop understand how Migrant Workers can support the Cornish economy.</p> <ul style="list-style-type: none"> • Review number of NINO and WRS in Cornwall • Link to with the South West Regional Development Agency to progress joint working to establish greater understanding of the potential impact Migrant Workers could have upon the Cornish economy. 				
7	<p>Awareness for Frontline Staff (Roll out). Pilot to be carried out in January 2008 training 120 people for £8,000. With this funding 360 people would be trained per year, over three years 1,080 people trained.</p> <p>Main objectives</p> <ol style="list-style-type: none"> 1. To understand the term migrant worker. 2. Challenge some common myths, through providing information, particularly with a local perspective 3. To understand who the main groups of migrant workers are. 4. What is it like for our Migrant Workers working in Cornwall 5. What is it like for a village to have neighbours from Poland, Lithuania, Russia. 6. Specialist areas to be covered – Translation/Interpretation, Accommodation, Rights and Responsibilities, Skills and Learning, The Economy and Employment. <p>Target Audience</p> <ol style="list-style-type: none"> 1. Public Agencies – staff who work directly with our Migrant Workers (i.e. Housing Officers, Connexions, Social Workers, Health Visitors, Nurses, Jobcentre Plus, Fire Service, colleges and schools) 2. Members from the Voluntary and Community Sector who work with our Migrant Workers (i.e. Community development Workers, Volunteer Organisations, Resident and Tenants Groups, Citizens Advice Bureau) 3. Members of the Migrant Workers Task Group 	Cornwall and Migrant Workers Group – Link into Learning	Three Year	75,00.000	

8	Roll out of MIGWAG best practice across the County	MIGWAG and Cornwall Migrant Workers Group		10,000.00	
9	Develop a media strategy	Cornwall Migrant Workers Group and The Objective One Partnership supporting this work			
10	Develop a web-site and develop the Welcome Pack to be used via the web. Link to the National Portal currently being launched.	Cornwall Migrant Workers Group/ Cornwall College	One Year	5,000.00	
11	Link to environmental partners to understand the impact Migrant Workers have on the Environment	Manda Brookman			
12	Support the work of the Responsible Employer Scheme	Devon and Cornwall Police			
13	Link with The Prince's Trust to progress employed volunteers through a Programme.	The Princes Trust			
14	Link to COAST to input support to bussinesses				
15	The development of a multi language gateway to learning opportunities and services through a telephone service staffed by graduate vounteers whose native language is Polish, Estonia, Lithuanian, Rumanian, Bulgarian, Portugese and Spanish for South/Central America, French for North Africa, Chech and Albanian.	CABx			
16	The active promotion of the service to Migrant workers in Cornwall (Please see attached proposal from Point Europa).	CABx			
17	Develop and Pilot a full CAB service to Polish Migrant Workers and their families in Cornwall (Polish chosen for the initail pilot as there are emerging CAB's in Poland, and transnational links could be made to the emerging bureau in Poland.	CABx			

Links to other Cornwall Local Area Agreement Outcomes

Outcome: MIGRANT WORKERS				
Outcome to link	Action	By Whom	By When	Milestones
SUSTAIN 4	Raise awareness of what is on offer	Tim Andrewes	December 07	Commence September 07 All Partners consulted by December 2007 Translation takes place March 08 Re-print takes place June 08 Distribution July 08.
SUSTAIN 4	Link to multi-agency training provided by sustain 4	Tim Andrewes	December 07	To be progressed

ECON 2	Identify environmental impact of migrant workers	Dionne Jones	December 07	Discussions have taken place with the Cornwall and Isles of Scilly Economic Forum in relation to economic impact but do date no progress has been made regarding environmental impact. Agenda item for the Cornwall Migrant Workers Group 2008
ECON 4	Revision of welcome pack	Dave Roberts & Migrant Worker Group	December 07	Commence September 07 All Partners consulted by December 2007 Translation takes place March 08 Re-print takes place June 08 Distribution July 08.
SUSTAIN 5	Information sheets & Mentor System link to Sector Forum	Manda Brookman	December 07	Discussions to take place in January 08
ECON 4	Research RDA funding	Dave Roberts & LINC	December 07	Research on hold due to Home Office rules on the use of data. Focus Group to be planned in January 08.

SUSTAIN 7	Need to feed into Supporting People Strategy	Ann Hughes	December 07	Completed – Meeting in September and followed up input with Supporting People
SUSTAIN 7	Identify resources to visit properties	Anthony Ball	December 07	Part of the roll out the West's Best Practice. Visits are taking place throughout Cornwall but this will be developed throughout 2008.
SUSTAIN 7	Identify number of migrant workers accessing supporting people service	Ann Hughes	December 07	Work with Ann Hughes to progress
SAFE 2	Improve information available to migrant workers	Verity Bennett	December 07	Links to Community Safety required. Paul Higgs to advise here

STRONG 2	Increase volunteering and link to T & I guidance	Andy Brelsford & Andrea Gilbert	December 07	Work with CCfV in 2008
STRONG 6	Revision of migrant worker pack to address waste minimisation?	Mike East Revision Team of Cornwall Migrant Worker Group Waste Manager Dave Owens	December 07	Discussion underway and forms part of the revision of the Welcome Pack.
HCOP 2	Rep from sexual health to attend migrant worker group	Katie Bray & Migrant Worker Group	December 07	Cornwall and the IoS Primary Care Trust attend the Migrant Workers Group.

Migrant Workers Information Centre

ESOL promotion and CAB work

Point Europa is a training and education charity, specialising in international work. We are the biggest provider of international youth projects in the Westcountry. Using the EU's "European Voluntary Service" programme, we currently send around 20 young people to other countries each

year, and host around 40 young Europeans here on projects of varying durations. All living expenses for these volunteers are paid by the EU, plus a very small contribution towards admin and management. We have a great deal of experience in the promotion of ESOL for immigrant workers, with 42 students placed with Link Into Learning to date.

In partnership with the Liskeard CAB, we want to open an information and advice centre for migrant workers. The idea has two linked parts, as follows.

Promotion of ESOL courses

We envisage an information centre which hosts long-stay volunteers from each Eastern European country, to provide a full-scale publicity and promotion centre for ESOL around Cornwall. There would be two parts:

- A phone service, answering calls in the native languages of the migrant. Initially, we propose Polish, Estonian, Lithuanian, Latvian, Rumanian, Bulgarian, Portuguese and Spanish for South / Central America, French for North Africa, Czech and Albanian. The centre would work evenings and weekends, and be able to point enquirers to their nearest ESOL centre. Basic information and documents would be translated into each language.
- An active promotion service, travelling around the county with information in all languages. We would target the places where the migrants are: residential areas, workplaces, social activities, car boot sales.

The real number of migrant workers in Cornwall is unknown. Thanks to the direct availability of spoken and written information in the migrants' languages, and a dynamic outreach programme, we are sure that we can easily find 500 new ESOL participants each year.

Full-scale CAB advice work for the Polish community

Migrants from Poland are by far the largest incoming group seeking support from the Citizen's Advice Bureau. The language and cultural barriers mean that the CAB has significant complications when providing support for these people. This project would provide at least two full-time Polish volunteers, to work in the Liskeard CAB on interpreting, advice giving and support for their compatriots:

- A strong link already exists with CAB work in Poland, where a joint UK – PL structure is in place. This means that information and staff can be exchanged, initial training can be done in Poland, and cultural / structural / legal differences can be explored.
- The training needs for each Polish volunteer will be very significant, as they will need to understand a quite different statutory and cultural structure and learn about the CAB advice system. They will need strong support from CAB staff.
- Clear routeways can be seen for expanding the offer to the rest of Cornwall, and for bringing new languages into the CAB side. This must remain a long-term aspiration at the moment, because this pilot is a wholly new innovation which must be carefully trialled, through district-level work with just one language community.

Volunteer Profiles

All the European volunteers would be graduates, with good English. The average length of stay would be the maximum of 12 months, with immediate replacement to provide a continuous presence for each language group.

Project duration and partnership working

We believe that a duration of 3 years minimum is essential, to allow the centre to reach its full potential as the pilot. We envisage a strong link to the ESOL providers around the county, and to the CAB network in Cornwall.

This is an exciting and highly innovative project, which fits well with the existing good work in the county, and supports key needs in the draft Migrant Workers Policy, particularly on Rights and Needs, Interpreting and Translation and Learning & Skills.