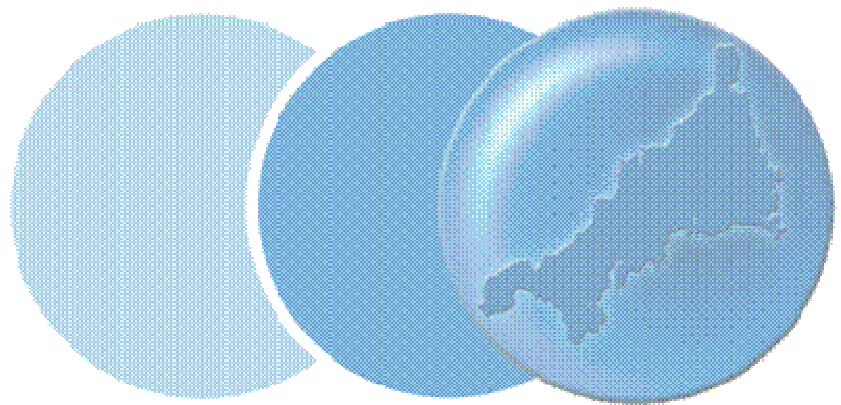


Achieving the best Quality of Life in the UK

by:

- Removing Barriers
- Improving Earnings
- Conserving our Environment



Project Initiation Document

OUTCOME

Reduce social exclusion for migrant workers addressing equality of access to services for health, education, crime, worklessness and housing.

Outcome lead:

Andrea Gilbert

Delivery partnership:

Cornwall Migrant Workers Group

Responsible organization: Cornwall County Council

Document History:

Version	Date	Author	Change
1.0	14/03/06	Andrea Gilbert	Agreed Project Initiation Document for delivery of the outputs replacing the previous templates
2.0	18/8/06	Emma Jones	Information regarding indicators added
3.0	14/3/08	Andrea Gilbert	Extensive update on National Work and local achievements. Indicators have been revised. Future work areas identified. <i>All updates and changes are identified by blue text.</i>

Summary business case

The Migrant Workers Outcome is entering its third and final year of the Cornwall Local Area Agreement 2006-2009. During the past two years extensive changes have taken place, the Cornwall Migrant Workers Group has successfully provided a focal point for all issues and provided a platform for effective communication and actions. The main actions are identified below:-

1. Launch and distribution of the Welcome to Cornwall – Information for Migrant Workers which has been Nationally acclaimed. Two successful conferences.
2. Provision of awareness training for frontline staff – this will be developed over the coming year.
3. Agreement of the principles of the Migrant Workers Action Plan –currently being revised.
 - a. incorporating the report “Migrant Workers – A Way Forward” and approval by the Group
 - b. Incorporate revised targets
 - c. Incorporate action points from the 2007 Migrant Workers Conference
 - d. Incorporate summary of Countywide work
 - e. Focus upon welfare – “Not falling through the net” Interim discussion with Penwith DC.
 - f. Roll out frontline multi-agency training subject to funding
 - i. Circulate evaluation of pilot multi-agency front line training
 - ii. Incorporate actions from the pilot on how partners are providing services for our Migrant
 - g. Devon and Cornwall Police
 - i. Responsible Employers Scheme
4. **Completion of media strategy**, circulation to the Cornwall Migrant Workers Group (CMWG) for approval. Work with the Objective One Partnership to provide a continued pro-active approach
5. **Work with the One Cornwall Team** ensuring service requirements of Migrant Workers is both understood and planned prior to April 2009.
 - a. Migrant Workers Action Group in West Cornwall
 - b. Joint protocol for visits ensure high living and working standards. (To be rolled out Countywide)
6. **Research**
 - a. Identify focus groups building on the work of The Police and Ambulance Service
 - b. Assessment of future research in light of data difficulties with the Home Office
7. Work with Cornwall County Council to secure **Convergence** for Migrant Workers
8. Report the outcome of the Interim Grant Fund – Equality and Human Rights Commission
9. **Celebrate Diversity – Promote National Days (potentially working with the Creative Industries)**

The exclusion of migrant workers in Cornwall is based upon largely anecdotal evidence and we need to work across many agencies and organisations to understand the severity of the issues that our migrant workers face based upon quantitative and qualitative information. Because of these hardships such as poor housing conditions and lack of access to education or health care we need to use the opportunity of the Local Area Agreement to raise awareness and understanding of Migrant Workers. The issue of Migrant Workers is often seen as being politically sensitive, with the perception that migrant workers are taking employment and housing away from local residents. Therefore the benefit/added value from delivering this outcome through the LAA is as follows:-

1. Reduce the inequality of opportunities facing Migrant Workers in Cornwall through enhanced service delivery. Challenge organisational culture and thereby improve existing operations.
2. That all partners listen to Migrant Workers.
3. Ensure Migrant Workers are welcomed into our communities thereby ensuring community cohesion over isolation and the possible perception of “ghettos”.
4. Eradicate mis-information regarding migrant workers in Cornwall.
5. Provide comprehensive training for frontline staff to ensure migrant workers access public services.
6. Show how Cornwall needs and works with Migrant Workers to improve its economic performance and thereby ensure sustained growth.
7. Recognise and enhance the skills of Migrant Workers.
8. Ensure that Migrant Workers are not living in sub-standard accommodation.
9. Work with migrant workers and partners to ensure Migrant Workers effectively access all public

services.

10. In-depth research into key employment sectors where migrant workers are clustered
11. Ensure migrant workers have adequate access to ESOL provision in order to improve their language skills
12. Identify whether a Migrant Workers Resource Centre is required.
13. Will incorporate good environmental management practices I,e waste reduction

The aim of delivering the proposal is to share information differently and by training across frontline staff to ensure our migrant workers receive the services they are entitled to. This will be brought about on three fronts firstly assisting migrant workers to understand which services they are entitled too, secondly asking migrant workers exactly what their requirements are and finally ensuring services understand the rights of our migrant workers and thereby provide efficient services.

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 partners and issues are included. Inclusion Cornwall has facilitated and driven the work.

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.

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.

Scope

We are targeting areas where Migrant Workers live and work within Cornwall but in addition aim to raise awareness and understanding of how Cornwall needs and should welcome Migrant Workers into the Community.

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.

Baseline evidence

Baseline information will be obtained from three focus groups to be held within Cornwall and an Employers Survey and indicators will be used:-

- **Identify the increase in level of migrant workers accessing training (through Employers and College information)**
- **Identify the increase in those migrant workers either volunteering or becoming engaged with their communities.**

The Migrant Workers Group has identified that there is a lack of information both locally and nationally and that this serious gap needs to be addressed. At the current time the only accurate statistically robust information is held Jobcentre Plus which we know to be incomplete as many Migrant Workers have left Cornwall or have chosen not to obtain a National Insurance Number.

The population of Cornwall will benefit from our work by way of community cohesion through greater understanding for our migrant workers. The population of Cornwall has traditionally welcomed migrant workers and indeed continues to migrate themselves across the globe to work across such activities as mining, master carpentry and construction. Migrating for work is part of the Cornish Culture that has taken place over a number of generations which should be celebrated across the County.

This outcome will target our migrant workers and front line staff who provide services. A variety of data will be used to draw this work together. Considerable information will come from the Census and the Index of Multiple Deprivation. However we will carry out primary research (focus groups) as well as drawing work of a number of partners together. The Crime Reduction Director's Fund (LAA Development Fund) from GOSW will enable preliminary research to take place prior to April 2006 to ensure we possess a clearer understanding of the numbers of migrant workers currently living and working in Cornwall and also the issues that they face.

Department of Work and Pensions – NINO applications

The South West has seen a significant increase in the level of its migrant workforce compared to the same period in the previous year. This trend is consistent across the Region. Jobcentre Plus has undertaken a clerical study of the migrant workforce entering the county from April to July 2004. This has given figures for the number of migrants, their nationality, occupations and location of work. The three countries supplying the most migrant workers are Poland 15.2%, Australia 12% and South Africa 11.8%. This study also indicates the wide appeal of the United Kingdom globally as a country in which people want to come and work. When looking at the employment destination of the workforce it is clear to see that many have been recruited to work in the tourist related occupations. Hospitality taking 33.8% of the workers. If we expand this to include Bar Staff and Waiting Staff this figure increases to 50.5%. Sales Assistants, which could also be related to the holiday period requirements account for 6.3%. Cornwall also has an aging population, so it is no surprise that Care Assistants are also in demand and 7% of migrants during the period entered this occupation.

Areas of research required identified by The Cornwall Strategic Partnerships Migrant Workers Group are as follows:-

- The number of employers engaged with Migrant Workers – Home Office and local partners information
- The number of migrant worker employees in the county
- Explore how highly skilled Migrant Workers obtain work permits
- The identification of the country of migrant worker origin
- The geographical distribution of migrant workers
- The industry/profession that migrant workers are engaged with in Cornwall
- Information on conditions of employment i.e. contracts, is they in place, length of contract, wages, hours worked, breaks etc.
- Information on the number of frontline staff trained to support Migrant Workers
- The number of Migrant Workers accessing up skilling training – currently no evidence available
- Gain information on unlawful practice within the county
- Identify which organisations and agencies are providing advice and representation, e.g. Citizens Advice Bureaux
- Identify how accommodation is accessed when a migrant worker first arrives in the county i.e. through a gang master?

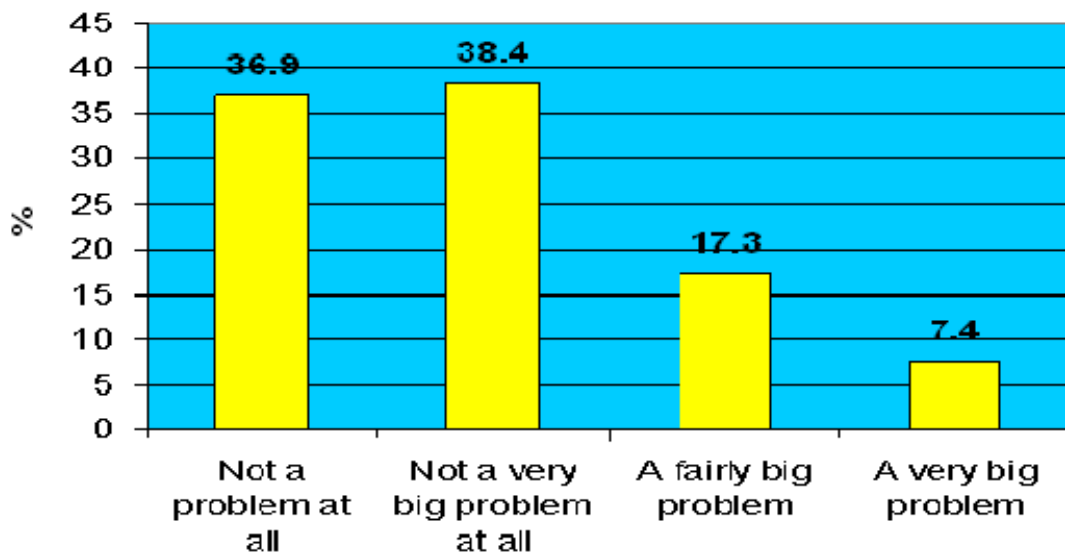
- Identify housing conditions, the type of housing, overcrowding, poor living conditions etc.
- Identify the housing providers/landlords
- Identify housing costs for migrant workers
- Identify geographical areas of migrant worker housing
- Identify if and how migrant worker children are being admitted into schools
- How to identify children not in school?
- Identify the extent of migrant workers knowledge of services, culture, laws (some migrant workers will be working in provider services – can/do they help pass knowledge on?)
- Identify how migrant workers access services
- Identify which services migrant workers access
- Identify a migrant workers perception of how they are received by service providers.
- Identify the environmental issues facing migrant workers – transport, access to the Countryside
- Questionnaires be developed by a dedicated researcher based at the County Council and be sent to known migrant worker employers. The questionnaires would assess employer's perceptions of barriers and opportunities in the work place, toward migrant worker accommodation and other social issues.
 - The questionnaire would need to be agreed by the task and finish group before being distributed. This can be agreed by email.
- Identify employers using the Home Office Work Registration Scheme and local knowledge.
- To identify the barriers and opportunities perceived by migrant workers decided to hold focus groups and individual face to face interviews will be held. To promote the focus groups and interviews local radio will be used to advertise the events. The advertising, focus groups and interviews will need to have translators/interpreters present.

The Local Intelligence Network Cornwall research on Migrant Workers has produced a baseline position. However the updating of this information is proving difficult to undertake as the Home Office information is not currently available to use. However Focus Groups will be undertaken throughout 2008 to establish up to date views of our Migrant Workers and Communities. The Group will develop indicators around the following:-

Target	Partners providing data
Roll out of Multi-agency approach from West Cornwall – Target – Multi-agency visits to be Countywide by April 2010	District and County Council. Post 2009 new Authority
Evaluation of the Welcome Pack Target – Satisfaction rating by Migrant Workers obtained through survey working in conjunction with CABx.	Migrant Workers Group CABx
Consultation with Migrant Workers Target – Identify and monitor views of our Migrant Workers regarding Housing, employment, well-being through Focus Groups	Migrant Workers Group carry out Focus Groups – funded by LSC
Update LINC research of 2006 Target – Monitor numbers of Migrant Workers from WRS and Nino	LINC and Migrant Workers Group (Research sub-group)
Frontline Training Target - monitor numbers of frontline staff progressing through the training	Link into Learning and Migrant Workers Group
Identify the increase in level of migrant workers accessing training (through Employers and College information)	Colleges and Migrant Workers Group
Identify the increase in those migrant workers either volunteering or becoming engaged with their communities.	CCfV and Cornwall Workers Migrant Group

Build upon and monitor through the Quality of Life Survey:-

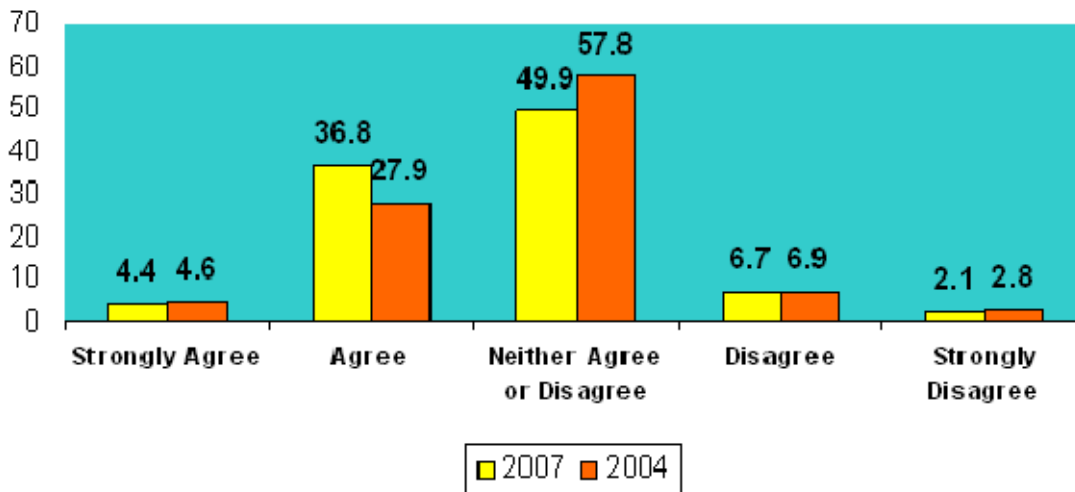
Migrants in Communities (QoL)



2007)

And monitor how ethnic differences are respected through the Quality of Life Survey:-

Ethnic Differences are Respected in my Neighbourhood (QoL 2007)



Method of approach

The following partners have been involved in developing the proposal the majority of which are members of the Cornwall Strategic Partnerships Migrant Workers Group.

Cornwall Learning Partnership	Cornwall Strategic Partnership
Link into Learning (link to migrant workers)	Connexions
Migrant Worker	Penwith District Council (link to migrant workers)
Caradon DC	Jobcentre Plus
TUC (link to migrant workers)	Kerrier District Council
Cornwall Centre for Volunteers	Restormel Borough Council
West Cornwall Together LSP	Cornwall Race Equality Council and VSF
Devon and Cornwall Police (link to migrant workers)	Truro Diocese
Central Cornwall PCT	Truro College (link to migrant workers)
Cornwall College (link to migrant workers)	Cornwall and the Isles of Scilly Primary Care Trust
Cornwall County Council	ACAS
MIGWAG	Citizens Advice Bureaus
Children and Young Peoples Partnership	North Cornwall District Council
Learning and Skills Council	Royal Cornwall Hospital

Other partnerships included are the Cornwall Equality and Diversity Group and the Cornwall Infrastructure Partnerships. And clear links have been established across all the Stronger Communities element of the Local Area Agreement. Clear links can identified with other outcomes such as worklessness. Migrant Workers are clearly integral to the development of a Strategy for People of Working Age.

The aim of delivering the proposal is to share information differently and by training across frontline staff to ensure our migrant workers receive the services they are entitled to. This will be brought about on three fronts firstly assisting migrant workers to understand which services they are entitled too, secondly ensuring Migrant Workers have the opportunity to say which services they require and finally ensuring the services understand the rights of our migrant workers and thereby provide efficient services.

- A clear policy will be developed and agreed across all sectors – drawing upon the work of the Cornwall Compact, Cornwall Infrastructure Partnership, agencies and businesses.
- Translation services could be shared across sectors thereby providing an enhanced service.
- Staff will be trained in particular fields of expertise to support migrant workers and this could be

shared between public services. This training could be commissioned or delivered by one particular agency depending upon the nature of the training. The Voluntary and Community Sector in certain cases will be best placed to provide support and services through a commissioning route from agencies and businesses.

- Businesses can be assisted to understand the benefits of employing our migrant workers and assisted to understand the evolving support mechanism for both employers and employees.

Objectives

The past two years has seen Migrant Workers attract consider interest at the National, Regional and Local level. Fears of Migrant Workers overwhelming local communities and community cohesion being damaged have largely been unfounded. Cornwall has actively taken part in the debates that have occurred and influenced National work as follows:-

- **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 group have also supported the work of the Improvement and Development Agency for Local Government both by working with other Local Authorities in England that are not so advanced as Cornwall in its understanding but also with the development of the toolkit – “Integrating new migrants communication important information.”

Information regarding our Migrant Workers continues to grow.

Employers

The Cornish economy needs migrant workers for their specialist skills and to solve acute recruitment problems. Employers need access to advice on legitimate ways to recruit workers from overseas. Advice is required on how to engage migrant workers to ensure they have their employment rights guaranteed and have suitable accommodation. Employers may require assistance with language training for both migrant and existing workforce. There may also be issues raised over the recognition of qualifications. Cornwall will need to ensure:-

- General promotion of workers moving to the Cornwall for work; their value to the economy and to public services. Provide advice and support to employers.
- Improve research of Migrant Workers in particular employment sectors and keep this information up to date.
- In the coming year the Cornwall Migrant Workers Group will consider carrying out Focus Groups through the larger employers.
- In the coming year the Cornwall Migrant Workers Group will work with employers to identify best practice
- Links will be developed with the Cornwall Sustainable Tourism Project

Rights

There is a clear need to tackle the exploitation and abuse of migrant workers. They are vulnerable because they fear dismissal, eviction and deportation even in circumstances where this would be unlawful. They lack access to advice and representation. Through the Local Area Agreement the inclusion of Migrant Workers can be developed working with the Voluntary and Community Sectors stretch target for community empowerment and participation. We will also need to ensure the rights of children of migrant workers are addressed. Issues will include access to schools and childcare.

ACTION

- Build on the Welcome pack to provide advice and support to migrant workers.
- Link to the Community Empowerment and Participation element of Stronger Communities have been established.
- **Develop and promote the work of MIGWAG – promote with the new Council**

Skills

Many migrants are often already skilled workers. They may require additional language skills. Sometimes their qualifications are not recognized in the UK and they need additional training and accreditation to gain

UK qualifications. They may require UK specific training such as on regulations for drivers or health and safety. Cornwall needs to explore both the barriers and opportunities to progression in the workplace for migrant workers. We will work with partners to match skills with occupations and develop occupational training programmes; Development and delivery of basic skills and work based learning programmes.

ACTION

- Consider what gaps there is in training provision for migrant workers and provide the necessary actions.
- Promotion of ESOL aimed at migrant workers.
- [Work with the South West Regional Development Agency](#)

Accommodation

A key issue across the County is accommodation for migrant workers. There is growing pressure facing all workers who are seeking affordable housing. For workers here for short periods this problem is even more acute.

ACTION

- Working with housing providers provide clear support to employers and migrant workers for housing
- [Promote the successes of MIGWAG and recent visits on Houses in Multiple Occupation.](#)

Recruitment

Legitimate recruitment agencies do not want to be undermined by the bad practices of others. There are minimum standards that should be applied.

ACTION

- Consider ways to support a network of recruitment agencies involved in migrant workers and we are working alongside the Devon and Cornwall Police.

Health

To use health as an example a number of key issues become evident and The Migrant Workers Group creates links and promotes effective ways to support services and thereby our Migrant Workers:

1. **Understanding the health needs of Migrant Workers**
2. **Access to GP's and dentists** - a recent survey in West Cornwall identified that 71% of Migrant Workers were not registered with a GP. Work is ongoing with the Primary Care Trust to ensure
3. **Access to information for Migrant Workers and their families** i.e. Use of translations in other languages such as Meningitis information.
4. **Issues surrounding childcare**
5. **Alcohol use and misuse**
6. **Health and the impact of living conditions**
7. **Translation and interpretation for services** – a recent audit identified that agencies across Cornwall were not using translation and interpretation services, the group felt that this was not an indication of lack of need but rather our Migrant Workers not accessing the service.
8. **Issues surrounding accidental death** - i.e. road safety, machinery

What you are going to deliver

The Migrant Workers Group should be seen as a facilitating group ensuring our Migrant Workers are welcomed into our Cornish communities thereby ensuring community cohesion over isolation and the possible perception of “ghettos”. The Group can if required through partners commission particular activities that progress the outcome i.e training, policy development. Task and Finish Groups can be facilitated to ensure specific issues such as research and translation are addressed in detail.

The aim of delivering the proposal is to share information differently and by training across frontline staff to ensure our migrant workers receive the services they are entitled to. This will be brought about on three fronts firstly assisting migrant workers to understand which services they are entitled too, secondly asking migrant workers exactly what their requirements are and finally ensuring services understand the rights of our migrant workers and thereby provide efficient services.

- A clear policy will be developed and agreed across all sectors – drawing upon the work of the Cornwall Compact, Cornwall Infrastructure Partnership, agencies and businesses.
- Translation services could be shared across sectors thereby providing an enhanced service.
- Businesses can be assisted to understand the benefits of employing our migrant workers and assisted to understand the evolving support mechanism for both employers and employees.

We will deliver:-

1. A clear policy across sectors for our migrant workers covering social economic and environmental well being.
2. The policy will possess clear and measurable and achievable actions.
 - a. Engage with organisations working to ensure Migrant Workers are included within communities
 - b. Engage with organisations undertaking joint training sessions across sectors
 - c. Engage with organisations sharing translation services
 - d. Engage with organisations where staff are encouraged to use their skill of speaking a second or third language and to share staff between organisations
 - e. 50% increase in the number of businesses engaged and developing Migrant Worker friendly practices
 - f. Number of Migrant Workers undertaking training to “upskill” to be agreed with partners.
 - g. Number of additional Migrant Workers accessing ESOL as a result of enhance service delivery and awareness of Migrant Workers issues to be agreed with partners
 - h. Increase in the number of Migrant Workers actively taking part in service development-creating a person led and not process led services
 - i. Number of Migrant Workers accommodated in suitable housing to be agreed with partners
 - o 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.

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	Greater commitment from Regional and National Government <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	Greater recognition of the action plans and the implications of implementing them <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	Partnership working needs to be continually promoted <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	Assisting the local community to adjust and integrate. <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>

Links to other LAA outcomes:-

1. The Migrant Workers Outcome is linking to the Diversity and Equality Outcome (Build a cohesive society based upon equality of opportunity. Celebrating race, ethnicity, culture, faith, age, disability, gender and sexual orientation through reducing discrimination, improving inclusion and building individuals and communities self esteem.)
2. The Economic Outcome for Worklessness (Strategy for People of Working Age)
3. Volunteering – To ensure an innovative approach to ensure translation services are available throughout the County for informal and often a point of first contact. This point of first contact can be critical to ensure continued engagement and a way of gaining confidence in an unfamiliar system.

However links are currently being developed as follows:-

SUSTAIN 4	Raise awareness of what is on offer
SUSTAIN 4	Link to multi-agency training provided by sustain 4
ECON 2	Identify environmental impact of migrant workers
ECON 4	Revision of welcome pack
SUSTAIN 5	Information sheets & Mentor System link to Sector Forum
ECON 4	Research RDA funding
SUSTAIN 7	Need to feed into Supporting People Strategy
SUSTAIN 7	Identify resources to visit properties
SUSTAIN 7	Identify number of migrant workers accessing supporting people service
SAFE 2	Improve information available to migrant workers
STRONG 2	Increase volunteering and link to T & I guidance
STRONG 6	Revision of migrant worker pack to address waste minimisation
HCOP 2	Rep from sexual health to attend migrant worker group

Partners:-

The Cornwall Strategic Partnership Migrant Workers Group comprises of a multi-agency group as identified earlier in this paper i.e Adult Social Care, Migrant workers, Colleges, County and District Councils, Voluntary and Community Sectors (churches, volunteering,), TUC, Health, Police, Link into Learning. The group was set up as a task and finish group to produce a Welcome Pack but the issues are clearly wider and require considerable commitment from partners.

Cornwall Community Strategy:-

The work surrounding migrant workers is unusual as when most community strategies were written there was little knowledge of the emerging issues. However we clearly link with the following objectives of the Cornwall Community Strategy:-

- Community Safety Objectives of reduce incidence and fear of crime in communities – this will be progressed with the Police through enhanced community cohesion
- Create conditions for sustainable economic prosperity – this is clearly an objective for the County that and we can clearly see how our Migrant Workers contribute to this objective
- Recognise Cornish identity as a driver for community and economy - our tradition of migrating for work will aid our understanding of how Migrant Workers are essential for sustained economic prosperity
- Cornwall wide approach to Inclusion – working with Inclusion Cornwall to ensure community cohesion.
- Increased adult learning – work with partners in education we aim to increase upskilling of Migrant Workers.

- Tackling substance misuse – ensuring our Migrant Workers receive necessary information regarding drugs
- Improve wage levels – working to ensure our Migrant Workers access information to ensure their employment rights concur with the minimum wage
- Improve access to services and workforce development – the outcome has the access to services as a clear priority

The Cornwall Sustainable Community Strategy is currently being written. The Outcome Lead has ensured that Migrant Workers are identified within the Strategy. This is mirrored in the Cornwall Local Area Agreement 2008-2011.

Diversity check	
Diversity strand identified by the Diversity Forum	What you will do in your proposal
■ Race	Clear progression for greater understanding of race within the County will be achieved through this outcome with our Migrant Workers being multi-racial.
■ Disability	Clear progression for greater understanding of disability within the County will be achieved through this outcome. Migrant workers with disabilities will be able to access supportive services as required through this outcome.
■ Religion	Clear progression for greater understanding of religion within the County will be achieved through this outcome by way of respect and awareness. The Migrant Workers Group works with the Churches across Cornwall to engage with Migrant Workers who often access their Church for support when arriving in the County. The Group considers such links essential.
■ Age	Clear progression for greater understanding of age within the County will be achieved through this outcome as migrant workers cover all age ranges.
■ Sexual orientation	Clear progression for greater understanding of sexual orientation within the County will be achieved through this outcome. Local information and support for our migrant workers will be available.
■ Gender identification	Clear progression for greater understanding of gender identification within the County will be achieved through this outcome by way of respect and awareness. Local information and support for our migrant

workers will be available.

Milestones	
Date	Description of key stage that will have been completed by this date
April 06	<p>Commence negotiations across sectors</p> <ul style="list-style-type: none"> • Review the membership of the Migrant Workers Group - <input checked="" type="checkbox"/> • Identify key contacts across sectors to ensure facilitation of the outcome <input checked="" type="checkbox"/> • Build on the Welcome pack to provide advice and support to migrant workers. <input checked="" type="checkbox"/> • Engage with migrant workers to identify their true needs. <input checked="" type="checkbox"/> • Work with service providers to develop clear support for migrant workers <ul style="list-style-type: none"> ○ Multi-agency approach to be developed – building on the work already taking place in West Cornwall <input checked="" type="checkbox"/> <p>Commence the discussion as to whether a resource centre is required. This was investigated and deemed inappropriate as Partners did not wish to silo activities to one location.</p>
July 06	<p>Collate baseline information for Migrant Workers – Improvement of the research surrounding migrant workers in particular the employment sector. The initial funding for research into the Stronger Block will not cover all requirements and an element of research will be ongoing. General promotion of workers moving to Cornwall for work; their value to the economy, public services and the community. <input checked="" type="checkbox"/></p>
July 06	<p>Timetable for training developed by July 2006 across all sectors. <input checked="" type="checkbox"/></p> <p>Continuing engagement with communities, commencing training for frontline staff where appropriate. <input checked="" type="checkbox"/></p>
April 07	<p>Annual review - assess progress; review delivery arrangements . <input checked="" type="checkbox"/></p> <p>Clear Policy established and agreed for Migrant Workers <input checked="" type="checkbox"/></p> <p>Review training across sectors. <input checked="" type="checkbox"/></p>
April 07	<p>Seek and secure capital funding if required <input checked="" type="checkbox"/></p>
April 08	<p>Annual review - Update PID, Action Plan and all relevant documents</p>
Jan 09	<p>Secure funding to roll out the Frontline Training</p>
Jan 09	<p>Secure funding for a dedicated Strategic Migrant Worker Post</p>
June 09	<p>Publish Focus Group results</p>
July 09	<p>Secure baseline information for future Local Area Agreement Migrant Workers Targets</p>
Dec 08	<p>Audit & review</p>
Apr 09	<p>Migrant Workers will be welcomed into the County with equality of opportunity. Access to services such as health, education and housing will be clearly established. The fear of crime and the threat of worklessness will be reduced.</p> <p>A clear policy addressing the social economic and environmental issues for Migrant Workers will be established and working within the County.</p>

Risks	
Risk	Action proposed to manage and minimise the risk
Lack of engagement with Migrant Workers	<p>Work with partners to ensure effective communication – working through organisations who work with Migrant Workers, colleges, TUC, District Councils, businesses</p>

Lack of District Council Engagement	Early discussions required to minimise the risk – Roll out of the MIGWAG work will now be taken forward through the One Council. Safeguarding of Migrant workers remains a priority and District Council awareness and commitment will continue to be vital.
Lack of Business Engagement	Early discussions required to minimise the risk Working with business partners across sectors has improved in the past two years. Case studies for particular businesses will be developed.
Lack of continuity in personnel, especially in community groups	Proactive management of workload; mentoring/training; capacity-building for community groups
Lack of community interest/engagement	Engagement ongoing Commitment and interest has risen over the past two years.
Change of priorities within Local Authorities, either in response to government guidance or to internal priorities	Ensure commitment is worked into business plans Migrant Workers continues to be a priority for the Government and Cornwall is look at as best practice.

Roles and responsibilities

One of the main critical roles will be held by Migrant Workers Group who will facilitate delivery of the proposals. The outcome will require commitment across sectors and a number of key contacts will be established within each agency, through the Cornwall Infrastructure Partnership and also through the Voluntary and Community sector as a whole. Business engagement will be developed through relevant partnerships and migrant workers employees in the County, links are already being established. The use of effective media will also be required as a critical factor. The following highlights the objectives of the outcome and identifies critical roles.

Outcome Objective	Critical Role
Reduce the inequality of opportunities facing Migrant Workers in Cornwall through enhanced service delivery. Challenge organisational culture and thereby improve existing operations.	All sectors will have a responsibility to change the culture of their organisation to ensure equality of opportunity. Engagement will be targeted to agencies and the voluntary and community sector. National/citizen days will be developed. Perceptions of the local community will be sought and raising awareness of the issues will be a priority for the final year of the LAA and Migrant Workers.
That all partners listen to Migrant Workers.	All sectors will need to ensure a system that enables Migrant Workers to have a voice. Focus Groups will be developed, building on the good work of the Ambulance and Police Focus Groups held in February 2008.
Ensure Migrant Workers are welcomed into our communities thereby ensuring community cohesion over isolation and the possible perception of “ghettos”.	Integration is a key issue for our Migrant Workers across sectors Use of effective media will be required. The Media Strategy will support this objective. Working with partners Citizen Days will be developed i.e. Creative Industry
Eradicate mis-information regarding migrant workers in Cornwall.	The pro-active approach to media relations will ensure mis-information is reduced further. This information can be provided by all sectors.
Provide comprehensive training for frontline staff to ensure migrant workers access public services.	Agencies will need to provide training for all frontline staff to ensure Migrant Workers receive a positive and useful service. Roll out of the

	successful pilot. This will ensure that service providers provide excellent services based upon facts and understanding. Cornwall is committed to providing outstanding public services for our Migrant Workers. This approach is the responsibility of all partners and cannot be left to just a few.
Show how Cornwall needs and works with Migrant Workers to improve its economic performance and thereby ensure sustained growth.	Continued research will be required to prove that the County's economic performance has been enhanced by Migrant Workers.
Recognise and enhance the skills of Migrant Workers.	Work with training providers to progress this area of work.
Ensure that Migrant Workers are not living in sub-standard accommodation.	Work with the Housing Authorities to ensure the right information is available to migrant workers thereby preventing anguish and homelessness for our Migrant Workers. Work to ensure that if Houses in Multiple Occupation are closed then displaced Migrant Workers do not become homeless and vulnerable.
Work with migrant workers and partners to ensure Migrant Workers effectively access all public services.	All agencies will need to monitor engagement with Migrant Workers Launch the Welcome Pack
In-depth research into key employment sectors where migrant workers are clustered	Work with the Business Sector to determine where our Migrant Workers are living and working, this will ensure successful service delivery, engagement, integration and therefore community cohesion.
Ensure migrant workers have adequate access to ESOL provision in order to improve their language skills	Work with the training providers to establish how this can be achieved.

The outcome cannot identify, other than mainstream budgets, any funding. The use of mainstream budgets to deliver this outcome will be subject to negotiation. If a resource centre is required then additional funding would be sought for capital build.

Budget				
	£ 2006/7	£ 2007/8	£ 2008/9	£ Total years
Revenue	100,000	150,000	200,000	450,000
Capital		300,000	500,000	800,000

Funding				
<i>Please mark all funding already secured with * and any in-kind funding with #</i>				
	£ 2006/7	£ 2007/8	£ 2008/9	£ Total years
Revenue				
(funding stream e.g. NRF, Jobcentre Plus, co-financing etc)				
Total				

Capital				
(funding stream)				
Total				

Measuring performance

Baseline information will be obtained from three focus groups to be held within Cornwall and an Employers Survey and indicators will be used:-

- Identify the increase in level of migrant workers accessing training (through Employers and College information)
- Identify the increase in those migrant workers either volunteering or becoming engaged with their communities.

The baseline information drawn together by LINC will form the basis of monitoring our performance. All agencies will need to monitor their engagement and service provision for Migrant Workers. This work will require collating and monitoring. The level of training provided for frontline staff will be monitored across the public and voluntary and community sectors. The following will be monitored to ensure performance is maintained:-

1. Ensure the training for frontline staff is on target.
2. Level of distribution of the Welcome Pack and the impact upon frontline staff i,e increased enquiries.
3. Engagement across sectors will be monitored – key contacts established, targets established and monitored.

Indicators (Description of indicator)	Baseline	Target 2006/7	Target 2007/8	Target 2008/9
Identify the increase in level of migrant workers accessing training (through Employers and college information)				
Identify the increase in those migrant workers either volunteering or becoming engaged with their communities				

Comments:

- Discussions with the Colleges will take place at the Steering Group meetings and the Migrant Workers Group meeting
- Baseline for employers undertaking training will be monitored through the Responsible Employers Scheme. Migrant Workers Research will identify number of employees who promote training.
- Research has shown that the majority of employers (85.8%) said that Migrant Workers have the same access to training activities as other employees. Of those who did not the main reason given was that the workers did not require training (73.3%)
- The main category of training that Migrant Workers were engaged in was Health and Safety (72.8%), followed by skills (62.1%) and language (33%). Specific skills areas

mentioned by respondents included care (7), fork life training (4), food (3), professional (3), customer care (2), and leisure (2)

- A higher percentage of permanent workers obtained language or skills training than seasonal, though the converse was true of health and safety training.

Identify the increase in those migrant workers either volunteering or becoming engaged with their communities

- Assessment of the research will be undertaken
- Initial work will monitor Employer engagement through the Responsible Employers Scheme as the Neighbourhood Beat Managers promote the scheme across the County.
- Links with the Volunteering Outcome will discuss if Migrant Workers undertake any volunteering