

APPLICATION FOR GRANT: MIGRATION IMPACTS FUND	
GO Region	North West
Accountable Body	Lancaster City Council
Organisation responsible for delivery if different	Lancaster District Local Strategic Partnership
Project detail	
Project title	Pomocna Dlon (Helping Hand) - Access Lancashire
Project Objectives	
<p>The Lancaster District presents as a homogeneous population, with small Asian, Chinese, Jewish and Traveller communities. Since 2005 the District, and Morecambe in particular, has experienced a large influx of Polish and other Eastern European migrants. This is the District's first experience of significant numbers of foreign workers and it has not yet developed a strategy for addressing the issues that have emerged due to language and cultural barriers, prejudice and discrimination, exacerbated by the economic climate. Currently a working estimate exists of 2,000 Polish people in a small geographical area of the West End of Morecambe, based on a count of children enrolled at 3 local schools. Across the Lancaster District, the figure is believed to be much higher– with estimates up to 6,000. There is also a longer established Chinese community, with similar issues to new migrants. Whilst they are not perceived as a new or emerging migrant community, they remain hard to reach and hidden with new migrants still joining their community, so it is important to consider them within the scope of any new funding.</p> <p>This bid addresses complex issues identified by a pilot project, Pomocna Dlon (Helping Hand). Funded by the Equality and Human Rights Commission until March 2009, under the umbrella of the National Coalition Building Institute (NCBI) Lancashire, a local charity based in the Lancaster District. The project emerged as a result of requests from Polish migrants asking for help to adjust to language and cultural barriers in the UK. Pomocna Dlon set up an inter-agency Steering Group, a fortnightly drop in support session, organised inter cultural training and social events to assist integration and published a bilingual newsletter that provided useful information on rights and responsibilities, UK laws and information from statutory agencies. Each drop-in session assisted between 6 and 10 people over a 2 hour period, and discovered that most people had multiple issues, which agencies had difficulty identifying and dealing with. Ongoing support over a period of time became essential for both migrants and agencies which the project provided by accompanying migrants to appointments; providing continuity, reducing repeat appointments, providing accurate information and preventing mistakes in form filling and reducing the frustration experienced by both agencies and migrants around language constraints. This has helped ease pressures on agencies and the project became the contact point for doctors, caseworkers and other providers who did not or could not access translation services.</p> <p>Experiences from the pilot project illustrate pertinent issues: a GP saw a patient but only on the fourth visit, with the assistance of a community interpreter did they understand the real problem; a school believes it works well with a special needs student but unexpectedly the parents want to withdraw the child because the education system here is different and they do not understand it; a hospital does not remove the organs of a dead child for donation against the wishes of the parents who have signed consent forms, because the forms are in English and the hospital is uncertain if the parents really understood what they were signing; the council's cleansing and recycling services receive constant complaints and calls for repeat visits to empty bins because the recycling system and collection methods are unknown to migrants.</p> <p>Despite their large numbers it also became clear that the community was isolated, fragmented, vulnerable and struggling on a day to day basis. Evidence gathered from the local Citizens Advice Bureau (CAB) and the drop in shows migrants are fearful of challenging discriminatory practices, asserting their rights or voicing an opinion and often cannot get the help and assistance they seek due to confusion about where to go, what to do, lack of translation and interpretation services, and cultural practices that do not make sense or create</p>	

unrealistic expectations. Uniformed agencies are distrusted, hate crimes occur but are under reported, migrants are not on the electoral register and many areas of the law are unknown to them.

Knowledge gained through Pomocna Dlon has informed the broad aims of this bid, which are to:

- Ease the pressures on service providers working with migrants
- Increase access to essential services for migrants
- Build the individual and collective capacity of migrant communities

At the core of this bid are the tools that will provide a necessary gateway for agencies that are struggling to make contact with migrants, enabling them to build trust and ensure greater access to services that are currently out of reach. The same tools will assist the migrant population become a self sustaining, cohesive community where individuals can practise their rights, meet their responsibilities, further develop their economic capability and contribute to the integration of their community.

The project, which will work in both Lancaster and Morecambe, aims to establish:

- An inter agency Steering Group to monitor and address the needs of the community and initiate strategic pro-active solutions to issues through action research.
- A pool of trained Community Interpreters and Translators available as a resource to agencies and migrants, to address language and cultural barriers.
- Effective partnerships with the Police and Fire Service resulting in knowledgeable and safer communities.
- Methods of appropriate communication (community radio; bi-lingual newsletters, focus groups and community development) that will enable agencies to disseminate information about laws, cultural practices, rights, responsibilities (including electoral registration) and correct misinformation.
- Capacity Building, in particular targeting skills latent in the community, developing social enterprises and small businesses and developing opportunities for language exchange to improve second language skills.
- Migrant led training to enable agencies to surmount some of the cultural barriers to working with migrants, through awareness raising and myth busting
- A Migrant Association.
- A model of practice which can be shared locally and across the region

Partnership working: Work with the migrant community was initiated by the BME advocate from the Lancashire Fire and Rescue Service (LFRS), and developed through funding secured by NCBI. Key partners on the steering group were LFRS, Lancashire Constabulary; CAB; Lancaster University; a local church and local councillors. Practical working relationships were established with Signposts, Lancaster District Women's Aid, local schools, Lancashire County Council Face to Face team and Lancaster City Council benefits and housing services.

LFRS committed staff resources to the pilot project and have committed 0.5 worker to work alongside the project; Lancashire Constabulary funded the venue for the drop in and have agreed increased support for the new project. CAB will extend its opening hours with the project's assistance and Signposts have agreed to take on adult casework if we can provide volunteers and an interpretation service and their NHS BME worker will work with the project to identify emerging mental health issues.

The Steering Group will be expanded to involve key partners who operate across all thematic groups in the LSP, with an emphasis on safety, health and well-being, economic integration and community cohesion. Additional partners will include, local medical practitioners, Job Centre Plus, Schools, BME lead on mental health, English for Speakers of Other Languages (ESOL) providers, Bay Business Centre (a social enterprise company) and emerging migrant entrepreneurs.

The involvement of Lancashire Constabulary, LFRS and the LCC multi-lingual Face to Face

worker in Pomocna Dlon, has resulted in the dissemination of our practice across other parts of Lancashire, including Wyre, Fylde and Preston, with agencies requesting practical assistance supporting migrants. With this bid, we anticipate being able to support some of those needs.

The project is supported by the Lancaster District LSP and cuts across all of the themes that form part of the districts Sustainable Community Strategy. This project is also aligned with priorities identified in Lancashire Partnership's Sustainable Community Strategy Ambition Lancashire and the Lancashire Local Area Agreement. This bid both supports and is aligned with the Access Lancashire bid being submitted by Lancashire County Council and partners, providing service delivery to local migrant groups on a local footprint.

Project Delivery

Stage 1: (September – December 2009)

- Develop the infrastructure of the project, identify partner agency tasks; extend the steering group; set up reporting and monitoring systems.
- Recruitment of a Project Co-ordinator who will keep a strategic overview, support the community development workers, link with partner agencies, coordinate research and reporting and develop the project with all migrant communities.
- Recruitment, induction and training of 2 bilingual community development workers who will support agencies meet the needs of the migrant community through translation and interpretation thus easing pressures; assist migrants navigate complex systems; develop stronger ties with the migrant community; assist in the identification of potential social enterprise opportunities; assess issues arising relevant to the project e.g. community safety and support agencies and the community where necessary.

Stage 2: (January – September 2010)

- Supporting agencies by recruiting and developing a pool of trained community interpreters, translators and volunteers.
- Ensure partner agencies have access to translation, interpretation and support to achieve project outputs.
- Deliver agreed initiatives with partner agencies (eg CAB; LFRS; Lancashire Constabulary)
- Dissemination of key information from a diverse range of agencies to the migrant community through a bi-lingual newsletter and radio programmes.
- Provide migrant led intercultural training for key agencies
- Develop a volunteer led Migrant Association to be responsible for the production of an intercultural event; representing the community at key events and developing the language learning exchange.

Stage 3: (September – December 2010)

- Project coordinator to collate action research to present a report identifying barriers and solutions.
- Evaluation of project and final report.

Monitoring progress: The Project Coordinator will work with the Community Development Workers to develop monitoring processes for their work and will report on a quarterly basis to the Steering Group who will then in turn be responsible for reporting to their respective LSP thematic group. Partner agencies will develop monitoring processes and report as above. As part of the action research, information will be gathered from agencies and the community, which will monitor the effectiveness of the project in reducing the pressure on key agencies and developing the capacity of migrants to play a key role in addressing the issues which impact their community.

Exit strategy: The commitment of the Lancaster District Local Strategic Partnership; the current and future involvement of key partners, and capacity building of the migrant community will ensure the sustainability of this project. Increased use of face to face community interpretation, the development of more robust relationships and the research undertaken by the steering group will ease pressure on agencies and enable a more flexible

and appropriate response to the challenges of a changing population. The Migrant Association, once developed, will have the capacity and be enabled to apply for grants to continue some aspects of the work. Links will have been further developed with local migrant business people who will support the capacity building of their community. The social enterprises that will emerge in partnership with Bay Business Centre will also assist in the sustainability of the project. A model of good practice will have been developed which can be used across Lancashire and the North West and by other communities locally.

Project Outputs

Project outputs will be:

- A clear interagency, cross District strategy will be developed to support agencies and the current migrant population, which can be adapted to deal with future challenges.
- Inter-agency Steering Group: 8 agencies and migrant representatives meet 4 times.
- 8 key agencies who will develop increased access to their services and greater knowledge of the Polish community.
- A pool of community interpreters available as resource to agencies and migrants.
- 4 agencies (eg Coastal Medical Practice; Lancaster City Council's cleansing and recycling services) enabled to deliver key information in Polish through their community engagement strategies.
- 3 bi-lingual newsletters and 2 community radio programmes to disseminate information about rights and responsibilities, dispel myths and misinformation.
- A research project identifying the needs and barriers faced by the migrant community and a report of potential solutions that can be shared locally and Countywide.
- 1 Project Coordinator; 2 bi lingual community development workers supporting 75 migrants and mentored to develop their own capacity for future careers.
- A migrant led training course delivered to a minimum of 3 key agencies
- 1 Police and 2 Fire Service Positive Action Recruitment Events
- 2 participants on Princes Trust Course recruited from community (partner LFRS)
- 3 Fire Safety Information campaigns aimed at migrants in relevant language
- 0.5 Polish Advocate Fire Safety Officer working alongside the project and partnering with police to deliver community safety training /education
- 4 Information training sessions run by Police aimed at migrants re: hate crime, domestic violence (partnering with LDWA), crime prevention and consequences of violating laws etc.
- 1 social enterprise project ensuring migrant businesses work within a full legal framework
- A Migrant Association that will deliver:
 - 2 intercultural events to enhance integration and community cohesion;
 - capacity building within the migrant community by recruiting 10 additional volunteers from the migrant community to support the Association;
 - A language learning exchange between migrant and non-migrant volunteers.

Expected Outcomes

- 25% increase in use of community interpreters and translators by 4 agencies – Coastal Medical Group, Job Centre, CAB, Signposts.
- 30% increase in number of migrants accessing adult casework services
- 75 migrants supported to navigate systems easing time wasted on mistakes; repeat appointments; missed appointments and ensuring that migrants are given an equitable service to the host community
- 10% increase in reporting of hate crimes to police
- 10% increase in reporting domestic violence incidents to police
- 10% increased trust of uniformed services as measured by neighbourhood / drop-in surveys
- 10% increase in number of fire safety home visits in dwellings occupied by economic migrants
- 10% increase in number of technical fire safety inspections in premises occupied by economic migrants
- 20% increase in young migrants accessing Princes Trust course




- 15 migrants improving language skills through learning exchange
- 40 participants on 'Passport to Enterprise' Business Development Course resulting in enhanced employability
- 10 new migrant self-employed businesses
- 5 additional new jobs created under new self-employed businesses
- Migrant Business Network developed to match migrant businesses with host community businesses to enhance integration and tackle prejudice around employment issues.

Innovative practice

The pilot project was beginning to develop a strategic overview in the District of work with migrants and was becoming the reference point for agencies when they needed assistance in dealing with some of the challenges migrants presented. This will continue if this bid is successful and will be sustained through partnership work and the LSP.

Part of the success of Pomocna Dlon was a system of allies where Polish volunteers were buddied with non Polish people in the drop in centre; at key meetings and at training events for agencies. Whilst the project was led by migrants the role of the ally was to challenge the unintentional prejudice and thoughtlessness of the host community; enabling the migrants to be heard and understood and work at a pace which was conducive to their well being.

Emphasis was placed on the role of the ally as an advocate; bridgebuilder and myth buster and training was provided to enhance their skills and knowledge. Another key component of the project was the identification and nurturing of local leaders, who lived and worked within the migrant community through mentoring and training. This enabled the presence and voice of migrants at key strategic meetings and events e.g. Community Leaders, Multi-agency Panel, local festivals. This model of practice will be further developed with employers, service providers and agencies to enhance the participation and integration of migrants.

Total grant required		
Annual grant required if project is for more than 1 year	2009	2010
	£40086.78	£58463.54
Expected start date	September 2009	
Expected date of completion	December 2010	
Application completed by	Name Shona Legaspi/ Liz Neat	NCBI Lancashire LSP Valuing People Thematic Group
	Signature	
	Date	01/05/2009
Application endorsed by	Name Jacqui Thompson	Chair - Lancaster District LSP Management Group
	Signature	
	Date	31/04/2009
	Name Cllr. John Gilbert	Chair - Lancaster District LSP Thematic Group – 'Valuing People'
	Signature	
	Date	29/04/2009