

Migrant Minority Ethnic Families Access to Services



SOUTHERN AREA OUTCOMES GROUP

March 2022

Authored by: Migrant Minority Ethnic Access to Services Task Group

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NOTE: For ease of reading this needs assessment, a **Glossary** of terms has been provided at **Appendix 1**

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Acknowledgements

Special thanks of gratitude to all members of the Migrant Minority Ethnic Task Group as well as those who provided presentations, undertook research and facilitated discussions with families that has helped pull together this needs assessment and key priorities for action. See full list of members and contributors at Appendix 2.

**Note: This group originally started out as Newcomer Family's Needs Assessment Group based on the Department of Education definition of Newcomer Families – in order to be more inclusive the Group have since adopted the term Migrant Minority Ethnic.*

Migrant Minority Ethnic Families Access to Services

Background

Outcome: Good Relations, Equality and Diversity- Children and young people will experience and benefit from good relations, equality and diversity - Together we will work towards broadening inclusive access to schools, youth and public facilities/services.

Note for the purposes of this report: A ‘Migrant Minority Ethnic family’ is defined as one who originally lived outside Northern Ireland and/or does not speak sufficient English to enable them to fully access and engage with services.

As part of the above outcome the Southern Area Outcomes group have developed this up to date needs assessment in relation to Migrant Minority Ethnic Families access to services across the Southern Area identifying what is currently happening, what are the issues, what are the gaps and unmet need and supports required and identify a number of key priorities for action through a multi-agency approach.

Methodology

A short-term partnership-working group was set up to meet on a bi-monthly basis.

Membership included:

- SHSCT (Promoting Wellbeing Division/School Nursing/ Public Health Nursing /NINES)
- CYPSP(SAOG/LPGs)
- PSNI
- Armagh City, Banbridge and Craigavon Borough Council
- Newry, Mourne and Down District Council
- EA, EA Youth Service
- Community Intercultural Programme

- South Tyrone Empowerment Programme STEP
- Stronger Together Network
- Ethnic Minority Support Centre Newry
- Newry Community Advice
- NIHE
- Public Health Agency
- Early Years

The group had a local focus to carry out a needs assessment for Migrant Minority Ethnic Families and Children living across the Southern Health and Social Care Trust Area and to make recommendations to the Southern Area Outcomes Group as well as learning with the wider CYPSP infrastructure based on the following:-

- Sharing information, knowledge, expertise and making links about Migrant Minority Ethnic Access to services
- Strengthen links with partners across SHSCT to add value and avoid duplication
- Identifying what is currently happening, what are the issues, what are the gaps and unmet need and supports required
- Promote core messages and information to appropriate groups
- Utilising resources and expertise effectively
- Local perspective

Initial Workshop

On Friday 22nd November 2019 the Migrant Minority Ethnic Task and Finish Group of the Southern Area Outcomes Group, met for the first time to commence work on the Migrant Minority Ethnic Family's Needs Assessment for the Southern Trust area.

Small group discussions were facilitated on agreed themes and all feedback and comments recorded. The following information was shared during the evening.

Migrant Minority Ethnic Communities/Groups

Discussions were held as one large group to identify the different communities, with whom services worked, sharing of local knowledge and identifying the range of different communities and where they are located.

In summary a total of 29 countries were identified:

Angola	Greece	Romania
Afghanistan	Guinea Bassau	Russia
Burkina Faso	Hungary	Slovakia
Brazil	Iran	Sudan
Bulgaria	Iraq	Somalia
Czech Republic	Latvia	Syria
Cape Verde Island	Lithuania	Spain
East Timor	Poland	Turkey
France	Portugal	Ukraine
Georgia	Palestine	

Where they are located:

SHSCT Area	ABC Council	NM&D Council	Mid-Ulster Council
East Timorese Portuguese Latvian Lithuanian Georgian Hungarian Russian Polish Bulgarian – (<i>Kilkeel</i>) Roma-Bulgarian Roma-Romanian - (<i>N&M</i>) Greek – (<i>Dungannon</i>)	Polish Eastern European Bulgaria-Roma (<i>Armagh</i>) Bulgarian Russian Lithuanian Latvian Brazilian Portuguese Romanian Portuguese speaking African countries-Turkish-Bulgarian (<i>Rural Areas – Lurgan / Portadown</i>) Lithuanian Guinea Bassau (<i>Portadown</i>) Hungarian-Greek-Roma Brazilian and Syrian (<i>Craigavon, Armagh, Lurgan</i>).	Roma (<i>Bulgaria & Romania</i>) Lithuanian Polish Latvian Russian	East Timorese Roma Russian Lithuanian Cape Verde Island Angolan Brazilian Polish Sudanese Syrian North African Portuguese Bulgarian Ukraine Romanian Somalian Latvian Czech Republic Slovakian French Spanish Burkina Faso and Guinea Bissau

Small Group Discussions

For each smaller group discussion participants were asked to address the following 2 questions in order to obtain some uniformity and focus:

1. What do we know - Strengths and Gaps?
2. Who needs to be involved?

Education

What do we know?

The group agreed that there are a lot of Migrant Minority Ethnic children in Northern Ireland* (Southern Area) and that schools are over-subscribed and under pressure to place children, in particular Newry and City of Armagh High Schools. EA reported that their Education Welfare Officers have been heavily involved with issues around securing school places for Migrant Minority Ethnic Families, particularly Roma and Syrian VPRS (Vulnerable Persons Resettlement Scheme) arrivals.



Further issues around schooling for Migrant Minority Ethnic Families include cultural differences towards education; previous experiences of education; and value of an education system. Schools have found difficulties registering Migrant Minority Ethnic students and because of language barriers means Education Supervision Orders can be difficult to explain to families. Education Authority's Youth Service is moving into Children & Young People's Services within EA, however it is too early to say what the impact of this will mean.

Strengths

Reported strengths in education included support given by schools, Education Welfare Officers and other agencies including youth services that run effective programmes in some areas. It was also documented that families are coming to Northern Ireland to get a better education for their children from Bulgaria and Romania.

Gaps

Points raised included the language barrier between families and schools which contributes to difficulties with the school registration process, and the lack of translation services available. School registration needs to be

completed online which can be challenging for families. Some children are unable to get a place in a local school and families are left with no support in how to secure a place. Comhairle na gaelscolaíochta - 30 years representing Irish medium schools sector is good model to learn from.

Further gaps identified, include the lack of availability of school places for children, a gap with youth service provision in relation to work with Migrant Minority Ethnic groups, fear of sending children on a bus for longer distances which also can affect out of hours opportunities for children for sport, drama or music.

It was raised that the language barrier may also contribute to services missing family issues, mental health or learning difficulties within a family. The group also reported that Migrant Minority Ethnic communities were keen to maintain their own home language for younger children but many had no access to learning opportunities. Difficulties have been faced from some school (non- teaching) staff in their treatment of children from Migrant Minority Ethnic communities, and a suggestion was made to provide a volunteer service to support Migrant Minority Ethnic Families with regards to schooling.

Who Needs To Be Involved?

Education Authority (including Education Welfare Officers), Early Years, parents and families/communities with experience of Migrant Minority Ethnic cultures.

Community Relations

What do we know?

Feedback included a recognition that there were issues in some geographic areas (e.g. Armagh and Newtownhamilton), but they were not exclusive to those particular areas. A possible reason given was lack of cultural understanding of Migrant Minority Ethnic communities. With regards

to housing, Migrant Minority Ethnic families were more likely to be placed in areas or communities with already underlying tensions. Some families lived together as large numbers in small premises which led to the belief that there were houses of multiple occupancy of different families and things were more “sinister” than they actually were. A final point raised was a tension felt by local indigenous communities over the speed of transition within their local neighbourhoods.



Strengths

Interagency work was highlighted as a strength with the example of interagency groups in Armagh and Newry. Links have been made between services, organisations and Migrant Minority Ethnic Families, and examples of specific projects in some areas: included Newtownhamilton (EA Youth Service, PSNI), City of Armagh High School (School improvement, Intercultural Education Service), the AMMA Centre in Armagh, EA Youth Service and Portadown Gets Active).

There is some good interaction with local communities which has potential to be mirrored in further communities, and awareness raising around different cultures as funded by ABC Council.

Gaps

The main gap identified was around lack of support from services, including support for the integration of new families, more support needed in Lurgan. Lack of housing was also highlighted as housing allocation has caused tensions, some resentment and additional stress as a result. TBUC's focus too much on so called two "traditions" therefore funding disproportionately granted to the two traditions.

There is more of a need to understand different cultures within local communities and a need to address the language barrier by providing conversational English classes for Migrant Minority Ethnic communities.

Who Needs To Be Involved?

Local Community Groups (cross community), the Voluntary Sector, Inter-Agency approaches learning from good practice, PSNI, Councils and Church/community groups.

Employment / Rights

What do we know?

There is a lack of knowledge of employment rights among Migrant Minority Ethnic workers, a fear of challenging employers due to fear of job loss and workers are being exploited in some jobs, again due to fear of losing their job.



Strengths

Some good guidelines have been provided and Job Markets hold information days with interpreters available.

Gaps

Zero-hour contracts lead to sporadic work and reduced access to benefits or other work. Long hours can mean missing of medical appointments as time cannot be taken off. There is a general lack of knowledge of employment rights, and communication can be poor due to the language barrier, leading to confusion over instructions, discipline, more poorly-paid jobs and the gaining of essential literacy skills.

Other difficulties raised included converting education qualifications, barriers to setting up a business due to language and lack of understanding or support, childcare costs and providers, support to obtain National Insurance Number and to open a bank account, cost and availability of transport to and from work, unlicensed or informal recruitment and a fear factor of a boss due to some cultures feeling more subservient to them.

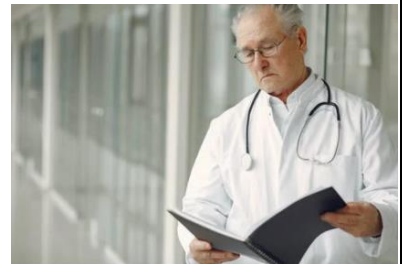
Who Needs To Be Involved?

Labour Relations Agency (RMCU), Independent Advice Providers, Chamber of Commerce, Further Education Colleges, Jobs & Benefits Office, CIP, Trade Unions and large employers. Rural Community Network and Federation of Small Business.

Health

What do we know?

Frequent presentation to emergency departments instead of GP appointments, although this is not unique to Migrant Minority Ethnic communities. Anecdotal feedback has indicated GP surgeries have given this advice to callers also as an alternative to GP appointments.



Strengths

NHS Interpreting Service, free healthcare, universal services offered to children & families, screening for TB and some interpreting services at clinics.

NINES support to registration of new families into health service.

Gaps

Interpreting services have limited availability in GP surgeries and not always in hospitals – feedback also included that some surgeries refuse to book interpreters and letters are sent in the English language which are not always read.

There is also an increasing waiting list with SHSCT's NINES service, GP

surgeries are at full capacity for patients, patients can find it difficult to get a medical appointment because of work commitments or travel issues to get to appointments and patients experience formal and bureaucratic barriers to register with GPs. Some patients also have no access to a telephone to make a GP appointment. There are also missed appointments at GP Surgeries and in Hospitals.

Migrant Minority Ethnic communities are not aware of family support services currently available locally to them and there needs to be better awareness raising and signposting by services and health professionals.

Raise awareness of charges for health for those who do not have a Health and Social Care Number and those waiting on a number, as they can incur heavy charges for health services.

Who Needs To Be Involved?

Health services including GP surgeries and social workers, BSO, PHA, SPPG/DoH

Policing / Justice

What do we know?

PSNI participants reported that there was no spike in crime in their local areas due to Roma communities, which contradicted public opinion. Social media was identified as potentially problematic in creating misconceptions. Discussion also included a difference in cultural norms across different communities with potentially greater acceptance within some Ethnic Minority cultures in respect of physical punishment and domestic abuse. Language issues are addressed by Police Officers having access to interpreting & translation services when engaging with non-English speaking communities. PSNI have information leaflets in many languages to assist with communication.

Other issues raised include the practice of human trafficking, concerns over legal entry to the country, safeguarding issues for children and other vulnerable groups, multi-occupancy housing, anti-social behaviour in youth groups where English is not spoken. Discussion around the potential high costs of legal representation for those who face criminal offences at Court.



Strengths

Work has been done with Bulgarian-Roma young people in Armagh High School. PSNI continue to engage with the Bulgarian-Roma Community in Newtownhamilton, with a number of engagement / family fun day events organised to improve community relations and to increase confidence and build relationships with PSNI. This engagement continues in partnership with the Policing and Community Safety Partnership (PCSP).

PSNI in Newry Mourne and Down continue joint working with Northern Ireland Housing Executive (NIHE) in the Northern Ireland Refugee Resettlement Scheme (NIRRS) which focuses on finding suitable new homes for families. PSNI will review Crime/Anti-Social Behaviour statistics and new and emerging trends in the locality so that an informed suitability assessment can be made for relocating a family to a proposed new home under the NIRRS. This is an ongoing humanitarian scheme which allows people to have the opportunity to enjoy family life, living amongst the community.

PSNI & PCSP have a strong relationship with the Syrian Communities residing across the District and have attended and organised numerous engagement/ social events with Syrian families.

Gaps

Language barriers and translation provision were again highlighted around preparing defence at Court and required documentation. Ethnic minority communities will also have a more limited knowledge of the law in regards to car documentation, age of consent and to legally marry and safeguarding. Cultural differences were also raised regarding what was both culturally and legally acceptable, and it was acknowledged that some communities may not trust the PSNI due to previous experiences in their home countries with police.

Who Needs To Be Involved?

PCSP; PSNI; DOJ; Community Groups

Housing

What do we know?

Most accommodation is private rental which can come in very different physical conditions. In Dungannon tenants are afraid to raise concerns with landlords, for example home safety (electric and alarms) due to fear of implications. In Newry & Mourne around Border areas, landlords are unknown and rent is passed in cash at local filling stations. Multi viewings take place for social housing meaning families are pitted against each other during viewings which can increase stress levels.



Families are unable to register with GP's or open a new bank account without any proof of residence. Lastly, sub-letting was identified as taking place in some areas.

Strengths

Interpreting services run by some services was identified as a strength, as well as Good Relations and Race Relations Officers involved in building stronger, more cohesive communities. Shared housing was also documented

Gaps

It was acknowledged that there is a lack of housing available and social housing is difficult to get access to. There is overcrowding in some properties leading to fire risks and extensive multiple-occupancy with an acceptance of sub-standard accommodation and no guidance on safe minimum requirements. There can be a lack of acceptance towards Ethnic Minority families from other local residents and once again the language barrier needs to be addressed. Culturally appropriate housing is recommended and segregation based on race or religion was identified. Anti-Social Behaviour issues also raised, as well as illegal eviction, homelessness, subletting, mental health and wellbeing of families coming from trauma and a poor understanding of how points are allocated in social housing.

Who Needs To Be Involved?

Public sector agencies (NIHE, Fire Service, Councils), Housing Community Networks, Housing Standards Council, community groups, Good Relations Officers, Migrant Minority Ethnic community, Environmental Health (as standards can be poor). Newry is going to have four new shared housing sites. Work should be done by Housing Associations in the planning and

allocating of houses with the Migrant Minority Ethnic community in mind. Armagh is also getting a new Shared Housing Community.

Advice

What do we know?

There is knowledge that Roma communities pay privately for advice.

East Timorese communities have few interpreters, so most are known within their own community, which impacts on confidentiality and challenge to share personal information. Communities need to have good trust of an interpreter however children are often used as translators which is inappropriate and can have a large impact on the child by being made more aware of challenges facing their family. There is a need to train up community members to be able to provide advice in different languages.



Community Advice (formerly Citizen's Advice) is funded through The Executive Office and has a partnership with the Ethnic Minority Centre. It was agreed that Community Advice clinics work well to identify issues and provide advice, however they are inundated and funding needs are high due to interpretation costs and in Lurgan funding is coming to an end with difficulty in securing funding experienced in Armagh, STEP and Mid Ulster Advice Services. It was identified that 90% of employees are recruited by agencies and the employees do not know where they are working or who they are working for.

Strengths

Professionals have local knowledge of services in an area and the correct referral pathways. Drop in clinics are also effective, along with referral centres (e.g. STEP), Family Support Hubs and CIP advice workers (who are trusted by the Roma community). Other good resources include Freedom Acts, EANI and ABC Council who are producing information packs for local services to be translated into 7 languages

Gaps

Funding was identified as a gap for advice clinics and it was queried how much it would cost to run one. Appropriate resources (literature and information) in various languages were also identified as well as capacity

issues faced by most clinics.

A disconnect was identified between advice/health services and employers and a more integrated approach was recommended to join up key work in partnership: this would also ensure better use of funding. More interaction was also suggested between the statutory, voluntary and community sectors to share knowledge and develop partnerships.

Final points raised included major issues around the EU Resettlement Scheme and how to get information across regarding this, the often poor standards of literacy among some ethnic minority communities and a query on ascertaining reasons for coming to Northern Ireland initially.

Who Needs To Be Involved?

Advice agencies, network organisations, health professionals, Councils and funders

Survey findings

Based on findings from initial workshops with representatives it was agreed to take forward a wider survey monkey with partner agencies across the Southern Health and Social Care Trust area for completion during November 2020 to capture information on services currently provided, numbers of families being supported as well as nationalities and to help identify gaps and unmet need for families and also for agencies supporting those families.

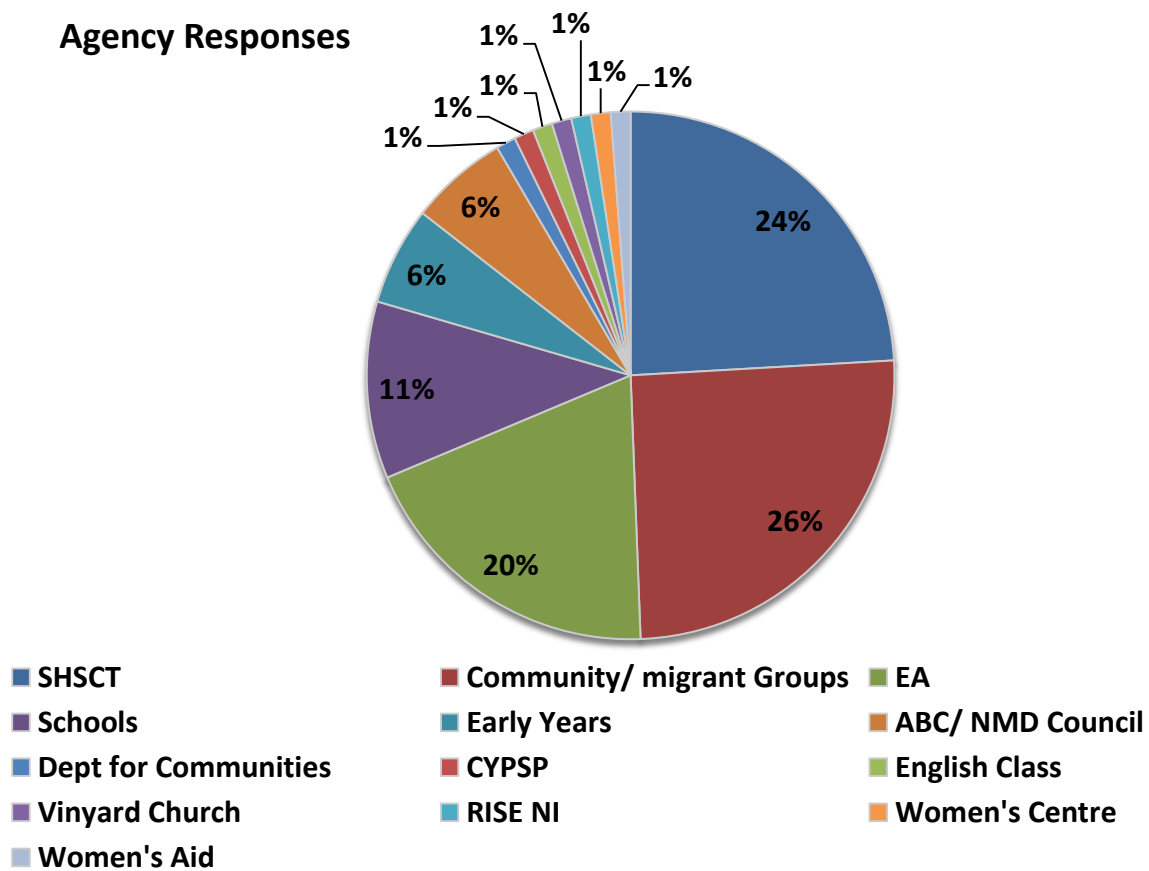


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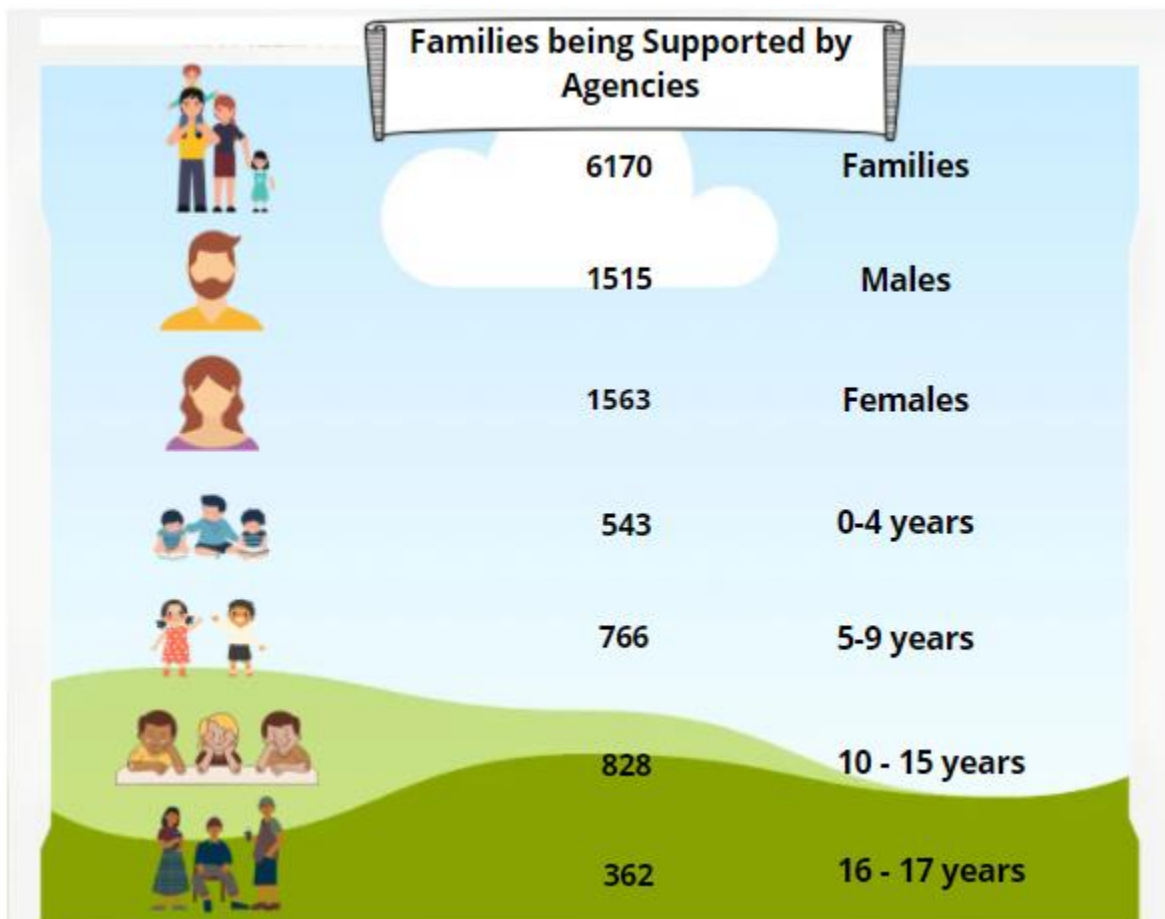
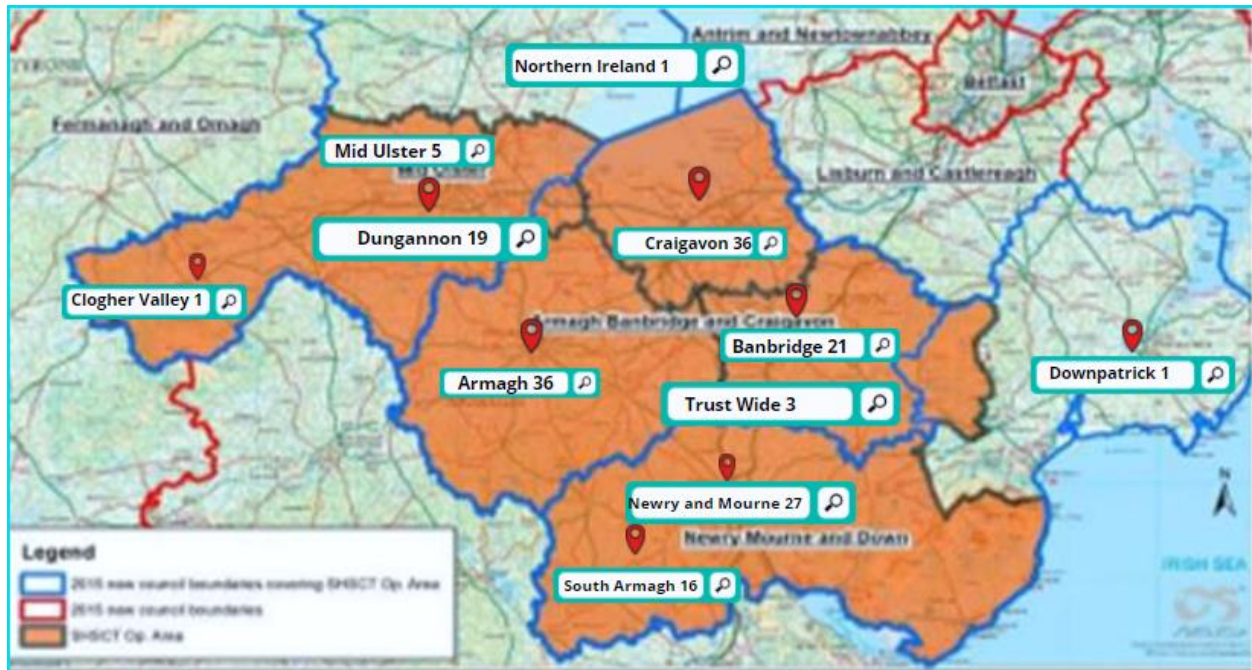
**Support Services
completed Surveymonkey**



Agency Responses

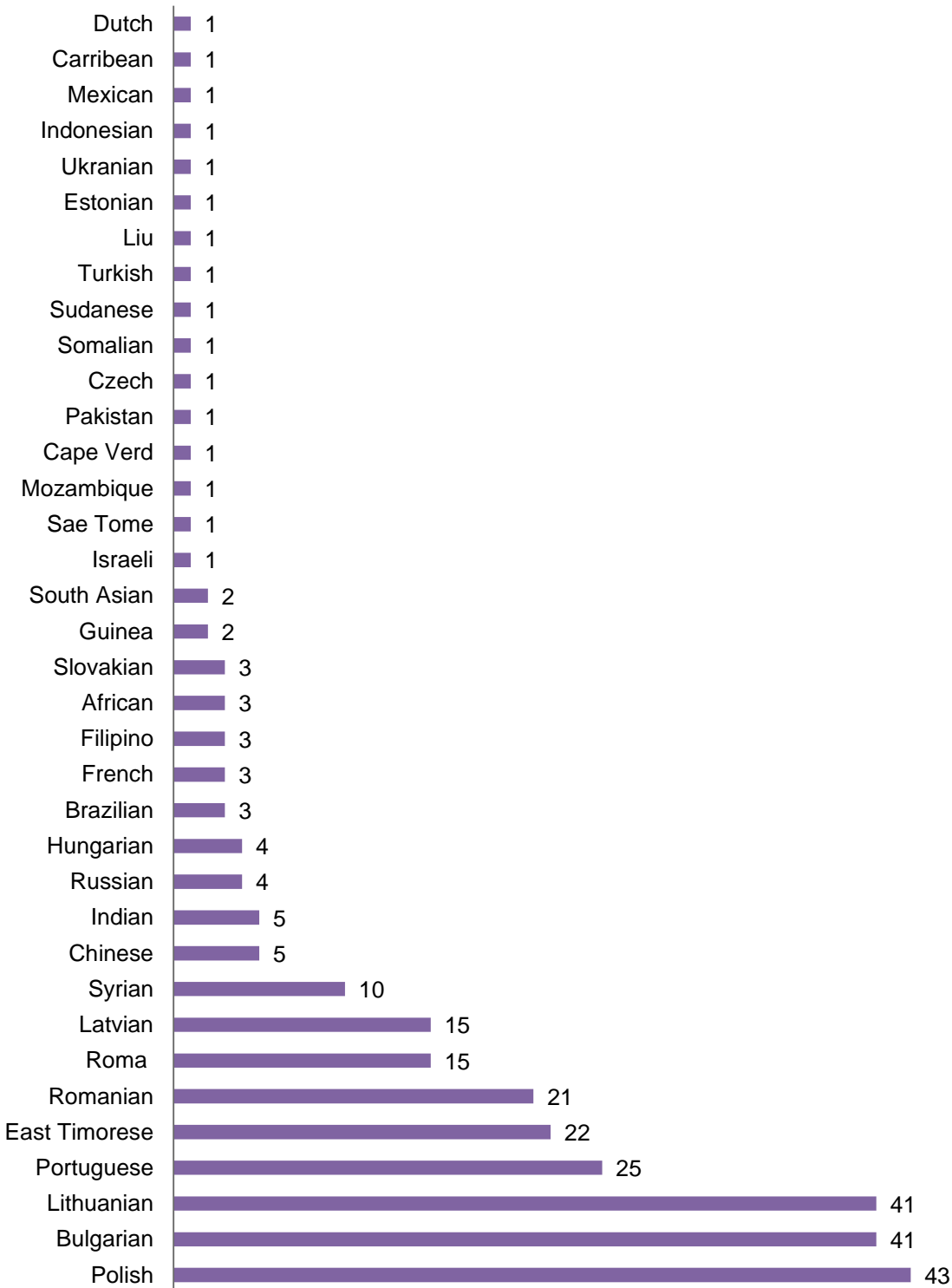


Agencies by Geographical Area

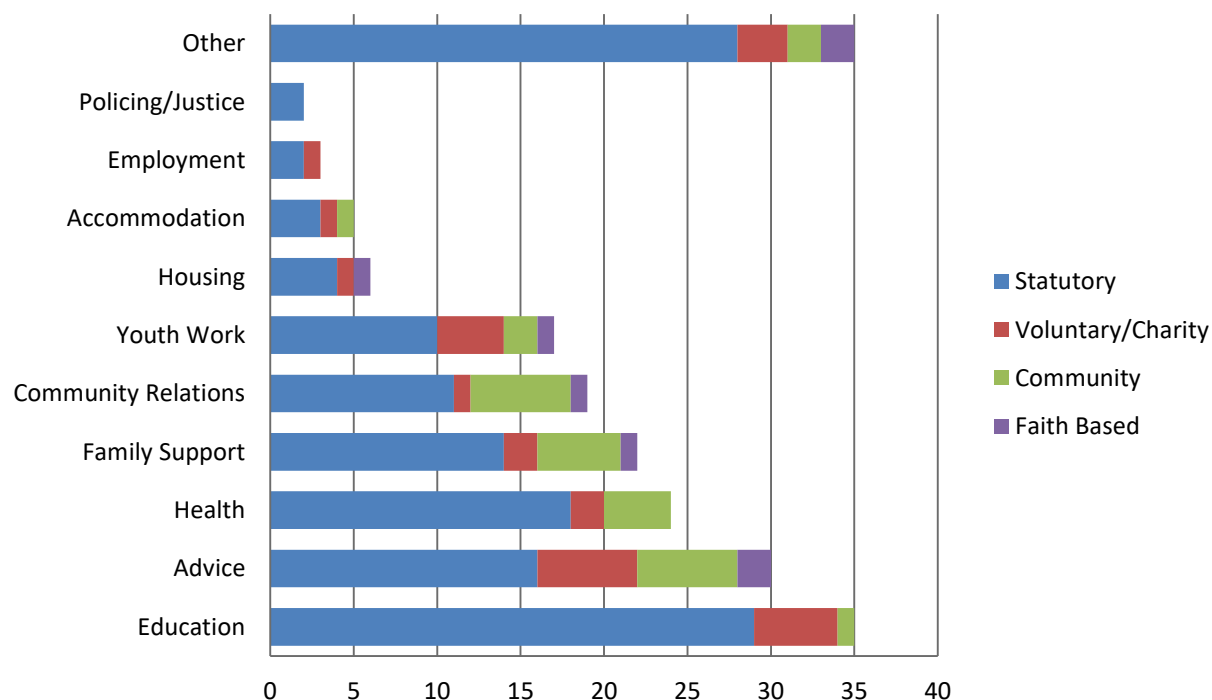


Number of Agencies working with specific Nationalities

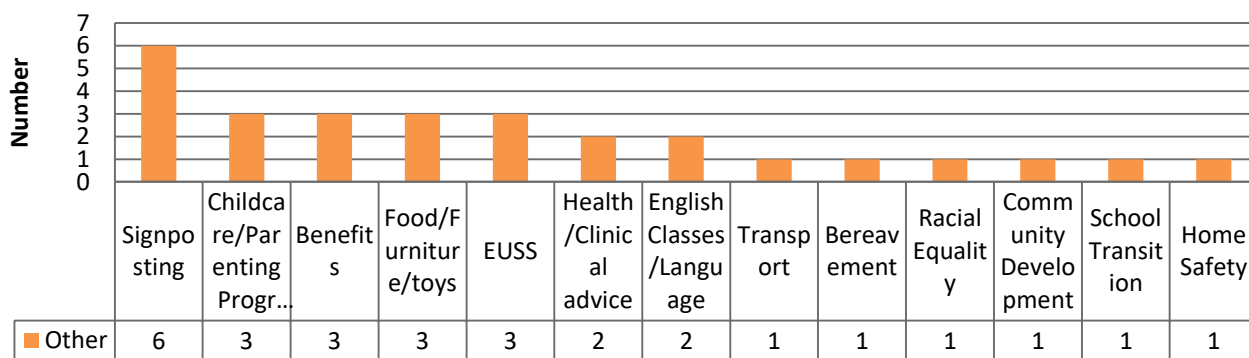
■ Agencies



Support provided by Agency Type

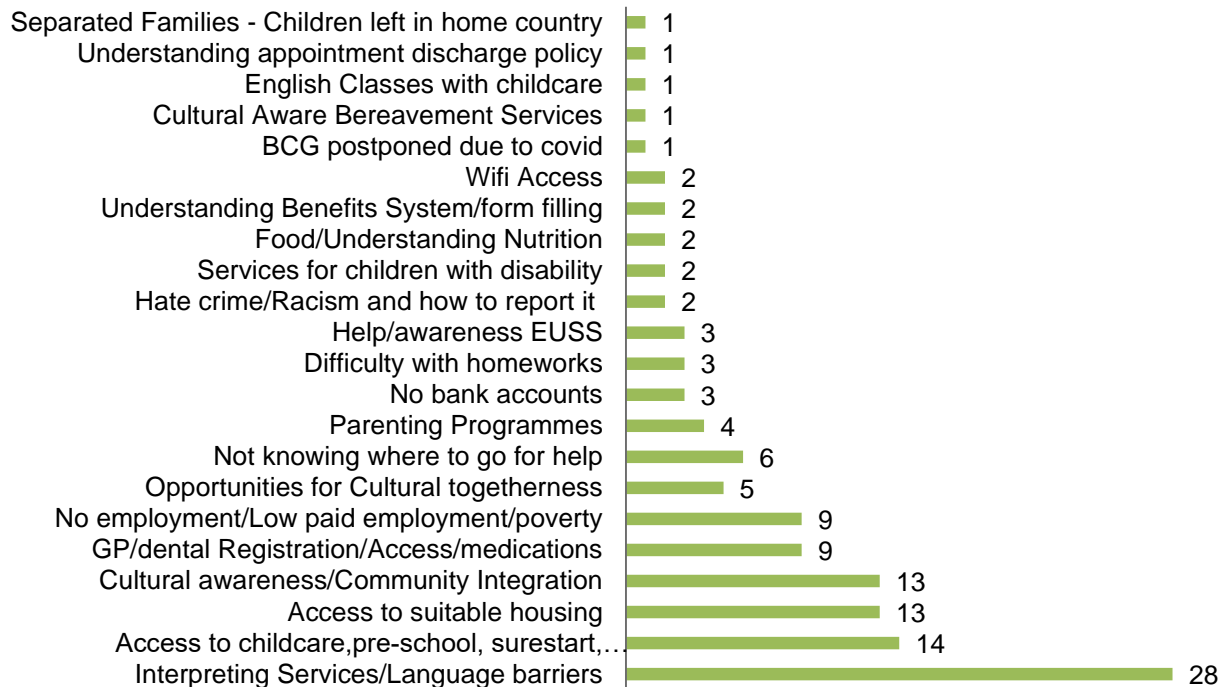


Breakdown of Other



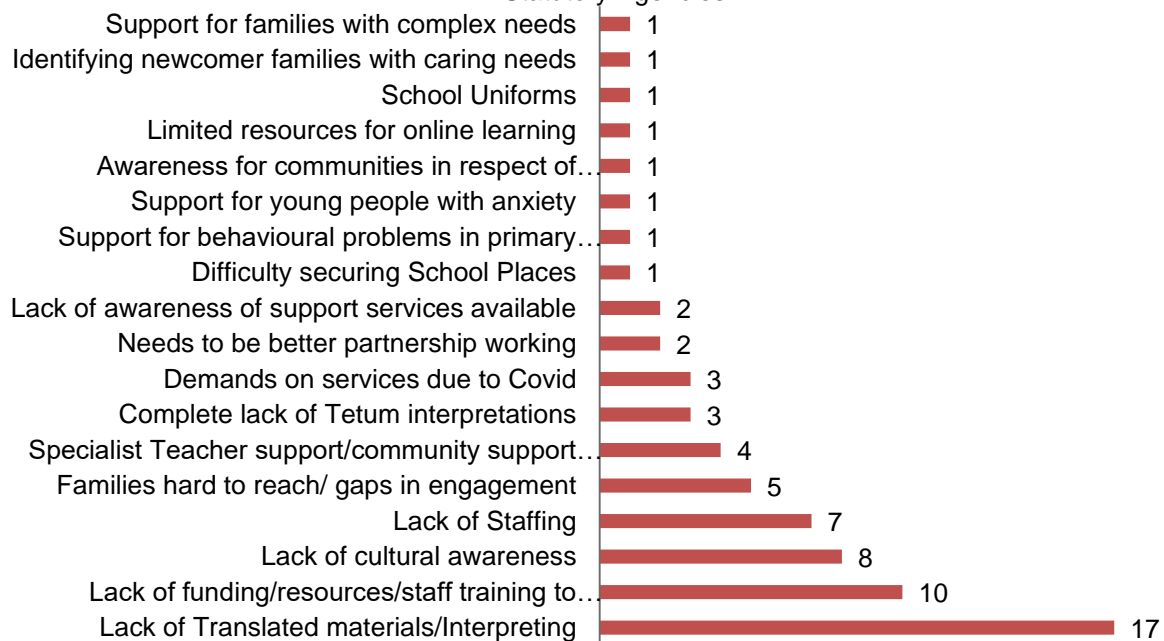
Identified Unmet Need for Families

■ Agency replies

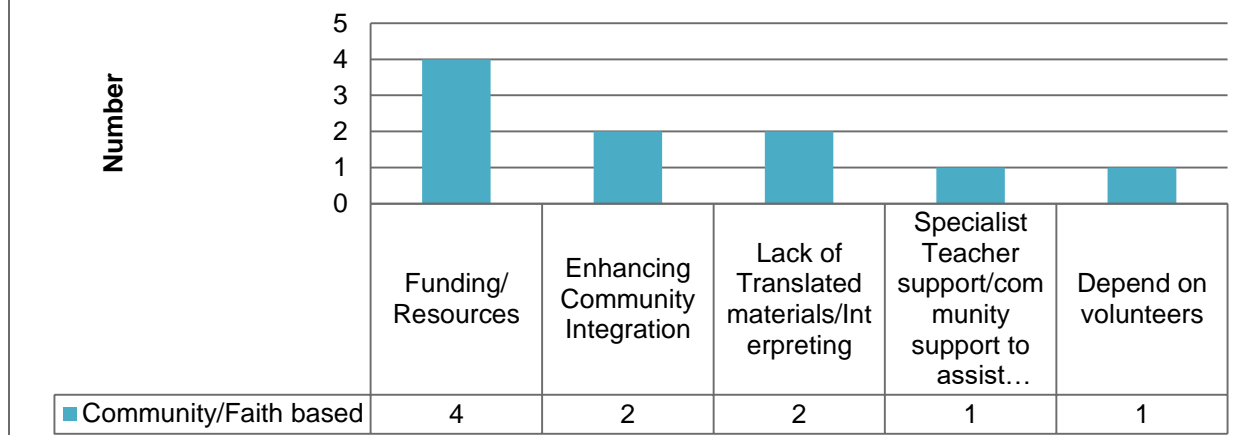


Unmet need for Statutory Agencies

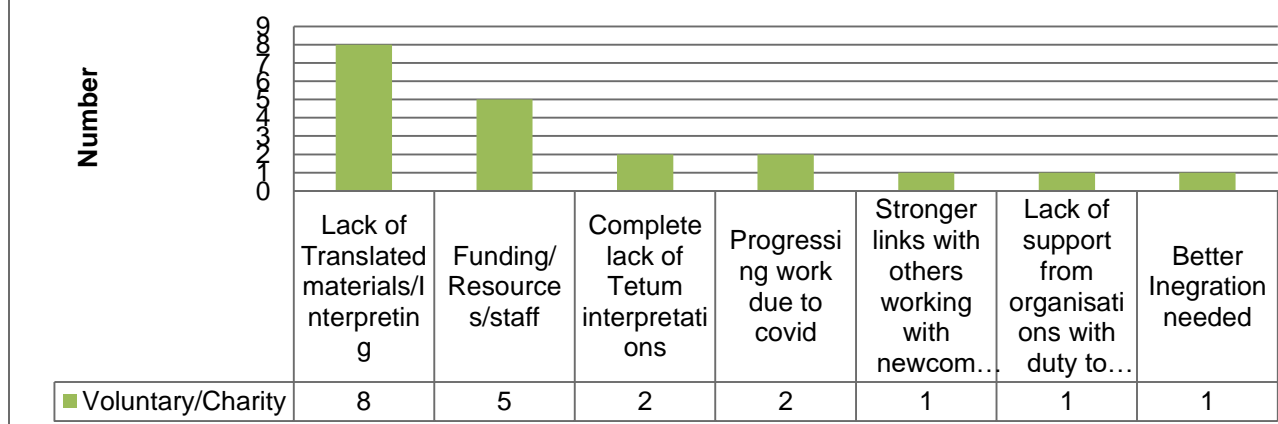
■ Statutory Agencies



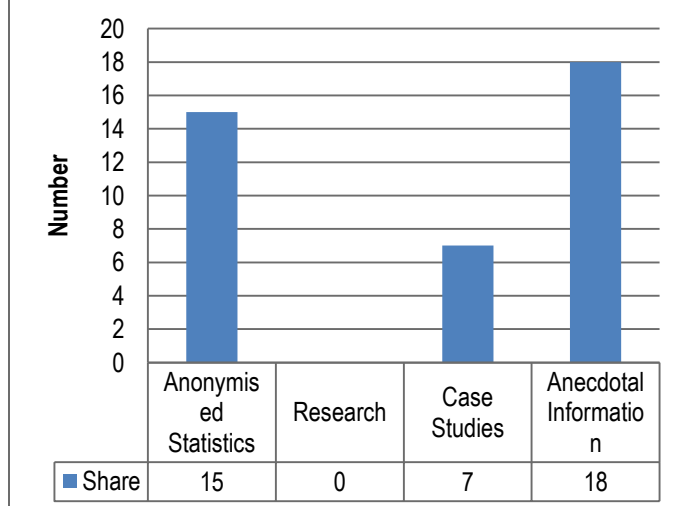
Unmet need for Community/Faith based Agencies



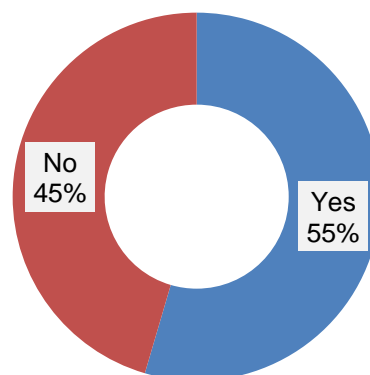
Unmet need for Voluntary/Charity Agencies



Willing to Share Evidence



Can you help us facilitate a consultation session?



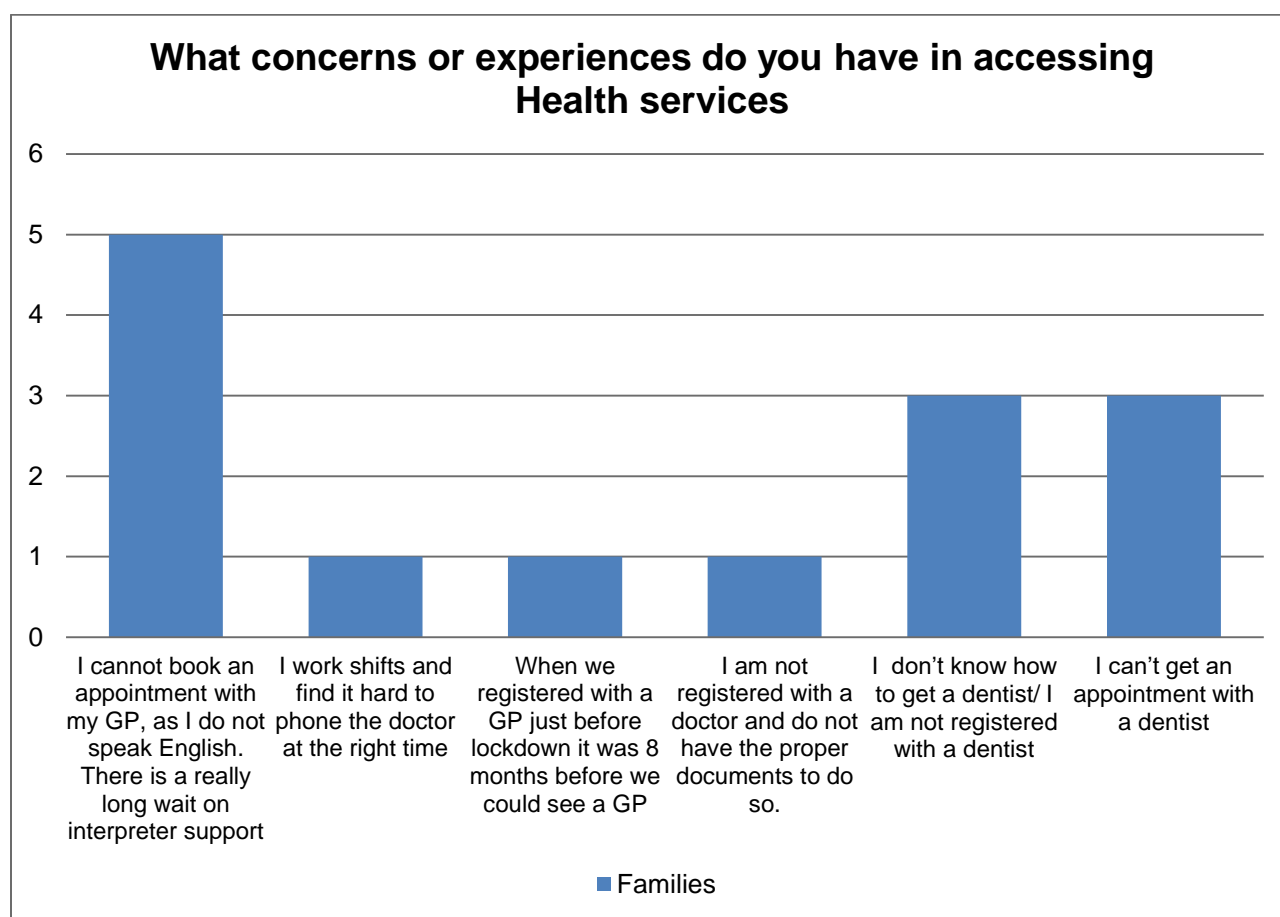
Feedback from Families

A number of face to face interviews were completed between June 2021 – November 2021 across the SHSCT area by CIP, Public Health Nursing, City of Armagh High School, STEP and Newry, Mourne & Down Ethnic Minority Support Centre. A total of 60+ Families were interviewed.

Age range of those interviewed 12 years - 50+ years

CIP; Public Health Nursing; City of Armagh High School Feedback

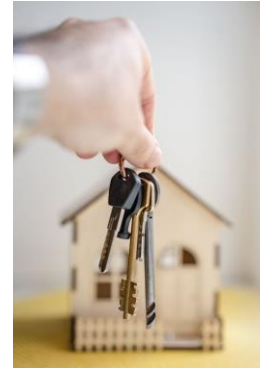
20 Families Participated



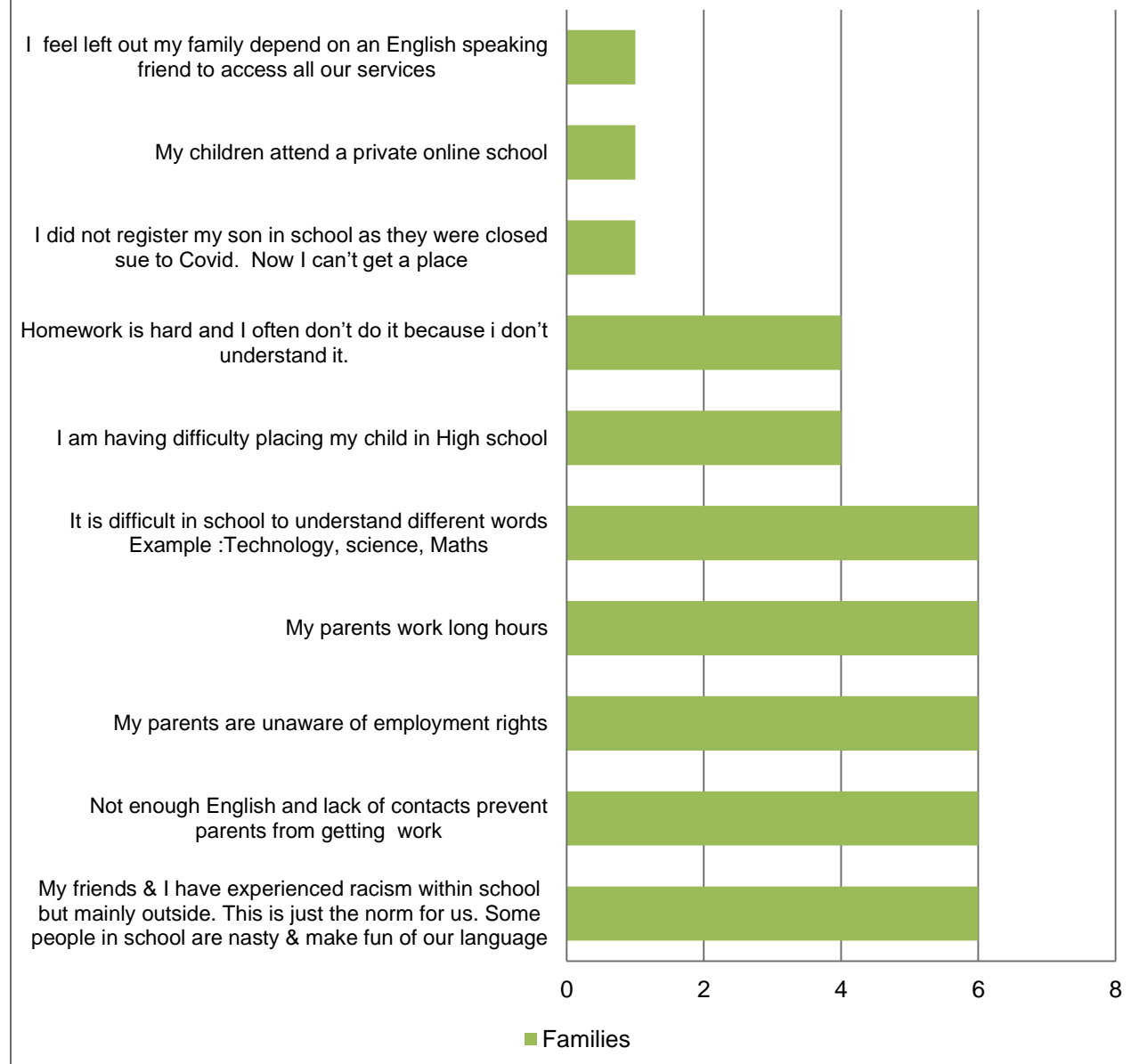
What concerns or experiences do you have in accessing housing Services?

"I am on the list for social housing a long time can't get a house"

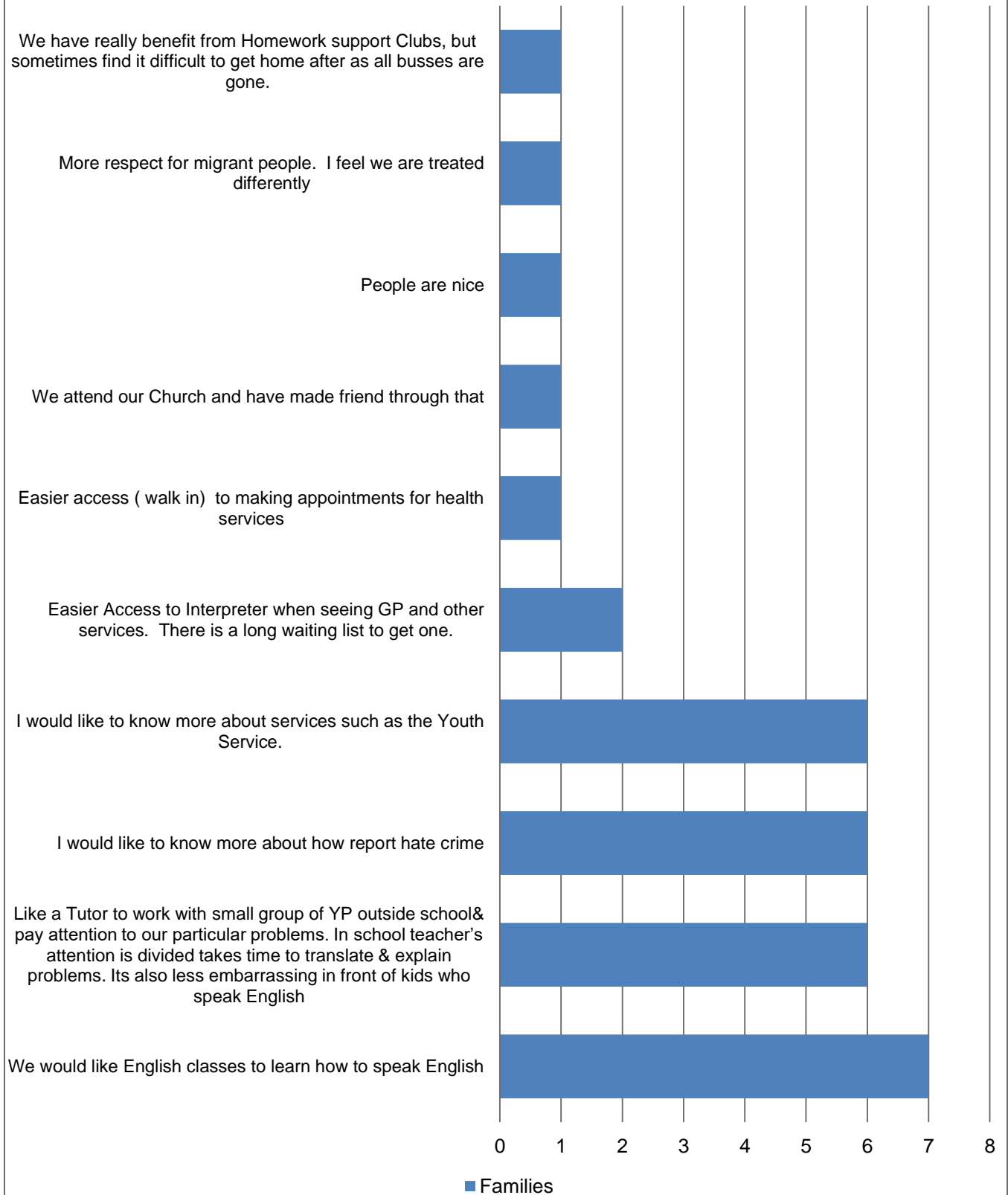
"We are living with family and cannot get a house"



What concerns or experiences do you have in accessing School services



How can we make things better for you and your family



STEP Feedback

The Staff at Step:

- Step Advice, immigration and legal teams
- Floating and Housing Support teams
- Stronger Together EUSS project
- 1+1 Bilingual workers

Interviewed 20+ people

We want you to tell us what concerns or experiences you may have in respect of accessing Services in Northern Ireland (For example– GP- School-Health-Employment	We want your ideas about how we can make things better for you and your family
<p><u>GP registration</u></p> <p>There is no standardised registration advice on GP registration, temporary GP registration and documentations needed. This causes confusion and anxiousness.</p> <p>Examples of the effect of this is:</p> <p>One woman who came to live in Dungannon was told by her GP to access maternity services through ED (Emergency Department in the hospital) while her registration was being processed through BSO.</p> <p>Step signposted the woman to The NINES service where she was registered for maternity services immediately.</p> <p>A number of clients have been refused language support at the GP's, leading to difficulties accessing the service</p> <p>The triage system used within health is confusing for patients who do not have English as their first language. No provision of language support for this service has resulted in clients</p>	<p>Language support for all who require it</p> <p>Cultural competency training for service providers staff and agencies</p> <p>Multilingual Registration forms for all services</p> <p>All written correspondence in clients first language to ensure full understanding preventing missed appointments</p> <p>All Services Providers telephone automated message need to be multilingual</p>

<p>not seeking medical attention when required.</p> <p>Clear registration guidelines and inconsistencies when clients are completing registration with GP's is causing confusion and great stress. An example of this is:</p> <p>BSO informed a client that they needed to verify their entitlement a couple of months after receiving medical card. The client already has status which he shared with BSO</p> <p><u>Registration with Dentist:</u></p> <p>Lack of language support on first visits to dentist has caused distress and misunderstanding. Often clients are requested to bring English speaking family member to first visit to assist with language barrier.</p>	<p>Provision of language support for Triage calls and all appointments when required.</p> <p>Free ESOL (English for speakers of other languages)classes should be provided to all ethnic minorities</p> <p>Flyers outlining services available to newly arrived people should be available at all entry points (airports train stations etc.)</p> <p>Vulnerable Persons Resettlement Scheme (VPRS) information on services should be adopted and provided to all as they arrive through airports.</p>
<p><u>Information Sharing</u></p> <p>Clients are confused with lack of sign posting and knowledge within agencies leading to difficulties accessing services. Organizations such as Stronger Together and Step have had to advocate on clients behalf because information that would help Ethnic minorities navigate the various supports for themselves is not there.</p>	<p>Sharing of information and knowledge empowering individuals to advocate for themselves.</p> <p>Multilingual Road map to services with illustrations</p>
<p><u>Schools</u></p> <p>Parents have difficulty understanding processes such as registration and communication which has led to confusion and anxiousness.</p>	<p>Information sessions for parents to gain knowledge and understanding of school app</p>

<p>Example of this is:</p> <p>Five families reported lack of understanding of what would happen when their children were being bullied at school. These families spoke little or no English and this caused great distress.</p>	<p>communication system.</p> <p>Cultural awareness education for all pupils</p> <p>Written correspondence in families first language</p>
<p><u>Difficulties in transfer of qualifications</u></p> <p>The system of transferring qualification between countries and the high cost of translation of qualification certificates has led to underemployment of Ethnic Minority people in jobs that they are qualified to do.</p>	<p>Reduced cost to translate Qualification documents.</p> <p>Road map of organisations and colleges to obtain assistance to seek employment of choice</p>
<p><u>Clients experience a lot of Racism:</u></p> <p>When racist slogans were doxed on a home they wanted to leave but had to continue to live there for several weeks because of the lack of emergency accommodation to suit their need.</p>	<p>Promotion of neighbourhood watch areas.</p>

NMD Ethnic Minority Support Centre Feedback

Interviewed 20+ people

We want you to tell us what concerns or experiences you may have in respect of accessing Services in Northern Ireland (For example– GP-School-Health-Employment)

Hundreds of migrant workers who arrived after March 2020 have no National Insurance numbers (NIN) due to the closure of Jobs & Benefits offices. It is only now that they can apply for NIN online. Submitting such an application online is difficult for them as they cannot write in English and many have limited computer skills.

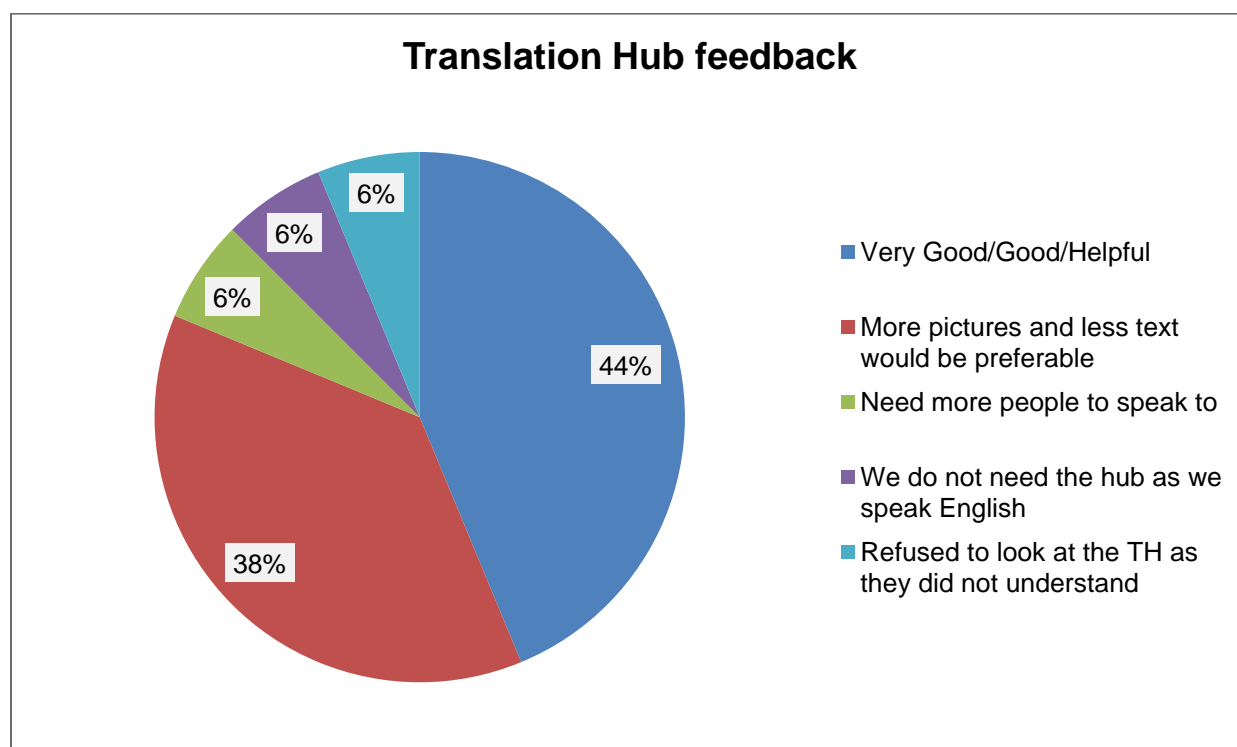
Our clients are often illiterate in their mother languages (80% of Roma Romanians and Roma Bulgarians can neither read nor write nor type)many of them do not know digits thus cannot give us National

Insurance Numbers
Bulgarian Nationals use a different alphabet and struggle with Latin one whenever they need to spell their names. They cannot read home addresses, or the names of the companies they work with.
The move to paperless and online applications leaves families and individuals dependent on help to complete all registration for services, benefits and health appointments. They must make appointments in our Centre for this. There is no doubt that the greatest needs in our District are among Roma (That is Roma Romanian and Roma Bulgarian): they cannot access any services without assistance from the centre because 90% of them have no computer skills and no literacy even in their own language.
Many of our clients use smartphones, but they can operate them only by touching icons on the screen. The moment they lose phones, they lose all the passwords and usernames.
The introduction of a share-code through EU resettlement scheme has caused individuals who lose or cannot remember or access it great difficulty
Many migrant workers who arrived before the Lockdown have never had a chance to register with GP surgeries; neither could they open bank accounts nor set up Universal Credit accounts.
Due to frequent stoppages in factories /quarantines/self-isolating, a substantial number of migrant families have fallen into poverty: they did not pay rent as they saved money to buy food. Food vouchers were distributed among migrant families in the first 3 months of 2021.
The centre supports a high number of homeless Foreign Nationalist in the Newry area. These are mainly Polish but also Roma Romanian, Roma Bulgarian and Latvian. The Polish Consulate in Belfast supports those needing to return to their home country.
We want your ideas about how we can make things better for you and your family
Use of audio messages in native language helps to reach more Ethnic Minority people with health and other important information
Partnership work. NMD Ethnic Minority Support Centre works closely with other agencies, such as NIHE and NMD Community Advice

Developments to date

A new Translation Hub providing important information on Health, COVID-19, Education, Housing, Employment, Contacts for support and much more has been developed and launched on the CYPSP website -

<https://cypsp.hscni.net/translation-hub/>



Ending Homelessness Together (add links)

The Housing Executive approved on the 27th October 2021 a Draft Homelessness Strategy 2022-27: '[Ending Homelessness Together](#)' and our Draft Strategic Action Plan for Temporary Accommodation 2022-27: '[Homeless to Home](#)'.

Key Priorities for action

Awareness Raising

- Improve cultural awareness and training within partner organisations and promote more community Integration.
- Identify and raise awareness of community relations funding to local community and voluntary groups to support integration of Ethnic Minority community

Education

- Better Access to childcare, pre-school, sure start and school enrolment (enrolling in school that is relatively close to home/ other children off similar background/ethnicity attend)
- Better access to interpreting services and language support
- Identify more school placements and raise awareness of school systems;
- Identify and raise awareness of assistance with online school registration
- Identify and raise awareness of support to engage in formal education and with homework;
- Identify and raise awareness of Youth Services available locally
- Look at possibility of a non-teaching volunteer service to support Migrant Minority Ethnic Families with regards to schooling/homework.
- Better access to transport in respect of afterschool activities/ homework clubs.
- Information sessions for parents to gain knowledge and understanding of school app communication systems.
- Cultural awareness education for all pupils
- Written correspondence in families first language

Employment

- Raise awareness of support services and advice in respect of unemployment/Low paid employment/poverty.
- Promote employment rights section of the Translation Hub
- Easier access and reduce costs to convert and translate qualification documents
- Roadmap of organisations and colleges to obtain assistance to seek

employment of choice

Health

- Improve access to GPs/Dental Registration/medications – support needed with processes and easier standardised systems in respect of registration.
- Better awareness raising and signposting by services and health professionals.
- Raise awareness of charges for health for those who do not have a Health and Social Care Number and those waiting on a number, as they can incur heavy charges for health services.
- Promote NINES service as good practice regionally
- Improve resources for NINES in SHSCT
- Raise awareness of family support services including family support hubs to support uptake of services in relation to health, education, housing and poverty.
- Provide multilingual Registration forms for all services
- Identify client's first language and provide written correspondence in client's first language to ensure full understanding preventing missed appointments
- Scope and develop multilingual telephone automated messages across agencies
- Promote <https://en-gb.thebigword.com/> for provision of language support for Triage calls and all appointments when required.
- Promote the use of audio messages in native language to help reach more Ethnic Minority people with important information such as mental health and public health messaging

Housing

- Improve access to suitable and safe housing
- Engage with housing customers to understand their individual needs and explore their housing and support options and choices
- Raise awareness of contacts for Patch Managers within NIHE in respect of anti-social behaviour issues and neighbourhood watch associations
- Raise awareness of contacts within NIHE in respect of good community relations
- Identify translated guidance on safe minimum requirements for fire risks, sub-standard accommodation and multiple occupancy

- Raise awareness of housing rights (NIHE and private rental)
- Clear translated guidance on how points system is allocated for social housing

Interpreting

- Develop a central Translation Hub on the CYPSP website to improve access to translated materials.
- Promote new Translation Hub widely across partner agencies
- Promote and identify possible new interpreters – particularly Tetum;
- Awareness raising within Trusts and other statutory agencies, Sure Starts and Family Support Hubs in respect of how to access interpreter/translated materials
- Promote ESOL (English) classes and conversational language classes across NI on CYPSP Translation Hub.

Police

- Review information for Migrant Minority Ethnic communities on PSNI section of Translation Hub
- Promote information on how to report Hate Crimes, Racism and Bullying
- Improve signposting to translation provision for defence documentation for Court cases.
- Raise awareness and signpost via translation hub legal requirements for driving licences and car documentation
- Promoting good community relations with PSNI

Overarching

- Promote co-production approach moving forward in respect of future planning of services.
- Improve resources and staffing required in respect of Migrant Minority Ethnic support.
- Raise awareness of good practice in respect of Community relations (which has potential to be mirrored in further communities, and awareness raising around different cultures eg funded by ABC Council)
- Identify opportunities and support for women from ethnic minority communities on a multi-agency/ community & voluntary basis.
- Improve resources for interpreting and translation costs within advice

settings (eg community advice) and improve training for Ethnic Minority community to become advisors.

- Improve partnership work between advice organisations, community and statutory bodies
- All Service Providers telephone automated messages need to be multilingual
- Flyers outlining services available to newly arrived people should be available at all entry points (airports, train stations etc.)
- Vulnerable Persons Resettlement Scheme (VPRS) information on services should be adopted and provided to all newly arrived people.
- Use of key audio messages in native language helps to reach more Migrant Minority Ethnic people with health and other important information
- Raise awareness of NI legal requirements Eg age of consent to legally marry and safeguarding children.

Appendix 1 - Glossary

CYPSP	The Children and Young People's Strategic Partnership brings together a range of agencies, including voluntary and community sector organisations, that aim to improve the lives of children and young people in Northern Ireland. https://cypsp.hscni.net/
SAOG	The CYPSP has mandated the Southern Area Outcomes Group (SAOG) to implement outcomes based planning for the Southern Trust area and responsibility for the integrated planning and commissioning of services. The membership of the Southern Outcomes Group reflects that of the CYPSP with representation from the statutory agencies and the voluntary and community sector.
LPG	Southern Locality Planning Groups (LPG) are a Partnership of front line leaders and staff across all sectors from the local neighbourhood/locality. Their work focuses on Early intervention, building preventative places and Improving outcomes for children and young people and reports to the Southern Area outcomes group.
SHSCT	The Southern Health and Social Care Trust provides health and social care services across the five council areas of Armagh, Banbridge, Craigavon, Dungannon, and Newry and Mourne. https://southerntrust.hscni.net/
NINES	The Northern Ireland New Entrants Service offers nurse-led health care advice and initial health assessments for adults and children registering with a GP for the first time. NINES is a first point of contact to the health service for new migrants, asylum seekers and refugees, offering health promotion advice and information on how to register with a GP and access other services they may need. nines@southerntrust.hscni.net
Specialist Public Health Nurse for Ethnic Minority	When Migrant Minority Ethnic Families arrive in N. Ireland they will receive home visits from School nursing or health visiting dependent on the children ages. A family health needs assessment is completed, children's health and development is reviewed and referrals made to appropriate agencies, we also inform families of relevant statutory and voluntary agencies available to assist them.
PWD	Promoting Wellbeing Division work in partnership across SHSCT Directorates, and with a wide range of statutory, voluntary and community sector partners. We seek to build capacity within communities to reduce health and social inequalities, helping them achieve a better quality of life for people in the Southern Trust area. https://southerntrust.hscni.net/health-wellbeing/

PHA	Public Health Agency is a multi-disciplinary, multi-professional body with a strong regional and local presence. It has four key functions: Health and social wellbeing improvement; Health protection; Public health support to commissioning and policy development; HSC research and development.
EA	Education Authority
EA Youth Service	Education Authority Youth Service. Statutory and Voluntary/Community Sector professional Youth Worker Provision
EA IES	Education Authority – Intercultural Education Service
NIHE	The Northern Ireland Housing Executive - “Working in partnership with others to ensure that everyone has access to a good affordable home in a safe and healthy community.” We are committed to the development of policies and practices that pay due regard to the promotion of equality of opportunity and regard to the promotion of good relations.
PSNI	Police Service of Northern Ireland we care - we listen - we act Report online. Call 101. In an emergency call 999. psni.police.uk
BSO	The Business Services Organisation has been established to provide a broad range of regional business support functions and specialist professional services to the health and social care sector in Northern Ireland. For the purpose of this report it is the agent which oversees GP and Dental Registration
Stronger together Network	We are the N. Ireland regional inter-ethnic and cross-sectoral network for those working to achieve racial equality; support interdependent integration and eradicate racism. Stronger Together The Junction 12 Beechvalley Way Dungannon BT70 1BS Twitter: @STogetherNI www.strongertogetherni.org
STEP	South Tyrone Empowerment Programme. STEP is a not for profit community development organisations based in Dungannon. To enable those most vulnerable to marginalisation, disadvantage and exclusion, to develop the confidence and skills to be heard; to identify their own strengths and needs; to access the support and expertise to help them in finding solutions and advocating social change. https://www.stepni.org/
CIP	Community Intercultural Programme is a community based group composed of representatives from culturally and linguistically

	<p>diverse communities. CIP promotes the integration of new communities via the delivery of the following programmes:</p> <ul style="list-style-type: none"> • Advice and Advocacy Service. • Family Support Programme. • Intercultural Youth Programme. • Exploitation Awareness Programme. • Good Relations Programme. • CIP represents ethnic communities interests on a series of local and regional forums and committees on which the group lobbys for improved service provision. <p>Email: info@cipni.com</p>
Community Advice	<p>Community Advice Newry Mourn & Down provides Free Impartial and Confidential Advice on a wide range of issues such as Benefits, Housing, Health, Employment Tax and Debt. Our Helpline number is 0300 3030306 you can email us at advice@advicenmd.com go to our website www.advicenmd.com or our Facebook page @advicenmd.</p>
Early Years Toy box	<p>Toybox is an Early Years outreach childhood programme funded by the Department of Education. Its aim is to improve long-term outcomes for Traveller and Roma children and their families. The programme uses home visiting, a focus on transitions and advocacy strategies to implement the programme.</p> <p>https://www.early-years.org/toybox-project</p>
Translation Hub	<p>The CYPSP Translation Hub is a central platform signposting and providing you with important information on Health, COVID-19, Education, Housing, Safety, Employment, Contacts for support and much more. All of the information is fully translatable using ReachDeck into 100+ languages.</p>
NM&D Ethnic Minority Support Centre	<p>Newry, Mourn & Down Ethnic Minority Support Centre, provides a free and confidential support service for ethnic minority residents in 4 language:</p> <ul style="list-style-type: none"> • Arabic/ English/ Polish/ Russian/ Romanian/Lithuanian and Ukrainian on the spot and other languages on request: • information on the EU Settlement Scheme • information on housing and employment rights • help with registration with GPs and placing children at local schools • advice on how and where to look for jobs • help with self-employment registration • help with writing CVs for potential employers • assistance with benefits • assistance with appeals and official letters (Social Security Agency, Courts and Tribunals, PPS)

	<ul style="list-style-type: none"> Integration programmes. <p>Tel: 0330 137 4305/ mobile: 07837 40 68 59 E-mail: ethnicsupport@nmandd.org</p>
NM&DDC	Newry, Mourne and Down District Council Local Government Authority https://www.newrymournedown.org/residents
ABC Council	Armagh City, Banbridge and Craigavon Borough Council Local Government Authority https://www.armaghbanbridgecraigavon.gov.uk/
Mid Ulster Council	Mid Ulster Council Local Government Authority www.midulstercouncil.org
ROMA	Roma is the term describing a distinct ethnic minority with shared language, culture and customs although they live in many different European countries including Bulgaria, Romania, Poland, Slovenia, Italy, Albania, Slovakia and the Czech Republic. They are the largest ethnic minority in Europe at present.
Comhairle na gaeilscolaíochta	The representative body for Irish-medium Education - https://www.comhairle.org/english/
SPPG/DoH	Strategic Planning and Performance Group/ Department of Health
thebigword	Provide translation, interpretation, localization and language technology solutions for the public sector and individuals https://en-gb.thebigword.com/

Appendix 2 - List for Acknowledgements

Task and Finish Group Members	
Name	Organisation
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