Migrant Access Project Evaluation Report

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EXECUTIVE SUMMARY

The Migrant Access Project (MAP) initiative was set up in 2010 with three key objectives due to be delivered through a comprehensive training programme. More recently and following on feedback received, the programme setup support through a drop in clinic. The original objectives were to:

1. Alleviate pressures on services through appropriate awareness and access to new arrivals

2. Ensure services join up to work with migrant communities as part of their mainstream business

3. Strengthen community relations between migrants and settled communities

Given the magnitude of the task, we focused mainly on the achievements from the last (fifth) cohort, the present evaluation report focused mainly on finding evidence of change (benefits) from the perspective of volunteers trained into the programme. One of the main recommendations is, however, to seek further evidence from the perspective of the service providers. It is also worth mentioning that the training component has already been evaluated and this report concerns itself mainly with the achievement of the objectives above

During the project’s lifecycle, the project has created links with partners who have contributed to the success of the project and developed a comprehensive curriculum mindful of feedback from earlier cohorts

Throughout its course, a variety of events have shaped the programme and supported its continued delivery; financial cuts have impacted on the migrant third sector leading to a reduction in services for migrants; dramatic reduction in the funding for Solace (provider of counselling and support to new refugees) has affected its service provision; financial cuts to the statutory sector have increased demand for support in areas such as housing with repercussions to social care and advocacy services and further Eastern European countries have joined the EU with travelling restrictions for their citizens thus removed. Other influential factors include

- Changes in Employment law has meant that European Union migrants are no longer able to access housing benefit (if claiming income based Job Seeker’s Allowance) unless they have been in the country for three months.

- Changes in immigration policy have meant that Roma communities can no longer benefit from asylum seekers process but are now treated as European Citizens and exempt from protection.

- Specific conflicts around the world (for example Syria) have not abated with increased numbers seeking sanctuary.

However, the project itself has enjoyed a number of successes including a year on year increase in the number and quality as well as the commitment, breadth, width, diversity and creativity of the initiatives setup by the trainees to provide solutions to the issues they have elicited. The project has lost very few volunteers and of those who have moved on, the majority has done so to better themselves through employment, education and further volunteering opportunities.

More specifically, the project has been able to develop a community of programme graduates referred to as the Migrant Community Network (MCN) drop-in: this weekly ‘surgery’ allows a safe
space for volunteers to share their concerns, discuss their ideas and get feedback from other volunteers. In addition, they are able to meet staff directly who take time to attend the drop in. This drop-in has become an invaluable resource not just to Leeds City Council, but also to other services across the city and an important route into engagement with newly arrived communities. Most importantly the drop-in is much appreciated by the volunteers who have introduced other proactive members of their communities in keeping with the project’s approach to community development. Case Study 1 (appendix) is the result of one successful organiser attending the drop-in and being able to explore her ideas and obtain advice and guidance.

The project’s successes can be grouped under three main categories:

1. **Community groups with potential**
   One of the key requests is to support community groups to come together to provide opportunities for the local community as well as for settled communities. This has resulted in groups created that bring together previously isolated individuals now learning new skills or refreshing their skills to boost confidence (Appendix: Case study 4)

2. **one to one work**
   Lack of understanding and barriers to engagement have resulted in under representation of some communities within relevant services of which the Roma is one example. The ability to gather the community to issue relevant information is not always workable in some communities and in this case, one MCN provides one-to-one advice to Roma folk (Appendix: Case Study 4)

3. **enterprising Communities**
   A welcome development to the training and subsequent drop-ins has been the setting up of social enterprises to deliver community services for both new arrivals and settled communities. This real life experience is providing course graduates with a range of skills that the course itself could not provide and that range from setting up a formal organization, managing budgets to conducting business and financial forecasting (Appendix: Case Study 5). As a trained MCN and advocate, one of the course graduates has setup a drop to provide advice, signposting, referrals and information on a range of topics from rights to substance abuse as well as helping with tasks like form filling that have benefited more than 75 people in over six months. All enquiries required translation skills.

A comprehensive cost effectiveness analysis beyond the remit of this evaluation may be useful to ascertain the true value of this project. However, this project is not been without challenges: the enormity of the task, the diversity of the communities represented in the training, the multiplicity of stakeholders and partners involved, the scale of financial cuts might all have jeopardized the project’s success. Fortunately the project has gone from strength to strength and we feel it pertinent to analyse and reflect on this
INTRODUCTION

The Migrant Access Project (MAP) consists of a comprehensive programme of training originally setup in 2010. It has delivered five training cohorts and has been documented comprehensively from the outset.

The training component was evaluated in 2013 (Hermann & Mir) and feedback from this as well as that elicited thorough the life of the project has led to adaptations and improvements. What is harder to evaluate is the benefit or impact to the local communities and whether it has managed to deliver to its original objectives in this way.

Focused on the most recent (fifth) cohort, the key objectives of this report are to:

- Ascertain the outcomes and the impact of the Migrant Access Project (MAP) as perceived by project participants
- Share the key learning from the project as well as the key challenges to it

THE LOCAL CONTEXT

Leeds is one of the fastest growing UK cities and currently home to over 140 ethnic groups – making Leeds' Back and Minority Ethnic (BME) population the most diverse outside of London, with the single fastest growing ethnic identity in Leeds as "mixed race".

2011 Census: Country of birth

There are over three times as many residents in Leeds (77,200) who were born in a "third" country, outside the EU, than were born in the EU (20,300); this difference is common across the region, but a little more pronounced in Leeds.

The local Migration Profile derived from DWP national insurance numbers and GP registrations (Migration Yorkshire, November 2014) suggest that between 6400-9400 new long-term migrants expected to stay more than a year), arrived in Leeds in 2013.

The overall number of new migrant workers arriving in Leeds rose to 7340 in 2013. This represents an increase of 1,600 people with a large proportion coming from European accession and non-accession countries. The greatest changes since 2012 are increases from Poland (up by over 400 compared to 2012) and southern EU countries of Spain, Italy and Portugal.

The level of workers from non-accession countries arriving each year remains higher than the accession group, with 4500 arriving in 2013.

The numbers of new migrant workers from EU accession countries was around 2800 arrivals in 2013. This group is predominantly composed of Polish arrivals, with relatively small numbers of Lithuanian, Czech and Slovak arrivals.

The top country of origin overall remains Poland, with over 1400 arrivals. Spain continues to move higher up the ranking now at second position with over 700 arrivals followed by India with over 530 arrivals.
**Key drivers**
This project was setup following a successful bid to the Migration Impact Fund

The Leeds Adult Social Care Community Forum for Race Equality has met for two decades and it was at this meeting that residents highlighted concerns for the number of unsupported new arrivals in the city. The forum raised concerns about what the Local Authority was doing to support them. The European Year of Intercultural Dialogue conference (October 2008), identified the issues and made a recommendation for citywide venues (a “one stop” shop for all migrants”) to alleviate pressures on local communities and services.

Behind the project’s success there is an understanding that migrants (asylum seekers, refugees or destitute) can often possess a range of useful skills and qualifications as well as life and cultural experiences that enables them to reach well into their own communities. With the correct amount of training and support, it was felt that it may be possible to put these skills and experience to good use.

The project is funded by Leeds City Council’s Adult Social Care and Public Health Directorates.

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*LCC increase due to pay award

**THE MIGRANT ACCESS PROJECT**

**Project description**
The Migrant Access Project commenced in February 2010 following the successful outcome of a then joint Leeds bid to the Migration Impacts Fund (MIF) with the project funding initially ending on 30th June 2011. The MIF was a national initiative entirely funded through a levy charged to new migrants. The Environment and Neighbourhoods Directorate committed to funding the project until December 2011 in order to explore options for sustainability.

The project gained council wide (Adult Social Care, Environment and Neighbourhoods, Revenues and Benefits, Access and Performance, Children and Young Persons Social Care) and NHS funding to mainstream as everyday business, it is supported by Adult Social Care on behalf of the Stronger Communities Partnership – part of Safer and Stronger Communities Board

Think of MAP as a living “map”: helping people who are new or unfamiliar to Leeds understand how things work. New migrant communities need to know what services are available and how they can access the right service at the right time. MAP provides training, support, guidance and information to natural community leaders, who speak community languages to help empower people with the correct up to date information that is vital for communities to access the services they deserve. This not only benefits migrants, but benefits services to provide effectively, reduce the number of people going to the wrong service or not accessing any at all. In turn, MAP also creates an excellent opportunity to engage and learn from diverse communities in our city. The programme was designed to cater for the needs of those with access to public funds.
Following feedback, the project set up drop-ins to support the volunteers in their real life projects. These are an opportunity for volunteers to discuss the main issues happening within their community, air new ideas, propose new projects, problem solve, discuss and explore solutions and obtain advice from others including other project graduates or staff from relevant organisations.

After five training cohorts the project has trained 87 volunteers from diverse backgrounds and who collectively speak over 30 different languages.

The volunteers can claim £5.00 to help them cover their travel expenses to help them attend the training sessions and a further £135 can be made available when they complete the training. The project expects volunteers to deliver a number of ongoing one to one or group sessions to their community and assistance to cover the cover costs is made available if this is needed.

**Topics**

At the outset, the MAP was designed to include a number of specific training sessions delivered by a variety of statutory and third sector partners from local organisations (Table 1: Partners involved in the project and Table 2: Project structure including agencies involved). The topics had been arrived to by looking carefully into the reported needs of newly arrived migrants and were designed to act as vehicles for the delivery of the three project objectives described above. Later cohorts helped us to adapt and develop a comprehensive curriculum mindful of feedback from earlier cohorts (Table 3: List of topics included in the training programme).

**Staffing**

Touchstone Community Development Service, a local third sector organisation (TSO) provides a lead trainer. Leeds City Council provides a project officer who is also present during the training sessions and drop-ins. Together these two members of staff deliver the MAP project operationally and strategically. A third member of the council’s Public Health (PH) Team has more recently joined to provide functions around the evaluation of the project and a link to relevant PH topics and thematic areas as well as contributing toward the strategic direction as part of the project board.

**Volunteer recruitment**

Working in a targeted manner and following reviews from previous cohorts, trainees have been recruited in a variety of ways including:

- general advertising which included leafleting at popular public venues
- an introductory drop in for communities to be clear about expectations
- word of mouth
- targeted advertising through selected partner agencies and TSO’s communication systems

The selecting criteria was drafted such that the targeted participants were those who “had access to public funds”; spoke English and had good links to local communities.

Leeds Refugee Forum plays a key part in the recruitment process to ensure a diverse representation from the local Leeds communities. The project relies on volunteers’ self-selection on the basis of their interest and commitment.
Project objectives
The three strategic outcomes of the MAP agreed at the Project Board on 5 March 2013 were:

- To alleviate pressures on services through appropriate awareness and access to new arrivals
- Ensure services join up to work with migrant communities as part of their mainstream business
- To strengthen community relations between migrants and settled communities

RESULTS
This project report is concerned with finding evidence of success as perceived by the volunteers

Definitions
For the purpose of this piece of work, we have taken into consideration the WHO definition of evaluation:

The means of systematically determining the extent to which a planned intervention or programme achieves predetermined objectives

And accepted that this evaluation is not about establishing ‘certainties’ or ‘establishing proof’ but a process by which we can draw value on the work we have done and reflect on our performance

We have also used the United Nations definition of an international long term migrant as ‘someone who moves to a new country for at least a year’

Assessment Methodology
This evaluation seeks to assess how effectively has the project delivered on its objectives and to make relevant recommendations. To assess this we made use of a variety of mechanisms including

- Review of relevant documents such as original project spec and weekly drop in reports
- Questionnaires to volunteers (Appendix: A Questionnaires) – we tested the questionnaire with fifteen volunteers who completed the questionnaire during a drop-in and used these initial results to devise the questions for the workshops. We then asked everyone to complete the questionnaire during an open day
- Workshops – we invited all volunteers to attend a one day event to inform the development of the project. We used the opportunity to setup workshops to delve deeper onto the original 15 questionnaire responses. The workshop topics gravitated around how MAP had benefited the community; what were the gaps and any possible solutions and how to evaluate outcomes in future (see appendix: programme and aims). At this event we also asked people to make comments on post it notes on their perception about how services were being delivered. (Appendix: post it notes exercise)
The workshop event became an opportunity for more in depth conversations for the volunteers to come together to network with each other to share resources, support and promote their work.

**Achievement of key objectives**
Data on the previous cohorts is available on the Training evaluation report already mentioned (Hermann & Mir).

The project just completed its 5th training cohort with 24 people trained (13 M: 11 F). One trainee was under 21 and another just under 60. The rest were between 31 and 40 years old to a total number of 87 volunteers trained including those from previous cohorts.

The project has taken on a flexible way of working and responded to demands as they arose. The original bid for the project was to train five volunteers to seat in five key locations around the city. A wider partnership helped to increase this to the total above.

Appendix Table 5 summarizes the project’s main outcomes in relation to its strategic priorities. We are aware that many volunteers have delivered information sessions; this might range from one to ones, larger groups or advocacy. We know that some of the volunteers have delivered sessions of relevance to their community. The volunteers have been encouraged to deliver sessions in ways that suit their community and their lifestyle and culture. For some these has meant ease of access to suitable venue, the ability to use a class or coffee morning to talk about a specific topic and invite relevant agencies to deliver topics.

1. **To alleviate pressures on services through appropriate awareness and access to new arrivals.** To provide clear evidence of alleviating pressure on service provision will be difficult. However there is substantial evidence to suggest that MAP has had an effect on the way communities are accessing services. For example

   - MCNs bringing services to their groups to raise awareness resulting in better informed communities referrals and further support (niche tobacco, mental health, sexual health, cancer screening)
   - bespoke drop ins for marginalised communities at local community hubs to raise awareness about relevant issues and link in to the support available locally

**Illustrative quotes from the away day include:**
‘If no MAP would have been more pressure on services ie CAB
The information session is extremely valuable and informative for my group. it also allows for a networking so I am able to connect with similar organisations
My group is more informed
I think it is good because it gave us a lot of information and guide for MAP to our community. I have seen people are coming to attend better than before.
I get more knowledge of resources in Leeds, what benefits my community.
This has helped us with more information on issues that the community need to know.
Identify problem and sign post people to appropriate places of their needs'
It’s a great project and should continue, without it I would struggle to find information that is vital to keep my organisation up to date with new information and where I can receive assistance from
2. Ensure services join up to work with migrant communities as part of their mainstream business

- identifying key community gaps for example governance, safeguarding, child protection and assisting communities to address those gaps and for services to address these
- Communities gaining an insight into the work of statutory services and their procedures. For example delivering a session on safeguarding resulted in several requests for further training from diverse community groups

Illustrative quotes from the away day include:

'Networking. Getting in touch with different organisations.
Reaching out to a variety of communities and feeding us with a variety of information in a relaxed environment, 'freedom to ask questions.
Acting as ambassadors / I am a gateway/bridge to info for my community.
MCN is like a yellow pages for the community
Community has language barriers and lack of internet so able to pass info, word of mouth is very important to new communities this project is life line.
To begin with taking people by the hand eventually those people are holding hands of someone else.
Community thinks council cares about migrant communities
What we learn through MAP the ripples of awareness can reach home countries ie FGM
Information provided by MAP
MAP bridges community. When barriers occur MAP can help communities find solutions/way to overcome.
MAP supported funding raising successfully (before was not getting anywhere)
Everything is referred to migrant access volunteer for help'

3. To strengthen community relations between migrants and settled communities

- supporting groups with funding applications that have led to the development of inclusive community initiatives (Syrian kitchen)
- Bringing people out of isolation and first steps to integration (women only physical activity opportunities)

Illustrative quotes from the away day include:

'Network connections with other communities/know more about other communities’ traditions and activities/share activities and galas.
Responding and finding solutions and being sincere.
MAP helping people who are isolated to get out and integrate – improves MH and Well Being.
Makes Leeds a home
Community becomes family’

In the absence of baseline data we designed ways to gain some qualitative data to explain, from the trainees’ perspective as to whether the project had been successful at achieving its originally
stated aims. These include the questionnaires, focus groups and in depth conversations with volunteers

A prime example of the project’s sensitive approach to feedback is the decision to set up a drop-in following on a request from the training evaluation for 'after care support' for programme graduates. There have been also a number of additional information sessions accommodated at the request of services as well as the volunteers such as:

- Leeds City Council - Waste Management (Black and Green bins),
- Leeds City Council Consultation – and Involvement
- Action for Gipton Elderly
- Leeds City Council – School Attendance
- Leeds Skyline – HIV testing and Prevention
- Women’s Health Matters – Cancer Screening Awareness

It will be an ongoing task to ensure that volunteers are kept up to date and engaged

**Key successes**
The training MCN programme succeeds because for the organizations involved it provides them with a ready-made opportunity to access their client groups thus hitting organizational strategic objectives. Staff can relate to the project as it delivers to their main aims and helps them to engage with their target groups, e.g. HIV testing and prevention with predominantly African communities, Hep B with predominantly Chinese and Roma communities, niche tobacco smoking with Asian communities.
The organiser’s training provides an excellent setting for services to start building a relationship with communities and increase confidence and reassurance about service provision.

From the community’s perspective, the training gives much needed knowledge, skills and information complemented by the drop-in that provides practical support and time within a trusted, familiar and friendly environment. This support has been a crucial element to the launching of a number of successful community enterprises. The drop in provides also an opportunity to

- Present ideas and plans and take relevant feedback from others in similar situations as to the soundness and feasibility of proposed solutions to community problems
- Gain feedback from others including other trainees and relevant staff from other organisations
- Make links with relevant people as well as access to information and hear about financial support from a variety of sources
- Access to training and policies required by community organisations/charities.

And it is also important to highlight that the drop ins have attracted other ‘natural leaders’ in their communities who may have been struggling alone to deliver their initiatives to the local
community. Links to related PH. Links are also being made. For example, local evidence suggest that women from some minority communities (particularly African Caribbean) may struggle with their weight. A local woman heard about the MCN project and has come with an idea to do some basic research into the topic and provide a bespoke solution. PH staff were already aware of this issue and were keen to contribute to the development of a piece of work that would certainly target a key priority group.

A snap shot of key outputs from the last cohort (Cohort 5).

- Niche Tobacco session to Swahili Speaking Cultural Community reached 22 people with two seeking support and one teenager being trained to deliver the messages. Session delivered in English.

- Afghan Women’s Association organised training with British Red Cross for 20 participants on First Aid Training. This consisted of women from diverse communities as advertised through the MCN network.

- Housing session to five women (Afghan and Syrian). Session delivered in Arabic and Dari

- Housing Benefit and Working Tax Credit – session delivered in Arabic

- A session supported by Oxfam helped an MCN to deliver a session around the need for advocacy and support to services and volunteers

- An MCN launched a new initiative to provide advocacy and support to women as part of an arts and craft session

- Two groups are in the process of applying for Work Club funding to support people in their community to prepare and apply for jobs

- The Swahili Women’s Group is working with Together Women Project to deliver sessions that have been requested by the women including confidence building and parenting skills.

- Three MCNs have signed up to Safeguarding Training following the training so that they have the relevant policies in place

- One MCN held a general session to MCNs and services on the history of Travellers.

- One MCN has started to volunteer with Advocacy Support following the training to train as an advocate

- The Swahili Speaking Cultural Community invited Life Long Learning from the University of Leeds to talk about what higher education is available and how to access.

- 15 MCNs are doing a range of known volunteering hours per week and it is difficult to measure an average as some are volunteering on a daily basis but we are aware that the training has increased their knowledge and confidence.

- The Syrian community brought in a proposal for a Saturday school to teach community languages at a local primary school and to bring all local communities together to take part in activities. The idea behind this was twofold; that there are no after school clubs, and help integration rather than segregation.
• The Syrian kitchen was setup to support new arrivals in volunteering and keeping busy. The initiative has now developed into a structured programme (free to the over 65’s) to help isolated local older people to socialise with newly arrived communities.

**Value for Money – Social Investment**

As well as financial savings made by the Migrant Community Networkers Training Programme through for example reduced interpreting costs, there are efficiency savings made through the provision of accurate, up to date and appropriate information in terms to location of services, documentation required, location, opening times and managing expectation. MCNs encourage people to deal with issues at an early stage to prevent problems reaching a critical point. They may assist with phone, note down relevant advice, follow up, and those who have volunteered at Advocacy Support are also trained to advocate further supporting a focus on prevention. The opportunity to use our partner’s community venues for activities has reduced our costs, helped to break down barriers and increased confidence building for communities.

The original agreement funded the MCN with £100 to deliver information sessions for 20 people or more. However, as some volunteers run regular weekly groups our expenses system did not recognise the effort involved in setting up new groups or systems to pass on relevant messages. It proved more successful to support them with their community development type activities to help communities to do things to increase participation, come out of isolation and do the things they want to do.

On an initial visit to an agency, an advisor/customer service spends on average 45 minutes to deal with one customer. The cost for this is approximately £11 per hour with additional costs including an interpreter and the extra time to brief them. There might a need to book further appointments, request and explain what documentation to bring and a referral to another agency.

Leeds City Council’s Interpreting and Translation Service charge £18 per hour for a community language interpreter and £4.50 for every 15 minutes thereafter. Travel time is charged at £7.50 if from Leeds and £15 from other local cities ie. Bradford. Costs of travel are charged accordingly.

Some interpreting will always be needed but the MCNs can help reduce the costs.

**Key challenges**

It is not possible to provide specific evidence of the project’s success so early in its development and without systems to establish for example if a reduction or increase in services is due to the programme or not. Invariably awareness and knowledge takes time to filter down even if it were possible to trace any referrals back to the person who referred them and it was established beyond doubt that this originated from a volunteer. This document acts as an interim report in terms of overall progress and makes recommendations on how to continue to develop future project evaluation.

An issue in this section may be the time needed to turn the programme. The time it takes to run it, administer, further develop it and evaluate it. This is an area of work with great potential and we are keen to explore new avenues and new ways of working but this must be balanced by the requirement to keep the project ticking. The weekly drop in is an excellent way to keep everyone connected and it requires fact and information finding and a great deal of work behind the scenes. This leaves little time for further developmental work or strategic visioning.

Encouraging volunteers to provide feedback on their work has not been an easy task as the tendency is for people to get on with their work without necessarily thinking to report this. We have sometimes come across work done by our volunteers via third sources which is both refreshing
and welcomed but makes us aware of the incompleteness of our records on the organiser’s activities. It might require some element of reward or recognition (not necessarily financial) to encourage more volunteers to provide us with the relevant information.

Something else that has arisen is that some of the initiatives setup or contributed by the programme graduates somehow overlap with the provision offered by statutory services. This has happened on at least one occasion as an emerging service was perceived to compete with those provided by a statutory organisation. It may be difficult to extricate what support to provide to a new and emerging community interest company without compromising our role as statutory workers.

A further challenge, particularly to the enthusiasm and good will of the volunteers is the need to link up new and emerging initiatives to those already established. This can be perceived as a bureaucratic procedure and a waste of time and can lead to volunteers feeling that their good ideas are not taken seriously and that there are too many hoops to jump. For example a physical activity in public spaces project would make good use of urban green space and contribute to community cohesion, deliver measurable outcomes and provide work experience to well qualified volunteers. All members of staff consulted thought it was an excellent idea and funding was made available by one directorate, however, the need to comply with regulations and ensure a coordinated approach to delivery and align this emerging project to others across the city meant that the project is not practical and it may never happen. A headmaster was keen to support an excellent proposal for a Saturday activity school for a local deprived community recognising this would have a positive impact for community cohesion among other things. However, this too was deemed impractical as a result of worse case scenarios and litigation. Neither of the above was dependant on finance but could be seen as the victims of requirements to comply with resolution and guidance and a risk adverse culture.

**Key learnings from the project**

Since the start of the project in 2010 we have been able to ascertain what communities and need from the project. These include amongst others:

- Helping to raise awareness about support and services available and how to access these
  - Including the need to learn English and understand how things work in Leeds
  - Bridging the gap between services and communities through building partnerships and particularly through coordinating information sessions
  - Helping communities to find suitable venues and opportunities for outreach work from relevant services

- Helping services to understand the most important community needs
  - Supporting volunteers demonstrate how they can be a route into communities and be in particularly successful at reaching new arrivals
  - Helping services understand what communities may need their support and how this can be provided
  - helping to forge good links between services and communities
Case Study 1

Many African and Asian communities smoke niche tobacco and these are available in different forms and very easily accessible particularly from local ethnic supermarkets. A male MCN who attended a training session on niche tobacco found it of interest in terms of how easy it is for parents and children to get access. He shared an example that in England the offering of tea and coffee is a cultural welcome. However, in his culture it’s quite the opposite with the offering of certain tobacco products. He felt strongly in educating his community on the health impacts of smoking these as well as being aware of children accessing them as part of the sweets range. He himself was unaware of the harmful effects of smoking such products.

He organised separate sessions for men, women and children which were a huge success. Some children said they would tell their fathers about the dangers and consider stopping. One young girl admitted to smoking shisha and requested support in stopping this habit. She would not have openly admitted this had her parents been at this session. Another teenager wanted to learn how she can be a trainer on this subject and this led to West Yorkshire Trading Standards working with her on this.

Please see appendix for further case studies

We have also understood that the MAP project has the potential to

- Improve health outcomes by creating opportunities for services to meet their clients in a culturally sensitive way and speaking in a language they can understand and relate. For example more men and women have joined a gym with the support of Touchstone

- Reach into seldom heard communities so for example Public Health’s attendance at the drop-ins has (for example) established a link to the Hep B screening nurse who has identified new communities for her outreach work. In addition, the drop is a good way to connect with migrant (seldom heard) communities; a PH input has assisted the strategic development of the project; has provided specific support to community groups determined to make a difference; or connected projects with funders. Waste Management has been able to speak to many communities on raising awareness about the recycling and costs to the Council by not following the instructions/processes, Adult Social Care have refreshed the message about engagement and what people can get involved in to ensure they provide feedback on any changes they want to see, Targeted Services have raised awareness of school attendance and the consequences of taking holidays. In addition, contacting the school if there is a problem.

- Deliver Public Health interventions and associated outcomes particularly bearing in mind the skills set that some of the volunteers already bring with them (Tables 5 and 6) as well as their language skills, their interest, leadership skills and ability to provide culturally sensitive and bespoke solutions to community concerns
**KEY RECOMMENDATIONS**

An attempt at grouping the recommendations that arise from our evaluation

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7.0 APPENDICES:

Table 1: Partners involved in the project

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<td>2. Advocacy Support</td>
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<td>3. Housing Options</td>
<td>3. Feel Good Factor</td>
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<td>4. NHS York Street Health Practice</td>
<td>4. Chapeltown CAB</td>
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<td>5. Public Health</td>
<td>5. BHA Skyline</td>
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<td>6. West Yorkshire Trading Standards</td>
<td>6. Stop Hate UK</td>
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<td>7. Credit Union</td>
<td>7. Stop Loan Sharks</td>
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<tr>
<td>8. Job Centre Plus</td>
<td>8. Leeds Community Drugs Project</td>
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<td>9. West Yorkshire Joint Service</td>
<td>9. DISC</td>
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<td>10. West Yorkshire Police</td>
<td>10. Leeds Refugee Forum</td>
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<td>11. University of Leeds</td>
<td>11. Northern Refugee Centre</td>
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<tr>
<td>12. Education</td>
<td>12. Leeds Survivor Led Crisis Service</td>
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<tr>
<td></td>
<td>13. Northern Refugee Centre</td>
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</table>
Table 2: Project structure including agencies involved

Table 3: List of topics included in the training programme

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Introduction to MAP, Community Development</th>
<th>Week 2</th>
<th>Hate Crime, how to deliver information sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 3</td>
<td>Differentiating advocacy and signposting, including boundaries</td>
<td>Week 4</td>
<td>Summary of all sessions delivered by MCNs. Next steps and evaluation</td>
</tr>
<tr>
<td>Week 5</td>
<td>Mental Health Awareness</td>
<td>Week 6</td>
<td>Pathways into Mental Health Services</td>
</tr>
<tr>
<td>Week 7</td>
<td>Financial Matters</td>
<td>Week 8</td>
<td>Employment</td>
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<tr>
<td>Week 9</td>
<td>Housing Options</td>
<td>Week 10</td>
<td>Education</td>
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<tr>
<td>Week 11</td>
<td>Pathways into health</td>
<td>Week 12</td>
<td>Wellbeing and Lifestyles</td>
</tr>
<tr>
<td>Week 13</td>
<td>Breaking the Culture of Silence</td>
<td>Week 14</td>
<td>Sexual Health</td>
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<tr>
<td>Week 14</td>
<td>Adults and Children’s Services</td>
<td>Week 15</td>
<td>Policing in the UK</td>
</tr>
<tr>
<td>Week 16</td>
<td>Summary by MCNs and next steps</td>
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</table>
Appendix: A Questionnaires

The Migrant Access Project (MAP) Evaluation

We are assessing the impact of the Migrant Access Project (MAP) on the local community in order to find ways to develop and improve the project. Please help us by completing this questionnaire.

We will treat this information in confidence and will not share it with anyone else nor will we attribute comments to any one individual in an identifiable way. Please let us know if you would rather we emailed you the questionnaire and have it returned it back to

Pria Bhabra: pria.bhabra@leeds.gov.uk or
Roxana Summers: Roxana.summers@leeds.gov.uk

Thank you

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>What impact has MAP had on your community?</td>
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<tr>
<td>What do you think are the benefits of MAP for your community?</td>
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<tr>
<td>How can MAP help you to make things better for your community - can you tell us of any gaps and possible solutions?</td>
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<tr>
<td>What would make it easy for you to give us regular feedback on how communities are benefiting from MAP?</td>
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<tr>
<td>Do you have any other comments about MAP and how it can benefit local communities</td>
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<tr>
<td>We would like to interview a few people to follow up these questionnaires by telephone or in person. Would you be willing to be interviewed?</td>
<td>YES/ NO (please delete one)</td>
</tr>
<tr>
<td>Background</td>
<td>Skills, qualifications, experience, languages spoken</td>
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<td>Swahili speaking</td>
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<td>African</td>
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</table>
Table 5: Strategic priorities and main project outcomes

**Strategic Outcome No. 1: To alleviate pressures on services through appropriate awareness and access to new arrivals**

Through capacity building of individuals from different migrant communities, we will establish a programme for learning and sharing key messages on how to access existing services appropriately.

<table>
<thead>
<tr>
<th>Action</th>
<th>Targeting</th>
<th>Achieved</th>
</tr>
</thead>
</table>
| Develop Migrant Community Network Training Programme | To train 20 Migrant Community Network (MCN) Volunteers annually | • 5 Cohorts of training
• Trained 87 MCNs
• Expanded the training
• Commenced a weekly drop-in to continue supporting MCNs
• Commenced additional information sessions as refreshers and opportunity for more engagement between services and communities |
| Building the capacity of migrant communities through the Migrant Community Network | Target priority migrant groups who are new in Leeds
Target areas of high migrant impact | • Organised three separate sessions at key locations prior to training for better recruitment and contacts
• Independent information sessions to communities
• Independent actions and advocacy |
| Using knowledge and understanding of migrant communities to feed back into statutory and voluntary services | Feedback from information sessions to be fed back to the Project Board and other services | • Commissioned external evaluation of the training programme itself
• Recommendations of the report led by LASSN and Refugee Forum
• Follow up with key strategic services |

**Strategic Outcome No. 2: Ensure services join up to work with migrant communities as part of their mainstream business**

Develop relationships and understanding between migrant communities and the services that are appropriate for them to access.

<table>
<thead>
<tr>
<th>Action</th>
<th>Targeting</th>
<th>Achieved</th>
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</thead>
</table>
| Develop new relationships with services to produce key messages | Community Safety
West Yorkshire Fire and Emergency Service
West Yorkshire Police
Leeds Skyline
Leeds Interagency Project | • Basic important messages for communities are developed
• Staff are communicated and made aware of the needs of migrant communities
• Services are invited to attend the drop-ins on an ad hoc basis |
| Maintain established relationships to continue feeding into statutory service provision | • Job Centre Plus  
• Chapeltown Citizens Advice Bureau  
• Housing Options  
• Children’s services  
• Adult Social Care | ♦ Reviewing key messages  
♦ Raising awareness to communities and services |
| Continue building partnerships with the third sector to tackle issues that cannot be solely addressed by the public or private sectors | • Advocacy Support  
• RETAS (Refuge Education Training Advisory Service)  
• LASSN (Leeds Asylum Support Seekers Network)  
• Migrant Help  
• Refugee Forum  
• Refugee Action  
• Solace  
• Touchstone  
• Feel Good Factor  
• Together for Peace  
• Solace | ♦ Leeds Migration Partnership - forum |

**Strategic Outcome No. 3: To strengthen community relations between migrants and settled communities**

To strengthen migrant community networks and maximise their participation in Leeds

<table>
<thead>
<tr>
<th>Action</th>
<th>Targeting</th>
<th>Achieved</th>
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</thead>
<tbody>
<tr>
<td>To build the capacity of migrant communities to support members of their community</td>
<td>• Increase awareness of ESOL classes and other services to new arrivals</td>
<td>♦ MESH, Migrant English Support Hub – Learning English in Leeds website</td>
</tr>
</tbody>
</table>
| Increase capacity to encourage participation from under represented migrant communities | • New arrivals  
• Roma community | ♦ POMOC Steering Group  
♦ Set up drop in at Compton Road Community Hub  
♦ Citywide timetable of activities |
| Embedding equality and diversity (Equality Scheme) 2011-2015 into the programme | • To address the most significant areas of race, disability, gender inequality | ♦ Meeting the six strands of the Equality Framework  
♦ Equalities analysis through evaluation |
Table 6: Potential Public Health outcomes - activities already setup or soon due to be set up appear in bold font

<table>
<thead>
<tr>
<th>Community Group and contact details</th>
<th>Activity</th>
<th>Potential benefits</th>
</tr>
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<tbody>
<tr>
<td><strong>Support Groups</strong></td>
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<td><strong>Saturdays school</strong></td>
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<td>Ebor Gardens Syrian Kitchen</td>
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<td><strong>Mondays</strong></td>
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### Community Group and contact details

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### Case Studies

#### Case study 2: A successful MCN Drop-in

There are many skilled and knowledgeable new arrivals enthusiastic to take part in society but not knowing where to start without support of guidance and funds. A young Syrian found that there are many women in her community not accessing sports activities in a country where the weather has a lot to answer for in addition to other barriers. Many women in her community speak none or little English and in order to bring them out of isolation and learn about health and wellbeing she suggested doing something the women like, dancing, listening to Arabic music and dressing up. She requested support in helping her to set up belly dancing classes through volunteering where she can encourage women to attend. She has now obtained the relevant equipment she needs and Together Women Project in Leeds City Centre are guiding her through a timetable and supporting her travel. This has started in January 2015 and quarterly monitoring reports will be provided.

#### Case study 3: Successful Community Groups with long term potential

Many Afghan families arrived in Leeds largely as Asylum Seekers; very few women understand English and are unable to do things for themselves. One proactive Afghan woman who speaks English supported many families with information they needed and advocacy. She wanted women to do things for themselves but they lacked the confidence.
She set up a woman’s group called Afghan Women’s Association at One Community Centre in the Lincoln Green area as she knew this was accessible. She started with coffee mornings and then moved to a permanent booking in Lincoln Green Community Centre one day a week. She uses the opportunity to invite services to talk to the women and now has a range of classes such as ESOL, IT, jewelry making and activities for children and the group has welcomed many other women from diverse backgrounds.

She has been successful in a £10k grant to run a new project supporting children to stay in touch with their culture and improve relations with their parents.

Case Study 4: Successful Solo Act

Many new arrivals to Leeds are from Eastern Europe. Czech, Slovakia, Romania and Bulgaria are some of the countries where Roma communities have arrived from. There are many issues in addition to the language barrier such as understanding the systems and in particular the changes to legislation that impacts on housing entitlement. This has a major impact on their mental health as they are unable to find a job due of their lack of knowledge and skills in searching and applying for jobs, and the current climate exacerbating their situation.

An MCN who speaks English supported many families on a one to one basis and felt the desperate need for support led them to her house.

She proposed the idea of having space at Compton Road Community Hub, a venue that is local to the majority of her community and where she could direct and encourage people to go and see here there.

She has been given space twice a week for a drop in and this has led to working closely with the customer staff to support interpretation and signposting. This idea has proved successful as the community access the services provided by the Hub and the MCN is given support and guidance in carrying out her volunteering role.

Many services have visited her to seek her knowledge and guidance on issues brought to their attention and how she can support them to engage with the Roma community

100% of enquiries she has dealt with have required translation. From April to September 2014 she has dealt with over 60 enquiries.
### Case Study 5: Enterprising Communities

The Syrian community found that the key issues surrounding new arrivals in their community are the difficulty in looking for employment opportunities, and secondly, how to bring people together to talk and do things.

An idea was suggested around health and wellbeing and how food brings people together. Learning to shop in the right places, cooking healthy meals and using this opportunity to raise awareness about life in Leeds. The Syrian community already had access to Ebor Gardens Community Centre and some volunteers attended the Hygiene course which is a requirement to cook and this allowed them to access the community kitchen and the equipment.

The Syrian Kitchen operates every Monday, preparation and cooking starts at 8am and food is served at 12.30pm until 8pm in the evening. There is a charge of £5 (but free of charge to over 65) which allows for unlimited rounds and soft drinks. They have been successful in encouraging payment and profits are put back into the community. On average around 40 people attend. They have promoted to wider communities so that they can allow for integration through sharing cultures and improve their language skills.
Appendix: Programme

Migrant Access Event
Programme
03 March 2015 09:45 – 13:30

An opportunity to evaluate the programme outcomes by bringing together Migrant Community Networkers (MCNs) from all cohorts

09:45 Arrival and refreshments

10:15 Introduction and welcome – Pria and Sam

10:25 Questionnaire – Rox

10:55 Fawaz
   Sada

11:05 BREAK

11:20 Sam: exercise working individually for up to 10 minutes; group discussion for 10 minutes and feed-back for 0 mins: How has your community benefited from you being a part of MAP?

11:50 Rox: exercise working individually for 10 mins: how can MAP help you and your community. What are the gaps and what are the solutions. Prompt: location of the training, times, video recorded

12:20 Pria: exercise working individually for 10 mins: think how the MAP can demonstrate ‘gains’. What would make it easy for you to give us regular feedback ‘as we go along?’ Prompt: case studies, twitter feeds, facebook page

12:50 Rox: Summary

13:00 LUNCH
Appendix: Aims

Migrant Access Programme Evaluation Event
Technorth Learning Centre, 9 Harrogate Road, Leeds, LS7 3NB
Tuesday 3rd March 2015 09:45 to 13:30

An opportunity to evaluate the programme outcomes by bringing together Migrant Community Networkers (MCNs) from all cohorts

Aim:

To assess whether participation in MAP has led to communities benefiting and how

Objectives:

1. To illustrate volunteers success: two volunteers speak about their experiences

2. To share the initial questionnaire findings and an opportunity for attenders to contribute to the findings

3. To obtain examples of communities benefitting from the programme (for example outreach or activities taking place in the community that wouldn't otherwise have happened or a more responsive or sensitive service provision)

4. To identify gaps and solutions: how to make things better for communities

5. To identify ways for the programme to demonstrate gains and for MCNs to give feedback the easiest way possible
Appendix: Results from the 15 pilot survey

1. What impact has MAP had on your community?

- The **information** session is extremely valuable and informative for my group. It also allows for a **networking** so I am able to connect with similar organisations
- My group is more informed
- We won the first battle against LCC
- The impact of MAP is a lot for my community group they get any important information when they attend a meeting. Therefore it is very helpful.
- **People know more about employment/financial help and Tax Credit/help in finding jobs/promotion.**
- MAP has helped me to work with women in my community and I have been very **practical** to my community because of MAP
- I think it is good because it gave us a lot of information and guide for MAP to our community. I have seen people are coming to attend better than before.
- I get more knowledge of **resources in Leeds**, what is benefits my community.
- This has helped us with more information on issues that the community need to know.
- I get more knowledge of organisations in Leeds, what it is benefits my community.
- Help in finding a venue for our people. Advise about jobs and employment.
  - There is a lot of **integration, co-operation-socialisation**
  - We are introduced to a lot of professionals who provide us with a variety of information.
  - Help us how to look for **funds** in order to run our local groups; opportunities for training, jobs.
  - Identify problem and sign post people to appropriate places of their needs.

Most of the responses to this question mentioned a community impact to do with better access to information however there was recognition that the drop-in (in particular) offered practical help and recognised its added value in terms of, access to resources, opportunities and access to funds. The respondents mentioned the crucial importance of the drop-in in relation to networking assisting integration, cooperation and socialisation

*For the workshop we need to highlight that this is not an evaluation of the drop in alone but an evaluation of how has the community gained/benefited as a result of their involvement with the MAP project. It would be very useful to gain some case studies to*
2. What do you think are the benefits of MAP for your community?

- Dissemination of pertinent information they otherwise wouldn’t be aware of
- We will get a chance to come together once a week in public
- Our community group they don’t have more access to get some information like training, but now if they need something they will be supported by MAP.
- Network connections with other communities/know more about other communities’ traditions and activities/share activities and galas.
- We have been able to get information that we need that we did not have access before. We have met different people that are willing to help our community.
- So far I can say is good, but we have same problem to meet all to pass the information on time.
- We have weekly information, sessions, where you have no specific information about organisation.
- Networking. Getting in touch with different organisations.
- We have more information of services in Leeds.
- **Help in financial advice/Communication**
  - Knowledge about antibiotics
  - Knowledge about domestic violence
  - Knowledge about resourceful personal
  - Education us about diseases which may be dangerous causing cancer, hypertension
  - Reaching out to a variety of communities and feeding us with a variety of information in a relaxed environment, ‘freedom to ask questions.
  - Responding and finding solutions and being sincere.

The responses to this question were rather similar to those given to question one above but mentioned training as well as a better knowledge of other communities as being positive impacts to their own. There were also very specific topics mentioned that had been touched upon the sessions and that seemed very relevant to the MCN’s

*As mentioned above I feel we need to deepen our probing here and make it understood that this is an evaluation of all of the aspects of the project and how does the community stand to benefit*
3. How can MAP help you to make things better for your community - can you tell us of any gaps and possible solutions?

- I find it difficult sometimes to attend due to childcare. **A quarterly pack to recap for sessions some may miss out but could be valuable information for their groups**
- We need £5000 to be an independent and registered charity to prove we can manage ourselves
- The location of the training place is fine and some of my community groups **had a course like a radio production and video.**
- **Promoting activities between the groups**
- **By sending different people to my community and talk to our leader things that they need to do and need to know** (like ANNET)
- I think it is so good. Please carry on! For me I can say excellent programme and it is good to improve far more better is right.
- Thanks to MAP I could be pilot of Roma engagement evening (Christmas party)
- I think the location is ideal for almost everyone because it’s easily accessible from town.
- MAP project help me get more information of community kitchen. I am interested to do it for my community.
- It is ok for me the way it is.

**Comments**

*The quarterly pack may be taken to another level. Could we video specific interventions and post it to a restricted group by invitation only for example? the suggestion to do activities involving a variety of community groups was also good and we might allow people for an opportunity to discuss this possibility potentially around a ‘diversity’ event for example*

4. What would make it easy for you to give us regular feedback on how communities are benefiting from MAP?

- The evaluation and feedback forms are sufficient or possibly **an online survey** that is simple and clear for those with language problems
- In an email
- Yes it was.
- By me coming to MAP project will be the easiest way to give you our community
benefit.

- I think it is regular exchange it is good to check what you are for, it can be on post and on line.
- I think it is good
- **Email or telephone.**
- I don’t think is suppose change.
  - By writing down what we have discussed and the reaction of how people responded.
  - Monitoring the progress and increase in numbers

---

5. **Do you have any other comments about MAP and how it can benefit local communities**

- It’s a great project and should continue, without it I would struggle to find information that is vital to keep my organisation up to date with new information and where I can receive assistance from
- Probably would be better to create an email list because [there are] lots of lots of <unique> [single] email [and we need too much] time to read and answer them.
- It is very important for our groups but we need more time and date[s].
- The training program like today is very important health like for women and tobacco and so on. Please carry on all side.
- I think we are doing quite well

The responses agreed this is beneficial project. Opinions expressed a wish for the training programme to continue particularly as a practical way to bring information to community groups on related topics
Appendix: Questionnaire findings from event day

### The Migrant Access Project (MAP) Evaluation

1. **What impact has MAP had on your community?**

   - The information session is extremely valuable and informative for my group. It also allows for a networking so I am able to connect with similar organisations.
   - My group is more informed.
   - We won the first battle against LCC.
   - The impact of MAP is a lot for my community group to get any important information when they attend a meeting. Therefore it is very helpful.
   - People know more about employment/financial help and Tax Credit/help in finding jobs/promotion.
   - MAP has helped me to work with women in my community and I have been very practical to my community because of MAP.
   - I think it is good because it gave us a lot of information and guide for MAP to our community. I have seen people are coming to attend better than before.
   - I get more knowledge of resources in Leeds, what is benefits my community.
   - This has helped us with more information on issues that the community need to know.
   - I get more knowledge of organisations in Leeds, what it is benefits my community.
   - Help in finding a venue for our people. Advise about jobs and employment:
     - There is a lot of integration, co-operation-socialisation
     - We are introduced to a lot of professionals who provide us with a variety of information.
     - Help us how to look for funds in order to run our local groups; opportunities for training, jobs.
     - Identify problem and sign post people to appropriate places of their needs.

2. **What do you think are the benefits of MAP for your community?**

   - Dissemination of pertinent information they otherwise wouldn’t be aware of.
   - We will get a chance to come together once a week in public.
   - Our community group they don’t have more access to get some information like training, but now if they need something they will be supported by MAP.
   - Network connections with other communities/know more about other communities’ traditions and activities/share activities and galas.
   - We have been able to get information that we need that we did not have access before. We have met different people that are willing to help our community.
   - So far I can say it is good, but we have same problem to meet hall to pass the information on time.
   - We have weekly information, sessions, where you have no specific
information about organisation.

- Networking. Getting in touch with different organisations.
- We have more information of services in Leeds.
- Help in financial advice/Communication
  - Knowledge about antibiotics
  - Knowledge about domestic violence
  - Knowledge about resourceful personal
  - Education us about diseases which may be dangerous causing ------
  - Reaching out to a variety of communities and feeding us with a variety of information in a relaxed environment, ‘freedom to ask questions’.
  - Responding and finding solutions and being sincere.

3. How can MAP help you to make things better for your community - can you tell us of any gaps and possible solutions?

- I find it difficult sometimes to attend due to childcare. A quarterly pack to recap for sessions some may miss out but could be valuable information for their groups
- We need £5000 to be an independent and registered charity to prove we can manage ourselves- a misunderstanding, unrealistic expectation.
- The location of the training place is fine and some of my community groups had a course like a radio production and video.
- Promoting activities between the groups
- By sending different people to my community and talk to our leader things that they need to do and need to know (Anette Morris from VAL)
- I think it is so good. Please carry on! For me I can say excellent programme and it is good to improve far more better is right.
- Thanks to MAP I could be pilot of ______ engagement evening (Christmas party)
- I think the location is ideal for almost everyone because its easily accessible from town.
- MAP project help me get more information of community kitchen. I am interested to do it for my community.
- It is ok for me the way it is.

4. What would make it easy for you to give us regular feedback on how communities are benefiting from MAP?

- The evaluation and feedback forms are sufficient or possibly an online survey that is simple and clear for those with language problems
- In an email
- Yes it was.
- By me coming to MAP project will be the easiest way to give you our community benefit.
- I think it is regular exchange it is good to check what you are for, it can be on post and on line.

- I think it is good
Email or telephone.
I don’t think is suppose change.
  o By writing down what we have discussed and the reaction of how people responded.
  o Monitoring the progress and increase in numbers

5. Do you have any other comments about MAP and how it can benefit local communities

- It’s a great project and should continue, without it I would struggle to find information that is vital to keep my organisation up to date with new information and where I can receive assistance from
- Probably would be better to create an email first re course. Lots of email time to read and answer them.
- It is very important for our groups but we need more time and date.
- The training program like today is very important health like for women and tobacco and so on. Please carry on all side.
- I think we are doing quite well

Appendix: Workshop discussions how the community benefited (red highlight indicate particularly salient comments)

- Women and young girls opportunity to get out meet others because MAP built my confidence, networks, courage to do this
- Community learning their rites, awareness – service visited groups – met through MAP.
- Acting as ambassadors
- More opportunity to access grass roots community/bring together
- Community more comfortable
- MCN is like a yellow pages for the community
- If no MAP would have been more pressure on services ie CAB
- More awareness of Education/Health for me and I pass this on to community
- Help to integrate and build friendships because I can give more info about roles and services.
- MAP helping people who are isolated to get out and integrate – improves MH and Well Being.
- Community able to build their life
- Community has language barriers and lack of internet so able to pass info, word of mouth is very important to new communities this project is life line.
- To begin with taking people by the hand eventually those people are holding hands of someone else.
- Links me to training and employment opps passed to community.
- I am a gateway/bridge to info for my community.
- Makes Leeds a home
- Community becomes family
MCN’s can spread their ideas to own community, other communities, to services and to the council.

Community thinks council cares about migrant communities

MAP bridges community. When barriers occur MAP can help communities find solutions/way to overcome.

MAP supported funding raising successfully (before was not getting anywhere)

What we learn through MAP the ripples of awareness can reach home countries ie FGM

Information provided by MAP

Empowerment

Built people’s confidence to support migrants

Knowledge of health/education/housing – shared with communities.

Building confidence/rights for individual people

Platform to voice opinions and express their needs as a community.

Opportunity of more involvement from community members – share the 'load'

Breaking barriers – Cultural values
  - Challenges
  - Confidence to
  - New way of thinking/strategy

Positive and negative reactions – changes

Generational values different – ie respecting elders

Listening

Language barriers

Help to make change

Supporting/developing communities/training

Saves time for communities if they have access to migrant access project work or volunteers

Other people get opportunities

The info from MAP has empowered our community because they know where to go for help and support.

Confidence to know where to go

Everything is referred to migrant access volunteer for help

Community not feeling isolated

If things don’t work out trust is broken

Migrant access workers can feel like failed your community.

The reality of what can be done is not always possible

Given us information so that we can disseminate to others

Increased awareness of services approach.

Provide different training

Accessed funding

Networking to learn from others

Built confidence

Open and honest environment
• Helping us to help new arrivals ie signposting
• Translation/interpreting
• Supporting emerge new groups
• References/employment/volunteering
• Developing ideas from the training/ session drop in
• Finding meeting venues.
  - Raising awareness
  - Practical/social/emotional support – benefit community
  - Partnership work and complimenting other organisations work

Appendix: Workshop discussions: how can MAP help? Gaps & solutions
(red highlight indicate particularly salient comments and green highlight indicate solutions)

What things should be and what reality is – two different things. What we learnt about services in training and what happens when we go to services is totally different to what we have been told.

- Promises made not kept ie using Civic Hall – Lord Mayor’s Ark Royal Room
- Method within MAP to escalate issues as above
- Communicating above to SAM/PRIA to escalate issues – clear understanding of how the council can support
- Lots of communities want to do the same things but not working together - Exploring way to work together/cooperate.
- MCN’s Support MAP – can we also come in our numbers to support each other to our events, programmes etc.
- Space to meet plus cost, space for record keeping expenses as a volunteer to support community – how to sustain ourselves.
- Services plus community not willing to support our goals – MAP helps us to preserve different challenges from different groups/services contact SAM/PRIA/ MAP – promote MAP to LCC teams
- JCP are harsh on people not accessing internet liberty of abuse plus discrimination – not considering issues for new communities ie long barriers
Social policy @ CAB
Social Justice Team – JCP – Tues Hamara, Regional Centre LRF
- Coming together like today more regular
Funding – how can MAP/we support each other
Testimonials of success from MCN stories: Videos?
What other certification can MAP offer beyond training certificate
Another day of week for MAP drop in?
When having info sessions/evaluation making opportunity for drop in’s to still happen.
6 pm – 8 pm  St George Centre - FGM EVENT

Mums and tots Arts/Crafts
Inkwell  11 – 4
1st April 2015

Does MAP influence parliament/central government
Escalation of MCN knowledge through Pria to council, to MP’s….
- marketing strategy
Cultural barriers to work ie men not wanting wives/partners to work, not want to learn English

JCP /Employment discrimination - create opportunity for ourself
Market stall @ Millenium Multicultural Festival.
MAP Booklet

Opps for BME - Path – Jessica Thompson

- Pack available for all migrant communities
- Utilising Social Media so its up to date and generated by public
- More social agencies: Police, Home Office, Social services so more info available to community. Advocacy Support creating safe space for people to talk about social services – confidential and allows questions to go social services. Flow of info but gap for confidentiality.
- Platform to sharing ideas , gap and solutions- progress work with AS to deliver more information to people on sensitive matters
- Maintaining link to services who delivered training able to feel free to dialogue
- When councillor/MP are at place – timetable circulated
- Utilise drop in’s
Workshop results from the post it notes exercise related to services

**HOW HAS AWARENESS CHANGED IN YOUR COMMUNITY? And WHAT ARE THE PROBLEMS AND GAPS?**
(salient comments in italics)

**Employment**
- *Volunteering opportunities have improved employability chances and give work experience and references.*
- *So many are not in employment in my community – no way out*

**Financial Matters**
- *I found budget sheets useful, I shared with others*
- *Increase the number of people attending/more people supporting the group/motivation*
- *So much financial problem as my community is hard working but lack of opportunity.*
- *Members are willing to help in running the group/more activities/confidence/integration/alleviating stress*

**Hate crime**
- *They think before acting. They consider what is it crime*

**Health: wellbeing**
- *GP registration – find dentist NHS treatments*

**Higher education**
- *We need more information to keep the right way for educating our community.*
- *Group helped me to get my house.*

**Mental health**
- *Referrals/sign posting to trained MAP advisors*
- *Identifying problems/Sign post people/ reducing stress*
- *IT improve my way of life as well as my group*
- *Nothing changed yet in my community as mental health problem are considered as failure in life so nobody wants to disclose about this.*

**Police**
- *The police is there to listen and help in anyway it can. They are not there to instill fear or overlook an offence*

**WHAT ARE THE PROBLEMS AND GAPS?**

**Employment**
- *No work experience – no references*
- *There is a wide range of discrimination, not from the hosting community but within minorities.*
• Provision of ESOL courses that teach English for work, not just the basic stuff – eg in my line of work I have found that some individuals when they have completed an ESOL course, they are still no better than they were in the beginning. So if more indepth courses could be provided that would be helpful and people would not have to lose out on certain jobs due to poor English skills.

• Cultural barriers concerning gender – who holds the power

• We have a work club with some language support but could use help to find those jobs and employers where speaking good English is not necessary.

• Language problem – to get a job – very difficult to fill the application form for jobs and different benefits

Financial Matters
• Waiting times to be seen
• People can’t find jobs and new EU law means difficult to access benefits
• System of benefits has changed
• Need info translated
• Language barriers
• Hard to access job market, barriers like language and education
• Budgeting/Door step loans/not asking for help earlier
• Constant supply of funds for ongoing groups/food banks-transporting food

Hate crime
• Reporting to police and housing office but they do not share information and you feel helpless and give up.
• Are people aware of their rights

Health: wellbeing
• Not enough physical activity.

Higher education
• Low aspirations
• Required to work due to low income families meet to be supported.

Housing
• Awareness changed my community groups are a lot. The problems are some of the members are still having communication skills to solve their housing issues
• Better access to local facilities and relevant community groups
• Long waiting - shortage of housing.

Mental Health
• Embarrassing to disclose, shame on family
• More activities/discussions/make people more involved in working/funds
• People suffer in silence as they are to ashamed if other people knew they have this problem.
Pathways into health eg accessing gp & dentist
  • Getting the right information about specialist services not so easy
  • The waiting period for doctor’s appointments is too long

Police
  • I found the police way down than what I expected. Now I have no hope. I don’t see a point.
  • Not responding quickly to reports. Letting the culprits free, especially abusers.

Sexual health
  • More awareness needed
  • Families are not addressing Sexual Health
  • People still afraid or not comfortable with the word Sexual Health

Social care: adults & children
  • Advocacy support is trying to create a safe place for people to talk about social work issues in confidence, without social workers. Anyone interested please talk to Derek.;
  • May not understand the language and jargon.