

# MIGRANT WORKERS

A seminar on the social and economic  
impact in Bedfordshire

## Seminar Report

The Rufus Centre, Flitwick

Friday 16<sup>th</sup> May 2008



**Tackling Poverty Together**

**in Bedfordshire**

[www.tacklingpoverty-beds.org.uk](http://www.tacklingpoverty-beds.org.uk)

Report produced in July 2008

**This seminar was sponsored by**



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# 1. INTRODUCTION

## Background

This seminar was the 6<sup>th</sup> countywide anti-poverty event in Bedfordshire organised by the Tackling Poverty Together Group. Previous conferences were held in 1997, 2001, 2003 and 2005 and have seen a progression from raising awareness of poverty issues, on to generating new ideas to tackle poverty, developing strategic links, identifying practical solutions to tackle poverty, and focusing on specific and emerging issues.

## TPT Conferences and Seminars

### **1997 Conference - *Poverty in Bedfordshire***

This initial conference raised awareness of poverty in Bedfordshire, developed a statement of intent concerning poverty, and led to the formation of the Tackling Poverty Together Group in Bedfordshire.

### **2001 Conference - *The way ahead***

This interactive event helped to generate many new ideas on tackling local poverty, acted as a forum for information exchange on anti-poverty issues in Bedfordshire, and generated new ideas, and networks in working together to tackle poverty.

### **2003 Conference - *Building strategic and practical links***

This conference helped raise awareness of the emerging Local Strategic Partnerships and Local Strategic Forum, and helped develop links between the TPT Group and the LSPs and LSF.

### **2005 Conference - *The Cost of Debt***

This conference raised awareness of debt issues in Bedfordshire and the support available for people with debt problems. It also identified ways to prevent debt and promote the development of credit unions and the culture of saving and skills, training and employment as pathways out of debt. Following this conference a focus group was set up to look at developing a credit union in Mid Bedfordshire - which has recently resulted in the creation of a credit union service, with funding from Mid Bedfordshire District Council and other partners.

### **2007 Seminar - *Child poverty in Bedfordshire***

This seminar raised awareness of child and family poverty issues in Bedfordshire; raised awareness of, and identified gaps in, the support available for families experiencing financial exclusion; and facilitated networking, partnership working and information exchange between agencies involved with child and family poverty. Following the seminar a local indicator on child poverty has been included in Bedfordshire's new Local Area Agreement and a new child poverty network will be created to plan work and monitor performance in tackling child poverty.

It should be noted that rather than hold another full-day conference in 2007, the TPT Group decided to organise two half-day seminars. This would allow discussion on two separate issues, relating to financial exclusion, and allow a wider group of people to attend the events. The first of these events was a half-day seminar on **Child Poverty in Bedfordshire** held in December 2007. The second event was a seminar to discuss the social and economic impact of **Migrant Workers in Bedfordshire**.

## Seminar planning

In June 2007 the TPT Group agreed to a proposal that the second seminar would focus on migrant workers in Bedfordshire.

A Seminar Planning Group was formed in early 2008 and the first full meeting to discuss the details of the migrant worker event was held in February 2008. The Planning Group also met as part of the TPT Group meeting in March, and then again in April.

The Planning Group consisted of representatives from:

- Bedfordshire County Council - Economic Growth
- Bedfordshire County Council - Asylum Team
- Go-East
- Bedfordshire PCT
- Bedford Race Equality Council
- CVS Mid & North Bedfordshire
- Bedford Community Rights Centre
- Multi-Agency Forum for asylum seekers, refugees and migrant workers (MAF)

## Seminar aims and outcomes

The **aims** of the seminar were to:

- Clarify the definition, and legal status, of "migrant workers"
- Begin to raise awareness of the potential numbers and needs of migrant workers in Bedfordshire
- Raise awareness of, and identify gaps in, the support services available for migrant workers in Bedfordshire
- Discuss the social and economic impact of migrant workers in Bedfordshire

It was hoped that the seminar would result in the following **outcomes**:

- A better understanding of:
  - the numbers and needs of migrant workers in Bedfordshire
  - the support services for migrant workers - and the development of new ideas for services
  - the social and economic impact of migrant workers in Bedfordshire
- Recommendations for future action in Bedfordshire

## Seminar format and venue

It was decided that the seminar would be held over a morning only (on 16<sup>th</sup> May). It was decided to have one keynote presentation, followed by a question and answer session, to open the seminar, and then to run a series of six short presentations/workshops. Each short presentation was to be run twice over three time slots, thus giving delegates an opportunity to attend three different presentations.

A **film** on migrant worker issues (produced by EEDA and MINEM) was also to be shown during the registration period and the tea break.

The seminar would conclude with a plenary session to give the opportunity for feedback and recommendations from the short presentations. Feedback from each of the short presentations was to be via **graffiti boards** filled in during the presentation and displayed in a central location. There would also be space for **display material** from local support groups.

The Rufus Centre, Flitwick was chosen as the venue for the event. The Main Hall could accommodate the anticipated number of delegates and there were a sufficient number of easily accessible breakout rooms for the short presentations.

Joint **funding** for the venue and refreshments was obtained from: Bedfordshire County Council (Economic Growth), MENTER, BREC, Go-East and Bedfordshire PCT. This meant that the seminar could be offered free of charge to delegates.

## Seminar organisers

As in previous years, the TPT Group commissioned (with funding from Bedfordshire County Council - Economic Growth) **Infotrain** to administer and manage the seminar on their behalf. Infotrain is a local consultancy company which specialises in working in the advice and anti-poverty sectors and has close links with the TPT Group.

## Seminar chairman

The TPT Group invited Wendy Anderson-Welsh (Chief Executive of Bedford Race Equality Council) to chair the seminar. A briefing session was arranged for Wendy in April 2008.

## Seminar publicity

It was decided to publicise the seminar as widely as possible from the outset. Distribution of publicity material was via electronic means only. TPT members and members of the seminar Planning Group were encouraged to circulate the publicity throughout their networks.

From the end of March 2008 publicity was distributed to:

- Local Councils and Local Strategic Partnerships
- Countywide Partnership
- TPT Group
- Multi-Agency Forum for asylum seekers, refugees and migrant workers (MAF)
- CVS Mid and North Beds
- Voluntary and Community Action South Beds
- Bedfordshire Advice Forum
- BREC and its member agencies
- Go-East
- MENTER
- Bedfordshire PCT and Bedford Hospital

Publicity was also added to the TPT Group's website [www.tacklingpoverty-beds.org.uk](http://www.tacklingpoverty-beds.org.uk) and delegates were able to book via the website.

Publicity for the event was included in the newsletters of the Learning Skills Council and CVS Mid & North Beds as well as in the April edition of the TPT Group's newsletter, *Poverty News*.

A second round of publicity was sent out to local councils, Local Strategic Partnerships and Bedfordshire PCT on 8<sup>th</sup> April.

## 2. SEMINAR REPORT

### Delegates

A total of **62 delegates** booked to attend the seminar on 16<sup>th</sup> May 2008 and apologies were sent in advance by an extra 15 people who would not be able to attend. On the day **70 people (including 12 speakers/facilitators) attended the seminar**. A further 5 apologies were received on the day.

Delegates came from a variety of agencies from the statutory and voluntary sectors. A full attendance (and apologies) list can be found in **Appendix 1**.

### Information stands

At the seminar information stands were set up by:

- Tackling Poverty Together Group
- Bedfordshire County Council (Economic Growth)

Throughout the morning, a **film** "*Working in the East of England - information for migrant workers and employers*" was shown in the lounge area, and a **graffiti wall** was available for comments and recommendations from delegates.

### Opening Remarks and Introduction

Wendy Anderson-Welsh, the Seminar Chair, officially opened the event. She welcomed delegates to the seminar and set the scene for the morning.

### Keynote Presentation

The **keynote speech** was made by **Mark Allison** (Manager - Migrant Workers, EEDA).

In his speech Mark: gave an overview of the definitions of migrant workers; gave some estimates of the numbers of migrant workers in the region; explained the key issues relating to migrant workers; gave details of what EEDA, and partners, are doing in the region; and summarised the benefits and challenges of having large numbers migrant workers in the region.

A copy of the slides that Mark used in his presentation can be found in **Appendix 2** of this report.

A copy of Mark's full speech can be found on the TPT Group website at [www.tacklingpoverty-beds.org.uk](http://www.tacklingpoverty-beds.org.uk)

After his speech various questions were put to Mark about the issues he had raised.

## Short Presentations and Workshops

For the rest of the morning delegates were able to attend up to three of six short presentations/workshops on issues relating to migrant workers. The workshops and presenters were:

- **Migrant worker needs assessment in Bedfordshire**  
Stephanie Bennett: Bedfordshire Primary Care Trust and Chair of MAF
- **The Migrant Gateway® Programme**  
David Brown & Mark Fraser: Advice for Life
- **Financial & care needs - local authority duties**  
Ellen Carpenter: Bedfordshire County Council
- **Learning services for migrant workers**  
Steve Ferris: The Learning Partnership Beds & Luton
- **Pathways to Employment Project**  
Beatrice Humarau: MENTER
- **Personal perspectives of migrant workers**  
Avinash Mandalia: Bedford Community Rights Centre

Further details on the presentations and the comments made on the graffiti wall relating to the presentations can be found in **Appendices 3-8** in this report.

## Closing session

In the final **plenary session**, Wendy Anderson-Welsh (Chief Officer at BREC), who chaired the seminar, confirmed that the key aim of the seminar, to raise awareness of migrant worker issues, had been successfully met.

The excellent attendance at the seminar had shown that there was a great interest in the subject and that there was probably a need to hold other events on the subject in the future.

Wendy also summarised some of the key recommendations made during the morning in the workshops and on the graffiti wall. Details of the recommendations can be found on page 10 of this report.

## Seminar evaluation

Before leaving, delegates were asked to complete an evaluation form giving their comments on the Seminar. A report on the analysis of these evaluation forms, including delegates' comments, can be found in **Appendix 9**.

The Seminar was very well received - all delegates gave their overall opinion of the event as very good (59%) or good (41%).

The majority of delegates thought that the event had been well-organised, with delegates rating the administration of the event as very good (67%) or good (33%).

The analysis of the evaluation forms showed that:

- All delegates said that the conference met its aims, either fully (67%) or partly (33%)
- All delegates said that the conference fulfilled their personal expectations, either fully (67%) or partly (33%)
- 67% of delegates said they would be taking practical and/or strategic action as a direct result of the conference.
- All delegates rated the management of the seminar, and the role of the Chair, as very good (56%) or good (44%)
- 95% of delegates rated Mark Allison's keynote presentation as very good (49%) or good (46%)
- All delegates rated the "Migrant worker needs assessment" presentation as very good (60%) or good (40%)
- 89% of delegates rated the "Migrant Gateway Programme" presentation as very good (35%) or good (54%)
- 72% of delegates rated the "Financial & care needs" presentation as very good (44%) or good (28%)
- All delegates rated the "Learning services for migrant workers" as very good (38%) or good (62%)
- 72% of delegates rated the "Pathways to Employment" presentations as very good (39%) or good (33%)
- All delegates rated the "Personal perspectives of migrant workers" as very good (79%) or good (21%)
- 83% of delegates thought that anti-poverty events should be held regularly in Bedfordshire. 69% preferred the half-day format introduced last year with 17% preferring a full-day event (14% were unsure). The vast majority of delegates said events should be held every 6 months.
- 57% of delegates would be willing to pay a delegate fee for such an event.
- There were very few negative comments from delegates. Some people would have liked lunch to have been provided and also the technical problems during the first breakout session came in for some criticism.

Delegates described the event as "inspiring", "informative" and "worthwhile".

Much of the action to be taken by delegates following the event centred once again on forging and maintaining networks and links with other organisations. Actions planned also include training staff, providing more services for migrant workers and strategic planning.

# Photographs from the seminar



## 3. CONCLUSIONS AND RECOMMENDATIONS

The seminar was a very successful event. It was attended by 70 people in total and the feedback received was very positive as detailed in **Appendix 9**.

The seminar also met its **aims** to clarify the definition and legal status of migrant workers, raise awareness of the numbers, needs and support services available, identify gaps in provision and discuss the social and economic impact of migrant workers in Bedfordshire.

As the seminar was only a half-day event, some of the issues could obviously only be touched upon. However, it was clear, from the number of people attending the seminar and from the comments made on the evaluation sheets, that there is demand to hold further events to discuss ways to support migrant workers in Bedfordshire.

The main **conclusions** from the speaker presentation, workshops and discussions were:

- There are different definitions of migrant workers. However, the UN Convention on the Rights of a Migrant defines a migrant worker as a *“person who is to be engaged, is engaged or has been engaged in a remunerated activity in a State of which he or she is not a national.”*
- The legal status of foreign workers can be very complex. Many people enter the UK specifically to work and are classified from the outset as a "migrant worker". However, some people initially come to the UK for other reasons and then become workers at a later stage.
- Measuring the exact number of migrant workers is very difficult and further development work is required to access local statistics for Bedfordshire.
- There are a number of service providers that currently provide support services for migrant workers in Bedfordshire and demonstrate good practice.
- In addition to the provision of information, advice and guidance, learning services have been identified as a priority for migrant workers.
- Integration of migrant workers into the existing community is important for achieving community cohesion in Bedfordshire.
- A Needs Assessment report has recently been completed by Bedfordshire PCT on behalf of the Multi Agency Forum for Asylum Seekers, Refugees and Migrant Workers.
- A Multi-Agency Forum exists in Bedfordshire, which seeks to involve, support and address any matters or problems raised by statutory, voluntary and/or community groups involved with migrant workers in Bedfordshire.
- The Local Area Agreement (LAA) Toolkit produced by EERA is available to provide guidance in ensuring migrant worker needs are considered across all LAA themes.

The main **recommendations** made in the workshops and discussions were:

- Specific follow-up action is required following the local Migrant Worker Needs Assessment in Bedfordshire. This may include primary research to improve understanding of communities.
- Explore whether it is possible to link the Migrant Gateway Programme with local authorities and other local service providers in Bedfordshire, e.g. HSE, education providers, Fire Service.
- Suggestions should be made to fill any gaps in information on the Migrant Gateway website e.g. information on taxation rules.
- The information needs of migrant workers should be a high priority – consider what provision will be available when the Migrant Gateway pilot ends and undertaking a review of local advice provision.
- Consider ways in which the statistics available regarding the numbers of migrant workers can be improved.
- Strengthen the role and membership of the Multi Agency Forum for asylum seekers, refugees and migrant workers and establish a strategic link to statutory agencies in Bedfordshire.
- Explore whether the needs of migrant workers are currently being considered in the Local Area Agreement and nominate a representative from the MAF to attend a relevant theme group(s).
- Consider whether a further group is required, in addition to the MAF, for professional and members of the community to discuss issues and learn about cultural values.
- Review the range of learning services available for migrant workers in Bedfordshire, with consideration for a greater variety of more flexible English courses (i.e. covering a range of skill levels and not fixed to the academic year) and linking in with vocational training and enterprise/business start-up provision.
- Discuss ways of attracting more migrant worker families to Children and Neighbourhood Centres in Bedfordshire as a means to support the integration of migrant workers into the existing community.
- Consider whether a follow-up event should be offered to discuss areas in more detail.

There were also some **learning points** from the seminar as follows:

- Continue to use anti-poverty events as a means to raising awareness of and focusing on emerging poverty related issues;
- Continue to use ½ day seminars as short and highly focused events;
- The absence of lunch, where funding resources cannot be met, is not a significant concern.
- Working in partnership with organisations that have similar objectives to deliver an event is highly productive, including increasing the capacity to leverage support and additional financial resource.

A draft report was presented to the TPT Group at its meeting on 8<sup>th</sup> July 2008 and the final report will now be distributed to all seminar delegates. The TPT Group will then decide how to take forward the seminar recommendations.

# APPENDIX 1

## Delegate Lists

### ATTENDANCE LIST

(Alphabetical order)

**Total Attendance: 70**

**Delegates: 58**

<b>Name</b>	<b>Job Title</b>	<b>Organisation</b>
Alexandra Austin	Enforcement Officer	Beds County Council - Trading Standards
Reuben Ayavoo	LAA Support	GO East
May Aymes	Social Work Placement	Bedford Race Equality Council
Lucy Bardner	Grants Manager	The Bedford Charity
David Baxter	East of England National Insurance No. Allocation Manager	Jobcentre Plus
Jacqui Blake	Local Partnership Manager	Jobcentre Plus
Ted Bloodworth	Partnership Sergeant	Bedfordshire Police
Jo Borthwick	Operational Manager	Beds County Council - Trading Standards
Caron Brooks	Safer Stronger Geographic Lead	GO East - Bedfordshire & Essex
Susan Childerhouse	Work Team Manager	Mid Beds District Council
Deanne Clark	Director of Operations	Bedfordshire & Luton Mind
Anna Clarke	Economic Development Adviser	Learning & Skills Council
Christopher Cooper	Adult Skills Project Co-ordinator	The Learning Partnership
Nick Costin	Sustainable Neighbourhood Manager	South Beds District Council
Gifty Dekyem	Solicitor	Luton Law Centre
Kulvinder Dhillon	Development Officer	Connexions
Sandra Einon	LSP Manager	Mid Beds District Council
Ian Evans	Deputy Area Risk Commander (North)	Beds & Luton Fire & Rescue Service
Cllr Susan Gaszczak	Councillor	Bedfordshire County Council
Heather Gilbert	Senior Housing Options Officer	Bedford Borough Council - Housing
Cllr Alison Graham	District Councillor	Mid Beds District Council
Vic Graves	Project Manager	Transqual - Beds & Luton
Jackie Hamilton	Support Co-ordinator	Mid Beds CAB
Clare Harding	Equality & Diversity Manager	Bedfordshire County Council
David Head	HM Inspector of Health & Safety	Health & Safety Executive
Jenny Hedges	Manager	Mid Beds CAB
Sarah Hughes	Enterprise & Regeneration Manager	Beds County Council - Economic Growth
Steve Jackson	Centre Manager	Ridgmond Training Luton
Gary Johnson	Manager	Beds County Council - Welfare Rights Service
Bryden Keenan	Drop-in Manager	Bedfordshire Refugee & Asylum Seeker Support
David Layton	Police Sergeant	Bedfordshire Police
Carol Leeds	Service Manager	British Red Cross

<b>Name</b>	<b>Job Title</b>	<b>Organisation</b>
Nikki Linford	Outreach Worker	CAN
Pauline McIlravey	Technical Officer	South Beds District Council - Environmental Health
Lindsay Mitton	Senior Economic Development Officer	Beds County Council - Economic Growth
Cathy Moorhouse	Board Member	Bedford Community Rights Centre
Kirsty Needham	Arson Task Force Officer	Beds & Luton Fire & Rescue Service
Lesley Nicholls	Community Funding Manager	Luton Borough Council - Regeneration Service
Glenis Orkisz	Community Development Officer	Bedford Race Equality Council
Stephanie Randolph	Pensioner Activist	Pensioner Action Group
Janet Ridge	Chief Executive	Beds Rural Communities Charity
Angela Rowney	Service Manager - Partnership & Funding	Luton Borough Council - Regeneration Service
Janice Scott	Voluntary Sector Development Officer	Connexions
Hannah Shah	Policy Officer	East of England Regional Assembly – Strategic Migration Partnership
Merry Silk	Hate Crime Partnership Co-ordinator	Bedford Race Equality Council
Len Simkins	Facilitator	Tackling Poverty Together Group
Mark Smith	Information Officer	Community & Voluntary Service (Mid & North Beds)
Carol Solaiman	Senior Community Development Officer	BPHA
Laura Sweeney	Senior Project Co-ordinator	Chamber of Commerce - Beds & Luton
Claire Taylor	Revenues Team Leader	Mid Beds District Council
John Thomas	Economic Development Manager	Learning & Skills Council
Nikki Turton	Outreach & Community Careers Adviser	Bedford College - Student Services
Louise Watson	Outreach Officer	Bedfordshire County Council - Inform 0-19
Jennie Webb	Assistant Economic Development Officer	South Beds District Council
Rachel White	Contract Adviser	Learning & Skills Council
Jo Wiles	Community Midwife	Bedford Hospital NHS Trust
Donna Wilkinson	Economic Development Officer	South Beds District Council
Kathy Wilson	Skills for Life Broker	Hertford Regional College - Life Long Learning

## Speakers and Facilitators: 12

Name	Job Title	Organisation
Mark Allison	Manager - Migrant Workers	EEDA
Wendy Anderson-Welsh	Chief Officer	Bedford Race Equality Council
Stephanie Bennett	Specialist Health Visitor	Bedfordshire Primary Care Trust
Daiva Birgeliene		Bedford Community Rights Centre
David Brown	Migrant Worker Project Adviser	Advice for Life
Ellen Carpenter	Coordinator	Bedfordshire County Council - Asylum Team
Steve Ferris	Executive Director	The Learning Partnership Beds & Luton
Mark Fraser	Regional Programmes Director	Advice for Life
Karolina Galankiewicz		Bedford Community Rights Centre
Beatrice Humarau	Support Officer	MENTER - Partnership Development Project
Avinash Mandalia	Principal Welfare Rights Officer	Bedford Community Rights Centre
Sanja Radic		Bedford Community Rights Centre

## Apologies: 20

Name	Job Title	Organisation
Dawn Andrews	Named Nurse Safeguarding Children	Bedfordshire Primary Care Trust
Simon Barker	Area Commander (South)	Beds & Luton Fire & Rescue Service
Anne Clube	Partnership & Funding Manager	Luton Borough Council - Regeneration Service
Karen Cook	Customer Advisory Officer	Bedford Borough Council
Julia Cornelius	Director	Luton Citizens Advice Bureau
Noor D'Agostino	Welfare Rights Adviser	Beds County Council - Welfare Rights Service
Amar Daroch	Board Member	Bedford Community Rights Centre
David Frampton	Projects Manager	Beds County Council - Supporting People
Susan Goodchild	County Councillor	Bedfordshire County Council
Jack Goodchild	County Councillor	Bedfordshire County Council
Patrick Horn	Pensioner Activist	Pensioner Action Group
Rebecca Howarth	Community Safety Officer	Beds & Luton Fire & Rescue Service
James Hurd	Senior Advisory Officer	Bedford Borough Council
Jo Maul	School Transfer Adviser	Beds County Council – Parent Partnership Service
Garth McKenzie	Snr Economic Development Officer	Bedfordshire County Council
Geraldine Ryan	Assistant Housing Manager	BPHA
Michael Schneider	ESF Co-financing Manager	EEDA
Tasnim Shawkat	Assistant Director	Beds County Council - Corporate Governance
Tracy Turner	Head of Corporate Policy & Planning	Bedfordshire County Council
Elaine Warwick	Resident Consultation Co-ordinator	BPHA

# APPENDIX 2

## Keynote Presentation

The **keynote speech** was made by **Mark Allison** (Manager - Migrant Workers, EEDA).

A copy of the slides that Mark's used in his presentation can be found below.

A copy of Mark's full speech can be found on the TPT Group website at [www.tacklingpoverty-beds.org.uk](http://www.tacklingpoverty-beds.org.uk)

### Migrant workers in the East of England: benefits and challenges

Mark Allison  
Manager – Migrant Workers  
East of England Development Agency



### Migrant Worker: Definitions

- "person who is to be engaged, is engaged or has been engaged in a remunerated activity in a State of which he or she is not a national." (UN)
- 'a person who has resided abroad for a year or more, and who states on arrival the intention to stay in the UK for a year or more' (IPS)
- "a foreign worker is someone who works but has foreign citizenship and a foreign-born worker is anyone born outside of the UK, including British citizens" (LFS)



## How many?

- Anglia 112,785 or 15% of UK total (WRS)
- Eastern Region 85,455 or 11% (FOI)
- Bedfordshire: 4,850 (6% of EofE)
- By NINo GO region now 5<sup>th</sup> - 66,087



## Key Issues

- Access to Information
- Access to Services
- Housing
- Skills
- Further research re: information levels

Other regions have similar findings



## Regional Activity

- Migrant worker steering group
- Migrant Gateway
- MINEM
- LAA toolkit (soon)
- Housing report (also soon)
- English language strategy
- Further research: longitudinal study; studentship and economic risk
- Essay and conference



## Benefits and challenges

- Skills that we need
- Willing workers in less attractive jobs
- Diversity in the workplace
- Additional pressure on services – housing, schools, doctors
  
- Focus on the positive
- Work together for common goals



## Thank You

Mark Allison  
Manager – Migrant Workers  
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01223 484688  
07920 787 737  
<http://www.eeda.org.uk>



## APPENDIX 3

### Migrant worker needs assessment in Bedfordshire

<b>Migrant worker needs assessment in Bedfordshire</b>	<p>The Multi Agency Forum for Asylum Seekers, Refugees &amp; Migrant Workers has drawn together existing information about migrant workers in Bedfordshire to compile a picture of need. School Census, Worker's Registration Scheme, National Insurance, Border and Immigration, Health and Voluntary Sector data have been collated with information from pertinent literature and anecdotal evidence from service providers and users. This presentation summarised the information, highlighted its limitations and offered insight into potential need.</p>
<p><b>Stephanie Bennett</b> Specialist Health Visitor Bedfordshire Primary Care Trust  Chair of the Multi Agency Forum for Asylum Seekers, Refugees &amp; Migrant Workers</p>	

This presentation was held at 10.10 am and 11.10 am. Over the two sessions 34 people attended.

A copy of the slides used during this presentation is available on the TPT Group website [www.tacklingpoverty-beds.org.uk](http://www.tacklingpoverty-beds.org.uk)

Below are the comments from the graffiti wall made after the presentation:

- Discuss how to share this report - senior workers / stakeholders?
- Support services available from Children's Centres
- The Local Area Agreement toolkit produced by EERA: ensure all themes are considering migrant worker needs
- Professional networking (currently taking place in Cambridgeshire) - in addition to the MAF?
- Need for cultural training in addition to language training
- Need for basic rights / entitlement for migrants
- Beds Fire & Rescue Service can quantify pattern of fires involving migrant workers
- Housing Associations are looking at the needs of migrant workers. The BME Housing Officer works with PBIC (Polish/British Integration Centre) and HAs have done presentations to groups. PBIC work with BPHA on a helpline
- Landlords prefer to rent to Polish tenants reducing the amount of property available and increasing rents
- Can't regulate landlords
- Problems of overcrowding in properties - environmental health can visit - but tenants can be evicted if they complain
- More work needs to be done through to promote the benefits of migrants both economically and socially rather than promoting negatives i.e. schools, health housing etc

## APPENDIX 4

# The Migrant Gateway<sup>®</sup> Programme

### The Migrant Gateway<sup>®</sup> Programme

**Mark Fraser**  
Director Regional Programmes  
**David Brown**  
Migrant Worker Project Adviser  
Advice For Life

The Migrant Gateway<sup>®</sup> Programme is the single international two-way gateway to information, advice and guidance supporting people moving to live or work in Europe, and for people working with migrants. Migrant Gateway<sup>®</sup> is a family of projects including an advice line providing specialist employment advice for employers, trade unions, and other professionals, a help line for migrants and training products in employment law and good practice in employing migrant workers.

This presentation was held at 10.10 am and 11.50 am. Over the two sessions 31 people attended.

More information on the programme can be found on the TPT Group website [www.tacklingpoverty-beds.org.uk](http://www.tacklingpoverty-beds.org.uk)

You can visit the Migrant Gateway website at [www.migrantgateway.eu](http://www.migrantgateway.eu)

Below are the comments from the graffiti wall made after the presentation:

- Make early contact with the new unitary authorities in Bedfordshire (Bedford Borough & Central Bedfordshire) to publicise website and resources
- Links to local courses at Further Education Colleges
- Transferability of pension rights on website
- Links to HSE website - particularly the translated pages and/or the migrant worker pages
- Information about taxation in both countries e.g. UK and Poland and what people need to do regarding immigration status
- Information on reciprocal arrangements e.g. for sick pay / pensions / taxes
- Would be good to have advice/information on site for immigrant businesses if not already covered. We want to help these businesses thrive in Bedfordshire
- Language option would be better as a pop-up so that as soon as someone enters the site they can select their language
- Are there plans to have all European Union languages on your website?
- Would like to add fire safety section and links to our website - Bedfordshire Fire & Rescue Service
- This website should be publicised locally and nationally

## APPENDIX 5

### Financial & Care Needs - local authority duties

#### Financial & care needs - local authority duties

**Ellen Carpenter**  
Asylum Team Coordinator  
Bedfordshire County Council

What are the duties of local authorities under immigration law and other legalisation to provide help for migrant workers and children in need? Can help be provided to migrant worker families? This presentation looked at the work of Bedfordshire County Council's Asylum Team and included discussion of some case studies.

This presentation was held at 11.10 am and 11.50 am. Over the two sessions 29 people attended.

Below are the comments from the graffiti wall made after the presentation:

- Are statutory and voluntary sectors (Yarlswood Befrienders, Bedfordshire Refugees & Asylum Seekers Support etc) working in tandem?
- More publicity of the plight that migrants find themselves in to counter prejudice
- Local Government reorganisation - how will this affect the service?

## APPENDIX 6

# Learning Services for Migrant Workers

### Learning services for migrant workers

**Steve Ferris**  
Executive Director  
The Learning Partnership,  
Bedfordshire and Luton

A mixture of research and focus group evidence suggests that many migrants need access to good advice about the UK equivalent of their overseas qualifications to establish the type of work they are qualified to do as well as access to English language training and advice on living and working in the UK. What are the skills of migrant workers? How diverse are their needs? How effective are existing learning services in supporting new migrants coming into the area? This workshop examined the evidence and explore priorities for future action.

This presentation was held at 10.10 am and 11.10 am. Over the two sessions 21 people attended.

Below are the comments from the graffiti wall made after the presentation:

- Tensions existing within indigenous BME population and support to access the services open to EU migrants - community cohesion between new and emerging communities
- Need to appreciate tensions existing between EU and non-EU migrant workers
- Raising awareness that learning services are not just available to EU migrants - but all migrant workers/groups in the community
- Age 14-19 learning needs must still be a priority
- Issue of migration - financial risk to contractors where paid on outputs
- Challenge of getting employers on board
- Is there sufficient consultation with employers?
- Is there a network of employer champions?
- Employer champions to be identified and promoted who have invested in migrant workers to the benefit of their business
- Ensuring migrants have a level playing field to employment opportunities
- Data available on levels of employment of migrant workers at basic, intermediate and senior (highly skilled) levels?
- Highly skilled migrant workers have different employment rights. Actually they are actively recruited to fill senior positions

- Do employers really want to employ higher skilled migrant workers and encourage skill increase? Evidence? Are we telling employers this is what they want?
- Are employers keen to support learning? Business impact? Cost impact?
- How can we support migrant workers to set up in business / self-employed, e.g. navigate the business support system?
- Volunteering by migrant workers as a pathway to employment
  - Lack of knowledge by volunteering groups about the legalities
  - More advice needed for volunteer centres
- The voluntary sector has an important role to play in liaising between migrant workers, their families and statutory organisations. British Red Cross has a robust orientation programme and can signpost help with CVs, locate doctors etc. It can also use its message service to keep families in touch. The Red Cross does not appear to be mentioned anywhere - why?
- Rolling programme / flexible for students who arrive during the term
- Contextualised ESOL - high level and engineers, masters etc
- English courses need to be linked to vocational training courses
- Currently "Train to Gain" funding covers only levels 1 & 2, but many migrants have language training needs at entry level.

# APPENDIX 7

## Pathways to Employment

<b>Pathways to Employment Project</b>	This Project's aim is to establish mechanisms to support the employment needs and widen access into the health & social care workforce for migrant workers in the Eastern Region. This project is a pilot from which it is hoped to learn how to extend similar pathways to employment in other skill sectors. The project will be working with migrant workers to help them achieve the confidence and skills needed to be successful at job applications in the health & social care sector.
<b>Beatrice Humarau</b> Partnership Development Project Support Officer MENTER	

This presentation was held at 10.10 am and 11.50 am. Over the two sessions 26 people attended.

A copy of the slides used during this presentation is available on the TPT Group website [www.tacklingpoverty-beds.org.uk](http://www.tacklingpoverty-beds.org.uk)

Below are the comments from the graffiti wall made after the presentation:

- [www.rose.nhs](http://www.rose.nhs) - excellent website
- Supporting migrant workers to enter highly skilled professions
- Pilot project in Peterborough and Ipswich: 20 individuals - migrant workers and refugees
- Can the feasibility of running this project in Bedfordshire be considered?
- Is there anything being done locally?
- MENTER local officer is currently being recruited
- Local employers' awareness of the legalities of employing migrant workers
- CRB checks for volunteers and employees is an issue
- There needs to be a close relationship between IAG (advice) and voluntary groups dealing with migrant workers and ESOL / learning providers
- Gaps in ESOL provision
  - Not enough classes, but also disparity in recruits
  - What kind of ESOL?
  - First Government nationality test - exclusively oral
  - Second Government nationality test - reading
- ESOL & vocational language: problems for providers regarding linking ESOL with specialist materials/topics and viability of 2 tutors (vocational specialist and ESOL specialist) or ESOL expert with relevant vocational training?
- ESOL / English training: restrictions of LSC funding - learners must take and pass ESOL exam in 1 academic year (exams/qualifications not always relevant/desired by migrants).

## APPENDIX 8

### Personal Perspectives of Migrant Workers

#### Personal perspectives of migrant workers

**Avinash Mandalia**  
Principal Welfare Rights  
Officer  
Bedford Community Rights  
Centre

**Daiva Birgeliene, Karolina Galankiewicz and Sanja Radic** shared their experiences of being migrant workers in Bedfordshire regarding their interaction with various agencies. Questions from delegates were welcomed and this provided a forum for discussion.

This presentation was held at 11.10 am and 11.50 am. Over the two sessions 30 people attended.

Below are the notes made at the workshop and the comments from the graffiti wall.

#### **General Introduction (from the three migrant workers)**

- Was once Asylum Seeker
  - Had knowledge of English
  - Have attended training courses
  - Support from voluntary sector
- 
- Came to start small business
  - Worked in hospital - now work as an adviser
  - Improving English
  - Came straight to Bedfordshire
  - Friends already here
  - Wanted to be in a place where I knew people
- 
- Came for personal reasons - knew some English language
  - Wanted marketing job (as per degree) - language barrier was a problem
  - Worked as a waitress
  - With support from voluntary sector now getting job I wanted!
  - Supplements income with waitressing
  - Wants to improve language
  - Wants to stay - wants to get a house
  - Had to work hard to find banking provider
  - Bedford College very helpful
  - Enjoys weather and people

## **Positives**

- Help with opening bank account
- English people open and friendly
- English people open-minded
- Schools
  - Good communication with teachers
  - Showing understanding

## **Negatives**

- Working for an agency
- Hard to find a job even with English skills at own skill level
- Need to have training in skills - different terms to prior knowledge

## **Social network**

- Like to socialise with people from all cultures
- No real cultural festivals - prefer to integrate with others in UK
- Organising regular church services in own language

## **Other Issues**

- Good to have staff that speak own language - can then signpost to right agencies
- Employment agencies - bigger companies are becoming educated and not using these agencies
- Overcrowded private housing
- Would like to retain cultural identity
- Traditions are important - integration is important - open mindedness

## **Q&A**

### **What access and information did you have to come to UK?**

- Heard success stories - but only told the positives
- Need to take opportunity, it won't come to you.

### **Best thing about experience?**

- People very helpful and friendly
- Found a job and increase confidence and awareness

### **Worst thing about experience?**

- Understanding culture and context
- Employment - when in competition with others (English)

### **How have you been treated?**

- Found very helpful despite very little English
- Access to services was easy - schools, GP, Fire Safety etc.
- Had problem opening a bank account

**How did you adjust to a multicultural society?**

- Very interesting to learn , but was a surprise too
- Like the multicultural aspect
- Surprised at the number of Polish people

**Have you used an employment agency?**

- Yes, difficult as regards language and some discrimination
- Needed to learn language to improve job prospects
- Some agencies unscrupulous

**Do you have contact with home country?**

- Friends only
- Parents after getting UK passport
- Call family every night
- Visit 3-4 times a year

**Dialects & accents problems?**

- Scottish
- Speaking loudly to help us understand English!!

**Will your children be interested in maintaining your culture?**

- Would not impose own culture
- Hope so, but English culture is my culture and feel like a visitor when visit own country
- Absorbing new culture

**How have you been treated?**

- Found very helpful despite very little English
- Access to services was easy - schools, GP, Fire Safety etc.
- Had problem opening a bank account

**Issues with children?**

- None with schools directly
- Frustration of children with homework
- Child doesn't speak mother's language

**What are prospects for those in low skilled jobs?**

- It is very important to learn English
- Some are going back to own country

**General Feedback**

- Would have been good to have the booklet D Brown referred to available at this session
- Is there anything being done about agencies and how migrants are used and abused?
- Would like to have a separate conversation about our specific services e.g. provision of free smoke alarms

# APPENDIX 9

## Seminar evaluation report

**Number of people at the Seminar:** 70  
**Number of evaluation forms returned:** 42  
**Return rate:** 60%

Not all people answered all questions - the percentages given in the following analysis are based on the numbers that answered the specific questions.

### 1. Do you feel that the seminar met its aims?

- To clarify the definition, and legal status, of "migrant workers"
- To begin to raise awareness of the potential numbers and needs of migrant workers in Bedfordshire
- To raise awareness of, and identify gaps in, the support services available for migrant workers in Bedfordshire
- To discuss the social and economic impact of migrant workers in Bedfordshire

Yes - fully       Yes - partly       No

### Comments:

- I would have liked to be able to attend all the workshops
- We heard some success stories, but less about the failures
- Lots of information in a short space of time - appreciate that this is an overview of a huge subject
- Not sure that the "impact" was really addressed - more about needs of migrant workers. Would have been good to directly address perceptions, rather than being raised from the floor.
- Very good
- Began to raise awareness, not sure all is clarified - still lots of unknowns and questions, but getting a clearer picture of situation
- Very informative presentation by Mark Allison
- More could have been said about the gaps in support services
- Seminar with migrant worker guest speakers - very inspiring!
- Would have liked more statistics, including national figures
- First two met, more so than last two
- Good overview of information and projects running
- Many issues and statistics raised today are relevant across the Eastern Region (good as I work in Hertfordshire)
- Brilliant morning - could easily run it again
- An excellent chance to network with colleagues across the county and region
- Excellent seminar - I really learned a lot. We need another session to fully explore the impact issues
- Very little interaction in groups
- Well done! Keep up the good work!
- Demonstrated need for further events

## 2. Did the conference fulfil your personal expectations?

Yes - fully 28 (67%)

Yes – partly 14 (33%)

No 0 (0%)

### Comments:

- Within the constraints of a half-day seminar. Extended my knowledge base and awareness of issues
- More information required regarding those who fall through the gaps
- Found the many organisations' abbreviations a bit confusing - maybe add an abbreviation list!
- More knowledgeable - will feed back
- Would have liked copies of slides in advance. Had trouble reading all OHPs presentations
- Would have liked to have seen a way in for my service, but this is something I can work on
- Better than I expected
- Provided valuable information and was useful in identifying relevant contacts
- Very useful to hear about projects my organisation is involved in, but it is difficult to find out about as a front-line worker.
- It was a full agenda and highlighted the complexities and further sources of information.
- Good chance to network as well as attend workshops
- Good planning. Good speakers. Excellent
- Brilliant access to partners and associates. Thrilled at the quality of the workshops.

## 3. Is there any practical, or strategic, action that you, or your organisation, will be taking as a direct result of attending the seminar?

Yes 27 (66%)

No 14 (34%)

### If yes, please describe the action:

- Continue to network with communities
- I will be reporting back to other groups I am involved with in a volunteer capacity
- Talk to various voluntary agencies about collaborative projects to assist migrant workers/refugees
- Look at providing more services for migrants
- Information on access to help for both colleagues and migrant workers
- Following up on the housing research report when available from EEDA
- Following up on the contacts made at the seminar
- Will certainly feed back to my organisation and make links where relevant
- To look at and identify housing issues for migrant workers. Also, to target employment agencies and employers regarding risk assessments etc.
- The Migrant Gateway very useful and could link into work undertaken by my organisation
- Working with the Migrant Gateway team to put links onto our website
- We deal mainly with refugees and asylum seekers and are currently trying to decide if we should offer our services to migrant workers. Seminar will be very useful in coming to a decision.
- I am on the shadow Transitional Task Force for Adult Social Care (for the new CB authority) and these issues may well come up in the near future.
- Possibly in the future
- Infiltrate information specifically fire safety into META website
- Review arrangements for engagement with migrant workers and follow up contacts made at seminar
- Will feed back information to ESOL staff meetings and Student Services Team meeting (Bedford College)
- Consideration and actions around flexibility of ESOL provision and funding routes, also needs of migrants and employers
- Link to Migrant Gateway website. Investigate funding opportunities
- I have listed 3 or 4 actions I can easily progress - a) data; b) training internally; c) funding.
- Taking the information back to Mid Beds District Council (members and officers) - particularly highlighting Migrant Gateway
- I will go and discuss what I have learned with Corporate Strategy and Community Intelligence and ensure colleagues are aware of these sources of information

- Look at the information available on the Migrant Gateway website. Make referrals and use support agencies to help the businesses/consumers I work with from the migrant community
- Work is already on-going, but this seminar clarified the need for this to continue
- Convey value of Migrant Gateway to advisers. We still do not have enough resources to 'outreach' to communities, so the Gateway is of huge value for us to refer non-English-speaking clients
- Look at ways of including migrant workers in promotional materials when delivering orientation service
- Continue to focus on the need issues affecting migrant workers and forge ahead.
- Facilitate further cross-agency, service-user discussion
- Will suggest further research into migrant worker issue in Bedfordshire

#### 4. Please give your opinion on the different aspects of the seminar.

	Very good	Good	Fair	Poor
<b>Keynote presentation:</b>				
<b>Overview of Migrant Workers in the region</b>	20 (49%)	19 (46%)	2 (5%)	0 (0%)
<b>Comments:</b>	<ul style="list-style-type: none"> <li>• Did not address the "underbelly" e.g. sex workers, gang masters etc.</li> <li>• Informative</li> <li>• Would like copy of speech</li> <li>• Very informative</li> <li>• Good points and expanded on PowerPoint issues</li> <li>• Clear, concise, informative</li> </ul>			
<b>Workshops/presentations:</b>				
<b>Migrant worker needs assessment in Beds</b>	12 (60%)	8 (40%)	0 (0%)	0 (0%)
<b>Comments:</b>	<ul style="list-style-type: none"> <li>• Very helpful</li> <li>• Well presented with handout of presentation</li> </ul>			
<b>Migrant Gateway® Programme</b>	9 (35%)	14 (54%)	3 (11%)	0 (0%)
<b>Comments:</b>	<ul style="list-style-type: none"> <li>• Very useful information</li> <li>• A slick presentation of a potentially very useful website.</li> <li>• Needs more research and consultation with more agencies</li> <li>• Very interesting contacts, but difficulties with PowerPoint were distracting</li> <li>• Problems with IT</li> <li>• Started very indifferently, but became more informative as it went on</li> <li>• Excellent knowledge from both speakers and good interaction with audience</li> </ul>			
<b>Financial &amp; care needs – local authority duties</b>	5 (44%)	3 (28%)	3 (28%)	0 (0%)
<b>Comments:</b>	<ul style="list-style-type: none"> <li>• Not enough time for this complicated topic</li> <li>• Very interesting, but was not from a migrant perspective</li> </ul>			
<b>Learning services for migrant workers</b>	5 (38%)	8 (62%)	0 (0%)	0 (0%)
<b>Comments:</b>	<ul style="list-style-type: none"> <li>• Issues well raised and answered - a good discussion</li> <li>• Interesting to hear what migrant workers are entitled to</li> </ul>			
<b>Pathways to Employment Project</b>	7 (39%)	6 (33%)	5 (28%)	0 (0%)
<b>Comments:</b>	<ul style="list-style-type: none"> <li>• Not very good presentation technically and rather vague content</li> <li>• Would have been more useful to hear from project once up and running</li> <li>• Interesting perspective</li> <li>• Presentation good but not totally relevant (Peterborough/Ipswich)</li> <li>• Early days, not much to report</li> </ul>			

**Personal perspectives of migrant workers** 19 (79%) 5 (21%) 0 (0%) 0 (0%)

- Comments:**
- Success stories only, would have been interesting to hear from someone less confident and optimistic, or at least a case study showing what can go wrong
  - This was the most useful part of the day as they are the best people to advise on migrant issues.
  - The presenters seem to have similar views and experiences. A wider perspective would have been useful. Would have been good to hear of the work of PBIC
  - Very enjoyable - human interest angle
  - Very inspiring
  - Good to hear some actual experiences - good role models
  - Great to hear personal stories
  - Excellent interaction between the 3 migrant workers and audience. Excellent ideas and discussion

<b>Organisation:</b>	<b>Very good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Administration - pre-seminar (infotrain)</b>	26 (67%)	13 (33%)	0 (0%)	0 (0%)

- Comments:**
- Very quick information by email
  - Booked at last minute and was pleased at way I was treated

<b>Administration - at the seminar (infotrain)</b>	26 (67%)	13 (33%)	0 (0%)	0 (0%)
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Comments:

<b>Management of seminar and role of Chair</b>	22 (56%)	17 (44%)	0 (0%)	0 (0%)
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- Comments:
- Did not use microphone - bad for hearing aid wearers

<b>Seminar venue - location, facilities etc.</b>	23 (59%)	14 (36%)	2 (5%)	0 (0%)
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- Comments:
- Parking an issue
  - Shame no lunch
  - workshop rooms awkward
  - no parking spaces
  - Inadequate toilet provision, not very good signposting.

<b>Overall opinion of the seminar</b>	23 (59%)	16 (41%)	0 (0%)	0 (0%)
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- Comments:
- Very interesting topic

**5. This year the TPT Group has arranged 2 half-day seminars instead of a full-day conference. Which format do you prefer?**

Half-day seminar	29 (69%)	Full-day conference	7 (17%)	Not sure	6 (14%)
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**6. Should anti-poverty events be arranged regularly in Bedfordshire?**

Yes	35 (83%)	No	0 (0%)	No answer	7 (17%)
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<b>How frequently?</b>	6 months	8	3 months	4	monthly	1
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**7. Would you be willing to pay to attend such an event?**

Yes	24 (57%)	No	13 (31%)	Not Sure	5 (12%)
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## 8. Please give any other comments about today's event.

- A very worthwhile event as it attracted a very wide representation and provided useful networking opportunities.
- Interesting - would like to receive copies of all presentations
- Would have been useful to have more information on how to access services and illegal immigrants as I come into contact with more of those.
- Definitely useful and informative
- Prefer to have handouts of slides to take away
- Really good, enjoyed care needs and personal perspectives.
- Thank you, very interesting
- Very informative seminar. Would have liked 'construction' to have been involved.
- A good event with lots of useful information
- Fantastic input, especially think that the personal perspectives session was excellent and believe this session should be extended. Who better to gain information from than the migrants themselves?
- Provided opportunity to make relevant contacts. Delegate list with contact details and role would be helpful.
- Would be useful to have lunch, even if we have to pay as it gives time for networking. The morning was very full and maybe presentations could be emailed out to delegates.
- Are there links to other regions/counties as something like this would be good at a higher (regional/national) level as well as a smaller (county/district) level?
- Not sure why the presentations were given as "workshops" rather than as part of the main programme - could only attend 50%
- Brilliant, well done.
- Charge the statutory sector to help fund your costs. Excellent, very helpful
- Very interesting - hope to use at work, but also on a personal level. Thanks
- A good event which was well presented.
- Really useful, thank you very much. Feel it is very important to stay informed about what is happening.
- A well put together seminar
- A very well presented event. All thanks to everybody involved in making this happen. Well done.
- Obviously much more to talk about. More links to be made. Opportunities for new partnerships
- A very interesting and useful meeting.
- Very useful