## AGENDA ITEM NO. 9

### COUNCIL

**Date**  
27 SEPTEMBER 2007

**Title**  
MIGRANT POPULATION STRATEGY

### 1. PURPOSE/SUMMARY

To outline a summary of local activity on the issue of migrant workers and their families in Fenland, and present a Migrant Population Strategy to further address related issue.

### 2. KEY ISSUES

- **Integration**: The bringing together of two or more cultures, religions etc
- **Social Inclusion**: Reducing inequalities between the least advantaged groups and communities and the rest of society
- **Community Cohesion**: Creating a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding.
- **Access to Services**: Making goods, services, and facilities accessible to all
- **Access to Information**: Producing information in such a way that all our customers can read makes good business sense, is the law and is fair.

### 3. RECOMMENDATION(S)

It is recommended that Members;

1. Adopt the Strategy.
2. Refer the adopted Strategy to the Fenland Strategic Partnership (FSP) for adoption by partners.
3. That the development of the action plan on the migrant population be noted.

### Wards Affected

All

### Forward Plan Reference No. (if applicable)

2007/08/16/2

### Portfolio Holder(s)

Councillor Mrs Jill Tuck, Portfolio Holder for Community First

### Report Originator

David Bailey

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### Background Paper(s)

None
1. BACKGROUND/INTRODUCTION

Fenland is welcoming people into the district from across the world and in particular from Eastern Europe. This is becoming an established pattern and the government recognises that managed migration for economic and social reasons will be a permanent feature in the future.

It is evident in Fenland that there have been significant changes in the last 5 years in the ethnic and cultural diversity of the population as a result of migration involving people with asylum/ refugee status and migrant workers from EU accession and other states choosing to work and/ or settle in the district. The make up of these New Communities is constantly changing and developing and will continue to increase.

2. CONSIDERATIONS

The change in profile already detailed impacts on:

- Statutory service provision in terms of the increase in and varied demands being made on services, their relevance and accessibility;
- The ability of the district to benefit from the contribution that people from New Communities can make to the economy, civic, cultural and social life;
- Potential tensions between different communities as a result of perceived inequalities in access to services and resources.

Stakeholders consulted:

- Cambridgeshire County Council
- Parish & Town Councils in Fenland District Council
- Fenland Links
- Cambridgeshire ACRE
- Cambridgeshire Constabulary
- Community sector in Fenland
- Voluntary sector in Fenland

3. EFFECT ON CORPORATE OBJECTIVES

The Migrant Population Strategy links to:

- Community First
- Streets Ahead
- Open for Business
- Decent and Affordable Homes
- Quality Organisation

The strategy links to all of the above corporate plan objectives and helps to deliver the aims and objectives of the Fenland Sustainable Community Strategy (SCS).

4. COMMUNITY IMPACT

During the course of developing the strategy the following issues were identified by community organisations and individuals from the new communities as well as
organisations and services in the voluntary and statutory sector during consultation with the Traveller & Diversity Manager.

- Poor quality rented accommodation;
- Insufficient information on availability and eligibility of accommodation in the private rented and public sector;
- Uncertainty about legal protection in relation to housing, and employment rights;
- Lack of information on how the health service works;
- Interpreting issues when accessing health and other mainstream services;
- Mental health services relevant to people who have fled persecution;
- Lack of support from job centre and other benefit services to access employment;
- Uncertainty about future funding arrangements for community organizations and who to go to for advice and assistance;
- Insufficient provision of English language tuition places and availability of language provision relevant to employment;
- Migrant workers noted lack of ongoing support from employing organizations once they had been recruited and a lack of awareness of entitlement to services;
- Racial harassment with significant reluctance to report incidents;
- Lack of information on how the education system works and support for some children for whom English was not a first language;
- Inadequate provision in schools of language and cultural support for the increasing number of children from new community families;
- Improved diversity training and information for all front line staff across all services in the Fenland Strategic Partnership; (FSP Training Plan)
- Better information sharing between services and organizations on the changing nature of New Communities and their needs to inform planning and strategies;
- Providing accurate information to the wider community on what is happening in relation to local migration trends, to counter myths and provide balanced representation on migrant population issues.

These will impact on the varied range of individual and community needs in different ways.

5. CONCLUSIONS

The concerns identified in the strategy and the management of other issues relating to the new community integration will be addressed by an action plan delivered by Thematic Action Groups of the Fenland Diverse Community Forum (FDCF). The “Thematic Action Groups” will look to effectively utilise existing mainstream structures to highlight and resolve integration issues affecting New Communities and where no such structures exist they will liaise with relevant parties to identify a solution.

This work will be informed by regular review and assessment of new communities to enable partners to respond to changing community profiles and the involvement of “new communities” organizations and individuals in identifying issues and need.

Service providers commitment to relevant actions in their own plans and strategies, including race equality schemes and Equality Standard compliance.
FENLAND

MIGRANT POPULATION STRATEGY

2007-2010

VALUE, RESPECT AND DIGNITY FOR ALL

Documents prepared by Fenland District Council are available in Community Languages, large print, Moon, Braille, on audio cassette and electronic format upon request.
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FOREWORD

No-one knows exactly how many migrant workers are contributing to our economy and society, but we know that as a society we benefit from their contribution directly and indirectly.

Over the past three years, Fenland District Council and our partners have supported the integration of the migrant population in the Fens and this has enhanced our practice and understanding of their values, attitudes and beliefs.

This interaction has shown an increase in the number of people from our migrant population in vulnerable situations turning to council services and other partners for help and advice.

All partners recognise that social inclusion might be translated into practice by involving local community and statutory players in initiatives that would promote the participation of the migrant population. Local research, information and other projects have also been developed, recognising that labour market mechanisms alone are insufficient to address the complex and varied needs of the disadvantaged and the vulnerable migrant population.

It became clear that, in order to support the development of local communities free from racism and to promote effective integration and cultural diversity, all players need to participate and be resourced.

As a Council in collaboration with our strategic partners we believe that there is more to “unite” our community than there is to “divide” us. We also recognise that by placing human rights and equality at the heart of our integration policy and practice is a dynamic and complex process, but it is the only way to address these issues.

Tim Pilsbury
Chief Executive

Gloria Culyer
Chairman of FSP

Councillor Mrs Jill Tuck
Portfolio Holder for Community First
Executive Summary

Fenland has an increasing number of migrant workers and their families. This is in line with other cities and areas in the UK. This trend is expected to continue for the foreseeable future.

They are entitled to access mainstream and voluntary sector services in the area. This has practical and resource implications for all mainstream and voluntary sector services.

New (communities) arrivals are varied and not homogenous. They bring skills, economic and cultural benefits to the area. The increase in the migrant population has led to community tensions in other parts of the country but these have been constrained in the Fens through the work for the Council and Partners. There are national and regional strategies on the integration of refugees, migrants and social inclusion, which have local implications.

This changing nature in the Fen’s population profile has taken place within the context of a national political immigration debate, often portrayed with considerable negativity.

Many people in the wider community do not have access to accurate information on local immigration facts and issues. This can be a cause of tension and misunderstanding between communities hindering integration and inclusion. Migrant communities often experience some or all of the following;

- People in new communities are often marginalized.
- Some Communities experience higher levels of unemployment despite high levels of further adult education.
- Education attainment for school children.
- Living in poorer private rented accommodation.
- Experiencing regular and persistent racial harassment and exploitation that goes largely unreported.

Service providers have a significant part to play in actively redressing these issues.

This strategy is about ensuring fair and equal access to services for Fenland’s migrant population. It requires a commitment from service providers to assess the effectiveness of service delivery to an increasingly diverse community and to specifically include integration as key issue in all mainstream service strategies, plans and services including the Sustainable Community Strategy.

It is improving opportunities for new communities to effectively integrate in the district, the wider community having access to informed and accurate information on migration issues and thus the reduction of any community tensions.
This strategy and its action plans, has been developed in close liaison with members of the new communities living in the UK. It provides a multi agency partnership approach to improving integration of new communities in the Fens, involving new community groups, statutory and voluntary sector providers and faith and community organisations. Fenland District Council and our partners are involved in and aim to provide a better quality of life for all. To fully utilise the vital contribution that new communities can make to the economic and cultural vibrancy of the Fens.

The basic principles of the strategy are:

- To ensure information led decision making. Sharing information on the changing profile of the new communities, numbers and needs across agencies to inform service strategy, policy and planning.
- Redefining the role and membership of the Diverse Community Forums sub groups to include a “migrant population” feeder group to help oversee the long term implementation of this strategy. This group should include senior managers from all provider services and be responsible for ensuring the inclusion of new community integration issues in their respective organisations plans and actions that link to and from this document.
- Establishing “Thematic Action Groups” to develop and deliver an action plan promoting access to services, reducing exploitation, improving the ability to navigate organisational systems and avoiding marginalisation. They will be made up of relevant service provider managers, community organisation representatives and report back to the strategic group on improving access to services and reducing inequalities in;
  
  - Access to information
  - Access to services
  - Housing
  - Skills and their under utilisation
  - Research/ knowledge of evolving issues.

As well as:

- Supporting development of new community organisations and supporting people from new communities through the statutory voluntary, community sector, faith and cultural communities:
- Promoting community cohesion:
- Celebrating the diversity of the district:
- Improving Information and communication.
Introduction

Migrant workers and their families have formed the largest single group of new arrivals in Fenland over the last three years. Migration is a key theme of our age. Its role in a modern 21st century economy is likely to intensify not diminish.

In 2004 the East of England Development Agency (EEDA) commissioned the first comprehensive piece of research into the number of migrant workers coming into the region and the economic contribution that they made.

At the same time, in some of the six counties that make up the region, multi-agency forums had been established to address the issues around migrant workers, that were identified in their areas, and the EEDA research.

In recognition of the range of issues confronting the migrant population the Fenland Diverse Community Forum was asked, by the Fenland Strategic Partnership, (this is a group of people, responsible for many organisations, agencies and communities in Fenland, the wider county of Cambridgeshire and beyond, who come together to decide how to improve services for everyone living, working or visiting Fenland) to look at all local issues and work with the community and partners to produce an integrated local strategy to meet the needs of the migrant population and their families in a local development context. This document brings together the work of all concerned.

Background

There is no universally agreed definition of the term ‘migrant worker’ with different agencies, bodies and governments using their own slightly different definitions. However all the available definitions identify a migrant worker as someone who arrives in the host country to do a particular job or with the explicit objective of finding paid employment.

Such a broad definition embraces a range of situations and circumstances such as the duration of stay, the validating mechanisms involved and the employment status of the migrant. This is reflected in the different categories of migrant worker found in the UK, shown at appendix No 1.

The need for a Migrant Population Strategy

The objective of developing a local strategy is to respond to the needs of vulnerable migrant workers and their families across Fenland. In doing this, the Diverse Community Forum is conscious of the role that the Fenland Strategic Partnership can play in leading on this work and their ability to draw together appropriate agencies in the development of strategic responses to existing or emerging needs.
Migrant workers are perceived to be an urban phenomenon. In reality they make a huge contribution to the rural economy, often filling posts where there is no suitable or insufficient local labour. Without this labour force, many businesses would not be able to work at full capacity and may even look at relocating overseas to remain competitive. In the East of England alone, the revenue gains from migrant workers have been estimated at £360 million. Unfortunately many of these workers are exploited and the victims of discrimination by their employers, landlords and the wider community.

The employment of migrant workers in rural areas of the UK is not a new practice. The use of Gypsy Travellers, and Irish harvest migrants, Dutch engineers in draining the Fens, as well as the employment of the navvies to construct the nation’s infrastructure are but a few illustrations of the historic use of migrant workers in the economy.

Today, the use of migrant labour in rural areas is more widespread and the migrant labour force is more ethnically and culturally diverse. No-one knows exactly how many migrant workers are contributing to our economy and society. This has generated a number of new issues and challenges for service providers in rural areas.

In Fenland we are looking at the changing trends in the use of migrant workers in rural areas and the types of issues which they and we as service providers face. We will identify the challenges for all our partners delivering rural services and work together to respond. This will lead to a reduction in exploitation and discrimination and promote social cohesion.

To further identify the issues that the migrant population face Fenland District Council and the Fenland Strategic Partnership have carried out research into migrant populations’ needs and expectations. The aim of this research was to understand the needs and aspirations of the migrant communities in the Fenland area and to plan future services to meet their needs. The results of this survey have better informed our decision making process and have fed into this strategies action plan. This has helped inform us of the migrant populations own perceptions of life in the Fens. The surveys are attached as appendix No 2.

The initial findings of the survey and its preliminary findings of the research are largely based on data collection with larger companies and with settled migrants. Data collection with the migrant population is continuing through the Police, Fenland District Council’s Migrant Population Customer Advisors and other professional services, and this report’s results and recommendations will be updated in December 2007. It is likely that this will be an ongoing process.

New arrivals have been more difficult to contact and have shown greater reticence in being interviewed due to a of lack of understanding and trust of authority, and in some cases lack of language skills.
This change in profile impacts on:

- Statutory service provision in terms of the increase in and varied demands being made on services, their relevance and accessibility;
- The ability of the district to benefit from the contribution that people from New Communities can make to its economy, civic, cultural and social life;
- Potential tensions between different parts of the community which supports these developments.

The key areas of this strategy are therefore:

- To assist people from new and emerging communities to settle and integrate effectively into the district:
- To enable service providers to ensure services are inclusive and responsive to increasingly diverse sectors of the community in the district:
- To provide the established community with accurate information on migration and immigration issues that can promote inclusion and reduce community tensions;
- To involve new community organisations and individuals in delivering this strategy and its action plan.

Fenland’s Migrant Population

The population dynamics of Fenland have changed recently because of the increasing number of economic migrants and their families who have come to work and settle. It is widely recognised that the migrant population are vulnerable to social exclusion and there are many reports of exploitation and isolation. Partners such as the Citizens Advice Bureau, Police and Primary Care Trust are well placed to respond to this situation. In particular they can give visibility to the situation of the migrant population, develop good practice and models for action, lever more appropriate service provision from state agencies and support the collective organisation of migrant communities.

Migrants work in horticulture, agriculture, food packing and processing, but they also work in other sectors, including health and education. Many migrant workers are professionals and have skills that are needed in other employment sectors that have shortages of skilled workers.

Many are in Britain legally and with the legal right to work, including European Union nationals and workers through the Seasonal Agricultural Workers Scheme (SAWs will move towards exclusively recruiting Romanian and Bulgarian nationals by 1st January 2008). This is due to insufficient numbers of British nationals willing to fulfil the demand of the industry. This is exacerbated by the economic upturn of recent years, modern supply practices in horticulture, food processing and packaging including peaks and troughs of labour demand.
Rural Citizens Advice Bureau are adapting their services to overcome the challenges that as service providers, they face when working with migrant worker communities. Some of these are described in the report Supporting Migrant Workers in Rural Areas, a guide to Citizens Advice Bureau initiatives.

In Fenland the Wisbech Citizens Advice Bureau is working with the Kings Lynn Area Resettlement Service (KLARS), to address the needs of Migrant Workers and their families. They run two surgeries a week for Eastern Europeans and Portuguese speaking migrants from the Wisbech CAB office. This has addressed many and varied issues and given the migrant community a voice. Some of these are contained within the report others are attached as appendix 3.

Fenland Council and its partners are looking to compliment this work by developing a community facility for migrant people in Wisbech. The Rosmini Centre will help newcomers to integrate into the community and access basic services. In particular, English classes for non-English speakers are being run for those new to this country. All are welcome from the settled and migrant community and people’s home language can be accommodated.

Hopefully, with this and other support we can start to ensure that all low paid Migrant Workers and their families are no longer the victims of exploitation and discrimination. Using the Rosmini centre and KLARS as a hub of good practice we can look to replicate their work across the Fens.

**How many migrant workers are there in the Fens?**

The research has reaffirmed that it is difficult to estimate with any precision the number of migrants working in the Fens at any one point in time. Part of the problem derives from the difficulty in defining a migrant and especially the distinction between ‘foreign born’ (those born overseas but who may have UK citizenship) and ‘foreign’ (those who do not hold UK citizenship).

The Institute for Public Policy Research (IPPR) estimates that in 2003, there were some 2,875,000 foreign nationals living in the UK compared with a figure of approximately 2,001,000 in 1993, this is an increase of 43 per cent. Of these, an estimated 1,396,000 were workers compared with a corresponding 1993 estimate of 862,000 workers, an increase of 61 per cent. Despite the apparently large increases, foreign workers still accounted for less than five per cent of all those in employment in the UK in 2003.

Migration has always been part of life in the UK. Outward migration from the UK to other countries and inward migration are part of the country’s history, identity and economy. In 2005 the most recent year with full data, 383,000 people left the UK and 565,000 entered the country.
The Institute went on to estimate that 40 per cent of foreign workers in 2003 were residents of the [then] 15 EU Member States with a further four and a half per cent coming from Central and Eastern European Countries. This compares with approximately nine per cent from India, Pakistan and Bangladesh and six per cent from Australia and New Zealand.

The Accession Monitoring Report (AMR no 11) states that East Anglia has the highest number of migrant workers in England, with around 90,000 people. They also state that some areas attract certain nationalities, and that the highest numbers of Estonians in the country are in Fenland.

The worker registration scheme states that since May 2004 3,355 people from the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia have registered with them as working in the Fenland area. This does not include those who work in the area or the large number of Portuguese and other nationalities that work and/or live in the area.

**Future patterns of migrant labour in the Fens**

Patterns of labour migration are often analysed in terms of pull and push parameters. Pull parameters include factors such as wage levels and living conditions that make places particularly attractive to potential economic migrants. Increasingly, pull factors also include the policies and programmes of countries that encourage migrant labour as a means of addressing skill shortages in the indigenous labour force that would otherwise act as a barrier to economic growth.

By contrast, push factors are analysed in terms of the perceived disadvantages of the migrant’s home country including unemployment, low wage structures, limited opportunities for career progression etc. Push factors can also include wider considerations such as political instability, poverty and underdevelopment.

In the current Fenland labour market, employers continue to identify serious problems in recruitment that prevent them from keeping abreast of the market and/or adapting to new technologies.

Whilst the most acute shortages are recorded in the skilled trades and associated professions, vacancies are not confined to high-skilled areas alone. Increasingly, vacancies are being recorded in unskilled sectors including land work, food processing, construction, hotel and catering.

Although it is unlikely that migrant labour will be capable of filling all such vacancies, in the short term, it is clear that local companies regard migrant workers as key components in their strategy for the current and future economic prosperity of the Fens. There are concerns that migrants are now less willing to do the low skilled jobs required by some employers. They are now more interested in longer term posts so are moving into (for example) the hospitality sector. This integration and skill development is being addressed by the delivery of the Fenland Economic Development Framework.
“We are not and cannot be ‘fortress Britain’ if our businesses are to grow and prosper and our economy to thrive. We are a stronger player in an increasingly international marketplace and . . . we are successfully attracting the workers that Britain needs.”

Des Browne – Immigration Minister
February 2005

The extent to which this can be sustained will invariably depend on conditions and circumstances prevailing in labour exporting countries and the objectives and aspirations of potential migrant workers.

Personal aspirations, ambitions for self betterment, broadening horizons, and new challenges will remain a driving force in the decision of many individuals to migrate.

In some circumstances, the decision is also influenced by enhanced earning capacity that allows remittances to be sent back to the country of origin to support a wider family network.

A significant determinant of future patterns of labour migration to the UK will also be the economic fortunes of labour exporting countries especially the European Economic Area countries. In this context, a major unknown is the future economic conditions that are likely to prevail in the newest EU Member States.

A number of studies argue that following an early period of increased labour movement, migration from East European Member States to the UK will slow down, partly due to improving economic and social conditions in their home country.

The increasing dependence of Fenland employers on migrant labour and the continuing attractions of the Fens as a preferred destination for migrant workers, coupled with economic factors in EU accession countries, suggests that migrant labour is likely to remain an important feature of the Fenland labour force for the foreseeable future.

Survey Observation - There is no accepted process of counting migrants in the Fenland area or of benchmarking with the rest of the UK. FDC could develop a system for doing this involving NI number counts + a factor for unregistered migrants. This local factor (e.g. a multiplier) would need to be established with the help of Police, Job Centre Plus and community organisations such as KLARS.

Recommendation for Action Plan

Establish an acceptable method of counting migrants and keep an annual tally including area of settlement and country of origin.
Issues raised by the migrant population in Fenland

Migrant workers have been the subject of increasing interest and concern in recent years. Nationally, that interest has been generated by matters such as the Government’s initiatives to control the activities of gangmasters and unscrupulous employment agencies in the labour market and the wider political debate around the Government’s policies on immigration and sustainable economic growth. Individual events such as Morecambe Bay in 2004 have provided a tragic human interest dimension to the wider policy agenda.

In Fenland, the heightened awareness of the migrant population has also been ensured by their increasing numbers in the labour force, an associated increased visibility in the local community, especially in rural market towns, and, on occasions, reported incidents of harassment and racial tension involving members of the migrant community.

The problems and issues facing migrants in Fenland have not been the subject of any comprehensive or systematic study and analysis. However, a sufficient body of evidence exists which can demonstrate the nature and scale of some of the problems migrant workers face and the challenges which this poses for service providers.

It must be emphasised from the outset that the problems and challenges faced by migrant workers are not uniform across all sectors of society or of occupation. Whilst unskilled and semi-skilled migrant workers and their families are perhaps the most vulnerable members of the migrant labour force, higher status professional migrants also experience difficulties, albeit of a different kind and intensity.

Survey Observation - Induction to work and society is a patchy process with some good practice, but also a noticeable absence of understanding in many cases. Induction to local communities has been partially dealt with under another observation, but this will often happen too late as community organisations pick up the pieces after things have gone wrong. A better process could be arranged through employers and labour agencies - employers and agents will meet all those migrants with a job to go to.

Recommendation for Action Plan

From the list of employers and agencies identified in this research, a work induction planning group could be formed to identify generic needs (such as health and safety) and possibilities for jointly funded translation of written material. It is important to include labour providers (gangmasters) in this group.
Migrant Population issues

The issues that migrant workers present in a rural location seldom exist in isolation. Issues are inter-related and often form part of a wider, more complex set of factors which need to be understood. For that reason, it is sometimes difficult to distinguish between a discrete, free-standing problem and one which is a symptom of a wider set of variables and factors.

For the purposes of identifying these, a thematic approach has been taken for the identification of migrant population problems. Although such an approach runs the risk of underplaying the inter-connections between issues, it reflects the fact that issues and problems are often presented as discrete matters. Moreover, despite widespread acknowledgement that these issues need to be addressed in an integrated, holistic manner, pragmatism more often determines to the contrary.

1. Employment

Migrant workers range from the highly educated and skilled, to those who are highly motivated but have no formal education; from migrants who come as seasonal workers, to those recruited by overseas companies to work in international or local businesses, to others who came with their families, because there were no employment opportunities in their countries of origin.

The East of England Development Agency (EEDA) have conducted research into this and their survey report seeks to convey the scale and demographics of migrant workers in the East of England, their age and gender, the workers’ levels of education and skills and the transferability of these skills, issues related to language and communication, as well as a range of work related issues.

Some of the recent migrants to the region possess high levels of skills and qualifications but they are unable to offer these to the region’s labour market, perhaps because the schemes under which they enter the labour market confine them to working in particular types of employment. The EEDA research in 2005 states:

- Most migrant workers are working in the region at below their skill level even though the skills they possess can be in areas where there are major skill shortages
- Migrant workers possessing professional qualifications, particularly in medicine, have difficulty in obtaining employment

Migrant workers bring £360m to the Region’s economy. One in three are employed in food, agriculture, construction, hotels, catering, cleaning and manufacturing, making them a highly significant element within Fenland’s local economy. Although migrant workers play a key role (as temporary or seasonal staff, skilled workers and supervisors) in parts of the food and farming supply chains, they also have a large and growing presence in tourism/leisure, manufacturing, haulage/distribution and construction.
Increasingly, skilled and professional staff are recruited to such sectors as health and social care.

It is perhaps obvious that employment and employment-related issues should feature prominently on the agenda of migrant workers. Migrant workers can face a number of problems and difficulties in the labour market, which include:

Problems with employment agencies and gangmasters such as:

- inaccurate representation of the nature of jobs available to the migrant worker, levels of pay, and holiday entitlements.
- inadequate information provided on matters such as the migrant worker’s rights, entitlements and obligations
- a lack of transparency and proportionality surrounding the deductions made by the Agency from earned income to cover costs of housing, transport, administration etc.
- failure to honour commitments on matters such as skills development and training.

National problems with employers include:

- refusal to honour holiday and sickness entitlements and statutory wage rates
- provision of poor quality working conditions and standards
- refusal to recognise qualifications and work experience of migrant workers in terms of the status and wage levels of the jobs allocated unfair dismissal
- denying to migrant workers the small privileges enjoyed at work by local workers.

As an example: Wisbech CAB reports the case of a client who had worked several months for his employer and had an accident at work, breaking his arm. His employer told him that he was not entitled to Statutory Sick Pay, even though the legislation confirmed that he was entitled. The CAB helped this individual to challenge this and it is now being investigated by HMRC. However, when our client raised the issue with the employer, he was dismissed without notice or pay in lieu so he now has to take the employer to an Employment Tribunal. In the meantime, he has no income. He is making a claim for his injury against the employer but this will not be dealt with quickly.

Problems with fellow workers including:

- harassment and racially prejudiced behaviour
- exclusion from staff social events
It is important that new arrivals from overseas understand about life in Britain, including key aspects of the law and of the operation of public services. This not only benefits the person coming to live in the UK: it minimises pressure on services, businesses and reduces the risk of misunderstandings that can cause problems or concerns for existing residents. For this reason we have begun to look at how all service providers can communicate more effectively with migrant workers.

**Survey Observation** - A high proportion of migrants consider they have underused skills, and many have aspirations for career development within the UK. EU funding may be available to develop projects with the local colleges to facilitate qualification recognition and skills training for these groups.

**Recommendation for Action Plan**

Set up a qualifications transfer group with College Of West Anglia to investigate existing best practice and potential for dissemination in Fenland. Assist those with language teaching skills to take part in own language and English provision

**2. Housing**

The impact of the migrant population on housing demand is cushioned by the fact that agencies and employers often arrange initial accommodation. Migrants in the hospitality industry sometimes live in hotel annexes. In the Fens with a lot of seasonal agricultural work, individual caravans, caravan sites and converted farm buildings are frequently used to “house” migrants.

All of these pose challenges and can result in substandard or even illegal provision; housing issues figure prominently on the list of problems that migrant’s experience. Housing options available to migrant workers can be classified under the following headings:

- Tied housing (housing that is only provided so long as you work for your employer)
- Private rented/social housing
- Owner occupation.

The available evidence identifies a number of permutations in the tied housing arrangements experienced by migrant workers. These range from the conventional model where the employer is also the landlord through to circumstances where the landlord is an independent third party and the employer acts as a facilitator between worker and landlord.

In circumstances where the migrant worker operates through an agency, the agency either provides the accommodation directly, or acts as the manager/rent collector for a property that is owned by an independent third party.
The problems and issues associated with tied housing are many and varied and include:

- The job/house tie means that loss of job results in loss of accommodation/homelessness for the migrant worker.
- A lack of continuous employment often leads to rent arrears and debt with associated harassment, threat of eviction.
- Accommodation provided is often poor quality, sub-standard and overcrowded.
- Available accommodation is most commonly suitable only for single adults and, as such, inappropriate to the needs of families.
- With agency managed housing, the absence of a tenancy agreement undermines security of tenure.
- Rent levels are often well above the equivalent in the private rented sector and especially so in situations where rent is deducted from wages on a fixed pro rata basis. In such circumstances, rent becomes a variable which increases when the worker earns more money, e.g. because of overtime.

Rented Accommodation

Migrant workers seeking accommodation, especially the lower paid, share some of the problems experienced in that housing market by indigenous unskilled and semi-skilled workers including:

- The affordability of private sector rents, especially in relation to eligibility for or limits imposed on Housing Benefits.
- The need for a deposit and the payment of rent in advance (usually one month).
- Insecurity associated with tenancy agreements that usually specify one month’s notice.
- The quality and standard of housing being made available to migrant workers in the private rented sector.
- In the social housing sector, issues surrounding eligibility for housing depending on the status of the migrant including the right to reside.

Houses in Multiple Occupation (HMO’s)

HMO’s have been one of the most visible features of the presence of the migrant population in the Fens and they have been one of the main flashpoints with the local population. However, while there may be causes for concern regarding the over-occupation of housing, the real issue lies in the fact that HMOs are one of the most obvious symbols of the marginalisation and exploitation of the migrant population. People occupying these properties are usually unable to engage in the local housing market on an equal footing, so they are, at best, subject to significant over-charging. At worst, their accommodation is tied to their employment, leaving them open to illegal deductions from their wage packets, immediate eviction if laid off, arbitrary demands for money and threats or actual violence.
This has impacted on the housing market in Fenland in the following ways.

- Of the 8 Houses of Multiple Occupation that the Council are in the process of licensing in response to the new mandatory licensing powers which came into force in 2006, 75% are occupied exclusively by migrant workers.
- The council is estimating that there are 500 plus houses in non-mandatory licensable HMO use with the vast majority occupied exclusively by migrant workers.
- We continue to receive reports of properties converting to HMO use for the purpose of housing migrant workers.
- There have been several serious fire incidents in these HMOs over the last few years. And there are on-going concerns about fire safety within this tenure.
- There appears to be a landlord preference to let to migrant workers to increase profitability as it is done on a per head basis.
- There is anecdotal evidence of an increase in migrant families accessing private rented accommodation.
- The increasing migrant population locally may be impacting on the ability of the indigenous population to find accommodation in the private rented sector. For many this is not a tenure of choice but a tenure of necessity whilst waiting for affordable housing. However the pressure for affordable housing becomes greater if more households are living in overcrowded accommodation as a result of reduced access to the private rented sector.
- There have been a number of unauthorised caravan sites developed for accommodating migrant workers in recent years. Relevant enforcement action has been and is being undertaken to address such unauthorised use.

**Owner occupation**

Higher income, often professional, migrant workers wishing to enter owner occupation can face problems from banks and building societies which are reluctant to provide loans to clients on a time-limited work permit with no guarantee of extension or renewal.

**Social housing**

National regulations restrict access to Social Housing for migrants.

If not in employment Migrant workers cannot access the housing register to be considered for affordable housing (social rented accommodation or shared ownership). To access the Housing register residents from the A8 countries (Czech republic, Poland, Lithuania, Estonia, Hungary, Latvia, Slovakia and Slovenia) need to be in continuous full time employment and presently employed, and also have a Home Office Worker Registration Scheme document.

Other EU states including Portugal have less restriction to accessing the housing register.
There is emerging evidence from other local authority areas that the number of applicants on housing registers for affordable housing is rising.

- Between April 2006 and April 2007 Fenland accepted 4 Lithuanian households and 1 Latvian household as homeless by this route. This is only 4% of acceptances and about 1% of lettings.

### 3. Education and training

Migrant workers who are unable to speak English face significant barriers in relation to employment, accessing services and integration within local communities. They are also at more risk of exploitation.

There are common challenges in the provision of language and other courses to migrant workers. These include:

- Many migrant workers work a shift pattern and return home for visits regularly. Therefore, regular attendance at courses can be difficult.
- Delivering these courses is relatively expensive and providers are often unable to find funding to support appropriate courses that are short and non-accredited.
- For some courses, students require a National Insurance number, which prevents some of them from attending classes.

In addition to adult education, there are some migrant workers who bring dependants of a school age with them. This trend is increasing. Teachers at local schools may have very little knowledge of many of their student’s educational backgrounds, and many children will have a limited command of the English language.

The Head of the Nene School (Primary) in Wisbech states that the needs of migrant children are those of the more settled indigenous community, but that language is the main barrier to integration. They also have the same needs for play as any other child. Play is seen as a key area as it will help;

- Interaction with other children;
- Social interaction;
- Relaxation;
- Build friendships;

Frequently these needs are not being met for migrant children because circumstances at home mean that;

- Many families share the same premise;
- Both parents are working long hours;
- No safe place to play;
- Children looked after by adults other than parents
This will be addressed by the delivery of the Fenland Play Strategy’s action plan.

The Queen's School (Secondary) soon to be closed and re-opened on the same site, in Wisbech, will be known as the Thomas Clarkson Community College from 1st September 2007. Thomas Clarkson is a fitting name considering he was a Wisbech man who battled for equality and the dignity of humankind. He, with William Wilberforce, managed to reverse the policy of the British government in the pursuance of the slavery movement. Wisbech now welcomes communities from across Europe and beyond. Approximately 8% of the school's population is formed from the children of migrant workers.

This modern development has not been pain-free but the school has worked hard to ensure a settled start for its ‘new’ students. Support work is provided from professionals who are able to assist with translation in Russian, Lithuanian and Portuguese. Other professional assistance in the guise of specialist EAL (students whose first language is not English) provision from the local authority has ensured the good management of support. Pastoral Workers work closely with these designated persons, with particular reference to resolving conflict and the placement of students within academic groupings.

Verbal attacks and racial remarks occasionally result in low level violence and harassment. Such incidents are acted upon and recorded on a special database which is maintained by the local authority. A racial policy has been developed during the course of the academic year, alongside an action plan which will need to be realized if genuine progress is to be made. Clearly, under the extended schools agenda, much more needs to be done to ensure that our students feel comfortable in their time with us.

The magnitude of the impact of migrant population on the ‘indigenous community’ can become an issue, when some existing local services may already be under pressure.

Younger People’s issues.

There is a lack of information and evidence on the attitudes, concerns and long-term impacts of migrant workers on hosting communities, and in particular the impact on the indigenous unskilled, early entry workers, aged 16-19.

The Low Pay Commission expressed some concern in its 2006 annual report that the growing use of migrant labour was a challenge to the effective working of the national minimum wage. The total labour market is increasing, so is unemployment and the rise in part time work has levelled off. This may be a sign that, to some extent, migrant labour has replaced local labour.
College of West Anglia
Learning needs of migrant workers and Issues regarding English as a Second Language (ESOL)

ESOL learners, exact status details will determine funding availability.

The most experienced ESOL providers have historically been, in the cities. There is a capacity issue in Fenland, as is the case in most rural areas, at present were all providers are struggling to find enough ESOL provision to meet current demand.

Some providers are setting class sizes at between 12-15 which is not best practice for beginner and advanced levels. Also workplace learning groupings often result in a mixed level group, not always the ideal learning situation to make the fastest progress.

A range of needs and interests.

Not all migrant workers need ESOL, some professions will require applicants to pass an English language exam before acceptance. However once in work some may choose to develop higher English language levels to develop their career.

Many migrant workers come with excellent English language skills and often conversant in several languages

Some will get involved in acting as unofficial interpreters for their colleagues, police, hospitals and other local services. There could be an interest in gaining appropriate qualifications in Interpreting. In parts of the country where there has not historically been a history of immigration, local agencies have not previously had need for interpreters. Qualified interpreters will be in demand in these areas and this may offer alternative employment for some, enabling them to make better use of their language skills.

Many migrant workers have higher-level qualifications from overseas, which they are not using in their current job. Some may seek recognition of their qualifications to improve their employment situation. There are agencies that can provide information on equivalence of qualifications.

For many better knowledge of English language would greatly improve their experience by reducing their vulnerability.

Ormiston Children’s and Families Trust

We were able to secure a bid to the Adult Community Learning fund to part resource 2 ten week sessions aimed at families and children in March and Wisbech.

The March course was delivered at Ormiston offices in March and the second one was at the Oasis Centre (Wisbech).
March

The first week saw 35 children, fathers and mothers attend the session, this then dwindled to a regular 6 attending with Ormiston providing play workers.

The Health Visitor had identified the families through her case load and used Cintra to interpretate the letters for Ormiston which we then sent out. There were 5 languages, Tamil, Chinese, Lithuanian, Russian and Polish. All had children under 5. Issues coming through the group were social isolation, lack of language skills, health knowledge relating to children and UK rules.

Other issues identified by a local head teacher were that while there may be strong language skills the knowledge and ability to write are poor.

Ormiston, are currently holding a support group at the March centre during the summer period.

Wisbech

Mainly a Lithuanian group with 10 plus attending with two Russians, some good English skills and knowledge of children’s songs was evident.

One of the Russian woman, who is married to an English man, came to the course as she wanted her child to experience Russian language as the 3 year old refused to speak words or sentences.

One came person from Friday bridge. The community police officer visiting the group to talk about policing matters and was shocked when the group said that if they were stopped they would pay the police money!

Integration will be the challenge as when a further session was held at the same time as there was a consultation happening at the Oasis centre, the Ormiston Worker, who was present, said that parents coming into the group for this session were quite hostile.

4. Public services, benefits and entitlements

For migrant workers coming to work in the Fens, the acquisition of a National Insurance Number is a priority consideration. It not only legitimises their position in the labour market but it also enables them to access a range of state benefits and entitlements. The possession of a National Insurance Number can also be vital in terms of workers’ ability to open a bank account, open a pension fund or even work as a volunteer as a National Insurance Number is often required for security checks.

Migrant workers can face a number of problems relating to National Insurance registration. These include:
lack of knowledge/awareness of their need to obtain a National Insurance Number and/or the procedure for doing so

misinformation by employment agencies and employers on the need for registration

protracted procedures and delays in the process of National Insurance registration with resulting problems and difficulties in accessing benefits and entitlements.

The appointment of a single point of contact, at Fenland District Council One Stop Shops, ensures that all the migrant issues are fed through to one officer; this ensures a consistent and co-ordinated approach in delivering council services.

Front line employees have also received training and briefings so they can provide accurate advice to new arrivals.

5. Health

There has not been a significant use of the health services by temporary migrant manual workers in the recent past. This was assumed to be because the majority of such workers were young men, a sector of the population who typically have a low level of health care needs. Owing to the highly mobile nature of their work patterns it was assumed that workers were accessing services in other parts of the Eastern region and possibly beyond.

This however, does not mean that there are no issues surrounding migrant population’s access to health care.

Where contact has been made with migrants it has revealed a number of on-going medical conditions, including stomach ulcers, asthma, heart and back problems and arthritis, some of which have been exacerbated by field or pack house labour or living conditions. There have also been cases of severe mental illness, and an ongoing problem with sexual and reproductive health, including miscarriages and the need to access terminations by women.

To date it has not been possible to discover the extent to which mental health problems are either experienced or acknowledged within the migrant worker community. Given the high degree of uncertainty, exploitation and fear in their lives, the level of isolation from any wider community, poor housing conditions and cultural dislocation, it would be reasonable to assume that there are ongoing and unrecognised mental health issues among foreign migrant workers. There appears to be a degree of confusion among local agencies over exactly what they are and are not able to provide in these circumstances, with the result that migrants are left in an unacceptably vulnerable position.

There was anecdotal evidence that significant health issues might exist in the migrant population but there was little data to confirm. A health care needs assessment was therefore carried out in Wisbech, in December 2005, to form an evidence base about newly arrived workers and those whose first language was not English.
Interviews were carried out with a total of 21 people from the migrant population (13 men and 8 women). Their ages ranged from 18 to 60 years. The duration of stay in the UK ranged from 3 months to 7 years. Participants were from Portugal, Poland, Lithuania, Latvia, Estonia, South Africa, Namibia and Iraq.

The size of the migrant population at that time was estimated to be about 2,000 and approximately 60% of these were likely to have registered with GP’s in Wisbech.

The largest settled population of migrants in and around Wisbech were Portuguese. This has altered somewhat with large numbers of Eastern Europeans now living in the town which are made up of Lithuanians, Poles, Latvians, Czechs, Slovaks and Estonians. Another group identified are from southern Africa, mainly from Namibia and South Africa.

The major source of social support was from family members or close friends who often migrated together. The next source were members from the same country of origin. These did not necessarily live in Wisbech.

Health information came mainly through friends and less often through families.

Nine of the twenty one migrants interviewed were not registered with a GP. Most of these participants would go to the hospital if they required medical attention. At the time of the needs assessment migrant workers had to call a number at Vinery Road, Cambridge to be assigned a practice in order to register with a GP. Telephone conversation requires greater fluency in language because visual cues and gestures cannot be used to aid communication. As a result the majority of participants found the process challenging.

Two areas were identified as priorities for the health of the migrant population – mental health and sexual health/family planning. The stressful nature of migration and the fact that migrants from Eastern Europe come from countries with high levels of suicide suggest the potential vulnerability of these individuals in whom homesickness was very common.

A growing number of migrants in their late teens and early twenties will begin to form relationships in the near future as they become settled. The lack of awareness of local sexual health/family planning services in this group was seen as a cause for concern by the Doctor acting on behalf of the local Primary Care Trust who conducted the survey.

**Specialist Health Issues**

Bridgegate in Peterborough and Wisbech have already spent 5 years working towards developing drug services for local diverse communities and their community engagement model has enabled a greater understanding of the
risks associated with migration and complex needs around drug misuse including: racial discrimination and exploitation, employment issues and poor working conditions, unemployment and no benefit entitlement (destitution and homelessness), social and economic exclusion, difficulty accessing services, and language support, poor family support and social networks, pre-conceptions of treatment and legal systems.

These include:

- Providing appropriate preventative education to reduce risk and raise awareness
- Supporting and encouraging treatment pathways
- Involving members of the community to signpost and support potential service users into treatment- Language support
- Action research: Informing and improving practice: creating a greater understanding of the needs of diverse communities around drug misuse including cultural and religious implications. (A study of Black and Minority Ethnic Communities)

6. Law and Order

Recent research into 10 rural and urban areas by the Institute of Public Policy and Research experiencing recent rapid arrival of significant numbers of new migrants found that “issues such as crime, anti-social behaviour and access to services were the most important issues for all communities, migrant and non-migrant alike”.

There is evidence of racist views and hostility in some areas of the country. In some areas which have experienced a large influx of migrants, far-right groups have gained ground. Undoubtedly, migration poses challenges for community cohesion and the possibility of hate crime. Overcrowded and physically insecure shared living conditions mean that migrants can be victims of other crimes such as theft and assault. Some of the individuals involved in the worst exploitation of new workers are also involved in criminal activity, in some cases linked into the sex and drugs trade.

Small incidents, such as tensions over other residents parking spaces if HMOs do not have adequate parking, can escalate. Cohesion and community safety cannot be taken for granted.

The main issues for the Safer Fenland Partnership and the Migrant Population are:

- To ensure continued engagement to build relationships with permanent and transitional migrant communities by all partner agencies, this will also give the migrant communities confidence to report any perceived hate crime to the police, FDC and other appropriate agencies.

- Continue to improve access to information via one stop shops, police, libraries, web sites.
Awareness raising of Fenland culture throughout the Migrant Community and visa versa (via fairs, migrant worker packs, Fenland Eye, schools & colleges). Many of the issues raised by Fenland residents against the migrant communities are regarding excess rubbish, drinking on street corners, gathering in large numbers, taking employment opportunities away.

Crime - due to differences in culture we have seen an increase in the number of people carrying of knives.

We have seen foreign national on foreign national murders (Friday Bridge) and professional hits (Wisbech van fire). Meaning all the witnesses are foreign resulting in a huge increase in interpreter bills.

Drink Driving has increased as well a Road Traffic Accidents (this also includes run off's after accidents).

Interpreters –as already identified costs have escalated regarding language line. However, language line cannot not be used under the drink drive procedure. Therefore the police have to use local accredited interpreters to undertake interviews which cost more. They also have to use this service for interviews. This has resulted in the police now employing 5 interpreters in order to cut costs.

Dispersal Orders - the Wisbech Dispersal Order was set up as a result of violent conflicts / fights occurring in the town centre between foreign nationals. The main cause of this was the tradition of young men sitting in public places drinking spirits. This is a tradition that the police are trying to prevent through the dispersal order.

Neighbourhood make up - these are traditionally hard to reach people as they work hard, do not go to social events and read little English. There are lots of initiatives that are being used to help build bridges ... for example going into factories, putting up posters, running surgeries with interpreters and having joint events with the local churches.

Racial crimes - due to the number of people from minority groups increasing, there has been an increase in minor racial incidents. Due to the police’s hard stance on this, it has had a major resource impact, as we now have a dedicated racial crime officer.

7. Benefits and entitlements

EU Regulations enable workers and members of their families who move within the EU to take with them their acquired rights to social security and health care. Such arrangements also apply to members of the EEA and Switzerland.

In the context of the current EU Member States, the Government introduced the Workers’ Registration Scheme in May 2004, for EU nationals from the
eight East European accession countries Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovenia and Slovak Republic (Cyprus and Malta are not included in the scheme). Nationals from these eight accession countries coming to work in the UK are required to register which will prove that they have permission to reside and work in the country. Entitlement to benefits such as income support, job seeker’s allowance, state pension credit, housing benefit and council tax benefit for Accession 8 Countries is governed by the need to satisfy the right to reside conditions.

Work permit holders and working holidaymakers are admitted to the UK on the condition that they do not have recourse to public funds. In effect, this means that they cannot claim certain benefits that include child benefit, disability living allowance, working tax credit, housing benefit, income support and allowance. Work permits for these workers are stamped ‘No recourse to public funds’.

The issues surrounding access to and eligibility for benefits and entitlements are often a source of problems and challenges for migrant workers. These include:

- difficulties in understanding the full range of benefits and entitlements available and the eligibility criteria and procedures for accessing them
- employers’ lack of understanding/refusal to acknowledge a range of employees’ rights in relation to work and related issues
- procedural delays.

Wisbech CAB report that workers often need help in completing forms for the Workers Registration Scheme and to claim the benefits and tax credits that they are legally entitled to claim. These can be very confusing for the clients, especially concerning change of circumstances for tax credits.

8. Immigration issues

Given the diverse range of criteria and conditions governing the rights (or not) of migrants to work in the Fens, issues surrounding their immigration status can sometimes feature prominently on the agenda of migrant workers.

Although many of the reported issues surrounding immigration status often relate to undocumented workers, a number of situations and circumstances can present problems to those who are in the country legitimately.

Key issues and concerns include:

- problems with getting change(s) to a work permit and associated difficulties of changing jobs
- provision of incorrect information/advice about the immigration status of a worker
lack of clear and concise explanations from departments and agencies.

**Survey Observation** - Ensuring that migrants are not exploited and that cultural integration takes place. This is really the underpinning theme, around which all strategy should be designed.

**Recommendation for Action Plan**

Set up a Steering Group for migrant worker projects incorporating the above recommended sub groups to oversee FDC and partner policy and action in this area and take responsibility for funding bids, cultural projects and ongoing surveying

9. **Cross-cutting issues**

In addition to the catalogue of specific issues identified above, the problems migrant workers face are often exacerbated by:

- communication problems due to insufficient command of English
- insufficient understanding of procedures, practices and legalities of matters such as motor insurance and certification
- a culture of fear which often prevents the worker from seeking help lest it results in loss of job, accommodation etc. [The right to work/right to reside regime has, to an extent, exacerbated this problem due to the migrant worker’s need to avoid having a break of more than 30 days in employment during the first 12 months.]
- a work-dominated existence which curtails opportunities to develop social interaction with local communities who themselves are sometimes cautious of or even hostile to any such interaction.

Wisbech CAB report: that several clients have reported that they are made to sign their contracts of employment with no chance to have these translated so they do not know what they are signing. When they ask for a copy of their contract, one gang master refuses to let them have a copy, quoting the Data Protection Act! This has been reported to the GLA and is being investigated. Similar problems occur with tenancy agreements issued by the letting agencies whereby the clients are not allowed a copy of the tenancy agreement.

**Survey Observation** - Language training programmes are relatively unavailable, with long waiting lists at colleges, and little other provision that is affordable. More support for volunteer organisations teaching English is needed through Fenland District Council and those agencies with responsibilities in this area (i.e. Learning and Skills Council, County Council and CP Learning Trust). Additional funds should be sort through EU to address this problem at source, i.e. in migrants’ home countries before they leave for the UK.
Recommendation for Action Plan

FDC and partners to identify grant funding to support those agencies involved with language training (e.g. Rosmini Centre) and/or set up a funding group to bid for EU and Grant Aid funds.

10. Community cohesion issues

Positive interaction between migrant communities and existing residents is key to promoting cohesion. However, a range of practical and attitudinal barriers to interaction are likely to exist. At the practical level, language is all important. Many migrants arrive with little or limited English.

The arrival of significant numbers of foreign language speaking migrant workers in Fenland’s market towns can be a source of tension and conflict with the host community. Tension is evident in the reports of overcrowding in waiting rooms due to high numbers of migrant workers seeking help and advice.

As well as language, other practical barriers to interaction between migrants and existing residents stem from separation that comes from busy and separate working and social lives.

Tensions between new and settled communities are often caused by myth and misinformation circulating and gaining currency. In the absence of any other information, media reporting can define local perceptions about migrants.

National and regional media highlighted the problems, with their coverage of abuse and attacks on Portuguese migrant workers in Thetford during the concluding stages of the European Cup competition in 2004.

Research undertaken in 2003 in West Norfolk for Norfolk County Council identified a number of cases of conflict including:

- Chinese workers being spat on and abused by locals when getting off the work buses at the end of the day
- Portuguese workers being racially abused when they have tried to visit local pubs
- Migrant workers being ignored when they have tried to get service in local shops.

The extent to which these experiences are widespread in all rural areas, acting as hosts to migrant workers, is not clear. However, there are often circumstances where the views and opinions held about migrant workers by locals in Fenland are often informed by inaccurate and misleading assumptions and rumours about the comparative levels of rights and privileges enjoyed by both groups.
EEDA research in December 2005 highlights Issues relating to well-being:

A sense of well-being and of integration by migrant workers in the region is affected by a number of factors:

- their financial situation, together with their ability to send remittances to their family
- the yearning for contact with family members, but also the concern at their inability to adequately provide for family members who have travelled with them
- inadequate and expensive accommodation, which is sometimes unsafe and insecure
- difficulty in accessing English language courses designed to meet their needs.

Wisbech CAB cites the case of a client who wants her boyfriend, who is the father of her child, to live with her. He is employed by a gang master who provides his accommodation in a shared house. He has been told that if he leaves his accommodation to live with his girlfriend, he will be dismissed from his job.

**Survey Observation** - Cultural awareness will aid integration and communication between migrant groups and indigenous cultures. Much more effort could be put into developing inter-cultural activities such as music, dance and arts. The Council, along with Eastern Arts and local arts organisations could help identify arts talent amongst the new arrival groups and access funding to allow development of bands and performers and access to gallery space. Language classes in Polish, Portuguese and Russian could be arranged for professionals working with migrants, with possibilities also for lesser used languages such as Latvian and Lithuanian. Much could be done through the schools in this area, although this will affect only those migrants with children in this country.

**Recommendation for Action Plan**

*Discussions with arts groups and schools should be initiated to explore the possibilities for intercultural events and support for ethnic arts development such as folk music, cooking, and literature events. Community leaders from migrant groups should be invited to help identify potential talent within their communities and calendar events that could be supported locally and explained to local people through radio and newspaper communication. Language teachers from the migrant groups may be identified to develop courses in Russian, Polish and Portuguese (and possibly Latvian and Lithuanian) for professionals and general interest groups.*
11. The challenges posed for service providers by migrant population

Notwithstanding their growing importance in the economic life of the country, the employment of an increasing number of migrant workers has resulted in an increase in demand on a number of service providers.

Like many service providers, the Wisbech Citizens Advice Bureau report that the scale of that increase has been very significant in recent years, as evidenced, in the first quarter of 2007 by 38% of the people coming into the Wisbech CAB drop in sessions being migrant workers. Although they see a few people from the migrant population in March and Chatteris, the numbers there are very small. Hardly any migrants access their services by phone, letter or e-mail.

The percentages by nationality were: Lithuanian, 47% Latvian 20%, Portuguese13%, Polish12% all others amounted to 8%. Whilst much of that growth has been the result of self-referral, there is evidence to suggest that a proportion is due to decisions by other bodies and agencies to redirect/refer requests to them for help and advice.

This raises important questions not only about the implications of this growth for Citizens Advice Bureau and other community and voluntary organisations but also about the ownership of the migrant worker agenda and the extent to which it is shared (or not) by all the bodies and agencies who need to be involved.

- Communications
- Availability of the service
- Management of business
- Staff related issues
- Changing nature of problems

11 Improving Access to information for migrant workers and employers of migrant workers

One of the key issues that emerged from the EEDA research and from the December 2005 regional migrant worker conference was the need to improve the information available to migrant workers, employers of migrant workers and front line staff in a wide range of organisations. EEDA are currently working with Keystone Development Trust and Cambridge Independent Advice Centre to review the options available to improve and provide access to relevant information at a regional level. More details about this area of work will be added shortly.

Communication issues are often seen as the major challenge posed by the increasing number of migrant workers, particularly language barriers arising
from a poor command of English. This poses two particular problems for service providers:

- Difficulties in understanding the true nature and extent of the problem(s) on which the client is seeking help information, support or advice.
- Difficulties in ensuring that the client fully understands the support available, or information and advice being given and its implications for his/her situation.

The latter is often exacerbated by a general lack of understanding amongst some migrant workers of their rights and entitlements, the rules and procedures governing their access to them, and their associated expectations.

Given the dominance of communications/language barriers, it is not surprising that the need for and the availability and cost of interpretation and translation services are significant issues. For many, the main challenge is the absence of anybody in the locality who is able and willing to provide the interpretation/translation service that is required. For others, the issues surround the need to depend on volunteers with associated problems of their availability when required.

For others the issue is one of the dependability of interpreters. For the majority of respondents, however, the key concern is the affordability of available services. Although access to Language Line is recognised as an option, the cost of that service is cited as a real barrier to its regular use. Similar concerns are expressed about the costs of employing professional expertise.

Whilst many voluntary and community schemes have adopted innovative and imaginative approaches to providing interpretation and translation, it remains a major challenge for many service providers, a challenge which increases with the growing cultural and linguistic diversity of the migrant labour force.

An innovative new package of support to provide help and advice for migrant workers has been launched by the East of England Development Agency. The £200,000, eighteen month pilot Single Information Portal project will help workers from countries such as Portugal and Poland to settle into the East of England community quickly and actively contribute to the region’s economy.

The first element of the project to go live is the Mobile Europeans Taking Action (META) Hotline, a telephone service providing information, support and guidance for migrant workers. The name META reflects clearly the very positive and proactive nature of the project - empowering migrant workers and providing them with information which will make a difference to their lives in the UK.

The META Hotline is being delivered by Keystone Development Trust in partnership with Advice for Life (AFL), the organisation leading on the wider information portal project. Callers to the hotline will be connected to an
advisor who speaks one of the following languages Czech, English, Lithuanian, Polish, Portuguese, or Russian. Advisors are trained to provide information about rights to live and work in the UK, accommodation and housing, public services, driving in the UK, language training and adult education providers, and welfare benefits.

The META Hotline (0871 423 1334 ) is initially operating for 16 hours per week, from 8am-12noon and 2pm-6pm on Tuesdays and Wednesdays.

**Survey Observation** - Communication must happen at an early stage. A pack of materials should be available in the migrant’s own language, or at least in the commonly used languages. These materials could include the New Arrivals booklet (already produced) the Police leaflet (already produced) and other available government literature. Inductions could be delivered via community organisations, through existing community meeting points such as the Russian and Portuguese shops and through the churches which are often picked as sources of help by migrants who have nowhere else to go (for example if they have no pre-arranged job). Letting agencies will distribute the materials in most cases.

**Recommendation for Action Plan**

FDC should compile an induction pack for new arrivals comprising the New Arrivals booklet, the Cambridgeshire Police introduction and a simple welcome letter to be distributed to new arrivals via letting agents and community groups. We need to identify new communities and ensure that they engage. Appropriate groups should be identified by existing settled migrants and might include churches, shops/cafés, and CAB. These groups should then be invited to FDC to plan this induction process.

**Survey Observation** - The present survey questionnaire needs to be further simplified and translated into languages that the majority understand if a respectable sample size and coverage of the entire group is to be achieved. A small incentive (value £5) would have a big effect on returns, and the existing Excel analysis sheet could be re-used for comparison of each survey on a regular (annual?) basis.

**Recommendation for Action Plan**

Carry out ongoing surveying with simplified questionnaire translated into Russian, Polish and Portuguese with an incentive. This surveying could best be carried out at major supermarkets on the night that most migrants congregate to shop.

**Overcoming the challenges building towards actions**

The increasing dependence on migrant workers to meet specific skill shortages and/or to do the jobs that the indigenous labour force are unwilling
to accept has posed and will continue to pose a number of significant challenges for local service providers in Fenland.

To sustain that position requires agencies to continue to develop, update and refine the knowledge and expertise of its in-house staff and volunteers to meet a growing and more demanding agenda. The changing nature and scale of those demands also requires the continuing input of Fenland District Council and other external sources of guidance. Satisfying these requirements means that all need to ensure that they allocate resource to work with migrant work communities, to ensure issues are dealt with now, rather than left, aggravating problems in the future.

Many migrant workers contribute to their ‘home’ economy by sending money home to support their families. As such, actions to support economic growth in poorer EU countries should recognise the value of this substantial income transfer to migrant workers’ country of origin. There is also a need to give recognition that migrant workers coming to the relevantly affluent Fenland economy, help, support and give assistance in those countries.

Action to support migrant workers must encompass action to tackle discrimination and racism which these workers face, whilst enabling them to have access to information and advice, access to health and other public services, access to housing, and access to help and support to set up in business.

All agencies should be encouraged to take responsibility for issues relating to migrant workers, rather than constantly seeking to refer the issue and individual to another organisation.

Agencies need to work alongside the Employment Tribunal system (including ACAS) and in partnership with the Small Business Service, the Health and Safety Executive, the Gang Master Licensing Authority, the forthcoming Commission for Equality and Human Rights and other governmental agencies. To ensure a more joined-up system of advice, guidance and practical business support for small employers, as well as a more pro-active (but educational rather than punitive) approach to compliance and, where necessary, enforcement.

The service providers in the Fens that are trying to help migrant workers need support and guidance to ensure that they are able to deliver their services to the communities that need them.

Conclusions

Migration poses challenges for community cohesion, as the settled community is worried about the character of the Fens and the impact on house prices and availability. There is a need to let people know the real and significant economic benefit to the economy and to multi-culturalism.
It is important to recognise that the migrant workforce is not a static body; its composition changes depending on migration flows in and out of the UK. These can be dependent on circumstances, not just in the host country, but also in the exporting country. Thus, a migrant workforce that might be identified as consisting of a particular national group in one year, may be made up of a different group the following year.

The CRC recommends that central, regional and local government bodies (notably local strategic partnerships) should review the evidence and issues and consider the case for adjustments in policies, programmes, funding and guidance. This strategy will help to start this process in Fenland.

If the conditions are not created for the integration of migrant workers and their families, the seeds are sown for social exclusion and segregation. If cultural diversity is not recognised and actively supported, racism and xenophobia are reinforced and given a dangerous legitimacy. Many European countries with a history of inward migration are now struggling with these issues due to their failure to develop or implement inclusive integration strategies from an early stage of the migration process.

The conditions under which people can enter and reside in a country have significant consequences for most other areas of policy towards them, such as labour rights, political participation, social protection, education and training. If immigration policy is designed to keep migrant workers and their families in the status of temporary mobile workers, the result is likely to be that settlement will take place under unsatisfactory and discriminatory conditions.

When migrant workers and their families do attempt to settle, it is typically they who are blamed for problems that emerge, and they may find it impossible to plan a future as part of the wider society. The result is isolation and emphasis on difference. Local development agencies are ideally placed to reach out, offer support and create the conditions for integration.

We need to ensure that the migrant population’s significant contribution to the rural economy is recognised. But despite this they report that they are often victims of exploitation and discrimination by their employers and the wider community. Much of this can be linked to misleading information in local communities about migrant workers, their right to work and the contribution they make to rural economies.

Working with employers is a key for many reasons. It has been a starting point for important basic information about the migrant population’s numbers as well; as an insight into our local labour market. Many employers are keen to work with us as they see this as means of helping their migrant workers, and will in turn help sustain their business.
Service providers in the Fens, face specific challenges to ensure they can provide a service to migrant workers, too many organisations prefer to refer migrant workers on rather than meet the challenge themselves. Many of the issues service providers face can be overcome, although they will have resource implications.

Local Partners in the Fens have a history of meeting the needs of migrant workers in their area through a range of initiatives and projects, occasionally in partnership with other agencies in the area.

Many of these projects have the potential to be expanded locally or replicated in other areas and by other service providers who are looking to be more active in their support for the Migrant population community.

An emphasis needs to be put on initiatives that forge links between the settled community and new arrivals, such as mentoring and maximising opportunities for people to mix, socialise and celebrate the diversity of the area.

Despite contributing over £360m to the economy of the East of England, the migrant population continues to face barriers preventing them from making full use of their skills and often leaving them heavily in debt, according to research commissioned by Investors in Communities.

The Migrant Workers EEDA Research is the first in the region to provide a clear picture of what migrant workers can, and do, contribute to the regional economy. The research, which shows that migrant workers come from all corners of the world, tackles three key areas relating to migrant workers: scale and demographic characteristics; geography of employment and well being.

The fenland research has built on this and has helped to develop our action plan

Recommendations made by EEDA for a wide range of public sector organisations at a national, regional and local level, and partnership working will be vital in taking the recommendations forward. The five key areas that the recommendations address are:

- Access to information
- Access to services
- Housing
- Skills and their under-utilisation
- Regional research

To deliver the above, Fenland District Council and partners set up a Diverse Community Forum. Each agency identifies a lead officer to attend the forum to help deliver community cohesion in the district. The key challenges ahead are identified in the following action plan:
<table>
<thead>
<tr>
<th>Priority Need</th>
<th>Action</th>
<th>Lead</th>
<th>Performance Measurement</th>
<th>Performance Outcome</th>
<th>Timescale</th>
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<tbody>
<tr>
<td>Understand the needs and barriers to services for the migrant population of the fens</td>
<td>Develop a data capture process to understand the needs of migrants and their employers</td>
<td>FDC</td>
<td>Develop questionnaire and engage with employers and migrants to get this completed</td>
<td>Feedback from survey has better informed the development of the strategy. This work is ongoing due to a changing population.</td>
<td>Initial work Completed May 2007. This is ongoing in line with changing population.</td>
</tr>
<tr>
<td>Ensuring Partnership/Strategic Approach in Fenland to improve responses for Migrant populations needs by producing a Fenland Migrant Population Strategy</td>
<td>The District Council is leading the development of a new strategy to respond to the needs of Fenland’s migrant workers and their families. This work will help provide information, advice and guidance for Fenland’s community and voluntary sector to better embrace this new community.</td>
<td>FDC</td>
<td>Strategy Produced</td>
<td>Strategy will need to be refreshed each year and actions updated</td>
<td>Initial Strategy Produced July 2007 to be reviewed annually. This will enable partners to identify key priorities and feed these into the action plan.</td>
</tr>
<tr>
<td>Produce Action Plan linked to Fenland Migrant Population Strategy</td>
<td>Work with partners to develop and produce an action plan</td>
<td>FDC</td>
<td>Production of Action Plan linked to agreed objectives. Ongoing</td>
<td>This will address identified needs of the Migrant Population</td>
<td>To be by FSP considered November 2007</td>
</tr>
<tr>
<td>Produce an Information Packs for New Arrivals</td>
<td>An information pack sign posting service for new arrivals to the community for use by community and voluntary sector organisations. Produced in English and a variety of community languages, this booklet is available in hard copy or downloadable from the Council’s website. Enabling people to understand</td>
<td>FDC</td>
<td>Production of New Arrivals Pack</td>
<td>Migrants have been able to access the services they need by the Council and its partners being able to signpost Migrants to services appropriate to their needs.</td>
<td>Pack produced May 2007 Will be revisited on an annual basis.</td>
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<td>Priority Need</td>
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<tr>
<td>Distribute Information Pack to all Partners</td>
<td>Pack distributed to all partners and training given as to how to utilise</td>
<td>FDC</td>
<td>Pack has been distributed to all partners and training given in its usage</td>
<td>The Council and its partner’s staff are able to sign post Migrants to the services they need.</td>
<td>June 2007</td>
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<tr>
<td>Independent evaluation process of pack established to ensure meets needs</td>
<td>Evaluation process arranged via consultant</td>
<td>FDC</td>
<td>Evaluation process has been agreed.</td>
<td>Evaluation process agreed and completed. Users of the pack state that this helps them access services.</td>
<td>June</td>
</tr>
<tr>
<td>Develop and run Cultural and Diversity Forums</td>
<td>The Diverse Community Forum and The Fenland Travellers Forum are made up of members from the minority communities, statutory, voluntary and community sectors. The group share their knowledge and skills to help develop all who participate and advise community and voluntary sector groups on best practice. Improved organisational ability to embrace culture and diversity.</td>
<td>FDC</td>
<td>Increased knowledge and understanding cultures and beliefs throughout the District.</td>
<td>Forums have been running and are well attended. This has enabled information sharing and capacity building between partners. The DCF has run several successful cultural diversity events and the TF has enabled Gypsy Travellers in the Fenland area to gain access to services and benefits. BME groups say they feel that their culture is recognised and celebrated.</td>
<td>Established 2004</td>
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<td>Equality of Access to Employment Opportunities/ Reduce discrimination in Employment</td>
<td>City to City Project Slivers of time project</td>
<td>CCC</td>
<td>Projects delivered</td>
<td>Projects are underway and will be subject to evaluation. The learning aspects of these projects will be disseminated for all to learn from</td>
<td>Will be Completed by December 2007 and outcomes shared</td>
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<td></td>
<td>Develop research activity with &quot;new communities&quot;</td>
<td>FDC</td>
<td>Ongoing consultation</td>
<td>Some research has been completed and helped to develop the action plan &quot;by need&quot; this is ongoing and will enable the rolling action plan to be updated.</td>
<td>Ongoing</td>
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<tr>
<td>Develop research activity in key “gap” areas</td>
<td>Develop research activity with &quot;settled communities&quot;</td>
<td>FSP</td>
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<td>Develop research with employers</td>
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<td>Develop/ Support Innovation/ Integration</td>
<td>Support Development of Community Centre (Rosmini Centre) in Wisbech</td>
<td>FSP</td>
<td>Centre developed and running.</td>
<td>Migrants will be able to meet all other people in the district and mix socially.</td>
<td>March 2008</td>
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<tr>
<td>Develop Health &amp; Social Care Plan</td>
<td>Plan developed</td>
<td>Cambs</td>
<td>Plan produced</td>
<td>To better address the needs of the Migrant Population Health needs.</td>
<td>TBA</td>
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<td>Goal 2 – Helping People live healthy, independent lives</td>
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<td>FSP</td>
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<td>Develop Health &amp; Social Care Plan</td>
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<tr>
<td>Identify Community tensions</td>
<td>Engage with all of community to understand issues</td>
<td>FSP</td>
<td>Issues have been identified</td>
<td>Some work has been completed. FSP Community Cohesion Strategy to be produced</td>
<td>Initially November 2007 and ongoing</td>
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<td>Police</td>
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<tr>
<td>Tackle Hate Crime</td>
<td>Hate Crime Coordination needs to be developed</td>
<td>FSP</td>
<td>Coordinator needs to be in post and action in the community undertaken</td>
<td>Coordinator will build community confidence for victims of hate crimes to report and investigated.</td>
<td>October 2007</td>
</tr>
<tr>
<td>Support good community relations</td>
<td>Work with partners and the community to develop an annual programme of events celebrating diversity and promoting community cohesion</td>
<td>FDC</td>
<td>Programme of events developed and events undertaken</td>
<td>Programme for 2007/08 has been produced and events are taking place</td>
<td>Events for 2007/08 are being delivered work ongoing</td>
</tr>
<tr>
<td>Seek funding opportunities to back up Strategies and Policies on Migrant issues.</td>
<td>Set up a Steering Group to take responsibility for funding bids, cultural projects and ongoing surveying</td>
<td>DCF (FSP)</td>
<td>Projects have been identified and funding sought.</td>
<td>The DCF has delivered a number of projects such as the new arrivals pack and diversity celebrations to add integration. New Arrivals can access help via the CAB/KLARS they run 2 drop in sessions each week.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Respond to the vulnerability of Migrants</td>
<td>Run advice forums for migrants and engage with employers</td>
<td>FDC</td>
<td>Migrants are accessing advice and support is being given.</td>
<td>This help is also being given on an ad hoc basis by the Police/ FDC are engaging with employers and have set up drop in sessions at business's in Wisbech</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Grant funding to provide a Community Hub and to manage the Centre</td>
<td>Rosmini Centre has been identified as such a centre and a manger has been appointed to manage.</td>
<td>FSP</td>
<td>Funding has been provided for the Rosmini Centre to be redeveloped to be a Community hub, as well as funding for a Manager's post.</td>
<td>This will enable new arrivals to access information and services to enable them to have a better lifestyle</td>
<td>On course for completion January 2008</td>
</tr>
<tr>
<td>Rosmini Centre delivers on its agreed targets</td>
<td>To deliver the actions agreed with funders to provide and maintain a Rosmini Centre</td>
<td>Rosmini Centre</td>
<td>Centre up and running, open to all and all targets meet.</td>
<td>Nothing to date has been achieved, but work on way to run the Centre</td>
<td>Ongoing monitoring</td>
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<td>Priority Need</td>
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<tr>
<td>Maintain continuous link with FSP</td>
<td>Ensure</td>
<td>FDC</td>
<td>Links established and ongoing</td>
<td>Strategies cross reference and enable a joined up approach to delivering mainstream services to the Migrant population</td>
<td>Ongoing</td>
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<tr>
<td>Sustainable Community Strategy, FDC Race Equality Scheme and FSP Community Cohesion Policy Integration in Schools</td>
<td>Discussions with Fenland Arts and schools should be initiated to explore the possibility of intercultural events and support for ethnic arts development</td>
<td>Fenland Arts CCC – CREADS FDC Arts / Tourism Officer</td>
<td>Ethnic Arts projects undertaken as well as folk music, cooking, and literature events</td>
<td>Some work is being undertaken in an ad hoc way this needs to be investigated, built on and coordinated</td>
<td>April 2008</td>
</tr>
<tr>
<td>Scope and deliver training policies to ensure people are aware of migrant’s issues and needs</td>
<td>Scope course</td>
<td>FDC</td>
<td>Course have been scoped and delivered. Some courses have already been shared on Gypsy Traveller and migrant worker course. Funding needs to be established and courses can then be delivered. All partners Communications strategies challenge racism, stereotype and myth about migrants and promote the positive. This will be brought together via the FSP Community Cohesion Strategy</td>
<td>This will help to meet the migrant populations needs and build greater understanding of the cultures, traditions and faiths that make up the Fenland community.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Ensure that all Partners Communications Strategies all look to promote good relations</td>
<td>Positive images, increase awareness and fosters integration and cohesion</td>
<td>FSP</td>
<td>By Partners challenging negativity and stereotype this will dispel myths and build cohesion.</td>
<td></td>
<td>Ongoing</td>
</tr>
<tr>
<td>Children and Young People’s Services</td>
<td>To develop young people’s skills and sense of community</td>
<td>Ormiston OCYPS FSP</td>
<td>Work going on but needs to be “pulled together”</td>
<td>Will build the capacity of young people and help them feel valued.</td>
<td>Ongoing</td>
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<td>Housing to input</td>
<td>Housing to input</td>
<td>FDC</td>
<td>Housing to input</td>
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<tr>
<td>Sports and Arts Organisations</td>
<td>Leisure to input</td>
<td>Leisure to input</td>
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<tr>
<td>Rural Social and Community Programme</td>
<td>Fenland District Council match fund the Rural Social and Community programme managed by Cambridgeshire ACRE. This needs to look at these issues!</td>
<td>FDC Cambs Acre FSP</td>
<td>• Improved capacity. • Increased knowledge and skills. • Increased participation of local people.</td>
<td>Community Development to input</td>
<td>Community Development to input</td>
</tr>
<tr>
<td>Cultural and Diversity Forums</td>
<td>The Diverse Community Forum and The Fenland Travellers Forum are made up of members from the minority communities, statutory, voluntary and community sectors. The group share their knowledge and skills to help develop all who participate and advise community and voluntary sector groups on best practice. Improved organisational ability to embrace culture and diversity.</td>
<td>FDC DCF - FSP</td>
<td>Increased knowledge and understanding cultures and beliefs throughout the District. Our Shared Future – Commission on Integration and Cohesion</td>
<td>Ongoing</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Sports and Leisure Development</td>
<td>Fenland’s Sports Development Team is working with primary and secondary schools, community groups, the County Sports Partnership and local clubs to develop the club network</td>
<td>FDC</td>
<td>Stronger sports-related voluntary and community sector groups. Increased participation in sport.</td>
<td>Sports and Leisure Development Need to input</td>
<td>Sports and Leisure Development Need to input</td>
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<tr>
<td>Priority Need</td>
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<td>and strengthen clubs across the District and aid integration.</td>
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<td>Goal 5 – Helping People into work and encouraging innovation and enterprise</td>
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<td>Education to input</td>
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<td>Education to input</td>
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<tr>
<td>Develop skills</td>
<td>COWA liaison group to develop skills initiatives to ensure “transferable skills” can be attributed</td>
<td>COWA</td>
<td>Initiatives in place</td>
<td>COWA to input</td>
<td>Ongoing</td>
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<tr>
<td>Events held to promote education – business links for Migrants</td>
<td>Fenland BF to input</td>
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<tr>
<td>Increase engagement between local employers and school/ further</td>
<td>Fenland BF to input</td>
<td>Fenland BF to input</td>
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<tr>
<td>Produce a work induction plan for migrants</td>
<td>Produce a work induction plan identifying generic needs (such as Health &amp; Safety)</td>
<td>Fenland BF Labour Providers FDC- Food &amp; Safety team HSE</td>
<td>Plan produced</td>
<td>Work to be coordinated by Food &amp; Safety Manager</td>
<td>April 2008</td>
</tr>
<tr>
<td>To look at migrant workers existing qualifications and seek to transfer these to English equivalents.</td>
<td>Set up a qualifications transfer group to investigate best practice and potential for dissemination in Fenland</td>
<td>COWA FSP FDC CCC Job Centre+</td>
<td>Best practice established and findings shared with all</td>
<td>Work to be coordinated and started.</td>
<td>July 2008</td>
</tr>
</tbody>
</table>