



‘Bridging Communities’

**Telford & Wrekin Partnership
Inter-agency Newcomers Strategy
& Action Plans
2007-2010**

FOREWORD

Families and individuals are on the move like never before.

Migration has always been part of life in the UK. It is part of this country's history, identity and economy.

Telford and Wrekin is a beautiful part of the country. It is no wonder then that many of its residents have moved here from other parts of the UK and beyond.

It is also a unique place with a very rich history and has always welcomed new communities. It is being transformed into a focus for world-wide industry and commerce, new technology, modern housing, quality recreational facilities and first rate education. But at the same time it is proud of and celebrates the achievements of previous generations.

Councils can stand by and react or act positively to ensure that migration benefits their communities. A positive and proactive approach is much more likely to be beneficial. Anticipating the problems that migration can bring to community cohesion, housing, education and the delivery of many local services and then making changes to ease the situation is the key.

These issues cannot be addressed by the local authority alone. That is why partners from all sectors, alongside members of the public, must work together to identify problems and develop solutions.

The Telford and Wrekin Inter-agency Newcomers Strategy seeks to address issues that have been raised in response to the growing pressures on local resources from newcomers moving into and settling within the Borough.

Newcomers, for the purpose of this strategy, refers to people who are new to the UK and who have chosen to settle in Telford and Wrekin within the last 6 years and those who are likely to do so in the future. They include migrant workers, overseas students, refugees, asylum seekers, illegal immigrants and migrants for family reunification.

I am pleased that this strategy has been produced and that all of the partners will continue to work together to deliver our shared vision of

“a successful, prosperous and healthy community which offers a good quality of life for all the people of Telford and Wrekin”

Andrew Eade
Leader of Telford and Wrekin Council
Chair of Telford and Wrekin Partnership

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Summary

Introduction

This strategy and action plans have been developed in response to the growing pressures on local resources from the increasing numbers of newcomers moving into and settling within the Borough. Partner organisations from across the statutory and voluntary sector, representatives of 'newcomer' communities and other interested parties came together having recognised the need for closer partnership working to address the growing issues and concerns. Details of those involved in the strategy group can be found in appendix 1.

By bringing together agencies, service providers and community representatives we have been able to:

- Focus discussion and planning around shared subjects of interest to the relevant organisations, services and groups
- Form specific Action Groups to develop appropriate action plans
- Exchange information and data to help influence and steer future service development and responses to demand.

The Challenges

Some of the key challenges addressed within the strategy include:

- The lack of accurate numbers of migrant workers living and working in the Borough makes it harder for agencies to predict and plan for change. It makes it harder to develop business cases for extra funding or redeployment of existing resources, which can then delay operational and strategic responses.
- Migrant workers from EU countries have the same employment rights as any other EU person but may be unaware because of language and cultural differences. This could lead to poor pay and conditions. In addition, migrant workers

may be reluctant to challenge employers because of the fear of losing their job and possibly housing.

- Accessing decent accommodation in the private sector may be problematic for migrant workers. In some cases housing may be tied into employment. High house prices will mean that very few migrants will be able to access owner occupation and access to social housing will be dependent on employment status, length of residency in the UK and country of origin. Where there is a rapid expansion in the number of people needing affordable private rented accommodation and an increase in tenant turnover, there can be a material impact on local housing markets and local neighbourhoods.
- Whilst migrant workers are welcomed by employers, questions are often raised about potential competition in local labour markets, especially for job seekers with poor language and other skills.
- The combination of open borders and a limited entitlement to benefits means that migrants who fail to find jobs, or who lose their jobs unexpectedly can become homeless and destitute.
- Some migrant workers speak little or no English. Local arrangements for teaching English for speakers of other languages (ESOL) rarely meet local demand. Interpretation and translation arrangements are not always adequate.
- There can be misunderstandings about laws, regulations and community expectations, partly because of assumptions about service arrangements based on experiences in other countries. Minor misunderstandings, for example about refuse collection, can cause preventable problems and bring risks to community cohesion.
- The increase in migrant workers may lead to conflict over resources in communities that are already disadvantaged within Telford and Wrekin, especially if people are being recruited to low skill and (probably) low paid jobs. This may result in housing accessed in low priced housing neighbourhoods.

In recognising the challenges facing our borough we also recognised that newcomers come from within the UK as well as from overseas. Some of the recommendations and actions will have a beneficial impact on welcoming all newcomers and emphasises the benefits of the growing diversity of our neighbourhoods

Thematic Action Plans

To address the above issues and other needs identified by the communities three Action Groups have been established to develop and oversee the implementation of thematic action plans. The three Action Groups are:

Action Group 1

Accommodation

Health

Family Welfare, including children & school education

Action Group 2

Adult Education and Training

Employment

Volunteering

Action Group 3

Community Safety

Citizenship and Civil Law

Community Cohesion

Culture & Faith

Human Rights

The action plans within the strategy are seen as an initial starting point and it is recognised that they are ‘work in progress’ and may need to be refined and developed in the light of community involvement, future consultations, new policy and legislative changes and changing needs.

Resource Implications

This strategy and action plan is based on a partnership approach between all statutory and voluntary sector service providers, new communities and faith communities.

In line with research recommendations we endorse the proposal that statutory and voluntary service providers should incorporate the needs of increasingly varied and growing newcomer communities in the borough (in their main stream strategies and plans for delivering services). However there are some issues which would merit a partnership approach and the pooling of resources from partner agencies in meeting their statutory duties:

- The need for the provision of accessible and affordable interpreting and translation services across the sectors
- The need for information about the area, the legal requirements and how the public services operate.
- Creating a more positive image of newcomers and demystify local communities about the people and their impact.
- Development of a Community Cohesion Strategy
- The need to consult on the strategy and ensure it is embedded into the business/planning processes of each partner organisation and the LSP’s Thematic Partnerships

- Whether the strategy and its community cohesion themes should be one of the LSP's 'priorities for improvement' within the new Local Area Agreement
- The need for a dedicated staffing resource to drive forward the implementation of the strategy and its action plans and support the work of the Interagency Strategic Task Group.

Section 1 Introduction

Background

The migration of refugees and migrant workers is an established and permanent feature of globalisation. The European Council and UK government recognise that managed migration to European countries is necessary for economic and social reasons and will be a permanent feature in the future. In the light of these policies we have seen a growth in the number of newcomers to Telford and Wrekin over the past six years and in particular since 2004 with a growing number of workers coming across from Poland and other A8 countries. Telford and Wrekin is not unique in respect of the issues and problems identified within this strategy.

This strategy and action plans have been developed in response to the growing pressures on local resources from the increasing numbers of newcomers moving into and settling within the Borough. Partner organisations from across the statutory and voluntary sector, representatives of 'newcomer' communities and other interested parties came together having recognised the need for closer partnership working to address the growing issues and concerns. Details of those involved in the strategy group can be found in appendix 1.

By bringing together agencies, service providers and community representatives we have been able to:

- Focus discussion and planning around shared subjects of interest to the relevant organisations, services and groups
- Form specific Action Groups to develop appropriate action plans
- Exchange information and data to help influence and steer future service development and responses to demand.

This strategy is seen as a living document that will continue to develop and adapt as we learn from our experiences in implementing the strategy. At its core is the desire for achieving an inter-agency co-ordinated response to the needs and issues facing newcomers

Definitions

Telford and Wrekin as a new town has been welcoming newcomers from across the country and the world over the past thirty years. A particular attraction to the area has been the availability of employment, low cost housing and quality of life.

Telford and Wrekin is a multi ethnic town with established Chinese, African Caribbean, Indian, Pakistani, Bangladeshi, Polish, Irish and specific faith communities settling here.

‘Newcomers’ for the purpose of this strategy refers to people who are new to the country and chosen to settle in Telford and Wrekin within the last 6 years and those who are likely to do so in the future. They include migrant workers, overseas students, refugees, asylum seekers, illegal immigrants and migrants for family reunification

Telford and Wrekin’s Newcomers Profile

It has been difficult to obtain an accurate and detailed picture of the growing diversity of the population of Telford and Wrekin in relation to the incoming communities. The following table provides us with some information based on education registrations in schools and adult colleges and National Insurance Number registrations.

In 2006/07, a total of 1,635 newcomers registered for a National Insurance Number (NINo) within job centres across Telford and Wrekin. This was only a slight increase on the previous year’s figures, 2005/06 of 1,500. Almost half of the overall figures of those coming to Telford were from Poland.

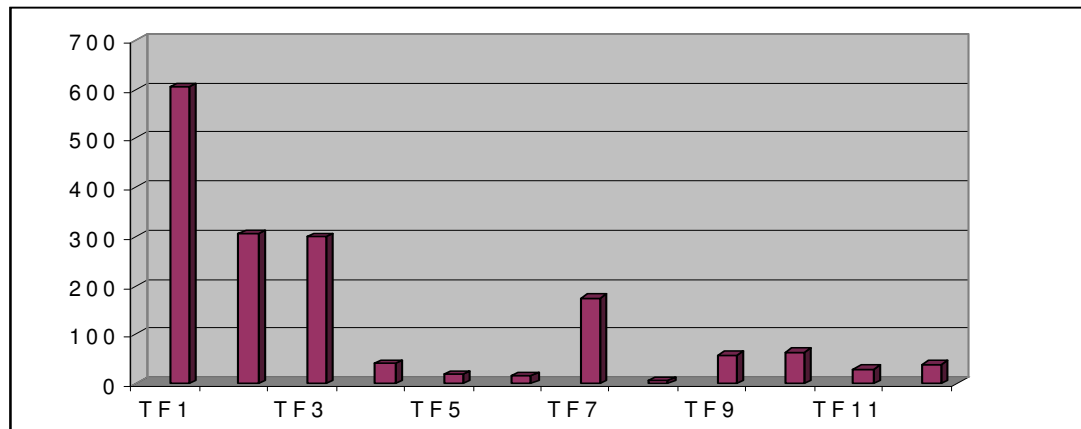
However not all new NINo registrations are necessarily from people who are new to the area as some may have lived in the area for sometime but not needed a National Insurance number. In addition some newcomers moving to the area from another part of the UK may already registered for a NINo.

Table 1 gives the top 6 nationalities registering for a NINo and Table 2 the geographical spread in Table 2 based on postcode.

Table 1 National Insurance Number Statistics (NINo's) for 2006/07

Nationality	No
Polish	758
Ghana	158
India	98
Slovakia	95
Holland	43
South African	31

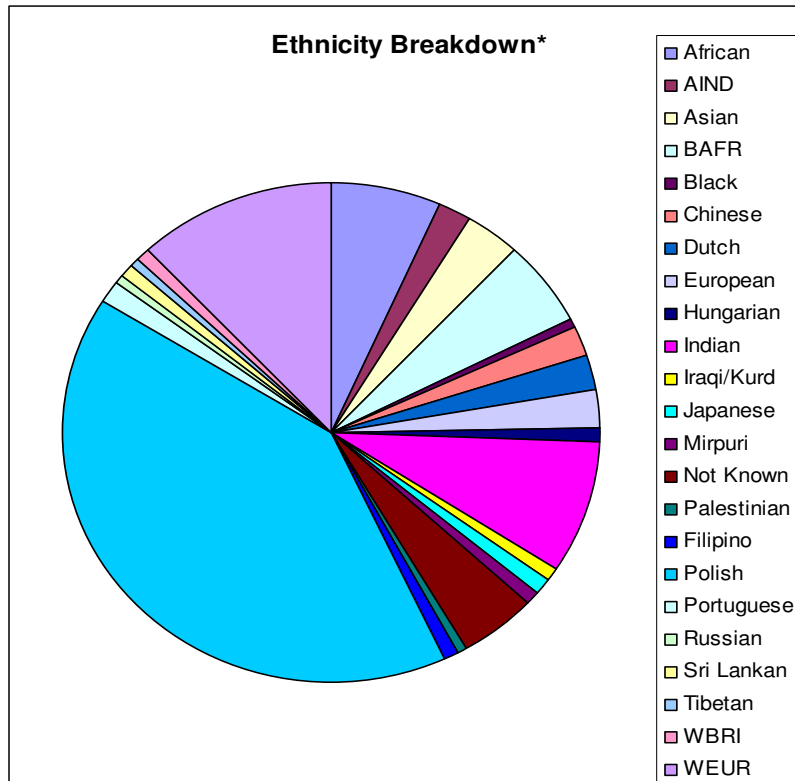
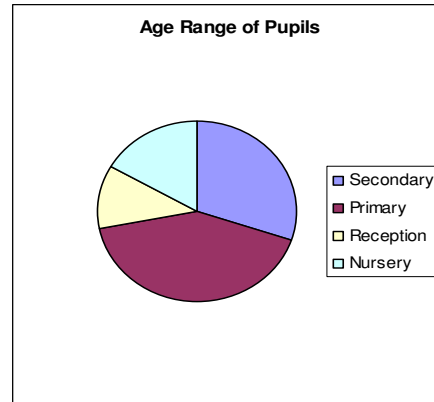
Table 2 Geographical Spread by Postcode



The geographical spread shows that the greatest numbers of newcomers live in the following postcodes -TF1, TF2 and TF3 at the time of registration.

Table 3 Pupils newly arrived in Telford schools by ethnicity between April 2006 and March 2007

Secondary	45
Primary	62
Reception	17
Nursery	25
Total	149



African	10
AIND	3
Asian	5
BAFR	8
Black	1
Chinese	3
Dutch	3
European	4
Hungarian	1
Indian	13
Iraqi/Kurd	1
Japanese	2
Mirpuri	1
Not Known	3
Palestinian	1
Filipino	1
Polish	61
Portuguese	2
Russian	1
Sri Lankan	1
Tibetan	1
WBRI	1
WEUR	18
Unknown	4
Total	149

The figures in Table 3 are new starters to schools in Telford by ethnic group, this will include those newly arrived from overseas as well as those who are simply a new enrolment to that particular school. At present schools do not routinely record a child as new to the country.

In addition there are a small number of overseas students who come here to study full-time either at Telford College of Technology and Arts (TCAT) or the University of Wolverhampton (Telford Campus). TCAT figures for 2006/07 were 22 overseas students of which just over half were from European countries. Overseas students are defined as those who reside outside of the UK or European Union.

Anecdotal evidence also suggests that:

- The majority of people in these communities are single men
- Families are joining single people who have received refugee status decisions or EU accession workers who have been in this country for more than 12 months and have decided to remain here and bring their families to join them.
- Clear indications are that the Polish community is the fastest growing community with smaller numbers of people from other EU accession states.
- There are organisations and associations developing within some of the new communities. These need to be encouraged and involved in future integration work.

As previously stated this profile is inadequate and there is a need to employ quantitative and qualitative methodologies such as household surveys, focus groups and case study interviews to help us better understand the real as opposed to the perceived

needs of migrant communities. This should provide a multi-layered analysis and help the Council and its partners to connect with public issues and concerns within these new groups.

In particular it would also be useful to establish the demographic profile of migrant communities in particular a gender profile. There may be some gender specific issues such as an influx of male workers impacting on public services such as HMO Prisons, or conflicts arising over public space (such as meeting points within neighbourhoods, pubs and clubs). Competition between groups of young males may also arise and necessitate preventative interventions. Documentary evidence suggests that only 3% of migrants bring their children with them to the UK from the A8 countries (BBC, 2006).

Local Evidence of Problems facing Newcomers

The following range of issues were identified by key agencies involved in delivering services and issues raised by newcomers themselves either individually or at meetings such as the Partners and Communities Together (PACT) meetings with the new communities. The issues largely fall into four categories

Information about the System (including 'laws of the land')

- GP and dentist registration
- Motor vehicle licensing, insurance and registration
- Registration such as the Worker Registration Scheme (A8 Countries)
- Work Permits (Bulgaria and Romania and Non EU)
- Refuse collection and recycling
- How to contact the Emergency Services
- Addressing the Electoral Roll

Language Barriers

- Language barrier - limited English language
- Lack of evening/weekend ESOL provision
- Access to information in own language or interpreters

Exploitation

- Housing (overcrowding of properties, poor quality housing, lack of smoke detectors & fire hazards)
- Employment agencies overcharging for accommodation
- Employers paying below the minimum wage, long working hours and poor working conditions

Community Cohesion

- Racial harassment and discrimination - pubs banning eastern European's
- Hate Crimes
- Community tensions

The Role of Local Government and the Local Strategic Partnership

Recent research published by the Institute of Public Policy Research ¹ looking into the issues of integration of new migrant communities highlighted the statutory duty under the Race Relations Act placed on public sector organisations to promote good race relations. These organisations are therefore in a position to use this tool to secure better integration of new migrants. Bodies such as the Commission for Racial Equality have produced guidelines on promoting good race relations and some of their recommendations have been used within this strategy.

We believe that to achieve a truly sustainable and integrated Newcomers strategy across Telford and Wrekin that works, it is vital to align it to the Local Area Agreement and make the connections to its cross-cutting themes, including the building of community cohesion by actively combating discrimination and promoting equal access to services and celebrating diversity.

The LSP and local government are key bodies involved in the delivery of the Local Area Agreement (LAA) which sets out the priorities agreed between central government, represented by the Government Office, and a local area. They therefore have a key role to play in ensuring the integration of newcomers and in proactively working together to ensure good community relations and plan for the needs of our growing diverse population.

The Role of Newcomers and Established Communities

We recognise the need to ensure that in the development of our strategy both newcomers and established communities have the opportunity to play their part. To achieve this we have ensured that wherever possible newcomers and established community groups such as Parish Councils and local voluntary, community and faith groups have been consulted on the strategy and to achieve representation within the strategy steering group.

Section 2.Overall Purpose and Aims

Achieving Integration and Community Cohesion

UK Government and European Council definitions mainly apply to the integration of refugees. They acknowledge particular difficulties experienced by people who have left their own country as a result of traumatic events rather than for economic reasons. They have however common themes which are similar to the integration of migrant workers and newcomers.

Integration is essentially a dynamic two-way process of change which places demands on both the receiving societies and the individuals and/or the communities concerned.

From the newcomers' perspective, integration requires a preparedness to adapt to a lifestyle of the host society without having to lose one's own cultural identity.

From the point of view of the host community it requires:

- a willingness in public institutions to adapt to changes in the population profile,
- an acceptance of the newcomer as part of the national community,
- a willingness to take action to facilitate access to resources and decision-making processes;

This is a long term process and from a psychological perspective, it often starts at the time of arrival in the country of final destination and is concluded when the newcomer becomes an active member of that society from a legal, social, economic educational and cultural perspective.

One of the key purposes of this strategy is to reduce barriers to the inclusion of newcomers in contributing fully to the economic, cultural and social life of Telford and Wrekin. Its aim is to ensure that everyone living in the Borough has fair and equal chances to settle and succeed.

The local information from across the sectors suggests that the following are key areas of impact as a result of the changing population profile:

- statutory service provision in terms of the increase in and varied demands being made on services, their relevance and accessibility;
- the ability of the borough to benefit from the contribution that newcomers can make to its economy, civic, cultural and social life;
- potential tensions between different communities as a result of perceived inequalities in access to services and resources

The key aims of this strategy are therefore:

- a) to promote the integration, welfare and safety of newcomers within Telford and Wrekin communities
- b) to provide local intelligence on the numbers of newcomers settling into Telford and Wrekin and their needs
- c) to enable service providers to ensure services are inclusive and responsive to increasingly diverse communities in Telford and Wrekin

- d) to promote a positive image of newcomers
- e) to evaluate the impact of newcomers on Telford and Wrekin services and resources
- f) to enable the involvement of newcomers and established host communities in the development and delivery of the strategy and its action plans

Building on Existing Good Practice

The strategy wishes to recognise the existing good practice in working with newcomers to identify their issues and concerns and seeking to integrate them into local communities.

Within Council services, the Community Learning Team (CLT) and Neighborhood Co-ordinators have responded positively to frequently asked-for information and advice on a range of other services (such as registering with a GP, finding accommodation and registering a child with a school). For further details on the activities undertaken please go to Appendix 3.

Future Strategy Development

In addition there will be a need to ensure the themes within this strategy are linked appropriately to any future development of strategies by partner agencies such as a Community Cohesion Strategy or the Hate Crime and Harassment Strategy.

Section 3. Thematic Action Plans

The concerns identified in section 2 and the management of other issues relating to newcomer integration will be addressed by an action plan delivered by the three Action Groups. The 'Action Groups' will look to effectively utilise existing mainstream structures to highlight and resolve integration issues affecting Newcomers and where no such structures exist they will liaise with relevant parties to identify a solution.

The multi-agency Newcomers Strategic Task Group, including new community organisations and senior managers from all relevant service providers, will take on the role of ensuring the implementation of this strategy, overseeing the delivery of its action plan and feeding back to the Local Strategic Partnership (LSP) and LSP Agenda Group.

The 'Action Groups' will set, agree and monitor delivery and review of the action plan and report back to the Strategic Group. These groups will be made up of service provider managers and members from the new communities.

This work will be informed by local intelligence about the migrant population and any changing community profiles alongside the involvement of representatives from newcomers, both individuals and community groups, in identifying issues and needs.

The three Action Groups are:

Action Group 1

Accommodation

Health

Family Welfare, including children & school education

Action Group 2

Adult Education and Training

Employment

Volunteering

Action Group 3

Community Safety

Citizenship and Civil Law

Community Cohesion

Culture & Faith

Human Rights

The following action plans are seen as an initial starting point and it is recognised that they are 'work in progress' and may need to be refined and developed in the light of community involvement, future consultations, new policy and legislative changes and changing needs.

TASK GROUP 1 ACTION PLANS

Health

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
<p>Information</p> <ul style="list-style-type: none"> Newcomers unaware of their entitlements to healthcare Newcomers unaware of how to register with GP or dentist Newcomers unaware of support offered by allied health services within the voluntary and community sector Need to address inappropriate responses to health needs, such as turning up at casualty Sources of further information 	<p>Information to be provided for newcomers</p> <ul style="list-style-type: none"> purpose of PCT and the services it provides other independent primary care services e.g. pharmacy, optometry and dentistry services provided through voluntary agencies e.g. MIND, Impact, Samaritans, Relate etc. how to access specialist care what to do in an emergency how to access services out-of-hours how to make a complaint costs and health-related entitlements (incl. free prescriptions) treatment of the whole person, incl. mental health receiving treatment without discrimination confidentiality 	<p>PCT contribution to Welcome Pack</p>	<p>Financial contribution to costs of pack</p>	<p>In progress</p>
<p>Service Provision</p> <ul style="list-style-type: none"> Healthcare needs not being met for those not eligible to register with GP The need to clarify the relationship between PCT and other agencies: <ul style="list-style-type: none"> Joint health/social care teams Personal information – 	<p>Public health strategies and health promotion activities to consider the needs of newcomers</p> <p>Integrate health component of newcomers action plan within PCT's race equality scheme (RES)</p> <p>Inclusion of newcomer communities within the planning and design of primary and secondary healthcare provision</p> <p>Address any cultural or other barriers to accessing primary health care</p>	<p>PCT (Health Improvement) PCT (Equality & Diversity group)</p> <p>PCT (Commissioning and Primary Care Development) PCT</p>	<p>Incorporate in existing health promotion programmes Nil</p> <p>Financial implications</p> <p>Will emerge from successful training</p>	<p>Could be implemented once agreed</p> <p>Could be implemented once agreed</p> <p>To be developed as part of the strategic action plan</p> <p>To be developed</p>

what is shared, with whom and when				as part of the strategic action plan
	Provision of healthcare for those ineligible for GP registration	PCT	Walk-in centres?	TBA
Training & Awareness Raising	Improvement of access to interpreting and translation services in both primary and secondary care	T& WC lead; service agreement with PCTs	Financial implications	TBA
<ul style="list-style-type: none"> NHS staff and other agencies not always aware of migrant workers, refugee and asylum seekers' entitlements to health care 	Further development of information sharing protocols	Strategic Task Group	Nil	As and when required
<ul style="list-style-type: none"> Cultural differences and impact on health – lack of awareness of health lifestyles Lack of awareness of possible human rights issues in relation to healthcare provision or lack of. 	Training for staff on newcomers issues and culture/traditions	Joint training	<ul style="list-style-type: none"> Incorporate in PCT equality training Financial contribution Who delivers? Need to buy in expertise? 	Basic staff training as soon as possible; ongoing

Accommodation

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
Complaints received via clients or other agencies	Inspections and Statutory action taken by Council	T&WC Housing Enforcement	Staff Time Legal costs	Ongoing
Reports of Fire	Home fire Risk Assessments and free smoke alarm fitting	Shropshire Fire and Rescue	Staff time	Ongoing
Safety/Overcrowding in Houses of Multiple Occupation	Inspections and Statutory action taken by Council	T&WC Housing Enforcement	Staff Time Legal costs	Ongoing
Exploitation of newcomer housing market by minority of letting agents and landlords	a. Inspections and Statutory action taken by Council b. Education and advice to agents and landlords c. Education and advice to potential tenants d. Explore the feasibility of introducing an accredited landlord scheme	T&WC Housing Enforcement	Staff Time Legal costs Publications and mail shots	Ongoing
Lack of translated material for giving housing advice	Education and Advice through leaflets, community groups and specific appointments	T&WC Housing Services / Wrekin Housing Trust	Publications Office Space Staff time (out of hours) Staff Time Legal Costs	Ongoing Medium to long term
Accessing information on legal rights in regards to housing	Link to complaints regarding condition of property and safety Access to legal advice	T&WC Housing Enforcement Telford and Wrekin CAB & TREDP	Funding / Staff	

Family Welfare (including children and young people)

Evidence of Need	Solutions / Actions	Lead Agency / Person	Resource Implications	Timescale
Requests from schools for additional support for children from overseas	Greater awareness and use of by schools of SMDS	C&YP	Staff time	
Parental information support needs for understanding the schools and education system	Availability of interpretation services – greater awareness and use by schools and C&YP of the Corporate Translation Team service. Closer links with community groups	C&YP	Staff time & financial	
Bullying of newcomer children	Schools policies and work with the School councils supported by advice from the 'Out Bullying' sub-group	Schools & Advisory Team Local Children's Safeguards Board	Staff time	
Understanding entitlements e.g. for CWD, Early Years, Youth Service - Understanding the new Child Protection/ Safeguarding agenda	Availability of interpretation services – greater awareness and use by C&YP of the Corporate Translation Team and information for Newcomers in appropriate languages	C&YP	Staff time & financial	
Lack of awareness around requirement of education registration and long-term sabbaticals	Use of interpreters at initial contact with parents plus additional literature to outline legal responsibilities to ensure children are educated	C&YP	Staff time & financial	
Lack of formal protocols around registering of early years children	Formal protocols between Early Years, Health, schools to identify nursery/school age children - Stronger links with the 'Housing Needs/ Homeless and Temporary Accommodation Team'	C&YP	Staff time	

Accessibility to interpretation services	C&YP and schools have SLA with Translation Team and SMDS to ensure consistency for individual families	C&YP	Staff time & financial	
Exchange students joining local schools with private placement arrangements are not always identified by schools	A checklist has been populated on OLE to inform T&W of such students – schools to ensure notification of C&YP and use of the current policy in place to highlight on-going awareness	Schools & Safeguarding Advisory Team	Staff time	
Funding issues around the funding of youth service provision	Networking and formal protocols are required	Connexions for Youth	Staff & financial	

TASK GROUP 2 ACTION PLANS

Adult Education and Learning

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
Government changes to future charges for ESOL tuition	Clarity needed to be cascaded on what the implications are	LSC	Staff time	TBA
Local changes on ESOL provision	Clarity needed to Learning Education Partnerships	TCAT	Staff time	July 07
Huge demand for ESOL, providers unable to meet.	Development & support needed for Volunteer support group	Capacity Builders Consortium	Financial/Staff time	June 07
Accessibility demands to meet work patterns (additional knock-on effect with childcare)	Colleges to develop future courses that address evening & weekend issues	Local Education Providers	Financial	Sept 07
Poor progression routes	Improve links with NextSteps IAG Partnerships	NextSteps	Staff time	Sept 07
Poor Information material	Improve networks, pursue opportunities for joint publicity materials	Local Education Partnerships/ ALL	Financial & Staff Time	TBA
Lack of staff cultural awareness	Take – up offer from the Polish Cultural Institute Training for communities	Community Learning Team /	Staff time ?	
	Joint staff training opportunities	Job Centre Plus	Staff time & financial	
	Revamp/ investigate possible update of the M&S leaflet of cultural awareness	T&W Equality Team	Staff time & Financial	

Number of racist incidents, raise the issue of communities lack of cultural tolerance	Support community cohesion events			
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Employment

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
Concern for Agency misuse /Workers registration Scheme Witnessed by staff that Individuals arriving with pictures of Thatched Cottages promised by agencies as the standard of accommodation they will be living in	Strategic Task Group to raise these issues with central government and local agencies through appropriate political and local government channels	Citizens Advice Bureau	Identification of appropriate channels for collating and passing on information.	TBA
Monies deducted for Worker Registration by agencies but employees are not being registered despite deductions showing on payslips'	Reporting of these practices to TREDP or local Trade Unions Initiatives with Trades Unions to challenging poor employment practices	TREDP / Local Unions	Staff	
Lack of awareness of how to get a NI Number and lack of spoken English prevents Evidence of Identity interview appointments being made'	Raise awareness /understanding of the employment rights of those working in the UK through welcome pack and multilingual leaflets	Job Centre Plus	Workers rights information	
Lack of partners knowledge about incoming communities and numbers registering for NI numbers	Explore with partners appropriate ways of sharing local intelligence such as NI number registrations within the area	Job Centre Plus	Staff time	
Deliberate abuse of travel deduction by workers agencies of staffs travelling expenses	Need for wider sharing of key local statistics with partners agencies to determine local trends in newcomers	Job Centre Plus		
Continued problem with		TREDP		

agencies withholding passports unreasonably	Monitoring and reporting of the problem by agencies to the Strategic Task Group. Welcome Pack to give information on what to do if this problem arises.			
No factual evidence of what employers concerns are & whether they are recruiting effectively	Strategic Task Group to build links with the Chamber of Commerce	Job Centre Plus		
Lack of information leaflets about job centre plus and its services in other languages	Piloting of Polish leaflet with local organisations	Jobcentre Plus		

Volunteering

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
Barriers to Newcomer Volunteers (Individuals)	Integration Project to include all the following elements:_ Workshops on advantages of volunteering Outreach advice sessions Publicity displays and events Translation of publicity and promotion material Recruitment of Volunteer Mentors Highlight positive stories Improve access to interpretation services Support and Guidance for Volunteers & Voluntary organisation	T&W – CVS	Staff time Volunteers Funding for project	
Lack of cultural awareness needs of new communities within voluntary organisations	Equality & Diversity training Cultural Awareness training	TREDP	Staff time Funding	Oct 2007

TASK GROUP 3 ACTION PLANS

Community Safety

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
<p>The high number of reported and known racist & violent incidents towards A8 workers –</p> <p>Some evidence of A8 worker and family being targeted for abuse</p> <p>Specific target/ indicators:</p> <ul style="list-style-type: none"> ➤ No of reported racist incidents – LCN9 ➤ No of reported homophobic incidents – LCN11 ➤ % of Racially aggravated crimes detected – LCN12 ➤ Removal of racist graffiti – target to remove < 2hours – LCN14 ➤ % of people worried about being assaulted in a public place <p>Community tensions may escalate, creating lack of community cohesion</p>	<p>Myth busting poster campaign and advisory booklet</p> <p>Multi-agency meetings to plan local campaigns for zero tolerance of hate crime</p> <p>Support community cohesion events - <i>See also Adult Education and Learning</i></p> <p>Develop anti-harassment and hate crime strategies.</p> <p>Ditto above, but also specific responses should be multi-agency at the neighbourhood level</p> <p>Important to link this data with the number of racist incidents</p> <p>Record whether graffiti refers to A8 workers</p> <p>Review subject to Home Office Ethnicity Classification – Annual Survey WMCA</p> <p><i>Incorporate all the above information/ data into ‘Tension Monitoring’ report to GOWM - review this in the Scrutiny group bi-</i></p>	<p>Safer Communities / TREDP / DENSO</p> <p>TREDP / Safer Communities</p> <p>Safer Communities</p> <p>Police/ Safer Communities</p> <p>Environmental Services</p> <p>Safer Communities</p> <p>Safer Communities/ TREDP &</p>	<p>Worker time and running cost, room hire etc. Funding of information leaflets – SSCF?</p> <p>Staff time</p> <p>Staff time / Data analyst support (Safer Communities)</p> <p>Ditto</p> <p>Ditto</p> <p>Data analyst support (Safer Communities)</p> <p>Staff/ agency time + Data analyst support (Safer Communities)</p>	<p>Sept 2007</p> <p>Ditto</p> <p>Ongoing</p> <p>Quarterly reporting</p> <p>Quarterly reporting</p> <p>Monthly !</p>

	<i>monthly with partners.</i>	T&W Equality Team		
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Citizenship, Human Rights and Civil Law

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
Numbers of Citizens within the Borough of Telford & Wrekin wish to have a locally provided ceremony welcoming them as new Citizens to the Borough in line with National provisions	Trained staff under the direction of the Registrar Generals guidelines provide monthly group ceremonies with the attendance of dignitaries held at the VIP Suite at Civic Offices and the option of private ceremonies held when requested at the Register Office, Wellington	Superintendent Registrar for T & W Registration Services and her deputies	Trained staff already in place	Currently in place
There have been several requests to have a National Checking Service in place for prospective citizens helping to progress citizenship application more locally and as part of the registration services business plan we are looking to offer this facility during 2007	Staff to be Home Office trained and provide service based at the T & W Register Office in Wellington	Superintendent Registrar and deputies	To be filled by present staffing levels once appointment system in place	By end of 2007 in line with business plan
Newcomers unaware of the laws governing vehicle and driver registration,	Information to be provided in Welcome to Telford Guide and West Mercia DVD. Promote use of Police DVD within local employers induction to new staff where appropriate	West Mercia Police / TREDP	Welcome to Telford Guide West Mercia DVD	
Newcomers unaware of their legal protections and rights under human rights and employment legislation Anecdotal evidence of exploitation of workers locally and nationally	Information on advice services to be included in Welcome to Telford Guide and West Mercia Police DVD	TREDP	Welcome to Telford Guide	

Community Cohesion, Development and Engagement

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
Numbers of 'newcomers' in particular from A8 countries accessing front line council staff in community buildings and number of issues raised	Key trained workers in hotspot locations – maybe one North and one South	T & WC	Recruitment of trained staff	TBA
The number of 'newcomers', in particular A8 countries attending the PACT meeting held locally.	A planned programme of PACT/consultation meetings with responses to issues raised at previous meetings	Police & T&WC	Meetings are currently organised.	In progress
The numbers attending the Saturday support group and the distance they travel to access the group	At least one support group in North & one in South to ensure needs are met	T & WC	Worker time and running cost, room hire etc.	Mar 2008
The high number of reported and known racist & violent incidents towards 'newcomers'	Myth busting poster campaign and advisory booklet	TREDP, DENSO & T&WC	Development of Myth busting information and posters	Sept 2007
Low sense of welcome / belonging to the community	Multi-agency meetings to plan local campaigns for zero tolerance of hate crime	T & WC	Media campaign Funding for community projects	Oct 2007
	Build 'shared future' through arts, media and community events	T & WC	Agreement of Partners to disseminating / display of mythbusting information and posters	Dec 2007
Language barriers impacting on accessing services and community support	Promote sense of belonging through new initiative such as a Charter of Belonging			
	Good practice guidance on translating information available to all partner agencies	T & WC	Translation guidance	Mar 2008

Culture and Faith

Evidence of Need	Solutions / Actions	Lead Agency	Resource Implications	Timescale
Lack of sharing of cultural awareness between new and established communities Newcomers unaware of the local places of worship	Leonardo Da Vinci funding bid to be developed to pilot cultural exchange programme	T&WC Neighbourhood Services	Writing of funding Bid	March 2008
	Cultural awareness events across the sectors to be encouraged and supported to build understanding between staff and client groups. .		Project manager	July 2008
	Explore with Telford & Wrekin Interfaith Group (TWIG) opportunities for interfaith events which encompass new communities	TREDP	Hire of venue, exchange visits, social events	Sept 2008
	Welcome pack to include local faith groups contact details	TREDP	Capacity needs of TWIG and its members in supporting additional events	Dec 2007
	Building links between Telford Christian Council (TCC) and new churches / faith communities	TCC	Funding of Welcome Pack	Dec 2007
			Staff time	Mar 2008

Section 4. Resource Implications

This strategy and action plan is based on a partnership approach between all statutory and voluntary sector service providers, new communities and faith communities.

In line with research recommendations we endorse the proposal that statutory and voluntary service providers should incorporate the needs of increasingly varied and growing newcomer communities in the borough (in their main stream strategies and plans for delivering services). However there are some issues which would merit a partnership approach and the pooling of resources from partner agencies in meeting their statutory duties:

- The need for the provision of accessible and affordable interpreting and translation services across the sectors
- The need for information about the area, the legal requirements and how the public services operate.
- Creating a more positive image of newcomers and demystify local communities about the people and their impact.
- Development of a Community Cohesion Strategy
- The need to consult on the strategy and ensure it is embedded into the business/planning processes of each partner organisation and the LSP's Thematic Partnerships
- Whether the strategy and its community cohesion themes should be one of the LSP's 'priorities for improvement' within the new Local Area Agreement

- The need for a dedicated staff resource to drive forward the implementation of the strategy and its action plans, and support the work of the Interagency Strategic Task Group.

Section 5. Funding Opportunities

In addition to finding resources from within existing budgets, we recognise the need to look at maximising funding opportunities to address some of the needs.

Three examples of funding opportunities agreed or in development are:

- (1) a bid to the Leonardo Da Vinci strand of the European Social Fund in autumn 2007 for a cultural exchange programme between Telford and Wrekin and two partner European countries. The lead agency is Telford and Wrekin Council.
- (2) Telford and Wrekin Citizens' Advice Bureau secured funding for six months to provide tax credit advice to foreign nationals starting in October 2007.
- (3) A partnership between Safer and Stronger Communities and Denso Manufacturing has secured resources for the production of a myth-busting information booklet and poster campaign.

All partner agencies are asked to keep the Strategic Task Group informed of any funding opportunities which may arise.

Section 6. Measuring Success

It is important that we consider what success will look like once we start implementing this strategy. The Newcomers Strategic Task Group will be responsible for measuring the success of the Strategy and its action plans. Results will be published in an annual progress report and presented to the Local Strategic Partnership and the Connecting Communities Forum.

We also recognise the importance of involving newcomers themselves and the established community groups in the process of monitoring the impact of our action plans. For this purpose the Connecting Communities Forum will encourage and facilitate the inclusion of newer community members.

In addition to these measures we would recommend that each partner agency nominate at Director level someone to 'champion' the strategy and needs of newcomers. This will hopefully ensure that the needs of newcomers and the changing diversity of Telford and Wrekin's population will be reflected in future strategic planning and developments.

Appendices

Appendix 1.

The Political Situation

Economic Migration

In May 2004, citizens from 8 European Union accession states became eligible to work in the UK under the government's Workers Registration Scheme. This has resulted in people from these states choosing to come to the UK and Telford and Wrekin. The numbers of people from these states form the largest number of people from new communities choosing to settle in the Borough according to information from the Home Office and local information from the Benefit Agencies, National Insurance Office, and Education providers. A current population of 7,000 is a conservative estimate. Many of these people were here before 2004 and have subsequently legitimised their status and there continues to be a high number of new arrivals each month.

In addition to the migrant workers from EU accession states, there have been numbers of workers recruited internationally to fill gaps in the local job markets who have settled in Telford and Wrekin.

This reflects the implications of globalisation and recognition at a European level of changing demographics requiring additional managed migration for economic and social reasons.

Seeking Asylum

The political and logistical significance of asylum and immigration is reflected in four Immigration and Asylum Acts since 1999, and the setting up within the Home Office of the 'National Asylum Support Service' (NASS) in April 2000.

The National Asylum Support Service is responsible for the financial support and accommodation of people seeking asylum who do not have friends or family who can support them.

Community Cohesion and Integration of Newcomers

1. Eastern European Integration

A study by the Joseph Rowntree Foundation examined the affect of new arrivals from five Eastern European countries (Albania, Bulgaria, Russia, Serbia and Montenegro and Ukraine) on community cohesion in Brighton and the London Borough of Hackney.

Sense of 'belonging'

Only 35 per cent of immigrants responded that they felt they belonged 'very strongly' or 'fairly strongly' to their neighbourhood, compared to 72 per cent of long-term residents interviewed. However, when asked specifically if they felt they belong to the UK, a much higher proportion said they did, either strongly or fairly strongly (63 per cent), with this figure almost as high as the proportion of immigrants expressing a sense of belonging to their home country (67 per cent).

In in-depth interviews, all immigrants raised similar issues about their neighbourhoods:

- Transience of residents making it hard to know your neighbours
- Crime
- Drugs
- Alcohol
- Rubbish collection
- Cost of living
- Limited out-of-school provision for children and young people

Those who felt they belonged had been in the UK on average three years longer than those who felt they did not belong at all. Those living with children were also more likely to say they belonged, as were those without plans to return to their home country soon, those with less education and those living in council accommodation.

Valuing diversity

Both immigrants and long-term residents agreed that the neighbourhoods they are living in are places where different people got on well together, with 87 per cent of each group definitely agreeing or tending to agree with this proposition.

Overall, the immigrants interviewed were also less likely than long-term residents to report that they talked to their neighbours frequently, although at least half of both groups reported talking to their neighbours at least once a week.

Quite high levels of mixing between people from different ethnic or national backgrounds were also revealed in terms of friendships, with around 85 per cent of the long-term residents and 72 per cent of the immigrants interviewed saying they had friends from different ethnic groups to them.

Community participation

Another element of community cohesion is whether people feel they can influence decisions at a local level, and the actions they take to participate in local life. When asked if they agreed that they could influence decisions affecting their local area, just over a quarter (27 per cent) of immigrants interviewed said they definitely agreed, or tended to agree, with Albanians adopting the most positive stance and Serbians the most negative. This contrasts with 42 per cent of long-term residents who said they felt they could influence local decisions.

Immigrants were only half as likely as long-term residents to report that they had volunteered (formally or informally) in the last 12 months or given money to charity. The low participation rate by immigrants in community activities was often explained during in-depth interviews by lack of any free time. Despite the relatively low levels of community involvement however, it is

worth noticing that around 60 per cent of the immigrants interviewed, and some 70 per cent of long-term residents, said that they were involved in some sort of group, club or organisation. Immigrants were more likely to be involved in sports clubs, whereas the long-term residents interviewed were more likely to be members of social clubs.

Source: JRF (2007), *East European immigration and community cohesion*

Concerns

Taking conservative estimates, at least half a million people from the 'Accession Eight' (A8) group of Central and Eastern European countries now live and work in the UK. They are joined by people from Romania and Bulgaria (recently made members of the EU) and other non-EU East European countries. About two-thirds of people from the A8 countries who are resident in the UK are Poles.

Central and Eastern Europeans are not uniformly distributed geographically. According to the Home Office, registered workers are concentrated in Anglia, the Midlands, London and Central England, although there is undoubtedly much variation within these areas.

Approaches

Recent studies by the Joseph Rowntree Foundation have explored the extent of Central and Eastern Europeans' integration and their effect on cohesion:

1 Social relationships of Central and Eastern Europeans

A research study by the Joseph Rowntree Foundation has investigated the social relationships of new arrivals from Central and Eastern Europe by examining surveys, interviews and the diaries of over 600 migrants.

Some of the findings were:

- The vast majority of the migrants were engaged in activities in which British people also engage: going to pubs, visiting museums and using sports facilities, for instance. Nevertheless, it was also the case that a majority of the migrants - men and women alike - were spending most of their leisure time with recent and settled immigrants from their own country of origin, and with migrants from other countries, but were rarely spending much time with British people.
- Migrants' social networks did expand over time. The data also suggest, as one might expect, that spoken English ability was also a factor in whether migrants mixed socially with British people.
- It was evident from the in-depth interviews that those who did mix with people of many different nationalities often knew them through their work or lived with them. Those working in the hospitality sector or as au pairs were most likely to say that they spent some of their leisure time with British people. In contrast, only 40 per cent of those in construction spent some time with British people, while in agriculture 42 per cent spent some.
- One factor may be the difference in education level where many of the migrants were working below their education and skill level and may therefore have little in common with others doing the same job.
- When the migrants in our survey were asked whether they thought British people whom they met outside work 'want to make friends with me', however, only 33 per cent were confident that they did. Twenty-five per cent disagreed and 42 per cent gave no view, suggesting that migrants' experiences of British people in this respect were by no means uniform.
- The interviews did indeed reveal some strong expressions of prejudice against other migrants and against some British ethnic minorities. Some considered class difference to be important and expressed negative views about people from their

own country being in Britain. Others were prejudiced against people from other accession countries. Several participants mentioned an alleged willingness for Polish people to work for low salaries and so undercut other workers.

- It was also apparent, however, that some of the migrants had come to the UK with little understanding that it was a multicultural country in which they would be living and working not only with migrants but also with people from Britain's minority ethnic communities.

Source: JRF (2007), *The Experiences of Central and Eastern European Migrants in the UK*

Appendix 3

Examples of Local Good Practice in involving and supporting Newcomers

As frontline staff, the Community Learning Team found an increasing number of new clients from A8 Member States accessing the service for advice on ESOL classes, registering with the Home Office and gaining a National Insurance number. In addition to this, staff are frequently asked for information and advice on a range of other services (such as registering with a GP, finding accommodation and registering a child with a school). Similar issues were also presented to the Neighbourhood Co-ordinator for South Telford. As a result of this, the following actions have taken place:

- Production of a 'Welcome to Telford' booklet in English, Polish and Slovak detailing how to access public services in the UK as well as essential information on emergency services, housing, health etc
- CLT leaflets detailing ESOL, Worker Registration and NI number registration were produced and translated into Polish and Slovak
- An ESOL Steering Group was formed in partnership with local education providers to look at the increasing number of A8 Nationals requesting ESOL tuition
- 4 additional Saturday ESOL classes were arranged by the CLT at Brookside, Leegomery and Woodside in order to accommodate those clients unable to access weekday provision due to shift patterns
- Guidelines were produced for all CLT staff detailing Worker Registration Scheme and National Insurance Number procedures for A8 Nationals
- An event was held as part of European Day of Languages that enabled local English-speaking residents to learn more about Polish and Slovak language & culture
- A 10 week Introduction to Polish Language course was organised to take place at Brookside Community Centre (this came about as a result of community-request by English-speaking residents). TCAT are now planning to run an OCR Level 1 Polish Language in September 2008
- Consultation took place with over 70 Polish residents at Brookside Community Centre. 'Welcome to Telford' booklets were distributed and attendees consulted over the best venue for them to attend community-based ESOL provision
- A group for non-English speakers was organised and piloted for 8 weeks at Brookside Community Centre on Saturday afternoons. The group was staffed by the CLT and English-speaking volunteers and allowed Polish and Slovak

residents to practice their conversational English skills as well as receive IAG on other services. Resources were produced by the CLT and a range of introductory English books were donated to the group

- A Polish Volunteer has been recruited who now volunteers with the CLT. The volunteer has been supported with his CRB disclosure and supports the team with informal translation
- A Polish Constitution Day event was held at Castle Farm Community Centre in Hadley (separate evaluation attached)
- Polish and Slovakian clients have been supported with WRS, EEA1, NIino, Electoral Roll and GP/Dentist registration
- 2 local residents (1 Polish and 1 Slovak) were advised to contact the Translation & Interpretation Service and have subsequently been employed as casual Interpreters
- Connexions 4 Youth developed a pilot project over a 10 week period working with around 8 young people from the Polish community. A consultation process took place to find out what the young people wanted to do as a group. They chose art, environmental and sports related activities to do after school. The aims were to help them discover the opportunities available to them locally and to help them integrate into their new community. The young people chose to go to the Ice Rink, to go bowling and they visited a display of recycled sculpture in the Town Park. Apart from the Every Child Matters outcome of 'enjoying and achieving' many soft outcomes have been identified such as:- raising the young people's awareness of support available to them in their school, awareness of leisure activities, widening out their ideas and options for when they leave school and increasing their language skills.

Appendix 4

References and Other Useful Reading

Learning Skills Council	2007	Economic Impact of Migrant Workers on the West Midlands
Audit Commission	2007	Crossing Borders
IDeA	2007	European Migrants – a guide for local authorities
Institute of Public Policy Research	2007	The Reception and Integration of New Migrant Communities
Local intelligence Network Cornwall	2006	Migrant Workers – Research into the Migrant Workers Issues affecting Cornwall
West Midlands Regional Observatory	2006	The Impact of Migrant Workers in Redditch
Commission for Integration and Cohesion	2006	A Shared Future

Useful Website links

Improvement and Development Agency	www.idea.gov.uk
Action Now To Integrate Minority Access to Equality	www.animate-ccd.net
Migration Impact Forum	www.ind.homeoffice.gov.uk/lawandpolicy/migrationimpactsforum/

Appendix 5

Role of the Newcomer Strategic Task Group (NSTG)

The main role of Newcomer Strategic Task Group and its sub-groups will be to ensure fair and equal access to services for all newcomers settling within Telford and Wrekin. 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 a key issue in all.

Its key objectives are

- g) To facilitate the integration of newcomers into Telford and Wrekin communities.
- h) To gather and monitor local intelligence on newcomers, including migrant workers, settling into Telford and Wrekin and their needs
- i) To enable service providers to ensure services are inclusive and responsive to increasingly diverse communities in Telford and Wrekin
- j) To develop agreed multi agency short and medium term strategic approaches to meeting the needs of new and established communities.
- k) To enable:
 - information sharing on projects / initiatives
 - myth-busting and the promotion of a positive image of newcomers in the local media
 - evaluation of the impact of newcomers on Telford and Wrekin services
- l) To enable the involvement of newcomers in the development and delivery of the strategy and its action plans
- m) To review and learn from our own and other's experiences in managing successful integration of newcomers and building cohesive communities

Meetings and Membership

The NSTG membership will be open to representatives from local public agencies, partner members and community representatives

The NSTG will review its membership annually to ensure that the necessary bodies and communities of interest are represented.

It will initially meet monthly and thereafter quarterly or more often as deemed necessary.

Sub- Groups

The NSTG may, at its discretion, set up short-term or long-term sub-groups to develop thematic action plans. These working groups will permit the involvement of members of partner agencies and local or regional experts.

These sub-groups will be given specific terms of reference and report back to the main Strategic Task Group as required.

Accountability

The NSTG will report on the development of its multi-agency strategy and its action plans/ recommendations to the Board of Telford Race, Equality and Diversity Partnership and to the Agenda Group of the Local Strategic Partnership.

Review and Monitoring

The NSTG will develop effective mechanisms for reviewing and monitoring the implementation of the agreed Strategy. The NSTG will annually review these terms of reference

Appendix 6

Members of the Newcomers Strategic Task Group

Voluntary Sector

Lyn Brayne	Telford & Wrekin CABx
Bev Harris	Telford & Wrekin CVS
Pamela Paradise / Sabeen Mohamad	Victim Support Shropshire
Diane Cuff (Chair)	Telford Race, Equality & Diversity Partnership

Education

Angela Lidder	Telford & Wrekin Council Schools
Wendy Tonge (Action Group 2 Lead)	Telford & Wrekin Council Lifelong Learning
Heather Meehan	Telford College of Arts and Technology
Vikki Naughton	Learning Skills Council

European Funding

Bob Boden	Telford & Wrekin Council
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BTW Community & Neighbourhood Services

Hilda Bertie (Action Group 3 Lead)	Telford & Wrekin Council
Jas Bedesha	Telford & Wrekin Council
Maria Bickerton	Telford & Wrekin Council

BTW Safer Communities Team

Paul Facer	Telford and Wrekin Council
Alex Urka	Telford and Wrekin Council

Fire and Rescue

John Das Gupta	Shropshire Fire & Rescue Service
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Housing

Nicola White	Telford & Wrekin Council
Martin James (Action Group 1 Lead)	Wrekin Housing Trust
Alexis Falconer	BTW Homelessness Implementation Team

Community Groups

Olivia Somuah

Telford African Welfare Association

Employment

Carmen Jennings

Jobcentre Plus

Health

Dr Anthony Rathbone

Julie Bird

Telford & Wrekin PCT - Equalities Board

Telford & Wrekin PCT - Health Promotion

Criminal Justice System

Colin Aitken/Frank Simpson

Tom Currie

West Mercia Police - Hate Crimes Unit

West Mercia Probation Service / BTW Community Safety Team

Adult Social Care

Andrew Pready-James

Telford and Wrekin Council - Supporting People Manager

Children and Young People

Lisa Elkington-Bourne

Telford and Wrekin Council - Customer Services Manager,
Children & Young People