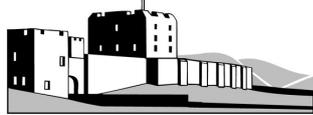


**CARLISLE
CITY COUNCIL**



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COMMUNITY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

13th January 2011

Date of Meeting:

Title: Update on Implementation of Migrant Workers' Task & Finish
Group recommendations

Report of: Policy & Performance manager

Report reference: PPP 02/11

Summary:

To update the Panel on the Council's work to address the recommendations contained in the Migrant Workers' Task & Finish Group report – OS 06/08 refers

Questions for / input required from Scrutiny:

1. Members are asked to note the areas of improvement against recommendations.
2. Members are invited to provide areas for further research that can inform the review of the Comprehensive Equality Scheme.

Contact Officer: Steven O'Keeffe

Ext: 7258

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1 Introduction

This report sets out the progress following the recommendations arising from the Migrant Workers' Task & Finish group held in 2008.

Also of relevance to this issue, is the Community Cohesion Strategy, which was adopted by the Carlisle Partnership (LSP) in March 2009 of which the City Council is a lead partner.

The continuous improvements since the recommendations are presented as a table alongside each recommendation.

Impact assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?		
Age		
Disability		
Race	Yes	Positive
Gender/ Transgender		
Sexual Orientation		
Religion or belief		
Human Rights		
Health inequalities		
Rurality		

If you consider there is either no impact or no negative impact, please give reasons:

.If an equality Impact is necessary, please contact the P&P tea

TABLE 1: Migrant Workers, A Scrutiny Report, 2007/08 List of Recommendations

Statistics																	
ID	Recommendation	Update December 2010															
1	It is our conclusion, that whilst it is important to have a clear picture of the migrant worker population and its needs, this is less a statistical exercise and more one of ensuring that Carlisle City Council is aware of the broad picture of migrant workers, and through relationships with its own employees, Members and partners, is aware of changes as they are occurring.	<p>A "picture" of the Council's own employees will become apparent in the updates to The Workforce Profile, as part of the draft Organisational Development Strategy.</p> <p>Service managers are aware of the changes that are occurring and can illustrate the changes with uptake of services.</p>															
2	We recommend that a detailed survey be carried out, interviewing a cross-section of the district's migrant worker population. The interview could use the terms of reference of this review as a template for developing questions. We believe that this work will more than compensate for the deficiencies of official statistics on migrant workers by providing a meaningful picture of the skills, needs and concerns of this section of our society	<p>Detailed survey completed in 2009.</p> <p>Responses from European Union Accession States are noted as part of our ongoing service monitoring.</p> <p>Since April 2009 we have had 388 equality responses from telephone, email and website contact. The breakdown of the white ethnic groups is:</p> <table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Volume</th> <th>%age</th> </tr> </thead> <tbody> <tr> <td>British</td> <td>377</td> <td>97.2</td> </tr> <tr> <td>Irish</td> <td>2</td> <td>0.5</td> </tr> <tr> <td>Other White</td> <td>9</td> <td>2.3</td> </tr> <tr> <td>Total</td> <td>388</td> <td>100</td> </tr> </tbody> </table> <p>The annual Multi Cultural Service Report 2009/10 provides an excellent source of information.</p> <p>http://www.cumbriacc.gov.uk/equalities/cmcs/default.asp</p>	Ethnicity	Volume	%age	British	377	97.2	Irish	2	0.5	Other White	9	2.3	Total	388	100
Ethnicity	Volume	%age															
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Housing Issues		
ID	Recommendation	Response
3	The City Council is a key funder to both the Community Law Centre and the Citizens Advice Bureau and we strongly support the Council's continued funding of these services.	These are discretionary grants and will be considered as part of the ongoing transformation of Community Engagement.
4	We are concerned that there is no clear picture of the scale or degree of poor rented accommodation. The issue here is broader than migrant workers – it is the condition of rented accommodation in the district for all private tenants, not just migrant workers. We recommend to the Executive that resources be found to enable the establishment of a risk-based inspection regime for licensed Houses in Multiple Occupation (HMOs). The HMO licensing scheme only covers a sub-section of rented accommodation and so we also support the rapid development of an accreditation scheme for all privately let accommodation.	<p>The recent Executive paper 'Charging for Statutory Notices under the Housing Act 2004: CD/13/10' provides an overview of enforcement.</p> <p>A new accreditation scheme for landlord's launched on Monday 12th October 2009; at the Landlord Open Day 2009. The new scheme takes into consideration the changes that have taken place in the private rented sector over the last 10 years, taking into account the housing needs of everyone in the community.</p> <p>Carlisle City Councils Landlord Accreditation Scheme recognizes and rewards landlords who manage their properties to a good standard. We are working with local landlords and letting agencies to continuously develop standards that relates to homes, landlords and the management service provided by them. Landlords who join the scheme and follow the Code of Standards will be accredited by Carlisle City Council.</p>

Employment		
ID	Recommendation	Response
5	Given the contrasting stories of good practice within some of the City's main employers and abuse by others, we believe that a Responsible Employers Scheme could prove very effective. Such a scheme would help promulgate good practice to other, smaller employers but also isolate those employers unwilling to address illegal or poor employment practices. Such a group could work most effectively at a county level and we recommend that Cumbria Vision consider developing a Scheme.	The Chair of the Overview and Scrutiny Committee wrote to the Chief Executive of Cumbria Vision.

Communication		
ID	Recommendation	Response
6	We urge the Cumbria Multicultural Service to consider providing the Welcome to Cumbria book to major employers of migrant workers around the county. It would also seem sensible to provide the book in a loose-leaf format which would allow for regular updates. More particularly, we urge the Cumbria Equality and Diversity Partnership to ensure that links exist to this information from each district council website.	There is a link to the welcome packs (English, Polish, Czech and Lithuanian) from our website. The Cumbria Multicultural Service provide drop in sessions in Carlisle. Carlisle Drop-in Carlisle Library, Globe Lane, Carlisle, CA3 8NX Tuesday 11:00am-3:00pm Contact: Kleanth Labo, Advocate Tel: 07500 785 386 Email: kleanth.labo@cumbriacc.gov.uk
7	We recommend that further work on developing the Customer Contact Centre should encompass how it can include a one-stop shop for people new to the area.	The Civic Centre Customer Contact Centre continues to develop as the preferred point of contact for our partners. The local links in Longtown provides an accessible rural option.

8	<p>We recommend that the City Council should encourage and enable its own employees and Members to develop new language skills by offering short courses in the foreign languages in use in the local community. In this way, Members and employees could be equipped with very basic skills in a number of the most widely used languages. This would provide a positive signal to any new migrants coming into the Civic Centre or coming into contact with council officers in the community.</p>	<p>Our Union Learning Representatives undertook a Polish taster course earlier this year.</p> <p>The current Corporate Training Directory includes equality awareness training on Learning Disabilities and Basic British Sign Language.</p>
9	<p>We are concerned that the ESOL provision in the city may no longer be adequate for the migrant population. To establish whether or not this is the case, we recommend that a mapping exercise be carried out under the Learning City priority in 2008/9 to establish just what ESOL provision there is and the suitability of that provision for migrant workers and others in the city.</p>	<p>The County Council's Adult Education Service and a number of other providers offer ESOL classes, however these are not always accessible in terms of time, location and cost. Also some people's English is at too basic for them to benefit from a course.</p> <p>To address this, the County Council has formed a project in partnership with Cumbria Volunteer Services to set up a new project that matches English language learners with volunteer tutors.</p> <p>For information about the English Language Volunteer Project contact: Lynne Metcalfe, lynne.metcalfe@cumbriacc.gov.uk 01900 70610</p>
10	<p>Depending on the outcomes of the mapping exercise, we recommend that the City Council works under the Learning City priority to establish how ESOL provision can be enhanced. Underlining this, we concur with the Voluntary Action Cumbria report which noted that it was a "pressing requirement ... that migrant workers should have access to free ESOL training." This will involve significant work with employers, unions and education providers to ensure that barriers to ESOL provision are removed.</p>	<p>As above</p>

	Consideration should also be given to providing an ESOL centre – a central point, perhaps on the University of Cumbria campus – where the majority of the ESOL training in the city takes place.	
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Issues of Community Cohesion		
ID	Recommendation	Response
11	We commend the police for developing third party and online reporting facilities to help overcome this caution. Any mechanisms which can help improve the reporting rates for hate crimes must be welcomed and as the police themselves identified, there are still hate crimes taking place which are not being reported. As such, we look forward to the police opening further third party reporting centres in the city.	The number of centres has grown over the years. AS of November 2010 there were 34 third party reporting centres in North Cumbria (Carlisle and Eden), 28 of which provide comprehensive cover of the Carlisle district. The centres specialise in the needs of vulnerable groups.
12	We recommend that consideration be given by the Crime and Disorder Reduction Partnership to carrying out tension monitoring in some parts of the district during 2008/09 – particularly where local intelligence shows that there may be developing problems.	Tension monitoring is part of the fortnightly Tasking & Coordinating Group of the North Cumbria Basic Command Unit. The Crime and Disorder Reduction Partnership consider its priorities on an annual basis through a strategic assessment. Hate Crimes and Incidents are considered as part of the ASB Priority.
13	We believe that Carlisle should develop its own Cohesion Strategy to link with the County Council strategy – such a document would help encompass many of the recommendations made throughout this report and build on the revised Race	These documents have been influential in developing our Comprehensive Equality Scheme.

	Equality Scheme. The Strategy may be best developed within the Local Strategic Partnership.	
14	Community Overview and Scrutiny Committee recently scrutinised the Race Equality Scheme and one of the points made was that this needed both high-profile political support and senior officer support. Cohesion work within the authority needs a similar level of support and commitment if it is to succeed.	The Leader is the member champion for equality and the Deputy Chief Executive, the officer champion.
15	We recommend that any further work on developing an Arts Centre in the city should explicitly consider the potential for a community cohesion role.	There has been no recent development work on an Arts Centre.

Role of the City Council and Leadership Issues		
ID	Recommendation	Response
16	As an authority, we are now at Level 2 in the Equality Standard for Local Government. We recommend that the authority sets a goal and timetable for achieving the higher levels of the standard. We believe that a step-change in the authority's performance in this area will only come through giving a senior officer a clear equality and diversity brief and ensuring that officer has support from the Executive and other senior officers.	On the 19th October 2010 Carlisle City Council had completed a satisfactory self assessment against the criteria for an achieving authority as set out in the Equality Framework for Local Government. The brief remains with the Policy and Performance Manager.

17	<p>We recommend that some simple ‘myth busting’ training be established and made available to officers and Members of the Council. This training is particularly important for Members and those front-line officers who deal with the public on a day-to-day basis. Such training could extend beyond migrant worker issues and encompass other equality and diversity areas where intolerance is often found. As one part of providing leadership within the authority, we recommend that such training is compulsory for elected Members and is incorporated into the induction process for newly elected Members</p>	<p>Training for members is being reviewed by the Member Learning and Development Group. A review of staff training will be undertaken once the new appraisal round ends. This round is due to close in February 2011 and will provide evidence of need.</p>
18	<p>We recommend the Local Strategic Partnership hold an initial event to discuss migrant worker issues and as part of the event, explore possible mechanisms for dealing with those issues as they arise. For example, informal groups (and formal groups if necessary) could be set up to discuss issues of discrimination in the community and take action where necessary.</p>	<p>The new Community Plan is centered on the driver’s of inequality and division.</p> <p>“Indeed, bridging the inequality gap is what the Carlisle Partnership is all about; by working together in genuine partnership, by being radical in our thinking and by challenging the current way we do things, we can make a real difference in those communities where unemployment is high, educational achievement is low, crime is a concern and health issues are prevalent.”</p> <p>Page 9 Carlisle Partnership Community Plan 2011-2016</p>

19	We believe that more political leadership on race issues generally, and migrant worker issues in particular, would be welcome and appropriate. We are concerned that, without such leadership, there is room for divisive and intolerant views to thrive.	We can all lead on these issues. We do not need to wait to be led to challenge myths and discriminatory views. The member and officer code of conducts provide guidance on these matters.
20	We recommend that the Executive response to this report should incorporate an action plan to implement the accepted recommendations. The Community O&S Committee will monitor progress with the outcomes of this review over the next 12 months.	The action plan for the Comprehensive Equality Scheme will be reviewed along side the Diversity Peer Challenge Report. A new draft action plan will be available in February 2011. This action plan serves as the Corporate Equality Group's action plan and is reviewed throughout the year.