

Multi-Agency Forum Start Up Pack

This pack aims to assist newly established multi-agency forums in the East of England in setting up suitable structures and procedures. The information in this pack is based on the experience of the existing multi-agency forums in the East of England.

First part of this pack gives introduction to a multi-agency asylum forum. It provides brief information on the activities of such forums in the UK and in the East of England.

Second part of the pack is dedicated to the process of establishing a multi-agency forum, in particular drawing Terms of Reference of the forum and setting up suitable structures.

Third part of the pack contains information on the individual multi-agency forums in the East of England.

Part One. Brief introduction

What is a Multi-Agency Forum?

A Multi-Agency Asylum and Refugee Forum could simply be described as a round-table that brings together a variety of statutory, voluntary and community organisations to discuss asylum seeker and refugee issues.

As Multi-Agency Forums mainly focus on local issues, they essentially feature local representation. They may have no formal status, a relatively simple structure and little or no funding.

Multi-Agency Forums in the UK.

Multi-Agency Asylum and Refugee Forums operate in many areas across the UK although they are not necessarily joined up in to national network of forums. However, they do often play a key role in developing stronger networks locally.

Multi-agency work in Manchester: MARIM

Multi-Agency Forum for Refugee Integration in Manchester (MARIM) was established to facilitate co-ordinated response to the dispersal of asylum seekers into Manchester. Manchester City Council is the lead agency within the Forum. The work of the Forum is facilitated by a development team consisting of a project co-ordinator, a development worker and an administrative assistant. The funding comes from the European Challenge Fund. The Forum consists of seven themed task groups:

- Advice and Information Task Group
- Education Task Group
- Post 16 Education, Employment and Training
- Health Task Group
- Housing Task Group
- Mental Health Task Group
- Supporting Communities Task Group

The representatives of the Task Groups, along with the Chair, form a Steering group of the Forum.

Multi-Agency Forums in the East of England.

Multi-Agency Forums are distributed unevenly across the 6 counties and 4 unitary authorities within the region: for example, 4 out of 9 Forums operate in the county of Norfolk and none is active in Essex. The Forums are also very individual and are at different stages of development

A regional network is formed through the Eastern Regional Chairs' forum, which brings together the Chairs of the following:

- **From Norfolk:** Norfolk MAF; Norwich MAF; GYROS; West Norfolk Diverse Communities Forum
- **From Bedfordshire:** Luton MAF and Bedford MAF
- **From Cambridgeshire:** Peterborough MAF and Fenland Diverse Communities Forum
- **From Suffolk:** Suffolk Refugee Forum
- **From Hertfordshire:** South Herts. MAF.

What are the factors that influence Multi-Agency Forums in the region?

The development of the Multi-Agency Forums in the East of England is influenced by a number of national and regional factors.

Some examples are included below though this isn't an exhaustive list.

- Legislation, e.g., Asylum and Immigration Act 2004 (22nd July 2005)
- Government policy development, e.g., Immigration and Asylum 5 Year Strategy (7th February 2005), transfer of interim cases to NASS, the Abdullah judgement (January 2005)
- Regional policy development, e.g., dispersal strategy, integration strategy, hard case support under section 4 AIA 2004
- Diversity of the region
- NASS Accommodation strategy development
- Local politics & practice
- Local particulars

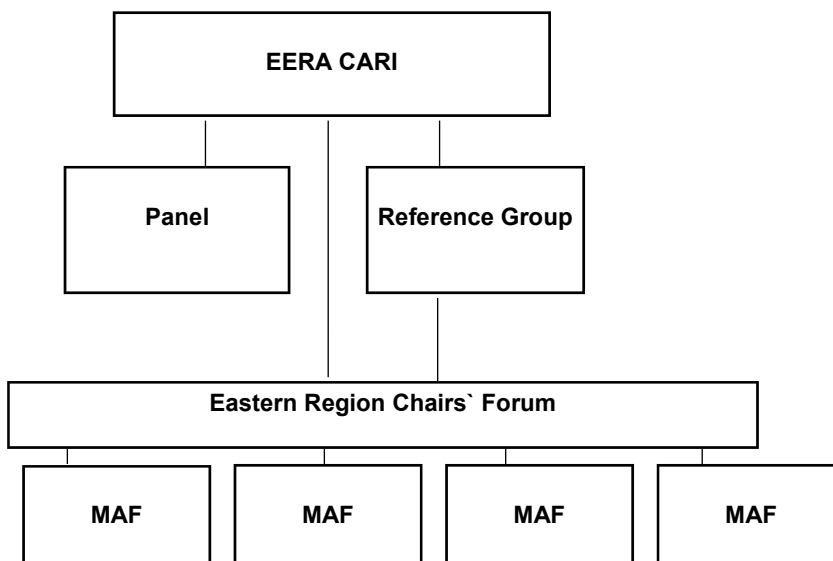
Eastern Region Chairs' Forum.

The Chairs' Forum is a relatively new structure. It was set up to improve the representation of local Multi-Agency Forums and Groups at a strategic regional level. It also aims to:

- Share information to improve local practice
- Develop and support solutions to problems
- Feedback and influence regional and local policies.

The Regional Forum brings together the Chairs and designated representatives of the Multi-Agency Forums, regional representatives of EERACARI (East of England Regional Assembly Consortium for Asylum and Refugee Integration) and NASS (National Asylum Support System). The Forum meets quarterly (in February, May, August and November). Development of this new structure has strengthened the links between the regional and local networks and has helped the local Forums to have stronger voice. The Forum reports to a Reference Group that is part of EERA CARI (Please see diagram below).

Influencing regional strategy through Multi-Agency Forums



Multi-Agency Forums: new challenges

- Strategic planning: response to dispersals, NASS Accommodation Strategy, Gateway programme
- Multi-agency approach to local service delivery
- Community cohesion & Safety
- Effective Media strategy
- Refugee Integration: implementation of the Regional Integration Strategy & Framework.

Part Two. Setting up a new multi-agency forum

Issues to consider:

Clarity on the aim of the forum	<input type="checkbox"/>
Agreement on the main client group and geographical area of work	<input type="checkbox"/>
Membership of the forum: open vs. members only	<input type="checkbox"/>
Who to involve: local organisations, regional bodies, clients, communities	<input type="checkbox"/>
Are there any organisations / partnerships that do the work already?	<input type="checkbox"/>
Does your structure fit your purpose?	<input type="checkbox"/>
Regularity of meetings	<input type="checkbox"/>
Reporting and communication links	<input type="checkbox"/>
Sufficient resources and support (for example, admin support)	<input type="checkbox"/>

Terms of Reference

Terms of Reference help the existing and new members of your Forum to understand its purpose, structure and ways of operating.

Terms of Reference Sample layout

1. Overall purpose or Mission statement
2. Objectives of the Forum
3. Structure, including:
 - a. Internal structure (Reference group, sub-groups, etc.)
 - b. Reporting link to regional level
 - c. Reporting link to local level
4. Membership
5. Meetings
6. Date agreed and signed

Your Terms of Reference might include some of the following information on aims, objectives, membership and structure of your Forum.

1. Overall Aim or a Mission statement of the Forum. For example:

Aim of the Forum is:
To improve the well-being (or life experiences) of asylum seekers and refugees in (location).

Our vision:
“A community where refugees and asylum seekers are integrated, in which a diversity of backgrounds and circumstances is valued and where there is a common sense of belonging for all communities. A community where every individual is enabled to achieve his/her full potential. A community where systems have been established to ease coordination of all services.”
Extract from Terms of Reference of the Luton Asylum Forum

2. Objectives of the Forum.

Role of Multi-agency forum might include one or several of the following areas:

Facilitate effective information exchange. If this is the area you want to work in then you might want to include some of the following in your Terms of Reference:

1. Support effective partnership working
2. Improve communication between different sectors and organisations
3. Provide a regular forum at which asylum seeker and refugee issues can be discussed.
4. Facilitate that guest speakers and advisors attend the forum to provide up-to-date information.
5. Share information and good practice

Identify local need and services. If this is the area you want to work in then you might want to include some of the following in your Terms of Reference:

1. Mapping the needs of asylum seekers and refugees locally
2. Mapping the resources and services available to asylum seekers and refugees locally

Support and develop voluntary sector and community initiatives. If this is the area you want to work in then you might want to include some of the following in your Terms of Reference:

1. Involve and support community and voluntary groups within (area) in respect of issues relating to asylum seekers, refugees, persons subject to immigration control and EU citizens.
2. Be a voice for local communities
3. Involve and ensure the equal participation of asylum seekers and refugees in all activities
4. Involve asylum seekers and refugees in developing solutions to their problems

Inform and influence Policy-makers. If this is the area you want to work in then you might want to include some of the following in your Terms of Reference:

1. Inform and influence Regional & National decision making.
2. Developing local policies and strategies
3. Provide recommendations for action to (organisation that your Forum reports to).

Plan and Coordinate Action and Resources. If this is the area you want to work in then you might want to include some of the following in your Terms of Reference:

1. Produce an Action Plan and monitor progress
2. Plan initiatives and projects to benefit and involve asylum-seekers and refugees
3. Co-ordinate a multi-agency response to address local needs and gaps in service delivery
4. Co-ordinate use of resources

Improve awareness of asylum issues in all sectors. If this is the area you want to work in then you might want to include some of the following in your Terms of Reference:

1. Ensure that all parties are aware of their responsibilities within the framework of legislation.
2. Improve awareness and understanding of asylum & refugee issues in all sectors

Improve public awareness and community cohesion. If this is your area of work you might want to include some of the following in your Terms of Reference:

1. Improve public awareness and understanding of asylum & refugee issues

3. Structure of your Forum

Structure of your Forum should reflect its purpose. Different structural elements might be required to support strategic, action-orientated or information sharing functions of your Forum.

Information sharing role of your Forum might be fulfilled through regular forum meetings and communication and activities between meetings, such as:

- Creating a Distribution list to maintain communication between meetings
- Setting up a Website
- Setting up a Virtual Forum or online discussion group
- Including regular round table update routine in agenda
- Planning for longer networking breaks over coffee or lunch

Distribution List

Your Terms of Reference might include some of the following information on internal communication.

The Executive Group will maintain regular communication with the Distribution list of organisations through regular e-mails and distribution of minutes and relevant information.

Strategic Group

Strategic group might help to oversee strategic direction of your Forum.

Peterborough Multi-Agency Forum: Role of the Reference group

Reference group brings together representatives of key organisations to:

- Oversee strategic direction and activities of the Multi-Agency Partnership
- Discuss strategic issues raised by the Multi-Agency Partnership
- Prioritise themes for Task Group discussions
- Co-ordinate Task Groups` activities
- Ensure that key policy issues are communicated regionally and locally

The Strategic Group might also be tasked to identify priority actions and engage relevant organisations in Task or Action groups. These Groups focus on developing practical solutions and could be briefed to report back to the Strategic group.

Below is an extract from the TOR of the Peterborough Multi-Agency Forum which reflects the structure of the Forum.

The Peterborough Multi-Agency Partnership (MAP) operates through a Reference Group of 15 members, a flexible number of Task Groups and Open Partnership meetings.

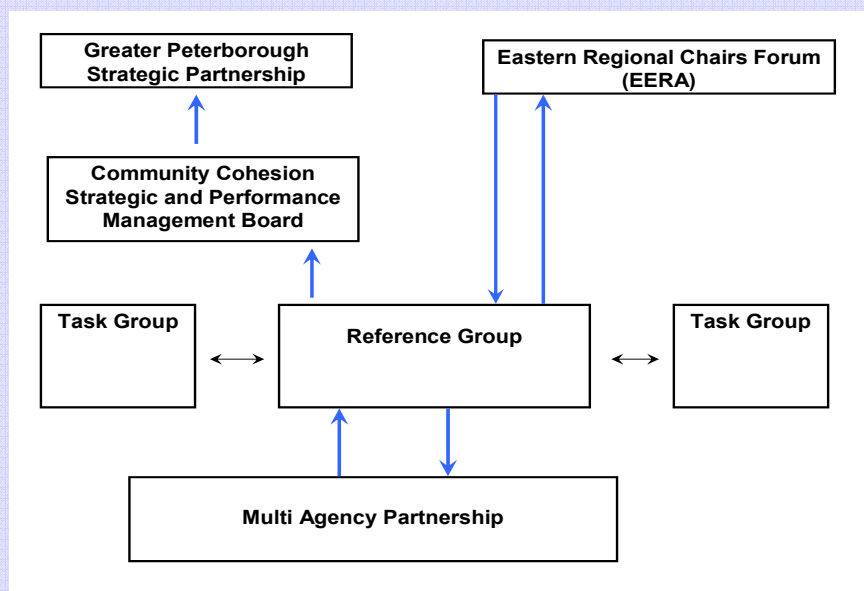


Diagram 1. Structure of the Peterborough Multi-Agency Partnership

- 3.2 The Peterborough Multi-Agency Partnership reports to:
On the regional level - Eastern Regional Chairs Forum and Senior Policy Officer, EERA CARI
In Peterborough - the Community Cohesion Board (CCB) and the Greater Peterborough Strategic Partnership (GPSP).
- 3.3 Issues raised through the MAP are fed into the Reference Group. The Reference Group feeds back into the MAP
- 3.4 Where the Reference Group can not resolve issues, Task Groups are formed to provide time-limited and task-focused response.
- 3.5 The Reference Group maintains communication with the members of the Multi-Agency Partnership through Open Forum meetings and the distribution list, regular e-mails and distribution of minutes and relevant information.

NASREF structure: Role of the Executive Group

Norwich Executive Group was established to promote and implement actions and activities in line with the Norwich Multi-agency forum. The Group brings together representatives of the key agencies – members of the Forum: Norwich International Youth Group, Norfolk Social Services, YMCA, Red Cross, PCT. Regional agencies (EERA CARI, Refugee Council, MENTER and Clearsprings) are invited to attend every third meeting. The Group focuses its activities on:

- Reviewing and prioritising actions within the Norwich action plan.
- Implementing activities as agreed by the Multi-agency forum
- Providing a steering role for the local British Red Cross resource centre.

Reporting mechanism

Forum members collectively hold a wealth of information, knowledge, and experience that relates to local communities and asylum and refugee issues. It is important to develop a mechanism for feeding these issues from your Forum to local and regional decision-makers.

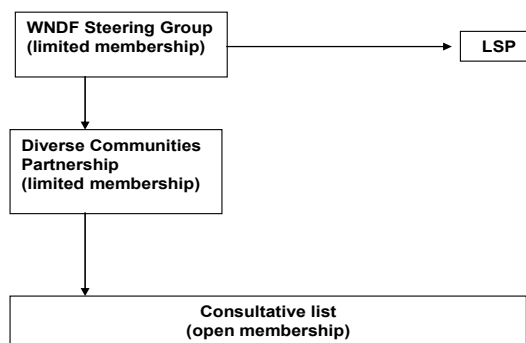
How can a Multi-Agency Forum increase its influence on local decision- and policy-makers?

Learning from local practice

The West Norfolk Diverse Communities Partnership sets a good example of influencing the local Strategic Partnership: WNDCF is one of a small number of priority partnerships formally recognised by the West Norfolk Partnership (see diagram below).

Influencing LSPs through Multi-Agency Forums

West Norfolk Diverse Communities Forum



About the West Norfolk Diverse Communities Partnership:

The West Norfolk Diverse Communities Partnership aims to: identify, understand and address the needs of, and tensions between, the diverse communities in West Norfolk; inform service planning and delivery; share information to assist the diverse communities of West Norfolk to receive coherent and consistent services by co-ordinating mainstream activity and initiatives in each agreed priority area.

Structure.

The steering group takes a strategic overview of the work and direction of the partnership. It comprises of 5 members (Chair, Vice-Chair, Partnership Support Officer, Partnership Representative - Non-Service Provider, and Partnership Representative - Service Provider)

The Partnership itself operates on a restricted membership basis and includes 30 representatives of the key local agencies.

The Partnership also maintains a **consultative list** with open membership.

4. Membership

It is important that views and experiences of different sectors (health, education, employment, housing, community relations, etc.) are represented in your multi-agency forum.

Below is a list of organisations which are usually represented in local multi-agency asylum Forums.

- Council Housing
- Council Community Development
- Education Authority (Schools)
- Adult Education
- CAB and other general advice providers
- Colleges (particularly those offering ESOL classes)
- Connexions
- Job Centre Plus
- IAG
- Legal Services Commission
- Immigration Advice Services
- Library Service
- Racial Equality Council
- Constabulary (Community Liaison; Hate Crime, Community Safety)
- Language services (including translation and interpreting)
- City/ Borough Education Department
- Social Services (including Asylum Services Team)
- BME Community Associations
- Faith Associations
- Primary Care Trust
- Council for Voluntary Services
- YMCA
- Shelter
- Supporting People
- British Red Cross
- Drop in services
- Community Mental Health Teams
- Sure Start

Regional partners that you might want to involve:

- EERA CARI
- NASS
- NASS accommodation providers
- Refugee Council
- MENTER

- Faith Council
- GO-East
- The Children’s Legal Centre

Roles

Your Terms of Reference might include some of the following information on membership and roles.

Membership of the Forum is open to any organisation (or individual) involved with support, advice or delivery of services to asylum seekers and refugees within (area).

The Chair (Vice-Chair) of the Forum is a member elected to that post annually.

The Chair or Vice Chair of the Forum reports to (Specify reporting mechanism).

Every member of the Forum actively represents their own organisation within the forum and informs their organisation about the work of the Forum.

5. Meetings

Your Terms of Reference might include some of the following information on membership and roles.

The Forum meets monthly/bi-monthly/quarterly (delete as appropriate).

Meetings will be held on (Specify date) prior to the Regional Chairs Forum.

Meetings will be held at.... (Specify location) unless the Forum agrees to change the venue.

The Agenda is sent out to all members at least days before each meeting.

Members of the Forum may contribute to the Agenda prior to each meeting (specify mechanism).

Minutes are taken of each meeting and circulated to all members of the Forum.

Date agreed: 3rd March 200...
Signed:.....Chair

How Multi-Agency Forums deal with migrant workers issues:

Structure models and systems that help

Multi-agency Asylum Forums in the East of England have developed different approaches to dealing with migrant worker topic within the multi-agency environment.

Below are some examples of structure models that helped our Forums to effectively include both asylum and migrant worker issues in their discussions.

West Norfolk: Diverse Model

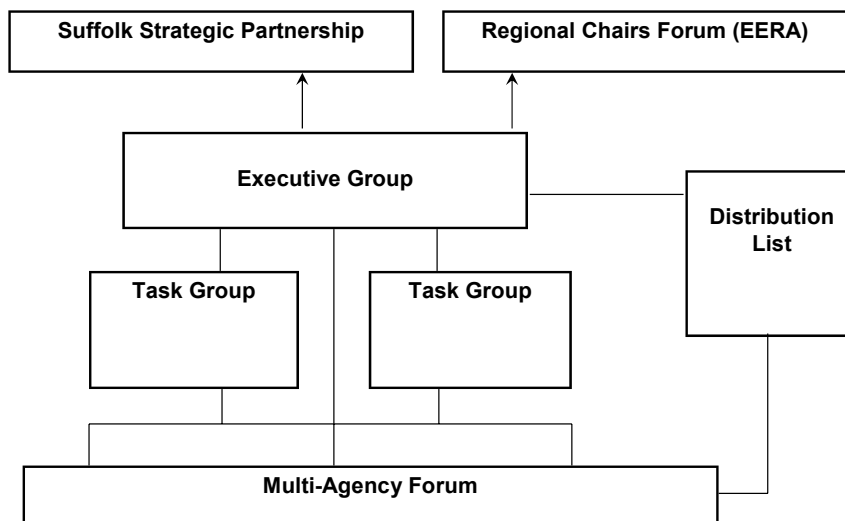
West Norfolk Diverse Communities Partnership uses a standard meeting format to facilitate its work with a wide range of communities, such as, asylum seekers, refugees, migrant workers, and other ethnic minority communities.

Great Yarmouth: Inclusive Model

Great Yarmouth Multi-Agency Forum (GYROS) works with different categories of newcomers, including asylum seeker, refugee and migrant workers. GYROS operates through a standard meeting format.

Suffolk: Subgroup Model

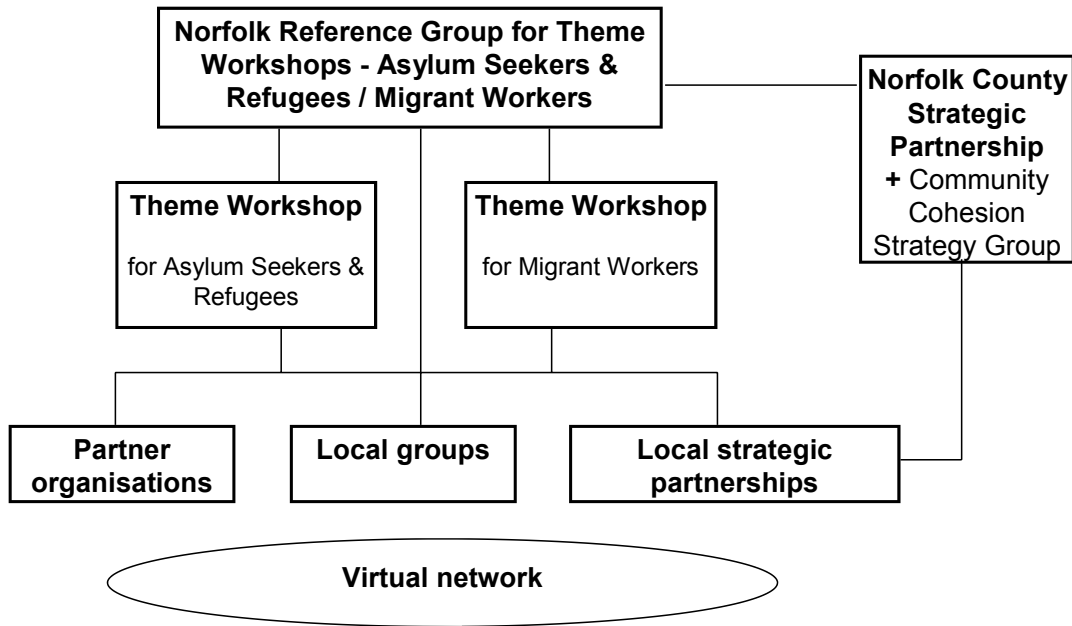
Suffolk MAF structure allows discussing migrant worker issues in the subgroup format whilst focusing the work of the Forum on asylum seekers and refugees.



Norfolk: Separate Groups Model

Norfolk County group runs two separate workshops: one is for those organisations involved with asylum seekers` and refugees` issues, and another is for those interested in migrant worker issues.

Norfolk Group: Structure



Part Three.
Information about Multi-agency forums in the East of England

Eastern Regional Chairs' Forum

1. General information

The purpose of the Chairs' Forum is to represent local Multi-Agency Forums and Groups at a strategic regional level.

The aims of the group are:

- To share information to improve local practice
- To develop and support solutions to problems
- To feedback and influence regional and local policies

Key partners:

- Chairs and designated representatives of Multi-Agency Forums
- Senior Policy Officer, EERACARI
- Regional Manager, NASS
- Partnership Development project staff, MENTER

Main activities: Representing the local Multi-agency Forums at the regional level and informing these Forums about the regional policy development

Achievements: Created mechanism for feeding local issues up to the regional level

Current projects: Regional of legal advice assessment, strategic response to destitution, developing regional approach to increasing participation of asylum seekers and refugees in the forum.

2. How to contact us

Contact Name: Renu Mandal

Email: renu.mandal@socserv.suffolkcc.gov.uk

3. Meetings

Meeting dates and times: Meetings are held quarterly. (February, May, August, November)

Place: Meetings are held in EERA, FlemptonHouse, Flempton from 11 am to 2.30 pm

4. Other Information

Reporting Links: The Chairs' forum report to the Reference Group, East of England Regional Assembly Consortium for Asylum and Refugee Integration.

Bedford Multi Agency Forum-Community Liaison Meeting

1. General information

Bedford Multi Agency Forum - Community Liaison Meeting

Aim: Provide a forum at which issues relating to the needs of refugees, asylum seekers and persons subject to immigration control can be discussed.

Key partners: All organisations involved with support, advice or services.

Main activities: To share information and good practice. To ensure all parties are aware of their responsibilities within the framework of legislation.

Achievements: Involvement of voluntary sector and statutory agencies

2. How to contact us

Contact name: Stephanie Bennett, Chair

Email: Stephanie.bennett@bedsheartlandspct.nhs.uk

Telephone: 07966 598293

3. Meetings

Meeting dates and times: 3-4 months

Place: Bedford

4. Other Information

Reporting links: to the Regional Chairs` Forum; EERA CARI.

GYROS - Great Yarmouth Refugee Outreach Service

1. General information

Aim: GYROS exists to:

- (a) Provide seamless support services for people seeking asylum, refugees and other newcomers to the UK living in the County of Norfolk.
- (b) Share and develop identified good practice within these groups across the County of Norfolk.
- (c) Help refugees into independent living and to promote active participation in sustainable integrated communities.
- The service has been operating since December 1997; we have three full-time and three part-time paid staff, as well as six volunteers.

Key partners: We work with a wide range of statutory and voluntary sector partners in Great Yarmouth and across Norfolk.

Main activities: The main areas of our work are:

- (a) Running an information and advice drop-in service in Great Yarmouth; 10am – Midday on Tuesdays and Thursdays, and 2 – 4pm on Wednesdays and Fridays
- (b) Direct support work in hostels and homes as well as accompaniment and advocacy.
- (c) Integration events and outings.
- (d) Providing and facilitating a monthly multi-agency forum in Great Yarmouth open to all agencies and organizations that have contact with or provide services to asylum seekers, refugees or ethnic minorities.
- (e) Involvement in the development of support and services to these groups in Norfolk and the East of England.

Achievements: GYROS runs the only voluntary service led MAF in the East of England. Additionally, we provide a range of services for refugees, asylum seekers and migrants in Great Yarmouth and beyond. These include drop-in advice sessions, specialist advocacy and support work, which have helped thousands of people since 1997.

Current projects: We have recently set up a permanent office base in Great Yarmouth, where we provide support and advice for clients. Additionally, the GYROS office will soon be hosting a Psychology Support Group run by members of Norfolk and Waveney Mental Health Partnership NHS Trust, as well as providing office space for the Great Yarmouth International Association (GYIA). These collaborations will allow access to a wide range of services under one roof.

2. Contact details

Contact Name: Huw Vasey

Postal address: 52A Deneside, Great Yarmouth, NR30 2HL

Email: huw.vasey@gyros.org.uk

Telephone: 01493 745260

3. Meetings

Meeting dates and times: Monthly (first Monday of each month)

Place: Friend's Meeting House, Great Yarmouth

4. Other Information

Reporting links: Norfolk Children's Fund; Big Lottery Fund

Norwich Asylum Seekers & Refugees Forum

1. General information

Aim: To improve the well-being of asylum seekers and refugees in Norwich through

- 1) developing a co-ordinated approach to planning across agencies and voluntary organisations to support asylum seekers and refugees in the Norwich area
- 2) promoting a culture of understanding, sensitivity and acceptance for all asylum seekers and refugees housed in the Norwich area

Key partners: Norfolk Children Services, Norfolk Library Services, Norwich City Council (Housing), YMCA, PCT, British Red Cross (Refugee Orientation Project), MENTER, Refugee Council, Clearsprings, Norwich City College, Norfolk French Speakers Association (NORFRESA), Community Music East, New Routes project, the Police, NEAD, Rethink and other local organisations.

Main activities:

- Sharing information and good practice
- Producing an Action Plan and monitoring progress
- Ensuring the equal participation of asylum seekers and refugees
- Providing recommendations for action to the Executive Group
- Informing regional and local policy
- Improving awareness and understanding of asylum & refugee issues in all sectors

Achievements: Organised and co-ordinated a needs mapping research exercise in preparation to the Norwich dispersal. "Diminishing the Divide" research report published by the Refugee Council in 2004. Action Plan was

produced on the basis of the research findings. We also organized a Mental Health Day conference about Asylum Seeker and Refugee on 11th November 2005. NASREF is represented on the countywide community cohesion strategic group. Our action plan is adopted as part of the Norfolk community cohesion strategic action plan.

Current projects:

- 1) Asylum Seeker and Refugee Mental Health Day, 11th October 2005
- 2) Asylum Voice Project on involving asylum seekers and refugees in the Forum`s activities

2. Contact details

Contact Name: Councillor Hereward Cooke, Chair

Postal address: 31 Bracondale, Norwich, NR1 2AT

Email: cookehd@paston.co.uk

Telephone: 01603 624827

3. Meetings

Meeting dates and times: The Forum meets monthly (second Tuesday, 10 - 12 am)

Place: City Hall, Norwich

4. Other Information

Reporting links: The Forum reports to the Regional Chairs` Forum and Senior Policy Officer, EERA CARI

Suffolk Refugee Multi Agency Forum

1. General information

Aim: To develop and maintain an effective multi agency structure. To promote the integration of asylum seekers and refugees in Suffolk.

Key partners: Police; Suffolk County Council; Ipswich Borough Council; EERA; NASS; PCTs; Refugee Council; Job Centre Plus; Suffolk Refugee Support Forum; voluntary and community organisations working with refugee and asylum seekers.

Main activities: To develop an involvement strategy for refugees and asylum seekers to be represented at MAF meetings. Undertake mapping and needs analysis; collate data on current activities to inform forward planning. Produce a welcome booklet. Promote positive images of refugees and asylum seekers

Achievements: MAF structure in place. Strategic Plan developed and agreed. Needs analysis under way.

Current projects: Links with Local Strategic Partnerships and Local authority councillors to be developed.

2. Contact details

Contact Name: Renu Mandal

Postal address: Suffolk County Council, Endeavour House, Floor 3, Lime, 8 Russell Road, Ipswich, Suffolk. IP1 2BX

Email: renu.mandal@socserv.suffolkcc.gov.uk

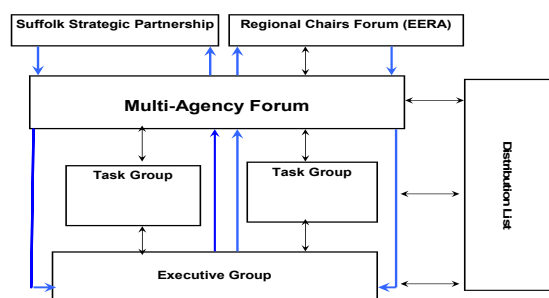
Telephone: 01473 264655

3. Meetings

Meeting dates and times: MAF meet quarterly. Executive meet bi monthly.

Place: Mainly in Ipswich

Reporting Links: to the Regional Chairs` Forum.



West Norfolk Diverse Communities Partnership

1. General information

Aim: To identify, understand and address the needs of, and the tensions between the diverse range of communities in West Norfolk, and ensure that this information is used by the wider Partnership and partners to inform service planning and delivery. To achieve the best outcomes we aim to share information to assist the diverse communities of West Norfolk to receive coherent and consistent services by coordinating mainstream activities in each agreed priority area.

Key partners: :

Chair, Adult Education, Borough Council Housing, Borough Council Community Development, Borough Council Cabinet Member, Citizens Advice Bureau, College of West Anglia, Connexions, EERA Consortium for Asylum & Refugee Integration, Fenland District Council, Fire Service, Health Issues, IAG Norfolk, Julian Housing, KLARS, Legal Services Commission, Library Service, MENTER, Norwich & Norfolk Racial Equality Council, Norfolk Constabulary, Norfolk Children's Services, Norfolk Probation Area, Norfolk Adult and Children Social Services, Portuguese Speakers Association, Queen Elizabeth Hospital, Sexual Health Promotion Practitioner, West Norfolk and

Fenland Muslims, West Norfolk Chinese Association, West Norfolk Islamic Association, West Norfolk Voluntary and Community Action and YMCA Norfolk

Main activities: Promotion of best practice for the community as a whole body to be able to access services and enjoy a peaceful and inclusive environment.

Achievements: Development of multi-lingual welcome pack.

Advice and reportage to LSP on Diverse Communities involvement on policy debate

Current projects:

Updating Welcome Pack

Consultation Involvement with Health organisations and LAA

Welcome Tour for newcomers

Improve delivery of Adult Learning to BME groups

Consultaion with member groups for "The Safer, Stronger, Cleaner, Greener

GO East community boost

Consultation on County protocols on Safety, Education and Health

2. Contact details

Contact Name: Heather Farley

Postal address: 16, Tuesday Market Place, King's Lynn. Norfolk PE30 1JN

Email: info@westnorfolkvca.org.uk

Telephone: 01553 765046

3. Meetings

Meeting dates and times: Next Meetings 20th April, 15th June, 17th August, 19th October and 14th December 2006. We always meet at 9am for coffee, and the meeting starts at 9.30am. 6 times a year (usually every other month)

Place: The Town Hall, Saturday Market Place, King's Lynn or The committee rooms at King's Lynn and West Norfolk Borough Council Offices, Chapel Street. King's Lynn. Norfolk

4. Other Information

We have both enjoyed and benefited greatly from the collaborative training workshops facilitated by MENTER and Anna and Pa Musa, and in view of the learning gained from this event we are currently reviewing our meeting formats and agenda setting protocols. You keep us very well informed

Reporting Links: Local Strategic Partnership

Fenland Diversity Forum

1. General Information

Aim: To build community cohesion by celebrating and sharing the value of diversity throughout the region. To identify, understand and address the needs of, and the tensions between the diverse range of communities in Fenland, and ensure that this information is used by the wider Partnership and partners to inform service planning and delivery. To share information to assist the diverse communities of Fenland to receive coherent and consistent

services by coordinating mainstream activity and initiatives in each agreed priority area.

Key partners:

Chris Collict (CC1)-Chair, Anna Allen-Menter, David Bailey-FDC, Nick Blake-Bridgegate, Gillian Clarke- Peterborough Racial Equality Council, Tracy Cory-Isle College, Lesley Evans-Care and Education, Karen Fysh-JobCentre Plus, Mike Gleadow-Environmental Health, Jean Gledhill-Fenland Council for Voluntary Service, Abi Hunt-Fens Food and Flower Festival, Mary Hutson-Home-Start, Tanya Mills-Home-Start, Olawunni Oni-African Caribbean Forum, Lesley Plan-East Cambs and Fenland Primary Care Trust, Sohale Rahman-Norfolk and Fenland Muslims/Minority Matters, Keith Smith-The Ferry Project, Oonagh Tucker-Citizens Advice Bureau, Thelma Wadsley-Rural Stress Information Network, Di Atkinson-Partnerships Manager FDC, Jake Bowers, David Burton, Graeme Carson, Phil Chapman, Chas Conlon, Bob Elvis, Mark Fraser, Daisy Line-Norfolk Diversity Officer, Margaret Osborne and Bethan Rees

Main activities: Promotion of best practice for the community as a whole body to be able to access services and enjoy a peaceful and inclusive environment.

Achievements: Community Food events

Current projects:

Rhythm Beats Racism Music Festival

Training Events

Welcome Booklet Development

Global Tea Day

2. How to contact us

Contact Name: David Bailey, Diversity and Traveller Manager and Barbara Pitt, Business Support Officer

Postal address: Fenland District Council, Fenland Hall, County Road, March. Cambridgeshire PE15 8NQ

Email: david.bailey@fenland.gov.uk and bpitt@fenland.gov.uk

Telephone: 01354 622256

3. Meetings

Meeting dates and times: Next Meetings 29th March, 24th May, 20th July, 11th October and 19th December 2006

Place: Council Chamber Fenland Hall, March and Exchange Tower, Wisbech

4. Other information

After MENTER provided the collaborative workshop, the Forum has decided to restructure the meetings. The Forum now consists of several sub groups, including: Health Improvement; Education; Community; Events; Housing and Employment. Members have been asked to 'sign up' to their preferred area of

delivery and some members, due to their work will become 'floating' members, providing specific input when required. These groups will all meet on the same day and the group leaders will report to a smaller dedicated committee.

Reporting links: Fenland Strategic Partnership (East Cambridgeshire Startegic Partnership involvement on Welcome Booklet Development)

Luton Multi-Agency Asylum Forum

1. General information

Aim: The Forum facilitates the coming together of all the voluntary, statutory and non-statutory organisations, working in any way with refugees and asylum-seekers to attempt to identify and address general needs and specific needs as they arise. It welcomes the attendance and involvement of refugees and asylum-seekers themselves to support them and to help give them the confidence to become pro-active.

The Luton Asylum Forum aims to:

- co-ordinate services and initiatives to improve the opportunities and life-chances of refugees and asylum-seekers locally;
- share information in a way that refugees and asylum-seekers benefit in the widest sense.

make links with other organisations locally and nationally in support of the above mentioned aims;

- plan initiatives and projects to benefit and involve asylum-seekers and refugees;
- co-ordinate use of resources and disseminate good practice.

The Forum is committed to working together to organise activities for Refugee Week.

Key partners: Adult Education, Amnesty International, Yarl's Wood Detention Centre Befrienders, Borough Council Housing, LBC Asylum Team, LBC Education Department (Children and Learning), Housing and everyday living support organisations, Connexions, Health –e.g. PCT NHS, The Lodge, L&D Hospital, Luton Law Centre, Library Service, MENTER, Refugee Council, Luton Police, Social Services, African Support Organisations, Specific community support organisations, Church Organisations, British Red Cross, Youth Organisations e.g. LuBYA, Individual asylum-seekers and refugees, Early Years and Sure Start, Barnfield College, Dunstable College, Social Services 16 Plus Team, Luton Accommodation and Move-on Project (LAMP), ESOL providers, Luton University, EERA and EECARI, Luton Training and Mentoring (LTM), LBC Supporting People, LBC Community Cohesion, African Families Positive Health (CAFPH), Amnesty International members, Social Services Looked After Children team (LAC), Luton and Bedfordshire Police.

Main activities:

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- Information Sharing and Networking; annual Refugee Week planning; focus on unaccompanied minors
 - Liaison re-addressing specific issues and individual cases as soon as the need arises
 - All-round support for unaccompanied asylum-seeking
 - Offering free training in our areas of expertise
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- Inviting speakers to forum meetings to share expertise

Achievements:

Refugee Week Event in the Park with Albanian-African Football Match, June 2003

Refugee Week Poetry Competition June 2004

Positive Images - Practical Solutions Conference Autumn 2004 (not 2005)

Refugee Week Information and Social Event with competition, June 2005

Community Party and Disco, December 2005

Current projects: Refugee Week 2006, Legal Advice Assessment

2. Contact details

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3. Meetings

Meeting dates and times: Once a month, with the day of the week not fixed so no one is permanently excluded

Place: Luton Central Library

4. Other Information

Reporting Links: The Forum is accountable to all member-organisations and reports to the Regional Chairs` Forum

Peterborough Multi –Agency Forum for Asylum Seekers, Refugees & Migrant Workers**1. General information**

Aim: to ensure that all communities in Peterborough live well together and that there is an equal access to services for Refugees, Asylum Seekers and Migrant Workers in the city.

Key partners: Peterborough City Council, Education (PCC), Refugee Council, MENTER, PCC,

FAITH project, EERA CARI, British Red Cross (BRC, NASS, PCC, Jobcentre plus, GO-Office East, Police, Clearsprings, PCC, PCC. The key partners make up a reference group which reports to the wider forum made up of over 40 agencies/departments working with this client group.

Main activities: To support the integration of asylum seekers, refugees and migrant workers

To inform regional and local policy

To promote, develop and support effective Forum working

To share information and good practice

To promote positive images and improve awareness and understanding of asylum, refugee and migrant worker issues in all sectors

Achievements: 2.2 Million Invest to Save funding to achieve integraton of asylum seekers and refugees in Peterborough; Production of "Welcome pack for new arrivals"

Current projects: Assessing the directions of the Forum; Development of Destitution and a Community Capacity Sub-groups; Regional Legal Advice Assessment

Contact details

Contact Name: Leonie McCarthy, Project Manager

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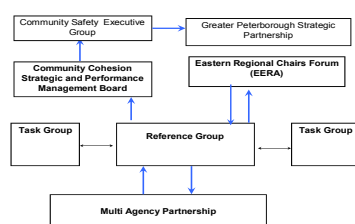
3. Meetings

Meeting dates and times: Quarterly

Place: New Link/Peterborough City Council Buildings

4. Other Information

Reporting links: The Peterborough Multi-Agency Forum (MAF) operates through a Reference Group of 15 members, a flexible number of Task Groups and Open Forum meetings. It reports to on the regional level - Eastern Regional Chairs Forum and Senior Policy Officer, EERA CARI



S. Herts Asylum Forum

1. General information

Aim: The purpose of the S. Herts Asylum Forum is to:

- To share information to improve local services to asylum seekers and refugees
- To Identify local problems and then develop and support solutions
- To feedback and influence local, regional policies and practice

- To offer mutual support

Key partners: The S. Herts Asylum Forum is open to:

- Designated representatives of agencies or groups who are involved or have an interest in local asylum and refugee integration issues.
 - NASS Regional Manager or designated representative
 - Refugee Council representative.
 - MENTER Partnership Development Project worker
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2. Contact details

Contact Name: Garvin Edwards

Email: gavin.edwards@hetscc.gov.uk

3. Meetings

Meeting dates and times Meetings of the S. Herts Asylum Forum shall take place quarterly. (March, June, September, December). Meetings are held on the 2nd Tuesday of the month from 2pm to 4pm

Place: Watford Town Hall

4. Other Information:

Reporting Links: The Chair represents the forum at the Eastern Region Chairs' Forum, which in turn links into the Reference Group of the East of England Regional Assembly (EERA CARI).

Sample Terms of Reference and Strategic Plan

SUFFOLK REFUGEE MULTI AGENCY FORUM

STRATEGIC PLAN 2005/06

A strategy aimed at improving the lives of refugees and asylum seekers in Suffolk

1. INTRODUCTION

The Suffolk Refugee Multi Agency Forum (SRMAF) is a network of agencies which was formed in 1998 to help co-ordinate support for asylum seekers and refugees in Suffolk. The purpose of the MAF is to advise, influence and support as appropriate, on all issues affecting asylum seekers and refugees in Suffolk. The MAF facilitates this by:

- Enabling consultation between MAF members, partner agencies and key stakeholders.
- Facilitating communication, information sharing and the sharing of best practice between MAF members, partner agencies and key stakeholders.
- Making recommendations.
- Providing a forum for consultation with and representation to, the East of England Consortium for Asylum and Refugee Integration (EECARI) and the National Asylum Support Service (NASS).
- Developing strategies for specific issues and actions.

Membership to MAF is open to asylum seekers and refugees, Refugee Community Organisations (RCOs), local authorities, other statutory agencies, voluntary sector organisations, community groups, faith groups and private sector organisations that are involved in the support of asylum seekers and refugees.

2. STRATEGIC PLAN

The Strategic Plan is the key planning and operational document of the MAF. It sets out the main strategic objectives and the outputs and activities needed to achieve them. The performance of the MAF will be assessed by a quarterly progress review made against the targets identified in the strategic plan. This document outlines the MAF's Strategic Plan for 2005/06.

3. STRATEGIC OBJECTIVES

The strategic objectives for 2005/2006 are:

- i) To develop and maintain an effective Multi Agency structure.
- ii) To promote the integration of asylum seekers and refugees in Suffolk.

3.1. STRATEGIC PLAN COMPONENTS

Outputs:

The practical results or changes that are needed to achieve the Strategic Plan objectives.

Actions:

The activities that the MAF or partner organisations need to undertake to secure the desired Outcome.

Lead & Resources:

For the purpose of reporting, a MAF member will be identified as the lead for each action. In some cases, they may only be responsible for reporting back on activities or projects undertaken by others. This section may also identify possible sources of funding and the amount required.

Target/KPI Indicator:

An indicator or target to assist the measurement of the MAF performance.

Priority:

The priority given to each action is important in guiding the activities of the MAF members. Criteria used to decide the priority of actions include the opinion of the MAF members, the opinion of MAF stakeholders and partner agencies, and an assessment of the risks involved if certain actions are not undertaken swiftly. There are three categories of priority within this Strategic Plan:

High	Must be achieved within the timescale allocated by the Strategic Plan as it has been identified as a core action needed to achieve the strategic objectives by the MAF members and stakeholders.
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Medium Progress is expected during the timescale of the Strategic Plan but, due to competing pressures, may not be fulfilled to the desired level.

Low Activity that is not critical to achieving the MAF strategic objectives but is desirable and still contributes to the achievement of those objectives. Should only be undertaken when time and resources allow.

Status:

Progress against each action.

4. Appendix 1

Outlines the structure of the Multi Agency Forum and Executive Group.

5. Appendix 2

Outlines the Action Plan for 2005/6

Appendix 1

Suffolk Refugee Multi-Agency Forum

Structure.

Mission statement:

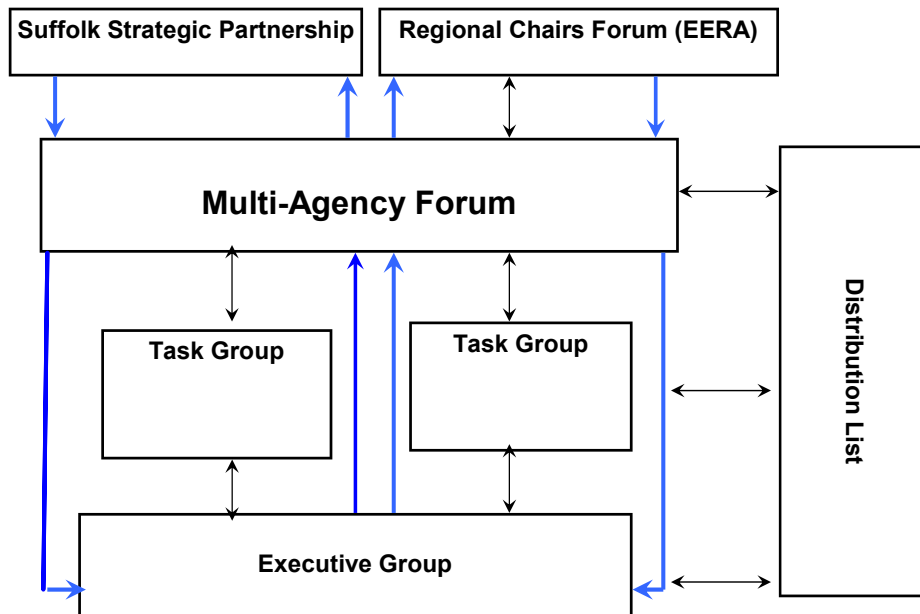
To improve the life experience of asylum seekers and refugees in Suffolk.

Structure

The structure of the Multi-Agency Group includes:

- Executive Group
- Multi-Agency Forum
- Distribution List
- Task / Theme Subgroups

Diagram 1.
Suffolk Multi-Agency Group: Structure



Comments to the diagram above:

Executive Group: Meets bi-monthly, focuses on effective action
Takes issues down to Task groups discussions
Task Groups meet
Multi-Agency Forum meets
Distribution list: on-going communication by e-mail

The Multi-Agency Forum comprises of an Executive Group of up to 8 members, a flexible number of Task Groups, an open membership Multi-Agency Forum and a Distribution List of any organisations with interest in asylum seeker and refugee issues.

Executive Group brings together representatives of 8 core organisations to:

- Oversee strategic direction and activities of the Multi-Agency Forum
- Discuss strategic issues raised by the Multi-Agency Forum
- Prioritise themes for Task Group discussions
- Co-ordinate Task Groups` activities
- Ensure that key policy issues are communicated regionally and locally

The Executive Group meets bi-monthly.

Proposed members of the Executive Group are:

Police; NASS; RC; EERA; SRSF; SCC; IBC; SCRT

Multi-Agency Forum

The Multi-Agency Forum will meet quarterly before Executive meetings. This will be open to everyone who has an interest in issues relating to refugees and asylum seekers. A priority will be to ensure that the voices of asylum seekers and refugees are heard.

The purpose of the Forum is:

- To share information
- To involve and ensure the equal participation of asylum seekers and refugees
- To encourage and enable effective joint working
- To provide recommendations for action to the Executive Group (including service gaps)

Task Groups

The Executive Group will identify priority themes and engage relevant organisations in the Task Groups.

These Groups focus on developing practical solutions and will be task focused and time limited. A member of the strategy group should be included in each task group so the task group can feedback to the Executive group.

Distribution List

The Executive Group will maintain regular communication with the Distribution list of organisations through regular e-mails and distribution of minutes and relevant information.

Appendix 2 – Action Plan 2005/06

Strategic Objective 1 – To develop and maintain an effective Multi Agency Group.

Outputs	Actions	Target/KPI indicators	Lead and Resources	Priority	Status
To have a multi agency structure	<ol style="list-style-type: none"> 1. Develop a structure that is fit for purpose 2. A report on the structure of the multi agency group 	Proposal drafted by 15 th July and model prepared by October 2005	Tina and Anna	HIGH – Target structure in place by 31 st December 2005	
Monitoring mechanism to be in place	<ol style="list-style-type: none"> 1. An action plan to be reviewed annually 	Plan completed and agreed by July multi agency meeting.	Strategic Plan Working Group (Ian Beattie, Peter Whitehouse)	HIGH	Working Group has developed first draft of Plan.
Reporting mechanism to be in place	<ol style="list-style-type: none"> 1. Terms of reference to be reviewed 2. Progress on action plan to be monitored at each MAF meeting 	Timetable to review planning process	Strategic Plan Working Group.	HIGH	

Strategic Objective 2- To promote the integration of asylum seekers and refugees living in Suffolk

Outputs	Actions	Target/KPI indicators	Lead and Resources	Priority	Status
Report on needs analysis of Refugees and Asylum Seekers	<ol style="list-style-type: none"> 1. Undertake mapping exercise to identify and prioritise needs of asylum seekers and refugees living in Suffolk and identify any gaps in service provision. 2. Set up a working group 3. Undertake research 	To be set after mapping sub group has been set up	Mapping sub-group TBD	High	Mapping sub-group to be decided at July MAF
	<ol style="list-style-type: none"> 4. Utilise mapping exercises conducted by VSRN-EE, EECARI and research conducted by Norwich multi-agency. Results to be feed into mapping exercise. 				

Outputs	Actions	Target/KPI indicators	Lead and Resources	Priority	Status
A Suffolk Refugee and Asylum Seeker Integration Strategy.	1. Implement EECARI template to develop a Suffolk Refugee Integration Strategy	MAF member attendance at RIG (EECARI) meetings.	Christina Tarring Paul Gosling Ian Beattie	MEDIUM	Attendance to be agreed at each MAF meeting.
Protocol for promoting positive images of Refugees and Asylum Seekers	1. Draft a protocol	Protocol to be in place by 31 st December 2005	Ian Beattie	Medium	
Refugee and Asylum Seeker representation on MAF	1. Investigate how asylum seekers and refugees can be supported to participate in the MAF	Inclusion of asylum seekers and refugees in place by 31 st December 2005	Ian Beattie	High	IB to report to July meeting