

**DRAFT:**

**Diversity Network**  
**Project**

**reaching Hampshire's diverse communities**

**Test Valley**  
**District Report**

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**October 2007**

***Black or other Minority Ethnic backgrounds - Migrant workers***  
***Gypsies and Travellers - Asylum seekers - Faith groups***

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## 1. Introduction

### 1.1 Background

The Diversity Network Project is funded by Capacitybuilders within the Government's ChangeUp development programme for voluntary and community sector (VCS) support. It is led by the Hampshire Voluntary Sector Consortium and managed by Community Action Hampshire. The project will build on the work of the Black and Ethnic Minority Awareness Project (BMAP), which has informed the Equality, Diversity and Social Inclusion priorities in Hampshire's Local Voluntary and Community Sector Infrastructure Development Plan (June 2006).

### 1.2 Steering Group Members

Sue Dovey, Chief Executive, Community Action Hampshire  
Jane Goodwin, Equality and Diversity Manager, HCC  
Ian Loynes, SCIL  
Mohammed Mossadaq, Race Equality Lead, HCC  
Diana Wooldridge, Chief Executive, Winchester Area Community Action

### 1.3 Project Brief

The Diversity Network Project has been tasked with

- improving voluntary sector infrastructure support and increasing voluntary sector activity with people from black or other minority ethnic backgrounds, faith groups, migrant workers, Gypsies and Travellers, and asylum seekers, people with disabilities, people suffering from discrimination because of their age, gender or because they are gay, lesbian, bisexual or transgender
- creating a Hampshire Diversity Network composed of voluntary and community sector infrastructure and specialist support bodies serving communities
- ensuring services provided by network members are well informed and engagement levels with diverse groups increases
- contributing to achieving Race Equality in the delivery of services provided by public and voluntary sector agencies in Hampshire
- implementing LAA Priority H – *'empower local people to have a greater voice and influence over decision making and the delivery of services'*
- initiating the development of a coherent countywide Race Equality strategy

## 1.4 District Meetings

The purpose of this part of the project is to map current levels of engagement with black and minority ethnic groups, including faith groups, Gypsies and Travellers, migrant workers and asylum seekers across Hampshire. Through meetings with all potential VCS support and statutory bodies in each District Council area, plus other key players, there will be the opportunity to identify the activities which are already taking place, and provide an opportunity for organisations in each district to share information. Through discussion, participants will discover if there are barriers locally to achieving joined up provision, and identify service gaps. The events will form the foundation of a communications network, and ensure outcomes contribute towards the next stage of the project – training, sharing information, and developing a countywide response to issues.

### Outputs:

- update of existing statistical data on numbers of BME residents and workers in each district
- update of information about existing groups and organisations and ongoing activity to develop such groups
- assessment of the capacity and extent of current community development activity with minority ethnic groups within public and voluntary sector agencies
- identification of gaps in provision
- identification of skills requirements to enable more effective delivery and communication
- establish local and countywide networks of statutory and voluntary sector agencies engaged with minority ethnic individuals and groups

### Outcomes:

- increased knowledge and understanding of local BME communities, including asylum seekers/refugees and faith groups, and particular local issues, which will enable more targeted and appropriate communication and service provision
- increased capacity with statutory and voluntary partner agencies to liaise and consult with these communities through joint working
- greater understanding of the issues of BME engagement in rural communities
- development of training packages and toolkits to assist voluntary and community groups to engage confidently with minority groups
- identifying the scope and possible direction for future work countywide

The meeting in Test Valley took place on Monday 15 October 2007.

## 2. Ethnic Data

### 2.1 Census Data 2001

<b>Ethnic Group</b>		<b>Test Valley</b>	<b>% Test Valley</b>	<b>% Hampshire</b>	<b>% England</b>
White	British	105,032	95.66	95.43	86.99
	Irish	610	0.56	0.69	1.27
	Other white	1,882	1.71	1.68	2.66
Mixed	Caribbean	183	0.17	0.19	0.47
	African	76	0.07	0.07	0.16
	White and Asian	268	0.24	0.25	0.37
	Other mixed	182	0.17	0.19	0.31
Asian or Asian British	Indian	539	0.49	0.42	2.09
	Pakistani	86	0.08	0.09	1.44
	Bangladeshi	71	0.06	0.10	0.56
	Other Asian	122	0.11	0.13	0.48
Black or Black British	Caribbean	119	0.11	0.14	1.14
	African	77	0.07	0.10	0.97
	Other Black	19	0.02	0.03	0.19
Chinese or other ethnic group	Chinese	378	0.34	0.31	0.45
	Other	157	0.14	0.19	0.44
<b>Total population</b>		109,801		1,240,103	49,138,831

<b>Religion</b>	<b>Test valley</b>	<b>% Test Valley</b>	<b>% Hampshire</b>	<b>% England</b>
Christian	85,763	78.11	76.19	71.75
Buddhist	153	0.14	0.18	0.28
Hindu	253	0.23	0.25	1.06
Jewish	116	0.11	0.11	0.5
Muslim	351	0.32	0.35	2.97
Sikh	271	0.25	0.14	0.63
Other	327	0.3	0.33	0.29
No religion	15,595	14.2	15.55	14.81
Religion not stated	6,972	6.35	6.91	7.71

<b>Place of Birth</b>	<b>Test Valley</b>	<b>% Test Valley</b>	<b>% Hampshire</b>	<b>% England</b>
Born in UK	103,191	93.98	94.15	90.74
Born elsewhere in EU	2,709	2.47	2.11	2.35
Born outside EU	3,901	3.55	3.74	6.91

## 2.2 National Insurance Number Registrations in respect of non-UK nationals in 2005/2006 in the Test Valley

Poland	180	Bulgaria	10
Slovak Rep	60	Canada	10
South Africa	40	Czech Rep	10
India	30	Germany	10
Portugal	30	New Zealand	10
Rep Latvia	30	Philippines	10
Rep Lithuania	30	Rep China	10
Australia	20	Rep Ireland	10
France	20	Romania	10
Hungary	20	Thailand	10
Bangladesh	10	Zimbabwe	10

These figures should be treated with caution. They are not current, and have been recorded in broad bands. A registration in an area doesn't mean the person is necessarily living or working in area in which they registered. The information does however give an indication of the proportion of migrant workers from different countries.

## 2.3 Worker Registration Scheme Approved Applications by Government Office Region, Local Authorities and Nationality (May 2004 to March 2007)

Statistics for the year from April 2006 to March 2007 reveal that there were about 370 applications in the Test Valley area, representing 13.6% of the applications in Hampshire. The highest group was from the Polish community, with approximately 280 applications, followed by Slovaks (40), Latvians, Hungarians and Lithuanians (15 each), then Czechs (5).

These statistics come with a health warning - the number of applicants to the WRS represents a gross (cumulative) figure for the number of workers applying to the scheme. The figures are not current: an individual who has registered to work and who leaves employment is not required to de-register, so some of those counted will have left the employment for which they registered and indeed some might have left the UK. The figures show initial applications only. The data is provisional and may be subject to change.

A joint online report between the Border and Immigration Agency, Department for Work and Pensions, HM Revenue and Customs and Communities and Local Government Home Office Border & Immigration Agency – Accession Monitoring Report A8 Countries May 2004 – June 2007 based on data obtained from the Worker Registration Scheme, includes some interesting general findings, relevant to the Hampshire situation. Details can be found at Appendix B.

## 2.4 Ethnic Minority Achievement Service - First Language of children in Hampshire Schools Test Valley District Council, anuary 2007

This table groups in geographical area the most common first languages of learners of English as an Additional Language (EAL) in East Hants schools.

<b>Language</b>	<b>Where spoken - principally</b>	<b>Number of Children</b>	<b>% Test Valley EAL children</b>
Polish	Poland	24	12.97
Chinese - Cantonese, Mandarin	China	16	8.65
Portuguese	Portugal/Brazil	16	8.65
French	France	14	7.57
Bengali	Bangladesh	13	7.03
Tagalog/Filipino	Philippines	12	6.49
Panjani	India	9	4.86
Russian	Russia	7	3.78
Urdu	Pakistan	7	3.78
Afrikaans	South Africa	6	3.24
German	Germany	6	3.24
Thai	Thailand	5	2.70
Hindi	India	4	2.16
Lithuania	Lithuanian	4	2.16
Shona	Zimbabwe	4	2.16
Dutch/Flemish	Netherlands	3	1.62
Japanese	Japan	3	1.62
Spanish	Spain, Chile, Columbia, Mexico	3	1.62
Bulgarian	Bulgarian	2	1.08
Gujerati	India	2	1.08
Italian	Italy	2	1.08
Romanian	Romania	2	1.08
Serbian; Bosnian; Croatian (classified together)	Serbia & Montenegro; Bosnia & Herzegovina; Croatia	2	1.08
Akan - Asanti, Twi, Fante	Ghana	1	0.54
Arabic - standard	Middle East also North Africa	1	0.54
Armenain	Armenia	1	0.54
Danish	Denmark	1	0.54
Ebira	Nigeria	1	0.54
Farsi/Persian	Iran	1	0.54
Greek	Greece	1	0.54
Hungarian	Hungary	1	0.54
Latvian	Latvia	1	0.54
Macedonian	Macedonia	1	0.54
Malayalam	India	1	0.54
Ndebele	Zimbabwe	1	0.54
Nepali	Nepal	1	0.54
Norwegian	Norway	1	0.54
Slovak	Slovakia	1	0.54
Swedish	Sweden	1	0.54
Tswana/Setswana	Botswana	1	0.54
Vietnamese	Vietnam	1	0.54
Yoruba	Nigeria	1	0.54

In total there were 185 EAL children recorded in schools in the Test Valley in January 2007, representing some 1.24% of the school population, and 5.75% of the EAL children in Hampshire (Rushmoor registered 33.5%)

Contact: Hampshire Ethnic Minority Achievement Service, tel 01256 330195,  
email <http://www3.hants.gov.uk/education/ema.htm>

Some major research was undertaken by the Department for Further Education and Skills in October 2003 based on the current population of school pupils not speaking English as their mother tongue to proxy the proportion of adults in that ethnic group whose first language is not English. These figures were listed by ward, and are appended to the report (Appendix A)

2.5 The Demographic Future of Hampshire (July 2007)  
The Strategy and Information Group, Environment Department, HCC

This report, based on the ONS Resident Ethnic Group Population Estimates, 2004, confirms that all Hampshire districts were categorised as ethnic group white and there is some variation in the non-white population with the highest proportions living in the cities of Portsmouth (6.9% of the population) and Southampton (9.2% of the population) compared with the county average of 4.5% and a low of just over 2% of the New Forest population. In all districts the ethnic group which makes up the majority of the non-white population is Asian. However the report also notes that the proportions of 'non-white' and 'white other' have increased significantly since the 2001 Census. The non-white population has increased from 3.3% in 2001 to 4.5% in 2004: an increase of 38%. Further, the 'other white' ethnic group has increased from 2.6 to 3.0% over the same period – an increase of 16.5%.

2.6 National Interpretation Service calls by Hampshire Constabulary March 2006/ February 2007

Hampshire Constabulary recorded 61 calls to the National Interpretation Service in Test Valley from March 2006 to February 2007. Languages requested included Polish (20), Portuguese (15), Mandarin (6), and Kurdish (5). There were a few requests for Farsi, Bengali, Turkish, Russian and Lithuanian.

These figures should be treated with caution. Hampshire Constabulary notes that the figures can represent more than one request derived from the same incident so it is not possible to say with certainty that a high volume of calls necessarily denotes a large population, and also comments that 'interpreting services are primarily required in an operational environment with the highest level of usage being within the Custody environment. The analysis cannot claim to map individuals or communities to a residence, place of work or pinpoint the location of initial interaction with the officer or identify the nature of the interaction – specifically whether the individual has been a victim of crime or is an offender. Instead the data can help to map cluster area communities based on evidence of a relatively high volume of calls for a specific language in a specific area of an OCU'.

The record for Test Valley largely reflects anecdotal reports of the groups of people living in the area. Greater use of the translation/interpretation had been made than in many Hampshire Districts, after Basingstoke and Deane, New Forest, Eastleigh and Rushmoor, and the highest number of calls for Kurdish in the Hampshire area, excluding Southampton and Portsmouth (5 - but these could relate to just one or two incidents).

### **3. Test Valley's Diverse Communities**

#### **3.1 Established BME communities/organisations and faith groups**

The Andover Muslim Group appears to be the only established BME group in the Test Valley area with up to 500 members, some 3<sup>rd</sup> generation. The majority are from Bangladesh with others from Turkey. A recent Eid celebration attracted 95 people. Currently the community celebrate Friday Prayers at the Guildhall, but there is a very strong desire for a mosque/community centre to be built in Andover when a suitable site can be identified and acquired. This is intended for wider community use and would provide a safe venue for youth activities and English classes.

The highest concentration of people from the established BME community is in the Alamein ward in Andover. The older generation are often "invisible" and many are not accessing services.

#### **3.2 New Communities, including migrant workers – anecdotal evidence contributed by workshop participants**

##### Filipinos and Thai:

Some are employed in care homes and hospitals in Romsey and Andover as both permanent and agency workers.

##### Indian:

Around 24 were brought over by H.S.A. on contract, living in Saxon Fields and some are bringing families.

##### European migrants:

###### Poles:

There are thought to be 300 – 400 Poles in Andover. Originally these were mainly single young people but more families are now settling. There is a strong Polish Community, from which an International Group has developed, which had its first meeting recently. Its emphasis is on social activities, although agencies were invited to the first meeting. The Roman Catholic Church has organised events and a Polish priest celebrates mass every other Sunday.

There are Polish workers in supermarkets, care homes and possibly some migrant workers on the Leckford Estate. Romsey CAB has a Polish worker, whilst in Andover there is a Polish Neighbourhood Warden and one, possibly two Police

Community Support Officers (PCSOs). Two key Polish contacts emerged as a result of the Information Day supported by TVBC in April this year.

Portuguese:

Employed at Vitacress in St Mary Bourne, who bring Portuguese workers for 12 week contracts and accommodate them on site. They tend not to have families with them and move on, although some have settled in Andover and work for local companies such as Abel and Cole (organic food), Randall Parker Foods, United Shield International and Tesco.

Czechs and Slovaks:

Also work for local companies such as those cited above.

General

It was noted that there were many BME and migrant workers in local hospitals, pubs and restaurants in both Romsey and Andover. These include Turkish, Italian, German, Bengali and Chinese. Hilliers in Romsey employs students from many countries where there is a thriving garden industry such as Japan, and many European countries. These tend to come over to learn for a few months and then return, although a few remain to work for the company. A small Afro-Caribbean community from Romsey links with groups from Southampton.

Test Valley Borough Council held an **Information Day for Migrant Workers** on 18<sup>th</sup> April 2007. 75 people attended of whom approximately half were Polish with Portugal and Slovakia also reasonably represented. Twenty agencies ranging from the CAB and Job Centre to the Police and Fire and Rescue Service attended with displays and to answer enquiries. The most frequent enquiries were about employment, housing, childcare and volunteering. The family learning centre provided activities for families with children. It is hoped to follow this with another event focussing on education and housing.

In May this year the Hampshire Strategic Partnership and Community Action Hampshire hosted a seminar to share current understanding of the nature and needs of migrant workers living and working in Hampshire and the Isle of Wight and to identify joint action to improve engagement with and support for people from the new communities. The report of this seminar identifies a number of priorities for action by specific agencies/partners and recommends that partners within the Hampshire Isle of Wight area need to work together to identify local solutions. This would mean sharing resources and building on existing good practice. The report notes that action has already started in Southampton and Test Valley whilst Eastleigh and Winchester are actively developing their approach. These initiatives are being led by the Local Strategic Partnership and it was recommended that the Hampshire wide Strategic Partnership should consider increasing its support for these initiatives. The full report (Report on the nature and needs of Migrant workers in Hampshire) can be accessed online at <http://www3.hants.gov.uk/equality/hr-equalities-mw/cx-equal-migrantinfoevent.htm>

### 3.3 Gypsies and Travellers

Traveller is a generic term which includes Romanies, who often prefer to be known as Gypsies, Irish Travellers, and New Travellers, who are from diverse backgrounds, and although not usually born into the lifestyle, now include second and third and even fourth generation families. Travelling show people, Circus people and even construction workers may also pursue a nomadic lifestyle. There are also many settled Gypsy families.

There are no settled sites in the Test Valley area, but there have been incidents of unauthorised camping. There are some travellers/gypsies in Wellow and the NE part of the New Forest, some of whom keep the Romany culture, and three Travelling Showpeoples' yards in the New Forest and Test Valley areas.

The most recent update on the Gypsy and Traveller Accommodation Assessment, commissioned by local authorities in Hampshire, Southampton, Portsmouth and the Isle of Wight, dated 28 September 2007, (for details see 11.2) reports that the group looking at future provision in the West of the county (Southampton, Test Valley, Eastleigh, New Forest and New Forest National Park Authority) accepts the need for 17 permanent pitches and transit provision within the area. A significant proportion of the land in this group's area is in the New Forest National Park, but the Group agrees that the accommodation need can be met outside the National Park.

Following the Gypsy and Traveller Conference held on 7 April 2006, there was a proposal to establish two Gypsy and Traveller Forums in the north and south of the county, and meanwhile Residents' Committees have been formed on two sites. Further information can be obtained through Hampshire County Council's Traveller Education Service.

Contact Sam Wilson, Traveller Education Adviser, e-mail [sam.wilson@hants.gov.uk](mailto:sam.wilson@hants.gov.uk), tel 023 9244 1523

A full Gypsy and Traveller Accommodation Assessment, commissioned by local authorities in Hampshire, Southampton, Portsmouth and the Isle of Wight, was expected to be released on 15 October 2007. An executive summary was published in June 2007.

### 3.4 Asylum seekers

There was no information about Asylum seekers in the borough, except to comment that there is no obvious reason for them to come to the Test Valley.

## 4. **Capacity and extent of current community development activity**

PLEASE NOTE – this is an incomplete picture, reflecting the activities of those individuals and groups represented at the meeting.

**Andover Advocacy Alliance (AAA)** Works with vulnerable people by providing trained volunteers to speak for them to resolve issues and problems. They currently have a Chinese client who is finding it difficult to link with other Buddhists in the area. Self-advocacy can work well in BME communities because English speakers can speak up for those who do not speak the language.

Contact: Tel 01264 336380, website [www.tvcs.org.uk/advocacy.htm](http://www.tvcs.org.uk/advocacy.htm)

**Test Valley Borough Council** Environment and Health Service is currently working with Andover Mind to appoint on a 1 year contract a Mental Health worker to engage with the Polish community. The service has also provided food hygiene training for ethnic groups using an interpreter and working within the cultural boundaries of the group. They can adapt to the needs of client groups as appropriate.

Test Valley Borough Council was instrumental in organising the Community Information Event for migrant workers in April.

Contact: tel 01264 368000, website [www.testvalley.gov.uk](http://www.testvalley.gov.uk)

**Hampshire Fire and Rescue Service** has good equality policies and is currently considering giving their workers Polish lessons, so they can engage better with the Polish community.

Contact: tel 023 8064 4000, website [www.hantsfire.gov.uk](http://www.hantsfire.gov.uk)

**CRI Substance Misuse Service** offers an outreach service to travellers.

Contact: website [www.cri.org.uk](http://www.cri.org.uk)

**Hampshire Library and Information Service** provides a free internet service heavily used by migrant workers. The library can be a key contact point for people new to the area, providing books and periodicals in a range of languages from Asian and Chinese to

Polish and Russian. The library is often perceived by minority groups to be a 'safe' environment.

Contact: website [www3.hants.gov.uk/library.htm](http://www3.hants.gov.uk/library.htm)

**Testway Housing** provides a Language Line which offers support to victims of harassment. Translations of materials are available on request

Contact: tel 01264 405625, website [www.testway.co.uk](http://www.testway.co.uk)

**Bridge Projects** organise parties for minority groups and individuals including Polish, Portuguese and Chinese migrant workers. They also provide showers, washing facilities and food for homeless people. Migrant workers and Poles have used this service.

Contact: tel 01264 335522, email [bridgecommunity@tiscali.co.uk](mailto:bridgecommunity@tiscali.co.uk)

**Andover Churches Together (ACT)** brings together the various churches in Andover several of which provide for minority groups offering support and group meetings. The Catholic Church for example has organised events for Polish immigrants, a large community in Andover. The Anglican parish church, which covers the Alamein ward, is seeking to make links with the Muslim community. Churches have helped migrant workers with work and housing. There is a Social Action group attached to ACT.

Contact: ACT - Dr Paul Rolphe, tel 01962 862574 or 01962 849623 (answerphone), email [cchi@rolph.freeuk.com](mailto:cchi@rolph.freeuk.com)

**The Coffee Pot** is a family learning centre in Andover which takes referrals from health visitors. They run language and literacy courses in addition to family learning activities.

Contact: tel 01264 359062, email [enquiries@andoverfamilylearning.co.uk](mailto:enquiries@andoverfamilylearning.co.uk), website [www.andoverfamilylearning.co.uk/html/services/coffeepot.htm](http://www.andoverfamilylearning.co.uk/html/services/coffeepot.htm)

**Hampshire PCT and Children's Fund** runs a Family Links Nurturing Programme for schools, communities and parents. The aim is to promote emotional literacy and emotional health to improve self-esteem, self awareness and behaviour. They reach all children in the 13 participating schools in the Andover area including those from ethnic minorities and children of migrant workers.

Contact: Andover Health Centre tel: 01264 334771

**Willow Court** care home in Andover, which has workers from the Philippines, Poland and other countries, has held an International Day. Other HCC run care homes offer training for their foreign workers

**Cricklade College** offers flexible ESOL classes. They would like to do more to support learners with social and arts events but lack capacity

Contact: tel: 01264 360003, email [info@andovercollege.co.uk](mailto:info@andovercollege.co.uk), website [www.cricklade.ac.uk](http://www.cricklade.ac.uk)

Many other organisations and professions – **CAB, Witness Service – Victim Support, Mencap, HCC Youth Service, Rock Solid Youth Project** among others – are providing services to ethnic and other minority groups.

#### **4. Gaps, barriers, issues and needs**

##### Cultural differences

It was felt that many communities are self-supporting and so do not make as much use of the services on offer as would be hoped. For example a community development worker in Andover reported that she had not encountered any children from BME communities. She said that Polish families tend to do things together and may not therefore attend other events. This can lead to separate communities forming ghettos.

The reporting of crime was cited as being a possible barrier arising from cultural differences. East Europeans for example may not report hate crime as they have a history of mistrust of the police. Likewise domestic violence against women is culturally acceptable amongst some communities.

There was perceived to be a lack of understanding and awareness of cultural differences by professionals in the field as well as a feeling of resentment among the local community in Andover.

##### Language

Language differences are seen as a barrier and various organisations are trying to find ways to tackle the problem. These include providing translation services, multi-lingual literature and dedicated workers for BME communities. It was reported that some older Asian people were unable to join English classes at Cricklade College because they could not get there.

## Health

There is a stigma around mental health issues for some BME communities, especially those from South Asian countries. They are more likely to access mental health services through the Police rather than being referred by their GP.

## Information

As noted under cultural differences, some communities are self-supporting and individuals are more likely to ask friends and members of their community for information than to use information services provided in their geographical area. Generally there was a feeling that information services for these communities could be improved, but there is first a need to engage with them to find the best way to provide the information.

At the Information Day for Migrant Workers event, training, childcare, housing and work permits were all raised as enquiries. There is often confusion about bureaucratic procedures such as registering with a doctor and obtaining car tax.

## Statistics and Monitoring

True figures are hard to come by but several of the organisations represented collect their own statistics and most are willing to share them. This will help with future planning and provision. Most of those present have reviewed their services recently and plan to extend provision to BME communities in some form.

## Reaching and supporting diverse communities

Most of the represented organisations were aware that they are not reaching certain groups and communities. Amongst the reasons given were transport difficulties for those in isolated areas. Families of service families were mentioned specifically as an isolated community.

The elderly in more established BME groups can be "lost" to statutory and voluntary organisations because they turn to their own community to support them. It was also noted that there may be barriers within communities due to internal politics and this may hinder the giving of support.

## Service Provision

Whilst most of the groups represented would like to do more for a greater number of diverse communities, lack of funding was the main barrier to expansion. However this was closely followed by language difficulties, lack of resources and difficulties in reaching the communities.

Many of those present reported that their organisation provides training in diversity awareness in some form, although they would welcome further training. There was a feeling from minority groups that organisations don't understand their legal responsibilities to provide for the wider community.

## **6. The way forward**

### Cultural differences/cultural awareness

There was an emphasis on arts and social events to help break down cultural barriers with several suggestions put forward. These included obtaining funding for a "Polish Week" for example at the Lights in Andover, making use of Holocaust Day, bringing back the carnival and holding an "All Nations Celebration". Making full use of the Culture Group of the LSP could be the key to co-ordinating this type of activity.

The LSP should be a filter for other groups ensuring BME issues are included in agendas and action plans.

Sport was identified as a way to assimilate communities and break down barriers, even encouraging new sports clubs to be set up introducing sports unfamiliar to Britain.

### Language/communication

Communication was seen as a key issue and one which needs to be improved.

A suggestion to use the local radio station Andover FM as a communication tool was put forward as was talking to local "experts" from Southampton using their Unity 101 radio station as a model.

Several organisations noted the need to improve their literature and make it available in other languages.

A directory of providers of language and other support services in the Test Valley area could be produced.

TVBC could provide pocket translators at reception and employ an interpreter once a week as well as improving their website with a Polish page featuring FAQs.

### Reaching and supporting diverse communities

Finding ways to link into diverse communities was the overriding concern because many organisations have, so far, found this an insurmountable obstacle. Ideally representatives for the communities should be taking part in workshops such as this to allow them to express their needs and to encourage them to be more proactive.

As mentioned above, social and cultural celebrations could be a positive way to establish links and begin to have an awareness of each other's culture.

Local councillors should be encouraged if they have an interest in and enthusiasm for serving diverse communities.

A need to co-ordinate existing work rather than creating new organisations was highlighted as was the importance of mainstreaming BME issues into the workload of the groups represented, so that it is sustainable and funded. Partnership working could be improved.

### Information

It is important to ensure people are assimilated. Andover should learn from the London overspill experience. It was suggested that a scheme similar to the Turn Around project could be set up. This is a subgroup of the local strategic partnership, which has drawn together a range of funding sources from Testway Housing, Hampshire County Council Recreation and Heritage Department, Test Valley Community Services and Test Valley Borough Council, with the idea of turning a local shop into a drop-in centre to provide advice and information about local authority services, adult education and health promotion, as well as providing a range of satellite services for young people and adults.

Information sharing amongst the various organisations is also key through regular networking. Access to translation could be facilitated in this way and a focus for targeted work identified.

### Statistics and Monitoring

There is a need to identify who the individuals and groups are in the District – this cannot be achieved solely through statistical evidence but requires frontline engagement with the community as a whole.

### Service Provision

There is also a need to increase awareness among minority communities of what services are already available, and service providers need to be more aware of the wider community. Organisations should find collective ways of engaging with the wider community.

VCOs and other organisations need to be more open to all and more aware of the wider community, and be proactive in encouraging participation from all members of the community. They should be guided by best practice in other agencies and as a minimum should ensure venues are accessible and welcome to all communities

## **7. Skills requirements to enable more effective delivery and communication**

The meeting felt that training and support is needed to enable volunteers and other service deliverers to work confidently and in a culturally sensitive manner with BME individuals and groups. The training needs to be delivered flexibly including online, providing guidance notes and tutor-led courses at different times of day to ensure maximum take-up.

## **8. Action Points**

8.1 To build on the interest generated by the meeting by:

- Exchanging email addresses
- providing a report of the meeting

Action – Diversity Network Project

8.2 To use recommendations from the meeting and additional information from the completed questionnaires to put together a programme of training opportunities to develop greater understanding of cultural differences and equalities issues within voluntary and community organisations and statutory bodies, and to develop capacity within the diverse communities.

Action – Diversity Network Project

8.3 Ensure continued pro-active dialogue with BME groups and individuals, migrant workers, gypsies and travellers, asylum seekers and faith groups, using the expertise and knowledge of community development workers in the statutory and voluntary sectors, where there is capacity. Perhaps lobby for a specialist BME community development worker. Arrange meetings similar to the Diversity Project meeting for people from diverse communities.

8.4 Find a way to monitor and identify hard to reach groups.

8.5 Keep up the momentum of the Diversity project by enabling interested groups to continue to meet, using an established mechanism such as the Voluntary Sector Forum.

8.6 Develop a strategy to ensure the sharing of expertise, joined up communication and effective partnership working, for instance the provision of a directory of groups and individuals who can provide services or support e.g. translation.

- 8.7 TVBC to identify and implement a range of methods to assist speakers of other languages to communicate more effectively with its officers. For example: providing pocket translators at reception areas, employing translators on specific days and improving the website.
- 8.8 Include BME issues in the agenda and action points of the LSP to ensure sustainability.

## **9. Recommendations**

### 9.1 Working together to engage with and support Test Valley's Diverse Communities

That the LSP takes a lead in promoting BME issues through its committee structure and identifies actions which reflect the needs of diverse communities.

The wider group should continue to meet as a network to share information and inform the strategies and actions of the steering group, perhaps coordinated through the Voluntary Sector Forum.

### 9.2 Continue pro-active dialogue with and support for BME groups and individuals, migrant workers, gypsies and travellers, asylum seekers and faith groups.

This can be achieved by organisations directly with groups and individuals, and Test Valley Borough Council might be able to conduct a survey to ascertain the needs of the community. Such work would, however, be greatly assisted by the appointment of a community development worker, such as the NHS/HCC funded Community Development Workers, who are based in several Hampshire Districts.

### 9.3 Investigate the possibility of achieving a detailed community profile

There would be serious cost implications in achieving this, as it would almost certainly require on the ground research.

### 9.4 Information sharing

Investigate ways to provide a central resource or a central point of contact, providing a list of services that BME individuals and groups can access for support, and a list of contacts for BME groups. Ideally such a resource would collect and share hard information, including statistics, monitoring data and would assist with the objective at 8.6 above.

This could be taken forward through the LSP. The Diversity Network Project will take this issue forward at a County level.

9.4 Develop existing leisure and sports programmes to maximise opportunities for full participation

Seek funding to run arts and cultural events designed to bring diverse communities together and develop greater cultural awareness, perhaps around the reintroduced Carnival. Liaise with the local Arts Officers in TVBC/HCC to help achieve this, and encourage the LSP to steer this initiative through its Cultural Group.

9.5 Provide a programme of training opportunities

Building on the recommendations from the meeting and additional information from the completed questionnaires, put together a programme of training opportunities to develop greater understanding of cultural differences and equalities issues within voluntary and community organisations and statutory bodies, and to develop capacity within the diverse communities.

Some of this work is already being done by Test Valley Community Services. The Diversity Network Project will analyse feedback from the meetings and questionnaires to provide training options.

## **10. Summary**

A number of individual agencies, voluntary groups and statutory authorities in the Test Valley have recognised a need to develop services to support its diverse community. This has resulted in a range of outreach activities and ad hoc support. The challenge now facing this area is to co-ordinate and share good practice, establish links with each community with the aim of identifying and prioritising needs and then to mainstream the resulting work so that it can be funded for future sustainability.

The Diversity Network Project complements and develops this work by updating the mapping of the established BME communities, and beginning the mapping of the migrant worker, Gypsy and Traveller and asylum seeker communities. By involving the Voluntary and Community Sector, statutory and other key organisations, it is hoped to capture a wider picture of current activity, and raise a higher level of awareness of some of the issues that need to be resolved.

The project includes people from black and minority ethnic groups, gypsies & travellers, faith groups and migrant workers. This is a diverse range of people with differing needs who do not necessarily group themselves together. It is important to recognise and respect the differences, as well as acknowledging common issues, when thinking and planning for services. Because there are few established groups in the Test Valley there

is a greater challenge in reaching and engaging relatively isolated families and individuals.

The meeting in October and this report are useful first steps in bringing together the views and concerns of voluntary and community groups, statutory bodies and a range of other organisations.

The voice missing at that meeting was that of the diverse communities themselves – the BME community, migrant workers, Gypsies and Travellers and Faith groups. By following through some of the recommendations made in this report it should be easier to engage directly with individuals and organisations from these communities and work together towards a cohesive and just society.

## 11. Abbreviations, References and Appendices

### 11.1 Abbreviations

BMAP	Black and Minority Ethnic Awareness Project
BME	Black and Minority Ethnic
CAB	Citizens' Advice Bureau
CAH	Community Action Hampshire
CVS	Community and voluntary sector
EAL	English as an additional language
ESOL	English for Speakers of Other Languages
EMAS	Ethnic Minority Achievement Service
HCC	Hampshire County Council
LGTB	Lesbian, Gay, Transsexual and Bisexual
PCSO	Police Community Support Officer
TVBC	Test Valley Borough Council
TVCS	Test Valley Community Services
VCOs	Voluntary and Community Organisations
VCS	Voluntary and Community Sector
WRS	Workers Registration Scheme

### 11.2 Referencesandrelevantreports

#### [East Hampshire Black and Minority Ethnic Engagement Project 2006](#)

Consultation Report Summary, Community First East Hampshire

#### [ChangeUpReportonRefugeeInfrastructureSupportforCommunityActionHampshire](#) : MartinDeLaHayeCLEAR,2006

#### [EngagingwithyourlocalBlackandMinorityEthnicCommunities](#),MakingitHappen, GoodPracticeGuidance,WinchesterAreaCommunityAction, 2007

#### [TheInvisibleCommunitiesofHampshireBMAPReport\(Black&MinorityEthnic AwarenessProject\)](#) AmjidJabbar,2006

#### [Infrastructuresupportforgypsies/travellersInHampshire](#) AreportbytheForestBus,2006

#### [InfrastructureSupporttoBMECommunityGroupsintheBoroughofRushmoor](#) : AmjidJabbar,2006

#### [SupportandFundingforlocalfaithgroupsandcommunitiesintheBoroughof BasingstokeandDeane](#) AnnCahill,2006

AllaboveavailablefromCommunityActionHampshire [www.action.hants.org.uk](http://www.action.hants.org.uk)

[Report on the nature and needs of Migrant workers in Hampshire](#). A report to the Hampshire Strategic Partnership, September 2007, by Jane Goodwin, HCC

[Quality of Life for Minority and Ethnic People in Hampshire](#), Executive Summary  
Corporate Communications Hampshire County Council, 2006

[A guide for Black and Minority Ethnic Communities living in Hampshire and the Isle of Wight](#) 2007 edition, free, published and distributed by C5 Consultancy, 203 Victory Business Centre, Somers Road North, Portsmouth PO1 1PJ tel: 07976 727761

### 11.3 Local and National Statistical resources and reports

Census 2001: see [Neighbourhood Statistics](#)

[The Demographic Future of Hampshire \(July 2007\)](#)

The Strategy and Information Group, Environment Department, HCC

National Insurance Registrations: [National Insurance Number Allocations to Overseas Nationals entering the UK](#) (previously Migrant Worker Statistics)

Workers Registration Scheme: [Home Office Border & Immigration Agency – Accession Monitoring Report A8 Countries May 2004 – June 2007](#)

Appendix A

Read Write Plus – estimates of Adult Skills Needs (ESOL projections), DfES, 2003  
Test Valley

<b>ESOL speakers by Ward</b>	<b>Population aged 16-64</b>	<b>Estimated ESOL Population aged 16-64</b>	<b>% ESOL Population</b>
Abbey	2310	25	1.08
Alamein	5040	85	1.69
Ampfield and Braishfield	1315	55	4.18
Amport	1355	25	1.85
Anna	2280	25	1.10
Blackwater	3110	65	2.09
Bourne Valley	1300	10	0.77
Broughton and Stockbridge	2650	30	1.13
Charlton	1375	20	1.45
Chilworth Nursling and Rownhams	4130	165	4.00
Cupernham	3295	65	1.97
Dun Valley	1370	20	1.46
Harewood	1420	20	1.41
Harroway	4690	45	0.96
Kings Somborne and Michelmersh	1545	10	0.65
Millway	4465	70	1.57
North Baddesley	3980	80	2.01
Over Wallop	955	20	2.09
Penton Bellinger	2835	25	0.88
Romsey Extra	2215	50	2.26
St Mary's	4830	80	1.66
Tadburn	3420	65	1.90
Valley Park	5030	270	5.37
Winton	4795	75	1.56
<b>Test Valley Total</b>	<b>69710</b>	<b>1400</b>	<b>2.01</b>

## Appendix B

### [Home Office Border & Immigration Agency – Accession Monitoring Report A8 Countries May 2004 – June 2007](#)

A joint online report between the Border and Immigration Agency, Department for Work and Pensions, HM Revenue and Customs and Communities and Local Government

#### Key findings:

- A8 workers are continuing to go where the work is, helping to fill gaps in the labour market, particularly in administration, business and management, hospitality and catering, agriculture, manufacturing and food, fish and meat processing. In the second quarter of 2007, 41% of registered workers applied to work in administration, business and management (which includes employment agencies), compared to 25% in 2004.
- In many cases, A8 nationals are supporting the provision of public services in communities across the UK. In the twelve months up to 30 June 2007, 2,400 A8 nationals have registered as bus, lorry and coach drivers, 5,100 as care workers, 700 as teachers, researchers and classroom assistants, 100 as dental practitioners (including hygienists and dental nurses), and 1,000 as GPs, hospital doctors, nurses and medical specialists.
- Workers applied to work for employers based all over the UK, with the proportion applying to the South East having fallen from 8.8% in 2004, falling in 2006 to 5.8% but now increasing slightly at 6.6%.
- The proportion in hospitality and catering is falling – 15% in the second quarter of 2007 from 17% in 2004.
- The vast majority of workers registering since May 2004 were young – 82% aged between 18 and 34. 93% of workers stated that they had no dependants living with them in the UK when they registered and only 4% had dependants under the age of 17 with them.
- Polish workers made up the largest proportion in every sector, with 67% of administration, business and management services (including employment agencies) and 64% in hospitality and catering. 66% of workers registered with the WRS were Polish.

## Appendix C

### **Participating Organisations**

Andover Advocacy Alliance  
Andover CAB  
Andover Family Learning  
Andover Museum  
Andover VIPs  
BANHIM  
Community Action Hampshire  
Enham  
Haddon Training Ltd.  
Hampshire Primary Care Trust  
HCC Libraries  
HCC Recreation and Heritage  
Open Sight  
Open Sight  
Path/Swaythling Housing Association  
Test Valley Borough Council  
Test Valley Foyer Project  
Test Valley South CMHT  
Testway Housing Ltd  
Victim Support Hampshire & Isle of Wight  
Wessex Cancer Trust  
Witness Service/Victim Support