

# Controlling Migration Fund Building Resilience Programme



## Understanding the issues

During the lifetime of the 'Building Resilience Programme', the pace of Eastern European migration to the NG20 area has seen some levelling off. However, due to ongoing requirements from Sports Direct for workers to maintain an average workforce of 3,000, and with permanent rotation within this workforce, just over 8% of the population are of Eastern European origin (16,000 residents registered with local surgery, 1,300 of those are Eastern Europeans as at November 2018).

Over the past year, there has been a noticeable trend in migration to the NG20 area; with a reduction in Polish migrants arriving, and an increase in Romanian migrants. This is in line with the national trend seen in recent years. Anxieties around Brexit and lack of confidence about the future are resulting in migrant communities expressing plans to return to their home countries.

There are different reasons for migration, however the main one for Eastern Europeans is related to employment. People come here to work, to find work, or to join (working) family members. Sports Direct, the major retailer in the area, is perceived as a solid employer, which guarantees employment even for those with low English language skills.

The recent pattern of migration has presented ongoing challenges for integration and community cohesion in Shirebrook and the surrounding NG20 postcode area. The following issues are still ongoing:

- Language barriers;
- Homelessness;
- Double appointments at the GP surgery (owing to language difficulties);

The results and impact of the 'Building Resilience Programme' can already be seen – previous issues including hate crimes, HMO's (houses of multiple occupation), and lack of integration within migrant communities are now either minimalised or under permanent control.

Originally the 'Building Resilience Programme' was scheduled to complete at the end of March 2019. Due to the late start of several interventions it was agreed with the Ministry of Housing, Communities and Local Government (MHCLG) to extend the project to the end of September 2019. Since then, we have had approval to extend some elements of the programme to the end of March 2020 to maximise impact, using project underspend.

September 2019	March 2020
A1. Community Resilience - School	
A2. Community Resilience - Community	
	B1. Market Square Enlivenment.
	C1. Migrant Community Access
D1. Access & Quality of Private Sector Housing	
E1. Social Norms & UK Laws – Street Scene	
E2. Social Norms & UK Laws – Vehicles	
	F1. Additional GP Resources
G1. Healthy Workforce Programme.	

A new commission took place earlier this year – the appointment of an independent NG20 Multicultural Adviser - to ensure the Council and NG20 partners develop an understanding of the issues in the Shirebrook NG20 community. This includes understanding the cause and scale of any problems, and working with the community and strategic partners to develop solutions to any real or perceived issues. The Adviser will work closely with community groups to determine existing needs, and with local authorities and partners to facilitate dialogue with migrant communities, which should lead to improved relationships.

During the last six months, the Project Team was successful in securing some external funds:

- Travis Perkins Community Legacy Fund – re-planting of damaged trees at Rainbow Park;
- EU Commission – ‘EU Citizens’ Rights after Brexit’ workshops.

### **Project Delivery Progress**

The Programme covers interventions organised into seven strands. The key approach is a multi-agency collaboration, executed by multiple complementary projects. Below is an update on each strands’ goals and progress to March 2019.

---

#### *Community Resilience– Shirebrook Academy (A1).*

---

##### **Planned:**

- Additional English language capacity to improve educational outcomes and to improve youth activities to foster cohesion.

##### **Actual:**

- New set of English classes for adults started in September 2018:
  - 27 new starters;
  - 13 EAL learners regularly attend weekly classes
- Teaching Assistant (new appointment) - supporting in lessons, small groups and helping with home-school communication for EAL students.
- 0.2 FTE Citizenship Coordinator appointed.
- Summary of relevant work below:

**The Shirebrook Shutter Project** - part of the ‘Market Square Enlivenment’ Project’s strand. A group of students worked with Junction Arts and local artist Peter Massey to create designs for shop shutters as part of the regeneration of Shirebrook Market Place.

A display of the artwork and a short summary of the project is being displayed in Art department at the Academy and work is currently being exhibited in Shirebrook. Y10 students took part in print making during a Professional Development day and a selected group of students continued to work with the project during after school sessions.



**The Shirebrook App** - through the Derbyshire County Council Thriving Communities project - last year a student suggested an App

to inform local people of things to do in Shirebrook, and to link with community safety and support services. The App is currently being developed, and James McDonnell and colleagues have been consulting Y10 students about the format and content, to ensure it is used effectively. The app developer Mariusz Linkiewicz was impressed by student ideas and would like to involve them in coding and further development of the app.



Y10 students at Shirebrook Academy learnt more about the Shirebrook Shutter Project and the Shirebrook App, and had the chance to put forward their own ideas for the local community with an Enterprise Challenge. Students were tasked to work in teams to develop ideas, and presented them to representatives from local councils at the end of the day. Visitors were impressed with the creativity and enthusiasm shown, and felt that many of the ideas could have a practical application. Ideas included 'Shirefest' (family music festival), a Boxing event, a Mental Health awareness event, a youth club run by services veterans to enable them to share their experiences with young people, after school clubs, and social events for different groups to get together. We hope that Academy students will be able to get involved in the planning for some of these events for real over the coming year (picture shows Cyprian Horbal explaining his team idea 'Tea and Talk', which was the winning idea from that tutor group).

*Community Resilience – Bolsover Partnership Team (A2).*

**Planned:**

- Volunteering opportunities and development capacity to enable local groups to integrate.

**Actual:**

- Two community engagement events had been delivered between September 2018 and March 2019 (Santa Claus Day and Christmas Carols);

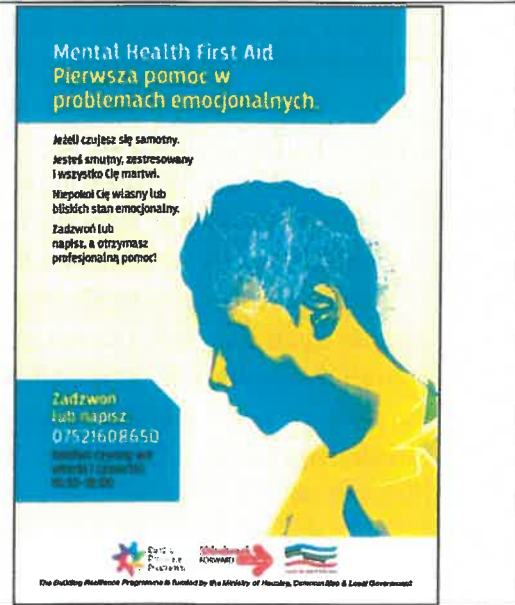


- Two workshops have been delivered - Modern Day Slavery & Exploitation training session organised at Sports Direct for local service providers and community members, and Brexit and The Settled Status Scheme to inform local people from the community.
- Project Officer continues to support creation and development of community groups in the NG20 area. Recently she has helped to set up The Polish Community Group (this is the second community group launched within project's lifetime). She also has been attending various training and workshops around community development to enable her to provide better support to our local communities.
- A Mental Health Helpline had been arranged for people from the Polish community in Shirebrook to help to tackle the language barrier in finding adequate support. To date, 32 people have accessed the service, of which 21 are female and 11 are male. Problems have included depression, low self-esteem, debt, struggling to accept disability, carers, and partners of people addicted to alcohol or drugs. However, the biggest issue amongst the Polish community is loneliness. The project has tried to help all service users by signposting them to appropriate services and when necessary to help with the language barrier.
- A "Let's sing along club" has been established in Shirebrook to address the issue of loneliness and improve wellbeing. It meets monthly and was organised in conjunction with The Polish Community Group and Polski Link. Month by month the Club is becoming more popular amongst host and migrant community, with 30-50 people attending each session.
- For the past six months we have been facilitating Oz Box which is fitness training based around boxing. These sessions have been very popular amongst both Polish and British members of the community. Although the instructor was an English speaker, sessions were tailored in such a way that lack of English proficiency would not be a barrier. Over the last 6 months, 21 sessions took place with an average of 15 participants per session. It was very positive to see equal numbers of participants from Polish and British communities.
- The Project Development Worker continues to work as part of the Thriving Communities Connected Team to allow the community to thrive and aspire to help design a better and different way of working. The team offer a weekly community drop-in and try to address any challenges that arise in the community e.g. to try and alleviate ASB we came together to co-ordinate a range of activities over the holidays. The Project Worker also worked with the Multi Agency Team to help set up a European Youth Club utilising Polish volunteers.
- Opportunities are continually created for volunteers e.g. a WWII presentation to young learners at the Adult Education Centre; providing Art Sessions at Mayflower Court supported living. By the end of March'19 we have registered 37 local volunteers.
- Project Worker co-ordinated Derbyshire County Council's Volunteer Passport Training to give volunteers (English & Polish) the opportunity to attend sessions in the local area.
- Project Show Room (called 'Building Resilience Hub') had been utilised to have a 'World Kindness Day' and a 'Time to Talk Day' - events created to attract volunteers.
- The NG20 Multicultural Advisor post was established in February. Tomasz has been working with different agencies including Sports Direct, GP surgery, Unemployed Workers Centre, local primary schools, Police, Job Centre, and the Freedom Project. Support he has provided includes home visits to assist liaison with NHS staff; language support at the Hub on matters such as Child Tax Credit, Child Benefit and insurance; Universal Credit and settled status applications; the Derbyshire Health Workplaces initiative at Sports Direct; and translations.



## Case study 1: Polish Mental Health Helpline.

A Polish lady, mother of 3, age 30 accessed the Mental Health Helpline. She spoke to our advisor and as a result she was referred for talking therapy sessions. She was also accompanied to a GP visit, where she was diagnosed with depression and was prescribed antidepressants. However that was not the end of the support she has received from the Building Resilience Programme team, as the lady had debts that she could not resolve. Again she was referred to the Citizen Advice Bureau and accompanied by the Project Officer to help with interpreting. She has received appropriate help and is now recovering from her debts and depression.



## Market Square Enlivenment (B1)

### Planned:

- Upgrade shop fronts and create an inviting social space

### Actual:

- Junction Arts have been working closely with Shirebrook Academy between October 2018 and February 2019 to engage year 10 students to co-design artwork for the shutters.
- November 8<sup>th</sup> – introduction to the demonstrator property; face to face consultation; and interviewing shop keepers.
- In October 2018 a procurement exercise was carried out to appoint a company to install the artworks on the shutters and deliver other aesthetic improvements to the shop fronts. This was concluded in January 2019 and Shutter Media were successfully awarded the contract. An inception meeting was held on 24<sup>th</sup> January with Shutter Media, BDC, Junction Arts, and Thread Architects to agree roles and responsibilities.
- 7 Virtual Reality demonstrations delivered (1 demo at each of the 6 sessions)
- Final designs are due to be received by end April 2019, and need to be signed off by BDC (process for signing off designs to be agreed). A minimum of 12 final designs are expected along with a complimentary colour palette; each design can be reproduced in a number of different colourways to allow for variation.
- 20 shops have requested application packs for the Shop Front Repairs Grants Scheme 6 applications have been received and processed to date. 4 grants were approved in principle on 18<sup>th</sup> February 2019. The value of the grants approved is £30,184.58. These projects were submitted to BDC Planning on 3<sup>rd</sup> April 2019. The other 2 projects were deemed ineligible for funding. 1 other application is in the pipeline.
- BDC Property and Estates will be managing the procurement of contractors and delivery of works to the demonstrator property. Estimated timescale for completion of works (subject to successful procurement of a suitable contractor) is July 2019.

**Planned:**

- Additional Contact Centre resource capacity and migrant community communication needs to meet demands and prevent issues escalating.

**Actual:**

- The drop in sessions continue to prove popular with attendance levels on the increase throughout the NG20 area. The specialist customer advisor role has continued to network with local agencies in and around the community which has helped with gaining the migrant communities trust and confidence in accessing the Councils various services.
- Since the roll out of Universal Credit within the NG20 the specialist customer advisor has found a demand in providing additional support and joint working with the Job Centre and Unemployed Workers Centre located in the Shirebrook.
- The Contact Centre is relocating in April 2019 to a more prominent position within Shirebrook town centre which is within the Shirebrook Town Council. The drop in sessions will continue on a fortnightly basis at this new location. It is envisaged an increase of attendance to the drop in sessions. Improved joint working with the Town Council is expected also following the relocation.
- Preparation is taking place for the potential impact on increased demand for information in relation to Brexit and the migrant community. The specialist customer advisor has attended an information session to gain better understanding of issues relating to EU Exit.

**Case study 2: Customer Advisor, benefits from Modern Day Slavery training.**

Below is a statement from the Customer Advisor who attended the Slavery and Trafficking Awareness training session delivered on the 15th February. Using the information and having a better awareness as a result of the training, the Customer Advisor was able to recognise inconsistencies and reported this incident:

*"A lady came into the Contact Centre together with another lady who was interpreting for her. The lady's husband had received a letter from Benefits Dept. asking for further information one of which was the ID card or passport for his wife. I asked the lady via the interpreter if she had her ID card or passport and was told by the interpreter that it had been lost. She said that the lady would be able to provide a photocopy of the ID card or passport but I advised her that I would need to see the originals. I then remembered that a few weeks earlier this lady had come into the Contact Centre with a benefits claim form and I had asked her then for 2 proofs of ID and she had told me then that she had lost it. She did not say that she had done anything about getting a replacement. Due to modern slavery training that I had attended a few weeks earlier this rang alarm bells as I was concerned that perhaps somebody else was holding her passport or ID card."*

Karen Harvey  
Customer Advisor – Shirebrook Contact Centre  
February 2019

---

## *Improve Access & Quality of Private Sector Housing (D1)*

---

### **Planned:**

- Resource to tackle immediate safety and environmental issues, take enforcement action and raise awareness of standards amongst migrant community.

### **Actual:**

- Joint property inspections have been carried out with the Gangmasters/Police which has uncovered a number of issues in the Shirebrook area, particularly in relation to Romanian families.
- 572 properties have been inspected:
  - 119 were either no access, empty or owner occupied
  - Fully inspected 452.
- Surveyed 69 streets.
- Sent nearly 500 informal letters to landlords/Estate Agents.
- Referred 2 properties to HSE Trading Standards.
- An advertisement had been placed for an additional Housing Officer to deal with the issues that have arisen from the inspections.

---

## *Social Norms & UK Laws – Street Scene (E1)*

---

### **Planned:**

- Public realm improvements, nudge theory and enforcement action.

### **Actual:**

- Litter bins have been delivered and installation has commenced on the Shirebrook Market Place.



- The prototype of new HMO recycling signage had been approved and first 10 signs had been ordered.
- Replacement of 25 trees that had been vandalised on Rainbow Park took place with a participation of local residents and volunteers.



---

### *Social Norms & UK Laws – Vehicles (E2)*

---

#### **Planned:**

- Vehicle checks, driving law awareness raising and migrant recruitment within the Police.

#### **Actual:**

- A member of the Polish Community, who joined the Shirebrook Safer Neighbourhood Team as a PCSO, had now started as a Police Officer.
- Another member of Polish Community Zaneta Pieprzak became a PCSO based at Shirebrook and a member of the Romanian Community - Georgiana Nutt had joined as a Police Support Volunteer.
- As a result of very successful use of 4 ANPR cameras funded from Programme, project underspend has been allocated for a mobile ANPR camera; this will really assist in fighting crime as well as assisting with missing persons etc.

---

### *Additional GP Resources (F1)*

---

#### **Planned:**

- Resource to increase capacity and proactively register new patients, limiting emergencies and double-appointments.

#### **Actual:**

- Triage Nurse resigned in December 2018, and a new Triage Nurse was appointed in March 2019.
- An increase in the number of Romanian patients registered with surgery has been reported.
- NG20 Multicultural Adviser had been providing support to reduce number of double appointments.

---

### *Healthy Workforce Programme (G1)*

---

#### **Planned:**

- Major employer engaged with the Healthy Workforce Programme.

#### **Actual:**

- Existing organisations being supported under this strand include: Derbyshire Unemployed Workers Centre; Shirebrook Academy; Sports Direct; Stubbin Wood School; Whaley Thorns SSEN.
- New organisations supported within the last six months include: Fitted Home, Lighthouse Homes, Rhubarb Farm CIC, Shirevale Resource Centre, Shirebrook Town Council, Sports Direct Language School, Stubbin Wood Nursery School, The Tangent Business Hub, Westville Ltd.



### Case study 3: Healthy Workforce Programme engaging event

An engagement event was held at The Tangent Business Hub, Brook Park Estate, Shirebrook on 7.11.18. The Tangent Business Hub contains 34 small businesses/sole traders within a mix of offices, workshops and industrial units.

During the event the Workplaces Team engaged with 15 businesses. Staff from Live Life Better Derbyshire service were in attendance throughout the day to offer Body MOTs/Lifestyle Assessments and health improvement advice/support and 28 members of staff took advantage of the service. Representatives from the Everlast Fitness Centre were in also attendance, and they handed out free gym passes to interested parties.

Staff have subsequently been offered a Weight Management Course. A complimentary copy of the Healthy Workplaces e-newsletter was distributed to all of the businesses. A staff member has received Workplace Health Champion training, who will be able to promote key health messages and campaigns on site in the future.



#### Contact information:

Building Resilience Project Team  
Piotr Danek, Project Manager,  
07967837638, piotr.danek@bolsover.gov.uk

Mariola Babinska, Project Development Officer,  
07796300355, mariola.Babinska@bolsover.gov.uk

Sioned Dolan, Project Development Worker,  
07866941432, Sioned.Dolan@bolsover.gov.uk

Office: 01246 242235