

For Information	
Public/Non Public*	Public
Report to:	Police & Crime Commissioner
Date of Meeting:	15 July 2019
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Agenda Item:	11

*If Non Public, please state under which category number from the guidance in the space provided.

Building a Better Understanding of Communities - Research Update

1. Purpose of the Report

- 1.1 The purpose of this report is to provide an overview of initial findings from the Nottingham Trent Research project – New and Emerging Communities. The research was commissioned by the Safer Nottinghamshire Board via the PCC's Community Safety Grant funding for 2018/19.
- 1.2 The project engaged with diverse ethnic and cultural groups across Nottinghamshire with a view to improving partner agency understanding of the lived experiences of 'new' and 'emerging' communities, and in particular, the challenges and barriers they faced in accessing services and how these could be overcome. The research also considered experiences of hate crime and perceptions in relation to Brexit.

2. Recommendations

- 2.1 It is recommended that the research recommendations (6) are noted and used to help inform local engagement and broader service delivery.

3. Reasons for Recommendations

- 3.1 The Police and Crime Commissioner's Police and Crime Delivery Plan sets out objectives to improve community engagement and public trust and confidence in policing, which includes activity to:-
 - Undertake research and co-engagement activity to build a better understanding of communities
 - Invest in community-led initiatives to facilitate positive relationships between new and emerging communities and the police

4. Summary of Key Points

- 4.1 The NTU New and Emerging Communities research project an interpretivist theoretical framework research methodology. This principally involved qualitative focus groups supplemented by one-to-one interviews to seek perceptions and viewpoints of a selection of groups from different ethnic minority backgrounds with reference to integration and cohesion, criminal victimisation, perceptions of and access to public services.
- 4.2 The objective in undertaking this research was firstly to obtain a more informed account of how migrant groups integrate into the UK and what this means for community cohesion and secondly what barriers to accessing public services exist and how might these be overcome.
- 4.3 The research found that patterns of Migration to the UK included individual routes of entry that meant individuals could be classified as either economic migrants or refugees. Routes into the UK affected sources of knowledge pre and post arrival as well as expectations, while initial contacts were forged around needs and affected engagement with wider communities.
- 4.4 Barriers to integration included language, levels of education, culture, discrimination, long working hours and fear of crime. Barriers to engagement with service providers included language, culture, previous experiences in their home country and age.
- 4.5 A large proportion of respondents had experienced hate crime and there were differences in experiences of reporting to the police, which affected perceptions of safety and social integration. Regarding Brexit, there were mixed views with many respondents including non-Europeans being worried about potential increases in hate crime and intolerance, generating a re-evaluation of whether they wanted to stay or concerns about whether they would be permitted to stay. These perceptions were affected by rumours. Other respondents including Europeans were unconcerned and still planned to stay.

5. Conclusions

- 5.1 The paper concludes that, in order to provide services, agencies need to know where migrants are residing and what their needs are. However, whilst we were provided with some contacts from the council, many of these proved fruitless when they did not get back to us after we contacted them, there appeared very little accessible information on where migrant groups are residing and Census data is unhelpful.
- 5.2 There seem to be common assumptions that there are homogenous ethnic groups residing within Nottinghamshire i.e. people refer to the Polish Community and the Romanian community. However, the reality is migrant groupings are much more fragmented both within and between different ethnic groups. For example, there are actually forty-one different Roma groups:

"They miss the fact that there are 41 subcultures, so they are not the same, so based on I don't know, the social services. Police are getting better... some of them (Roma) are proper modern, they are not wearing the long floral dresses and stuff. They wear normal clothes, they are not so strict" (Roma)

- 5.3 Therefore, gaining an informed knowledge of the culture and histories of particular migrant groups, and the differences within them, is of utmost importance as this information is key to helping to overcome and breakdown barriers to engagement between migrants and service providers. The paper suggests using snowball sampling as part of future research, informed by knowledge on different patterns of migration which targets support agencies, conversation and language cafes, employers, libraries, health centres and schools.
- 5.4 The paper argues that the notion of 'community cohesion' and 'integration' of new and emerging communities requires something of a re-think. Migrants often consider that they are 'integrated' if they are 'getting by' through contact with some kind of community group with migrants from their own or similar background. There is a considerable need to explain and understand aspects of the cultures of migrant groups, in order to tackle cultural 'myths' from members of the British public, authority figures and at times, those from migrants' own backgrounds; particularly within a Brexit context.
- 5.5 There is also a need to explain key aspects of British Culture to new migrants (including children) as well as behaviours that may be considered as Anti-Social or which may transgress the criminal law. Migrants were often unaware of aspects of British Culture (i.e. attitudes towards spitting in the street, being able to take seats on a park bench, having to queue in shops), which meant that they might often be unaware of what was considered as potential anti-social behaviour.
- 5.6 The report also highlights a lack of knowledge of the criminal law and what amounted to a criminal offence and what rights people actually had, which kept people more insular. Furthermore, people's experiences of hate crimes and prejudice both unreported and if reported not dealt with in a positive way had a detrimental impact on freedom of movement and their willingness to engage outside of their immediate social group and with public authorities.
- 5.7 To supplement the current information on Life in the UK, research on migrant groups should also be included to teach about the wide range of cultures, through personal stories of migration and experiences of living and working in the UK thus helping to break down myths and stereotypes about 'others' and focusing on what people share and have in common. These packs could be used to inform workshops in primary and secondary schools and workplaces and be supplemented by art and storytelling, in order to educate and reduce incidents of hate crime and ASB as well as helping new migrants to feel understood and encouraging wider integration than we have currently found.
- 5.8 Such an approach would also enable key learning from positive examples of where people felt welcome / Integrated into life in the UK. The Bigger Picture is that many migrants have had positive experiences and we need to learn what

makes the difference between those and more negative examples. For example, the research found that some groups were heavily stigmatised including Muslim women and Roma due to the existence of persistent assumptions and stereotypes therefore, there is a pressing need to produce wide-ranging educational resources to tackle this as detailed previously.

6. Research Recommendations

- 6.1 Given the unavailability of a complete data set on migrant groups in Nottinghamshire, there is a need for improved sources of information/contact. We would advocate that public organisations use a snowball sampling framework, as we did for this project, to contact migrants through voluntary groups and key organisations where migrants frequent, as emphasised previously within this report. These groups and organisations can then 'cascade' important information onto other migrant groups. This snowball sampling procedure can then be supplemented by current information held by public organisations including the council/police (i.e. key individual names (Kins) and made available via social media, through schools, health centres and libraries.
- 6.2 We advocate that organisations need to consider that additional support and advice needs to be provided to migrants to help them get off to the best start in understanding their rights and obligations and providing advice on integration. This information can be disseminated through welcome packs where migrants can be educated on British laws. In addition, positive testimonies of integration could be also be included in welcome packs. Economic Migrant agencies should also be employed to help disseminate information alongside voluntary groups. These agencies are considered integral as they can distribute important information via their posters, websites, community leaflets and magazines.
- 6.3 We also believe that key information (especially with respect to contacting services (namely. the police 101 number and 111 NHS numbers) be canvased, via leaflets around Nottingham and County areas to ensure those that who fail to engage with community groups are still receiving this vital information.
- 6.4 We also recommend that organisations work more closely with schools and universities as organisations that can help with disseminating information (i.e. open days), especially since we identified that communities are engaging with these organisations and especially the universities who are one of the initial contacts, as a route for many migrants into the UK.
- 6.5 We endorse that information for migrant communities is provided in a range of languages. Whilst we realise that we are in an era of austerity, the research has highlighted the need for more necessities to reduce language barriers. We thus advise there needs to be an increase in the provision of interpreters and there also needs to be more advertising and additional funding provided to small voluntary groups that are playing a key role in providing access to English i.e. the work of the language cafes.

- 6.6 We propose that the police need to regularly engage with communities via community policing, PCSOs and resource to key individuals. We also recommend and stress the importance that the police do not attend in uniform. We endorse that engagement and attendance at community events and meetings need to be executed at least once a month, for trust to be developed with migrant communities. This is especially important as tokenism can cause more harm than good.
- 6.7 With this in mind, we recommend that a follow-up piece of research is needed to continue breaking down any upcoming barriers, especially with the uncertainty over Brexit. We suggest that as we have now made key contacts and built a rapport with the key individuals and organisations, that we would be happy to continue working alongside these individuals with respect to disseminating key information and providing up to date data on new and emerging communities within Nottinghamshire.
- 6.8 We suggest that there needs to be more done in schools with respect to education on cultural differences. We believe this can be achieved through a curriculum change and this should also include a focus on histories of migration. We advocate that the graphical illustrations of individual migration narratives produced by this research project could be utilised within schools and libraries to educate the next generation.

7. Financial Implications and Budget Provision

- 7.1 There are no immediate financial implications relating to this report.

8. Human Resources Implications

- 8.1 There are no immediate Human Resource implications arising from this report.

9. Equality Implications

- 9.1 Findings from this report will be used to improve engagement with new and emerging communities and improve access to and experience of local public services among the various cohorts identified.

10. Risk Management

- 10.1 There are no risk management implications arising from this report.

11. Policy Implications and links to the Police and Crime Plan Priorities

- 11.1 There are no policy implications arising from this report.

12. Changes in Legislation or other Legal Considerations

- 12.1 There are no changes in legislation or other legal considerations that are relevant to this report.

13. Details of outcome of consultation

- 13.1 None

14. Appendices

- 14.1 New and Emerging Communities Report, Loretta Trickett and Amanda Hanson, Nottingham Trent University, 2019 (full report available on request)