

Chapter 6

ACTION PLAN

Strategic Objective: Engagement						CC ref no: 1
Outcome: Formal and informal community leaders demonstrate a positive approach to communicating community cohesion issues.						
Contribution to Community Cohesion Vision: Help to shape local cohesion activity and promote good relationships between different communities.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
1.1 Identify and support community leaders in order to 'champion' Community Cohesion principles	1.1.1 Establish a process by which community leaders can be involved in and inform the cohesion agenda 1.1.2 Develop a programme of cohesion capacity building [seminars, talks etc] 1.1.3 Develop stronger links with national organisations where there is limited local representation e.g. race equality councils		Elected Members Assembly Members Members of Parliament Community Councillors Faith Leaders Voluntary and Community sector network leads [urban and rural] Business leaders	WCBC – Economic Development	October 2009 and ongoing	none
1.2 Develop programme of training and support in order to develop	1.2.1 Provide leadership capacity training 1.2.2 Strengthen support for community leadership role		Elected Members Assembly Members Members of Parliament	WCBC – Economic Development and Human Resources	March 2009 and ongoing	none

leadership capacity			Community Councillors Faith Leaders Voluntary and Community sector network leads [urban and rural] Business leaders			
1.3 Engage with Faith Leaders	1.3.1 Identify scope of Faith community in Wrexham and existing channels of communication		Faith Leaders network	WCBC – Economic Development, Human Resources and Learning and Achievement	March 2009 and ongoing	none

Strategic Objective: Engagement						CC ref no: 2
Outcome: Diverse majority and minority communities across the County Borough are confident that they can influence the decisions that affect them.						
Contribution to Community Cohesion Vision: Promotes active citizenship and facilitates a wider debate about local cohesion issues. Engagement with our communities will inform the development of cohesion projects.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
2.1 Develop a co-ordinated Consultation and Engagement Strategy across all LSB partners.	2.1.1 Framework developed including monitoring and review processes. 2.1.2 Consultation and Engagement Strategy approved.		Local Service Board	WCBC – Performance and Improvement Unit	March 2009	none
2.2 Ensure that all LSB websites are accessible to diverse communities.	2.2.1 All LSB websites accessible. 2.2.2 Language conversion usage monitored. 2.2.3 All LSB websites linked to One Wrexham web pages.		Local Service Board	Co-ordinated by WCBC – action is the responsibility of each LSB partner organisation	October 2009	To be identified

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2.3 Assist Neighbourhood Policing Panels to understand the diversity of the area they serve.	2.3.1 Targeted publicity developed. 2.3.2 Potential access issues identified and resolved.		Neighbourhood Policing Panels Community Safety Partnership	North Wales Police	March 2009 and ongoing	Potential costs associated with additional publicity materials
2.4 Utilise new technology to connect with residents.	2.4.1 Identify opportunities and usage of technology for communication. 2.4.2 Identify ways in which this can be replicated for cohesion and other information. 2.4.3 Identify local and national best practice. 2.4.4 Provide scoping report for LSB		Local Service Board	WCBC — Information Systems	March 2009	To be identified

Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
2.5 Encourage and support Community groups and partnerships to include consideration of local cohesion issues.	2.5.1 Community cohesion issues included in community meeting agendas.		Community Partnerships e.g. Communities First Boards	WCBC – Prevention and In WCBC – Economic Development	October 2008 and ongoing	none
2.6 Engage communities that are not currently linked to mainstream activities	2.6.1 Based on current best practice develop new methods of engagement 2.6.2 Develop agreed consultation channels with identified communities		Black and Minority Ethnic Communities [BME]	WCBC Economic Development Department	October 2008	Costs to be determined
2.7 Identify issues in relation to BME young people	2.7.1 Hold consultation event. 2.7.2 Develop Action Plan		BME young people Racial Issues Group [Action 18.4]	WCBC Prevention and Inclusion Department	October 2008	Costs to be determined
2.8 Facilitate the development of the BME Voluntary and	2.8.1 Identify existing BME voluntary and community organisations in Wrexham		Black and Minority Ethnic Communities [BME]	AVOW	March 2009 and ongoing	Costs to be determined

Community Sector	2.8.2 Identify actions required to overcome barriers 2.8.3 Implement actions as detailed in 4.8.2 above.				
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Strategic Objective: Engagement	CC ref no: 3
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Outcome: The local media demonstrates a positive approach to communicating community cohesion issues.

Contribution to Community Cohesion Vision:

Counter myths and promote positive community cohesion messages

Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
3.1 Promote positive community cohesion issues through the media.	3.1.1 Community Cohesion event for local media 3.1.2 Agree shared approach with local media for reporting cohesion issues. 3.1.3 Local media sign up to One Wrexham Charter of Belonging		Local media organisations	WCBC [Economic Development Human Resources and Leisure Libraries and Culture Departmen	March 2009	£500 Economic Development Department Budget

				ts]		
3.2 Provide media training in conjunction with local media organisations	<p>3.2.1 Media training plan developed.</p> <p>3.2.2 Training delivered.</p> <p>3.2.3 Local media receive increased positive reports in relation to community cohesion.</p>		Voluntary and Community organisations Faith groups	WCBC [Economic Development Human Resources and Leisure Libraries and Culture Departments]	October 2010 and ongoing	Costs to be identified
3.3 Incorporate cohesion issues into Marketing and Branding of Wrexham County Borough.	<p>3.3.1 Review Branding strategy in relation to community cohesion.</p> <p>3.3.2 Incorporate positive cohesion messages in the overall Branding strategy.</p> <p>3.3.3 Review effectiveness.</p>		General public Business sector Voluntary and community sector organisations Faith groups	WCBC [Economic Development Human Resources and Leisure Libraries and Culture Departments]	March 2009	Costs to be identified

Strategic Objective: Education and Awareness Raising						CC ref no: 4
Outcome: Community information needs in relation to cohesion are met.						
Contribution to Community Cohesion Vision: Counter myths and promote debate grounded in objective information.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
4.1 Ensure that the Community Cohesion Strategy monitoring reports are made available to the public	4.1.1 Reports are placed on the One Wrexham website		General public	WCBC Economic Development Department	April 2008 and ongoing	None
4.2 Counter myths with factual information	4.2.1 WCBC Housing allocations policy is publicised 4.2.2 Gypsy and Traveller mythbuster is developed 4.2.3 Myths identified through community tension monitoring are addressed		General public	WCBC Economic Development Department, Housing and Public Protection Department	April 2008 + ongoing	To be determined
4.3 Encourage the local media to actively support community			General public	Local Service Press Officers	Immediate and ongoing	None

cohesion through balanced reporting of cohesion issues						
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Strategic Objective: Education and Awareness Raising						CC ref no: 5
Outcome: Formal and informal community leaders understand and actively promote community cohesion principles						
Contribution to Community Cohesion Vision: Further develop local understanding of community cohesion issues and promote good relationships between different communities.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
5.1 Develop and deliver training to raise awareness of Community Cohesion issues and principles	5.1.1 Development of Training pack 5.1.2 Identification of training needs across all LSB partner organisations 5.1.3 Establish programme of training		Elected Members Board members Community Councillors Assembly Members	WCBC Human Resources Department	March 2009 and ongoing	To be determined

			Members of Parliament Voluntary and Community sector leaders [urban and rural]			
5.2 Develop relationship with WAG to progress Community Cohesion	5.2.1 Distribution of Wrexham's Community Cohesion Strategy to Welsh Assembly Government (WAG) 5.2.2 Participation in development of an all Wales Community Cohesion Strategy 5.2.3 Local cohesion issues shared with WAG [+ Welsh Local Government Association (WLGA)]		Welsh Assembly Government Joint WAG and WLGA strategy development group	Local Service Board	March 2008 and ongoing	None

Strategic Objective: Education and Awareness Raising	CC ref no: 6
Outcome: All Local Service Board employees understand and apply community cohesion principles.	

Contribution to Community Cohesion Vision:

Community cohesion is mainstreamed across all Local Service Board partner organisations.

Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
6.1 Produce a Community Cohesion toolkit for LSB employees.	6.1.1 Toolkit produced. 6.1.2 Framework for introduction of toolkit agreed		All LSB employees	WCBC Economic Development Department	April 2008	£5,000 IDeA £5,000 Economic Development Department budget
6.2 Include Community Cohesion issues in LSB employee induction programmes.	6.2.1 Training delivered 6.2.2 Community cohesion identified in staff work plans		All LSB employees	WCBC Economic Development Department	October 2008 and ongoing	None
6.3 Incorporate Community Cohesion issues within Equality and Diversity training plans.	6.3.1 Co-ordination of training plans across LSB partners 6.3.2 Inclusion of community cohesion issues in all Training plans. 6.3.3 Equality and Diversity trainers own training needs identified and met in relation to community cohesion 6.3.4 Training delivered		LSB partner organisations	LSB		To be determined

6.4 Support community based employees in promoting positive cohesion messages in the community			Community based meetings including Communities First Partnership meetings	WCBC Economic Development Department	March 2009 and ongoing	None
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Strategic Objective: Education and Awareness Raising **CC ref no:** 7

Outcome: Practitioners across the Local Service Board partner agencies develop local models of good practice in relation to **community cohesion**.

Contribution to Community Cohesion Vision:
Develop and share local good practice in relation to community cohesion.

Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
7.1 Provide support to the Migrant Worker practitioner group	7.1.1 Membership established 7.1.2 Terms of Reference agreed 7.1.3 Meetings held		Practitioners across LSB partner organisations working with migrant workers	Caia Park Partnership	Current and ongoing	To be determined

7.2 Establish an Asylum Seeker and Refugee Interagency Group	7.2.1 Membership established 7.2.2 Terms of Reference agreed 7.2.3 Meetings held		Practitioners across LSB partner organisations working with asylum seekers and refugees	WCBC Economic Development Department	Current and ongoing	Contained within Economic Development Department Budget
7.3 Support the Gypsy and Traveller Multi Agency Forum	7.3.1 Membership established 7.3.2 Terms of Reference agreed 7.3.3 Meetings held		Practitioners across LSB partner organisations working with Gypsies and Travellers	WCBC Economic Development Department	Current and ongoing	Contained within Economic Development Department Budget
7.4 Continue advice service for Migrant Workers to assist integration to the wider community.	7.4.1		Caia Park Partnership	Caia Park Partnership		Funding secured by Caia Park Partnership until April 2009

Strategic Objective: Education and Awareness Raising

CC ref no: 8

Outcome: Increased recognition and respect for diversity by young people.

Contribution to Community Cohesion Vision:

To promote a strong sense of rights and responsibilities for young people as citizens of Wrexham County Borough.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
8.1 Establish focus groups for community cohesion in primary schools sector to identify need and identify and share good practice	8.1.1 Development of case studies and good practice 8.1.2 Collation of areas of support 8.1.3 Monitoring and review process established		Learning & Achievement (L&A) WCBC	WCBC Learning and Achievement Department	Ongoing from October 2007 Half termly meeting 2007/8 To be reviewed at the end of the academic year	To be determined
8.2 Deliver a presentation to Wrexham Secondary Heads Association on the One Wrexham Charter of Belonging	8.2.1 Meeting attended and information shared. 8.2.2 Cohesion issues identified		L&A WCBC	WCBC Learning and Achievement Department	According to meeting schedule	To be determined
8.3 Deliver a presentation to the All Faith Leaders Gathering on	8.3.1 Meeting attended and information shared. 8.3.2 Cohesion issues identified 8.3.3 Sign up to Charter – event		All Faith Leaders Gathering	WCBC Learning and Achievement Department	July 2007 Event in October 2007	To be determined

the One Wrexham Charter of Belonging			Faith Leaders and communities in Wrexham	t	Update at next meeting January 2008	
8.4 Request North Wales Race Equality Network (NWREN) to deliver a school based Race Workshop	8.4.1 Pilot sessions held 8.4.2 Pilot evaluated 8.4.3 Plan for roll out developed and agreed		L&A WCBC	WCBC Learning and Achievement Department	2007 – 2008	To be determined
8.5 Request NWREN and Croeso to deliver a Peer Education Workshop Sessions	8.5.1 Sessions held and evaluated		L&A WCBC	WCBC Learning and Achievement Department	April 2008	None
8.6 Ensure that the Tapestry of Light and Faith Festival continues	8.6.1 Bi-annual festival held 8.6.2 Evaluation of event completed		L & A WCBC	WCBC Learning and Achievement Department	July 2007 and ongoing	Existing budget
8.7 Deliver the Equality and Diversity programme to all full time	8.7.1 Integrate into their PT sessions. Reach 100% of all 16 year olds in full time education		Yale College	Yale College	Annual	To be provided by Yale College

students at Yale College.						
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Strategic Objective: Engagement						CC ref no: 6
Outcome: One Wrexham is understood and supported as the overarching theme for community cohesion in Wrexham.						
Contribution to Community Cohesion Vision: Promotes a shared understanding across diverse communities.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
9.1 Actively promote the 'One Wrexham Charter of Belonging'.	9.1.1 Reaffirm commitment to the Charter of Belonging 9.1.2 Charter displayed in all LSB frontline offices 9.1.3 Link officer appointed in each partner		All LSB partner organisations	WCBC Economic Development Department	October 2008	£1,000 Economic Development Department budget

	9.1.4	organisation. Publicity events held to promote Charter of Belonging.				
9.2 Develop an action plan for the future roll out of 'One Wrexham Charter of Belonging'	9.2.1	Joint action plan developed and implemented to progress Charter of Belonging		All LSB partner organisations	WCBC Economic Development Department	March 2009 None

Strategic Objective: Education and raising Awareness

CC ref no: 10

Outcome: The business community understands its role in promoting community cohesion.						
Contribution to Community Cohesion Vision: Promotes positive interactions between diverse communities within the workplace.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
10.1 Engage the business community	10.1.1 Programme of cohesion capacity building [talks, seminars] developed.		Business community in Wrexham	WCBC Economic Development Department	March 2009	To be determined
10.2 Promote good practice in relation to employing a diverse workforce	10.2.1 Good practice guidelines produced in relation to employing people with a disability, migrant workers and BME people.		Business community in Wrexham	WCBC Economic Development Department	March 2009	To be determined
10.3 Develop Post 16 skills that take account of the diverse labour force needs	10.3.1 Inclusion of 'diverse communities' in Retail skills development initiative. 10.3.2 Consider diverse communities and business needs in all Post 16 education.		Yale College NEWI ITeC	WCBC Economic Development Department	March 2009 and ongoing	None

Strategic Objective: Education and Awareness Raising						CC ref no: 11
Outcome: Increased awareness of Wrexham's positive global links						
Contribution to Community Cohesion Vision: Promote a shared understanding of the value of diversity.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
11.1 Promote Wrexham's twinning activity			LSB partner organisations internal newsletters Local media	WCBC – Leisure, Libraries and Culture Department	March 2009 and ongoing	None
11.2 Promote Wrexham's global business links			LSB partner organisations internal newsletters Local media	WCBC Economic Development Department	March 2009 and ongoing	None

11.3 Promote Fair Trade activity.			All LSB partners	WCBC Economic Development Department	March 2009 and ongoing	None
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Strategic Objective: Understanding Community Need						CC ref no: 12
Outcome: Robust data underpins all community cohesion activity						
Contribution to Community Cohesion Vision: Enable cost effective targeting of resources.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
12.1 Share data between Local Service Board	12.1.1 Data sharing protocol established 12.1.2 Collation of all shared		Local Service Board partner organisations	NEWI	March 2009 and ongoing	To be determined

partners	data					
12.2 Seek to establish more accurate estimate; re demographic change	12.2.1 Data gaps identified 12.2.2 Single data set agreed 12.2.3 New data sharing processes are developed as needed 12.2.4 Shared data informs all LSB strategy and service developments		Local Service Board partner organisations	NEWI	September 2009 and ongoing	To be determined
12.3 Identify and adopt systems of measuring progress in achieving community cohesion	12.3.1 Measures agreed 12.3.2 Level of community cohesion assessed		Local Service Board partner organisations	Community Cohesion Co-ordination Group	January 2009 and ongoing	None

Strategic Objective: Understanding Community Need						CC ref no: 13
Outcome: Good practice is shared with the Local Service Board and other partners.						
Contribution to Community Cohesion Vision: To support service improvements in relation to community cohesion.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
13.1 Develop an action plan to share good practice in relation to community cohesion	13.1.1 Identification of activities that contribute to community cohesion 13.1.2 Cohesion conference held. Information shared across agencies with a view to identifying opportunities for learning and collaboration, gaps and opportunities 13.1.3 Action plan developed		All LSB partner organisations Strategic Plans Implementation Team	WCBC Economic Development Department and Performance Improvement Unit	October 2008	To be determined
13.2 Identify gaps in cohesion activity and take action as appropriate.	13.2.1 Cohesion activities mapped across geographical communities and communities of interest. 13.2.2 Action plan developed to address gaps		All LSB partner organisations Strategic Plans Implementation Team	WCBC Economic Development Department and Performance Improvement Unit	March 2009	None

13.3 Develop and share good practice examples in schools	13.3.1 Focus groups established 13.3.2 Cohesion resources developed		Primary and Secondary schools	WCBC – Learning and Achievement Department	March 2009	None
13.4 Include best practice examples on the One Wrexham website	13.4.1 Website contains best practice from a range of stakeholders 13.4.2 Website updated		Practitioners within LSB partner organisations General public	WCBC Economic Development Department	March 2009 and ongoing	None

Strategic Objective: Understanding Community Need	CC ref no: 14
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Outcome: Information about potential changes to local demography informs service developments across all Local Service Board partner organisations.

Contribution to Community Cohesion Vision:
Strategic decisions that impact on community cohesion are fully informed.

Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
14.1 Hold a Strategic population planning meeting	14.1.1 Annual meeting held 14.1.2 All LSB partners contribute 14.1.3 Information shared through all LSB partner organisations		All LSB partner organisations	Yale College	March 2009 and ongoing	None

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Strategic Objective: Understanding Community Need	CC ref no: 15
Outcome: Community tensions are recognised as they arise and are robustly dealt with.	
Contribution to Community Cohesion Vision: Communities are confident that their concerns are heard and addressed.	

Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
15.1 Further develop Community tension monitoring to include broader stakeholder groups	15.1.1 Community tension issues identified by Neighbourhood Policing Panels 15.1.2 Wider tension monitoring network established 15.1.3 Tension monitoring reported regularly to the Joint Action Group and the Community Cohesion Partnership 15.1.4 Action reports produced		General public	North Wales Police	December 2008 and ongoing	To be determined
15.2 Identify Community tensions	15.2.1 Framework for debate re: community cohesion issues developed 15.2.2 Community tensions to be considered within the Neighbourhood Policing Panel agendas 15.2.3 Tension monitoring reports to Joint Action Group and CCCG		General public + diverse minority groups	North Wales Police	December 2008	None
15.3 Link Community tensions to media and information needs	15.3.1 Positive media features 15.3.2 Information circulated 15.3.3 Community tension action reports		General public	Community Cohesion Co-ordination Group	December 2008 and ongoing	None

15.4 Develop a racial issues group	15.4.1 Group established 15.4.2 Racial issues identified 15.4.3 Action plan agreed		BME communities	Community Cohesion Co-ordination Group	March 2009 and ongoing	None
Strategic Objective: Integration						CC ref no: 16
Outcome: Increased ability within the new communities in Wrexham to communicate in English or Welsh.						
Contribution to Community Cohesion Vision: Strategic decisions that impact on community cohesion are fully informed.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements

Strategic Objective: Integration						CC ref no: 17
Outcome: Communities are confident to take cohesion forward at a local level						
Contribution to Community Cohesion Vision: Community based activities are inclusive						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
17.1 Ensure that integration activities take place at a local level across the County Borough.	17.1.1 Migrant worker integration toolkit developed. 17.1.2 Toolkit amended to include broader cohesion and integration issues		Community Councils, Community Groups, Voluntary Sector	WCBC – Economic Development	December 2008 and then ongoing	To be determined

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Strategic Objective: Integration						CC ref no: 18
Outcome: There is a reduction in the level of hate crime in the County Borough.						
Contribution to Community Cohesion Vision: Promote recognition and respect for our diverse communities.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
18.1 Establish Third Party Reporting Centres	18.1.1 TPRCs identified 18.1.2 Baseline data achieved 18.1.3 Anti race hate training provided 18.1.4 Test during project pilot		BME community groups Voluntary and Community WCBC Housing Department	Wrexham Community Safety Partnership	April 2008	Funding secured
18.2 Develop a revised reporting processes	18.2.1 Review existing procedures [complete] 18.2.2 Implementation of recommendations of review 18.2.3 Online reporting developed		General public	Wrexham Community Safety Partnership	October 2007	As above
18.3 Increase support for victims through improved co-ordination	18.3.1 Identify support agencies 18.3.2 Establish multi agency group to analyse hate data and co-ordinate support for victims 18.3.3 Reports to Joint Action Group and Community		Key statutory services Victims Support Voluntary and Community organisations	Wrexham Community Safety Partnership	April 2008	As above

	Cohesion Co-ordination Group		BME communities BME organisations			
18.4 Roll out revised reporting arrangements to include all forms of hate crime	18.4.1 Additional resource requirements identified 18.4.2 Action Plan developed 18.4.3 Hate crime data analysed			Wrexham Community Safety Partnership	April 2008 and ongoing	To be determined

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Strategic Objective: Integration						CC ref no: 19
Outcome: Issues in relation to economic migration are understood and addressed						
Contribution to Community Cohesion Vision: To address emerging issues and to support integration.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
19.1 Take forward actions within the Migrant Worker action plan	19.1.1 Action plan reviewed to identify emerging issues 19.1.2 Incomplete actions identified and addressed 19.1.3 Revised action plan agreed 19.1.4 Monitoring arrangements agreed 19.1.5 Progress report included in Community Cohesion Strategy implementation reports		Organisations identified in the action plan Corporate Governance and Scrutiny Committee	Community Cohesion Co-ordination Group	April 2008 and ongoing	None
19.2 Deliver activities that supports and encourages integration and mutual understanding	19.2.1 Provide Thai, Indian, Mexican cookery classes – ensuring 80 enrolments per annum.		Yale College	Yale College	November 2007	To be provided by Yale College
19.3 Deliver a Foreign Language	19.3.1 Ensure 500 annual enrolments		Yale College	Yale College	July 2008	To be provided by Yale College

programme						
19.4 Provide information to all ESOL students	19.4.1 Disseminate local information leaflets to all ESOL students		Yale College	Yale College	November 2007	To be provided by Yale College

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Strategic Objective: Integration						CC ref no: 20
Outcome: Issues in relation to Gypsies and Travellers are understood and addressed.						
Contribution to Community Cohesion Vision: To promote greater awareness and understanding between the Gypsy and Traveller community and the wider public.						
Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
20.1 Take forward actions within the Gypsy and Traveller action plan	20.1.1 Action plan reviewed to identify emerging issues 20.1.2 Revised action plan agreed 20.1.3 WAG Circular: Planning for Gypsy and Traveller Caravan Sites in Wales incorporated into Local Development Plan 20.1.4 Progress report included in Community Cohesion Strategy implementation reports		Organisations identified in the action plan Corporate Governance and Scrutiny Committee	Community Cohesion Co-ordination Group	January 2008 and ongoing	None
20.2 Develop a multi agency protocol re: unauthorised encampments	20.2.1 Draft protocol revised and amended 20.2.2 Protocol agreed 20.2.3 Monitoring reports received by Gypsy and Traveller Strategic Group		Gypsy and Traveller Community Officers working with the Gypsy and Traveller community	Community Cohesion Co-ordination Group	October 2008	None

20.3 Undertake a review of services and support the Gypsy and Traveller community	20.3.1 Scope current range of support services 20.3.2 Issues identified 20.3.3 Report received by LSB 20.3.4 Action taken as necessary		Gypsy and Traveller community Officers working with the Gypsy and Traveller community	Community Cohesion Co-ordination Group	April 2008	To be determined
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Strategic Objective: Integration	CC ref no: 21
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Outcome: Issues in relation to asylum seekers and refugees are understood and addressed.

Contribution to Community Cohesion Vision:

To promote greater awareness and understanding between the asylum seeker and refugee community and the wider public.

Action	Measures	Target	Action and involvement required by:	Proposed Lead organisation	Timescale for completion	Additional Resource Requirements
21.1 Ensure strategic co-ordination of asylum seeker and refugee issues	21.1.1 Review membership of Asylum Seeker and Refugee Strategic Group 21.1.2 Attend All Wales Consortium for Refugees and Asylum Seekers – Executive and practitioner meetings		Local Service Board partner organisations Voluntary and Community Sector organisations Chair of the Asylum Seeker	Asylum Seeker and Refugee Strategic Group	Current and ongoing	None

			and Refugee Strategic Group			
21.2 Implement the Welsh Assembly Government Refugee Inclusion Strategy in Wrexham	21.2.1 Refugee Inclusion Strategy reviewed 21.2.2 Refugee Inclusion action plan agreed 21.2.3 Monitoring reports received		Refugee community Asylum Seeker and Refugee Strategic Group	Asylum Seeker and Refugee Strategic Group	December 2008	None
21.3 Review Asylum Seeker and Refugee access to health services	21.3.1 Access reviewed 21.3.2 Practitioner training plan agreed 21.3.3 Training delivered 21.3.4 Access monitored		Refugee community Asylum Seeker and Refugee Strategic Group	Asylum Seeker and Refugee Strategic Group	Current and ongoing	£1,000 Grant funding secured

DRAFT STRATEGY – DECEMBER 2007

‘One Wrexham’

Community Cohesion Strategy for Wrexham County Borough

Foreword

Chapter 1

1.1 Introduction and Context

This is Wrexham's first Community Cohesion Strategy providing a strategic framework for community cohesion for the next three years 2008-2011. It has been developed by Wrexham County Borough Council in conjunction with other public and voluntary sector partners in Wrexham including the 'pilot' Local Service Board (LSB).

The Strategy provides an opportunity to establish a clearer understanding of our communities, and to have a more effective dialogue with them in order to take forward specific cohesion activities. It recognises that community cohesion is a long term process and learning gained through the implementation of this initial Strategy and action plan will be used to develop actions in the future.

Community cohesion embraces the coming together of all 'communities' in terms of age, gender, faith, race and sexual orientation, language and disability. However, this first Community Cohesion Strategy will focus mainly on cohesion in relation to race and ethnicity issues.

1.2 What is Community Cohesion?

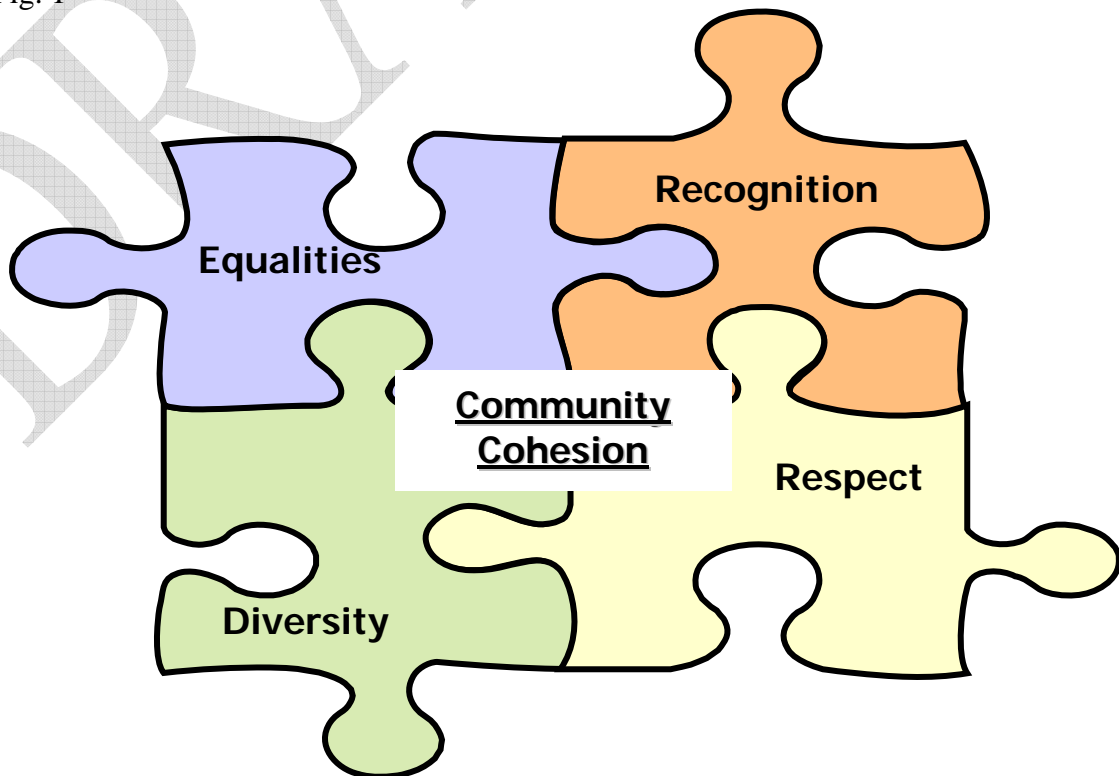
Community cohesion describes the ability of all communities to function and grow in harmony together. It aims to build communities where people feel confident that they belong and are comfortable mixing and interacting with others, particularly with people from different ethnic backgrounds or people of a different faith. Building cohesion within and between communities is an essential step towards improving people's quality of life. Viewed from outside, a cohesive community is one in which people will want to live and invest.

Key indicators of community cohesion relate to how people feel about their local area. It can therefore be used as a measure of how well different minority and majority communities develop and relate to each other.

The process of integration is about helping positive relationships to develop between different groups, towards a shared understanding and common values. Where there is no integration negative myth and rumour can dominate.

Cohesive communities recognise that every one of us is different; each of us is a unique blend of diverse qualities, skills, background, heritage and beliefs. Wrexham's LSB is committed to equality of opportunity by treating people according to their needs, combating discrimination and promoting good community relations. As the following diagram shows, cohesion is not a new concept. It is an opportunity to bring together through our fundamental principles of recognition and respect, equalities and diversity [Fig. 1].

Fig. 1



Unlike Equalities consideration of cohesion issues is not a statutory requirement for public bodies. However it is recognised that understanding local community relationships and taking active steps to promote positive community relations is integral to achieving equality and social inclusion.

1.3 Why do we need a Community Cohesion Strategy?

Improving Community Cohesion is about addressing multiple issues at the same time. There needs to be a co-ordination of efforts in both mainstreaming work and in targeted policy interventions. So far, our work on cohesion has been largely in response to practical issues arising from changes in our communities. This Strategy provides an opportunity to move to a wider debate on community cohesion and express what community cohesion means in a Wrexham context.

To do this we need to understand where we are now, where we want to get to and what action we need to take to get there. An action plan sets out the specific and measurable actions we will take towards achieving the vision. We will work with our statutory, business and voluntary and community sector partners to develop a co-ordinated approach to:-

- Collating and sharing data;
- Sharing information especially about future plans;
- Sharing relevant research; and to
- Co-ordinate local research where the information we need does not exist.

Through the development of this Strategy gaps have been identified in the relationship between public services and the communities they serve. Through targeted action we will seek to ensure that the needs of all our communities are met through mainstream service provision.

1.4 National Context

United Kingdom

In 2001 a number of northern England towns experienced civil disorder and rioting. In response to this the Home Office set up an enquiry led by Ted Cante. It was his report that first coined the phrase 'community cohesion' and put forward the idea that cohesion is more than a principle; it can form the basis of community development and community support.

The Cante report describes the phenomenon of 'Parallel Lives'. Patterns of work and social activity mean that the circle of people with whom we interact is limited and often separate from the wider community – living a parallel life. This lack of knowledge, lack of experience of other cultures and communities can make people fearful – and this fear can lead to prejudice, alienation and racism.

In December 2002, the Local Government Association [LGA] published 'Guidance on Community Cohesion'. This was used by many English local authorities to plan and review a range of services to improve cultural links between communities. The Home Office launched a Community Cohesion Pathfinder Programme which identified 6 Beacon councils. Based on their work the LGA published an action guide for local authorities and their partners. This Strategy and action plan includes best practice where it is appropriate. Where no best practice exists we will build on local expertise to develop new solutions.

In 2005, an estimated 565,000 migrants arrived to live in the UK for at least a year. The overall UK population rose by 375,000 in 2005 the largest annual rise since 1962 – with the net international migration into the UK from abroad the main factor in population growth.

Results from a MORI opinion poll in January 2007 identified that 68% of respondents felt that there were too many migrants in Britain, and 18% of respondents felt that migration was the single biggest issue facing Britain today. This figure equates to nearly 1 in 5 of the population.

The Department for Communities and Local Government (DCLG) was created in May 2006 in order to build the capacity of communities to shape and protect their own future. The overall vision of the department is of prosperous and cohesive communities, offering a safe, healthy and sustainable environment for all.

In 2006 the DCLG commissioned research into the progress made in England in relation to community cohesion since the Cante report and the publication of the LGA guidance. A Commission on Integration and Cohesion was established. This final report, 'Our Shared Future' was published in June 2007.

Wales

Many of the community cohesion issues identified in Wrexham are mirrored across Wales. The Welsh Assembly Government has taken forward specific policy initiatives in relation to social inclusion through the Department of Social Justice and Regeneration. This has included work

on Asylum Seeker and Refugee issues and migrant worker issues. The Welsh Assembly Government in partnership with the Welsh Local Government Association [WLGA] and the Police are now developing an all-Wales Community Cohesion Strategy. This will be distributed for consultation in Spring 2008.

1.5 **Local Context**

Within Wrexham County Borough the most significant recent challenge for our communities has been changes to our demographic composition resulting from:-

- Economic migration;
- Increased numbers of overseas students;
- Wrexham as a dispersal area for Asylum Seekers.

While these changes have enriched our communities by bringing new skills and talents, they have also provided a challenge to service providers and to community relations. Recent research suggests that local people perceive that Wrexham is less cohesive in 2007 than in 2005.

In 2005, 60% of respondents to a “Peoples Voice” survey (commissioned by the council) agreed that Wrexham was a place “where people from different backgrounds got on well together”. In 2007, this had reduced to 56%. When comparing this to research carried out at a national level using the same question to test perceptions of cohesion, Wrexham falls well below the national average which stands at 80% this is obviously a cause for local concern. (Reference: Peoples Voice Survey – see later paragraph for more information)

Caia Park

In June 2003 a civil disturbance took place in Caia Park. In response a wide range of statutory and non-statutory agencies came together to reassure the communities involved and to ensure that Wrexham learned the lessons from this significant event. Through intensive community consultation, it was possible to analyse some of the factors which may have contributed to the disturbances. These included underlying racial tension, widely shared myths accepted as fact and an overall lack of information about local demographic changes. As a result, recommendations for improving community cohesion within Wrexham communities were made to the Executive Board of Wrexham County Borough Council. Much of the work described in this Strategy is a direct result of that multi agency response.

Racially motivated Hate Crime

Racial hate crimes are crimes which are perceived to have been motivated by racial prejudice or racial hatred. It can include verbal and physical abuse, graffiti and harassment. Every police force in the UK has a duty to collect and analyse local hate crime data in order to establish trends and to inform action. Data collected in Wrexham shows that reported race hate crime has remained fairly static over the last 3 years:-

Year [April – March]	Number of racist crimes reported to the police in Wrexham County Borough
2004/5	101
2005/6	94
2006/7	101

[Fig 2 Reported Hate Crimes]

Source: North Wales Police]

However it is accepted that there is significant under reporting of race hate crime. Anecdotal information suggests that the true figure may be significantly higher.

Peoples Voice Consultation Survey

The Peoples Voice is a process of consultation and research aimed at gaining feedback from Wrexham residents on key issues. This method has been established through a partnership of statutory organisations in Wrexham including Wrexham County Borough Council, the Local Health Board, the NHS Trust and Wrexham Police.

This form of research has been used twice to seek the views of residents on community cohesion in their local area, in September 2005 and again in January 2007. The questions mirror those that are being asked by the Home Office at a national level, thereby allowing the comparison of results between the local and national position.

The results from both surveys indicate that people are now more likely “to meet and talk to people of a different ethnic origin in everyday situations” than in 2005. In 2007 47% of respondents said that they meet and talk with people of different ethnic origins at work compared to 31% in 2005. In 2007 40% met at restaurants, pubs and cinemas compared to 31% in 2005 and in 2007 36% met in local shops compared to 29% in 2005.

However resident’s views of whether ethnic differences are respected have reduced since 2005 from 51% to 49%. In addition, perceptions of whether people of different backgrounds get on well together have reduced from 60% to 56%.

Local Strategic context

The Wrexham Community Strategy sets out the vision for the County Borough [2004-2020]:-

‘To improve the quality of life for all in Wrexham County Borough’

It provides an overarching framework that is supported by a range of more detailed strategies and action plans. They are designed to deliver the vision and provide long lasting improvements for the benefit of all.

Strategic partnerships were established to develop, implement and monitor their respective strategies and action plans:-

- Community Safety Partnership
- Health Social Care and Well-being Partnership

- Children and Young People Framework Partnership
- Community Council for Education and Training
- Wrexham Sustainability Forum
- A range of partnerships to support economic development locally and regionally – including Wrexham Town Centre Forum, Tourism Forum, Mersey Dee Alliance.

The Community Strategy will be reviewed and revised during 2008/09. A key area for revision will be the integration of cohesion along with equalities as cross cutting themes throughout the Community Strategy and associated strategic plans.

In October 2007 members of the Wrexham Local Service Board agreed that community cohesion should be addressed as a key priority in 2007/8 and beyond.

Community cohesion has been identified as part of the Council's core corporate business since 2004. This has been a key driver for the development of the Strategy and provides an additional opportunity to embed cohesion principles into mainstream public services.

1.6 Demography

Economic growth

Over the last decade Wrexham has been transformed from a traditional industrial base founded on industries such as coal mining and steel production. Evidence of this change can be seen in the number of first class industrial estates and technology parks, an international 4-star hotel, the reinvention of our retail sector and more recently the Eagles Meadow shopping centre development. Wrexham now provides one of the 'top 100' retail experiences in the United Kingdom. There has been multi million pound investment in infrastructure. Rail links to Cardiff have been improved and a new bus station has been built. Registered unemployment is 2%*. This is below the national average for Wales and the UK of 2.3%.

Population

Over the past 10 years there has been a steady growth in the overall population of Wrexham [approximately 128,500 people] and the local population is more ethnically diverse than ever before. It is recognised that the Census does not accurately reflect the true extent of diversity within Wrexham.

Up to 2005 there had been a shift in the age structure of the County Borough towards an aging population. Older residents are living longer and there were fewer young people. Potentially this could have a very significant impact on public services particularly regarding how resources are allocated and services developed. In contrast to this there has been a significant inflow of people from the European Union over the last two years. Information through the school roll suggests that young families form a significant proportion of this new migrant community. Research to understand the extent and impact of migration locally is being undertaken by the Welsh Assembly Government and the Council.

* JSA claimants – August 2007

There are well established ethnic minority communities in Wrexham with established support mechanisms including the Philippino and Muslim communities. However, the demographic composition of the County Borough has changed significantly over recent years with growing numbers of migrant people coming here to live and work. These include economic migrants, asylum seekers and people with approved refugee status.

A detailed statistical analysis of the County Borough has been undertaken by WCBC Economic Development Department in 2007. The key headline findings in relation to community cohesion are:-

- Over the ten years from 1995 to 2005, Wrexham's population increased by 4.1% (5,100 people). It is acknowledged that there are limitations in the available statistical data particularly in relation to migrant workers.
- National Insurance registrations of workers from the Accession 8 countries (A8 refers to the countries that joined Europe in 2004) stands at 4,230 [2002 – 2007] although anecdotally it is believed that in the region of 8000 migrant workers have come to Wrexham. The Welsh Assembly Government has initiated research in an attempt to better understand this situation. This work should be concluded by April 2008.
- There are between 40 and 70 people in Wrexham seeking asylum at any one time.
- Wrexham has experienced a decline in the number of people aged 34 and below.
- The greatest population increases occurred in the 50-64-year age group, indicating an ageing of the population.
- Other evidence suggests that new foreign migrants tend to be relatively young – and are therefore helping to offset the decline in numbers of young, non-migrant, working-age people.
- According to the 2001 Census, ethnic minorities accounted for 1.1% of Wrexham's total population. This is lower than the Welsh average of 2.1%, and is recognised as a significant underestimate.

Chapter 2 - Existing Work in Wrexham

A multi agency Community Cohesion Co-ordination Group [CCCG] was established in 2005 to ensure co-ordination of work in relation to community cohesion, to raise the profile of cohesion across Wrexham and to facilitate effective communication between agencies. This Group, the CCCG was initially established as a sub-group of the Community Safety Partnership. It meets quarterly and is chaired by the Council. Membership of the group can be found at Appendix 4.. The CCCG provides strategic co-ordination for the current work of statutory agencies, voluntary organisations and community groups in relation to:-

- The development of One Wrexham as the overarching theme for cohesion;
- A number of activities under the One Wrexham theme;
- Practical action to address issues affecting minority (ethnic) groups in the Wrexham area, including asylum seekers, refugees, migrant workers and Gypsies and Travellers, and;
- Consideration of the need to develop a community cohesion strategy.

These initiatives are described in more detail below.

2.1 'One Wrexham'

A core principle of cohesion is developing a shared sense of belonging for all communities. The identification of the 'One Wrexham' as a phrase has provided an overarching theme for cohesion. It encapsulates what we want to achieve – a shared sense of being a stakeholder in Wrexham's future. Activities under the One Wrexham banner will enable agencies to promote community cohesion and encourage a sense of belonging across all communities. It will also reaffirm the vision contained in the Wrexham Community Strategy - 'To improve the quality of life for all in Wrexham County Borough' by drawing together equality, social inclusion and community cohesion issues under one initiative.

A number of activities have already been taken forward under One Wrexham, these are outlined below.

One Wrexham Charter of Belonging

The One Wrexham Charter of Belonging is a simple certificate setting out a statement of values and commitment. Statutory agencies, voluntary and community organisations and businesses can "sign up" to the Charter. It provides an opportunity for local schools, colleges, businesses, support organisations, voluntary and community groups, residents associations, play groups, churches and faith groups to join public bodies and agencies to make a positive statement against the unfair treatment of anyone whilst acknowledging their role in making Wrexham a welcoming and safe place for everyone.

The Charter confirms our vision for community cohesion in Wrexham. A copy of the Charter can be found at Appendix 5.

Hate Crime

There is anecdotal information that race hate crime in Wrexham is under-reported. National data corroborates this picture. The Community Safety Partnership is developing a range of initiatives to raise awareness of race hate as an issue and to increase rates of reporting:-

- Establish third party reporting centres in community venues;
- Revised reporting form that will provide data for longer term planning;
- Co-ordinated support for victims of racially motivated crime; and
- An anti-racism publicity campaign.

It is acknowledged that there are many forms of hate crime and therefore the processes and procedures being developed will be extended to include other forms of hate crime following the pilot phase.

2.2 **Information**

Information for and about our diverse communities makes an important contribution to the development of positive community relationships. The CCCG has focused on two key areas for communications activity:

- Public information
- Professional information and training

Translation

The changes to the demographic composition of the County Borough have highlighted the need for basic information about mainstream statutory services to be provided in a range of languages. In addition to the normal demand for provision of material in both Welsh and English. Each of the partner agencies meets these demands themselves. Within the Council, a new central contract has been agreed for their translation services with a national provider.

The Community Cohesion Co-ordination Group and the Community Strategy Partnership have produced a range of basic information for and about our new communities. These include:-

- Asylum seeker and refugee ‘myth buster’ leaflet;
- Economic Migrant ‘myth buster’ leaflet;
- ‘Information Booklet for Economic Migrants’ produced in a range of languages in addition to English and Welsh;
- ‘Welcome to Wrexham’ booklet for people with approved refugee status;
- Joint work with the Commission for Racial Equality on the Croeso project to promote good race relations;
- Activities within the Tapestry of Light and Faith initiative to promote awareness of the damaging effect of racial hatred; and
- Activities during Wrexham Business Week to promote migrant worker issues within the business sector.

- Activities during Business Week 2007 to promote the benefits of employing a diverse workforce.

Professional information and training

It is important as agencies and organisations delivering services in Wrexham, that our employees have an adequate level of understanding of the makeup of the communities they serve. Through information sharing, training opportunities and support we can equip our colleagues to take cohesion principles forward as part of their routine work. A number of events have already taken place to assist this process, including:-

- A seminar to extend the understanding of the Gypsy and Traveller community;
- Support for inter-agency practitioner groups in relation to Gypsies and Travellers, and migrant workers; and
- Cultural and health awareness training in relation to asylum seekers and refugees.

2.3 Practical action

There have been a number of important changes over recent years that have had an impact on both service planning and service delivery for all LSB partners:-

- There is an increased range of Equalities legislation including the Race Relations [Amendment] Act 2000. These statutory requirements are being taken forward by LSB partners within their respective organisations;
- The inflow of migrant workers particularly from Poland and Portugal;
- Wrexham is a dispersal area for asylum seekers and some refugees are believed to have settled in the area; and
- There is an increased focus on the needs of Gypsies and Travellers particularly in response to the Commission for Racial Equality [CRE] Scrutiny project which resulted in the publication of 'Common Ground'. This report explores the current mainstream provision of services and support to Gypsies and Irish Travellers and makes recommendations for improvement.

A range of initiatives have been taken forward to begin addressing these challenges:-

Migrant workers

In 2005 a multi agency officer and Elected Member group led by the Council was formed to develop an action plan to address issues associated with economic migrants coming to Wrexham to seek employment.

The implementation and ongoing review of the action plan confirms that Wrexham has and is experiencing significant changes in its demographic composition as a result of economic migration.

Specific migrant worker support services include:-

- Provision of basic information in a range of languages;
- Support for children in school;
- Support to access health care;
- Specialist police officer support;
- Targeted migrant worker information and advice provided by the Caia Park Partnership and the Wrexham Citizens Advice Bureau;
- English language classes provided at the Caia Park Partnership by the Workers Education Association [WEA];
- Citizenship courses at NEWI [North East Wales Institute]
- English language classes provided by Yale College; and
- A multi agency practitioner's forum organised by the Caia Park Partnership for officers working with migrant workers.

A shared language is acknowledged as being fundamental to integration and cohesion yet changes to the way in which ESOL is funded [English for Speakers of Other Languages] together with an increasing local demand make it difficult to provide sufficient classes. It is therefore even more important to develop opportunities for social interaction between groups in order to provide informal language training and support integration.

Asylum Seekers and Refugees

In 2004 the Executive Board of Wrexham County Borough Council agreed to join the All Wales Local Authority Consortium for Asylum Seekers and Refugees. Between 40 and 70 asylum seekers at any one time are dispersed to Wrexham while they await a decision on their asylum claim. Support for asylum seekers and refugees is co-ordinated by the multi agency Wrexham Asylum Seeker and Refugee Strategic Group which is chaired by the Council. The chair of this group also attends meetings of the Consortium Executive to ensure appropriate support and involvement in the dispersal process at a national level. Legal support in relation to the asylum process is co-ordinated by the Welsh Refugee Council.

Practical support for asylum seekers and refugees is provided by:-

- Wrexham Refugee and Asylum Seeker Support Group [WRASSG];
- The Welsh Refugee Council
- The Salvation Army; and
- The Methodist Church.

Gypsies and Travellers

Gypsies and Travellers have been living in Wrexham for many years both on an authorised site and in local housing. The discrimination experienced by Gypsies and Travellers is well documented:

'Gypsies and Travellers are one of the most socially excluded groups in Britain with greater probability of ill health, poor educational attainment [in comparison with the settled community] and poverty. Improved accommodation and particularly avoiding forced

movement through eviction is seen as central to tackling social exclusion. Exclusion is also increased by discrimination.’ Pat Niner 2006.

In 2005 the Commission for Racial Equality in England and Wales [CRE] undertook a review of local authority services and policies in relation to Gypsies and Irish Travellers. Detailed on-site analysis was undertaken in nine local authority areas – including Wrexham. As a result of the review a good practice document was produced: ‘Common Ground: equality, good race relations and sites for Gypsies and Irish Travellers’ [June 2006].

The report considered issues such as barriers to site provision, issues facing local communities and identifying good practice.

Multi agency work to address these issues has been taken forward by:-

- a) The Council led Gypsy and Traveller Strategic Group which has responded positively to the recommendations of the CRE report ‘Common Ground’ and an action plan has been developed. This provides for:-
 - Practical improvements within the scope of the existing site;
 - Improvement in site management and community support; and
 - Longer term strategic planning in relation to future community needs.
- b) The Wrexham Gypsy and Traveller Multi Agency Forum which co-ordinates operational level support for the community and for practitioners.
- c) The Traveller Education Service. This is recognised as a model of good practice and provides direct support to Gypsy and Traveller children and their families to raise educational attainment.
- d) The Local Health Board ‘Gypsy and Traveller Health Project’ provides direct support to enable Gypsies and Travellers in Wrexham to access health care.

In addition the Council has undertaken a comprehensive Accommodation Needs Assessment of Gypsies and Travellers in the County Borough. This will inform future work in relation to site and service provision.

Chapter 3 – Developing Strategic Objectives

3.1 Developing the Vision for community cohesion in Wrexham

Development work on the Strategy has been undertaken by the Community Cohesion Co-ordination Group.

Visioning event

A multi agency visioning event was held in May 2007 to identify the key priorities for Wrexham. This was facilitated by the Improvement and Development Agency [IDeA]. Delegates at the event included members of Wrexham's Local Service Board and the Community Cohesion Co-ordination Group.

During the event delegates were invited to consider:-

- The key community cohesion priorities for the County Borough;
- How these priorities could be turned into actions; and
- The challenges to community cohesion and how partnership working might overcome them.

This enabled delegates to identify the key priorities for action in the short, medium and long term. It will be important for the action plan to reflect practical steps that will enable dialogue with all our communities.

Identifying core principles

Through the Visioning event delegates identified five core principles that will inform the way in which cohesion is taken forward in Wrexham. They agreed that cohesion is about:-

1. Engaging with the local community who have lived in Wrexham for many years;
2. Engaging with new communities;
3. Ensuring that young people are central to the cohesion debate in Wrexham;
4. Ensuring leadership and positive role models in all communities; and
5. Providing appropriate training, information and skills for partner organisations.

Vision

It was agreed to adopt the national definition of a cohesive community. It describes our aim of shaping a shared future where rights and responsibilities are understood and respect for others is clear.

The Vision for Wrexham is to be a place where:-

- There is a clearly defined and widely shared sense of the contribution of different individuals and different communities to a future vision for Wrexham;
- There is a strong sense of an individual's rights and responsibilities – people know what everyone expects of them, and what they can expect in return;

- Those from different backgrounds have similar life opportunities, access to services and treatment;
- There is a strong sense of trust in public services to act fairly in arbitrating between different interests and for their role and justifications to be subject to public scrutiny;
- There is a strong recognition of the contribution of both those who have newly arrived and those who already have deep attachments to Wrexham, with a focus on what they have in common, and;
- There are strong and positive relationships between people from different backgrounds in the workplace, in schools and other institutions within neighbourhoods.

[Commission on Integration and Cohesion and Integration 'Our Shared Future' 2007]

3.2 **Strategic Priorities**

Our cohesion priorities identified can be grouped under four key headings.

1. Engagement
2. Education and Awareness Raising
3. Understanding Community Needs
4. Integration

Further consultation with our partners has allowed us to:-

- Clarify what each strategic objective means in relation to the cohesion vision;
- Identify what actions need to be taken in order to achieve each strategic objective;
- Clarify who needs to be involved in taking forward the agreed actions; and
- Understand the barriers that might prevent our success.

3.3 **Engagement**

Strategic Objective

'To develop effective engagement with people to ensure involvement and openness in delivering services that meet the needs of the diverse communities in Wrexham.

A key message from the consultation is that this Strategy is a starting point. Much needs to be done to fully engage with the range of communities that we serve. This includes the majority community who have lived in Wrexham for a long time as well as people who are new to Wrexham and diverse minority communities. We need to be better informed and more inclusive in our cohesion work. To achieve this, the Vision for cohesion must be embedded in ways that local people understand and support. We will seek to engage with people and involve them in shaping future cohesion work particularly young people.

Strong political support can help to promote a positive approach to community issues. Assembly Members, Members of Parliament, Elected Members and Community Councillors can have a significant influence over attitudes to diversity and promoting interaction between different groups at a very local, ward level.

Working with and through voluntary and community sector organisations is vital in engaging with the views of local people including more ‘hard to reach’ groups. Faith leaders have an important leadership role in helping to shape public attitudes and initiating activities that promote inclusion and integration.

Outcome

1. Formal and informal community leaders demonstrate a positive approach to communicating community cohesion issues.
2. Diverse majority and minority communities across the County Borough are confident that they can influence the decisions that affect them.

Media reporting about diverse communities at community, local and national levels varies widely, particularly in relation to migration issues. While there have been some positive local media features on the Polish community, for example, this is not always reflected in the national press. We also recognise that we have much to learn from the media about connecting with communities and providing information in a more accessible way.

There is a need for us to strengthen our relationship with the local and regional media in order to promote:-

- Informed and balanced consideration of local cohesion issues;
- Support for local cohesion initiatives; and
- The inclusion of minority communities in the public debate on cohesion issues.

Outcome

3. The local media demonstrates a more positive approach to communicating community cohesion issues.

3.4 **Education and Raising Awareness**

Strategic Objective

‘Develop a programme of education and awareness raising activities to build a common vision and understanding across all communities in Wrexham County Borough.’

Community cohesion is undermined by a lack of understanding about difference and appreciation of what we have in common. The spread of myths and rumour reinforces prejudice and negative stereotyping. This undermines cohesion and has a damaging personal effect on those against whom it is targeted. Raising awareness and providing accurate information is an essential base from which to develop respect for diversity.

Outcome

4. Community information needs in relation to community cohesion are met.

We know that perceptions of cohesion are strongly influenced by the views of formal and informal community leaders. Through training, information and support we will work with

them to develop joint confidence in tackling difficult cohesion issues and reducing the risk that decision making processes do not inadvertently undermine local cohesion.

Outcome

5. Formal and informal community leaders understand and actively promote community cohesion principles.

Achieving community cohesion will require sustained commitment to make it integral to our day to day work. Across the Local Service Board partners there are significant numbers of employees and volunteers. With training and support these colleagues can be ‘cohesion champions’ in the work place and in their communities, promoting cohesion principles and countering myth and rumour.

The existence or absence of cohesion is reflected in the everyday experience of people in local communities. By building on the expertise of our ‘front line’ practitioners, we can develop new models of community cohesion good practice that respond to local needs in practical ways.

Outcome

6. All Local Service Board employees understand and apply community cohesion principles.
7. Practitioners across the Local Service Board partner agencies will develop local models of best practice in relation to community cohesion.

The support of schools and youth workers in taking forward community cohesion is vital to the success of this Strategy. They build community cohesion by promoting equality of opportunity and inclusion for different groups of young people within school and in the community. Alongside this focus on equalities and a strong respect for diversity they also have a role in promoting shared values and encouraging young people to engage with others to understand what they hold in common. Within Wrexham this work is actively promoted and includes national models of good practice. Further work will be undertaken to support young people to develop a better understanding and respect for diversity.

Outcome

8. There will be increased recognition and respect for diversity by young people.

“One Wrexham” has been adopted as the overarching theme for community cohesion. The purpose has been to make the principles of community cohesion more accessible and more easily understood. Our ambition is for One Wrexham activities to be identified by communities as a key part of the overall community cohesion work.

Outcome

9. One Wrexham is understood and supported as the overarching theme for community cohesion in Wrexham.

Recent changes in local demography are largely due to the buoyant Wrexham economy. With unemployment in the County Borough being very low it is the availability of jobs that has

encouraged people from elsewhere to come to Wrexham. While it is acknowledged that this change reflects our positive economic climate, it has been challenging for some of our communities. Work to address this is included in this Strategy. For some residents of Wrexham their first direct experience of migration is meeting people from outside the UK in the workplace. There are examples of good practice by local employers to support these new relationships, for example providing English language classes. By building on the positive relationship between the Council and the business community we can develop a more proactive approach to diversity in the workplace.

Outcomes

10. The business community understand their role in promoting community cohesion.
11. There will be an increased awareness of Wrexham's global links.

3.5 Understanding Community Needs

Strategic Objective

‘Develop a co-ordinated approach to collating and sharing information in order to develop a consistent and reliable information base on which to deliver services and target resources.’

The word ‘community’ means different things to different people. Yet, understanding who our communities are; where they are; what their concerns are and how they are changing is fundamental to developing appropriate services and allocating resources. It is acknowledged that a wide range of data is collected across the statutory, business and voluntary and community sectors. Yet, there is currently no mechanism to bring this information together. We do not have a combined shared data source that is consistent and which accurately reflects the communities of Wrexham. There are also significant gaps in our information about local ethnic minority communities. A wide range of external organisations are undertaking research that is relevant to us at a local level. Work to understand needs is being taken forward by many organisations, often in isolation from one another. This risks duplication and wasted resources, and puts increased pressure on communities to respond to yet another piece of research. We need to begin to address these issues – where we can – at local level by collating separate information sources.

Outcomes

12. Robust data underpins all community cohesion activity.
13. Good practice is shared with the Local Service Board and other partners.
14. Information about potential changes to local demography informs service developments across all Local Service Board partner organisations.

A significant theme within community cohesion is understanding and responding to community concerns. There is already a vigorous public debate about the impact of recent changes in Wrexham, particularly in relation to migration. It is important that the public sector provides space for public debate and facilitates a positive exchange where concerns are shared in a climate of respect and trust. Action to achieve this will be taken forward in conjunction with the development of Neighbourhood Policing Panels. We will promote an increase in the joint monitoring of community tensions that makes best use of community networks and local intelligence.

Outcome

15. Community tensions are recognised as they arise and are robustly addressed.

3.6 **Integration**

Strategic Objective

‘Work in partnership across all sectors, agencies and organisations in identifying and delivering interventions that will facilitate integration between new and existing communities and respond to the needs of minority communities.’

There has been a growing recognition across partner agencies that the focus of our work should now be on integration. Experience gained through community based projects in Wrexham show that integration – the process that ensures new residents and existing residents adapt to one another – is best achieved through shared everyday experiences in the workplace and socially. The acquisition of English or Welsh by newcomers to Wrexham is fundamental to successful integration.

Outcome

16. Increased ability within the new communities settling in Wrexham County Borough to communicate in English or Welsh.

Integration activities provide an opportunity to engage with others to develop a shared understanding of local changes. This may be through personal interaction socially and in the workplace. Where there is no integration, negative myth and rumour will dominate; and community cohesion will be felt to be poor. While it is acknowledged that integration is happening between some communities and in some areas, this is not a uniform picture. In particular work to support the integration of new communities has been undertaken by each of the LSB partners and this is described in Chapter 3. Through this Strategy and Action Plan we will build on this existing work to develop a more co-ordinated approach to integration that enables new and existing communities to develop their own integration activities.

Outcome

17. Communities are confident to take cohesion forward at a local level.

The impact of hate crime can be extreme and long lasting. Victims can suffer both physical and psychological harm which may result in low educational and employment attainment and poor living conditions [criminal damage, graffiti, broken windows]. For communities the impact on cohesion is significant, perpetrating a lack of understanding, mistrust and fear. Hate crime also diverts resources to dealing with this anti social and criminal behaviour.

Working through the Community Safety Partnership we will work with communities at increased risk of experiencing hate crime to develop a project that supports victims, tackles perpetrator behaviour and promotes public condemnation for hate crime.

Outcome

18. There is an increased level of reporting of hate crime in the County Borough.

Practical work taken forward by the Community Cohesion Co-ordination Group has focused on integration issues in relation to three communities:-

- Migrant worker community;
- Gypsy and Traveller community; and
- Asylum Seeker and Refugee community.

Some support is being targeted to these communities to seek to improve access to services as identified in the attached Action Plan. This will be taken forward through the Strategy and the learning gained will be shared across all Local Service Board partner organisations. In addition practical support for these communities will include appropriate training.

Outcome

Issues in relation to:-

19. Economic migration;
20. Gypsies and Travellers, and;
21. Asylum seekers and refugees are better understood and addressed.

Chapter 4 - Management and Monitoring Arrangements

Monitoring and evaluating our progress

We know that community cohesion cuts across all areas of public life and policy. Therefore a single measure of local cohesion is not sufficient. A baseline has been established using national cohesion indicators through the People's Voice Survey. As part of our revised data collection processes we will seek to develop a range of indicators that better reflect what is important locally and which takes into account both objective data [e.g. ethnicity monitoring] and subjective data [how local people feel about their community]. This will enable us to more effectively monitor and evaluate our progress.

4.1 Monitoring arrangements

To date the co-ordination and monitoring of cohesion activities has been taken forward by the multi agency Community Cohesion Co-ordination Group [CCCG]. Scrutiny of the Group's activities has been undertaken by the WCBC Corporate Governance and Policy Scrutiny Committee.

The CCCG is currently a sub-group of Wrexham Community Safety Partnership. Membership of this group has evolved and has responded to the priority areas for action as they have emerged.

The Local Service Board resolved in October 2007 that Community Cohesion would be one of its key outcome areas, and has asked for a review of current partnership working arrangements in relation to Community Cohesion.

4.2 Cohesion proofing

A formal process for checking the cohesion implications of service plans and strategies will be developed through the Action Plan. This will be in the form of an assessment tool that will identify the likely effect on cohesion and to maximise the potential positive impact.

4.3 Community Cohesion targets

Within the Council's corporate priorities there are a number of targets already in place for community cohesion which are based on national targets:-

- The percentage of people who feel that they belong to their neighbourhood / local area.
- The percentage of people who feel that they can influence decisions affecting their local area.
- The percentage of people who feel that local ethnic differences are respected.
- The percentage of people who feel that their local area is a place where people from different backgrounds can get on well together.
- The percentage of people from different backgrounds who mix with other people from different backgrounds in everyday situations.

Results from the Peoples Voice survey in September 2005 have provided us baseline data in relation to the measures listed above. This survey was later repeated in January 2007 providing the basis to consider some initial comparisons regarding the perceived levels of cohesion within Wrexham's communities (see page 6).

Chapter 5 - Action Plan

Please see separate document.

Appendices

- 1. Local Service Board [development group] members**
Wrexham County Borough Council [WCBC]
Chester, Ellesmere Port and North Wales Chamber of Commerce
Association of Voluntary Organisations in Wrexham [AVOW]
National Public Health Service [NPHS]
North East Wales Institute [NEWI]
North East Wales NHS Trust [NEWT]
North Wales Fire + Rescue Service
North Wales Police
Welsh Ambulance Service
Welsh Assembly Government
Welsh Local Government Association
Wrexham Local Health Board [LHB]
Yale College

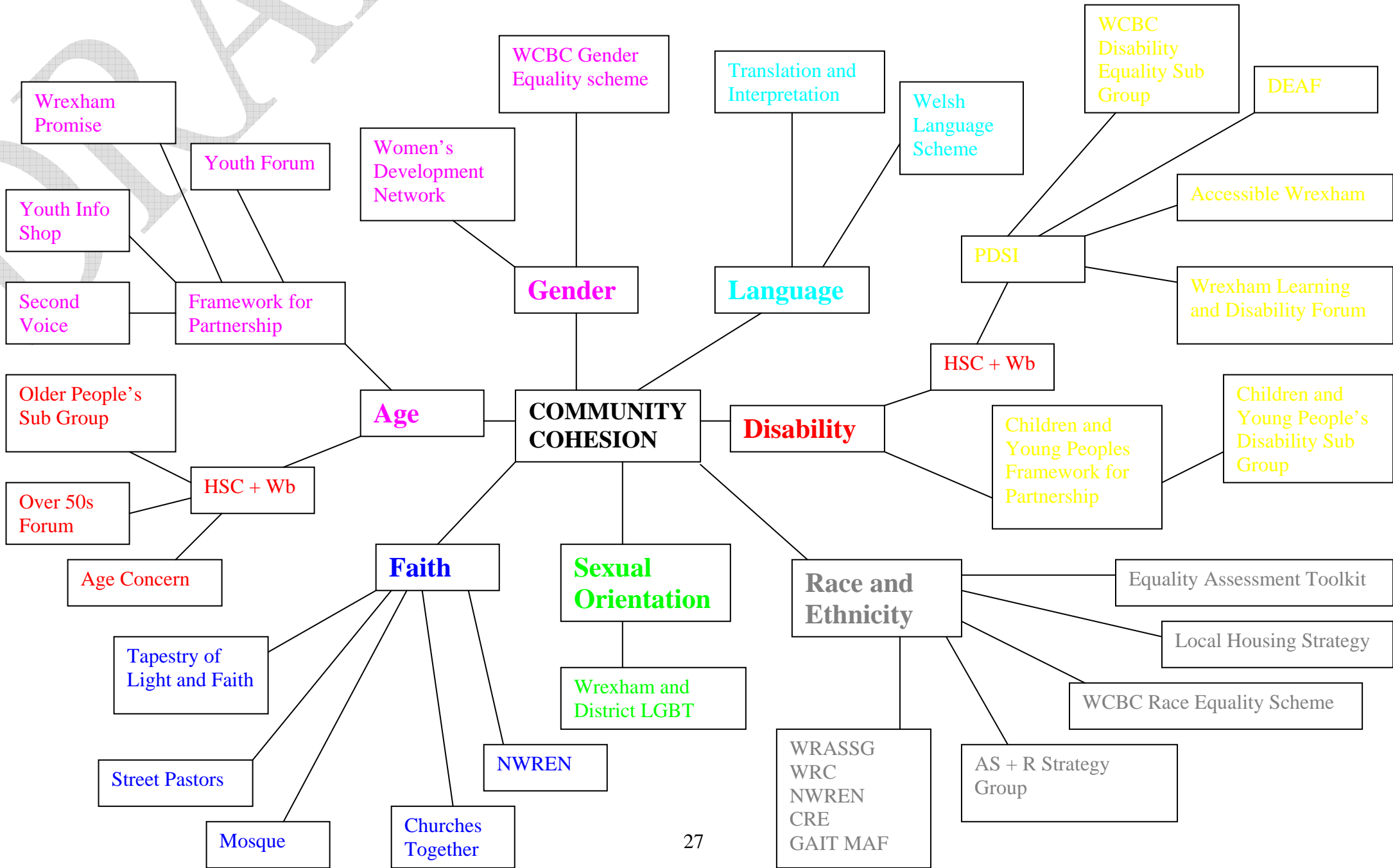
- 2. The People's Voice Survey results are available on the Council's website at www.wrexham.gov.uk**

- 3. WCBC Equality documents are available on the Council's website at www.wrexham.gov.uk**

- 4. Community Cohesion Co-ordination Group membership**
Wrexham County Borough Council [WCBC]
Association of Voluntary Organisations in Wrexham [AVOW]
National Public Health Service [NPHS]
North East Wales Institute [NEWI]
North East Wales NHS Trust [NEWT]
North Wales Fire + Rescue Service
North Wales Police
Wrexham Local Health Board [LHB]
Yale College
Commission for Racial Equality [Wales]
Welsh Refugee Council
Caia Park Partnership
Job Centre Plus

6. Details of activities taken forward under the One Wrexham initiative are available on the One Wrexham web pages which are currently under construction on the Council website www.wrexham.gov.uk

Figure 1



Joint Member/Officer Task Group on Migrant Workers – Action Plan update March 2007

Service	Task		Who	Target Date
Corporate Issues	1	Investigate how other local authority areas in the United Kingdom are responding to the service issues raised by the increase in economic migrants	Community Cohesion Officer	Sept 2005 Task Completed
	<p>Update 16 Local Authorities in England and Wales were approached for information about the impact of migrant workers in their area and their response to this. Some areas did not have sufficient numbers of economic migrants for there to be particular issues. In other areas, economic migrants had been relatively easily absorbed into existing ethnically diverse communities. For the authorities that did respond, the issues raised by economic migration are very similar to those which we have experienced in Wrexham with a particular focus on education services, public protection services and the need for improved communication and translation facilities. There was also the need to raise local public awareness about the issue and the status of economic migrants themselves. One authority – Conwy – has commissioned a research survey of the number of migrant workers in their area. Interestingly, most of the authorities seem to have responded on a Departmental basis rather than a co-ordinated one.</p>			
	2	Raise awareness of the Welsh Assembly Government, Assembly Members and MP's of issues associated with migrant workers and the need for additional funding for local authorities.	Strategic Director – Corporate Governance	Sept 2005 Task Completed
		<p>Update Wrexham's Assembly Members and the local MP have taken a strong and continuing interest in this issue over the past year. Ian Lucas MP has raised issues with Ministers and has offered support across a range of issues. Assembly Members have continued to raise issues with the WAG, as have the Leader of the Council and other key members. Particular interest has focused on funding arrangements for local authorities and the status of EMAG (Ethnic Minority Achievement Grant).</p>		

Service	Task	Who	Target Date	
Corporate Issues cont'd\...	<p>The Welsh Assembly Government Minister for Social Justice and Regeneration, Mrs Edwina Hart is chair of the All Wales Refugee Policy Forum. A sub-group has been established to look at issues in relation to economic migrants. Wrexham is represented on the group and there have been two meetings. Outcomes for the group are:</p> <ul style="list-style-type: none"> • Development of a 'Welcome to Wales' pack. The pack has been completed and distribution is expected shortly. • Development of guidance to local authorities in relation to: <ul style="list-style-type: none"> ○ Economic migrant entitlement and access to services. ○ The availability of grants to local authorities. ○ Improved data on economic migrant numbers to inform planning at a local level. ○ How economic migrant issues may be incorporated into mainstream strategies. <p>Work to complete these is ongoing.</p> <p>Representation on this group will continue and any further local actions will be considered by the Community Cohesion Co-ordination group and will be subsumed within the Community Cohesion strategy.</p>			
	3	Investigate whether there are any controls which can be established to safeguard and monitor the transportation of migrant workers.	North Wales Police	Sept 2005 Continuing
	<p>Update North Wales Police were asked to review whether there were any issues locally in the transportation of migrants by road to places of employment. They have reported no significant local concerns on this issue.</p>			
	4	Develop a Public Information Programme to raise awareness of increasing numbers of migrant workers as a community cohesion issue.	Community Cohesion Officer	October 2005 Task Completed Deptl work ongoing
<p>Update A public information programme is being developed as part of a co-ordinated approach to community cohesion. A myth buster leaflet has been distributed to the public. In addition to Link Up, articles have also appeared in Wrexham Connect and in the Evening Leader raising public awareness about economic migrant issues. A cohesion website is being developed within the overall WCBC internet site and will contain more information for and about economic migrants.</p>				

Service	Task	Who	Target Date
Corporate Issues cont'd\...	<p>The 'One Wrexham' initiative will provide an overarching theme for cohesion by promoting community cohesion and engendering a sense of belonging across all communities, new and existing, within the County Borough. It will also reaffirm the vision contained in the Wrexham Community Strategy - 'To improve the quality of life for all in Wrexham County Borough' by drawing together equality, social inclusion and community cohesion issues under one initiative.[Executive Board report 'One Wrexham' is available in the Members Library] A range of activities are being planned from Spring 2006 in relation to cohesion:</p> <ul style="list-style-type: none"> • <u>Publication of myth buster leaflets</u> An Economic Migrants mythbuster has been published. An Asylum Seekers and Refugees mythbuster has been published. • <u>Croeso initiative in Wrexham</u> [28 February – 10 March 2005] This was a Commission for Racial Equality initiative based on the life of Paul Robeson. Through workshops and displays the CRE aim to promote diversity, active integration and a welcoming atmosphere in all our communities, workplaces and institutions. The Council is developing a multi agency programme of activities that will complement the CRE exhibition and further promote the corporate priority of Community Cohesion. • <u>Launch of One Wrexham Charter of Belonging</u> A high profile public launch event planned for June 2006 will bring together all the co-signatories to the Charter. Sign-up to the Charter prior to the launch will be facilitated through existing Council and partner networks. • <u>Anti [race] hate campaign</u> An anti [race] hate publicity campaign is planned for 2007. Work is currently underway to develop co-ordinated reporting systems and improved support mechanisms. <p>Further public information activities will be taken forward by the Community Cohesion Co-ordination group as part of the Community Cohesion strategy.</p>		
	<p>5 Establish improved information in various formats for migrant workers arriving in Wrexham on eligibility and availability of local services.</p> <p>Update The Council has provided specific grant aid in the current year for Citizens Advice Bureau and Caia Park Partnership to provide information services for migrant workers in the current year. An Information Booklet has been produced. It is available in hard copy in Polish, Portuguese, Czech and Slovak with English and Welsh versions available in reference copy only. All versions will shortly be available for download from the Council's website. It contains information and signposting on a range of issues, including: - Accommodation - Immigration - Childcare and education - Home safety and houses of multiple occupation</p>	Community Cohesion Officer	March 2006 Task Completed Deptl work ongoing

Service		Task	Who	Target Date
Corporate Issues cont'd\...	6	Produce article for Council's Connect Magazine raising awareness of the issue and celebrating diversity.	Communications Manager	Dec 2005 Task Completed
		Update An item on raising awareness and celebrating diversity appeared in the December 2005 issue of Connect. The 'One Wrexham' initiative will be publicised through Connect.		
	7	Make presentation on migrant worker issues to Police Community Consultative Group.	Strategic Director – Corporate Governance	April 2005 Task Completed
		Update A presentation on migrant worker issues was made to the PCCG in April 2005.		
	8	Raise awareness of personal health issues experienced by migrant workers with Local Health Board with the aim of improving their access to local health services.	Strategic Director – Corporate Governance	May 2005 Task Completed
		Update Local Health Board representatives continue to participate in the joint task group. A copy of this update will also be presented to the Local Health Board in 2007. Support in respect of registration with local GP practices, sexual health advice and health screening is still available from the Nurse Practitioner in Caia Park upon request. Migrant workers attending the Asylum Seeker drop-in centre are referred to the LHB by the 2 Health Visitors for allocation to a GP. Representation continues to be made to the Welsh Assembly Government Asylum Seeker and Refugee Health Advisory Group in order to extend the support that is already available to the asylum community to economic migrants.		

Service		Task	Who	Target Date
Economic Development	9	Establish a working definition of migrant worker for use by local agencies.	Economic Development Manager	June 2005 Task Completed
		<p>Update The Welsh Assembly Government is yet to confirm an all Wales definition. We have therefore developed a local (Wrexham) definition which we suggest is adopted by all local agencies. It is:- “An economic migrant is someone who makes a voluntary choice to leave their home country with the primary purpose of seeking work in the UK, including all those who obtain work permits from the Government.”</p>		
	10	Try to establish better information about the numbers of migrant workers employed in Wrexham CBC area.	Economic Development Manager	Continuing
		<p>Update It has continued to be very difficult to get accurate information about the numbers of migrant workers employed in the Wrexham CBC area. A meeting with the Department of Immigration and Nationality on this issue proved unproductive. The Immigration Department has no reliable information about how economic migrants are distributed across the UK. Informal evidence suggests that the regional estimate in the Task Group report (2-4,000) may be an underestimate. We are continuing to meet with Jobcentre Plus to gather further evidence on this issue.</p> <p>Wrexham has had 3050 National Insurance Number Registrations of non-UK Nationals between 2002 – 2006. The majority of registrations are from Poland with 1520 of the 3050 total, followed by 450 Portuguese. These figures do not take into account migrant workers who have registered in other areas and moved to Wrexham or migrants who have registered in Wrexham and subsequently left the area.</p> <p>February – March 2007 – ongoing survey related to company visit programme, which attempts to establish the number of migrant workers in local labour market and to encourage sign up to the One Wrexham Charter of Belonging initiative.</p> <p>Feedback from the survey will be used by the Community Cohesion Co-ordination group to support the development of the Community Cohesion strategy.</p>		

Service		Task	Who	Target Date
Economic Development cont'd\...	11	Encourage local firms/recruitment agencies to sign Confederation Code of Practice	Economic Development Manager	November 2005 Continuing
<p>Update 10 companies had signed by Code of Practice by 30.11.05. Code of Practice is now superseded by the One Wrexham Charter of Belonging initiative.</p>				
Economic Development cont'd\...	12 & 13	<p>Establish programme of education/awareness raising amongst local businesses.</p> <p>To encourage employers to develop family friendly policies and to acknowledge the impact of work patterns on the children of migrant workers.</p>	Economic Development Manager in conjunction with Education, Social Services and Health	Two Seminars to be held by November 2005 Continuing
<p>Update A key element of the Economic Development strategy is to work with employers to encourage good employment practice and to secure commitment to the voluntary Confederation Code of Practice [A copy has been placed in the Members Library]. Two seminars have been held during Wrexham Business Week 2005 focusing on employment issues and plans are being developed to hold further awareness raising events over the next twelve months. This work is part of the mainstream business development support offered by the department.</p> <p>The UK Government is keen to ensure that economic migrants coming to the UK are aware of their employment rights and responsibilities. The DTI are co-operating with the Portuguese, Polish and Lithuanian Governments on information leaflets for their nationals. No further information is available from LGA and WLGA at this time. This will be pursued.</p> <p>Four seminars have been provided during 2006/7 to inform local businesses. Literature has been distributed to ensure compliance with employment duties.</p> <p>A special edition of Profile magazine is scheduled for April 2007 to provide employment information and raise awareness of the One Wrexham Charter of Belonging initiative.</p>				

Service		Task	Who	Target Date
Housing	14	Clarify eligibility of migrant workers for public sector housing under existing legislation.	Chief Housing & Public Protection Officer	September 2005 Task completed Deptl work Continuing
		<p>Update</p> <p>The 'Housing Rights of A8 Nationals' (economic migrants) was presented to Executive Board in November 2005 report number CHPPO/154/05. Within this report the eligibility criteria for Housing Allocation and Homelessness Assistance of nationals from EU countries is detailed in section 4 of the report. A copy of the report can be found in the Members library. Additional guidance is currently being drafted in consultation with Legal Services regarding the eligibility of Bulgarian and Romanian nationals to access public funds including public sector housing, to reflect the difference in eligibility.</p>		
	15	Agree new policy for repatriation of destitute A8 nationals.	Chief Housing & Public Protection Officer	October 2005 Task Completed
		<p>Update</p> <p>New policy agreed. Executive Board report 15/11/05. Housing Department have agreed to monitor applications for housing by A8 nationals in future.</p>		
Learning and Achievement [Education]	16	Review existing methods for WAG funding of Education Departments in relation to language needs of migrant children and press for additional resources.	Chief Learning and Achievement Officer	September 2005 Task Completed

Update

The English as an Additional Language [EAL] service receives funding from the overall Education budget and the Welsh Assembly Government 'Ethnic Minority Achievement Grant' [EMAG] which is claimed retrospectively. A return is sent in February each year giving details of the numbers of children/teachers/spending in relation to the minority ethnic community.

Following consultation with WAG it has been agreed to merge the Asylum Seeker Grant and EMAG to give greater flexibility. The funding process is remaining the same with returns being sent in February giving details of numbers of minority ethnic children. However a greater weighting is now being given to those children who are new to English.

Year	Total no of EAL pupils in school	Funding from central budget	Funding from EMAG grant	Total funding for EAL service	Amount per pupil
2004/5	199	£175,000	£76,000	£251,000	£1,261
2005/6	284	£222,000	£128,000	£350,000	£1,232
2006/7	Feb – Sept =356 Sept-March=456	£262,000	£139,000	£401,000	£ 879

The level of EMAG funding for 2007/8 has not yet been confirmed.

The grant comes with a number of requirements in relation to training. An elite teacher-training course was carried out in 2005/6.

The additional funding for EAL service in 2006/7 has provided more bilingual support workers (8 in total) and more classroom assistants (7 in total). These continue to be employed in the schools most under pressure from the increased number of migrant children. Funding has also supported the training of mainstream teachers and the development of curriculum resources for use in the classroom.

Further initiatives have been put in place this year to address educational attainment. The EAL service has been developing e-learning sites for primary and secondary children. A teacher has been specifically employed to address Portuguese underachievement and children in secondary schools are now taking their home language GCSE with very good results.

Service		Task	Who	Target Date
Learning and Achievement cont'd\...	17	Introduce improved induction period for children of migrant workers prior to admission to school to assist in their acclimatisation.	Chief Learning and Achievement Officer /Head Teachers	September 2005 Task Completed Deptl work ongoing
		<p>Update A structured induction process has now been introduced for all migrant children. This gives an opportunity to assess which would be the most appropriate school for the migrant child, to assess the child and to agree the relevant staff deployment in relation to their needs. It also allows time for the Education Social Worker to visit the family and arrange uniforms as well as allowing for a gradual introduction to school on a part-time basis.</p>		
	18	Introduce measures to relieve pressure of children of migrant workers on certain schools.	Chief Learning and Achievement Officer /Primary & Secondary Head Teachers Federation	September 2005 Task Completed Deptl work ongoing
		<p>Update The EAL service continues to provide Bilingual Support Workers and Learning Support Assistants to schools that have the highest number of migrant children.</p> <p><u>Breakdown of new arrivals September 2006 – March 2007:</u> Primary school age children – 80 Secondary school age children – 27</p> <p><u>Schools with the largest numbers of EAL students:</u> SG Giles Juniors and Infants Victoria Junior and Infants St Marys Junior and Infants St Annes Junior and Infants Rhosnesni High School Clwydog Secondary School Ruabon Secondary School</p> <p>The Education Department has decided to continue with the focus of aligning education with religious denomination and with location in order that they are placed in their local school. However given the pressure on numbers of Catholic schools the children are now being placed in a wider area..</p>		

Service		Task	Who	Target Date
Learning and Achievement cont'd\...	19	Introduce measure to raise levels of linguistic and literary skills amongst children of migrant workers via homework clubs.	Chief Learning and Achievement Officer /Head Teachers	April 2006 Task Completed Deptl work ongoing
	<p>Update This has now been partially implemented through the EAL service establishing after school homework clubs in key secondary schools. Further development of this is limited due to availability of resources.</p>			
	20	Provide more language support to children of migrant workers through the use of bilingual assistants.	Chief Learning and Achievement Officer	Task Completed
	<p>Update From September 2006 three additional bilingual assistants have been appointed to work in schools, all of whom are Polish.</p>			
	21	Establish systems to inform recruitment agencies and local employers of the need for families to bring details of their children's medical and education history when they come to the UK.	Chief Learning and Achievement Officer /Economic Development Manager	October 2005 Task Completed
	<p>Update The Economic Development Department held a seminar for business leaders informing them of the issues around migrant workers as part of Wrexham Business Week in November 2005. The Information booklet will encourage economic migrant families to provide this information. Internet access to the booklet, in a range of languages will enable potential economic migrants to access this information prior to migration. The overall situation has improved. Families are now beginning to provide the necessary background information.</p>			

Service		Task	Who	Target Date
Learning and Achievement cont'd\...	22	Develop methods to improve communication between migrant workers as parents and local schools.	Chief Learning and Achievement Officer	October 2005 Task Completed Deptl work ongoing
	<p>Update A migrant workers education handbook has been produced and printed in Portuguese and Polish. This gives basic introductory information to migrants coming to Wrexham about ways to access local services and support. Bilingual support workers have helped in the implementation of this scheme. Schools are using their Bilingual Support Workers in a variety of ways to assist with this. They have helped with improving induction of children into schools, parents' evenings and home school links. Leaflets giving information to parents on helping their children in school are being translated into Polish and Portuguese and are soon to be distributed.</p>			
	23	Review existing translation services and English as an Additional Language (EAL Service) on continuing basis and strengthen as appropriate.	Chief Learning and Achievement Officer	Continuing
	<p>Update <u>Translation services</u> An officer task and finish group has been established by the Director for Corporate Governance. Following a review of internal procedures the group is now considering how best to take forward:</p> <ul style="list-style-type: none"> ➤ Procurement of a single telephone and written translation and interpretation service ➤ The development of a directory of qualified face to face interpreters ➤ Consideration of a joint approach to directory of face to face interpreters ➤ Registration with the National Register of Public Service interpreters ➤ Development of guidance for all staff 			
Public Protection	24	Maintain monitoring activities in relation to HMO's including serving of Section 16 notices and prosecution for non-compliance.	Chief Housing & Public Protection Officer/Chief Legal and Democratic Services Officer	March 2006 Continuing

Update

A recent house condition survey in the County Borough suggests that there are in the region of 1000 Houses in Multiple Occupation [HMOs] and anecdotally it is believed that the majority are occupied by economic migrants sometimes to the point of overcrowding. The vast majority house between 3 and 6 households lawfully. We do not have more precise information to indicate the numbers of economic migrants within privately rented accommodation locally.

Priority is being given to identifying the location of HMOs in the County Borough. The Housing Standards team currently have details of 766 known HMOs within the County Borough.

Service		Task	Who	Target Date
Public Protection cont'd\...	25	Continue inspection and monitoring of HMO's in relation to overcrowding and fire protection issues with prosecution for non-compliance.	Chief Housing & Public Protection Officer/Chief Legal and Administration Officer	March 2006 Continuing
	<p>Update New legislation was introduced in 2006 requiring the mandatory licensing of 3-storey HMOs with 5 or more occupants. 'Additional licensing' of certain other high risk HMOs was also adopted by the Council in 2006 and this will increase the number of HMOs that will be subject to tighter control on the management of the properties.</p> <p>The main focus has been processing those HMOs subject to licensing and to dealing with reactive complaints. 32 HMOs have been licensed since the Council implemented the licensing regime in September 2006, a further 24 are being processed. 15 complaints of overcrowding have been received since 1 April 2006, 11 of which ere properties occupied buy migrant workers. It has not been necessary to prosecute any landlords for non-compliance with housing standards legislation to date since April 2006.</p> <p>A HMO Improvement Strategy will be developed and implemented during 2007/8.</p>			
	26	Monitor movement of migrant workers to and from Wrexham and inform Strategic Director – Corporate Governance of shifts in trends.	Chief Housing & Public Protection Officer	Continuing
	<p>Update Monitoring continues in spite of limited information available from other sources. It appears that families are coming in increasing numbers bringing their children with them. However, overall, the situation appears more stable than twelve months ago.</p>			
	27	Ensure that Landlords Forum are informed on and updated with relevant information regarding position of migrant workers in Wrexham.	Chief Housing & Public Protection Officer	Task Complete Deptl work ongoing
	<p>Update Task Complete. A presentation has been made to the Landlords Forum in 2005 and 2006. The Landlords Forum meets only 3 times a year. Issues in relation to migrant workers will continue to be raised as necessary.</p>			

Service		Task	Who	Target Date
Social Care Services	28	Where appropriate, to assess the children of migrant workers as “children in need” and provide appropriate services to promote and safeguard their welfare.	Chief Social Care Officer	Continuing
		<p>Update There have been very few referrals of economic migrants and their families to the Social Services Department. Those that have occurred relate primarily to child welfare issues. There have been some referrals to adult services and these are being investigated. The cost of providing these services has been contained within mainstream service provision. Translation and interpretation support has been provided where appropriate including the translation of fostering and adoption leaflets.</p> <p>A review of migrant worker issues is included in the Social Care Business Plan for 2007/8.</p>		
	29	To discuss with the Police access to criminal records and other information re people who may be a risk to children to allow appropriate checks to be made on individuals.	Chief Safeguarding and Support Officer	July 2005 Task Completed
		<p>Update There are agreements in place to enable criminal records checks to be made on people in their country of origin. This includes people from Poland, Latvia, Czech Republic and Portugal. The Care Standards Inspectorate Wales have continued to address issues in relation to the registration of child-care. Prospective childminders are subject to enhanced CRB checks. The Criminal Records Bureau (CRB) can only access information held on the Police National Computer. It is recognised that a CRB check may not provide a complete picture for people being recruited from overseas. To help organisations access criminal record information from overseas, the CRB has set up a dedicated telephone advice service. This is available in relation to all countries. A fax back service has also been established with separate numbers for different countries. This includes people from Poland, Latvia, Czech Republic. Similar checks are made by the police when there are concerns about individuals in relation to child protection issues.</p>		
	30	To provide Translation Services to allow information to be provided to parents regarding services and for appropriate dialogue to take place with parents re any concerns about their children’s welfare.	Strategic Director – Corporate Governance	Continuing
		<p>Update This has been discussed through the ACPC and discussions and preliminary discussions have taken place about jointly commissioning a translation service for Children’s Services. This will be subsumed within Council-wide translation and interpretation arrangements currently under development [please see point 23 above].</p>		

Service		Task	Who	Target Date
Social Care Services cont'd\...	31	<p>To provide information and guidance re child care legislation and services for children in parents' first language including information re:-</p> <ul style="list-style-type: none"> • Appropriate child care • Parenting responsibilities • Education, health and social care • Family Support Services • Libraries • Leisure 	Chief Social Care Officer	December 2005 Continuing
	<p>Update Initial general information has been included in the Information Booklet for economic migrants. This is translated into key languages and will be available in hard copy and on the internet. More detailed information will need to be produced by specific services with appropriate translation. A review of migrant worker issues is included in the Social Care Business Plan for 2007/8.</p>			
	32	To encourage employers to develop family friendly policies and to acknowledge the impact of work patterns on the children of migrant workers.	Economic Development Manager in conjunction with Education, Social Services and Health	Task Completed
<p>Update These issues have been explained to local employers groups and were highlighted at a number of seminars (see point 12/13 above).</p>				

Service		Task	Who	Target Date	
Social Care Services cont'd\...	33	To provide Family Support Services to the families of migrant workers similar to those provided for asylum seekers and refugees:- <ul style="list-style-type: none"> • Drop-in Centres • Support Workers • Health Visitors 	Chief Social Care Officer	December 2005 Continuing	
		Update The Social Services Department have provided appropriate support to migrant families where issues have been referred. Non Council funded community based support continues to be provided by the Caia Park Partnership and the Wrexham Citizens Advice Bureau. A review of migrant worker issues is included in the Social Care Business Plan for 2007/8.			
Care Standards Inspectorate for Wales	34	To register eligible child care arrangements through the provision of appropriate training and assessment processes in the language of choice.	CSIW	Continuing	
		Update These issues are dealt with as and when they arise.			
	35	To provide information for parents on existing child care provision and legislation re appropriate child care provision.	CSIW/Chief Prevention and Inclusion Officer	December 2005 Task Completed	
Update Information about appropriate childcare provision have been included in the migrant worker Information Booklet.					

Service		Task	Who	Target Date
Care Standards Inspectorate for Wales cont'd\...	36	To work with P+ID in addressing any concerns re the welfare and safety of children in relation to childminding activity where registration is not applicable.	CSIW/Chief Prevention and Inclusion Officer	Continuing
		<p>Update Specific issues brought to the attention of Care Standards Inspectorate Wales are addressed as and when they arise. CSIW is working to address the concerns about unregistered childcare by taking legal action themselves or if there are child protection concerns by making referrals to Social Services.</p>		
North Wales Fire & Rescue Service	37	To pursue community education with relevant groups/communities on fire safety and fire risks associated with overcrowding	North Wales Fire and Rescue Service	Continuing
		<p>Update The Fire and Rescue Service has provided Fire Safety information to those areas in Wrexham identified as having a high migrant worker population. They continue to try to make contact with people via shops, cafes and clubs. Information is disseminated via the Caia Park Partnership economic migrant services.</p>		