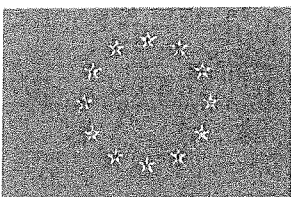


Freedom from Torture
Consonant (prev. Migrants Resource Centre)

Training partnership –

Memorandum of Understanding

Version 6.0
October 2019



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MEMORANDUM OF UNDERSTANDING between Freedom from Torture (111 Isledon Road, London N7 7JW) and Consonant (Berol House, 25 Ashley Road, London N17 9LJ)

BACKGROUND

Both Consonant and Freedom from Torture are committed to sharing expertise with a range of services and are passionate about empowering migrants to champion their rights, including refugees, asylum seekers and survivors of torture. Consonant has approached Freedom from Torture to explore the potential of partnership working and/or collaboration. The intention at this phase of the partnership is to co-create and co-deliver a half-day training programme, which will train/support and prepare pertinent health and social care institutions to be aware of the issues refugees and migrants in general and of those who have gone through difficult situations in particular with regard to accessing health services.

Consonant's involvement in this partnership is in-part funded by the European Commission through MYHEALTH. The main aim of MyHealth is to improve the healthcare access of vulnerable migrants and refugees newly arrived to Europe, by developing and implementing models based on the knowhow of a European multidisciplinary network. It focuses on women and unaccompanied minors who are newly arrived in Europe. This collaboration is part of Consonant's remit to provide opportunities for community participation for health. Tools produced will be made available via the MyHealth online portal, to help disseminate them among migrants and healthcare providers across Europe.

PURPOSE OF THE MEMORANDUM

The purpose of this Memorandum of Understanding (MoU) is to establish a framework for co-operation and communication between Freedom from Torture and Consonant in relation to partnership and collaboration on the design and delivery of a half-day training programme focusing on barriers to accessing health services for migrants, including survivors of torture, refugees, and asylum seekers, through the support of a joint volunteer Health & Wellbeing steering group for this project (volunteer representatives from Consonant and Freedom from Torture).

This MoU does not create any legal obligations and is intended to be binding in honour only in setting out the broad principles. The MoU will specify and clarify the following agreed aspects:

- Duration of the engagement
- The overall aim of the engagement
- Desired outcomes
- Outputs : including
 - o Clarifying workshop objectives and design
 - o Setting up migrant steering group
 - o Mapping of target areas / services
 - o Delivery
 - o Follow up - Evaluation / assessment process (and benchmarks to measure against)
- Our mutual Expectations and responsibilities
 - o Agreed process for working together
 - o Deliverables for both organisations
- Named 'point of contact' for both Consonant and Freedom from Torture

DURATION

This Memorandum of Understanding covers the period 18th April 2018 to 31st March 2020 inclusive, being the predicted duration of the above project (including development, delivery and evaluation). The outcomes, materials and tools produced up until the time of reporting for funding will be submitted as part of the MyHealth European Commission deliverables by Dec 2019. MyHealth funding ends on March 2020, and reporting will be collated between Dec 2019 and March 2020. The project will continue beyond this date to accomplish the full breadth of its intended aims, with the aim to complete by Autumn 2020.

AIM OF THE ENGAGEMENT

Aim: Freedom from Torture and Consonant are collaborating with our joint expertise with an aim to champion migrant voices to break down more barriers for migrant groups to access health and social care. This will be achieved through the development of a migrant-led steering group who will co-design and deliver a ½-day training programme on overcoming barriers that migrants, including refugees, asylum seekers and survivors of torture face in accessing health & social care.

DESIRED OUTCOMES OF THE ENGAGEMENT:

- Migrant voices are at the forefront of advocating for improved access to healthcare
- Improved accessibility of target health and social care services in London
- By partnering and sharing our professional links, increased number of platforms for migrants to challenge barriers to access to health and social care services

OUTPUTS/ DESCRIPTION OF ACTIVITIES:

- A. Phase 1: Co-design a half-day training programme on the barriers and solutions for better access to health & social care for refugees, asylum seekers, survivors of torture and other traumatic experiences (2018)**

Working group:

A representative member of staff from both Freedom from Torture and Consonant will lead on the collaborative/co-design of the programme.

The Freedom from Torture representative should be a psychological therapist or Doctor / trainer

These lead staff may wish to collaborate and draw on the expertise of other staff or volunteers from their respective organisation.

It is estimated that this will require 2 -3 face-to-face design meetings with follow up Skype and email correspondence between the design meetings

Workshop aim:

To raise awareness and participative discussion among health and social care practitioners about the barriers that migrants, including refugees, asylum seekers, and survivors of torture face in accessing health care services, and ways of overcoming them.

Workshop training objectives: By the end of the workshop, health and social care practitioners should be able to:

- Identify issues facing refugees, asylum seekers and survivors of torture
- Recognise some of the barriers that can interfere with refugees, asylum seekers and survivors of torture engaging with services
- Describe techniques for creating a safe relationship and building trust
- Explain what you can do in your own role to overcome barriers identified.
- Acknowledge the potential impact that working with survivors of torture may have on health and social care practitioners

Proposed timeline:

- First design meeting Summer 2018
- Follow up design meetings took place throughout 2018

B. Phase 2: Setting up of an expert Steering Group and planning

Steering group

Consonant and Freedom from Torture will recruit a team of 'experts by experience' (primarily consisting of survivors of torture, asylum seekers, refugees and migrants) creating a steering group that will lead on the final revisions of the training programme, develop case studies and final materials for the workshop, and lead the training delivery. Consonant would like to ensure a broad representation of vulnerable or marginalised groups, such as newly arrived women or persons who came to the UK as unaccompanied minors, ensuring the power and choice is held by members. The aim is to enhance the 'survivor voice' during the training and to champion the migrant voice as an effective one.

To that end, Freedom from Torture will help to recruit one or more survivors of torture; and Consonant will identify one or more volunteers with a migrant, refugee and/or asylum seeker background to form the Steering Group.

As part of the recruitment process, Consonant and Freedom from Torture will develop documentation that is user-friendly, includes transparency about who we are and our aims (and what we are not, eg. not linked to the asylum process); also to include clear parameters about roles, expected responsibilities and potential risks so that volunteers can make informed choices before committing to engage as a volunteer, this will be especially relevant for those with uncertain status/asylum seekers.

Requirements that we will specify include:

Survivors/migrants identified should have an interest in delivering awareness raising training to health care professionals and will ideally have some facilitation skills.

In the interests of retaining ongoing direct contact with affected wider migrant communities, Consonant will offer steering group member's voluntary opportunities to co-produce, co-facilitate and disseminate interactive health awareness raising workshops among wider communities of migrant health & social care service users throughout the duration of the project.

Support and capacity building for steering group members

Following recruitment and setting up of the steering group, a skills audit will be conducted to see which design and facilitation skills are already present in the steering group, and which skills Consonant and Freedom from Torture can help the volunteers to develop to enable them to confidently deliver the training workshops.

Consonant and Freedom from Torture commit to providing some skills building as required to make up any identified gaps. Based on findings of skills audit, both organisations will agree on what we can offer in

partnership or what each can offer individually to develop the skills of the volunteers, including workshops for skills and practice; ongoing feedback and coaching; shadowing etc (accepting both organisations have limited capacity, this will be considered when decision making)

Proposed timeline:

- Recruitment - August/Oct 2019
- Skills audit completed and capacity building training in late 2019/ early 2020
- Steering Group meetings monthly starting, September/ October, 2019/2020
- Skills audit & training from Nov 2019 to May 2020

Mapping of target health and social care services

- Identify key services to target (region, priority services, type of service)
- Identify barriers that service providers have identified (maybe through a TNA or questionnaire)
- How do we encourage them to enrol? (what's the incentive for services to take part)?
- Mapping start October 2019

C. Phase 3: Delivery & Evaluation

Delivery

Co-deliver the half-day training programme, twice starting in late 2019 / early 2020

Proposed timeline:

- Marketing of the event by Q1 2020
- First pilot training session delivered by summer 2020; second pilot autumn 2020.

EVALUATION COMPLETED BY END NOVEMBER 2020

D. Monitoring and evaluation

We will collaboratively develop a self-assessment for pre and post workshop, plus a 6 months later & feedback form

Following the training, Freedom from Torture and Consonant will share feedback and negotiate:

- Successes, challenges and any learning from the collaboration between Freedom from Torture and Consonant
- Assess and evaluate training participant feedback
- Explore potential ideas for further developing or building on the collaboration, if desired
- Any further modifications/edits to the training programme, and who is responsible, if desired
- Any further training dates to be confirmed

OUR MUTUAL EXPECTATIONS AND RESPONSIBILITIES

Shared commitments and responsibilities

1. Negotiate and agree realistic and specific learning outcomes and objectives for the training programme as well as the partnership
2. Contribute to the research and writing of training materials and handouts, following good practice
3. Contribute to the design of the training outline and methodology
4. Communicate openly with professional feedback on the materials during the design phase
5. Ensure that any case studies or stories shared about survivor experiences will be anonymised to protect their identity
6. Ensure that, as much as possible, the activities, engagements and materials designed for the training pilot are of high standards
7. Recruit experts by experience' (primarily consisting of survivors of torture, asylum seekers, refugees and migrants to be part of the steering group
8. Provide ongoing support and training for steering group members (to be identified and agreed once the needs analysis is carried out)
9. Share feedback following the training delivery on the training programme as well as the partnership
10. Update and report to relevant internal stakeholders (ie, senior managers)
11. Minimum and maximum participant number will be decided jointly once the design is clearly mapped

Freedom from Torture's role and responsibilities

1. To create and distribute CPD certificates for all participants
2. Create, distribute and collate evaluation forms from participants (using survey monkey)
3. Support marketing of training on Freedom from Torture website

Consonant role and responsibilities

1. Training participants to be identified by Consonant
2. Venue and equipment to be arranged by Consonant
3. Administration and management of participant registration
4. Lead on marketing, including creating marketing materials / flyer etc

OWNERSHIP AND COPYRIGHT

Because both parties will input into the design and creation:

- Copyright – both organisations will own copyright of the materials they have written; jointly written materials will be jointly copyrighted
- All materials used as part of this training will be jointly Logoed/ branded
- Ownership and use of materials following the pilot will be shared (with the future roll out of the programme to be agreed)

MUTUAL INFORMATION SHARING ARRANGEMENTS

TIMELINESS


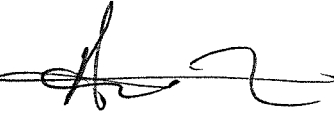
Consonant and Freedom from Torture will endeavour to inform each other in good time of any needed instance to reschedule or any concerns relating to any design meetings or the delivery of the pilot.

Freedom from Torture and the Consonant will endeavour to commit to the timeline for the project as outlined in this document.

COMMUNICATION

Freedom from Torture and Consonant will share collated outcomes of the participant feedback/evaluation forms and any findings from the discussions that take place during the pilot training programme.

Freedom from Torture and Consonant will provide clear and specific feedback following the pilot to foster continuous improvement of the programme.

Freedom from Torture	Consonant
Name <i>Tina Punjeer</i>	Name AMANUEL WOLDESUS
Signature 	Signature 
Date <i>21 Nov 2019</i>	Date <i>02/12/2019</i>